



Smart Referrals Workflow Solution

Read Only Access

Smart Referrals Workflow Solution (SRWS) allows clinical staff Read Only access. This enables users to view referrals but restricts the ability process referrals.

Referrals are available in queues. The **Search All** queue will assist Read Only users to find specific referrals by searching by URN.

Note: The **Search All** queue will contain referrals received but not yet processed.

The referral Archive queue holds referrals processed prior to November 2017.

To view a Referral

1. Select a referral in the appropriate 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)
REF1211398	Awaiting Categorisation	Physiotherapy_OCH	(empty)	(empty)

OR

2. Change the **Search** field to **Patient URN** or **URN**

3. Search for the referral by typing in the Patient URN into the search field and pressing **Enter**

4. Select a referral in the appropriate queue by clicking on the **Referral ID**. Select a referral that is allocated to the relevant specialty

Referral ID	State	Specialty / Service Delivery Unit
REF2264196	Awaiting Categorisation	Audiology - OCH

A preview window of the referral will display automatically when the referral record is opened. If the referral does not automatically open, click on **view** next to the .pdf file name.



There may be multiple attachments, including a coversheet if the referral is closed.

Note: Printing referrals from SRWS is discouraged. If a referral is printed a diagonal line should be added in pen to the referral document. This will ensure that no duplicate documents are uploaded to the medical record.

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

