



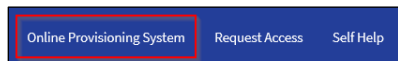
Smart Referrals Workflow Solution

Requesting access for Redirection

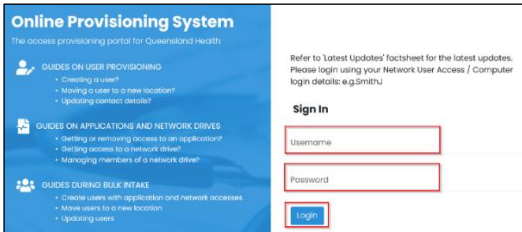
1. Open an internet browser (i.e. Internet explorer, Microsoft edge).
2. From QHEPS, select **Online IT Support** from the top menu.



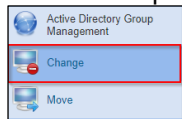
3. If prompted to log in, select the appropriate account or log in using your QH Email address and Novell password.
4. Select **Online Provisioning System** from the top blue menu bar.



5. Use Novell username and Novell password.

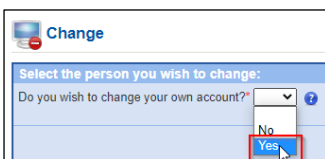


6. Select **Login**
7. From the displayed page, select **Change**.



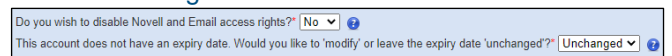
The Change screen will now display.

8. Follow the prompted questions.
Do you wish to change your own account?
Select **Yes**

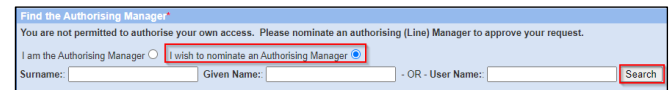


9. Do you wish to disable Novell and Email access rights?
Select **No**

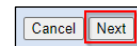
10. This account does not have an expiry date. Would you like to 'modify' or leave the expiry date 'unchanged'?
11. Select **Unchanged**.



12. Nominate an **Authorising Manager** by entering their surname and given name, or username.
13. Select **Search**



14. Click **Next**



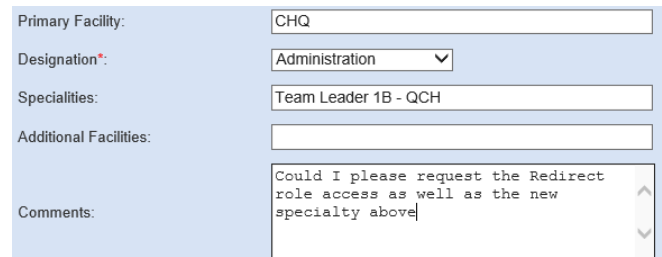
15. Under Application Name:
Select **Smart Referrals**

16. Access required
Select **Children's Health Queensland**

17. Access type
Select **Change existing user**

18. Access role
Select **Specialty Admin Officers**

19. Select your **Primary Facility (CHQ), Designation and Specialty**.



20. Select your financial delegate and click **Next**.
21. Click **Confirm**.

Note: If the request is urgent, please email CHQ.OPDManagement@health.qld.gov.au including the job number.



Guide to complete redirection process:

1. Ensure all relevant notes and other actions prior to redirect.
2. Click on Redirect at the top right of the page and a pop-up window will appear where you will select the HHS to redirect to, the reason for redirection and redirection agreement if required.

3. Click on **Confirm**

The referral will now appear as locked. The referral has now been sent to the receiving HHS. SRWS does not allow a referral to be active under two Hospital & Health Services. *Referrals cannot be redirected electronically more than once.*

4. Leave the page. This will save the changes. You will then see updated notes regarding the redirect.
5. Navigate to the **Correspondence** tab and
6. Select **CHQ – Redirect** from the drop-down menu

7. Click **Save**.
8. Print the correspondence.
9. Select **Save** and **Exit**.

Additional information:

The receiving HHS can choose to decline the redirect, in which case, the referral will reopen for further action.

If a referral is redirected in error, the receiving HHS will need to be contacted and instructed to decline the redirect.

Note: Redirected referrals do not require upload to the ieMR, as per state-wide redirection business rules. The referral will remain visible in Smart Referrals Workflow Solution.

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