

GP Smart Referrals resource:



How to: Request for Advice (RFA)

GP Smart Referrals (GPSR) users can request advice from Metro North and other Hospital and Health Services for response. [Metro North GP Advice Program | Metro North Health](#) (Section 2) lists specialties and catchments for Metro North services currently accepting Request for Advice. This page is continuously updated as new services come onboard to offer advice. Phone advice is also offered for a number of specialties via the MN Clinical Advice Line (Section 1 of the same page).

Benefits of Request for Advice

Request for Advice allows GPs to ask non urgent clinical questions to Metro North clinicians. Advice is usually returned within 5 business days. Request for Advice may be helpful for:

- avoiding the need for referral by provision of clinical information to support GP-led care
- obtaining specialty advice more rapidly than via standard referral
- advice on additional investigations to help streamline outpatient input if referral is required
- reassuring patients that referral is/isn't required.

Creating a Request for Advice

You can create a Request for Advice via the below screens in GP Smart Referrals:

1. Patient view screen by clicking [Request Advice](#)

2. Referral screen by clicking [Request for Advice](#) in the Request type

Selecting a condition and finding a service

Search for the specialty (e.g. Urology or Neurology) in the [Condition and Specialty](#) field. Based on the Condition/Specialty entered, the services offering Request for Advice will display in the [Service/Location](#) box.

☒ Patient is willing to have surgery if required?

☒ Condition and Specialty

[HealthPathways ▶](#)

☒ Suitable for Telehealth?

☒ Are you the patient's usual GP?

Request recipient

☒ Service/Location

☒ Specialist name

☒ Organisation details

Urology	ROYAL BRISBANE & WOMEN'S HOSPITAL	12.1 km	
Urology	GOLD COAST UNIVERSITY HOSPITAL	61.8 km	Out of catchment
Urology	SUNSHINE COAST UNIVERSITY HOSPITAL	89.8 km	Out of catchment

☒ Condition specific clinical information

☒ Investigations and imaging

☒ Standard clinical information

Further information about the Request for Advice service including any inclusion or exclusion criteria is displayed in the [Service/Location information](#) section.

☒ Condition and Specialty

[HealthPathways ▶](#)

☒ Suitable for Telehealth?

☒ Are you the patient's usual GP?

Request recipient

☒ Service/Location

☒ Service/Location information

Wait times
Wait times for this service at this location are Cat 1 73 days, Cat 2 761 days, Cat 3 923 days.

Restrictions
No restrictions found for this service

Service Attributes
For detailed information read the "Restrictions" above for the selected Service/Location

- GP Referrals are accepted
- Does not treat paediatric patients
- Treats adult patients
- Treats geriatric patients
- Not a state-wide service
- Telehealth options available for patients

If there is not a service offering Request for Advice for that specialty or condition in Metro North, all services will appear as *Out of catchment*.



TIP: Please **do not** submit a RFA for out of catchment services, these requests will not be progressed.

Completing the Request for Advice

Enter your clinical question in the [Request for Advice – Clinical Question](#) free text box. Please include enough clinical information for the Metro North clinician to answer your patient specific question. Once text has been entered into the text box, the field marker will change to green ^{*}.



Additional clinical information including attachments, investigations and other medical history can be included in the Request for Advice as necessary for the patient.



TIP: *The more information provided in the clinical question, history, investigations and imaging, the more accurate the advice that can be provided. Please ensure information provided is clinically relevant to the clinical question or query.*

Submit the request

To submit the Request for Advice, click [Send Request](#).



Once the Request for Advice has been sent, the RFA will show as received in the patient view screen.

How will I receive the advice?

Once the Request for Advice has been reviewed and finalised by the Metro North clinician, the outcome of the advice will be delivered to your Practice Management Software in the correspondence letter format. Advice correspondence will appear as below:


Queensland
Government

Dear

Re:
DOB:
Request Type: Request For Advice
SSRID:

Thank you for your advice request for to the
Urology service at Metro North HHS - ROYAL BRISBANE & WOMEN'S HOSPITAL.

A specialist clinician has reviewed the information of the request for advice and
has provided the following outcome - Advice provided.

Advice Details:

Regarding the Clinical Question:

Dear Urologist,
I am writing to refer my patient for second opinion regarding recent
investigation findings.

