

# Connecting Care: A digital referral toolkit for GPs



**Dr James Collins & Dr Stephanie Huxley**

*GP Liaison Officers*

*Metro North Health & Brisbane North PHN*

Metro North Hospital and Health Service and Brisbane North PHN respectfully acknowledge the Traditional Owners of the land on which our services and events are located. We pay our respects to all Elders past, present and future and acknowledge Aboriginal and Torres Strait Islander people across the State.

**A**

**6:00pm Registration, Networking and Dinner**

**G**

**6:30pm Welcome address & introduction to Metro North**

**Dr James Collins | GP Liaison Officer, Metro North Health and Brisbane North PHN**

**E**

**6:40pm Health Provider Portal/The Viewer and receiving hospital correspondence**

**Dr James Collins | GP Liaison Officer, Metro North Health and Brisbane North PHN**

**N**

**6:55pm All things GP Smart Referrals!**

**Dr Stephanie Huxley | GP Liaison Officer, Metro North Health and Brisbane North PHN**

**D**

**7:55pm Clinical Advice Line & Request for Advice**

**Samantha Ozanne | Clinical Nurse, GP Advice Program**

**A**

**8:10pm HealthPathways**

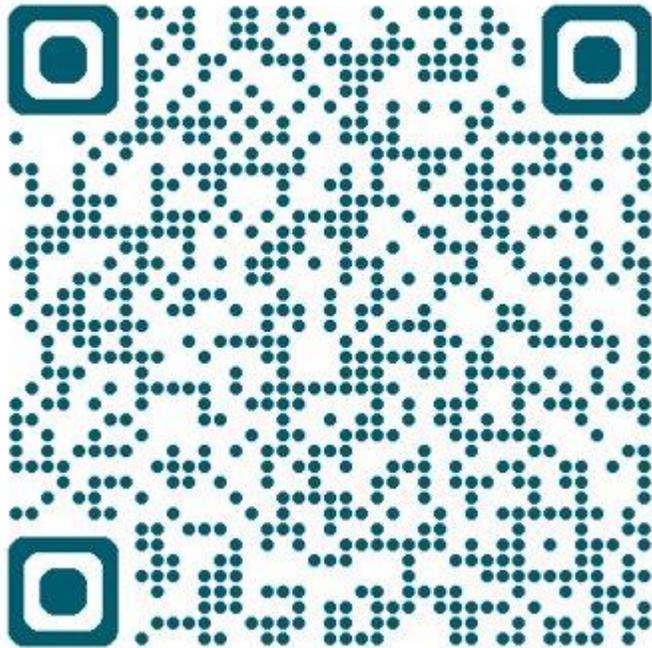
**Aurelie Larcher | Lead, Integrated Care Programs**

# Metro North Health Update



**Dr James Collins**  
*General Practice Liaison Officer*  
*Metro North Health & Brisbane North PHN*

# Slides & resources



## GP and primary care education

### Presentations and further resources from past education events

- [+ Caboolture Hospital education](#)
- [+ Cardiology](#)
- [+ Championing Generalism Workshop \(updated 2025\)](#)
- [+ Diabetes](#)
- [+ Gastroenterology and Hepatology](#)
- [+ Gender Services](#)
- [+ Genetics](#)
- [+ Gynaecology \(updated 2024\)](#)
- [+ Haematology and Oncology](#)
- [+ Heart Failure](#)
- [+ Immunology & ENT \(updated 2024\)](#)
- [+ Kidney Health](#)
- [+ Maternity \(updated 2025\)](#)
- [+ Men's Health \(updated 2024\)](#)
- [+ Mental Health \(updated 2024\)](#)
- [+ Neurology](#)
- [+ Orthopaedics \(updated 2024\)](#)
- [+ Paediatric](#)
- [+ Persistent Pain Management](#)
- [+ Respiratory](#)
- [+ Rheumatology](#)
- [+ Sexual Health](#)
- [+ Skin Cancer \(updated 2024\)](#)
- [+ Spinal health](#)
- [+ Surgery](#)
- [+ Urology](#)

### Contact

Email: [MNGPLO@health.qld.gov.au](mailto:MNGPLO@health.qld.gov.au)

### Refer a patient

Access the [referral guidelines](#) to refer a patient.

Call the GP hotline for enquiries about referring on **1300 364 938**

# General Practice Liaison Officer Program



0499 112 282



MetroNorthGPLO@health.qld.gov.au

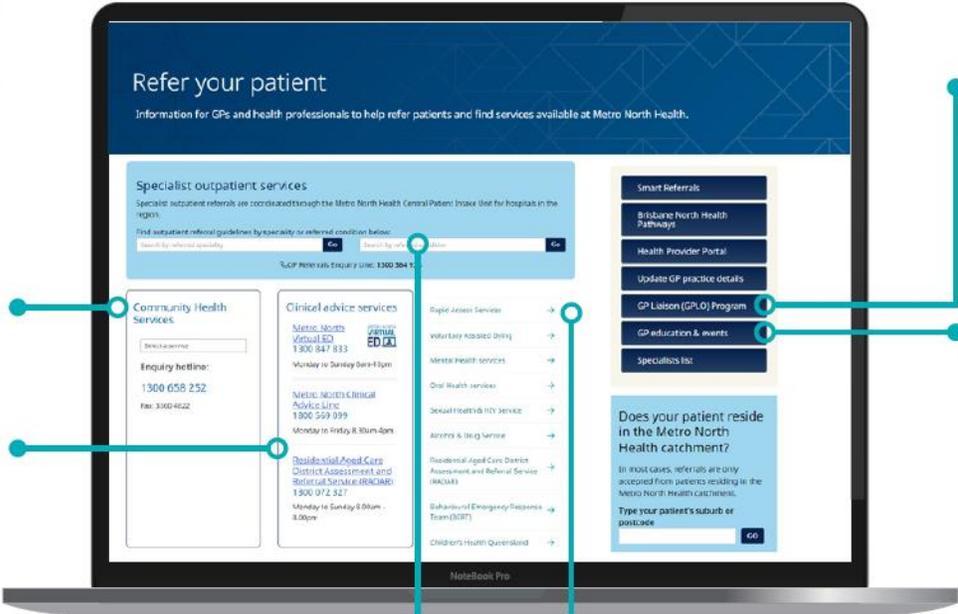


# Refer Your Patient

is your one stop shop for Metro North Health service information and updates.



Scan the QRcode to Refer Your Patient.



Community Health Services

Clinical advice services and ED alternatives

Referral Guidelines

Rapid Access Clinics and Services

GP Liaison Officer Program including:

- contact information
- GP resources

GP Education & events including:

- upcoming GP education events
- Presentations, recordings and resources from past education events

# Metro North Hospital & Health Service

Kilcoy Hospital  
(acute medical care)

Caboolture Hospital

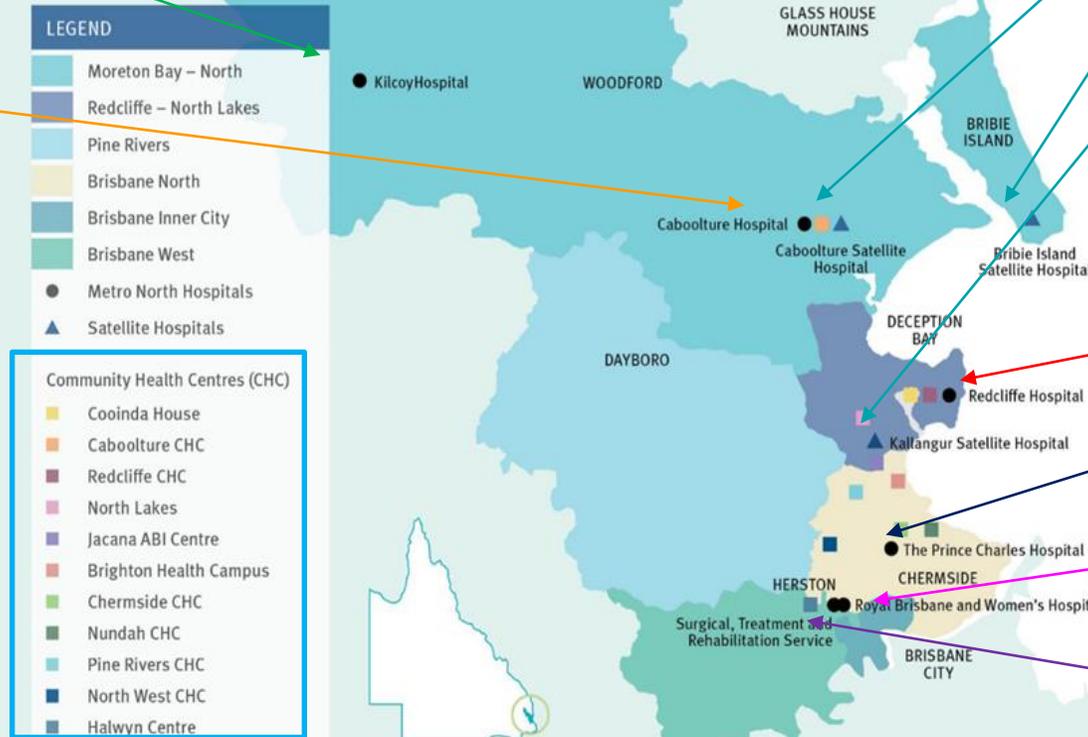
Community and Oral Health  
(sub-acute & community services eg pulm rehab, palliative, chronic disease)

Children's Health Queensland  
(general & specialised paediatrics)

Satellite Health Centres (incl. Minor Injury & Illness Clinics & OPD services, HAART, Some wound clinics)

Redcliffe Hospital  
TPCH

RBWH  
Surgical Treatment and Rehabilitation Service (STARS)  
(no ED, no direct referrals)



# Alternatives to ED – for patients



## Online care navigation:

List of all local health care options on this page.

- [HealthDirect Online Symptom Checker](#)
- **13 Health** (13 432584) - nurse available - 24/7 365 days/yr
- [List of available GP appointments](#) – if can't get into their own GP

## Queensland Virtual Hospital Virtual Emergency Care Service

🕒 Open: 7 days  
(8am-10pm Monday to Sunday)

## Urgent care options (walk in, bulk billed)



### Satellite Health Centres - Minor Injury & Illness Clinics

8:00am – 10:00pm | 7 days

- Bribie Island
- Caboolture
- Kallangur
- Xray –all day
- Limited pathology iStat - see link above

**medicare**

### **Urgent Care Clinic**

8:00am – 8:00pm | 7 days

- Deception Bay
- Kedron
- Morayfield
- Murrumba Downs
- South Brisbane

**Check Xray hours**

## Virtual Emergency Care

8:00am – 10:00pm | 7 days

- Virtual video call with ED Specialist - can arrange pathology, radiology, e-scripts & admit direct to MN virtual ward & other hospital services
- **GPs only** phone line - **1300 847 833 (patients call via link on website)**

# Alternatives to ED

## Rapid Access Services

Patients will be seen within a few days of referral (often next day) via:



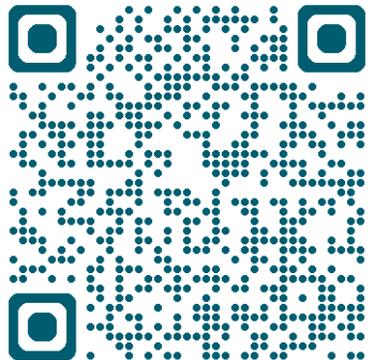
Call **Clinical Advice Line**

**1800 569 099**

8:30am – 4:00pm

Monday - Friday

*(unless otherwise specified)*



## Rapid Access Services

### On this page

[Eye Casualty – RBWH](#)

[General Medicine Rapid Access Clinic \(RAC\) – The Prince Charles Hospital Catchment](#)

[Healthy Ageing Assessment Rehabilitation Team \(HAART\) Rapid Access Clinician – Kallangur Satellite Health Centre Catchment](#)

[Metro North Virtual Ward – Metro North wide catchment](#)

[Older Persons Emergency Network \(OPEN\): Fracture Service for RACFs – Metro North catchment](#)

[OPEN Dementia Crisis Service](#)

[Post Operative Discharge Support Service \(PODSS\) – RBWH](#)

[Post Operative Discharge Support Service \(PODSS\) – Redcliffe Hospital](#)

[Rapid Access Heart Failure Treatment Service \(RAHFTS\)](#)

[Rapid Access to Community Care Service – Metro North wide catchment](#)

[Surgical Rapid Assessment Unit \(SRAU\) – Royal Brisbane and Women’s Hospital catchment](#)

[Vestibular Rapid Access Service – The Prince Charles Hospital](#)



Metro North Health is piloting a number of Rapid Access Clinics and Services. These services provide assessment and treatment to patients requiring escalation of care. They aim to bypass the need to attend ED where this is avoidable.

