



# GP Smart Referrals (GPSR) Trainer Guide

## Trainer Guide

This guide has been developed to support Practice Managers and General Practitioners with GP Smart Referral training, implementation and use in the BN PHN/ MN HHS region. This is relevant to clinics as the Engagement Officer may have a wait list for visits, and/or during peak times support could be delayed.

## Practice Manager Training

The Brisbane North PHN Digital Health/ Practice Support teams can work through GPSR training with Practice Managers, guiding them to train and support their practice's GPs.

A proposed process for this train-the-trainer model is described below:

Resources to be given on the day

- [https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0017/1201085/gp-smart-referrals-user-guide.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0017/1201085/gp-smart-referrals-user-guide.pdf)
- [Simplified GPSR guide for general practice](#)

Other resources are available at

- <https://www.health.qld.gov.au/clinical-practice/innovation/smart-referrals/resources>
- [Practice Support](#) webpage
- QLD Health IT desk Phone Support: 1300 478 439  
Email: [QHSmartReferrals@health.qld.gov.au](mailto:QHSmartReferrals@health.qld.gov.au)

Process for training:

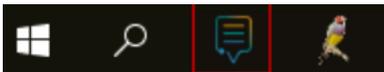
1. Practice Manager to complete session with Brisbane North PHN Engagement Officer or representative, using the training scenarios listed further on in this document.
2. Practice Manager to train relevant GPs using practice (test) scenarios listed below.
  - a. Training option 1 – non-CPC
  - b. Training option 2 – with CPC
3. When a GP has successfully completed training (and feels confident to progress to implementation of GPSR), they should finalise and submit their first GPSR.
4. Once submitted the GP should advise their Practice Manager that they have successfully sent their first GPSR and provide the patient's name.
5. Practice Manager/ GP to check if confirmation was received into the Doctors correspondence inbox. The status on the patients GPSR Dashboard will also show as *Received*.
6. A copy of the referral will be located in the "correspondence" section in the chart.
7. The GP is now trained in GPSR. This can also be noted in the practices "Training Register" for accreditation.

# GP training

Practice Managers training GPs should be guided by the below process:

1. GP to open relevant practice management software (PMS).
2. Search for the relevant TEST patient and open their record.
3. Launch GPSR.

For Best Practice the icon is situated on the bottom task bar



For Medical Director the icon is situated in the side bar

4. If any issues arise with launching GPSR, refer to the following resources:

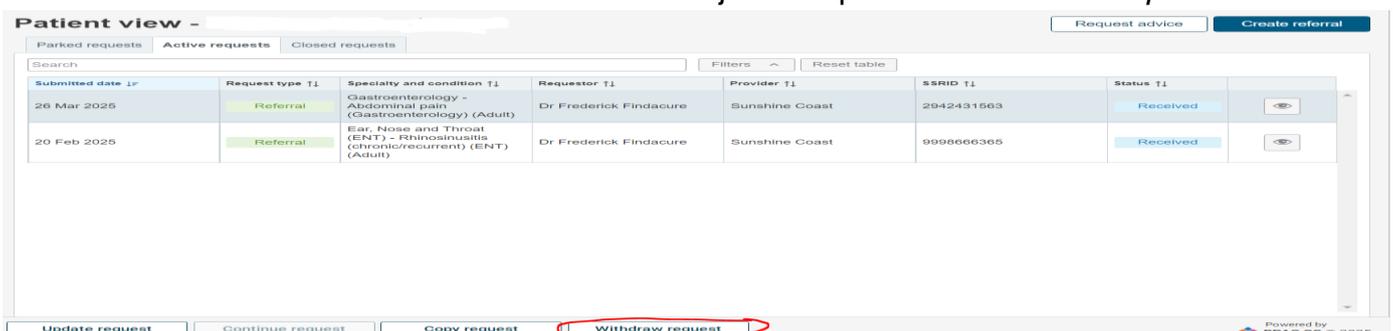
QLD Health self-help resources

- [https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0010/1011232/smart-referrals-access-best-practice.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0010/1011232/smart-referrals-access-best-practice.pdf)
- [https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0020/1010693/smart-referrals-access-medical-director.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0020/1010693/smart-referrals-access-medical-director.pdf)
- Brisbane North PHN's
  - [Simplified GPSR guide for general practice](#)
  - [Practice Support](#)
- Technical support is available through QLD Health IT desk:1300 478 439  
[QHSmartReferrals@health.qld.gov.au](mailto:QHSmartReferrals@health.qld.gov.au)

5. Provide and guide the GP through the training scenarios outlined as worked examples below.

6. *Send* TEST Patient GPSR.

