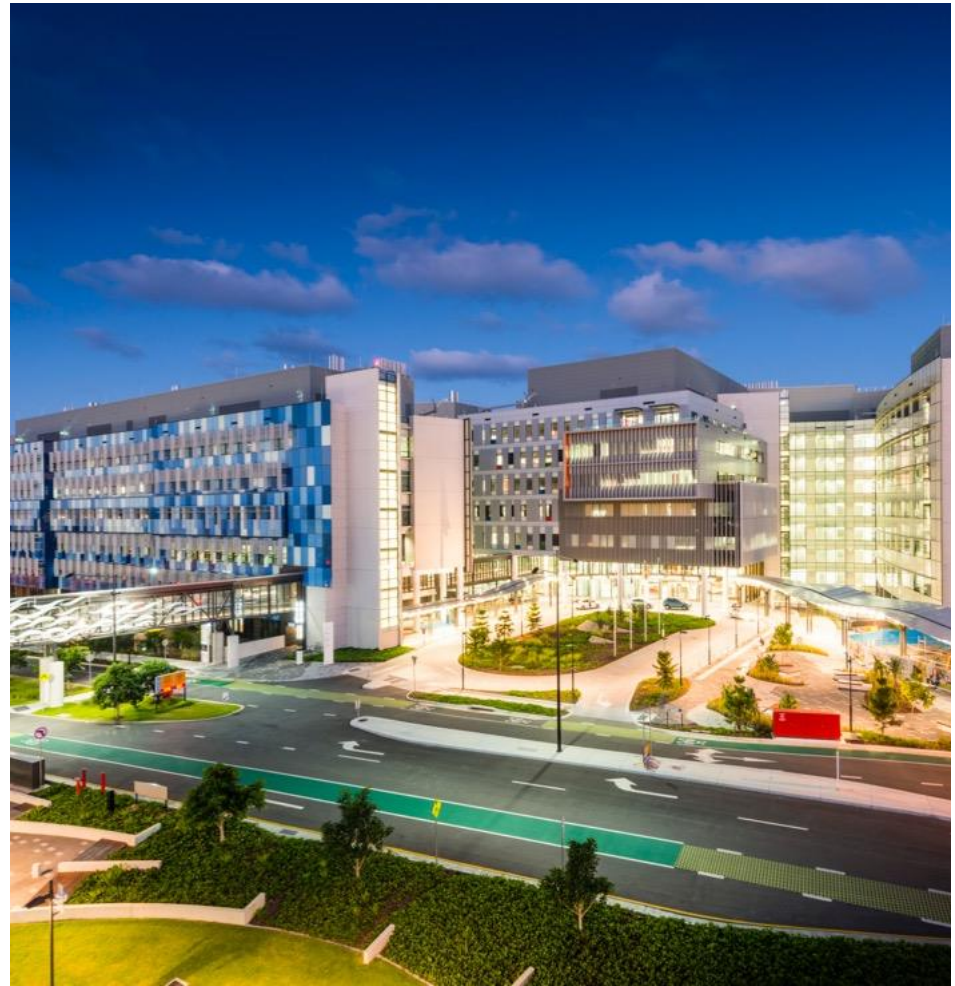


GP Partnerships and Engagement

A team dedicated to supporting GP practices to optimise the care of our mutual patients.



GP Partnerships and Engagement Team



Dr Kate Johnston
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GP Partnerships
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**HealthPathways
Clinical Editor**



GP Liaison Unit

- Improving communication between the hospital and general practice
- Support your interactions with the health service
- Develop new approaches to optimise the care of our mutual patients.
- Represents the interests of General Practice at Gold Coast Health

Components of GP practice support

HealthPathways

Smart Referrals

Secure Transfer Service (STS) / STS Address Book

Health Provider Portal (The Viewer)

Electronic Discharge Summaries: Clinical Document Architecture (CDA) format

GP News

GP Telephone Support Lines



Gold Coast HealthPathways



Community
HealthPathways

Gold Coast Health
always care

phn
GOLD COAST

An Australian Government Initiative

Proudly supported by Queensland Health's
Clinical Excellence
Queensland



Queensland
Government

Gold Coast HealthPathways

 Queensland
Government

Gold Coast HealthPathways

Online (secure) web platform to support GPs in their daily management of patient care

All clinical pathways are written by GPs – for GPs

Designed for use at the point-of-care

Provides local guidance for the management and referral of hundreds of clinical conditions

Local service directory – includes public and private options for patient care



Why use HealthPathways?