Referrals for most Rapid Access Clinics can be made by calling the [Metro North Clinical Advice Line](#) on 1800 569 099, Monday to Friday, 8:30am – 4pm. Eye Casualty is a walk in only clinic, please send referral information with the patient.

This page will be updated as further services are made available.

# Alternatives to ED – 65+yrs or ATSI pts 50+yrs

## Older Persons Emergency Network (OPEN)

**Acute** injuries & illnesses

- Living in **own home** - Caboolture & Redcliffe region or RACF patients
- Offer [Fracture & dementia crisis support service](#)
- Multidisciplinary team incl. ED & Geriatric SMOs, nurse practitioners, specialist nurses & pharmacists.
- Plastering, suturing etc

## RADAR – Residential Aged Care District Assessment & Referral

**RACF residents only**

Hospital teams provide:

- Specialist consultative & management advice service (medical, nursing & pharmacy)
- Medication management – senior pharmacist review
- Complex case management & support to RACFs - manage issues such as behaviours, frequent ED presenters



Call **1300 072 327**

8:00am – 8:00pm

7 days/week

GPs only



**RBWH: 3647 4627**

**TPCH: 3139 6896**

**Redcliffe: 3049 6868**

**Caboolture: 5316 5444**

8:00am – 4:30pm

7 days/week

GPs only



## Phone **1300 220 922** for **Rapid Access Community Care**

**Timely access to community care for adult patients at risk of hospitalisation.**

Referral to RACC is via a phone call to **1300 220 922** between the hours of 0900 and 1700, Monday to Friday. Electronic Referrals via GP Smart referrals.

The RACC Interdisciplinary team will assess the patient in their own home within 1 business day and refer on to the most appropriate, established community support services including:

### **Metro North Community Health services:**

- Coordinated, complex, multidisciplinary care
- Allied health services (E.g. Occupational Therapy, Physiotherapy, Dietetics, Speech Therapy, Social Work, Podiatry and Pharmacy medication review)
- Nursing Care
- Geriatrician
- Rehabilitation
- ACAT
- Diabetes
- Post Acute Care.

**PHN Team Care Coordination** (noting that GPs can continue to direct refer to Team Care Coordination) | **Non-Government Organisations and My Aged Care** | **Home support.**

*General Practitioners will receive feedback on the patient assessment and the services that the patient has been referred to.*



Assessment and care for people following

- a fall at home,
- exacerbation of a chronic condition, illness or injury,
- an inability to physically and/or cognitively manage in their own residence that **does not require acute medical attention.**

# Team Care Coordination

**Healthcare coordination**  
for people with long term  
medical conditions.



**Team Care Coordination is a free service delivered by clinical nurses who work with patients to:**

- provide disease, health and community service information
- coordinate health, community and social support services, including My Aged Care and NDIS navigation support
- support the communication between patients, service providers and health professionals.

## How GPs refer

- gain patient's verbal consent
- send completed referral and health summary to Team Care Coordination by either:
  - **eReferral:** via Medical Objects to teamcare (MM4030000FT)
  - **Fax:** secure fax to 07 3630 7808

## Eligibility

Patients are eligible if they:

- have at least one or more chronic complex medical condition
- live in the Metro North catchment
- are not living in a residential aged care facility
- are not receiving other comprehensive support packages or end of life palliative care services.



# OPD referral process

## GP practice



### **GP Smart Referrals**

Other electronic referral methods available if unable to use GP Smart Referrals



## Central Patient Intake Unit



*Administrative review of referral & navigate to appropriate service*



## Streaming Outpatient Referral Team



*Clinical review of referral (17 specialties)*



**Referral returned to GP if missing essential referral information**



## Specialty teams (at facility)



*Triage & categorisation based on clinical urgency*



**Referral correspondence (categorisation & waitlist letter) sent to GP and patient**

# Local Community Mental Health services map

## Brisbane North PHN Mental Health Services Map

### REFERRALS

#### Urgent Support

For acute or hospital presentations please call 1300 MH CALL on 1300 64 22 55. In an emergency present to your nearest emergency department or call 000.

#### Medicare Mental Health: 1800 595 212

Medicare Mental Health offers phone-based free and confidential service navigation and referral assistance for people seeking support for their mental and emotional wellbeing. The Medicare Mental Health phone service also accepts referrals from GPs, mental health services, community services, carers and families.

The phone line operates weekdays 8:30am-5:00pm (excl. public holidays).

#### PHN Commissioned Services and Medicare Mental Health eReferral

GPs and health professionals can access an expanded range of mental health and suicide prevention services commissioned by the Brisbane North PHN. Medicare Mental Health can also be directly referred to. Most services below can be accessed using the PHN Commissioned Services and Medicare Mental Health eReferral online at: <https://phnbnws.medicare.com.au/#/referral/create>

### IAR-DST

The Initial Assessment and Decision Support Tool (IAR-DST) provides a standardised, evidence-based and objective approach to support clinical decision making. The IAR-DST is built into the My Mental Health Services eReferral or can be accessed at: <https://iar-dst.online/#/>

- LEVEL 1: SELF MANAGEMENT
- LEVEL 2: LOW INTENSITY
- LEVEL 3: MODERATE INTENSITY
- LEVEL 4: HIGH INTENSITY
- LEVEL 5: SPECIALIST AND ACUTE



PSYCHOLOGICAL THERAPIES

**Sunshine Parenting Program**  
Peach Tree Perinatal Wellness  
[sunshine@peachtree.org.au](mailto:sunshine@peachtree.org.au)

Support for mothers of infants 0-12 months experiencing mild postnatal depression and/or anxiety symptoms through a 6-week group program.

18 years and older  
Self or health professional referral

IAR LEVEL 1

**Shark Cage**  
Peach Tree Perinatal Wellness  
[programs@peachtree.org.au](mailto:programs@peachtree.org.au)

A 7-week group program which helps women to increase their knowledge around healthy and unhealthy relationships.

18 years and older  
Internal referral only

IAR LEVEL 1

**Peer 2 Peer Meets**  
Peach Tree Perinatal Wellness  
[programs@peachtree.org.au](mailto:programs@peachtree.org.au)

A peer-led 6-week group designed to help birthing parents make sense of and understand their birth experience.

18 years and older  
Internal referral only

IAR LEVEL 1

**Problem Management Plus**  
World Wellness Group  
07 3333 2100

Group face-to-face support for people who identify as culturally and linguistically diverse to help manage stress and adverse situations over the course of 7-sessions.

18 years and older  
Self or health professional referral

IAR LEVEL 1

**Brisbane MIND**  
Contact Medicare Mental Health  
to find a provider  
1800 595 212

Short-term psychological therapy for Healthcare or Pension card holders. Eligible clients must identify in one of the following under-served groups:

- culturally and linguistically diverse communities
- LGBTQ+ communities
- people who have experienced trauma or abuse
- people at risk of suicide
- residents of Brisbane Island and Ebbw

12 years and older  
Health professional referral

IAR LEVEL 1

**Psychology in Aged Care (PAC) Wellbeing Change Futures**  
07 3457 6647

Respectful, trauma-informed support for older adults living in residential aged care provided through individual counselling and support groups.

65 years and older  
Referral can be made directly with Change Futures

IAR LEVEL 1

**Norfolk Island Mental Health and Wellbeing**  
Norfolk Island Health  
0011 6723 22687

Norfolk Health and Wellbeing steering committee work collaboratively with the Norfolk Island community to develop, implement and evaluate a health promotion plan based on best practice health promotion values and principles and The Ottawa Charter for Health Promotion as defined by the World Health Organisation.

Contact the service directly

IAR LEVEL 1

**Medicare Mental Health Centres**  
1800 595 212

- Inner North Brisbane - Lutwyche (Community)
- Caboolture (STRIDE)
- Redcliffe (Community)
- Stratcliffe (Newsw National)

Free, walk-in mental health support, assessment and care for adults in distress or with ongoing mental health care needs through immediate, short and medium-term care. Low intensity to severe and complex psychosocial support. No Medicare cost, appointment or GP referral is required.

18 years and older  
Self or health professional referral

IAR LEVEL 1

**Safe Spaces**  
Bardon (Community): 07 3004 0101  
Caboolture (STRIDE): 07 3332 1990  
Redcliffe (Redcliffe Youth Space): 3438 827 917  
Stratcliffe (Newsw National): 07 3438 6710

Free, safe and welcoming after-hours, peer-led alternative to Emergency Departments (EDs) for people in emotional distress or suicidal crisis. Calling ahead is encouraged so sites can reach maximum capacity at times.

7 days a week, from 5pm - 3pm (times may vary on weekends and public holidays).

All ages  
No appointment or referral needed.

IAR LEVEL 1

CHILDREN AND YOUTH

**Headspace**  
Bulwer Fellowship Queensland  
National Youth Mental Health Foundation

Caboolture: 07 3438 1999  
Inkermanville: 07 3167 1688  
Rumbold: 07 3170 3900  
Redcliffe: 07 3697 1697  
Stratcliffe: 07 3465 3000  
Brisbane Island: 07 3428 1099

Early intervention support services including one-to-one counselling, supportive family psycho-education and support groups for young people.

12-25 years  
Self, parent or professional referral to in-person or online

IAR LEVEL 1-3

**Brisbane MIND4KIDS**  
STRIDEKids (Bardon): 07 3447 6900  
youthteam (Deception Bay): 07 3468 9758

Short-term psychological therapy for children of families covered under a HealthCare or Pension card who have, or are at risk of developing an emotional, behavioural or mental health condition.

Not for formal diagnostic or assessment purposes, or for treatment of disability, developmental or learning disorders.

11 years and under  
Health professional referral

IAR LEVEL 1-3

**Norfolk Island Psychology Services**  
Norfolk Island Health  
0011 6723 22687

Short-term psychological therapies for children, young people (0-25 years) and their families living on Norfolk Island.

25 years and under  
Self, parent or health professional referral

IAR LEVEL 1-3

**Specialist Youth Mental Health Services**  
Brisbane Youth Service  
07 3622 3400

Led by a child and adolescent psychiatrist and psychologist, the service provides comprehensive mental health assessments, therapeutic interventions, and connections to additional support services to ensure that young people (aged 0-25 years) receive specialist, coordinated care that is tailored to their needs.

10-25 years  
Self or health professional referral

IAR LEVEL 3-4

**ASHA**  
Redcliffe Area Youth Space  
07 3283 6769

Mobile outreach support to vulnerable young people (10-25 years) in the Moreton Bay North region who are experiencing or at risk of developing severe and complex mental health concerns and multiple and complex associated psychosocial concerns.

