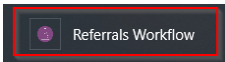




Smart Referrals Workflow Solution

Categorisation

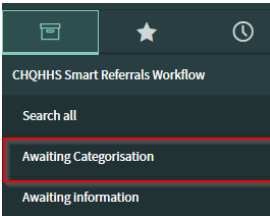
1. Search for Referrals Workflow in start menu, or access from desktop icon.



2. Use email address or QH\Novell Login) and enter Novell password.



3. Navigate to the **Awaiting Categorisation** screen from the left-hand menu



4. 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)
REF121829	Awaiting Categorisation	Genetics_OCH	(empty)	(empty)
REF121398	Awaiting Categorisation	Physiotherapy_OCH	(empty)	(empty)

Note: Clinic List is mandatory for all accepted new referrals. It is not mandatory for *Ongoing care* referrals.

5. Review the referral, including any notes on the **Notes** tab.
6. If administration action is required before categorisation, tick the **Follow-up required** box and add notes describing what is required. The referral will appear on the AOs Follow-up required list to action.
7. Administration will then update what is required, add notes and deselect the Follow-up required box.

The referral will then appear back on the **Awaiting Categorisation** list.



Accepted referrals

1. Select the **Category**

The **State** will change to *Accepted* and categorisation related fields will be displayed.

2. Allocate the referral to a clinic list – this should indicate how the patient should be waitlisted or scheduled an appointment

3. Select any of the check boxes as required to provide additional booking instructions to administration staff.

Note: Patients confirmed as **Out of Home Care** will be assigned as Category 1.

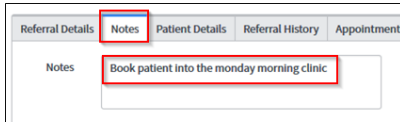
Declined referral

1. Select a reason in the **Non-acceptance** reason field.

The **State** will change to *Not Accepted*

Note: **Category** and **Non-acceptance reason** fields cannot both be selected. One will hide when the other has a value. Reset the value to - *None* - if the other field is required.

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

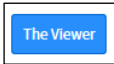


- Click **Save** to confirm the changes or **Save & Exit** to confirm and return to the queue.

Patient History

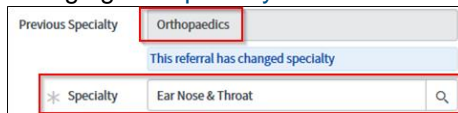
The patient's history will be available in the **Referral history** and **Appointments** tabs. Previous referrals can be opened directly from the **Referral history** tab.

Additional information about the patient can be obtained by selecting **The Viewer** button which will open directly to the patient summary in The Viewer in a new window.



Reassign referral to another Specialty

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

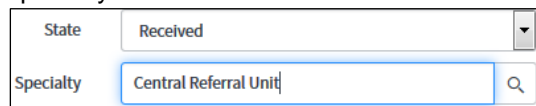


Users will be shown the **Previous Specialty** whenever the **Specialty** has been saved.

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

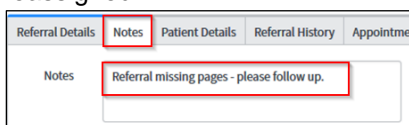
Return referral to central hub

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



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

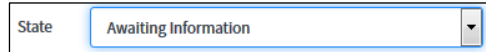
- Enter a note by navigating to **Notes** tab
- Enter information as to why the referral has been reassigned.



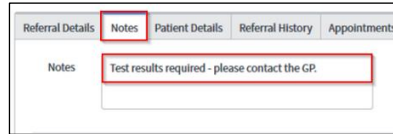
Awaiting information

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

- Change the state to **Awaiting information**

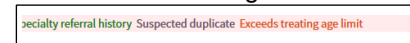


- Add a note in the **Notes** tab explaining why.



Flags

The system flags certain criteria to alert users to assist with decision making.



Outside catchment area	The patient's permanent address is outside the nominated catchment area for the HHS or Specialty.
Suspected duplicate referrals	Where the system suspects the referral is an exact copy of another referral in the system. This should be verified by opening the matching referral and comparing the referrals.
Exceeds treating age limit	Where the patient is older than the nominated maximum eligible age for the Specialty
Specialty referral history	Patient has previous referrals to the specialty in the Workflow solution. These can be viewed and accessed from the Referral History tab.
Specialty appointment history	Patient has previous appointments with the specialty. These can be viewed in the Appointments tab.
Linked to QHREF#####	Indicates that the referral has been linked to a previous referral as it is related to the same episode of care, such as a request for reconsideration of category. This referral can be accessed by clicking on the Referral ID in the flag. From the original referral you will be able to see all Linked referrals in the Linked Referrals tab

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