GP Smart Referrals

Expression of Interest Pack

Caring Better Together
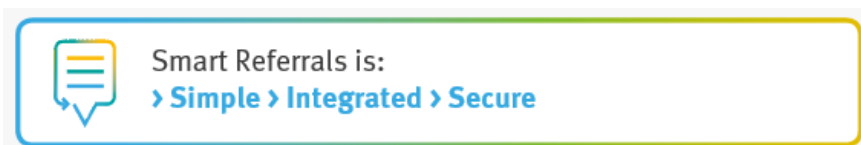
Queensland Government

Contents

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.

Smart Referrals is:
> Simple > Integrated > Secure

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?

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☑ **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
- **Workflow Efficiency**
  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
- **GP Experience**
  More informed GP decision making through the introduction of tools that support efficient referral practices
- **Clinician Experience**
  Digital referrals with enhanced decision support information allow clinicians to provide improved patient care
- **Financial Benefits**
  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 **fill all registration forms** 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.

Medical Director

Your practice name can be found by clicking **Tools > Options** on the Medical Director toolbar. Once the options are open click **Practice** tab to view your practice name. See the area in yellow in **Figure 1.**

If you practice name needs to be edited, click **Set up > Set up users** from the Medical Directory toolbar. Once the license details are open enter your correct practice name and click save. See **Figure 2.**

Figure 2. Edit practice name in Medical Director

Figure 1. Medical Director practice name

1.1 HPI-O details

Medical Director

Your practice HPI-O number can be found by clicking **Tools > Options** from the Medical Director toolbar. Once the options are open click the **PKI** tab. Under the **IHI and My Health Record Certificates** section double click **My Health Rec…** to open the certificate details. The HPI-O number is listed beside **Issued To.** See areas in yellow in **Figures 5 & 6.**
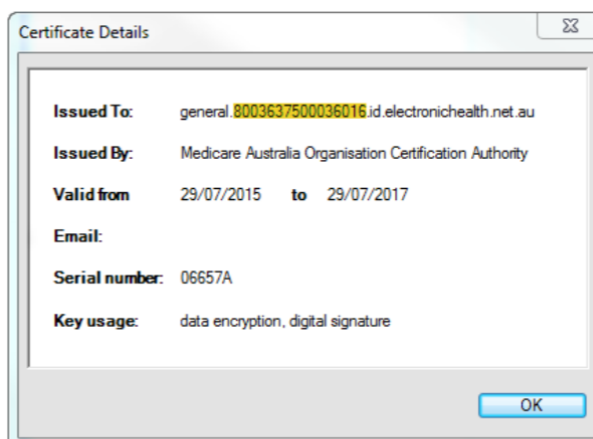
5. Medical Director PKI certificates

Figure 6. Medical Director HPI-O number

1.2 Clinical software details

Medical Director

Medical Director software version and practice ID can be found by clicking **Help > About…** from the Medical Director toolbar. See areas in yellow in **Figure 9.**
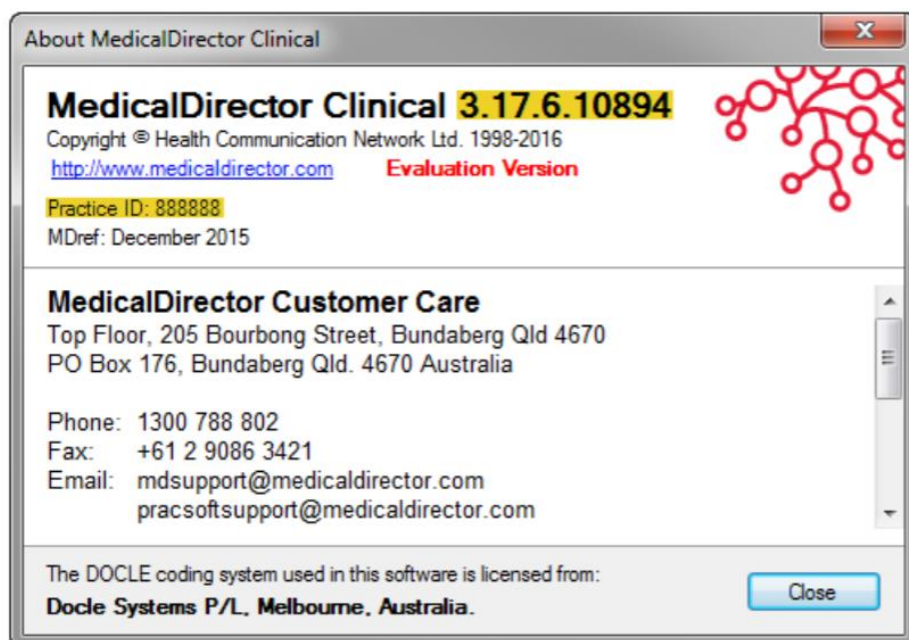