10-25 years  
Internal referral only

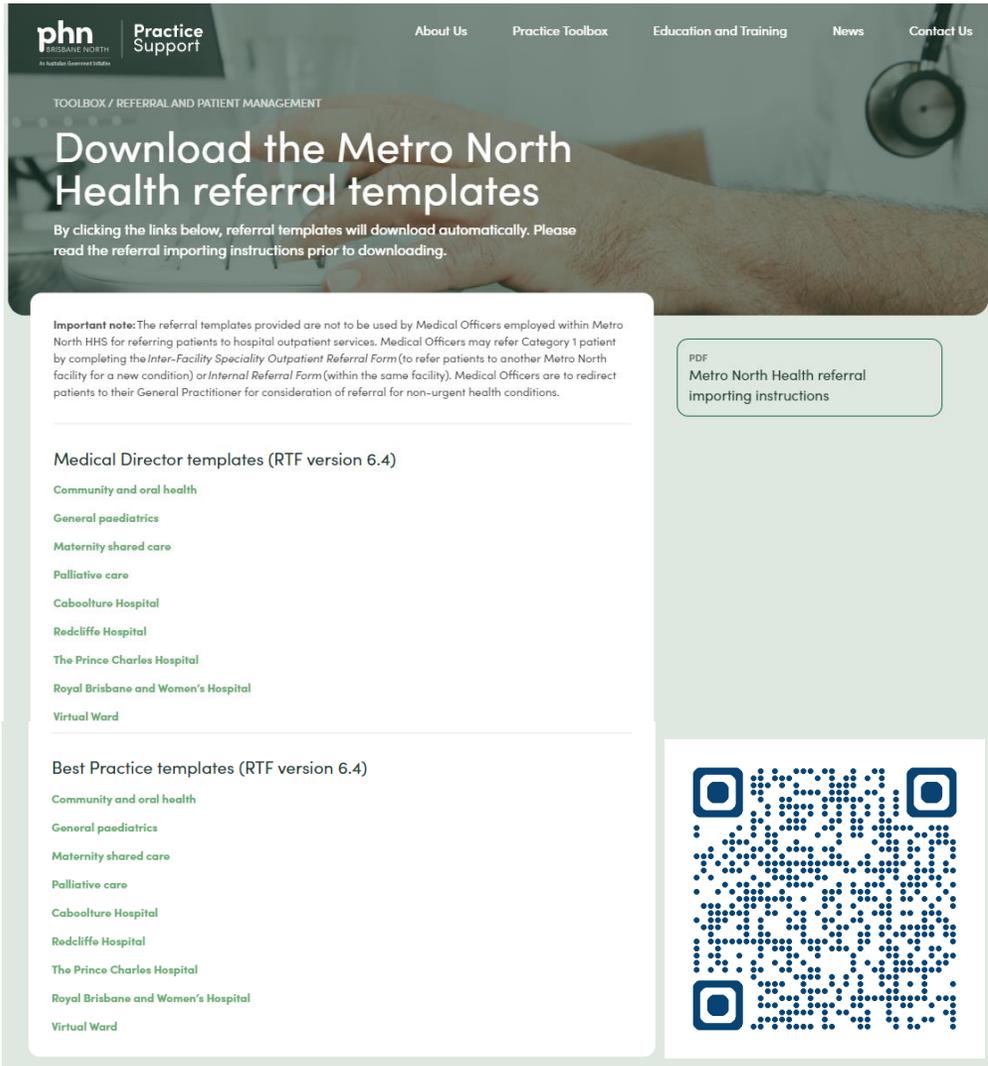
IAR LEVEL 4

### Medicare (Federal):

- [Medicare Mental Health Phone & Centres](#) - Caboolture, Strathpine, Redcliffe, Lutwyche
- [Community MH Navigation](#) - Pt & GP - **1800 595 212 (M-F 8.30-5pm)**
- [Medicare Kids Hubs](#) - Up to 12 yrs - Caboolture/Morayfield area
- [Community MH Services \(Local Community MH services map - free - self or GP referrals\)](#)
- [Initial Assessment and Referral - Decision Support Tool](#)
- [GP Psychiatry Support Line](#) - 1800 16 17 18 (M-F 0700-1900)



# Metro North Virtual Ward



The screenshot shows the Metro North Health website's 'Practice Support' section. It features a navigation bar with links for 'About Us', 'Practice Toolbox', 'Education and Training', 'News', and 'Contact Us'. The main content area is titled 'Download the Metro North Health referral templates' and includes a sub-header 'TOOLBOX / REFERRAL AND PATIENT MANAGEMENT'. Below this, there is a paragraph explaining that clicking the links will download templates automatically, with a note to read importing instructions first. Two lists of templates are provided: 'Medical Director templates (RTF version 6.4)' and 'Best Practice templates (RTF version 6.4)'. Both lists include categories like 'Community and oral health', 'General paediatrics', 'Maternity shared care', 'Palliative care', and various hospitals (Caboolture, Redcliffe, Prince Charles, Royal Brisbane and Women's). A 'Virtual Ward' link is also present. A PDF icon and a button labeled 'Metro North Health referral importing instructions' are visible on the right side of the screenshot. A QR code is located at the bottom right of the screenshot.



Call **1300 001 966**  
8:00am – 5:00pm  
7 days/week  
GPs only



The Metro North Virtual Ward (VW) is an additional telehealth service that complements the current Virtual Emergency Department, Covid Virtual Ward, and Hospital-in-the-home services available within the Metro North Health region. Given the success of the virtual care model, the Metro North VW can now admit and manage patients with conditions other than COVID.

The VW can assist GPs by providing an inpatient equivalent admission for eligible patients.

On admission patients will be provided with team-based care via regular phone calls and/or video consults. The ward is based at the Royal Brisbane and Women's Hospital, from 0700 to 1930, 7 days a week, with overnight access to medical support. The patients will have access to medical, nursing, pharmacy, and social work support.

## What can Virtual Ward provide?

Monitoring determined by patient's primary illness and co-morbidities.

Where required, patients will be provided with the following monitoring equipment free of charge and delivered to their home:

- Oxygen saturation probe
- Blood pressure monitor
- Thermometer
- Scales
- Facilitation of relevant investigations i.e.- Blood tests, medical imaging including MRI, ECG, Echo
- Facilitation of Specialist opinion
- Pharmacy review
- Referral to Allied Health

## Which patients are eligible for admission to the VW?

Patients who require a brief period of monitoring and treatment which would otherwise require them to stay in hospital.

Patients at risk of deterioration, which if detected early, can be managed at home with the aim that hospital admission be avoided.

Patients where daily review in between planned GP review would be helpful.

Examples of conditions that may be suitable for admission include:

- COVID
- community acquired pneumonia, infective exacerbations of asthma and other chronic obstructive airway conditions
- infections including cellulitis, osteomyelitis, UTI
- severe hypertension without neurological red flags for short term monitoring, medication adjustment
- hyperglycaemia without ketoacidosis for short term monitoring, medication adjustment.
- electrolyte abnormalities requiring monitoring
- supratherapeutic INR for short term monitoring
- serendipitous lumps to expedite investigation and Specialist review.

## How to refer your patients to VW?

Phone 1300 001 966 in hours (0800-1700hrs) or phone RBWH switchboard out of hours on (07) 3646 8111 and ask to speak to the Virtual Ward Consultant.

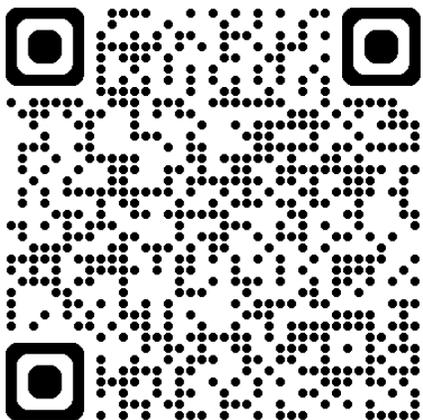
If your patient is accepted by the Virtual Ward Consultant please complete an electronic referral using Virtual Ward specific, Best Practice or Medical Director, referral templates which can be accessed from the [Brisbane North PHN website](#).

# Keep up with the latest – GP Link e-newsletter

Latest **LOCAL** health service & GP news -  
new services, supports & hospital  
information

Published **weekly**

Sign up here:



**GP LINK**  
Your local source of GP news

**In this edition / 4 December 2025**

- Safeguard your vaccines this storm season
- Reminder - GPs invited to participate in paid consultations on frailty in primary care
- Nurse Re-entry Program
- POTS or not?
- Pilot hepatitis C campaign aims to find the missing thousands
- ADHD Collaborative training needs survey
- HealthPathways - reviewed pathways

## Liaison Link

Updates from your GP Liaison Officer team

### POTS or not?

#### *Resources to aid further learning and understanding to treat patients*

Postural Orthostatic Tachycardia Syndrome (POTS) has become more visible in clinical practice since the emergence of long COVID, although it has been associated with a range of other medical conditions. GPs are likely to see these patients and consider optimum management including appropriate involvement of other specialties and multi-disciplinary teams.

POTS:

- Is a multi-system syndrome characterised by symptoms of orthostatic intolerance, usually seen in young women.
- Diagnosis is on a combination of orthostatic intolerance for >6 months and increase in

# Mental Health Resources for Health Workers



**Black Dog  
Institute**

- [Black Dog Institute's "The Essential Network"](#)
  - suite of resources for health workers particularly those looking to navigate burnout and maintain better mental health
- [Doctor's Health in QLD](#)
- **3833 4352**
  - 24/7 Helpline for confidential colleague-to-colleague support



**DOCTORS' HEALTH** in  
QUEENSLAND

# Health Provider Portal/The Viewer & hospital correspondence



**Dr James Collins**

*GP Liaison Officer*

*Metro North Health & Brisbane North PHN*

# Why use the Health Provider Portal?

## What is available?

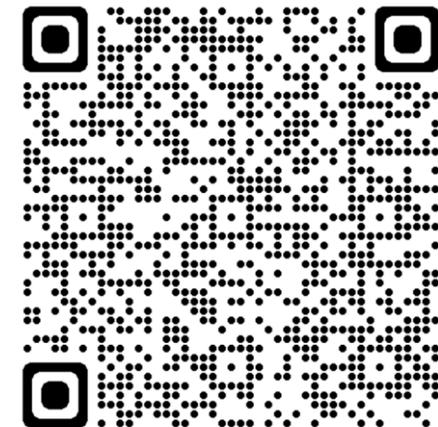
Queensland Health Clinical repository incl.

- Discharge summaries
- Outpatient letters
- Medication records
- Pathology & radiology reports **incl. images, cardiology reports**
- Upcoming outpatient appointments and referrals registered (categorised/awaiting categorisation notreceived)

## Who can access?

Queensland based:

- general practitioners
- specialists
- nurses
- midwives
- paramedics
- pharmacists
- optometrists



# What's New

- MN radiology images
- MN Cardiology reports – echo, stress test

The screenshot displays a medical information system interface. At the top, it shows patient information: RBWH 111222, PATIENT, STAR (DOB: 29-Sep-1977, 47 years, Male). Below this is a navigation bar with tabs for Patient, Encounters, Outpatient, Medications, ARI/Alerts, Pathology, Medical Imaging, Procedures, Care Plans, and Event Summaries. A list of encounters is visible on the left, including dates and names of healthcare providers. The main area shows a detailed view of a report for 'XR Left Foot' dated 09-Feb-2025 15:23, reported by Titus Poole. Below this, a list of reports is shown, including Trans thoracic-Echocardiogram, DSA AV FISTULAGRAM, LAF, QPCS Echocardiogram Report, CHEST XRAY MULTIPLE VIEWS, LEFT SHOULDER, LEFT SHOULDER, WRIST AND FOOT, Horizon Cardiology Report, SKULL, XR Knee Left, US MUSCULO-SKELETAL, XR Hand Right, and CT Head+chest. On the right, a window titled 'NilRead - Work - Microsoft Edge' is open, displaying a CT scan image with a description: 'CT ABDOMEN+C Sagittal Soft Thick', dated 18/10/2016 2:53 PM, and accession number 06168258. The patient's name, Roslyn Louise Abbott, and other details are also visible in the window.

### Patient

- Patient & emergency contact information
- Facility identifiers, patient URNs at other facilities
- Problem list
- Consent forms

### Encounters

- Inpatient admissions including Discharge Summaries
- Emergency presentations
- Clinical Notes
- FirstNet discharge letters
- Oncology cases including care plans
- Mental Health cases, referrals and clinical notes

### Outpatient

- Specialist referrals & appointments

### Medications

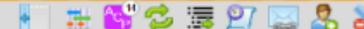
- Medication profiles
- Anticoagulant Therapy
- Rheumatic Heart Disease Register Information

### AR/Alerts

- Adverse Reactions
- Alerts – Mental Health, Oncology
- ACP/ARP

CONFIDENTIALITY REQUESTED

TWENTYFIVE, PATIENT (DOB: 15-Jun-1900, 125 years, Female) !



