GP Smart Referrals resources:

How to: Attach or add photographs/clinical images to a referral or Request for Advice (RFA)

Benefits of sending images as part of a referral or RFA

- Improved referral or RFA quality and better patient specific information
- More accurately convey clinical information e.g. pathognomonic rashes
- Better convey information on a clinical feature or specific lesion including its location, size, colour, texture, and depth allows for accurate and efficient triage of referral and initiation of appropriate patient care

TIP: *Clinical images/photos are a useful **adjunct to essential clinical information**. Images being **well focused**, **appropriately oriented** and **stored** as part of clinical record **as per practice protocol** is recommended.*

Best practices principles for attaching images

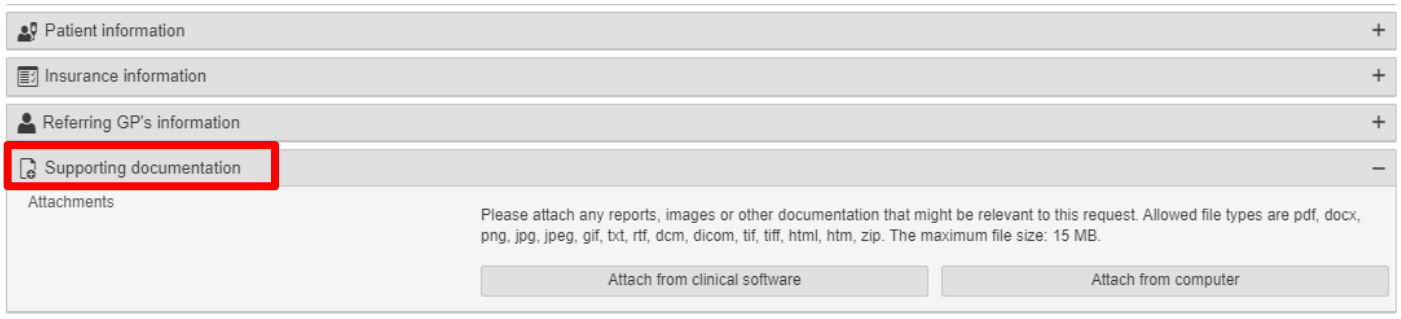
- **Quality First:** ensure photographs are clear, well-lit, and in focus.
- **Comprehensive Views:**
  - **Option A** - aim for 2 images, **an orientation photo:** stand 1 metre away from the area of interest and take the photo (where the problem is and how big an area it covers) and **a close-up photo** (camera 10-12cm from the rash/lesion/area of interest, ensure its well-focused image); consider if an additional side-on photo is needed for **a raised lesion**
  - **Option B** - include at least three pictures: **an orientation shot** (position of the lesion), a **closer photo**, and **a close-up** (ideally with a dermatoscope or a ruler for scale); consider if an additional side-on photo is needed for **a raised lesion/area**
- **Secure Exchange:** using GPSR enables secure messaging to ensure patient confidentiality.
- **Consent and Privacy:** ensure that patient consent is recorded and adhere to practice privacy guidelines.

TIP: *Ensure images are clear, well-lit and orientated, with a minimum of two images showing both the body area and a closeup of the rash/lesions; additional third photo taken side-on for raised lesions or dermoscopic images for relevant lesion/presentation if applicable e.g. pigmented lesions*

Attaching clinical images

Clinical images or photos can be attached to the referral or request for advice from either the clinical software or from your computer depending on where you store them (on your computer or in the patients' records)

After completing the GPSR minimum referral criteria, essential and additional referral or request for advice (RFA) information, clinical images can be attached as follows under the 'Supporting documentation' tab