7. **WITHDRAW** GPSR – this step is vital as the referral will be received by CPIU  
Go to *Patient View* in GPSR > Choose referral just completed > *Withdraw request*



Submitted date	Request type	Specialty and condition	Requestor	Provider	SSRID	Status	
26 Mar 2025	Referral	Gastroenterology - Abdominal pain (Gastroenterology) (Adult)	Dr Frederick Findacure	Sunshine Coast	2942431563	Received	
20 Feb 2025	Referral	Ear, Nose and Throat (ENT) - Rhinosinusitis (Chronic/recurrent) (ENT) (Adult)	Dr Frederick Findacure	Sunshine Coast	9998666365	Received	

Update request   Continue request   Copy request   **Withdraw request**

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When prompted choose *“At the patients request”* and clearly denote **TEST TEST TEST** in *Additional information for withdrawal of request* & Submit

## Withdraw request

Are sure you want to withdraw this request?

Request Action

\* What is the reason for withdrawing the request

At the patient's request

Patient deceased

Additional information for withdrawal of request

TEST TEST TEST

Submit

Cancel

## Training Scenario 1 – Referral not linked to CPC

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

<b>Full Name</b>	Test Patient
<b>Date OF Birth</b>	
<b>Condition</b>	Fracture R radius/ulna

Open the above test patient in your PMS and launch GPSR.

Click on **Create Referral**.

### Request Information:

*Request type* – **New Referral**/Update/Continuation/Request For Advice.

*Reason for referral* – choose most appropriate.

*Priority* – **Urgent** or **Routine** (hover over each for help guide).

*Provider* – QHSR will be automatically selected (**Private** is greyed out and not currently in use. This may be updated in future enhancements).

### Consents:

*Date patient consented to request* – Will default to today's date (generally the same date as referral date).

*Patient is willing to have surgery* – Choose most appropriate from Yes/No/Not applicable.

*Condition and Speciality* – Enter **Fracture** into *Condition* field to open a drop-down display of departments and conditions. As this is not a CPC condition you will need to choose **Orthopaedics**. This has no condition listed beside it that is linked to CPC mapping and is known as a blank template.

If unsure or needed, the GP can select the HealthPathways button to search for condition management instructions.

*Suitable for telehealth?* – select Yes/No (this is not a required field).

*Are you the patient usual GP?* – select Yes/No. If you need to copy another GP into the request, enter **No** and type GP's name into field and select from drop down list. The selected GP will receive any further notifications to their PMS inbox for this referral moving forward.

### Request Recipient:

*Service/Location* – appropriate service locations will appear and display information that is unique to location. Hover to reveal wait times, restrictions and service attributes. Service locations will appear in distance order as the crow flies from the patient's house.

At this stage you can demonstrate **Out of catchment** by choosing a location that is out of catchment and entering a *Reason* – e.g. patient requested – moving, previous experience with facility, after care or clinical reason.

Choose **Orthopaedic Fracture Clinic at RBWH**.

*Specialist name* – generally defaults to **Head of Service** or can use drop down to choose **Unnamed (Public)** or **Other** where you can manually enter a consultant's name.

*Organisation details* – click yellow box to reveal facility address and contact details if needed (generally most patients know where a facility is located).

### Condition Specific Clinical Information:

*Please note that this section will display with slightly different fields if a CPC condition has been selected.*

*Referral letter* – in this training scenario, the *Referral Letter* field will appear where you type your referral letter as required. Enter presenting symptoms (severity, evolution, and duration), physical findings, details of management (previous and current treatment).

