GP Smart Referrals

Expression of Interest Pack





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General Practitioner Smart Referrals (GPSR) Overview

What is Smart Referrals?

Smart Referrals are digital referrals integrated with GP practice management software to enable faster, streamlined management of referrals to Queensland public Hospitals.



Why Smart Referrals?

- Queensland Health is addressing patient access and waiting lists across the patient journey from GP referral to Queensland public hospital specialists.
- Queensland Health receive almost 2 million referrals each year, most by post or fax. These may go to the wrong place or may not have all the information needed to facilitate effective patient care.
- Smart Referrals is another step-in digital healthcare and will create a connected, modern health system for Queenslanders.
- Smart Referrals will simplify access to Specialist Outpatient Services, leading to better and efficient health outcomes for patients.
- Smart Referrals will provide GPs with a new way to track their patient's specialist outpatient care.

What does it mean for GPs?

What does it mean for GPs?

A quicker and easier way to refer

"I can use my existing software to quickly create my patient's referral with some information auto populated. I am assured I've included all the attachments and information required."

Refer to the right service first time

"I will have the correct information available to me and can send the referral to the right health service first time. This means I can refer my patient to the closest specialist based on their condition."

Templates are linked with referral criteria

"I can be assured I have selected the most appropriate treatment and health pathway for my patient. I am confident that the referral I am creating will meet the criteria for their condition "

Referral receipt acknowledgements

"I am confident that my patient's referral has been received by a Queensland public health service."

Leads to increases in:

- > Safety and quality of care
- > Patient experience
- > Workflow efficiency
- > Clinician experience

Frequently Asked Questions (GP)

- What are Smart Referrals?
- Why are we moving to Smart Referrals?
- Will I be able to see the progress of a Smart Referral?
- How will Smart Referrals improve the information I receive when submitting a referral?
- Will I need to purchase new software?
- Can I continue to use paper-based referrals?
- Will I need training and support to use Smart Referrals?
- What are the benefits of the Smart Referrals program?

1.1 What are Smart Referrals?

Smart Referrals are digital referrals enabling faster streamlined management of referrals to and within Queensland public hospitals. Using Smart Referrals, you can ensure your patients are sent to the right speciality clinic, the first time.

Smart Referrals auto-populate referral information from your practice management system. They also clearly flag anything that needs to be included or attached to the referral such as tests, imaging, investigations and health history. Smart Referrals ensures the necessary clinical information required to facilitate effective patient care is included minimising returned referrals.

1.2 Why are we moving to Smart Referrals?

Queensland Health is addressing waiting lists across the patient journey from GP consultation and referral to specialist outpatient care. Prior to Smart Referrals, there has been limited visibility of a patient's specialist outpatient care, including any delays in scheduling an appointment.

Queensland Health services receive almost 2 million referrals each year, most by post or fax. Some of these end up in the wrong place and some simply don't have the necessary information required to facilitate effective patient care. Introducing Smart Referrals is another important step in digital healthcare and creating a connected, modern health system for Queenslanders.

1.3 Will I be able to see the progress of a Smart Referral?

Once the referral has been submitted and accepted by the specialist, you will receive a notification. Real time progress updates will be available at all stages of the referral.

1.4 How will Smart Referrals improve the information I receive when submitting a referral?

Smart Referrals will feature a Referrals Service Directory, providing a comprehensive online list of specialist public outpatient services. This includes information about where and how services are offered, as well as estimated clinic wait times within Queensland Health Facilities.

1.5 When will my practice be able to start using GP Smart Referrals?

Smart Referrals will be progressively implemented across the state from April 2019. Practices will be able to use the solution as their region is enabled. A communication e-mail will be distributed via your Primary Health Network (PHN) inviting you to register your interest leading up to this. Once your practice has expressed interest, you will be contacted by our local Project Team to confirm practice setup form and assessment checklist are complete. Once it is confirmed your system is compatible with the solution requirements, an installation time and training will be arranged.

