



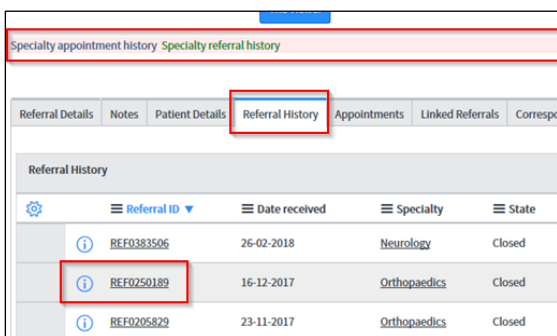
# Smart Referrals Workflow Solution

## Categorising Clinician Category Upgrade Request

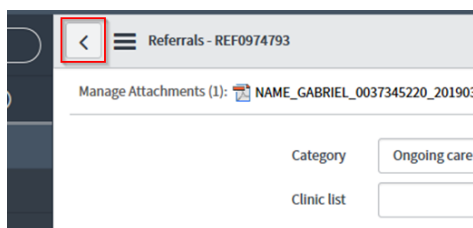
Referring doctors will, at times send a second or subsequent referral requesting a Category upgrade for their patient. This new referral may have additional clinical information.

A note in the Notes section will advise of this request. The patient will also have a flag showing 'Specialty Referral History'.

Categorising doctors will be able to view the previous referral in the Referral History tab, clicking on the Referral ID.



Once the previous referral has been viewed you can go back to the current referral by clicking on the back arrow.



### Categorisation

Select a category in category field or a non-acceptance reason if declining the referral.

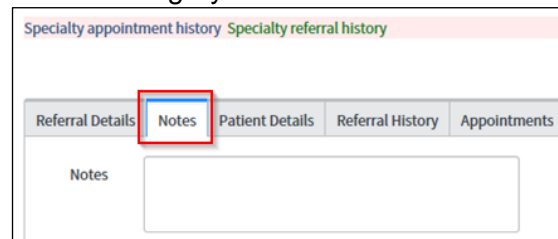
If the category is to remain unchanged, select the same category as the previous referral.

Should the referral category need to be upgraded select the new category from the drop down.

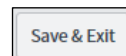
Complete the clinic field for accepted referrals.

Add a note to Notes section, advising of either:

1. Category upgrade
2. Category to remain the same



Click **Save & Exit** to return to the queue.



### How to get help

For support contact the Health Informatics team by email at [CHQ\\_DigitalFuture@health.qld.gov.au](mailto: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

