



Smart Referrals Workflow Solution

Nurse/Clinical Review

1. Select a referral in the queue by clicking on the Referral ID.

Referral ID	State	Specialty / Service Delivery Unit	Clinic list	Patient URN
REF121748	Awaiting Categorisation	Dermatology_OCH	(empty)	(empty)
REF1218239	Awaiting Categorisation	Genetics_OCH	(empty)	(empty)
REF1221398	Awaiting Categorisation	Physiotherapy_OCH	(empty)	(empty)

2. Review the referral

REQUIRES OPD Assistance – re: CPC Updates?

OLD GUIDE:

1. Review the referral and add a clinical condition for the referral if required by selecting the icon next Reason for referral.

Reasons for referral

2. Search for and select all the reasons for the patient's referral.

Reasons for referral

Obstructive sleep apnoea

rhin

Rhinosinusitis

CPC Review

Note: Selectable options are aligned with state-wide CPC values. If necessary a value of *Other* can be selected which will display a free text field.

Reasons for referral Other

3. Select the outcome of a CPC review if necessary.

CPC Review Recommended category 2

4. Select the **Nurse reviewed** check box to indicate the review is complete and to move the referral to the next queue for processing.

Nurse reviewed

5. If required enter a note in the Notes field on the **Notes** tab

Referral Details **Notes** Patient Details Referral History Appointments

Notes Patient has history of allergies

6. Click **Save** to confirm the changes or **Save & Exit** to confirm and return to the queue.

Save & Exit Save

Urgent Referrals

The Triage Urgency can be set to *Routine* or *Priority* in the Referral details tab. Priority referrals will appear first (*top*) in the queue. A *red dot* is placed next to the Referral ID to inform users.

Referral ID	Assigned to	Date received	Patient	Given name/s
QHREF0003399		26-05-2018	1234567	Test
QHREF0003393		26-05-2018		

Patient History

The patient's history will be available in the Referral history and Appointments tabs.

Previous referrals for the patient can be opened directly from the Referral history tab.

Additional information about the patient can be obtained by clicking **The Viewer** button. This will open a new window & the patient summary page will display.

The Viewer



Reassign referral to another Specialty

Referrals can be re-assigned to another specialty by changing the **Specialty** field.

Users will be shown the Previous Specialty whenever the Specialty has been saved.

Note: Only *uncategorised* should be re-assigned. If a categorised referral is re-assigned all fields related to categorisation will reset.

Return referral to central hub

If required, the referral can be returned to the original Processing unit before categorisation by changing the Specialty back to the central referral service.

The **State** will change to *Received*.

1. Enter a note by navigating to Notes tab
2. Enter information as why the referral has been reassigned.

Note: If the referral is required to be returned prior to categorisation, ensure the Nurse Reviewed box is not selected.

Attributing a referral to a patient

If required, the referral can be attributed to a new patient.

1. Re-enter the correct patient's **URN** and **Date of Birth**
2. Select the search icon.
If the details are correct the patient details will update.

Awaiting information

A state of awaiting information may be used to show a referral needs more information before categorisation.

1. Change the state to **Awaiting information**

2. Add a note in the **Notes** tab explaining why.

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