- Patient
- Encounters 2
- Outpatient 6
- Medications 4
- AR/Alerts 27
- Pathology 8
- Medical Imaging 10
- Procedures 19
- Care Plans 9
- Event Summaries 70

#### Patient Demographics

##### Patient Details

**Name:** Rbwhstesttwentyfive, Mr Patient

**Aliases:** Dummy, Dummy  
Dummy, Patient  
Fetalink, Test-Five  
Fetalink, Test-One  
Test, Tina  
Dummy, Test Middlename  
Dummy, Test  
Fetalink, Test-Two  
Rbwhstesttwentyfive, Testpaediatric  
Unknown Male Test, Trauma Sim Male  
Testtwentyfive, Testpaediatric

**Date of Birth:** 15-Jun-1900

**Age:** 125 years

**Sex:** Female

**Marital Status:** Married

**Indigenous:** Not Aboriginal or Torres Strait Islander

**South Sea Islander:** Not a South Sea Islander

**Country of Birth:** Australia

**Language:** English

**Religion:** No Religion, so described

**Residential Address:** 13/11 Street Road  
GEEBUNG Queensland 4034

**Mailing or Postal Address:** Test Test  
HERSTON Queensland 4006

**Permanent Mobile Phone:** (03) 2492 3455

##### Problem List

- ⚠ Please note this may not be a complete list of problems
- ▶ Laryngeal spasm
  - ▶ Risk of
  - ▶ Delirium
  - ▶ Confidential patient data held

#### Consent

##### Facility Identifiers:

Identifier	Code	Facility
RBWH:9999997		Royal Brisbane and Women's Hospital
RBWH:8694778	M	Royal Brisbane and Women's Hospital
RBWH:3285066	M	Royal Brisbane and Women's Hospital
RBWH:8720473	M	Royal Brisbane and Women's Hospital
RBWH:1648040	M	Royal Brisbane and Women's Hospital
RBWH:3173471	M	Royal Brisbane and Women's Hospital
RBWH:3268646	M	Royal Brisbane and Women's Hospital
RBWH:3283492	M	Royal Brisbane and Women's Hospital
RBWH:3428863	M	Royal Brisbane and Women's Hospital
RBWH:3400267	M	Royal Brisbane and Women's Hospital
RBWH:3608714	M	Royal Brisbane and Women's Hospital
RBWH:3400266	M	Royal Brisbane and Women's Hospital
RBWH:1944254	M	Royal Brisbane and Women's Hospital
RBWH:3401665	M	Royal Brisbane and Women's Hospital

##### External Identifiers:

Identifier	Service - Organisation
IHI:	Healthcare Identifiers Service
<input type="button" value="Request URN"/>	Mater Health

##### External Participants

Name	Role	Last Updated
KARIM ULLAH KHAN	Referring Doctor	
Dr EDS System Integration Tester	External Care Provider	
Dr Mo Downloadclienttest	External Care Provider	

##### Contacts

Name	Role	Last Updated
Mrs Patient	Main Contact	13-Sep-2024 (Royal Brisbane and Women's Hospital)
Mrs Dummy	Next of Kin	13-Sep-2024 (Royal Brisbane and Women's Hospital)
Kurt Kidley		28-Feb-2019 (Royal Brisbane and Women's Hospital)

### Pathology

- Ordered result reports

### Medical Imaging

- Clinical reports
- Radiology reports
- Manual document uploads

### Procedures

- Operation notes
- Clinical reports
- Endoscopy reports
- Elective Surgery Waitlist info
- Anaesthesia reports
- Manual document uploads

### Care Plans

- End of life documents
- Management plans
- Manual document uploads
- QAS documents

### Event Summaries

- Oncology documents
- Specialist outpatient letters, referrals, discharge summaries, assessments and reports

# How to register:

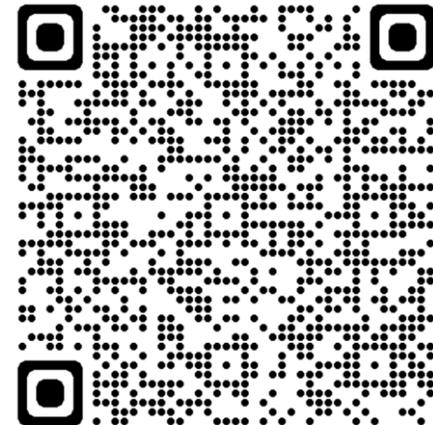
---

## How QLD GPs register :

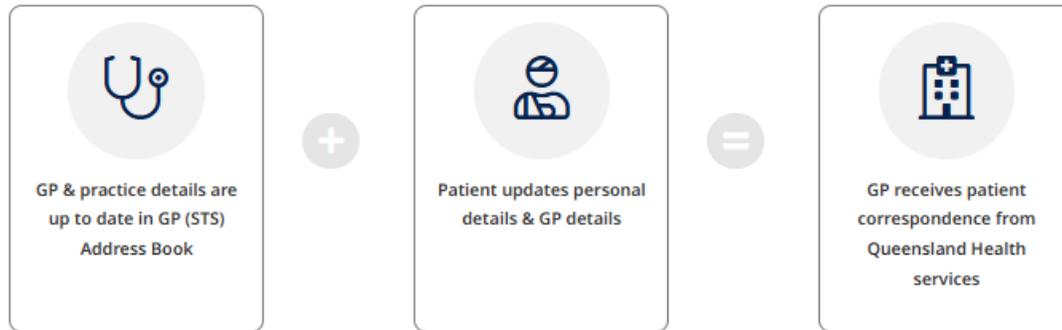
- Need HPI-I (in AHPRA online), Provider Number & 100pts ID (e.g. Drivers Licence & Medicare Card)
- AHPRA registration is different to married name may need to call for support
- Send Individual GP STS update form (PDF) - needed for receiving hospital correspondence
- Verify your identity via [Queensland Digital Identity \(QDI\)](#)
- Wait 24 hours before [registering](#) on Viewer page here

## Support:

[TheViewer-HPP@health.qld.gov.au](mailto:TheViewer-HPP@health.qld.gov.au)



# Hospital correspondence – How does it get to you?



## Patient presents to ED, admissions, OPD...

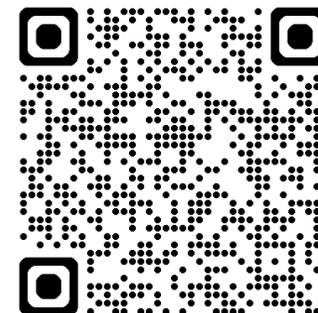
- AO – asks GP & practice name (pt can be unsure (esp if multiple GPs) - important pt knows your details
- AO enters GP details into Hospital patient database (HBCIS) - each hospital has their own GP database

## On discharge or following appointments...

- Doctor writes a discharge summary or letter from ED, Outpatients or inpatients
- To send to GP looks up current GP location - QH STS (GP) Address Book– **practice must update when change in GPs at practice**
- Use Secure Web Transfer (SWT) – ensure sent encrypted (email not secure) – delivered to practice software – checks name & DOB

## STS benefits

- Access to The Viewer/Health Provider Portal



# When we say CDA – what do we mean?

*CDA = Clinical Document Architecture*

## CDA not enabled:

### PATHOLOGY

```

Investigation      : Full Blood Count
Order Date        : 20-Jul-2011 (Date Requested)
Order Number      : 508729545
Specimen Type     : Blood
Specimen Collected : 20-Jul-2011 08:05
Investigation Status : Final
  
```

```

Investigation      : GFR (estimated)
Order Date        : 20-Jul-2011 (Date Requested)
Order Number      : 508729545
Specimen Type     : Blood
Specimen Collected : 20-Jul-2011 08:05
Investigation Status : Final
  
```

## CDA enabled:

### Pathology Test Result (Event > Diagnostic Investigations > Pathology Test Result)

Investigation	Chemistry 20 Analytes			
Order Date	30-Dec-2013 (Date Requested)			
Order Number	567794476			
Specimen Type	Blood			
Specimen Collected	31-Dec-2013 07:35			
Investigation Status	Final			
Observation	Value	Result	Units	Ref. Range
Sodium	142	N	mmol/L	135 - 145
Potassium	4.7	N	mmol/L	3.5 - 5.1
Chloride	102	N	mmol/L	100 - 110
Bicarbonate				

Example of Pathology results in CDA discharge summary

## Compatible Practice Management Software:

- Best Practice LAVA edition or higher (includes Indigo)
- Genie V8.8.6 or higher
- Medical Director v 3.16b or higher ZedMed all versions
- MMex V22.1.3.1

## Contact

[EDSTV-Corro@health.qld.gov.au](mailto:EDSTV-Corro@health.qld.gov.au)

to setup.

**Discharge Summary (Amended)**

15 Dec 2014

DON **HESTER** DoB

START OF DOCUMENT

**The Townsville Hospital**

**Author** Trainer The Townsville Hospital (Health Professionals  
nfd)

**Phone** (07) 4433 1111

**Discharge** Left against medical advice/discharge at own risk

**To**

**Discharge** 2A

**From**



**Queensland Government**

**Event**

Details of stay

**Problems/Diagnoses This Visit** (Event > Problems/Diagnoses This Visit)

Reason for Admission/Presenting Problems

Nil Entered

Principal Diagnosis

Test summary

# All things GP Smart Referrals!



**Dr Stephanie Huxley**

*GP Liaison Officer*

*Metro North Health & Brisbane North PHN*

Function	Medical Objects/ eReferral	GP Smart Referrals
Secure, electronic transfer	✓	✓
Attach files, ECGs, images etc	▲	✓
Waiting times displayed	✗	✓
In built referral templates	✗	✓
Referral status updates	✗	✓
Can update original referral	✗	✓
Urgent referrals automatically prioritised on receipt of referral	✗	✓
Integrated service directory	▲	✓
Integrated with HealthPathways	✗	✓
Request for advice	✗	✓
View upcoming appointment dates	✗	✓
On demand referral status visibility	✗	✓

▲ = limited

## GP Smart Referrals (GPSR): a simplified guide for General Practice

### Form icons and functions

		A red asterisk indicates a mandatory field. Your form will not submit with information missing from mandatory fields.
		A green asterisk indicates a pre-filled or completed field. A field will change from red to green once you have entered information.
		A padlock indicates a field that has been populated from the clinical software and cannot be edited within the form. To edit the field, update the data in the practice management software and click the refresh button at the bottom of GPSR.
		An internal link that directs to a location on the form.
		An external link that will open in a new window.
		The information button indicates details are available that are too large for the form body. Clicking on the ellipses will open a new window containing further information (i.e. patient contact information). You can also click this icon and drag the field box out for more room.
		An information icon indicates there is helpful or essential information related to the field. Hover over this icon to display the information.
		Indicates mandatory fields are missing. Click on this icon to navigate to the fields that require your input (highlighted by a red asterisk).

## Optimising Search Capability

It is strongly encouraged to select the Clinical Prioritisation Criteria (CPC) to assist with minimum referral criteria compliance (*CPC templates will mandate required information*).

If unable to find the condition, searching for the "Specialty" will present any relevant CPCs and/or the **generic template option**.

SnoMed terms are also used to assist with more common terminologies to assist with find CPC naming conventions.

Based on the *Condition and Speciality* selection, the *Service/Location* will dynamically display services treating that condition or identifying as that Specialty. This is presented closest to patients address within catchment, followed by out of catchment.

\* Condition and Specialty:  [HealthPathways >](#)

Suitable for Telehealth?

\* Are you the patient's usual GP?

Request recipient

\* Service/Location

Specialist name

Organisation details

Investigations and imaging

Standard clinical information

Patient information

Cardiology	Angina / myocardial ischaemia / chest pain (Cardiol...
Cardiology	Aortic Disease (Cardiology) (Adult)
Cardiology	Atrial fibrillation / flutter (Cardiology) (Adult)
Cardiology	Chest pain (Cardiology) (Paediatric)
Cardiology	Genetic Heart Disease (Cardiology) (Adult)
Cardiology	Heart failure (Cardiology) (Adult)
Cardiology	Hypertension (Cardiology) (Adult)
Cardiology	Lipid disorders (Cardiology) (Adult)
Cardiology	Murmur (Cardiology) (Adult)
Cardiology	Murmur (Cardiology) (Paediatric)
Cardiology	Palpitations (Cardiology) (Adult)
Cardiology	Supraventricular tachycardia (Cardiology) (Adult)
Cardiology	Syncope / pre-syncope (Cardiology) (Adult)

\* Condition and Specialty:  [HealthPathways >](#)

Suitable for Telehealth?

\* Are you the patient's usual GP?

