



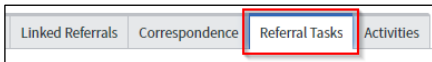
Smart Referrals Workflow Solution

Referral Tasks

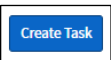
Additional tasks can be added to a referral to request additional actions on a referral outside the core triage and categorisation workflows.

Create a task

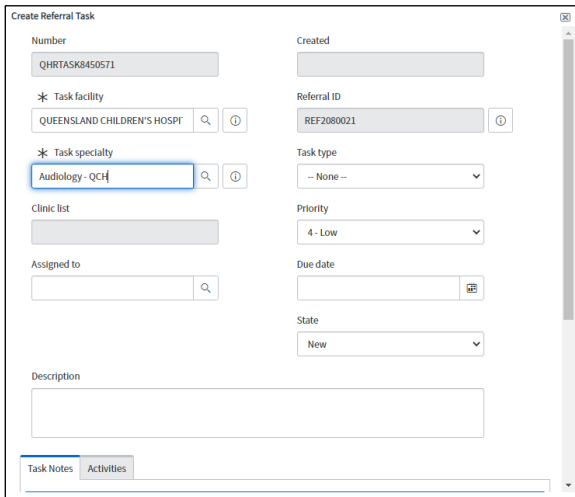
1. Select the **Referral Tasks** tab on a referral.



2. Click the **Create Task** button.



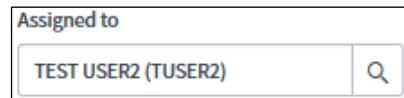
3. The **Create Referral Task** screen will display. The **Specialty** field automatically populates with the specialty of the referral.



4. Fill in the relevant details for the Referral Task:
 - The specialty required to complete the task can be changed using the **Specialty** field

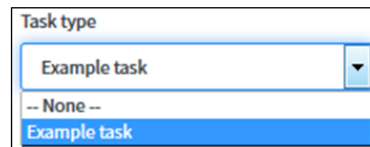


- Tasks can optionally be assigned to specific users using the **Assigned to** field



Tasks can only be assigned to users who work within the specialty the task is assigned to.

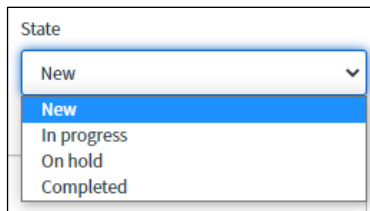
- **Task Types** are unique to the specialty on the referral.



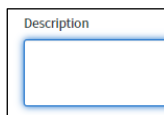
- A **Due Date** can be assigned to help users manage their task queues.



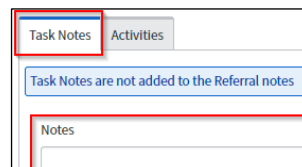
- The **State** can be changed to indicate if a task has been actioned. All new tasks default to **New**.



- The **Description** field should be used to explain the actions required for the task.





- The **Task Notes** can be used for journaling actions on the task.



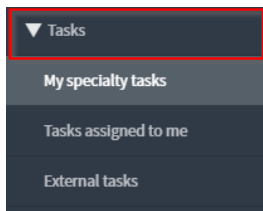
Note: Task notes are NOT added to the *Summary of Categorisation* coversheet or to the medical record.

- Go to the bottom of the task and click **Save**.
- Created Referral Tasks will appear as line items in the tab.

Number	Task type	State	Priority	Due date
 QHRTASK0001045		New	4 - Low	
 QHRTASK0001046		New	4 - Low	

Actioning Tasks

Outstanding tasks will be visible in the Tasks section of the navigation menu.





Note: *My Specialty* tasks will display all outstanding tasks in specialties allocated to all users.

Tasks assigned to me will display all outstanding tasks assigned to user.

External tasks will display all tasks assigned to a different specialty (alternate to that of the users specialty).

- Open the task from the relevant queue (or from the tasks tab of the relevant referral).

Number	Task type	State	Priority	Due date
 QHRTASK0001045		New	4 - Low	
 QHRTASK0001046		New	4 - Low	

- Add any notes required to describe actions taken on the task.

- Update the task's **State** as required

Note: All tasks start with a state of **New**. **In Progress** and **On Hold** can be used as required to manage the task according to the needs of the specialty.
Tasks marked as **Completed** will be considered closed and will no longer display on any queues for action.

- Click **Save** to save any changes.

Reallocating tasks

Tasks can be reallocated between services and individual users if required.

- Change the Specialty and/or the assigned to user

- Update the **State** of the task if required.

- Add a note to the task

- Click **Save** to save updates/changes.

Navigating to the referral

When a task is open, the corresponding referral can be accessed by:

- Select the icon next to the Referral ID

The referral documents will be available from the pop-up window.

- If the user has access to the facility's referrals, the complete record is also able to be accessed by selecting **Open Record**.

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