1.6 Will I need to purchase new software?

Initially Smart Referrals will only be available for practices with Best Practice and Medical Director practice management software. There are also some other technical requirements for installation that will be checked prior to install; most practices will meet these requirements and will not require any changes.

1.7 Can I continue to use paper-based referrals?

It is important to use Smart Referrals for the benefit of your patients. Smart Referrals ensures timely submission and receipt of a referral. It also has inbuilt automation to help you submit a quality referral required for effective patient care. The traceability of a Smart Referral also allows you to receive updates as the patient progresses through their journey.

Note: Some specialties will still require templates for referrals (e.g. eating disorders, nerve conduction studies, persistent pain). You will be able to access these templates via Health Pathways. Practices that do not have compliant practice management software will still be required to use current RTF (Rich Text Format) templates.

1.8 Will I need training and support to use Smart Referrals?

Health Services will partner with their local PHN to implement the Smart Referrals solution. You will be provided with several training and support options including face to face 'on the job' training. You will have access to desktop quick reference guides, online training videos, and a support hotline.

1.9 What are the benefits of the Smart Referrals program?

There are several benefits of the program, including:

• Safety and Quality of Care

Enhanced quality and completeness of referral information improves triage and treatment of patients

<u>Workflow Efficiency</u>

 Easter streamlined manage

Faster, streamlined management of referrals will improve patient outcomes

Patient Experience

Patients will benefit from reduced time taken to refer and triage referrals due to enhanced quality of referral information

- <u>GP Experience</u>
 More informed GP decision making through the introduction of tools that support efficient referral practices
- <u>Clinician Experience</u>
 Digital referrals with enhanced decision support information allow clinicians to provide improved patient care
- <u>Financial Benefits</u> Increased cost savings through a reduction in rework, processing appointments

1.10 When can I start to use Smart Referrals?

The Smart Referrals solution is due to commence deployment in GP Practices within West Moreton region from December 2019, which is being progressively implemented to GPs throughout the state.

1.11 How do I register my interest or obtain further information?

Please complete **all forms that accompany this EOI Pack** and email to WM-Smartreferrals@health.qld.gov.au. Please ensure you provide your contact name, practice name, email address, telephone number and all other relevant information.

Support and information will be provided to ensure your practice is ready to start using Smart Referrals.

Kind regards,

GPSR Project Team

Registration Guide

This guide will provide you with the necessary steps to ensure you have all the information needed to register to use Smart Referrals. Please ensure the details in the set-up form are correct, the instructions below will assist you in finding information where required.

Please complete the Smart Referral Installation checklist before returning this form. If you need assistance with any items, please contact your IT support.

Practice name

For Smart Referrals to provide e-referral recipients with accurate information, the practice name in your clinical software must reflect your actual business name. To change your Location/Practice Name in your clinical software to your actual business name, please see below.

Best Practice

Your practice name can be found by clicking **Set up > Practice details** from the Best Practice toolbar. If your practice name needs editing, you can do this by clicking **Change**, see the areas highlighted in **Figure 3**, enter the correct name and click save. See **Figure 4**. To modify any location names, click the **Edit** button shown in **Figure 3**.

Reproduce details	Practice details
Best Practice Clinic Change Site ID: 0 Licensed for 11 full time and 11 part time doctors. Licence expires on 11/11/2018	Practice details Practice name:
Practice locations:	Best Practice Clinic
Location name Add	ABN Number:
Main surgery Edit Delete	VSP Number: 123456 Health Identifier:
	Evaluation only
1 Best Avenue Practiceland, 4001	Site ID Number: 0
Phone: 074444444 After hours: 044444444 Fax: 074444445 E-mail address: bestpracticeclinic@bpsoftware.com.au	Licence Code:
Show Deleted	Save Cancel
Figure 2 Best Practice practice name	Show Deleted Close

Figure 4. Edit practice name in Best Practice

1.1 HPI-O details

Best Practice

Your practice HPI-O number can be found by viewing the certificate details via the certificate manager. Click the Start button and type certmgr.msc into the search box at the bottom of the page and press Enter.

