

GP Practice Updates

Improving Electronic Communication for GP Practices

There are several key resources GPs and GP practices should be aware of to ensure they receive electronic communication from Queensland Health hospitals.

If your GP and practice details are not up to date, you may not be receiving key communications

1. Queensland Health GP (STS) Address Book - update

When a hospital sends an electronic discharge summary or letter to a GP, the hospital uses the Queensland Health Secure Transfer Services (STS) address book to identify the practice where the GP is located.

It is vital that Practice Managers update the STS address book whenever a GP starts or leaves their practice.

The **STS Address Book Form** can be downloaded here www.bit.ly/stsmoform (Remember to save the completed PDF as you need to list all GPs in the practice each time you send this form).

Please also remind your patients to update the hospital as soon as they change GP practices, their home address or their phone numbers.

2. GP Smart Referrals –the latest way to send referrals

GPs are now sending referrals electronically to Queensland Health hospital outpatient departments via the GP Smart Referrals (GPSR) system, which can be linked to Medical Director and Best Practice software.

Benefits:

- Auto populates with required test results from your practice software. GPSR helps ensure nothing is missed in a referral, saving the GP work and avoiding the inconvenience of a declined referral
- Can attach files such as ECGs, images etc.
- GPs can send in a “[request for advice](#)”, to select Metro North specialist teams for clinical advice regards non urgent problems and receive a written response back to your software within 7 days
- GPs can see estimated outpatient wait times
- Allows GPs to update a referral if things change or more information becomes available quickly and easily
- Tracks where the patient’s outpatient referral is in the system. GPs receive electronic updates on their referrals.

If you would like an in-practice demonstration or support **setting up or** sending via GP Smart Referrals, **please email** gpsr@brisbanenorthphn.org.au. More information can be found under resources at www.bit.ly/sreferrals

3. Health Provider Portal / The Viewer

Most Queensland GPs can now access patients’ Queensland Health hospital records and results online via the Health Provider Portal or Viewer. Information available includes Emergency Department notes, Outpatient department letters & upcoming appointments, discharge summaries and medication lists, pathology, medical imaging, surgical and procedure records, and much more.

For GPs to register go to www.bit.ly/hppinfo

GP details including HPI-I, AHPRA & Medicare Provider Numbers, must be up to date and registered with Queensland Health Secure Transfer Services (STS). HPI-I details can be accessed by the GP logging into their AHPRA account. If STS hasn't got ALL these details, GPs won't be able to access the portal.

Training resources provides videos on what information is available in the HPP. If you are having difficulty registering, please email connectingqld@health.qld.gov.au for assistance.

4. Sign up to receive Pathology Results in Discharge Summaries

All GPs and practices with software below can now receive inpatient discharge summaries with pathology results attached (CDA Format). Compatible software includes • **Best Practice** LAVA edition or higher (includes Indigo) • **Medical Director** v 3.16b or higher • **Genie** V8.8.6 or higher • **ZedMed** all versions • **MMex** V22.1.3.1. Practice managers can request CDA format setup by emailing the Discharge Summary team at EDSTV-Corro@health.qld.gov.au

The Brisbane North PHN Digital Health Support Officer can assist.

1. Old discharge summary - no results

PATHOLOGY

Investigation : Full Blood Count
Order Date : 20-Jul-2011 (Date Requested)
Order Number : 508729545
Specimen Type : Blood
Specimen Collected : 20-Jul-2011 08:05
Investigation Status : Final

Investigation : GFR (estimated)
Order Date : 20-Jul-2011 (Date Requested)
Order Number : 508729545
Specimen Type : Blood
Specimen Collected : 20-Jul-2011 08:05
Investigation Status : Final

2. CDA enabled with pathology results included

Pathology Test Result (Event > Diagnostic Investigations > Pathology Test Result)

Investigation	Chemistry 20 Analytes			
Order Date	30-Dec-2013 (Date Requested)			
Order Number	567794476			
Specimen Type	Blood			
Specimen Collected	31-Dec-2013 07:35			
Investigation Status	Final			
Observation	Value	Result	Units	Ref. Range
Sodium	142	N	mmol/L	135 - 145
Potassium	4.7	N	mmol/L	3.5 - 5.1
Chloride	102	N	mmol/L	100 - 110
Bicarbonate				

Example of Pathology results in CDA discharge summary

Importance of STS GP Address Book