Figure 9. Medical Director details

Note: Medical Director version 3.17a has a known bug where Medical Director is advising practices to update 3.17.1. Alternatively, you can contact BPAC Clinical Solutions for a Medical Director patch to fix the issue.

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.
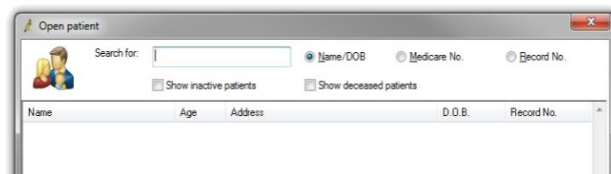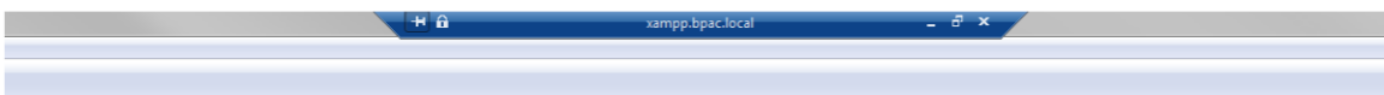

Figure 12. The Remote Desktop Connection toolbar

Figure 11. Remote Desktop Connection icons.

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.**
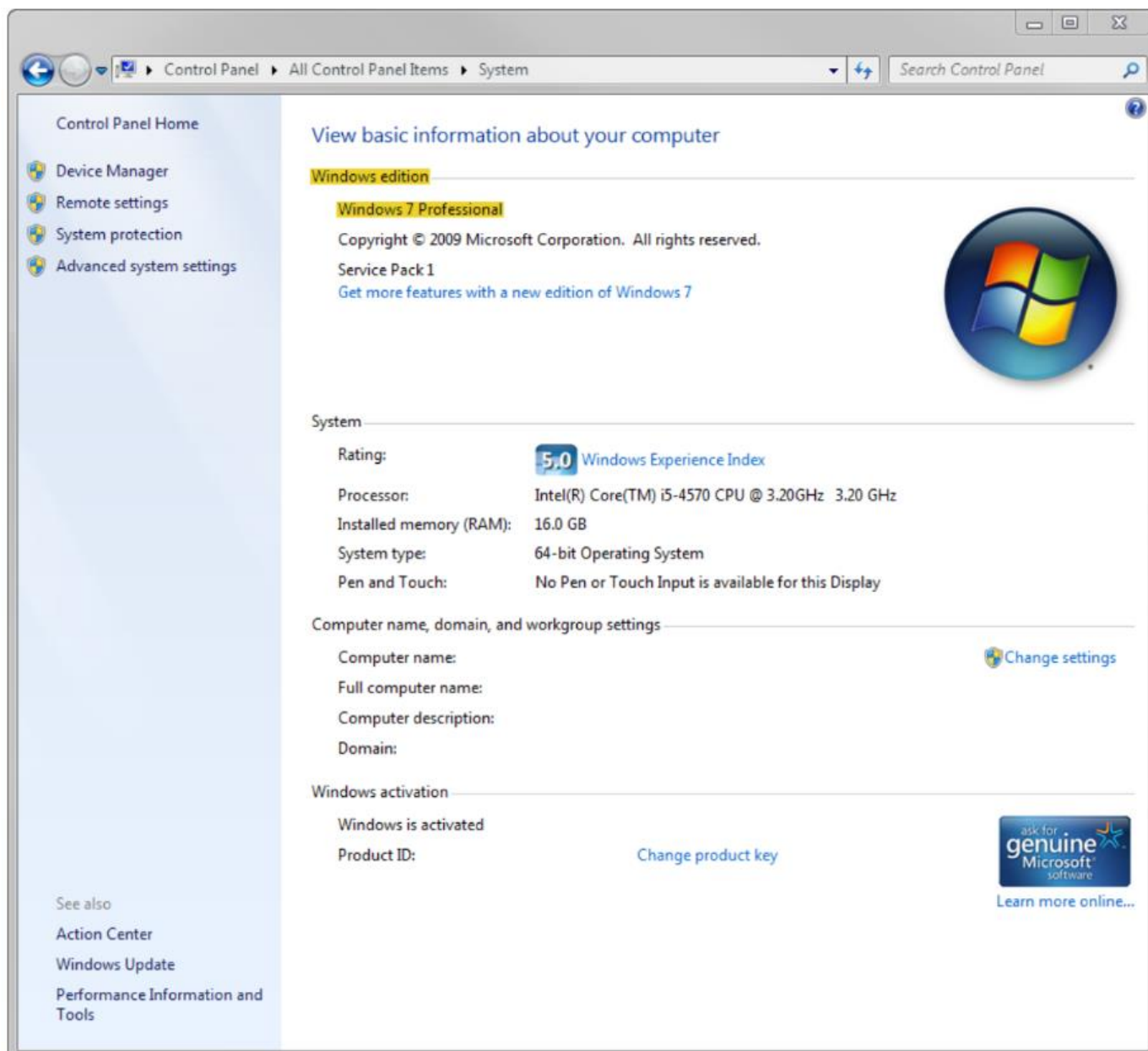

