

# Metro South Smart Referrals Support

## General Practice Technical Support (Queensland Health)

For assistance with all Smart Referral related software issues  
Ph: **1300 478 439** select option 2 Smart Referrals. Available (24/7)

All training materials including user manuals, quick reference guides and videos are available on the [Smart Referrals Website](#)

## General Smart Referrals Support and Information (Metro South)

For more information, basic troubleshooting and to arrange practice training contact the **Metro South Smart Referrals Team on 3156 4320 or email**  
[gpsmartreferrals.msh@health.qld.gov.au](mailto:gpsmartreferrals.msh@health.qld.gov.au)

## General Practice Liaison Program (Metro South)

The GP Liaison Officers (GPLOs) are available to support and assist referring GPs with:

- Face to face, telephone or email support
- Providing information and guidance on referral pathways and navigating Metro South Health services
- Assistance with all referral submission methods
- Assistance with updating [practice details](#) in the STS address book for electronic communication and [secure messaging](#)

**Telephone: 1300 364 155** (option 2) or email [GPLO\\_Programs2@health.qld.gov.au](mailto:GPLO_Programs2@health.qld.gov.au)

# Important Information about Smart Referrals

## Referral status updates

The majority of Smart Referrals are processed by the Metro South Central Referral Hub, for these referrals you will see the status of: Received, Accepted or Declined once they have been reviewed and registered.

You will receive additional correspondence directly into the practice management software when a referral is accepted, redirected, withdrawn and when your patient attends their first appointment.

## Returned Referrals

If a referral is not accepted due to missing/incomplete information, out of catchment, service not provided or minimum referral criteria not met, you will receive the usual correspondence via fax or letter to alert you of this.

You will be required to generate and submit a new referral for your patient and include the requested (essential) information.

## Choosing a Condition for referral

When generating a Smart Referral, follow the below steps to include the required condition specific information:

- In the '*Condition and Specialty*' search box, start by searching for the relevant **condition**.
- Conditions with standardised state-wide criteria will be listed and generate a specific template that lists the 'essential' information which is required at the time of referral.
- If the condition does not appear, search for the specialty and select the option with no condition listed beside it. This will launch a generic template.
- When using the generic template, please see the [Metro South Refer Your Patient](#) website for referral criteria and ensure all 'essential information' is included with the referral.

## Referring with images

Smart Referrals enables the attachment of high-quality digital images and the following file types with referrals (allowed file types are: pdf, txt, docx, rtf, png, dcm, jpg, dicome, jpeg, tif, gif, tiff).

## Referral to Community Services

For referral to any Metro South Health Community Service such as the Chronic Disease - Diabetes service, you must first search for the relevant specialty in the '*Condition and Specialty*' search box. In this example you would search and select 'Endocrine'. In the available services you can then select the community service.