Save you time
– we've done
the digging
and put all the
service and
referral
options
into one place

One-stop-shop
for all the current
guidelines and
evidence-based
care

Ensure the patient
goes to the right
place the first time

Empower
you!
Help you
to build
your skills
and
knowledge
in areas
you
haven't
practiced
in for a
while

Support your
daily practice
and holistic
care of your
patients

Get direct contact
details when needing
advice on particular
conditions or patients

General Practice Support

See also:

- [General Practice Liaison Unit](#)
- Smart Referrals

Ensure you:

- [Register](#) to receive Gold Coast Health GP News directly to your inbox.
- Check the STS Address Book details are up-to-date – this ensures you receive Gold Coast Health correspondence electronically (e.g., discharge summaries, outpatient letters, Emergency Department letters).
- Register for the [Health Provider Portal](#), to receive access to secure online patient healthcare information from Queensland Health.

New!

All hospital contacts in one click

Gold Coast Hospital and Health Service		
Enquiry	Unit/Service	Contact
GP Only Switchboard Direct GP only line to GCUH – for urgent specialty advice	Gold Coast Health Switch	Phone (07) 5687-0003 Request to speak with on-call specialty required
GP Advice Service Non-urgent specialist outpatient advice or general service enquiries.	GP Liaison Unit	GCCPLU@health.qld.gov.au Phone 1300 004 242 (select option 3) Monday to Friday 8 am to 4 pm only. Check if specialty is listed in the Smart Referrals request for advice function first, services are continually being added to this function.
Concerns about non-urgent patient issues or complaints (patient feedback)	Consumer Feedback Service	GCCFS@health.qld.gov.au Phone (07) 5687-2048
Concerns about non-urgent clinical or patient safety issues (GP feedback)	GP Liaison Unit	GCCPLU@health.qld.gov.au Phone 1300 004 242 (option 3) If you wish to discuss a clinically urgent (but non-emergency) outpatient referral, call switch and speak to the on-call specialist team.

To do list:



Bookmark:

HealthPathways on all computers



Advise:

All GPs to open HealthPathways every morning and check the homepage for alerts



Have a cuppa:

GPs can now find all hospital contacts in HealthPathways – direct them there and safe yourself time 😊

Referral management

- No emails
- Continue to mark 'urgent' referrals
- Option 1: Smart Referrals
- Option 2: Medical Objects/HealthLink
- Option 3: Kiteworks
- Option 4: Fax to 07 5687 4497

14.06.2022 12:00

P 1



- Integrates with BP or MD
- Majority of practices have signed up with over 45,000 referrals sent
- Populates patient information
- Prompts for essential referral criteria as per CPC
- Reduction in referral rework, lost, duplicate or invalid referrals
- Easier to send attachments
- Tracks referrals
- New features:
 - specialists can send correspondence to GPs
 - Request Advice
- Training and support available

The screenshot displays the 'Smart Referrals' web application interface. At the top, it shows the Queensland Government logo and the 'Smart Referrals' title. The user is identified as 'Dr Frederick Findacure'. The patient information is 'Timothy GOLDCOAST' with a date of birth of '01 Jan 1980'. There are two buttons: 'Request advice' (highlighted with a red box) and 'Create referral'. Below this, there are tabs for 'Parked requests', 'Active requests', and 'Closed requests'. A search bar and 'Filters' button are present. The main table lists two referral requests:

Submitted date	Request type	Specialty and condition	Requestor	Provider	SSRID	Status	
02 Dec 2021	Referral	Gynaecology - Abnormal cervical screening / cervical dysplasia / abnormal cervix (Gynaecology) (Adult)	Dr Frederick Findacure	Metro South	8420348631	Received	
02 Dec 2021	Referral	Gynaecology - Abnormal cervical screening / cervical dysplasia / abnormal cervix (Gynaecology) (Adult)	Dr Frederick Findacure	Gold Coast	8420173770	Received	

At the bottom, there are buttons for 'Update request', 'Continue request', 'Copy request', and 'Withdraw request'. The footer includes 'Powered by BPAC CS © 2023' and the Queensland Government logo.

