



## West Moreton GPSR Downtime Instructions

For all technical support call 1300 478 439 (option 2) or see the Support Quick Reference Guide. The below instructions are to be used in the case of confirmed downtime / outages where technical support cannot resolve, and GP Smart Referrals is not available.

**Note that the process for downtime will be determined by individual practice processes.**

### What is not impacted?

The ability to access and review the details of any *previously sent* referrals via the correspondence / letters section of your Practice Management Software.

### What is impacted?

Function unavailable	Workaround - for longer outages	Workaround - for shorter outages
Create/Submit a new referral	Use available referral methods (e.g. STS/ Medical Objects - <b>Priority Fax line 3413 7277 is preferred</b> ). Note: You may need to access Health Pathways - <a href="https://westmoreton.communityhealthpathways.org/">https://westmoreton.communityhealthpathways.org/</a> - for information around Clinical Prioritisation Criteria, links to templates and required supporting information.	Submit the referral at a later time.
Withdraw a referral	Contact the Referral Centre number below to request the referral be withdrawn.	Withdraw the referral at a later time.
Update referral information	Use available methods to provide any additional updated information to the referred facility (e.g. Fax / Letter / Phone call).	Update the referral at a later time.
View existing patient referrals and statuses	Contact the Referral Centre number below if an urgent update is required.	Contact the Referral Centre number below if an urgent update to a referral is required.

**For clinical queries only - GP Hotline (not for patients)**

**Phone - (07) 3810 1869**