Request recipient

\* Service/Location

Specialist name

Organisation details

Condition specific clinical information

Investigations and imaging

Standard clinical information

Patient information

Insurance information

Referring GP's information

Orthopaedics	Stenosing tenosynovitis conditions (Orthopaedics) (A...
--------------	---

Request recipient

\* Service/Location

Specialist name

Organisation details

Condition specific clinical information

Investigations and imaging

Standard clinical information

Patient information

Insurance information

Referring GP's information

Please select			
Orthopaedics - Fracture Clinic	SUNSHINE COAST UNIVERSITY HOSPITAL	6.9 km	
Orthopaedics General	SUNSHINE COAST UNIVERSITY HOSPITAL	6.9 km	
Orthopaedics	QUEENSLAND CHILDREN'S HOSPITAL	76.3 km	
Foot Disease and High Risk Foot Clinic	CABOOLTURE COMMUNITY	35.2 km	Out of catchment

# Case 1 – Referral demonstration

---

Patient name: Zoe Paeds METRO NORTH

Age: 3 years old

P/C: Recurrent Otitis Media

Past Med Hx:

- URTI
- Hand Foot Mouth

Social Hx: Lives with family at Albany Creek, daycare 4/7

Ix: Audiology report

# Case 2 – Referral demonstration

---

Patient name: Nicole METRO NORTH

Age: 48 years old

P/C: Breast lump

Past Med Hx:

- UTI
- Neuropathic pain
- LSCS

Social Hx: Lives with sons in Mitchelton, works as an Administration Officer 3/7

# Case 3 – Referral demonstration

---

Patient name: James METRO NORTH

Age: 86 years old

P/C: Recurrent falls, declining mobility, increasing frailty

Past Med Hx:

- HTN
- Asthma
- Coronary Artery Disease
- Ankylosing spondylitis
- Frailty

Social Hx: just moved from Bundaberg, retired, Aboriginal and Torres Strait Islander, lives with wife at Kallangur

# Essential Referral Information - History

History and Examination

Essential referral information:

\* History of related trauma

\* History 

Additional referral information:

- Clinical ligament and meniscus test results, if completed
- [Hip and knee questionnaire](#)

**Note:** Hovering over the yellow information iHover icon will display additional information about the field. The information displayed is condition specific.



History and Examination

Essential referral information:

\* History 

Including evolution and duration of symptoms, treatment prescribed (analgesics, physiotherapy), relevant family history associated to this condition i.e. siblings/parents with same condition

# Investigations

Smart Referrals

Queensland Government Smart Referrals

Patient name: Ms Alison Test DoB: 15 Sep 1995

**Pathology and Test Results**

Essential referral information:

- Most recent or current cervical screening results
- LBC in samples with positive oncogenic HPV

Additional referral information:

- STI screen (please select manually)
- Endocervical swab or first catch urine for chlamydia +/- gonorrhoea PCR (please manually select endocervical swab results)

If any laboratory investigations are listed below, they have NOT been automatically selected by the software. Please manually select or attach

Laboratory investigations NOT found by the software: Cervical screen  
Chlamydia and gonorrhoea

Click link to manually select investigations [Go to Investigations](#)

Click link to manually attach investigations [Go to Attachments](#)

Request to override essential referral information requirement Yes No

**Imaging and Reports**

Click link to manually select imaging [Go to Investigations](#)

Click link to manually attach imaging [Go to Attachments](#)

Investigations and imaging

Standard clinical information

Patient information

Send request Park request Refresh content Cancel request **Missing fields 3**

Smart Referrals Dr

1995

low, they have NOT been automatically selected by the software. Please manually select or attach

software: Cervical screen  
Chlamydia and gonorrhoea

[Go to Investigations](#)

[Go to Attachments](#)

ation requirement Yes No

[Go to Investigations](#)

[Go to Attachments](#)

Hide invalid Filters Reset table

Details ↓	Viewer
	<a href="#">View investigation</a>

Please attach any reports, images or other documentation that might be relevant to this request. Allowed file types are pdf, docx, png, jpg, jpeg, gif, txt, rtf, dom, diacom, tif, tiff, html, htm, zip. The maximum file size is: 15 MB.

Attach from clinical software Attach from computer

Refresh content Cancel request **Missing fields 2**

Activate Windows  
Go to Settings to activate Windows.  
Powered by BPAC CS © 2026

# Attaching ECGs, images, documents etc.

**Patient name:**

Suitable for Telehealth? Yes No

\* Are you the patient's usual GP? Yes No

**Request recipient**

\* Service/Location Please select ▼

Specialist name Please select ▼

Organisation details ⋮

**Investigations and imaging** +

**Standard clinical information** +

**Patient information** +

**Insurance information** +

**Referring GP's information** +

**Supporting documentation** -

Attachments

Please attach any reports, images or other documentation that might be relevant to this request. Allowed file types are pdf, docx, png, jpg, jpeg, gif, bkt, rtf, docm, dioom, tif, tiff, html, htm, zip. The maximum file size: 15 MB.

Attach from clinical software
Attach from computer

✓
Office Medic PDF - ECG.pdf
317 KB
✕

Send request
Park request
Refresh content
Cancel request
Missing fields 6

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BPAC CS © 2025

# More than one condition?

Smart Referrals

Queensland Government Smart Referrals Dr

Patient name: Ms Alison Test DoB: 15 Sep 1995

**Minimum referral criteria**

- Invasive cancer (SCC, glandular, other)
- Liquid based cytology (LBC) of pHSIL/HSIL
- Glandular lesions
- Positive 16/18 HPV
- Positive non 16/18 HPV
- History of diethylstilboestrol (DES) exposure in utero regardless of HPV status or LBC test
- Abnormal appearing cervix with normal cervical screening
- Recurrent post-coital bleeding in pre-menopausal woman after STI excluded/treated - gynaecological assessment recommended
- Any episode of unexplained vaginal bleeding (including post-coital) in a post-menopausal woman
- Unexplained persistent unusual vaginal discharge, especially if offensive and blood stained and after STI excluded/treated
- Any abnormal result and past history of excisional treatment of AIS
- Request clinical override of minimum referral criteria

**Positive 16/18 HPV and**

- Unknown cytology
- Unsatisfactory LBC
- Previous treatment for pHSIL/HSIL
- Past history of positive 16/18 HPV
- pLSIL/LSIL
- Normal LBC

CPC Clinical Urgency **This meets the criteria for a public appointment within 90 calendar days**  
*For ongoing patient management advice refer to Health Pathways*

Do you agree with the suggested time frame for a public appointment  Yes  No

History and Examination Activate Window  
Go to Settings to a

# Missing Fields

The screenshot shows the 'Smart Referrals' web application interface. At the top, it displays the Queensland Government logo and the 'Smart Referrals' title. The patient information is 'Ms Alison Test' with a date of birth of '15 Sep 1995'. The form contains several sections:

- Date patient consented to request:** 11 Feb 2026
- Patient is willing to have surgery if required?:** Yes, No, **Not applicable**
- Condition and Specialty:** Gynaecology - Abnormal cervical screening / cervical dysplasia. [HealthPathways](#)
- Suitable for Telehealth?:** Yes, No
- Are you the patient's usual GP?:** **Yes**, No

The **Request recipient** section shows:

- Service/Location:** Gynaecology - REDCLIFFE HOSPITAL - 11.9 km
- Wait times:** Wait times for this service at this location are Cat 1 42 days, Cat 2 406 days, Cat 3 681 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
- Specialist name:** Dr Mamta Vyas
- Organisation details:** [Redacted]

A red popup box titled **Missing fields** is overlaid on the screen, listing the following errors:

- Minimum referral criteria** is invalid
- History** is missing
- Investigations and imaging** must be reviewed to proceed
- Standard clinical information** must be reviewed to proceed

At the bottom of the form, there are buttons for 'Send request', 'Park request', 'Refresh content', 'Cancel request', and a 'Missing fields 4' button. The bottom right corner of the application shows 'Powered by BPAC CS © 2026'.

# Generic Templates

Smart Referrals

Queensland Government Smart Referrals Dr

Patient name: Ms Alison Test DoB: 15 Sep 1995

\* Patient is willing to have surgery if required?  Yes  No  Not applicable

\* Condition and Specialty  [HealthPathways](#)

Suitable for Telehealth?  Yes  No

\* Are you the patient's usual GP?  Yes  No

Request recipient

\* Service/Location  [HealthPathways](#)

Service/Location information

**Restrictions**  
Internal Providers: if required, please complete form MR 60012 (Physiotherapy Postnatal Pelvic Floor Triage Dysfunction) and upload to qhRefer as supporting documentation.

**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

Specialist name

Organisation details

Condition specific clinical information

\* Priority  Urgent  Routine

Referral Letter

Referral letter

Pathology and Test Results

Click link to manually select investigations [Go to Investigations](#)

Click link to manually attach investigations [Go to Attachments](#)

Send request Park request Refresh content Cancel request Missing fields 1

Activate Windows  
Go to Settings to activate Windows.  
BPAC CS © 2026

Smart Referrals

Queensland Government Smart Referrals Dr

Patient name: Ms Alison Test DoB: 15 Sep 1995

\* Condition and Specialty  [HealthPathways](#)

Suitable for Telehealth?  Yes  No

\* Are you the patient's usual GP?  Yes  No

Request recipient

\* Service/Location

Service/Location information

**Wait times**  
Wait times for this service at this location are Cat 1 27 days, Cat 2 109 days, Cat 3 363 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
- No Telehealth options for patients

Specialist name

Organisation details

Condition specific clinical information

\* Priority  Urgent  Routine

Referral Letter

Referral letter

Pathology and Test Results

Click link to manually select investigations [Go to Investigations](#)

Click link to manually attach investigations [Go to Attachments](#)

Imaging and Reports

Click link to manually select imaging/reports [Go to Investigations](#)

Click link to manually attach imaging/reports [Go to Attachments](#)

Investigations and imaging

Recent investigations

Activate Windows



# GPSR Updates

---

Request for Advice

Attachments upgrade – 5MB limit REMOVED, now 15MB (total 25MB all attachments)

Copy and paste – functional via keyboard shortcut AND mouse

Automatically "URGENT" when a category 1

Improved search capability:

- Gender service
- Scoliosis clinic RBWH
- Pulmonary Rehab

Redcliffe Hospital EPAU now in GPSR

# Request for Advice (RFA)

- GP-initiated
- Designed to be done in-consult
- Written advice in 5 working days
  - ✓ Plan follow up
- Automatically documented in GP and hospital charts
- Advice received into correspondence inbox
- Starting to be written into referral pathways

**COMING SOON!**

- Paediatric Medicine – Caboolture

Specialty	Catchment*	Exclusion Criteria
Gender Services	Statewide	<ul style="list-style-type: none"> <li>• Patients under 18 years</li> <li>• Psychiatric advice only (medical advice relating to hormone therapy treatment is offered as part of this service)</li> </ul>
General Medicine	TPCH	<ul style="list-style-type: none"> <li>• Cardiology, Heart Failure or Respiratory Conditions</li> <li>• Residential Aged Care residents (Call RADAR)</li> </ul>
Metro North Persistent Pain Centre/ Tess Cramond Pain and Research Centre	Metro North Central Queensland Central West Darling Downs West Moreton	<ul style="list-style-type: none"> <li>• Excludes patients under 16 years</li> <li>• Excludes outside catchment</li> </ul>
Neurology	Metro North	<ul style="list-style-type: none"> <li>• Excludes patients under 16 years</li> <li>• Excludes outside catchment</li> </ul>
Paediatric Medicine	TPCH	<ul style="list-style-type: none"> <li>• Out of catchment for TPCH</li> <li>• Excludes patients over 16 years</li> </ul>
Paediatric Medicine	Redcliffe  QCH	<ul style="list-style-type: none"> <li>• Out of catchment for Redcliffe</li> <li>• General behavioural issues</li> </ul> ADHD advice to known pts only
Rheumatology	Metro North	<ul style="list-style-type: none"> <li>• Out of catchment for Metro North</li> <li>• Patients currently seen by Metro North Rheumatology (call Registrar via switch or use "Update Request" in GP Smart Referrals)</li> </ul>
Urology	RBWH	<ul style="list-style-type: none"> <li>• Out of catchment for RBWH</li> </ul>

# Case 1 – RFA demonstration

---

Patient name: James METRO NORTH

Age: 86 years old

Past Med Hx:

- HTN
- Asthma
- Coronary Artery Disease
- Ankylosing spondylitis
- Frailty

Social Hx: just moved from Bundaberg, retired, Aboriginal and Torres Strait Islander, lives with wife at Kallangur

The screenshot shows the 'Smart Referrals' web application. At the top, there is a header with the Queensland Government logo and 'Smart Referrals' text. Below this, the patient's name 'Alison Test' and date of birth '15 Sep 1995' are displayed. The main area is titled 'Patient view - Alison Test' and contains tabs for 'Parked requests', 'Active requests', and 'Closed requests'. A search bar and a table with columns for 'Submitted date', 'Request type', 'Specialty and condition', 'Requestor', 'Provider', 'SSRID', and 'Status' are visible. A message box states: 'This patient has no active requests. Create a new referral or request for advice to begin.' A red arrow points to a 'Request advice' button, which is circled in red. Other buttons include 'Create referral', 'Update request', 'Continue request', 'Copy request', and 'Withdraw request'. The footer includes 'Powered by BPAC CS © 2025'.

