Metro North Central Patient Intake Unit
Frequently Asked Questions

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

A complete referral can be sent to Metro North via the Central Patient Intake Unit (CPIU)

Review the latest referral guidelines found within GPSR or 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.

The preferred methods for sending your referrals:

- GP Smart Referrals (GPSR)
- Secure Web Transfer (SWT)
- Mail to:

  Central Patient Intake Unit
  Aspley Community Health Centre
  776 Zillmere Road
  Aspley 4034

CPIU are unable to accept emailed referrals from non-Queensland Health email addresses

Q How long does it take for my referral to be processed by CPIU and sent to the relevant Specialist Outpatient Department?

A CPIU has a 4 hour turnaround time, Monday to Friday

Q Could my referral be returned to me?

A Yes. Referrals that have missing information, incomplete, illegible, or out of scope for CPIU will be returned to you for actioning.
An updated complete referral will need to be returned to CPIU to progress to the Metro North SOPD

Q What are the Out of Scope referrals not managed by CPIU?

- Mental Health
- Oral Health
- Emergency Department Referrals
- Queensland Children's Hospital referrals
- Private Hospital referrals
- Neonatology
- Residential Aged Care District Assessment and Referral (RADAR)
- GP Rapid Access and Consultant Expertise (GRACE)
- Child Development Access Service
- Anaesthetic Clinics
- Other QLD Hospital Health Services (HHS)
- Release of Information (ROI)

Q Which facilities does CPIU accept referrals for?

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

Q How long will it take for Metro North SOPD to categorise my referral?

A The Queensland Health Specialist Outpatient Services Implementation Standard (SOSIS) requires referrals to be categorised in 5 working days, Metro North HHS endeavours to meet this

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Q How do I find out my referral status?

A Please contact our call centre to speak to one of our team:

Phone 1300 364 938
0800-1630 hrs Monday to Friday

Q Who answers the hotline and what do they do?

A The hotline is answered by CPIU Administrative staff. They can:

- Inform you when the referral was received

- The current status of your referral

- Direct you to a clinical nurse to answer any clinical referral enquiries e.g. who best to address the referral to

- Clinical nurses are able to support you or your patient if you/they are worried about the length of time length of time they may have to wait for an appointment.

- Forward you call to a Metro North Specialist Outpatient Department

Q Do I need to state a specialty on the referral?

A Yes. CPIU will direct referrals to the outpatient clinic the GP has requested.

However, a specialist at that clinic may redirect your referral onto another speciality or facility to better address your patient's needs.

Please call the Clinical Nurse at CPIU if you are unsure which specialty to choose, as this will avoid delays for your referral.

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 specialty, consultant and facility will be required for an appointment.

If you send in an un-named referral, the Specialist Outpatient Clinic may request for you to send in a named referral for billing purposes.

Q Is it Ok to refer my patient to more than one SOPD for the same condition?

A No. the SOSIS outlines that a patient may be on only one waitlist per condition. Metro North HHS is obligated to comply with this.

Q Do I send continuation or additional information referrals through CPIU or direct to the SOPD?

A Send to CPIU. These will be identified by CPIU staff and forwarded to the appropriate specialty