You can copy and paste directly from your PMS progress notes using these keyboard commands:

- Ctrl A = All
- Ctrl C = Copy
- Ctrl V = Paste
- See the [Simplified GPSR guide](#) for more shortcuts.

*Pathology and Test Results* – upload X-Ray from software.

Attach by clicking on the *Go to Investigations* or *Go to Attachments* links (depending on where your practice stores their Xray results).

*Go to Investigations* will open a box mirroring the PMS' investigation reports, where you can tick the appropriate one.

*Go to Attachments* will open the same as above, where you will need to click on the *Attach from Clinical Software* box. This will mirror all the documents in the PMS' *Correspondence In*, *Correspondence Out* and *Clinical Images* folders. Click on the appropriate one and click *Update Attachments* to attach.

Investigations can be previewed by using the *View Investigation* button to the right of each investigation and can be selected in this view by using the *Include with referral* checkbox on the bottom left-hand side. Close viewer by selecting *Close Viewer* button.

If a **red** error message appears in the *Details* field, see the [Simplified GPSR guide](#).

Successful upload notifications will be displayed with a green **100%** upload notification under the *Attach from Clinical Software* button.

### Standard and Clinical Information:

All sections within Standard Clinical Information have filters that can be used to sort and identify patient information.

In GPSR, orange padlock symbols denote **read only** in Smart Referrals. If you require changes in this section, these must be made in the patient's file in the PMS. After making changes in the patient's file, return to the GPSR window and click *Refresh Content* on bottom taskbar to trigger the updated information to refresh in the referral.

*Allergies/adverse reactions* – allergies and adverse reaction information pulls from the patient file and auto attaches.

*Medical history* – information pulls from patient file and auto attaches.

*Current medications* – information pulls from patient file and auto attaches

*Past prescriptions* – information pulls from patient file but must tick select items to include.

*Progress notes* – a list of progress notes from the patient's file is pulled but must tick select items to include.

Progress notes can be previewed using the *Read Note* button on the right-hand side of the note table. While viewing, the progress notes can be selected using the *Include with Referral* checkbox on the bottom left-hand side of the viewer window. Close the viewer window by selecting the *Close Viewer* button

*Immunisations* – information pulls from patient file and auto attaches.

*Observations* – observations in this section are read only. If you wish to amend this information, you are required to go into the patient's file in the PMS and update accordingly.

Please note that most CPCs include BMI – ensure these fields are correct and updated accordingly.

*Family history* – information pulls from patient file and auto attaches. This is also a free text box where further information can be noted.

*Smoking status* – smoking status in this section is read only and cannot be amended. If you wish to amend this information, you are required to go into the patient's file in the PMS and update accordingly.

*Alcohol consumption* – note any alcohol consumption for the patient. This is a free text box prepopulated by PMS but can be edited and updated within the form.

### **Patient Information:**

This information is populated from the patient file in the PMS.

These fields are largely optional (unless auto-populated) but may be important if relevant.

*Does the patient consent to email or SMS contact or both?* – select appropriate response as advised by the patient.

*Interpreter required* – select appropriate response as advised by the patient.

*Overseas visitor* – select appropriate response as advised by the patient.

*Alternative contact/Carer details* – advise if the patient has an alternative contact or carer and their details, if applicable.

*Does the patient have a carer?* – select the most appropriate response.

*Has Advanced Care Plan?* – select the most appropriate response.

*Has Enduring Power of Attorney?* – select the most appropriate response.

### **Insurance Information:**

This information is populated from the patient file in the PMS.

### **Referring GP's Information:**

This information is populated from the PMS based on the active individual login details within the practice software.

### **Supporting Documentation:**

You can attach any additional supporting documentation if required in this section.

### **Referral Control Buttons**

There are four (4) buttons located in the footer that control the request form:

*Missing Required Fields* – lists any incomplete fields that must be completed before submitting the referral or request. The number in the button indicates how many fields need to be completed. The *Submit* button will remain disabled until all missing fields are complete. Click the *Missing Fields* button to show a list of missing fields that need to be completed. Click on the title to navigate to the field. When all fields are completed, the missing fields button will disappear and the *Submit* button will be enabled.