Figure 13. Windows version details

1.5   Internet 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.**
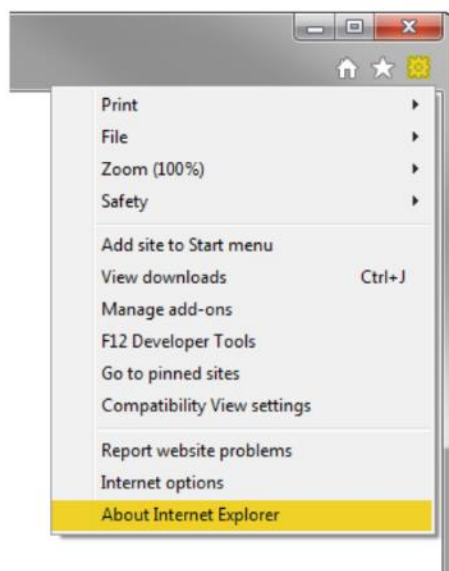

Figure 14. Internet Explorer tools.

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.**
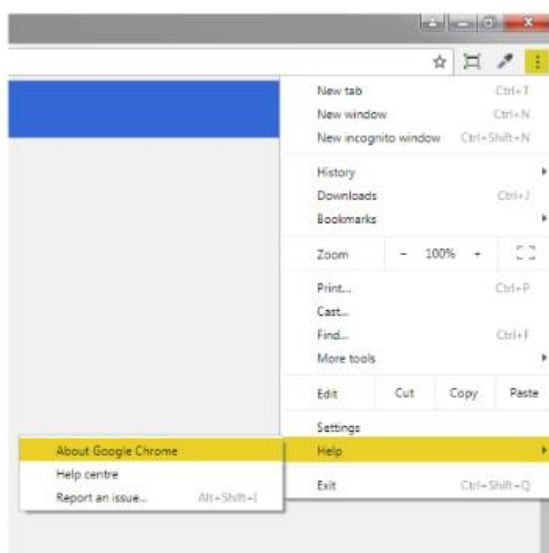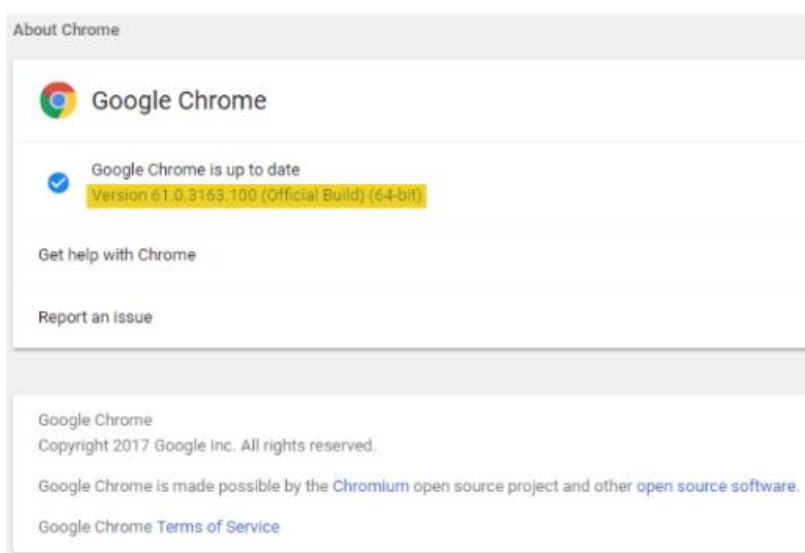

