



Smart Referrals Workflow Solution

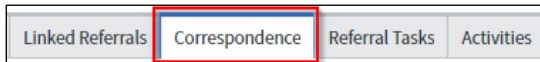
Correspondence

To generate and send Correspondence for a patient, follow the below instructions.

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

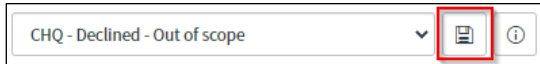
Referral ID	State	Specialty / Service Delivery Unit	Clinic list	Patient URN
BEF121748	Awaiting Categorisation	Dermatology_OCH	(empty)	(empty)
BEF1218239	Awaiting Categorisation	Genetics_OCH	(empty)	(empty)
BEF1221398	Awaiting Categorisation	Physiotherapy_OCH	(empty)	(empty)

2. Navigate to the Correspondence tab within the referral ticket.



3. From the drop-down menu next to Generate correspondence, select the required document.

4. Click the Save/Disk Icon.



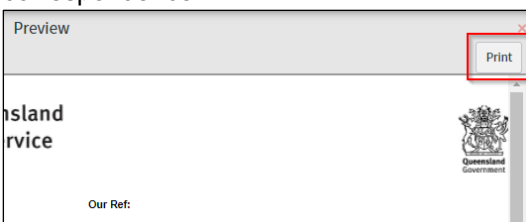
Created correspondence will appear as a line item in the tab. A separate preview is generated for each recipient.

Actions	Created	Type	Name
Preview	16-04-2021 14:36:05	CHQ - Declined - Out of scope	CHQ - Out of scope (patient)
Preview	16-04-2021 14:36:05	CHQ - Declined - Out of scope	CHQ - Out of scope (referrer)
Preview	16-04-2021 14:36:04	CHQ - Declined - Out of scope	CHQ - Out of scope (file copy)

5. Select Preview to open the correspondence in the viewing window.



6. Click Print in the viewing window to print the correspondence.



Note for CYCHS: SMS correspondence can be sent to the patient's mobile number IF consent is recorded in the patient's HBCIS registration.

SMS correspondence are not be generated if there is no recorded consent.

7. Print the File copy preview and prep document to send for scanning to be uploaded in to ieMR.

Ensure a Patient URN, FIN Number and patient's name are clearly stated.

Free text Correspondence

Where a templated letter does not exist to suit the communication requirements on a declined referral, a clinician may add a short free text comment that will populate onto a letter sent to the referrer.

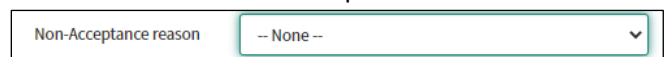
The following should be noted when adding a comment:

- Only available on a declined referral letter.
- Content is sent to the referrer only; patients will receive a generic templated response.
- Content should be short and concise.
- The letter that is sent to the referrer, including clinician comment will be scanned into the ieMR
- Formatting, including line breaks, is not possible.

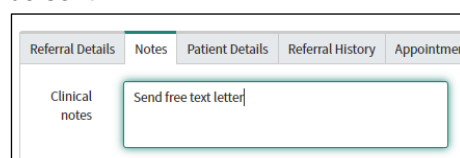
For Clinicians:

Correspondence containing free text should be completed in the following method:

1. Select the relevant non-acceptance reason



2. Include instruction in your clinical note clearly indicating to admin that the free text letter should be sent



- Open the **Correspondence** tab and enter your comment in the **correspondence text** field

Correspondence text	Please re-submit with details of treatment to date
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- Re-assign the referral to the lead Service.

Note: The referral viewing window may need to be closed to view the **Correspondence text** field.

- Complete the referral as per usual.

For Administration Officers:

The **Declined free text** should be sent whenever instructed by the clinician and / or there is content in the **Correspondence text** field.

Administration Officers are not expected to edit or format this content in any way.

To print the required letter:

- On the **Correspondence** tab select **CHQ – Declined Free Text** and click the save icon.

- Complete the referral as per usual.

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