*Send Request* – once all information is completed, the *Submit* button will be enabled. Clicking *Submit* opens a preview of the information that will be sent with the request.

*Park Request* – saves the request for later. For example, you may be waiting on a document or mandatory results before submitting the request, so you can park the request until the document arrives. A confirmation pop-up will display asking you to confirm that you wish to park the request. Parked requests will be moved to the *Parked Requests* tab, from which you can attach any required documents and progress the request.

**For Training Scenario 1, park the referral, then exit and re-enter GPSR to pick up the parked referral.**

*Refresh Content* – updates the referral with the most recent data from the clinical software. For example, if a blood pressure reading was added in the clinical software while GPSR is open, clicking *Refresh* extracts the new blood pressure value.

*Cancel Request* – cancelling a request will discard all information entered. A confirmation pop-up will be shown asking you to confirm that you want to discard the request.

### **Writeback**

When a referral or request is submitted, a PDF copy is generated and written back into the PMS in *Correspondence Out*.

**For Training Scenario 1, go to *Correspondence Out* to see the referral. If it does not appear, refresh the PMS to carry across from GPSR.**

## Training Scenario 2 – referral linking to/ containing CPCs

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

<b>Full Name</b>	Test Patient
<b>Date OF Birth</b>	
<b>Condition</b>	Chest pain

### Request Information:

*Request type* – **New Referral/Update/Continuation/Request For Advice.**

*Reason for referral* – choose most appropriate.

*Priority* – **Urgent** or **Routine** (hover over each for help guide).

*Provider* – QHSR will be automatically selected (**Private** is greyed out and not currently in use. This may be updated in future enhancements).

### Consents:

*Date patient consented to request* – Will default to today's date (generally the same date as referral date).

*Patient is willing to have surgery* – Choose most appropriate from Yes/No/Not applicable.

*Condition and Speciality* – Enter **Chest Pain** into *Condition*. Hover your mouse over the conditions in the list to see entire display name and choose appropriate condition.

If unsure or needed, the GP can select the HealthPathways button to search for condition management instructions.

*Suitable for telehealth?* – select Yes/No (this is not a required field).

*Are you the patient usual GP?* – select Yes/No. If you need to copy another GP into the request, enter **No** and type GP's name into field and select from drop down list. The selected GP will receive any further notifications to their PMS inbox for this referral moving forward.

### Request Recipient:

*Service/Location* – appropriate service locations will appear and display information that is unique to location. Hover to reveal wait times, restrictions and service attributes. Service locations will appear in distance order as the crow flies from the patient's house.

At this stage you can demonstrate **Out of catchment** by choosing a location that is out of catchment and entering a *Reason* – e.g. patient requested – moving, previous experience with facility, after care or clinical reason.

Choose **Cardiology at RBWH**.

*Specialist name* – generally defaults to **Head of Service** or can use drop down to choose **Unnamed (Public)** or **Other** where you can manually enter a consultant's name.

*Organisation details* – click yellow box to reveal facility address and contact details if needed (generally most patients know where a facility is located).

### **Condition Specific Clinical Information:**

*Please note that this section will display with slightly different fields if a CPC condition has been selected.*

*Show emergency referral criteria* – select either *Show* or *Hide*. If you select *Show*, a list will appear advising of common traumatic injuries which require the patient to attend the ED.

*Minimum referral criteria* – this is a tick box selection (you can select one or more) where you provide further information about the condition, which will change based on the condition selected above. Upon selection, you will be provided a *CPC Clinical Urgency* notification that will advise updated wait times for a public appointment. This will change based on your choice of speciality and service location.

*Do you agree with the selected time frame for a public appointment* – you may select *Yes* or *No*, which will open a text box to enter override/clinical reasons why the wait time is clinically inappropriate.

*History and Examination* – additional referral information will be listed for possible inclusion in the *Referral Letter*.

*Referral letter* – in this training scenario, the *Referral Letter* field will appear where you type your referral letter as required. Enter presenting symptoms (severity, evolution, and duration), physical findings, details of management (previous and current treatment).

