



Smart Referrals Workflow Solution

Managing Coversheet Issue

During the first perusal of the referral pdf, the Central Referral Unit AO may identify a non-flattened PDF attachment.

Hint: This issue will occur when a referral appears as colourful.

When referral attachments are not flattened, it causes a technical issue where the referral coversheet will not generate. A coversheet is required *prior* to the referral being uploaded into ieMR.

Example images below:

CHS/Maternity and Baby Referrals

<p>Children's Health Queensland Hospital and Health Service Child Health Service</p>	URN: C479611 Family Name: D Given Names: S Address: 20/163 Date of Birth: 06
	<p>Maternity and Baby Referral (Antenatal and Postnatal)</p>
Referring Facility: Caboolture Hospital	
<input type="checkbox"/> Mother has consented to the Child Health Service contacting her to provide	
Mother's Details	Baby's Details

TO SUBMIT USING EMAIL (QH Staff only)

- ▶ Press **PRINT TO PDF** button and press print
- ▶ Rename and temporarily save a copy to your computer
- ▶ Attach PDF and email to: CHQ-CH-Referral@health.qld.gov.au

Please note: one referral per email

00007:659075 v26.00 07/2020

Ellen Barron Referrals

Date 01/02/2021
SUBMIT
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Neurology Referrals

11/2021
SUBMIT

To rectify:

The PDF will need to be printed, rescanned and attached to the same ticket (like current process with documents that are mis-orientated/out of order etc).

An email will then be sent to CHQ.OPDManagement@health.qld.gov.au requesting the removal of the non-flattened PDF.

How to get help

For support contact the Health Informatics team by email at CHQ_DigitalFuture@health.qld.gov.au or by calling 3068 1999 (select option 1).

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