R  
F  
A

See *How to* guide here: [GPSR resource - How to guide: Request for Advice](#)



Smart Referrals

Queensland Government Smart Referrals Dr

Patient name: Ms Allison Test DoB: 15 Sep 1995

### Request information

Request date: 11 Sep 2025

Request type:

Priority:

Provider:

### Consents

Date patient consented to request: 11 Sep 2025

Patient is willing to have surgery if required?:

Condition and Speciality:  [HealthPathways](#)

Suitable for Telehealth?:

Are you the patient's usual GP?:

### Request recipient

Service/Location:

Specialist name	Neurology	ROYAL BRISBANE & WOMEN'S HOSPITAL	21.2 km	
Organisation details	Neurology	SUNSHINE COAST UNIVERSITY HOSPITAL	58.1 km	Out of catchment
Condition specific clinical information	Neurology	CAIRNS HOSPITAL	1369.1 km	Out of catchment

Investigations and imaging:

Standard clinical information:

Patient information:

Insurance information:

Referring GP's information:

Supporting documentation:

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R  
F  
A

See *How to* guide here: [GPSR resource - How to guide: Request for Advice](#)



Smart Referrals

Queensland Government Smart Referrals Dr

Patient name: Ms Alison Test DoB: 15 Sep 1995

**Request recipient**

Service/Location: Neurology - ROYAL BRISBANE & WOMEN'S HOSPITAL - 21.2 km

Service/Location information: Wait times for this service at this location are Cat 1 64 days, Cat 2 139 days, Cat 3 368 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

Specialist name: Prof Andrew Wong

Organisation details: [icon]

**Condition specific clinical information**

Request for Advice

\* Request for advice - clinical question

Investigations and imaging +

Standard clinical information +

Patient information +

Insurance information +

Referring GP's information +

Supporting documentation +

Send request Park request Refresh content Cancel request Missing fields 4

Powered by BPAC CS © 2025

R  
F  
A

See [How to guide here: GPSR resource - How to guide: Request for Advice](#)





Dear

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

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

A specialist clinician has reviewed the information on 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 a 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 of 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.

# View upcoming appointments from GPSR

Start with the patient open in your PMS and open GPSR

The screenshot shows the 'Smart Referrals' web application interface. At the top, there is a header with the Queensland Government logo and the 'Smart Referrals' title. Below this, there are input fields for 'Patient name' and 'DoB'. The main content area is titled 'Patient view - [redacted]' and includes two buttons: 'Request advice' and 'Create referral'. There are three tabs: 'Parked requests', 'Active requests', and 'Closed requests'. A search bar and 'Filters'/'Reset table' buttons are present above a table of referrals. The table has columns for Submitted date, Request type, Specialty and condition, Requestor, Provider, SSRID, and Status. A red circle highlights an eye icon in the Status column of the first row.

Submitted date ↓	Request type ↑↓	Specialty and condition ↑↓	Requestor ↑↓	Provider ↑↓	SSRID ↑↓	Status ↑↓	
23 Aug	Referral	Gastroenterology - Bowel cancer screening (Gastroenterology) (Adult)	Dr	Metro North	00824	Received	

# View upcoming appointments from GPSR

Smart Referrals

Queensland Government Smart Referrals

Dr: [User Name]

Patient name: [Field] DoB: [Field]

[Return to list view](#)

**Detail view -**

Referral details **History**

[Send to PMS](#) [Download](#)

Request information	
SSRID	[Field]
Request date	23 Aug 2025
Request type	New referral
Reason for referral	New condition requiring specialist consultation
Priority	Routine
Provider	QHSR
Consents	
Date patient consented to request	23 Aug 2025
Patient is willing to have surgery if required?	Yes
Condition and Specialty	Gastroenterology - Bowel cancer screening (Gastroenterology) (Adult)
Suitable for Telehealth?	
Are you the patient's usual GP?	Yes
Request recipient	
Service/Location	Gastroenterology - THE PRINCE CHARLES HOSPITAL
Specialist name	Dr Tony Rahman
Organisation details	<b>Business</b> Metro North THE PRINCE CHARLES HOSPITAL

# View upcoming appointments from GPSR

Smart Referrals

Queensland Government Smart Referrals Dr

Patient name: DoB:

[Return to list view](#)

### Detail view -

Referral details History

[Send to PMS](#) [Download](#)

Date	Action	Reason	Additional Information	Status
03 Sep 202	Appointment Create		Confirmed - 07/10/202 ROYAL BRISBANE & WOMEN'S HOSPITAL	Scheduled
15 Aug 202	HHS Receive			Received
15 Aug 202	Received		SSRID 008:	Received
15 Aug 202	Sent			Submitted

# Practice View – Referral Status

The screenshot displays the 'Smart Referrals' web application interface. At the top, the 'Queensland Government' logo and 'Smart Referrals' text are visible. A navigation bar includes a 'Select patient in your clinical software' link and two tabs: 'Patient view' and 'Practice view'. The 'Practice view' tab is circled in red, and a red arrow points to it from the left. Below the navigation bar, there are buttons for 'Request advice' and 'Create referral'. The main content area is titled 'Patient view' and contains tabs for 'Parked requests', 'Active requests', and 'Closed requests'. A search bar and 'Filters'/'Reset table' buttons are present. A table header lists columns: Submitted date, Request type, Specialty and condition, Requestor, Provider, SSRID, and Status. A blue message box states: 'No patient has been selected. Please load a patient in your clinical software to create and modify referrals.' At the bottom, there are buttons for 'Update request', 'Continue request', 'Copy request', and 'Withdraw request'. The footer includes 'Powered by BPAC CS © 2025'.

Smart Referrals

Queensland Government Smart Referrals

Select patient in your clinical software Patient view **Practice view**

Practice view -

Request advice Create referral

Parked requests **Active requests** Closed requests

Search  Filters ^ Reset table

Submitted date ↓↑	Request type ↓↑	Patient ↓↑	Specialty and condition ↓↑	Requestor ↓↑	Provider ↓↑	SSRID ↓↑	Status ↓↑	
25 Jul 2025	Referral	Mr 17	anomalies / haemangioma (Paediatric Surgery)	Di	Children's Health Queensland		Scheduled	
25 Jul 2025	Referral	Mr 03	Cardiology - Palpitations (Cardiology) (Adult)	Di	Metro North		Accepted	
25 Jul 2025	Referral	Ma 16	Ophthalmology	Di	Children's Health Queensland		Accepted	
25 Jul 2025	Referral	Mis 27	Cardiology - Murmur (Cardiology) (Paediatric)	Di	Children's Health Queensland		Request Declined	
25 Jul 2025	Referral	Ms 15	Physiotherapy	Di	Metro North		Received	
25 Jul 2025	Referral	Ms 15	Physiotherapy	Di	Metro North		Accepted	
25 Jul 2025	Referral	Mr 02	Cardiology - Angina / myocardial ischaemia / chest pain (Cardiology) (Adult)	Di	Metro North		Accepted	
24 Jul 2025	Referral	Mis 20	Gynaecology - Abnormal cervical screening / cervical dysplasia / abnormal cervix (Gynaecology) (Adult)	Di	Metro North		Scheduled	
24 Jul 2025	Referral	Mis 10	Gynaecology - Vulva lesion/ lump/genital warts/ boil/ swelling/ abscess/ ulcer/ Bartholin's cyst (Gynaecology) (Adult)	Di	Metro North		Request Declined	
24 Jul 2025	Referral	Mis 27	Gastroenterology - Diarrhoea (Gastroenterology) (Adult)	Di	Metro North		Accepted	

Update request Continue request Copy request Withdraw request

# GP Smart Referrals resources

General Practice Liaison Officer Program



## 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

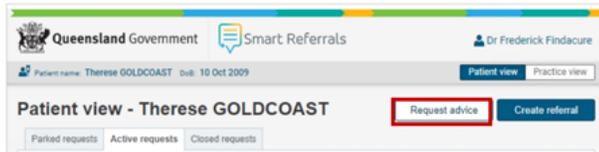
Request for Advice allows GPs to ask non urgent clinical questions to Metro North clinicians. Advice is usually returned within 5 business days. Request for Advice may be helpful for:

- 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



General Practice Liaison Officer Program



## GP Smart Referrals resource:

### How to: Find community services in GP Smart Referrals

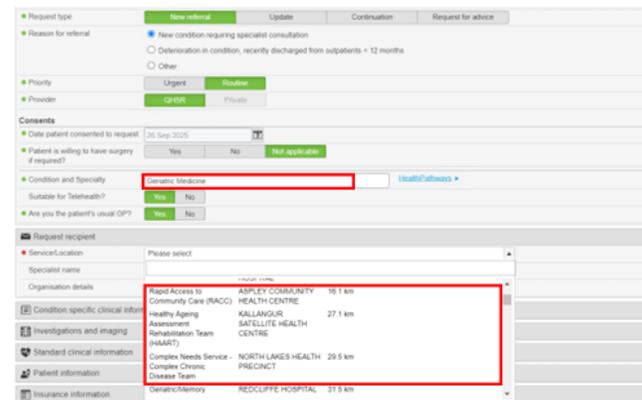
GP Smart Referrals (GPSR) users can submit referrals to most Metro North Community and Oral Health services using GPSR. Due to the multidisciplinary nature of the community services in our region, most services are not linked to Clinical Prioritisation Criteria (CPC) conditions and are not as easy to find in GP Smart Referrals. Community services are instead linked to specialties.

Below is a list of the community services and the specialties each service is linked to in GPSR.

Service name	Specialty search term(s) <i>(type into Condition and Speciality field in GPSR)</i>
<a href="#">Cardiac Rehabilitation – Complex Chronic Disease Team</a>	Rehabilitation or Cardiology
<a href="#">Pulmonary Rehabilitation – Complex Chronic Disease Team</a>	Rehabilitation or Respiratory
<a href="#">Complex Needs Service – Complex Chronic Disease Team</a>	General Medicine or Geriatric Medicine
<a href="#">Community Based Rehabilitation Team</a>	Rehabilitation
<a href="#">Community Palliative Care</a>	Palliative Care
<a href="#">District Diabetes Service</a>	Endocrinology
<a href="#">Healthy Ageing Assessment and Rehabilitation Team (HAART)</a>	Rehabilitation or Geriatric Medicine
<a href="#">Nurse Practitioner Community Wound and Stoma Service</a>	Wound Management or Stoma Therapy
<a href="#">Rapid Access to Community Care (RACC)</a>	Geriatric Medicine

### Finding the service

To find the community services in GPSR, search for the specialty in the [Condition and Speciality](#) field. Based on the Condition/Specialty entered, the available services will display in the [Service/Location](#) box alongside other, similar hospital-based services.



V1.0 | Published: November 2025 | Review: November 2026



## GP Smart Referrals | Creating a New Referral

GP Smart Referrals allows GPs to submit referrals to Hospital and Health Services (HHS) within Queensland.

Additional detailed instructions in relation to the referral creation process are available in the [GP Smart Referrals User Guide](#) and other [Quick Reference Guides](#) on the Smart Referrals website.

### Creating a Referral

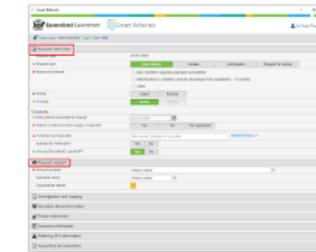
To create a new referral, click the [Create referral](#) button.



