

WMH GP Smart Referrals Training

Training Scenario 1

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

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

Open test patient in system

- 1) Select Priority – Urgent or Routine (*hover over for help guide*)
- 2) QHSR will be automatically selected
- 3) Enter consent date
- 4) Is the patient willing to have surgery if required?
- 5) Enter “Fracture” into condition field (this field should not populate)
- 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 – you may need to manually search
- 8) Select Referral type
- 9) Select reason for referral
- 10) Is the patient suitable for telehealth?
- 11) Select service/location
- 12) Select specialist name
- 13) Click show/hide
- 14) Enter the date of injury
- 15) Continue through the referral
- 16) Type the referral letter as required
- 17) Upload **X-ray** from software or attach file from computer (you can use a test page as an example)
- 18) Enter standard clinical information as required
- 19) Enter patient information as required
- 20) Check missing fields – have observations been updated?
- 21) Park Referral
- 22) Go back into GPSR, find parked referral
- 23) Attach or complete further information if required, or Submit Referral

N.B Check updated referrals in outgoing correspondence

Training Scenario 2

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

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

Open test patient in system

- 1) Select Priority – Urgent or Routine (*hover over for help guide*)
- 2) QHSR will be automatically selected
- 3) Enter consent date
- 4) Is the patient willing to have surgery if required?
- 5) Enter “Chest Pain” into condition field
- 6) Select HealthPathways button to search site for management of condition
- 7) Select Referral type
- 8) Select reason for referral
- 9) Is the patient suitable for telehealth?
- 10) Select service/location
- 11) Select specialist name
- 12) Click show/hide
- 13) Select relevant tick boxes for condition > do you agree with the suggested time frame for a public appointment?
- 14) Manually enter History
- 15) Does the patient have diabetes?
- 16) Chest pain occurs
- 17) Family history of cardiovascular disease
- 18) Read through additional information section
- 19) Manually type referral letter
- 20) 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*
- 21) 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.*
- 22) 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*)
- 23) Enter Patient information as required (*ensure alternative contact person complete, especially for children under the age of 18/in care and patients with carers*)
- 24) Check missing fields
- 25) 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.
- 26) Go back into GPSR, find submitted referral
- 27) Click on ellipsis, Select withdraw referral > enter withdraw reason > click submit
- 28) Check referral has been removed from living referrals list.

N.B Check updated referrals in outgoing correspondence

Training Scenario 3

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

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

Open test patient in system

- 1) Select Priority – Urgent or Routine (*hover over for help guide*)
- 2) QHSR will automatically be selected
- 3) Consent date
- 4) Patient is willing to have surgery if required
- 5) Enter “Umbilical Hernia” into condition field
- 6) Select HealthPathways button to search site for management of condition
- 7) Select referral type
- 8) Select reason for referral
- 9) Suitable for telehealth?
- 10) Are you the patients usual GP?
- 11) Service/Location – Use drop down to select appropriate service
- 12) Specialist name
- 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