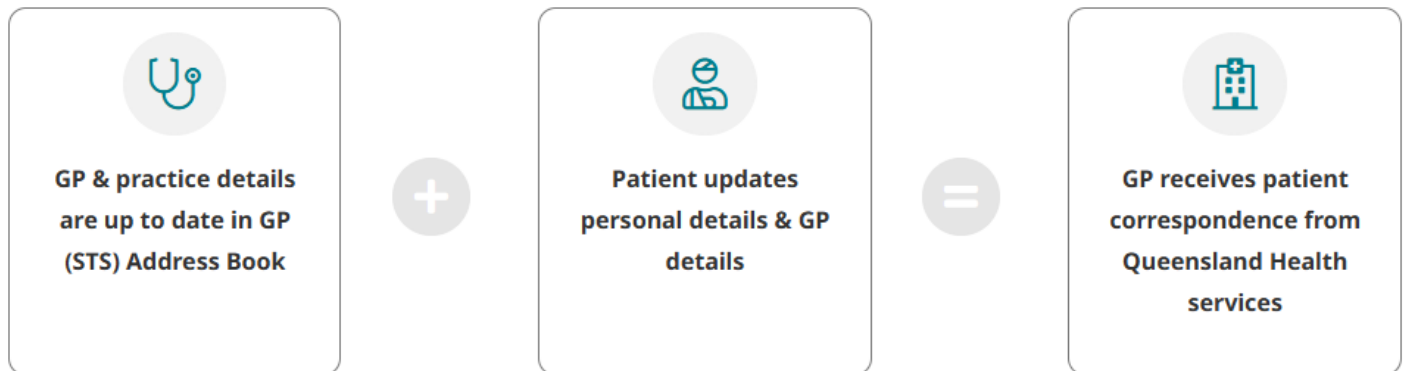


# Updating General Practitioner (GP) details with Queensland Health facilities

There are 2 key steps to ensure patient correspondence reaches the correct General Practitioner (GP) from Queensland Health facilities:



## General practices – update the “GP (STS) Address Book”

### *Are your details up to date on the GP (STS) Address Book?*

When a hospital sends correspondence (eg. inpatient discharge summary or outpatient letter) to a GP, hospital staff use the Queensland Health Secure Transfer Services (STS) Address Book to search the GP name and practice details. This search is based on the GP details the patient provides to staff on their most recent hospital visit.

### When to update the STS Address Book

Practice staff must update the STS Address Book when:

- A practice opens or closes
- A new GP starts at the practice
- A GP leaves the practice
- Practice contact details change
- Mode of receiving information changes (eg. fax → electronic)

### How to update the STS Address Book

- Complete or update the GP (STS) Address Book PDF Form (<https://www.medicalobjects.com/forms/request/STSForm.pdf>)  
Include all GPs currently based at your practice (any GPs not listed will be removed from the STS Address Book)
- **Save the completed PDF** so that it can be edited for future updates
- Completed forms can be emailed to [STS\\_External-Alerts@health.qld.gov.au](mailto:STS_External-Alerts@health.qld.gov.au)
- Contact Practice Support if assistance is required when completing the form  
(<https://practicesupport.org.au/contact-us>)

## Patient – updates their GP name and practice address when attending hospital

It is important that patients confirm/update their GP details at every hospital visit including Emergency Department presentations, outpatient appointments and admissions.

Each patient has their GP details entered into the HBCIS database at each individual hospital. Patient correspondence is addressed to a specific doctor rather than a clinic or practice.

## How GPs & practices can help:

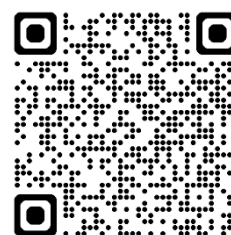
Many times, a patient is unable to remember the full name of their GP or their practice name when asked, making it difficult for hospital administration staff to know where to direct any hospital correspondence for the GP. It is helpful to:

1. Provide patients with a business card for their GP or ensure their GP details are in their mobile phone
2. Remind patients to update their address and contact details with the hospital to ensure all hospital communications are received including appointment notifications sent via mail and SMS

## What happens if the patient doesn't nominate a GP?

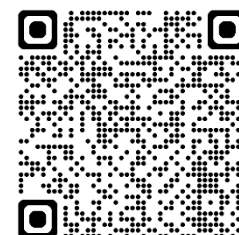
If the patient doesn't have a current GP in the hospital information system, the patient should be provided a letter or the correspondence should be sent to their home address.

Queensland GPs can access ED discharge letters, inpatient discharge summaries and some outpatient letters if a patient has been seen in hospital or outpatients in the [Health Provider Portal/The Viewer](#) under the *Encounters* tab for ED or inpatient hospital visits or the *Event summaries* tab for outpatient correspondence. Access the Health Provider Portal via the QR code.



## Health Provider Portal/The Viewer

Your Medicare provider number and Healthcare provider identifier-individual (HPI-I) must be up to date and registered in the GP (STS) Address Book prior to registering for access to the [Health Provider Portal/The Viewer](#). Use the QR code to find out more about registering for and using the Health Provider Portal/The Viewer.



## More information



More information is available online via [Update General Practitioner | Metro North Health](#) or via the QR code.

Please contact the Metro North GPLO Program via [MetroNorthGPLO@health.qld.gov.au](mailto:MetroNorthGPLO@health.qld.gov.au) if you have any questions.