

Metro South Health Referrals Support

Metro South Health Central Referral Hub

GP Liaison Officers (GPLOs) are available to referring GP's for:

- Face to face, telephone or email support
- Providing information and guidance on referral pathways and navigating Metro South Health services
- GP Smart Referrals support (including registration, installation and training)
- Assistance with all referral submission methods
- Assistance with updating [practice details](#) in the STS address book for electronic communication and [secure messaging](#)

Telephone: 1300 364 155 (option 2) or email GPLO_Programs2@health.qld.gov.au
(Available Monday – Friday, 0800-1600)

Central Referral Hub Clinicians are available to provide advice about any referrals previously submitted (please allow 1-2 working days for registration before calling)

Telephone: 1300 364 155 (option 1)
(Available Monday – Friday, 0800-1630)

GP Smart Referrals General Practice Technical Support (Queensland Health)

For assistance with all Smart Referral related software issues

Ph: **1300 478 439** select option 2 (Smart Referrals) - Available (24/7)

Email: **CEQ_SmartReferrals@health.qld.gov.au**

A suite of training materials and information is available on the [Smart Referrals Website](#)

Important Information about Smart Referrals

Referral status updates

The majority of Smart Referrals are processed by the Metro South Central Referral Hub, for these referrals you will see in the landing page a status of: Received, Accepted or Declined once they have been reviewed and registered.

Additional referral correspondence will be received directly into the Practice Management Software when a referral is accepted, redirected, withdrawn and when your patient attends their first appointment.

Returned Referrals

If a referral is not accepted due to missing/incomplete information, out of catchment, service not provided or minimum referral criteria not met, usual correspondence will be received via fax or letter to alert you of this.

You will be required to submit an updated referral for your patient and include the requested (essential) information.

Choosing a Condition for referral

When generating a Smart Referral, follow the below steps to include the required condition specific clinical information:

- In the '*Condition and Specialty*' search box, start by searching for the relevant **condition**
- Conditions with standardised state-wide criteria will present a specific template that lists the 'essential' information required to submit a referral
- If the condition does not appear, search for the specialty and select the option with no condition listed beside it. This will launch a generic template for that specialty
- When using the generic template, please see the [Metro South Health Refer Your Patient](#) website for referral criteria to ensure all 'essential information' is included with the referral

Referring with images

Smart Referrals enables the attachment of high-quality digital images and several compatible file types (e.g: pdf, txt, docx, rtf, png, dcm, jpeg, tif, zip). There is a 5MB per file attachment limit, with total file limit of 25MB.

Referral to Community Services

For referral to any Metro South Health Community Service such as the Chronic Disease - Diabetes service, you must first search for the relevant specialty in the '*Condition and Specialty*' search box. In this example you would search and select 'Endocrine'. In the available services you can then select the community service.

We care about you