### Referral form sections

The GP Smart Referrals form is divided into eight (8) sections. Each section has different requirements to be completed prior to submitting the referral.

- The [Request information](#) and [Request recipient](#) sections are open by default while other sections are collapsed.



**NOTE:** To extend or collapse a referral section, click anywhere in the dark grey heading bar of the section.

Queensland Health

### Request information section

This section provides information about the:

- [Request type](#) and [Reason for referral](#):
  - [New Referral](#) – service request for a new condition and reason for referral
  - [Update](#) – service request for submitting additional/updated information.
  - [Continuation](#) – service request to extend the validity period for an existing occasion of service.
- [Priority of the referral](#)



**IMPORTANT:** The referral priority should be selected based on clinical urgency as detailed by the information visible when hovering over the buttons:



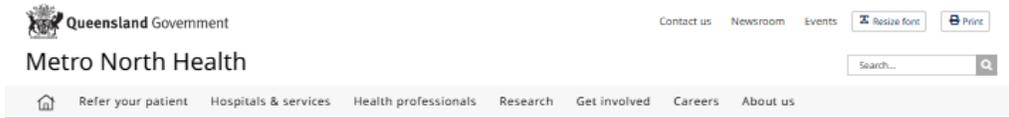
### Condition and Speciality

- The [Condition and Speciality](#) field is a dynamic search field which allows for selection of condition affecting the patient.
- Conditions which are returned in the search field are based on [Clinical Prioritisation Criteria \(CPC\)](#).



**NOTE:** CPC conditions can be differentiated by their speciality and life stage e.g., adult vs paediatrics.

# GP Smart Referrals resources



Home / [Refer your patient](#) / Smart Referrals

## Smart Referrals

### On this page

- [What is GP Smart Referrals \(GPSR\)?](#)
- [Technical and software support](#)
- [Register for GP Smart Referrals](#)
- [Training, education and support](#)

## What is GP Smart Referrals (GPSR)?

Smart Referrals are digital referrals integrated with Best Practice and Medical Director software to enable faster, streamlined referrals to Queensland public hospitals.

Smart Referrals make it quicker and easier for General Practitioners (GPs) to refer their patients for specialist outpatient and community services ensuring referrals will be sent to the right place, first time and with all the essential referral information needed to accurately categorise as per [Metro North Health requirements](#).

To find out more, watch this short 5 minute [Introduction to Smart Referrals video](#).

Key features and benefits for GPs include:

- The GPSR condition referral templates are aligned to [Clinical Prioritisation Criteria](#). The templates prompt the inclusion of essential information and pull pathology and investigations from your practice software, making it easier for GPs to include all required information for your referral to be accepted.
- Allowing for the attachment of test results, imaging and other clinical documents from the clinical record or your PC, in multiple formats (e.g images, PDF, word documents from clinical record or computer up to 25MB)
- The only way to access [Request for Advice](#) services from Metro North Health hospital specialists
- The only way to access [Request for Advice](#) services from Metro North Health hospital specialists
- Track and receive electronic updates into your Practice Management Software about where the referral is at along the continuum.
- Integrates with [Brisbane North Health Pathways](#).

Smart Referrals ultimately provides digital capacity to facilitate the seamless receipt, registration and triage of specialist outpatient and community referrals allowing for improved referral communication, workflow efficiency, and streamlined processing.

Smart Referrals is a Queensland Health initiative and an important step in digital healthcare, creating a connected modern health system for Queenslanders. Brisbane North GPs can use Smart Referrals to refer not only to Metro North Health but also Children's Health Queensland and most neighbouring Hospital and Health Services.

## Technical and software support

Phone: Queensland Health IT GP hotline 1300 478 439 (available 24/7)

Select Option 2: Smart Referrals

Email: [QH-SmartReferrals@health.qld.gov.au](mailto:QH-SmartReferrals@health.qld.gov.au) (Monday - Friday, 8:00am - 5:00pm)

### Contact us

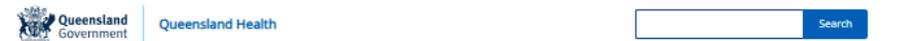
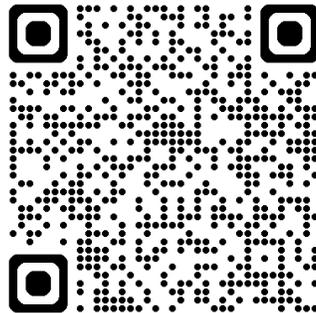
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 Select Option 2: Smart Referrals  
 Email: [QH-SmartReferrals@health.qld.gov.au](mailto:QH-SmartReferrals@health.qld.gov.au) (available Monday - Friday, 8:00am - 5:00pm)

#### Support and training

*Practices within the Metro North Health catchment are supported by The Metro North GPO Program.*

Please see education and support resources below. If you would like to access further training, please contact [MetroNorthGPO@health.qld.gov.au](mailto:MetroNorthGPO@health.qld.gov.au).



Public health & wellbeing | Clinical practice | Health system & governance | Careers | Research & reports | Newsroom

Home > [Clinical practice](#) > [Clinical innovation](#) > [Smart Referrals](#) > Resources

### Smart Referrals

Overview

Resources

Support

## Self-help resources

For access to Smart Referrals, contact the Queensland Health support line on [1300 478 439](tel:1300478439).

## Introduction

Introductory video about Smart Referrals, which includes vision of the system and examples of how it integrates with practice management software.

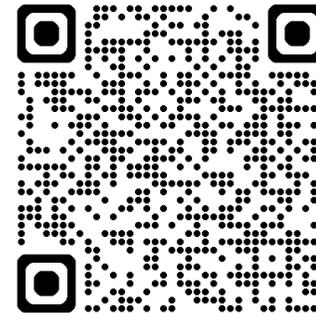


## Guides and documents

- [Access - Best Practice \(PDF 249 kB\)](#)
- [Access - Medical Director \(PDF 248 kB\)](#)
- [Attaching information to the request \(PDF 575 kB\)](#)
- [Changing form or speciality condition \(PDF 834 kB\)](#)
- [Creating a new referral \(PDF 1369 kB\)](#)
- [Declined referrals - copy or closure \(PDF 441 kB\)](#)
- [Extracting information from clinical software \(PDF 349 kB\)](#)
- [GP user guide \(PDF 3513 kB\)](#)
- [Managing Users \(PDF 966 kB\)](#)
- [Missing mandatory fields \(PDF 313 kB\)](#)
- [Notify correspondence letters \(PDF 466 kB\)](#)
- [Practice details in PMS \(PDF 235 kB\)](#)
- [Removing expired NASH certificate \(PDF 431 kB\)](#)
- [Requesting advice \(PDF 1316 kB\)](#)
- [Referral control buttons \(PDF 287 kB\)](#)
- [Searching for condition and speciality \(PDF 354 kB\)](#)
- [Table history and status update \(PDF 353 kB\)](#)
- [View all submitted, closed and parked requests \(PDF 527 kB\)](#)
- [Update, continue or withdraw a request \(PDF 554 kB\)](#)

## Need more information?

- [Smart Referrals overview](#)
- [Need support?](#)



# Questions?

**Contact:** [MetroNorthGPLO@health.qld.gov.au](mailto:MetroNorthGPLO@health.qld.gov.au)

# Clinical Advice Line & Request for Advice



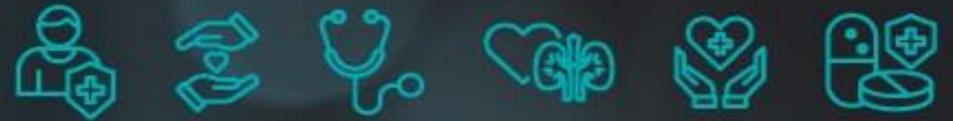
**Samantha Ozanne**

*Clinical Nurse*

*GP Advice Program | Metro North Health*



# Healthcare Excellence & Innovation



Innovate | Implement | Improve

GP Advice Program

Samantha Ozanne - Clinical Nurse



**Metro North Health  
acknowledges  
the Traditional  
Custodians of the  
land upon which  
we live, work and  
walk, and pay our  
respects to Elders  
past, present  
and emerging.**

**Metro North  
Health**



**Queensland  
Government**

# GP Advice Program

Healthcare Excellence & Innovation (HEI) delivers innovative healthcare for equitable access and patient outcomes across Metro North.

The GP Advice Program aims to strengthen the connection between GPs and Metro North Specialists.

There are two pathways for GPs access specialist advice.....

## 1. Synchronous Pathway –

*The Clinical Advice Line (CAL) - A verbal request for advice via telephone.*

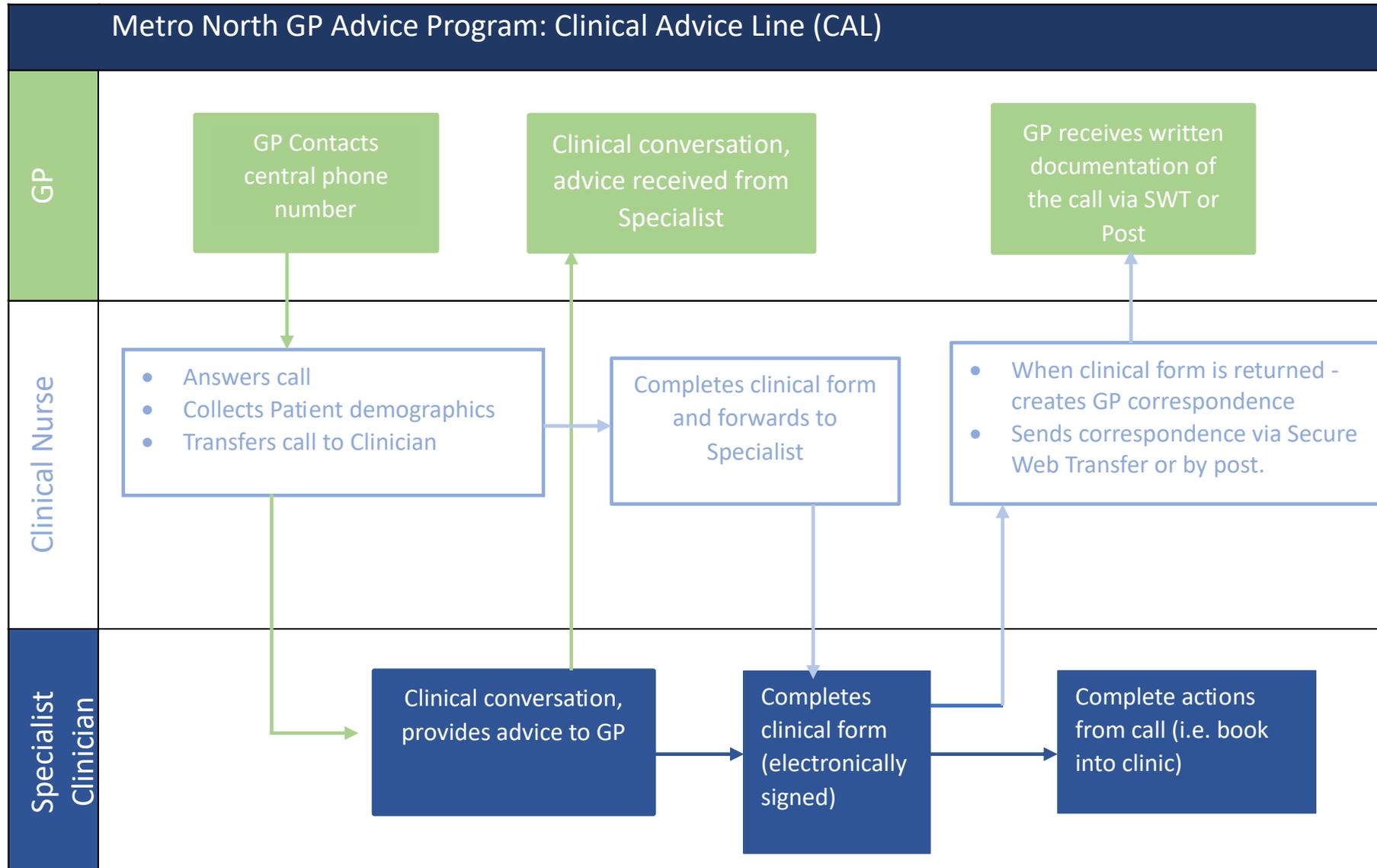
## 2. Asynchronous Pathway –

*Request for Advice (RFA) – A written request for advice via GP Smart Referrals.*



