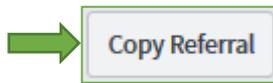




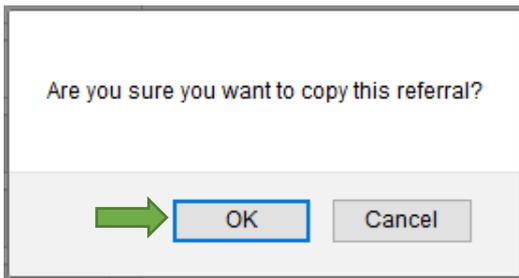
Smart Referrals Workflow Solution (eRefer)

Copy referral

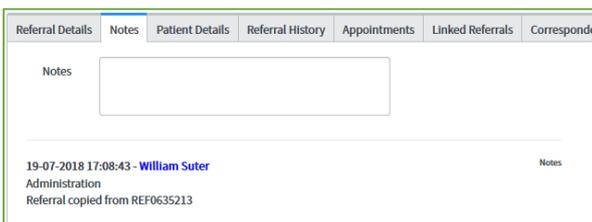
1. From an open referral, select the **Copy Referral** button from the menu bar at the top of the screen.



2. A pop up window will prompt the user to confirm if they want to make a copy of the referral.



3. The system will make a copy of the referral and the newly created referral will open with a new REFXXXXXXXX ID.
4. Once the referral is copied a note will be added to the **Notes** tab: **Referral copied from REFXXXXXXXX**



5. If the referral had a **Category** or **Non-Acceptance** reason these fields will reset to **None**. The **State** will not change when a referral is copied.

Note: For referrals with a **Category** or **Non-acceptance** reason, the state does not change on the new copy until the referral is saved. This ensures the referral cannot be actioned from a different queue until the current process is complete (saved).

Change patient on a copied referral

6. If the patient needs to be changed on the new referral copy, enter the **URN** and **DOB** of the correct patient and click search.

7. The patient's information will populate in the referral

8. **Save** the referral.



9. The referral can be managed through BAU processes.



Reassign copied referral to another specialty

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

Previous Specialty	Orthopaedics
This referral has changed specialty	
* Specialty	Ear Nose & Throat <input type="text"/>

Users will be shown the Previous Specialty whenever the Specialty has been saved. Only uncategorised referrals should be re-assigned. If a categorised referral is re-assigned all fields related to categorisation will reset.

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 via