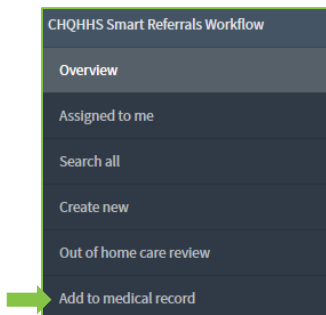




Smart Referrals Workflow Solution (eRefer)

Upload to Medical Record

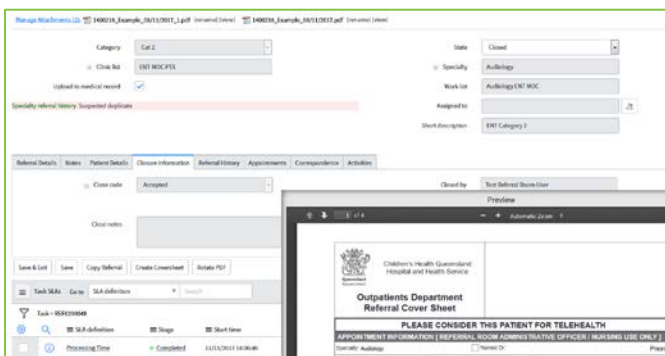
Referrals that are ready to be loaded into the iMR will appear on an Add to Medical Record queue.



1. Select a referral from the queue by clicking on the Referral ID. Older referrals will display at the top of the list.

Referral ID	Date received	URN	Given name/s	Surname	DOB	Specialty	Work list
REF0200021	08/11/2017	Demo111	Demo	Surname	08/03/2001	Audiology	Ca
REF0200028	08/11/2017	1400191	Esmdmwo	Cheqcertest	01/01/2017	Audiology	Audiology ENT MOC
REF0200036	08/11/2017	1400188	R/O Scott	Cheqcertest	03/01/1990	Audiology	Ur

2. A referral with cover sheet displaying in the viewing panel. All fields except State, Upload to Medical record, and Upload complete will be locked.



Upload to medical record

Upload complete

Specialty, patient details and the iMR ID (FIN) number will be visible on the main screen.

Specialty

* URN

* DOB

Calculated age

* Gender

Given name/s

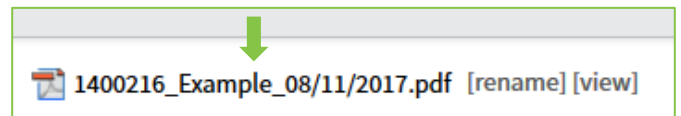
* Surname

Out of home care

* FIN

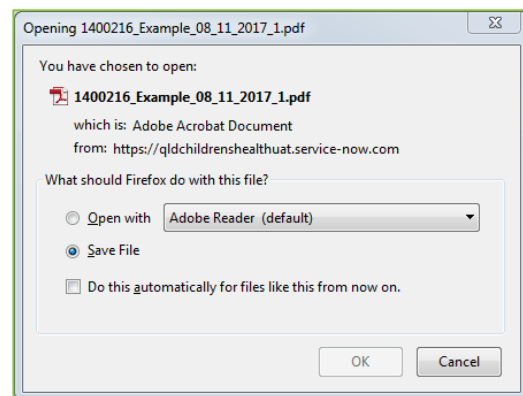
3. Download the referral onto your local drive

Click the file name at the top of the screen.



Note: Smart Referrals Workflow will have at least two PDF files in the attachments section. The first will be the original referral, the second will be the referral with attached coversheet, this is the referral that should be selected for upload to the iMR.

4. Save the file to your computer by selecting Save File and clicking OK.

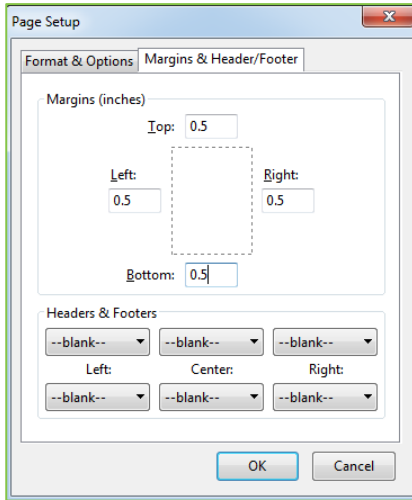


This referral can now be loaded into the iMR.



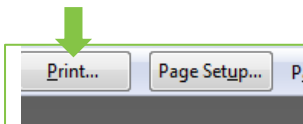
Troubleshooting – Page setup in inches

The page set-up screen may occasionally display as inches rather than millimetres.

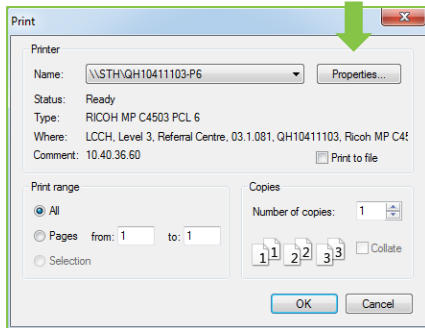


This occurs when the printer is set to a 'letter' document size rather than A4. To fix follow the below steps:

1. Click **Print...** in the print preview screen



2. Click **Properties...**



3. Change the document size from **letter** to **A4**.

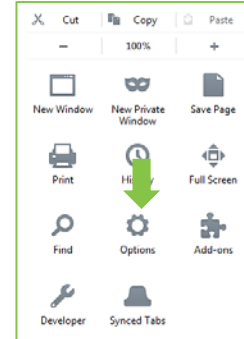


4. Click OK and print a page. You will now be able to return to the page set-up and configure the page in millimetres.

Troubleshooting – Letter printing in large font

Some browsers have been set with a minimum font size for printing. This will affect letters printing from eRefer. If letters are printing with the wrong font size:

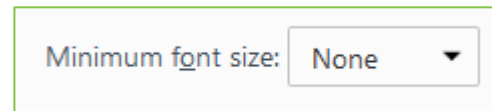
1. Select the cog in the Firefox menu



2. Select **Content** from the left side menu and click **Advanced...** in the Fonts and Colors section.



3. Make sure the Minimum font size is set to **none** and click **OK**.



How to get help

For support contact the OPD Management team by email at LCCH.OPDManagement@health.qld.gov.au or by calling 3068 1999 (select option 3).

Application and technical support can also be accessed through the IT Support Centre 1800 198 175.