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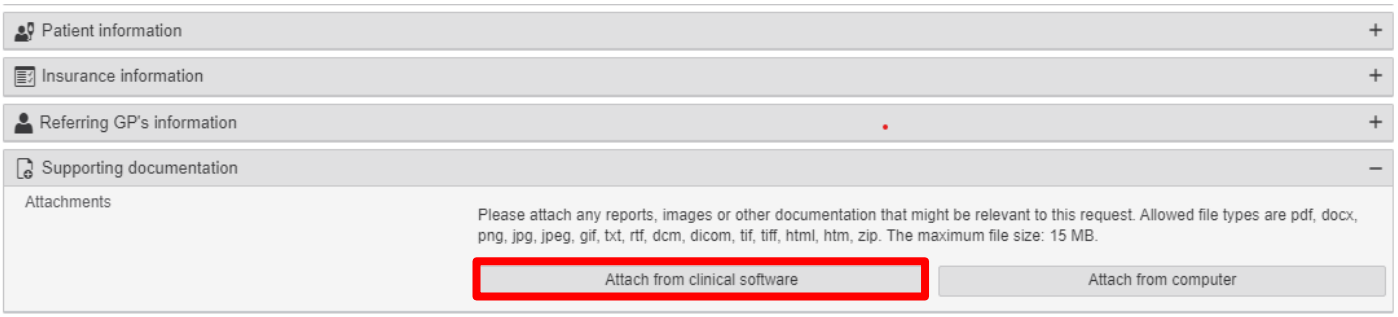
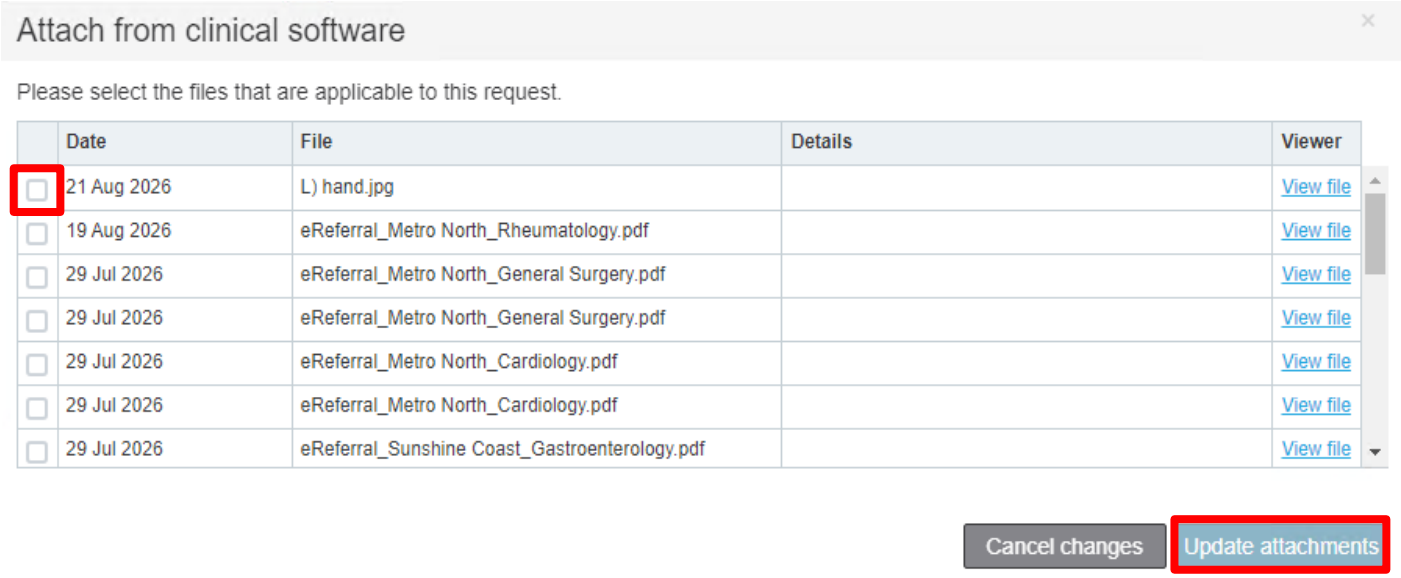
Attach from clinical software

1. If opting to attach from clinical software, select 'Attach from clinical software' which will open a window allowing the user to select files from the clinical software.