Figure 16. Google Chrome menu

Figure 17. Google Chrome details

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.
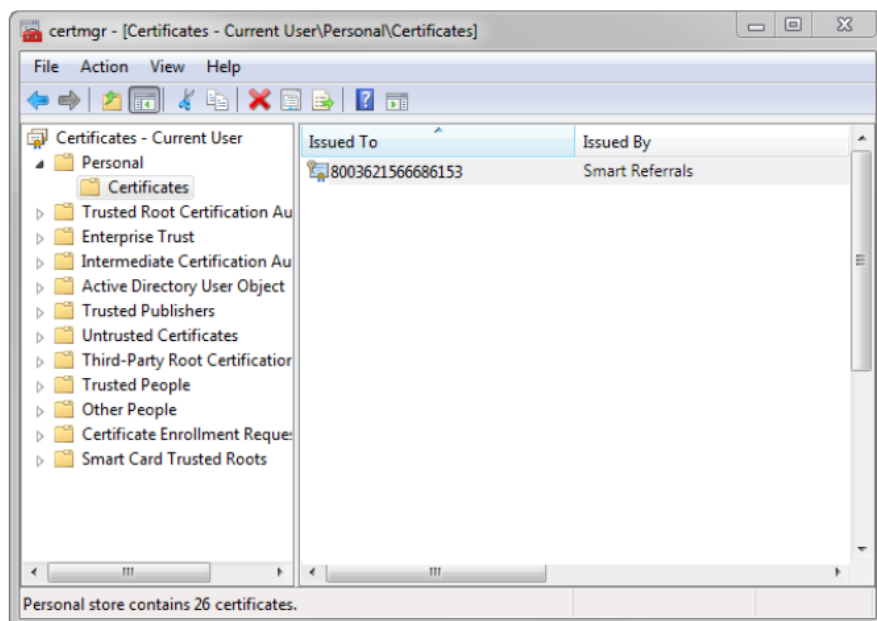

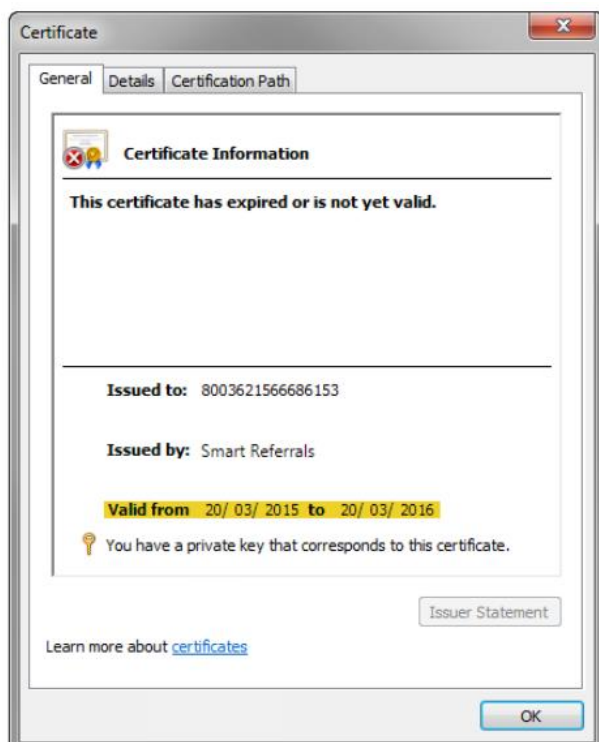**Figure 18.** Certificate manager.

