# **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**

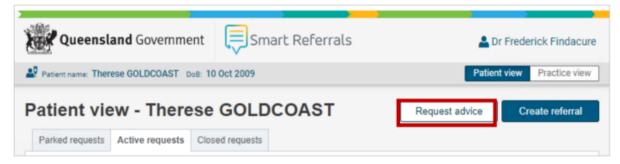
Request for Advice allows GPs to ask non urgent clinical questions to Metro North clinicians. Advice is usually returned within 5 business days. Request for Advice may be helpful for:

- 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.

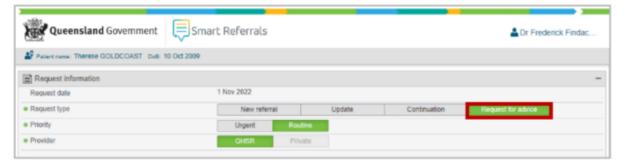
## **Creating a Request for Advice**

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

1. Patient view screen by clicking Request Advice



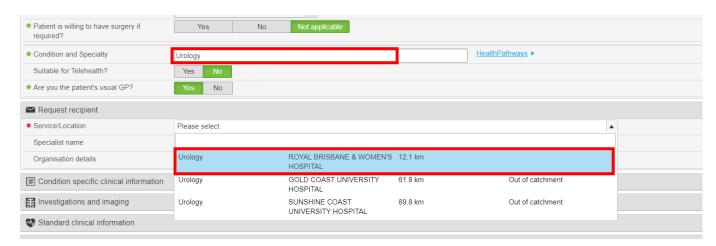
2. Referral screen by clicking Request for Advice in the Request type



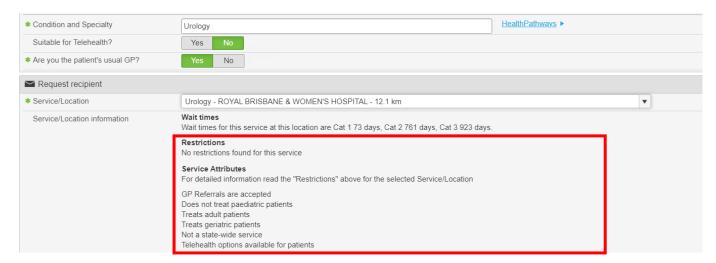


#### Selecting a condition and finding a service

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.



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



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 relevent to the clinical question or query.

#### Submit the request

To submit the Request for Advice, click Send Request.



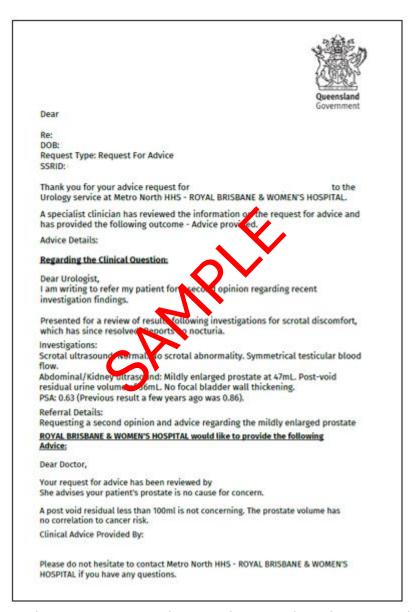
Once the Request for Advice has been sent, the RFA will show as received in the patient view screen.

#### How will I receive the advice?

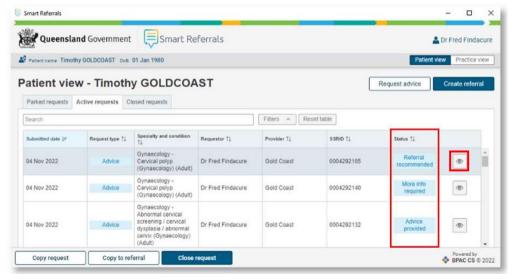
Once the Request for Advice has been reviewed and finalised by the Metro North clinician, the outcome of the advice will be delivered to your Practice Management Software in the correspondence letter format. Advice correspondence will appear as below:







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

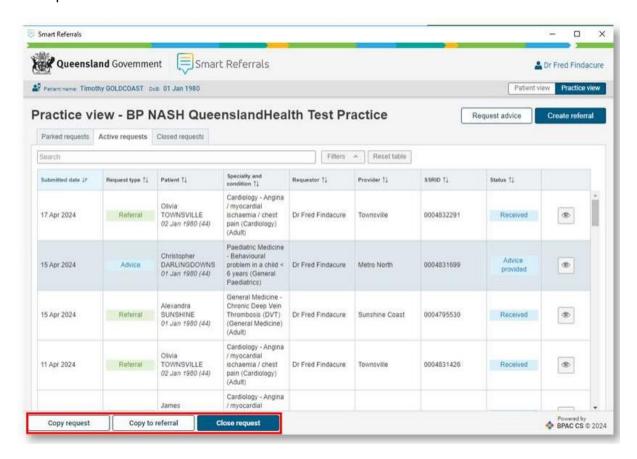




#### How to action advice?

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.



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.