2. Select items and click the 'Update attachments' button.



NOTE: *Accepted file types are: docx, pdf, png, jpg, jpeg, gif, txt, rtf, dcm, dicom, tif, tiff, html, htm, zip. File size is limited to* ***15MB per attachment****. The total file size available is* ***25MB per Referral or Request for Advice submission.***

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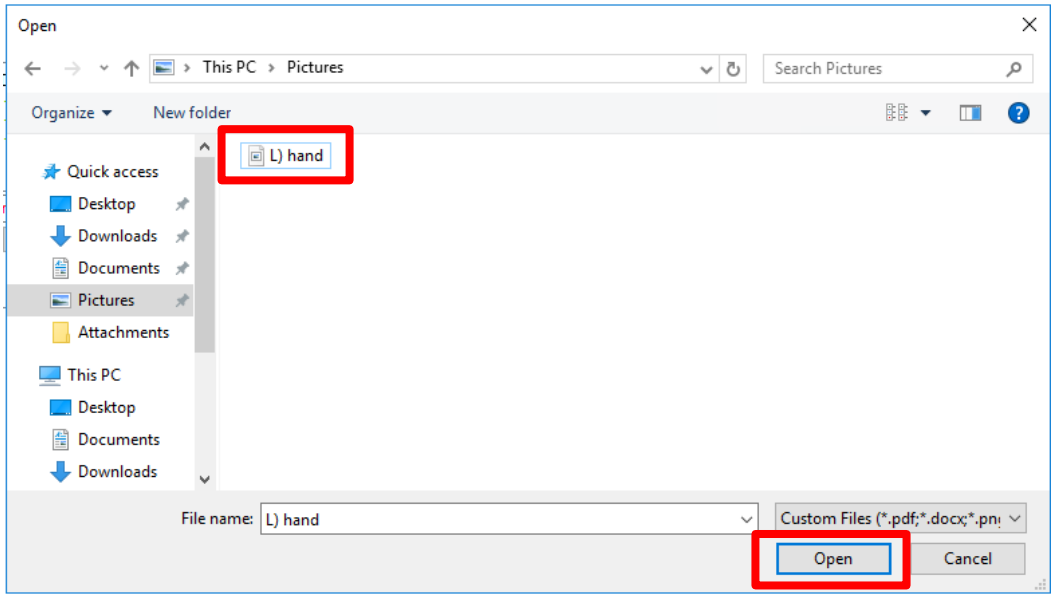
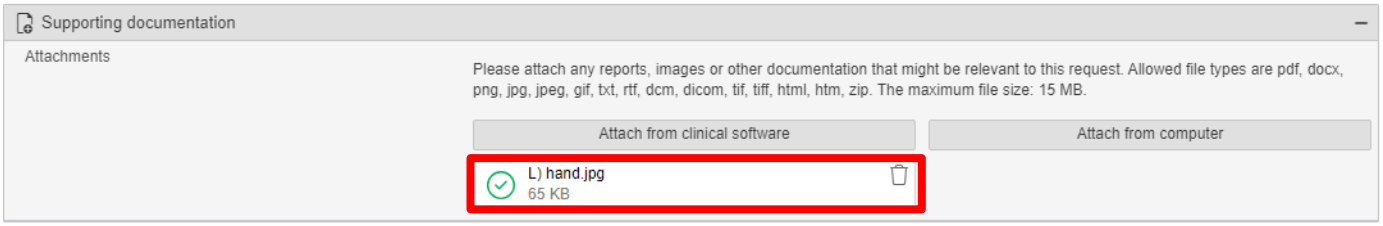
Attach from computer

1. If opting to attach from computer, select 'Attach from computer' which will open a window allowing the user to select files from their computer
2. Select image file and click the Open button