Secure Transfer Service (STS) Address Book

- State-wide QH address book
- Indicates preference as
 - Electronic
 - Post
 - Fax
- Delivers messages based on the location's delivery preference
- Most Gold Coast GP practices are listed with 'electronic' preference
- GPLU will undertake a rolling update and prompt Gold Coast practices
- Provides access to:
 - Health Provider Portal; and
 - CDA formatted electronic discharge summaries

Health Provider Portal (The Viewer)

- A web-based application available on desktop computers and mobile devices
- Collates data from multiple Queensland Health systems
- Doctors, nurses and midwives
- 100 points ID



Health Provider Portal (The Viewer)

The screenshot displays the Health Provider Portal (The Viewer) interface. The browser address bar shows the URL: <https://eds.health.qld.gov.au/EMR/TabViewer/00026/R235731>. The page title is "Alerts". The interface is divided into several sections:

- Patient Details:** Includes fields for Name, Date of Birth, Age, Sex, Medicare Card Number, Marital Status, Indigenous status, South Sea Islander, Country of Birth, Language, Religion, Residential Address, Permanent Home Phone, Permanent Mobile Phone, and Permanent Business Phone.
- Problem List:** Lists medical conditions such as # PATELLA, # OF CLAVICLE, CONSTIPATION, APPENDICITIS - ACUTE, and # PELVIC PUBIS.
- Facility Identifiers:** A table listing facilities with their identifiers and codes.

Identifier	Code	Facility
LGH	Hospital	Logan Hospital
PAH	UR	Princess Alexandra Hospital
QEH	number	QEH
- External Identifiers:** A table listing external identifiers and their corresponding services or organizations.

Identifier	Service - Organisation
IHI	Medicare
Request URN	Mater Health
- Consent Status:** A section for managing consent status.
- External Participants:** A table listing external participants and their roles.

Name	Role	Last Updated
Referring GP name	Referring Doctor	21-May-2014
	Referring Doctor or Usual GP	16-May-2014
	Referring Doctor	05-Jul-2013
	Referring Doctor or Usual GP	26-Jun-2013
- Contacts:** A table listing contacts and their roles.

Name	Role	Last Updated
	Next of Kin	09-May-2018 (Redland Hospital)
	Main Contact	23-Oct-2015 (Princess Alexandra Hospital)

Additional annotations on the screenshot include:

- A red box labeled "Discharge Summaries" pointing to the left sidebar.
- A red box labeled "Hospital UR number" pointing to the Facility Identifiers table.
- A red box labeled "Advanced care Planning - GPs can add to this" pointing to the top right area.
- A red box labeled "Referring GP name" pointing to the External Participants table.

The footer of the page contains the text: "The Viewer © The State of Queensland 2008-2018 [release 6.0.2-cc70824_P010] FF 45.0" and the date "25-May-2018 09:35".

Electronic Discharge Summaries

Portable Document Format (PDF)

- Format delivered to practices via post and/or fax
- Displayed in The Viewer/Health Provider Portal