Under Certificates – Current User expand the Personal fodler and click the Certificates folder. Certificates installed will be displayed in the right hand pane. You will see a NASH cert that begins with general.80031234626, see Figure 7. This is your HPI-O number.

🚡 certmgr - [Certificates - Current U	a certmgr - [Certificates - Current User\Personal\Certificates]							
File Action View Help								
🗢 🔿 🖄 🖬 🔏 🖺) 🗟 🛛 🗊							
Certificates - Current User	Issued To	Issued By						
Certificates	² 8003621566686153	Smart Referrals						
Trusted Root Certification Au								
 Enterprise Trust Intermediate Certification Au 		E						
Active Directory User Object Trusted Publishers								
Untrusted Publishers Untrusted Certificates								
Director Party Root Certification								
 Trusted People Other People 								
 Certificate Enrollment Reques Smart Card Trusted Roots 								
Smart Card Trusted Roots								
<	•	-						
Personal store contains 26 certificates.								

Figure 7. Certificate manager

To view the full details double click the certificate, the HPI-O is displayed beside **Issued To.** See the areas in yellow in **Figure 8.**



Figure 8. Best Practice HPI-O number

1.2 Clinical software details

Best Practice

The Best Practice software version and site ID can be found by clicking **Help > About** from the Best Practice toolbar. See areas in yellow in **Figure 10**.



Figure 10. Best Practice details

1.3 Terminal server set up

One way to identify if you are running a terminal server is if you are accessing your clinical software via **Remote Desktop Connection.** Remote Desktop Connection is accessed using the icons shown in **Figure 11**, you will then be prompted to connect. Once connected you will see the blue bar shown in **Figure 12** at the top of your screen.

If you follow the step above, you are likely running a terminal server environment. If you have any questions or concerns regarding terminal servers, please contact your IT support to confirm.



	Search for:	Ĩ		Name/DOB Name/DOB	Medicare No.	Becord No.	
		Show inact	ive patients	Show deceased patients			
Name		Age	Address		D.O.B.	Record No.	

Figure 12. The Remote Desktop Connection toolbar

Figure 11. Remote Desktop Connection icons.

H û xampp.bpac.local _ & X

1.4 Windows version

To find your windows version click the **Start button > Control Panel > System.** The windows version is listed under the Windows edition section. See areas in yellow in **Figure 13.**

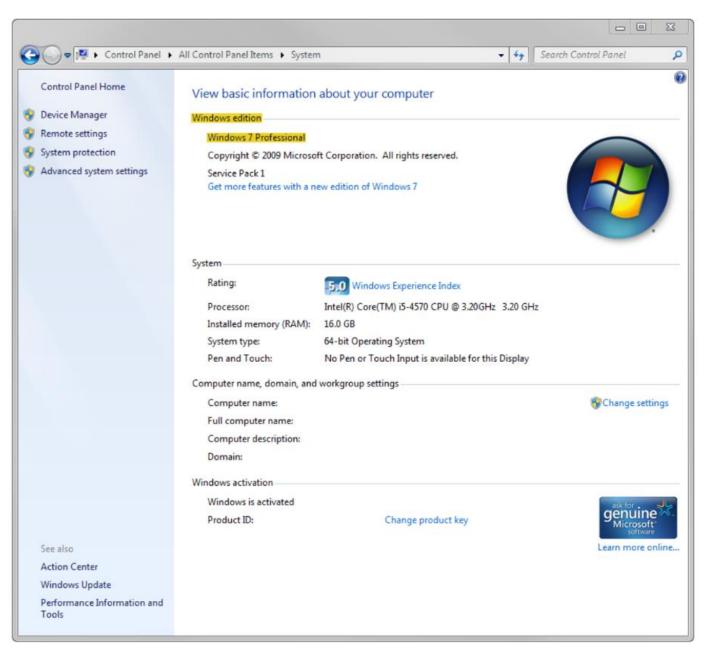


Figure 13. Windows version details

1.5 Internet browser

Internet Explorer

To find the Internet Explorer version click the **tools icon**, located on the top right of the toolbar, then click **About Internet Explorer.** See **Figure 14.** The version number will be displayed in an information popup. See areas in yellow in **Figure 15.**