Outpatient  
Strategies

# Clinical Advice Line (CAL) Pathway



# Clinical Advice Line Specialities

Clinical Advice Line – 1800 569 099

Monday – Friday 08:30–16:00



Outpatient  
Strategies

## Metro North

- Haematology
- Termination of Pregnancy
- Rapid Access to Community Care
- Tess Cramond Pain
- Trauma Service
- Virtual Ward

## TPCH

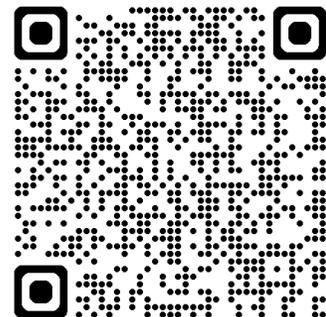
- Heart Failure
- Vestibular Rapid Access Clinic
- General Medicine (including Rapid Access Clinic)

## RBWH

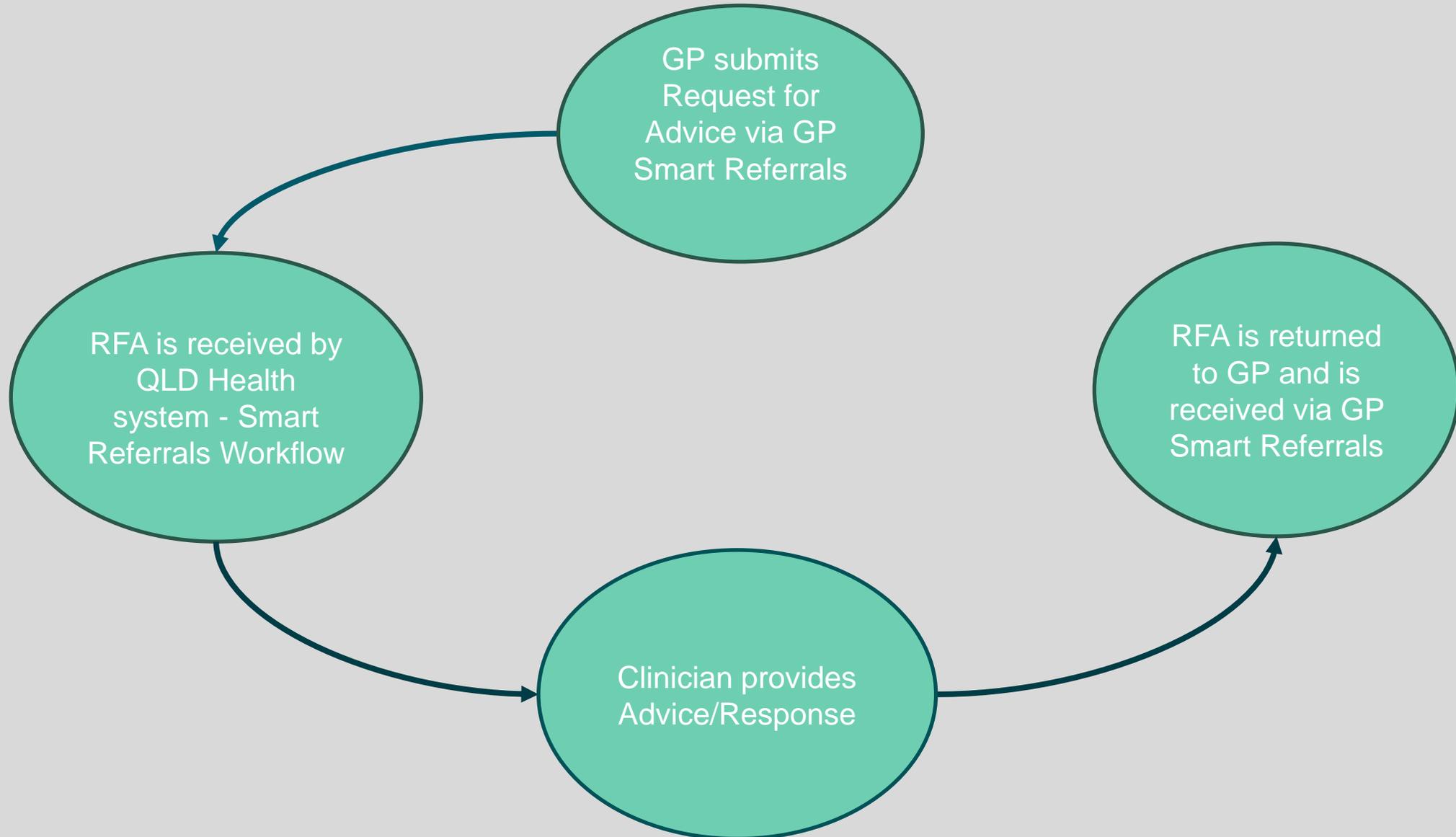
- Heart Failure
- Post – Operative Discharge Support Service (PODSS)
- Surgical Rapid Assessment Unit (SRAU)

## Redcliffe

- Heart Failure
- Post- Operative Discharge Support Service (PODSS)
- Inflammatory Bowel Disease



# Request for Advice (RFA) Pathway





# Request for Advice Specialties

## Metro North Services

- Gender Services
- Tess Cramond Pain/Persistent Pain
- Neurology
- Rheumatology

## RBWH Services

- Urology

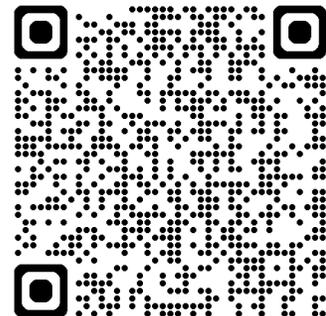
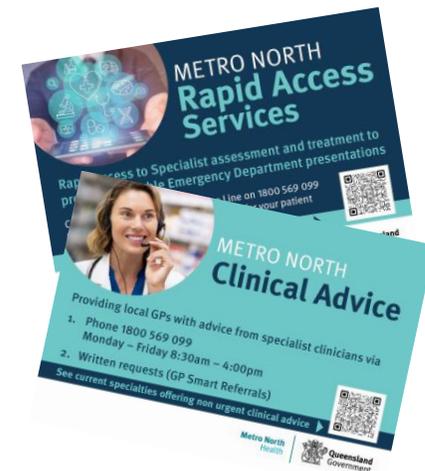
## TPCH Services

- General Medicine
- Cardiology
- Paediatric Medicine

## RDH

- Paediatric Medicine

- RFA is a pathway for **non-urgent** enquiries
- Be aware of **catchments** and **exclusion criteria**
- Target Specialist Response KPI = **5 days**



# Questions



# Metro North GP Advice Program

Sam Ozanne & Britt Denham-Wood

Clinical Nurses

**CAL: 1800 569 099**

# Health Pathways



**Aurelie Larcher**

*Lead*

*Integrated Care Programs | Brisbane North PHN*

# HealthPathways



# Background

- Evidence-based decision support tool for GPs
- Developed in Canterbury NZ, implemented across Australia, parts of UK and Canada
- Joint program between Brisbane North PHN & MNH, supported by Qld Health

Best practice guidance



Right Care

Services info, when &  
how to refer



Right Place

Includes CPC details

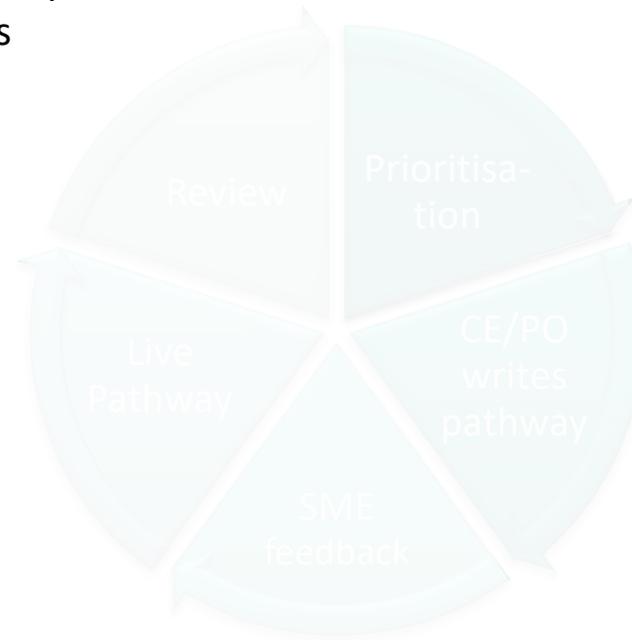


Right Time

# Localisation Process

Formal review 3yr cycle,  
partial updates as  
necessary

- Emerging priorities
- GPLO / GP requests
- CPC available
- HHS priority



Pathway published  
on Live site

Clinical Editor research  
conditions/guidelines.  
Project Officer research  
available services info.

Subject Matter Expert review:  
MNH or state-wide service specialist

# Progress

- Launched HealthPathways in May 2017
- To date: 731 localised pages (75% localised)
  - 400 clinical pages
  - 331 support pages (resource, referral & support services pages)
- Mobile platform launched March 2019
- Integration of GP Smart Referrals end 2019
- Individual accounts rolled out Nov 2025
- 90-120 users connect to Brisbane North HealthPathways site on week-days

# Integration with GP Smart Referrals

Smart Referrals

Queensland Government | Smart Referrals

Patient name:

**Referral information**

Referral date: 1 Sep 2021

\* Priority:

\* Provider:

**Consents**

\* Date patient consented to referral: 01 Sep 2021

\* Patient is willing to have surgery if required?:

\* Condition and Specialty:  [HealthPathways](#)

\* Referral type:   [HealthPathways | Metro North](#)  
[HealthPathways home page](#)

Suitable for Telehealth?:

\* Are you the patient's usual GP?:

- Home
- COVID-19 ▼
- About HealthPathways ▼
- Brisbane North Localised Pathways
- Acute Services ▼
- Allied Health ▼
- Child and Youth Health ▼
- End of Life ▼
- Investigations ▼
- Lifestyle and Preventive Care ▼
- Medical ▼
- Mental Health ▼
- Older Adults' Health ▼
- Pharmacology ▼
- Public Health ▼
- Reproductive Health ▼
- Specific Populations ▼
- Surgical ▼
- Women's Health ▼
- Our Health System ▼



# Brisbane North HEALTHPATHWAYS

**Health Alert**

Japanese encephalitis in Queensland. [Read more...](#)

COVID-19 – Many patients are self-managing in the community and may contact their GP for care and advice. See [COVID-19 Case Management](#) for guidance and [COVID-19 Requests](#) for local escalation processes.

## Latest News

16 September

### COVID-19 guidance

See the [COVID-19](#) section for the latest clinical guidance and check [latest public health updates](#).

30 May

### Self-collection for cervical screening

From 1 July 2022, the National Cervical Screening Program (NCSP) will expand screening test options, offering self-collection as a choice to all people participating in cervical screening. [Read more...](#)

30 May

### Free influenza vaccinations

Free influenza vaccines available from GPs and pharmacies from now until the end of June for all Queenslanders aged six months and older. [Read more...](#)

23 May

### Monkeypox Public Health communique

## Pathway Updates

**NEW – 7 June**  
Parkinson's Disease

**NEW – 3 June**  
Motor Neurone Disease (MND)

**Updated – 3 June**  
Termination of Pregnancy (TOP)

**NEW – 2 June**  
Diverticulitis

**Updated – 31 May**  
Syphilis

[VIEW MORE UPDATES...](#)

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 [METRO NORTH HHS](#)

 [PHN](#)

 [LOCAL RESOURCES](#)

 [CLINICAL RESOURCES](#)

 [PATIENT RESOURCES](#)

 [GP EDUCATION](#)

 [NHSD](#)

## About HealthPathways

[What is HealthPathways?](#) >

[How do I use HealthPathways?](#) >

[How do I send feedback on a pathway?](#) >

[How do I add HealthPathways to my desktop?](#) >

[How do I add HealthPathways to my mobile?](#) >



**Website:**  
[brisbanenorth.healthpathwayscommunity.org](http://brisbanenorth.healthpathwayscommunity.org)

# Thank you!

Questions?

Contact: [MetroNorthGPLO@health.qld.gov.au](mailto:MetroNorthGPLO@health.qld.gov.au)