Adverse Reactions												
<table border="1"> <thead> <tr> <th>Agent Description</th> <th>Reaction Description</th> <th>Initial Reaction Date</th> <th>Approx?</th> </tr> </thead> <tbody> <tr> <td>Buprenorphine Transdermal Patches 5, 10, 20mg</td> <td>nausea</td> <td>20-Jul-2011</td> <td>Yes</td> </tr> <tr> <td>Morphine</td> <td>Nausea and vomiting</td> <td>20-Jul-2011</td> <td>Yes</td> </tr> </tbody> </table>	Agent Description	Reaction Description	Initial Reaction Date	Approx?	Buprenorphine Transdermal Patches 5, 10, 20mg	nausea	20-Jul-2011	Yes	Morphine	Nausea and vomiting	20-Jul-2011	Yes
Agent Description	Reaction Description	Initial Reaction Date	Approx?									
Buprenorphine Transdermal Patches 5, 10, 20mg	nausea	20-Jul-2011	Yes									
Morphine	Nausea and vomiting	20-Jul-2011	Yes									
Alerts No relevant alerts												
Follow Up Arrangements Nil Entered												
Recommendations to GP No specific follow-up with GP is necessary												
Recommendations to Patient Nil Entered												
Care Plan Summary Nil Entered												
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												
<table border="1"> <thead> <tr> <th>Observation</th> <th>Value</th> <th>Result Flag</th> <th>Units</th> <th>Ref. Range</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Haemoglobin</td> <td>99</td> <td>L</td> <td>g/L</td> <td>135 - 180</td> <td>Final</td> </tr> </tbody> </table>	Observation	Value	Result Flag	Units	Ref. Range	Status	Haemoglobin	99	L	g/L	135 - 180	Final
Observation	Value	Result Flag	Units	Ref. Range	Status							
Haemoglobin	99	L	g/L	135 - 180	Final							
Version Number : 2.000 Summary Status : Amended Date Last Modified : 18-Mar-2019 10:52:17 Page 2 of 5												

Example of Pathology results in PDF version

Electronic (text) format

- Unformatted document distributed to practice software via Medical Objects/Health Link
- Does not contain Pathology and Radiology results, just investigation status

RECOMMENDATIONS TO GP ----- RECOMMENDATIONS TO PATIENT ----- See GP 3-5 days after discharge from hospital. Continue Management with GP on medication
CARE PLAN SUMMARY ----- 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
Investigation : Sample Appearance Order Date : 20-Jul-2011 (Date Requested) Order Number : 508729545 Specimen Type : Blood Specimen Collected : 20-Jul-2011 08:05 Investigation Status : Final

Example of Pathology results in electronic text version

Clinical Document Architecture (CDA) format

- Easier to read structured format distributed to practice software via Medical Objects/Health Link
- Contains Pathology and Radiology results
- Uploaded to My Health Record

Pathology Test Result (Event > Diagnostic Investigations > Pathology Test Result)					
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				
Observation	Value	Result	Units	Ref. Range	Status
GFR (estimated)	50	L	mL/min/1.73m ²	> 60	Final

Pathology Test Result (Event > Diagnostic Investigations > Pathology Test Result)					
Investigation	Sample Appearance				
Order Date	20-Jul-2011 (Date Requested)				
Order Number	508729545				
Specimen Type	Blood				
Specimen Collected	20-Jul-2011 08:05				
Investigation Status	Final				
Observation	Value	Result	Units	Ref. Range	Status
Sample Appearance	Clear				Final

Example of Pathology results in CDA version

GP News Bulletin

Gold Coast Health News
An update for General Practice



COVID in children

Gold Coast Health's Director of Paediatrics Susan Moloney advises that most children with COVID-19 can be adequately managed by their GP.

Here are some to points to consider when treating children with COVID-19:

- Children with COVID-19 have an acute illness and the vast majority do very well with simple measures. It is rare for them to require oxygen. Most should stay with GP managed care.

- Regular news bulletin emailed directly to GPs
- Update on recent changes, news items
- To register, email:

GCGPLU@health.qld.gov.au
with your preferred email address

GP Phone Support Lines



GP only switch line

5687 0003

- Calls to switchboard
- a GP priority line

GP Advice line

1300 00 4242

- Non COVID queries
- General enquiries
- Alternative to ED
or outpatient referral
- Available Monday to
Friday, 8am to 4pm

GP COVID Support Line

5687 0003

- Dedicated phone line to
assist GPs to navigate
the current COVID-19
response
- Available Monday to
Friday, 8am to 5pm