Presented for a review of results following investigations for scrotal discomfort,
which has since resolved. Reports of nocturia.

Investigations:
Scrotal ultrasound: Normal. No scrotal abnormality. Symmetrical testicular blood
flow.
Abdominal/Kidney ultrasound: Mildly enlarged prostate at 47mL. Post-void
residual urine volume 56mL. No focal bladder wall thickening.
PSA: 0.63 (Previous result a few years ago was 0.86).

Referral Details:
Requesting a second opinion and advice regarding the mildly enlarged prostate
**ROYAL BRISBANE & WOMEN'S HOSPITAL would like to provide the following
Advice:**

Dear Doctor,

Your request for advice has been reviewed by
She advises your patient's prostate is no cause for concern.

A post void residual less than 100ml is not concerning. The prostate volume has
no correlation to cancer risk.

Clinical Advice Provided By:

Please do not hesitate to contact Metro North HHS - ROYAL BRISBANE & WOMEN'S
HOSPITAL if you have any questions.

Advice responses are displayed in the patient view screen in the status column. Additional information is available by clicking the eye icon.

Smart Referrals

Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Timothy GOLDCOAST DOB: 01 Jan 1980 Patient view Practice view

Patient view - Timothy GOLDCOAST Request advice Create referral

Parked requests Active requests Closed requests

Submitted date T1	Request type T1	Specialty and condition T1	Requestor T1	Provider T1	SSRID T1	Status T1	
04 Nov 2022	Advice	Gynaecology - Cervical polyp (Gynaecology) (Adult)	Dr Fred Findacure	Gold Coast	0004292165	Referral recommended	
04 Nov 2022	Advice	Gynaecology - Cervical polyp (Gynaecology) (Adult)	Dr Fred Findacure	Gold Coast	0004292140	More info required	
04 Nov 2022	Advice	Gynaecology - Abnormal cervical screening / cervical dysplasia / abnormal cervix (Gynaecology) (Adult)	Dr Fred Findacure	Gold Coast	0004292132	Advice provided	

Copy request Copy to referral Close request

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How to action advice?

Use the buttons below to action the advice:

- To request further advice for this patient, use the [Copy request](#) button to submit a new RFA.
- To submit a referral based on the advice received, use the [Copy to referral](#) button to generate a referral for this patient and condition. The referral will include the advice response.
- If no further action is required, click [Close Request](#) to move the request to the Closed Requests list.

Smart Referrals

Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Timothy GOLDCOAST DOB: 01 Jan 1980 Patient view Practice view

Practice view - BP NASH QueenslandHealth Test Practice Request advice Create referral

Parked requests Active requests Closed requests

Search Filters Reset table

Submitted date T1	Request type T1	Patient T1	Specialty and condition T1	Requestor T1	Provider T1	SSRID T1	Status T1
17 Apr 2024	Referral	Olivia TOWNSVILLE 02 Jan 1980 (44)	Cardiology - Angina / myocardial ischaemia / chest pain (Cardiology) (Adult)	Dr Fred Findacure	Townsville	0004832291	Received
15 Apr 2024	Advice	Christopher DARLINGDOWNS 01 Jan 1980 (44)	Paediatric Medicine - Behavioural problem in a child < 6 years (General Paediatrics)	Dr Fred Findacure	Metro North	0004831699	Advice provided
15 Apr 2024	Referral	Alexandra SUNSHINE 01 Jan 1980 (44)	General Medicine - Chronic Deep Vein Thrombosis (DVT) (General Medicine) (Adult)	Dr Fred Findacure	Sunshine Coast	0004795530	Received
11 Apr 2024	Referral	Olivia TOWNSVILLE 02 Jan 1980 (44)	Cardiology - Angina / myocardial ischaemia / chest pain (Cardiology) (Adult)	Dr Fred Findacure	Townsville	0004831426	Received
		James	Cardiology - Angina / myocardial				

Copy request Copy to referral Close request

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For more information about Metro North Request for Advice services:

Web: [Metro North GP Advice Program](#) | [Metro North Health](#)

Email: MetroNorthGPLO@health.qld.gov.au.

For technical support, please contact:

Phone: Queensland Health IT support line on 1300 478 439 (24 hours, 7 days)

Email: QH-SmartReferrals@health.qld.gov.au for assistance Monday – Friday 8:00am – 5:00pm.