

# GP Smart Referrals Trainer Guide

## Practice Manager training (train the trainer session)

- 1) Practice Manager to complete “train the trainer” session with West Moreton Health Project team
- 2) Practice Manager to train GP’s
- 3) When GP has completed training and has finalised and submitted first GP Smart Referral, GP to inform Practice Manager of patient name, DOB and specialty referred to.
- 4) Practice Manager to contact GPSR Project team on 3413 7312; 3413 7299 or via email: [wm-smartreferrals@health.qld.gov.au](mailto:wm-smartreferrals@health.qld.gov.au)
- 5) GPSR project team will confirm receipt of Smart Referral with Practice Manager
- 6) Practice Manager to complete post training survey at the following [Survey link](#)

## GP training:

- 1) Have GP open Practice software
- 2) Open first test patient
- 3) Ensure smart referrals is launched
- 4) If a certificate prompt pops up, select the certificate that begins with “general.800” > click ok
- 5) If any issues arise, refer to Quick reference guide or contact IT
- 6) Provide GP with training scenarios
- 7) Guide GP through training scenarios
- 8) Send Test referral (Please ensure you contact the Health Service to advise of this prior to sending to avoid confusion)

## Training Scenario 1

A patient has presented to your practice. You are provided the following details:

<b>Full Name</b>	Test-patient, Sam
<b>Date of Birth</b>	09/09/1985
<b>Condition</b>	Fractured R) radius/ulna

Open the above test patient in system

- 1) Select Priority – Urgent or Routine (*hover over for help guide*)
- 2) QHSR will automatically be selected (*Private is greyed out and not in use currently. This may be updated in a future enhancement*)
- 3) Consent date (*generally same date as referral date*)
- 4) Patient is willing to have surgery if required *Y/N/Not applicable*
- 5) Enter “Fracture” into condition field (*this field should not populate as it is not a CPC condition – Troubleshoot*)
- 6) Search for the specialty and select the specialty with no condition listed beside it. This is a blank template.
- 7) Select HealthPathways button to search site for management of condition (*it will not link directly to a HealthPathway if it has not been linked/completed as yet. It should directly link to the landing page where the GP can search for a specific condition.*)
- 8) Select Referral type – *New Referral / Continuing care*
- 9) Select reason for referral – *New, deterioration in condition, other*
- 10) Suitable for telehealth? *Yes/No – not all clinics will see new cases as telehealth*
- 11) Service/Location – Use drop down to select appropriate service
- 12) Specialist name – *Can select Directors name, unnamed or can manually enter another name*

### Condition specific clinical information:

- 13) Use the show/hide buttons
- 14) Enter the date of injury (*not always the date of referral*)
- 15) Manually type the mechanism, severity and evolution of injury
- 16) Manually enter management to date
- 17) Other joint involvement yes/no
- 18) Manually enter Neurovascular examination
- 19) Type referral letter as required
- 20) Upload X-ray from software or attach file from computer (you can use a test page as an example)
- 21) Enter standard clinical information as required (*use tick boxes*)
- 22) Enter Patient information as required (*ensure alternative contact person complete, especially for children under the age of 18/in care and patients with carers*)
- 23) Look at observations – is this updated?
- 24) Check missing fields
- 25) Park Referral
- 26) Go back into GPSR, find parked referral
- 27) Attach or complete further information if required, or Submit Referral

- 28) In clinical software, refresh the patient go to correspondence out – the referral should be displayed

## Training Scenario 2

A patient has presented to your practice. You are provided the following details:

<b>Full Name</b>	Test-patient, Jack
<b>Date of Birth</b>	14/10/1960
<b>Condition</b>	Chest Pain

Open test patient in system

- 1) Select Priority – Urgent or Routine (*hover over for help guide*)
- 2) QHSR will automatically be selected (*Private is greyed out and not in use currently. This may be updated in a future enhancement*)
- 3) Consent date (*generally same date as referral date*)
- 4) Patient is willing to have surgery if required Y/N/Not applicable
- 5) Enter “Chest Pain” into condition field (*hover your mouse over the conditions in the list to see entire display name*)
- 6) Select HealthPathways button to search site for management of condition
- 7) Select referral type *New Referral / Continuing care*
- 8) Select reason for referral – *New, deterioration in condition, other*
- 9) Suitable for telehealth? *Yes/No – not all clinics will see new cases as telehealth*
- 10) Are you the patients usual GP *Yes / No*
- 11) Service/Location – Use drop down to select appropriate service
- 12) Specialist name – *Can select Directors name, unnamed or can manually enter another name*