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.**
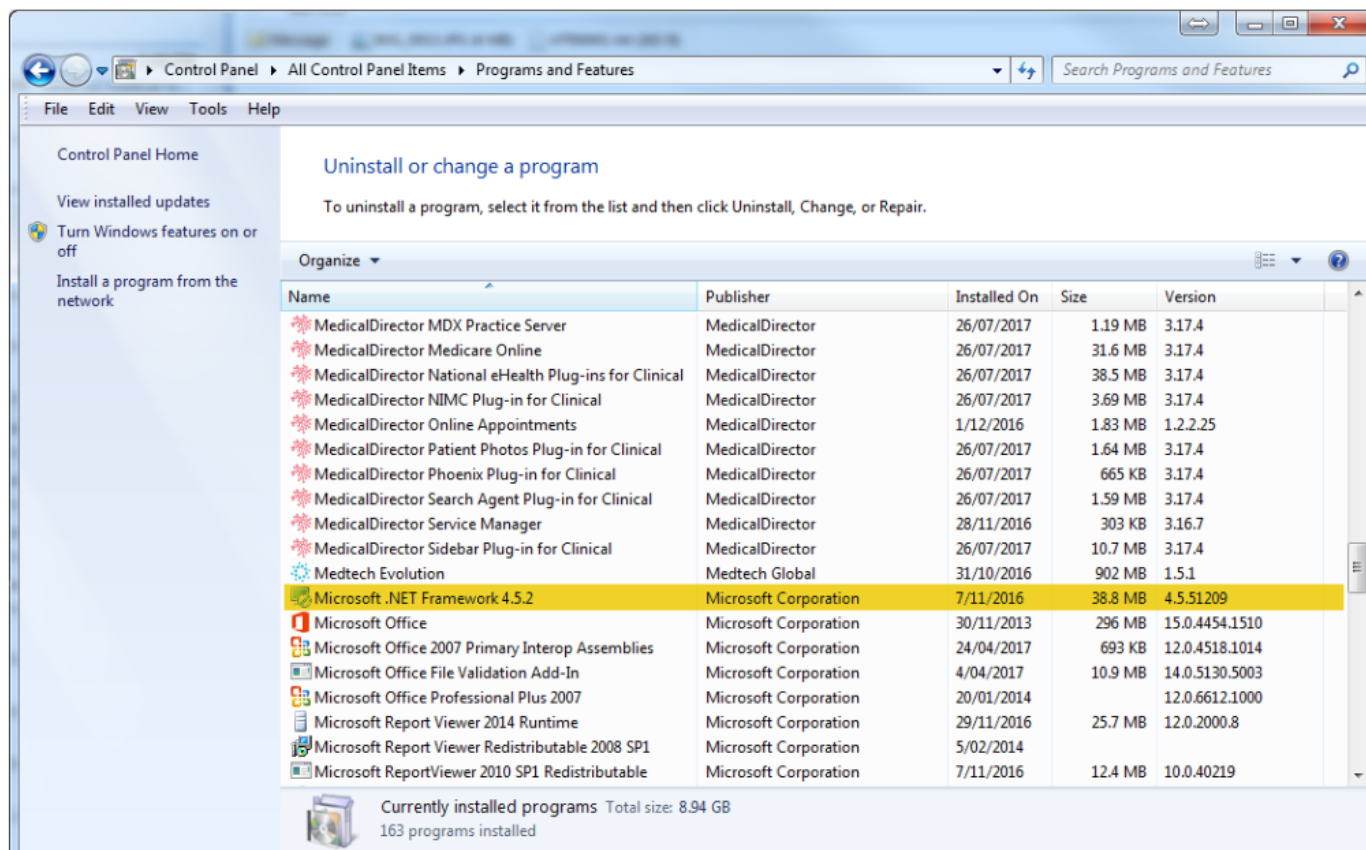

Figure 20. Microsoft .NET version