



GP Smart Referrals troubleshooting:

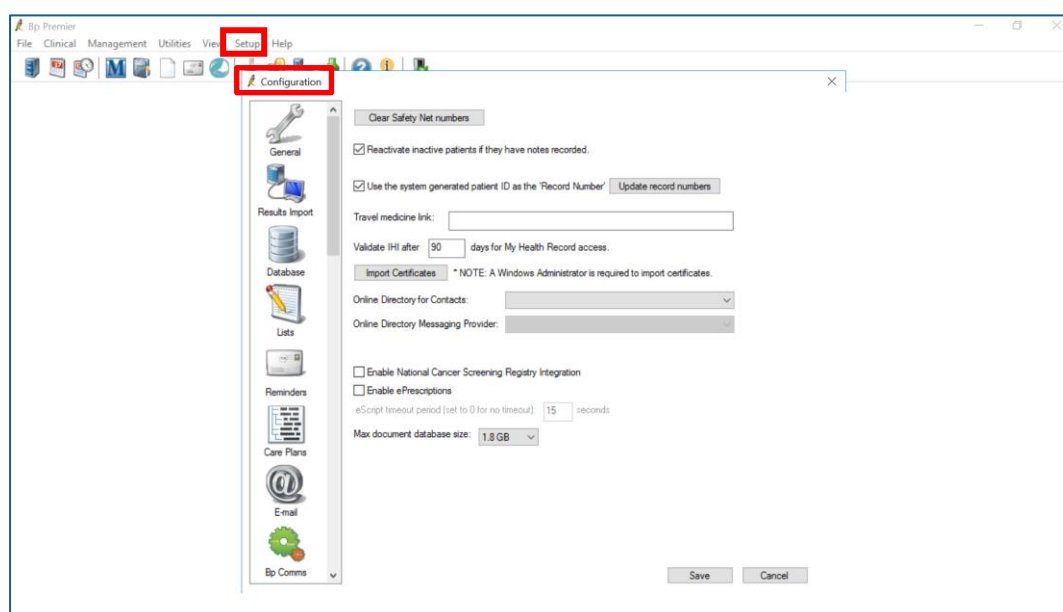
Medications not importing into GP Smart Referrals

(Best Practice users only)

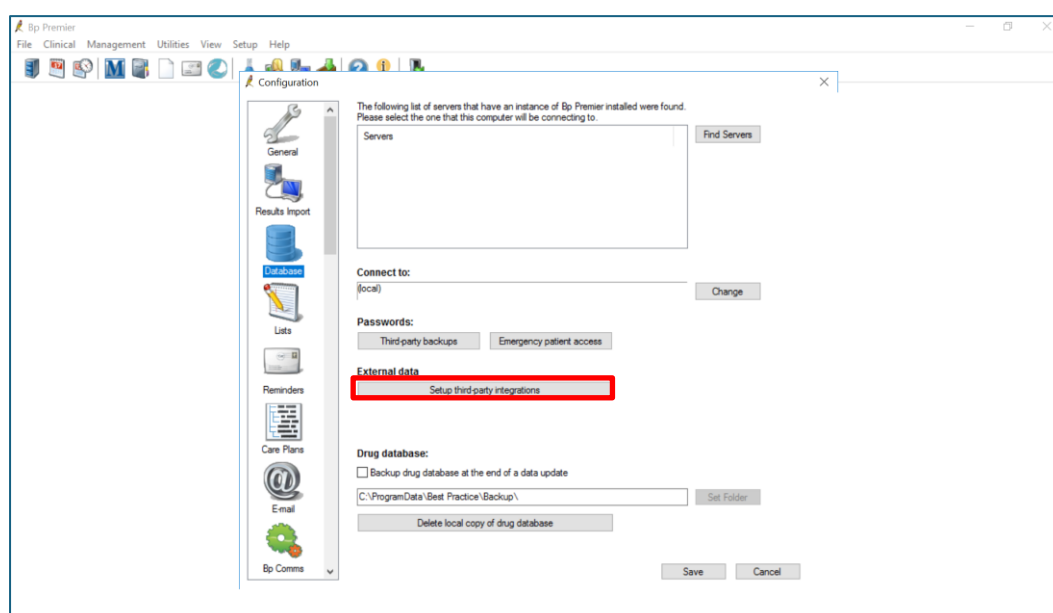
A system issue has been identified impairing the GP Smart Referrals functionality to importing medications into a referral. This only impacts Best Practice users following a Drug Database Update. A simple fix has been identified to resolve this issue. It is recommended that the following steps are completed after every Best Practice update to ensure optimum GP Smart Referrals functionality.

Please follow the below steps to resolve this issue:

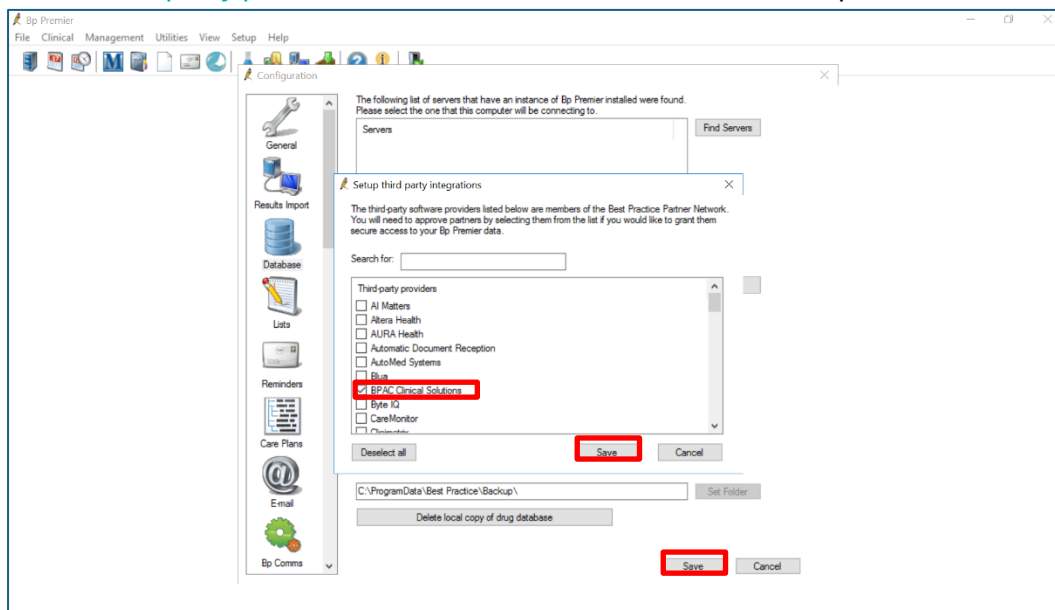
1. In **Setup**, select **Configuration**



2. In **Database**, choose **Select third-party integrations**



3. In **Third-party providers**, untick **BPAC Clinical Solutions** & press **save**



4. Repeat **steps 1-3**, reselect **BPAC Clinical Solutions** & press **save**

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.