You can copy and paste directly from your PMS progress notes using these keyboard commands:

- Ctrl A = All
- Ctrl C = Copy
- Ctrl V = Paste
- See the [Simplified GPSR guide](#) for more shortcuts.

*Pathology and Test Results* – depending on the CPC attached to the condition (this information may vary), a list of *Essential Referral Information Test Results* will be listed. These will be imported directly from the PMS if in *Investigation* results.

If the relevant investigations cannot be found, it will be indicated in *Laboratory Investigations NOT found in the software*. At this stage *Park* the referral and request relevant investigations, bloods or imaging through the PMS.

When results are back, reopen GPSR and it will automatically select the relevant results from PMS to attach and continue referral to submit.

*Request to override essential referral information requirement* – select Yes/No. If yes is selected, a text box will open where clinical relevance can be noted.

If results or letters are located externally in The Viewer (HPP), you can override and denote *Please refer to the Viewer*.

If there are any *Additional Pathology and Test Results* listed, they can be manually attached.

*Go to Investigations* will open a box mirroring the PMS' investigation reports, where you can tick the appropriate one.

Investigations can be previewed by using the *View Investigation* button to the right of each investigation and can be selected in this view by using the *Include with referral* checkbox on the bottom left-hand side. Close viewer by selecting *Close Viewer* button.

*Imaging and Reports – Essential Referral Information* will not be automatically uploaded and must be uploaded manually.

*Imaging Performed – Essential* tick box options ECG/CRX/Other. Tick the documents you have uploaded.

You have the option to upload or add scanned documents (ECGs, letters or correspondence) from *Correspondence In* or *Correspondence Out* stored in the PMS. *Go to Attachments* will open the same as above, where you will need to click on the *Attach from Clinical Software* box. This will mirror all the documents in the PMS' *Correspondence In*, *Correspondence Out* and *Clinical Images* folders. Click on the appropriate one and click *Update Attachments* to attach.

If a **red** error message appears in the *Details* field, see the [Simplified GPSR guide](#).

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*Does the patient have a carer?* – select the most appropriate response.

*Has Advanced Care Plan?* – select the most appropriate response.

*Has Enduring Power of Attorney?* – select the most appropriate response.

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For **Training Scenario 2**, park the referral, then exit and re-enter GPSR to pick up the parked referral.

*Refresh Content* – updates the referral with the most recent data from the clinical software. For example, if a blood pressure reading was added in the clinical software while GPSR is open, clicking *Refresh* extracts the new blood pressure value.

*Cancel Request* – cancelling a request will discard all information entered. A confirmation pop-up will be shown asking you to confirm that you want to discard the request.

### Writeback

When a referral or request is submitted, a PDF copy is generated and written back into the PMS in *Correspondence Out*.

The patients dashboard in GPSR will show *Received*

For **Training Scenario 2**, go to *Correspondence Out* to see the referral. If it does not appear, refresh the PMS to carry across from GPSR.

Practice Manager/ GP to check if confirmation was received into the Doctors correspondence inbox. The status on the patients GPSR Dashboard will also show as *Received*. A copy of the referral is located in correspondence.

**WITHDRAW GPSR** – this step is vital as the referral will be received by CPUU

Go to Test Patient View in GPSR

Choose referral just completed

*Withdraw request*

Submitted date	Request type	Specialty and condition	Requestor	Provider	SSRID	Status	
26 Mar 2025	Referral	Gastroenterology - Abdominal pain (Gastroenterology) (Adult)	Dr Frederick Findacure	Sunshine Coast	2942431563	Received	
20 Feb 2025	Referral	Ear, Nose and Throat (ENT) - Rhinosinusitis (chronic/recurrent) (ENT) (Adult)	Dr Frederick Findacure	Sunshine Coast	9995666365	Received	

Update request | Continue request | Copy request | **Withdraw request**

When prompted choose *“At the patients request”* and clearly mark TEST TEST TEST & Submit

Withdraw request

Are sure you want to withdraw this request?

Request Action

What is the reason for withdrawing the request

At the patient's request

Patient deceased

Additional information for withdrawal of request

TEST TEST TEST

**Submit**

Cancel

The referral will now be deleted.