### Condition specific clinical information:

- 13) Use the show/hide buttons
- 14) Select relevant tick boxes for condition > do you agree with the suggested time frame for a public appointment? *Yes/No – if no, description box appears for GP to complete and request category override.*
- 15) Manually enter History
- 16) Does the patient have diabetes *Yes / No*
- 17) Chest pain occurs *select response*
- 18) Family history of cardiovascular disease *Yes / No*
- 19) Read through additional information section
- 20) Manually type referral letter
- 21) Pathology and test results – *essential referral information – if the system cannot find the relevant investigations, it will be indicated. GP can click the investigations link to manually select or select attachment from Computer. Upload investigations from software or attach file from computer*
- 22) **Imaging and Reports** *essential referral information is indicated here. Select the imaging that has been performed or attach if necessary. If not completed, select request to override essential referral information requirement. This will automatically bring up a description box to complete prior to submission of the referral.*

- 23) Enter standard clinical information as required (use tick boxes – Ensure observations have been recently updated or go back to software to update, and then refresh Smart Referral)
- 24) Enter Patient information as required (ensure alternative contact person complete, especially for children under the age of 18/in care and patients with carers)
- 25) Check missing fields
- 26) Submit referral
  - i. Patient has since spoken to his private health fund and is covered. He wishes to cancel this referral to the public service.
- 27) Go back into GPSR, find submitted referral
- 28) Click on ellipsis, Select withdraw referral > enter withdraw reason > click submit
- 29) Check referral has been removed from living referrals list.

***N.B Check updated referrals in outgoing correspondence***

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Notes

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### Training Scenario 3

A patient has presented to your practice. You are provided the following details:

<b>Full Name</b>	Test-patient, Sally
<b>Date of Birth</b>	09/09/2019
<b>Condition</b>	Umbilical Hernia

Open test patient in system

- 1) Select Priority – Urgent or Routine (*hover over for help guide*)
- 2) QHSR will automatically be selected (*Private is greyed out and not in use currently. This may be updated in a future enhancement*)
- 3) Consent date (*generally same date as referral date*)
- 4) Patient is willing to have surgery if required Y/N/Not applicable
- 5) Enter “Umbilical Hernia” into condition field (*hover your mouse over the conditions in the list to see entire display name*)
- 6) Select HealthPathways button to search site for management of condition
- 7) Select referral type *New Referral / Continuing care*
- 8) Select reason for referral – *New, deterioration in condition, other*
- 9) Suitable for telehealth? *Yes/No – not all clinics will see new cases as telehealth*
- 10) Are you the patients usual GP *Yes / No*
- 11) Service/Location – Use drop down to select appropriate service (*Can Ipswich be selected? N.B: This will not work in Remote test domain as SCUH data is being used*)
- 12) Specialist name – *Can select Directors name, unnamed or can manually enter another name*

#### Condition specific clinical information:

- 13) Use the show/hide buttons
- 14) Select relevant tick boxes for condition > do you agree with the suggested time frame for a public appointment? *Yes/No – if no, description box appears for GP to complete and request category override.*
- 15) Select Clinical Override  
> enter note advising unable to provide essential criteria as awaiting investigations
- 16) Manually enter referral letter
- 17) Pathology and test results – *essential referral information – if the system cannot find the relevant investigations, it will be indicated. GP can click the investigations link to manually select or select attachment from Computer. Upload investigations from software or attach file from computer*
- 18) Imaging and Reports *essential referral information is indicated here. Select the imaging that has been performed or attach if necessary. If not completed, select request to override essential referral information requirement. This will automatically bring up a description box to complete prior to submission of the referral.*
- 19) Enter standard clinical information as required (*use tick boxes – Ensure observations have been recently updated or go back to software to update, and then refresh Smart Referral*)

- 20) Enter Patient information as required (*ensure alternative contact person complete, especially for children under the age of 18/in care and patients with carers*)
- 21) Check missing fields
- 22) Submit referral
  - i. Patient investigations are received by your practice
- 23) Return to patient file within practice software > select GPSR > locate submitted referral
- 24) Click on ellipsis, select update referral > enter update reason > click submit
- 25) Attach relevant results/investigations from software/computer > resubmit referral

***N.B Check updated referrals in outgoing correspondence***

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*Notes*

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