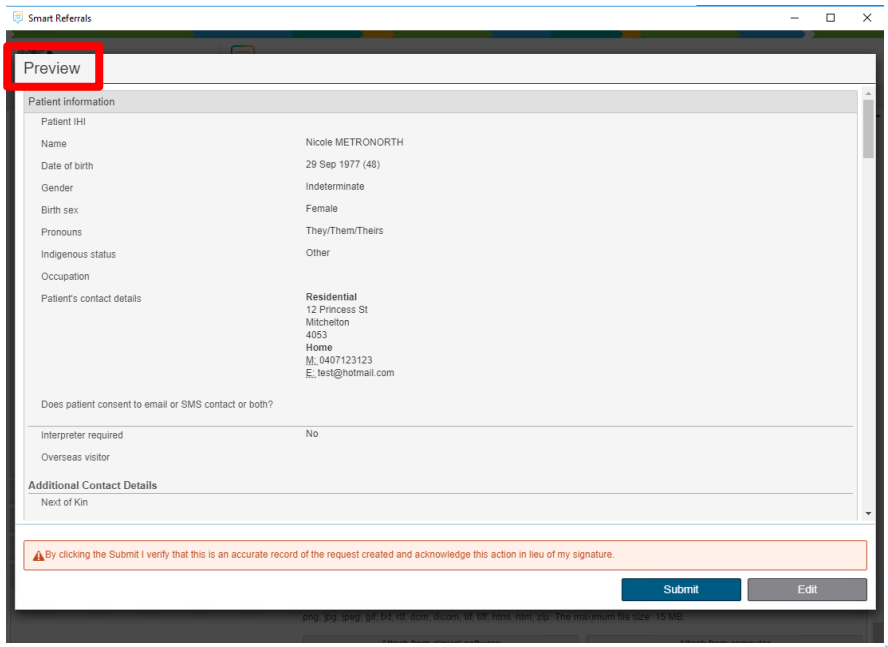
Upload notifications

- The selected files from clinical software or computer will be displayed with a green tick upload notification if uploaded successfully



Preview referral or request for advice prior to submission

Once you have pressed 'send request', you will be prompted to 'Preview' the content including attachments to ensure accuracy and completion of the information entered.



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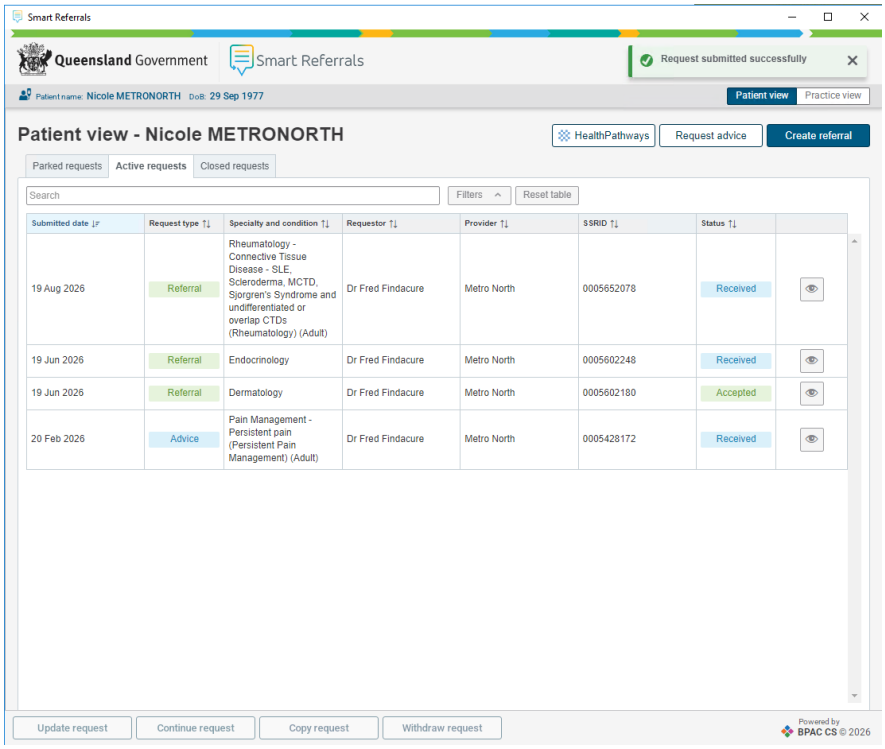
Once reviewed, and the information portrayed in your referral or request for advice is correct and complete, press the 'submit' button to send your referral or request for advice to the addressed service, alternatively press 'edit' to make any changes or adjustments. Your submitted referral or request for advice will display in the patient view section under 'Active requests'.



For more information about GP Smart Referrals or specialist services:

Web: ***GPSR page from Metro North***

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.

Disclaimer:
GP Smart Referrals (GPSR) users can attach photographs or clinical images to referrals or request for advice (RFA) submissions that they send via this platform. This guide has been designed to allow users to apply existing good practice principles regarding the use and storage of clinical images as well as GPSR functionality, to improve the quality of referrals or RFA submissions. As the statutory regulations regarding this may change, we have included the key principles that apply - users may need to check local and individual data governance and privacy policies for their own practices. This includes safe and appropriate storage of clinical images either in your practice management software or on your computer and handheld devices (including phones used for taking photos).

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