Our Digital Future
IMAGINE WHAT'S POSSIBLE...

Integrated Care Digital Program

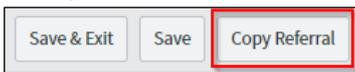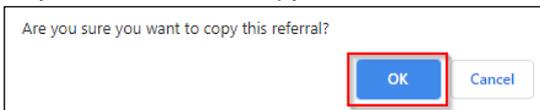# Smart Referrals Workflow Solution

Copy Referral

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

2. Select the Copy Referral button from the menu bar at the top of the screen.

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

4. Select OK

5. The system will make a copy of the referral and the newly created referral will open with a new REFXXXXXXX ID.

6. Once the referral is copied, navigate to the Notes tab

7. Enter a note
   Referral copied from REFXXXXXXX
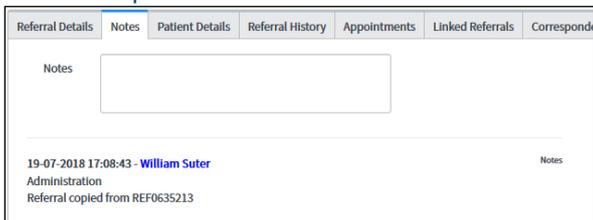
8. If the referral had a Category or Non-Acceptance reason these fields will reset to None.

9. 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

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

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

3. Click Save to save the referral

   The referral will be then 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	🔍

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

Note: 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 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