GP Smart Referrals (GPSR): a simplified guide for General Practice

Form icons and functions

Within GPSR copy and paste can only be executed using keyboard shortcuts and not the mouse. To copy, highlight the text and hold CTRL and then C. To paste, click into the field in which you wish to past and hold CTRL and then V.

✳	A red asterisk indicates a mandatory field. Your form will not submit with information missing from mandatory fields.
✳	A green asterisk indicates a pre-filled or completed field. A field will change from red to green once you have entered information.
🔒	A padlock indicates a field that has been populated from the clinical software and cannot be edited within the form. To edit the field, update the data in the practice management software and click the refresh button at the bottom of GPSR.
↱	An internal link that directs to a location on the form.
@	An external link that will open in a new window.
⋯	The information button indicates details are available that are too large for the form body. Clicking on the ellipses will open a new window containing further information (i.e. patient contact information). You can also click this icon and drag the field box out for more room.
❶	An information icon indicates there is helpful or essential information related to the field. Hover over this icon to display the information.
Missing fields	Indicates mandatory fields are missing. Click on this icon to navigate to the fields that require your input (highlighted by a red asterisk).

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Common data entry issues

Answering every question in GPSR

Only the mandatory fields marked with a ***red asterisk*** need to be completed before the *submit* button becomes available. The *referral letter* field can be left blank if all information has already been included in the *history field,* but some non-essential information can be valuable if it is clinically warranted and it may affect patient and referral outcomes.

Overriding mandatory fields

Overriding mandatory information can only be executed where there is a clinically relevant reason for doing so. Overriding mandatory information may lead to the non-acceptance of your referral where this reason is not appropriate (and may be required for safe categorisation of the referral).

Understanding <u>essential</u> vs. <u>additional</u> *Condition Specific Clinical Information*

The *Condition Specific Clinical Information* section of GPSR is determined by the information provided in the *Condition* and *Specialty* fields. You will be asked to select Minimum Referral Criteria pertaining to the patient's condition – you may select as many check boxes as are applicable, enabling wait times to be mapped further (within 30/90/365 calendar days etc). If none apply, select *other* and input additional information where prompted. The CPC wait time mapping will not be provided if *other* is selected. GPs can refer to HealthPathways for support treating patients prior to their appointment.

As with mandatory fields, *essential referral information* is required by Metro North Health. Any *additional* or *supporting* referral information you wish to provide is welcome, but not required.

Where History appears, hover over 🛈 to see what essential information is required and ensure it is addressed. You may do this by attaching clinical documents or by providing this information in the *Referral Letter*. Referrals may be returned and requests for further information made if essential history is not addressed.

Understanding *Condition* vs. *Specialty*

Under the *Condition and Specialty* section of GPSR you will be able to:
- choose an appropriate pathway and/or facility
- choose the appropriate Clinical Prioritisation Criteria (CPC) template and
- define the minimum referral criteria relevant for the patient's presentation.

Using Metro North Health's *Refer your patient* portal (**here**), you can search for templated conditions and check the minimum referral criteria and essential referral information.

The *Condition and Speciality* will define the *Referral Recipient* (service/location) results – only those listed will provide the service needed.

Hover over a specialist outpatient service to display available information about current patient wait times.

Service locations are listed in order of distance "as the crow flies" from patients address within the catchment, followed by *out of catchment.* You can refer to *out of catchment services* with a valid reason, including moving, previous history with that facility, aftercare provider or carer located in this area, requested referral to this facility from another Queensland Health facility, etc. Include **Patient Requested** after any of these reasons if applicable.

With the exception of antenatal, Hospital In The Home (HITH), some Allied Health and conditions based exclusions, the Mater does not have a catchment area. Where the Mater appears as *within catchment,* GPs may refer patients who are willing to travel. This is a potentially reduced wait time for patients in doing so.

Finding a condition and optimising searches

If the first search for a condition does not yield any results, try searching under a speciality to see if the condition exists, or consider using commonly used medical terms (e.g. pregnancy for maternity). Searching for a condition may suggest no service, but only because you are using a different search term to that under which it has been listed. If still not found, use the generic (blank) template under the speciality.

Below is a specific list for some conditions that are harder to find:

Condition	Mapped under
Antenatal	Obstetrics
Trigger finger	Stenosing tenosynovitis
High risk foot or foot disease clinic	Podiatry, orthopaedics, diabetes, or wound management
Pulmonary rehabilitation	Search under *Discipline* for physio or respiratory, then find the pulmonary rehab clinic in the services drop down menu
Scoliosis clinic (RBWH)	Search orthopaedics, then locate in the location list
Gender services	General medicine, social work, speech pathology, psychiatry, psychology and specialist mental health

Referral has been sent, but a record of it has not appeared in the patient's chart

You will need to either refresh the patient chart (press F5 or CTRL and F) or reopen the patient file after exiting GPSR. It will then appear in patient correspondence.

Common software issues and work arounds

Attachments

PDF is the preferred attachment type. Allowed file types include PDF, DOCX, PNG, JPG, JPEG, GIF, TXT, RTF, DCM, DICOM, TIF and TIFF.

ECGs

ECGs done using QRS software may save in SCP format, which is not compatible with GPSR. Save as a PDF by clicking this option in the QRS set up fields within the QRS software. ECGs are usually scanned, and you can find in GPSR by selecting *attach from clinical software.*

A letter exceeds maximum upload limit of 5 MB or is incorrectly formatted and won't upload

The upload limit for attachments on GPSR is 5 MB per document and 25 MB in total.

There are two options to resolve:

1. Open the document and copy and paste into a Word document (you may need to split into part A and part B if too large) and save to desktop.
2. In the patient chart under correspondence, right click on document listed (do not open out into actual document) and export to desktop. This will save as a PDF and then pick up into referral using *computer attachment* tab in GPSR.

Repeat tests performed on the same day

There is a known error with FOBT (National Bowel Cancer Screening Program) investigations. Ensure that each test is given a unique name (i.e. FOBT1, FOBT2, FOBT3). Tests performed on the same day under the same name will be automatically detected as a duplicate if not renamed and will not let you upload all 3 at once to complete the referral.

Further information and resources can be found via:

- **GP Smart Referrals User Guide** via the Queensland Health website
- **GP Smart Referrals resources** via the Queensland Health website
- ***Refer your patient* portal** via Metro North Health