



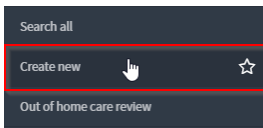
Smart Referrals Workflow Solution

Manually creating a referral record

A referral record can be manually created, and a referral document attached in Smart Referrals Workflow Solution (SRWS) if required.

To manually create a referral record, follow steps as outlined below.

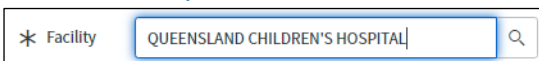
1. Select **Create New** from the left-hand menu.



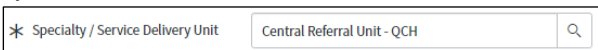
2. A blank referral record will be created. Attach the referral document by clicking on the paperclip icon or dragging a referral document into the window.



3. Enter the **Facility** – Queensland Children's Hospital

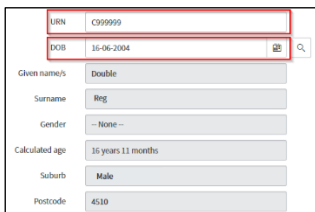


4. The **Specialty** field will then default to Central Referral Unit – QCH. Enter the specialty as required or directed by business rules.



Note: The **State** will change from Received to Awaiting categorisation when a specialty is entered.

5. Enter the patients URN and DOB. The patient details will then populate.



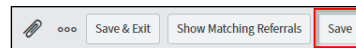
6. In the **Referral Details** tab, complete the following fields:

- Named

- Referred to Clinician (if named)
- Length of Referral
- Date received
- Date on Referral
- Referral Source

Note: The **Triage Urgency** field will default to Routine, this can be set to Priority if the referral is urgent as indicated by the referring practitioner on the referral form. Priority referrals will appear at the top of any relevant work queue.

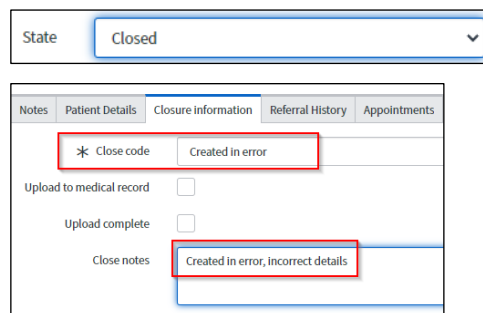
7. Click **Save** to create the record.



Cancelling a record created in error

If a referral has been created in error, it can be cancelled at any time before it is first saved by exiting the screen without clicking **Save**. You can exit the screen by selecting any queue.

If the referral record has already been created, it cannot be deleted. To cancel the referral, it can be closed with a **Close code** of *Created in error*, it is mandatory to include an explanatory **Close note**.



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

