Our Digital Future
IMAGINE WHAT'S POSSIBLE...

Integrated Care Digital Program

Smart Referrals Workflow Solution

Managing Duplicates

Smart Referral Workflow Solution (SRWS) identifies potential duplicate referrals by flagging to users when a referral is received for the same Patient, to the same Specialty, with the same Date on referral.

Flags will display during initial data entry when the Date on Referral field is completed, if the patient and specialty fields are also complete.

Date on referral	28-04-2021	
	Suspected duplicate referrals	

Once saved the suspected duplicate flag will move to the flags section of the referral record.

Specialty referral history

If a potential duplicate is identified, the user should compare the referrals. The user can either mark the refferal as not a duplicate or complete the referral as a duplicate referral.

Mark referral as not a duplicate

1. If the flag was displayed during initial data entry, click save to save the referral.

    Save

2. Locate the matching referral in the referral history tab.

Referral Details	Notes	Patient Details	**Referral History**	Appointments	Linked Referrals	Correspondence	Referral Tasks	Activities

Referral History				
⚙	☰ Referral ID ▼	☰ Date received	☰ Specialty / Service Delivery Unit	☰ State
ⓘ	REF2262468	08-04-2020	Central Referral Unit - QCH	Received

3. Open the matching referral by selecting the referral ID.

⚙	☰ Referral ID ▼	☰ Date received	☰ Specialty / Service Delivery Unit	☰ State
ⓘ	REF2262468	08-04-2020	Central Referral Unit - QCH	Received

Hint: Hold the control (ctrl) key when selecting the referral to open in an adjacent tab.

4. Compare the referral documents and action the newer record.

    Not a duplicate:

    a. Select the Not a duplicate field

Not a duplicate	☑

Note: If the referral is not a duplicate but is for the same condition or episode of care, the referral could be *linked*.

See the QRG '**Linking Referrals'** for instructions.

Confirmed Duplicate

1. Change the State to Closed

State	Closed ⌄

2. Select Duplicate as the Close code

＊ Close code	Duplicate ⌄

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

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

Queensland Government