



Metro North Central Patient Intake

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Metro North Hospital and Health Service *Putting people first*

Frequently Asked Questions

Q How do I send a referral to a Metro North Specialist Outpatient or Outpatient Allied Health Department?

A Review the latest referral guidelines found at www.health.qld.gov.au/metronorth/refer to ensure you include the essential referral information otherwise your referral may be returned to you for this information.

There are 3 methods for sending your referrals:

- Via Secure Web Transfer (SWT).
Speak with your local PHN for access
- Fax to: 1300 364 952
- Mail to:
Central Patient Intake Unit
Aspley Community Health Centre
776 Zillmere Rd
Aspley 4034

Q How do I find out my referral status?

A By phoning CPI hotline 1300 364 938 and speaking to one of our referral specialists.

Q Do I have to send a named referral?

A The decision to be seen as a public patient (un-named) or to be bulk billed (named) is the patient's and they should be asked which they would prefer.

If the patient chooses to be bulk billed a referral named to speciality, consultant and facility will be required for an appointment.

Q How long does it take for my referral to be processed by CPIU and sent to the facility?

A CPIU has a two hour turnaround of referrals to facility. The exceptions to this are referrals missing patient information or which have not been received in full. CPIU will attempt to gather the missing information; if we are unable to do this the referral will be returned to you within 24 hours requesting a new referral be sent with the essential information.

Q How long will I have to wait when I ring the hotline?

A The hotline will be answered in 3 rings during business hours.

Q Who answers the hotline and what does it do?

A The hotline is answered by CPIU administrative staff. They can give you information on when your referral was received and the current status of your referral.

They can also forward your call on to one of the CPIU clinical nurses who are able to help direct your clinical enquires such as which is the best speciality to address your referral to.

The CPIU clinical nurses are also happy to talk with you or your patient if you/they are worried about the length of time they may have to wait for an appointment. They can also forward your call directly to the speciality if required.

Q Do I need to state a speciality on the referral or is this determined by clinical staff in CPIU?

A Yes. CPIU directs referrals to the outpatient clinic the GP requested. However once the specialist at the outpatient clinic has reviewed your referral it may be returned to CPIU to be redirected to another speciality or facility which will better address your patient's needs. Speak to a CPIU clinical nurse first if you are unsure which specialty to choose to avoid delays.

Clinical nurses in CPIU will review and direct all referrals without a speciality provided by the referrer.

Q Do I send continuation referrals through CPIU or directly to the speciality?

A Continuation referrals are to be sent through CPIU. They will be identified as continuation referrals and forwarded to the appropriate speciality.

Q Is it ok to refer my patient to more than one outpatient department for the same condition? Is this flagged by CPIU?

A No. The Queensland Health Specialist Outpatient Services Implementation Standard (SOSIS) outlines that a patient may be on only one waitlist per condition. Metro North Hospital and Health service is obligated to comply with this standard

Yes. CPIU does screen for this and will follow the SOSIS process.

Q How long does it take to categorise my referral?

A The Queensland Health Specialist Outpatient Services Implementation Standard requires that referrals are categorised in 5 working days from receipt. Metro North Hospital and Health Service endeavours to meet this time frame.

Q Are there any MNHHS outpatient referrals that are not managed by CPIU?

A Yes. The scope of CPIU is as below:

Managed by CPIU

- Royal Brisbane and Women's Hospital Referrals
- The Prince Charles Hospital Referrals
- Redcliffe Hospital Referrals
- Caboolture Hospital Referrals
- Kilcoy Hospital Referrals

Not managed by CPIU

- Mental Health referrals
- Oral Health referrals
- Community, Indigenous and Subacute Services referrals (CISS)
- Lady Cilento Children's Hospital referrals
- Private Hospital referrals
- Emergency Department referrals

Q What if I have not heard anything back regarding my patient's referral?

A Contact CPIU on 1300 364 938 (Mon-Fri, 8am-5pm)

Or visit 'Refer Your Patient MNHHS' website:

www.health.qld.gov.au/metronorth/refer