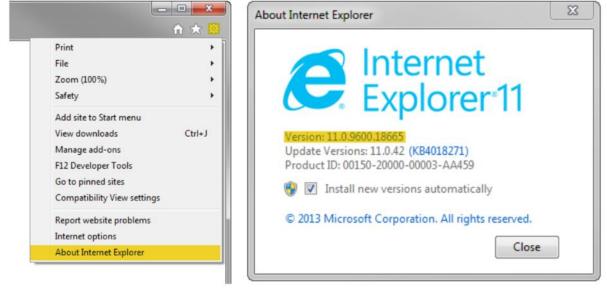


Figure 14. Internet Explorer tools.

Figure 15. Internet Explorer details.

Google Chrome

To find the Chrome version click the **tools icon**, located on the top right toolbar, hover over **Help** then click **About Google Chrome.** See **Figure 16.** This will open a new tab displaying the version number. See areas in yellow in **Figure 17.**

		About Chrome			
	Image: Second	Soogle Chrome			
	History + Downloads Otri+J Bookmarks +	Google Chrome is up to date Version 61.0.3165.100 (Official Build) (64-bit)			
	Zoom - 100% - 23	Get help with Chrome			
	Print Ctrl+P Cast Find Ctrl+F More tools. *	Report an issue			
	Edit Cut Copy Paste				
	Settings	Google Chrome			
About Google Chrome	Help 🕨	Copyright 2017 Google Inc. All rights reserved.			
Help centre Report an issue Alt-Shift+1	Exit Ctrl+Shift+Q	Google Chrome is made possible by the Chromium open source project and other open source softwa			
		Google Chrome Terms of Service			

Figure 16. Google Chrome menu



1.6 Nash certificate

Finding if the NASH is current: clicking the **Start button**, type certmgr.msc into the search box at the bottom of the page and press Enter.

Under **Certificates – Current User** expand the **Personal** folder and click the **Certificates** folder. Certificates installed will be displayed in the right-hand pane. The general NASH cert installed will begin will 800123456432. See **Figure 18.** To check if the expiry date is valid **double click on the certificate**, see **Figure 19.** If it isn't then a new NASH certificate may need to be ordered.

ᡖ certmgr - [Certificates - Current U	ser\Personal\Certificates]		a certmgr - [Certificates - Current User\Personal\Certificates]						
File Action View Help									
🗢 🔿 📶 🤞 💺 🗮 😖 🔢 🖬									
Certificates - Current User	Issued To	Issued By			-				
Certificates Certificates Trusted Root Certification Au Enterprise Trust	2 8003621566686153	Smart Referrals							
Contempose Trust Contempose Trust					Е				
 Untrusted Certificates Third-Party Root Certification 									
Trusted People Grief Other People Grief Certificate Enrollment Requee									
Smart Card Trusted Roots					-				
	•				F				
Personal store contains 26 certificates.									

Figure 18. Certificate manager.

neral	Details Certification Path	_						
Certificate Information								
This certificate has expired or is not yet valid.								
3								
	Issued to: 8003621566686153							
	Issued by: Smart Referrals							
	Valid from 20/03/2015 to 20/03/2016							
9	You have a private key that corresponds to this certificate.							
	Issuer Statem	ent						
	1350G Staten	ICHL.						