Practice Manager supporting materials

General Practice Liaison Unit

Essentials for GPs

Streamlining communication between Gold Coast Health and General Practice

- ❑ Register for Gold Coast Health GP News
Why? Keep informed of Gold Coast Health information relevant to General Practice
💡 Click on the link [Subscribe \(health.qld.gov.au\)](https://health.qld.gov.au)
- ❑ Login and bookmark *HealthPathways* as 'favourite' in your web browser
Why? *HealthPathways* offers clinicians locally agreed information to support clinical decisions together with patients, at the point of care
💡 Visit [Home - Community HealthPathways Gold Coast](https://home-community.healthpathways.qld.gov.au) Username: Gold Password: Coast
- ❑ Ensure you have access to Smart Referrals (in compatible practices)
Why? Preferred method of referring a patient to Gold Coast Health outpatient clinics
💡 If your practice cannot use Smart Referrals, please ensure you check essential referral requirements in [Refer Your Patient](#) before sending referrals to Gold Coast Health
- ❑ Register for Health Provider Portal
Why? Allows GPs secure online access to Queensland Health patient healthcare information
💡 Visit [Register for access to the Health Provider Portal | Queensland Health](#) and register for *Health Provider Portal* (100 points of ID required)
- ❑ Ensure your details are up to date in the STS Address Book
Why? Ensures Gold Coast Health correspondence is sent electronically e.g., discharge summaries, outpatient letters, Emergency Department letters and supports access to the Health Provider Portal
💡 Check Practice process for completion of STS update forms (e.g. GP or Practice Manager responsibility) [STS Address Book - \(Resource\) - Refer Your Patient \(health.qld.gov.au\)](#)
- ❑ Bookmark these helpful pages in your web browser as 'favourites'
Gold Coast Health Services: [Refer Your Patient \(health.qld.gov.au\)](#)
GP Resources: [GP Resources \(Links\) - Refer Your Patient \(health.qld.gov.au\)](#)
GPLU Team: [GP Liaison Unit \(Resource\) - Refer Your Patient \(health.qld.gov.au\)](#)

Contact the friendly General Practice Liaison Unit for assistance:

1300 004 242
GCGPLU@health.qld.gov.au

Essentials for Practice management

Streamlining communication between Gold Coast Health and General Practice

- ❑ Register for Gold Coast Health GP News
Why? Keep informed of Gold Coast Health information relevant to General Practice
💡 Click on the link [Subscribe \(health.qld.gov.au\)](https://health.qld.gov.au)
- ❑ Login and bookmark *HealthPathways* for all practice clinicians
Why? *HealthPathways* offers clinicians locally agreed information to make the right decisions together with patients, at the point of care.
💡 Visit [Home - Community HealthPathways Gold Coast](https://home-community.healthpathways.qld.gov.au) Username: Gold Password: Coast
- ❑ Ensure Practice has access to Smart Referrals (in compatible practices)
Why? Preferred method of referring a patient to Gold Coast Health outpatient clinics
💡 Email gcoplu@health.qld.gov.au for practice to be set up or training to be booked
- ❑ Ensure GPs and Registered Nurses register for Health Provider Portal
Why? Allows secure online access to patient healthcare information from Queensland's public hospitals including Gold Coast Health
💡 Visit [Register for access to the Health Provider Portal | Queensland Health](#) and register for *Health Provider Portal* (100 points of ID required)
- ❑ Maintain up to date practice and GP details in STS Address Book
Why? Ensures Gold Coast Health correspondence is sent electronically e.g., discharge summaries, outpatient letters, Emergency Department letters and supports access to the Health Provider Portal
💡 Complete [STS Address Book \(Resource\) - Refer Your Patient \(health.qld.gov.au\)](#) for your practice initially, and update when a new GP arrives/departs
- ❑ Register for Clinical Document Architecture (CDA) formatted electronic Discharge Summaries
Why? CDA format is easier to read and include radiology and pathology reports
💡 Email EDSTV-Corro@health.qld.gov.au including practice name and practice software version

Contact the friendly General Practice Liaison Unit for assistance:

1300 004 242
GCGPLU@health.qld.gov.au



Questions?



GP Liaison Unit

GCGPLU@health.qld.gov.au

Email us for:

1. Smart Referral registrations
2. Smart Referral / HealthPathways training
3. Kiteworks set up
4. Practice visits