Figure 19. Test NASH certificate expiry date information

1.7 Microsoft .NET version

To check if your .NET is 4.5 or above click the **Start button > Control Panel > Program and Features.** The version number is displayed beside the program name, see the area in yellow in **Figure 20.**

File Edit View Tools Hel	p					
Control Panel Home	Uninstall or change a program					
View installed updates	To uninstall a program, select it from the list and then	air.				
Turn Windows features on or	· · · · · · · · · · · · · · · · · · ·					
off	Organize 🔻					
Install a program from the	Name	Publisher	Installed On	Size	Version	_
network	MedicalDirector MDX Practice Server	MedicalDirector				
	MedicalDirector MDX Practice Server	MedicalDirector	26/07/2017	1.19 MB 31.6 MB	3.17.4 3.17.4	
		MedicalDirector	26/07/2017 26/07/2017	31.0 MB 38.5 MB	3.17.4	
	MedicalDirector National eHealth Plug-ins for Clinical MedicalDirector NIMC Plug-in for Clinical	MedicalDirector	26/07/2017	3.69 MB	3.17.4	
	MedicalDirector Online Appointments	MedicalDirector	1/12/2016			
	MedicalDirector Patient Photos Plug-in for Clinical	MedicalDirector	26/07/2017		3.17.4	
	MedicalDirector Patient Photos Plug-in for Clinical	MedicalDirector	26/07/2017	665 KB	3.17.4	
	MedicalDirector Search Agent Plug-in for Clinical	MedicalDirector	26/07/2017	1.59 MB	3.17.4	
	MedicalDirector Service Manager	MedicalDirector	28/11/2016	303 KB	3.16.7	
	MedicalDirector Sidebar Plug-in for Clinical	MedicalDirector	26/07/2017	10.7 MB	3.17.4	
	Medtech Evolution	Medtech Global	31/10/2016	902 MB	1.5.1	
	Microsoft .NET Framework 4.5.2	Microsoft Corporation	7/11/2016	38.8 MB	4.5.51209	
	Microsoft Office	Microsoft Corporation	30/11/2013	296 MB	15.0.4454.1510	
	B Microsoft Office 2007 Primary Interop Assemblies	Microsoft Corporation	24/04/2017	693 KB	12.0.4518.1014	
	Microsoft Office File Validation Add-In	Microsoft Corporation	4/04/2017	10.9 MB	14.0.5130.5003	
	B Microsoft Office Professional Plus 2007	Microsoft Corporation	20/01/2014		12.0.6612.1000	
	Microsoft Report Viewer 2014 Runtime	Microsoft Corporation	29/11/2016	25.7 MB	12.0.2000.8	
	Hicrosoft Report Viewer Redistributable 2008 SP1	Microsoft Corporation	5/02/2014			
	Microsoft ReportViewer 2010 SP1 Redistributable	Microsoft Corporation	7/11/2016	12.4 MP	10.0.40219	

Figure 20. Microsoft .NET version

1.8 Best Practice database password

For Smart Referrals to operate it must talk to BP and authenticate with it. The way it does this is through inputting the BP Database password in a setup screen when the program is download onto each PC.

This password is usually setup on installation of BP by either your IT person or through direction from BP itself. If you do not have a record of this check to see that this was inputted in the first place. If it hasn't you can set it up yourself, but please keep a record of it in a safe place.

If either you or your IT provider cannot remember what this password is, then you will need to ring BP and get it reset. This is an easy process and BP will direct you through it.

To see if you have a BP password already setup, undertake the following instructions (see figure 21);

- Under Setup choose Configuration
- This will display options on your left choose Database
- When this option has loaded choose Database Browser
- If there is a password present it will show and you may need to reset it via BP if you cannot remember it. If it is blank, you can fill this in and create a password.

Utilities View Setup	Help			
🗋 📰 👗 🔬	ا 🚱 🌛 🖳			
🗶 Co	onfiguration		×	
3	Seneral	The following list of servers that hav Premier installed were found. Please select the one that this com to.	Database viewer password Current password:	×
2		Servers	Enter the new password:	
	ults import		Enter the new password again to confirm:	
	Lists Connect to:	(local)	Save Cancel Change	
	Passwords:	Database browser Emerger	ncy patient access	
Re	eminders	Delete local copy of drug da	atabase	
Ca	External data acce	ess: Clinical Billing	Appointments	
(20			

Figure 21. Finding your Best Practice database password