



GCH GP Partnerships and Engagement Update

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GP Liaison Unit | Program Manager

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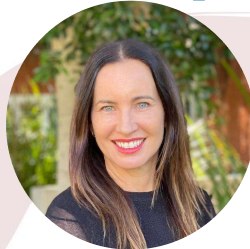
GP Liaison Unit | Senior GP Engagement Support Officer

GP Partnerships and Engagement

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



GP Partnerships and Engagement Team



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**HealthPathways
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Components of GP practice support

HealthPathways

Smart Referrals

Secure Transfer Service (STS) / STS Address Book

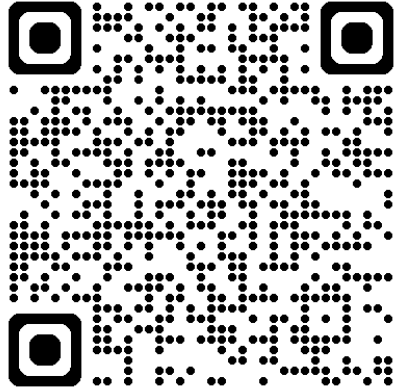
Health Provider Portal (The Viewer)

Electronic Discharge Summaries: Clinical Document Architecture (CDA) format

GP News

GP Telephone Support Lines

Remind your GPs that 'Request for Advice' is expanding with Gold Coast Health



13 services now providing advice via GP Smart Referrals.

Recent inclusions:

- Neurosurgery
- Nephrology
- Podiatry

Manager User Access

New GPSR function



GPLU has obtained a list of all allocated 'Manage Users' for Gold Coast GPSR users – please email us on GCGPLU@health.qld.gov.au to confirm who has been allocated this access in your practice. This access allows usage rights to be individualised.

A screenshot of a 'Manage User' dialog box. The title bar says 'Manage User' with a close button. The dialog is for a user named 'Dr A Practitioner' from 'MD NASH QueenslandHealth Test Practice'. It contains three sections of settings, each with a green plus icon on the left:

- Role:** Radio buttons for 'Referrer' (selected), 'Clinical creator', and 'Practice admin'.
- User can manage roles:** Radio buttons for 'Yes' and 'No' (selected).
- User can access GPSR:** Radio buttons for 'Active' (selected) and 'Inactive'.

At the bottom, there are two buttons: 'Save changes' and 'Cancel changes'.

Clinical Creator Role

New GPSR function

What can Clinical Creators do? →

Key permissions include:

- Full access to Practice/Patient View
- Ability to create requests
- Ability to park requests

Who is it for?

This role is ideal for:

- Clinical staff who prepare requests (e.g., Nurses, Allied Health)
- Clinical users who contribute but don't need to submit requests

Support

Contact your local practice admin

or;

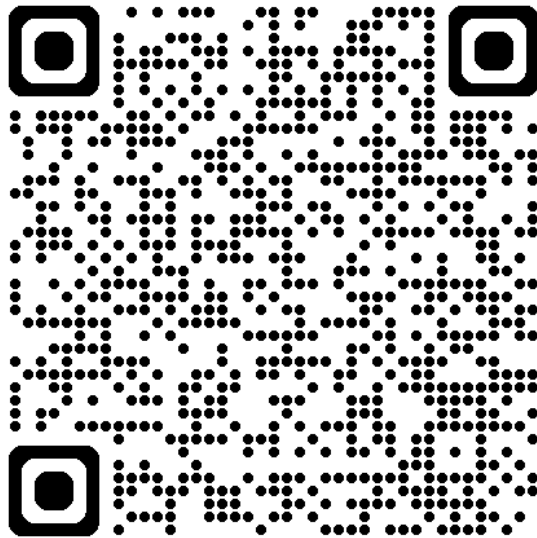
Smart Referrals Statewide Support Team

Email: QH-SmartReferrals@health.qld.gov.au

Phone: 1300 478 439

Launch GPSR from PMS	✓
Access List view - Patient	✓
Access List view - Practice	✓
Access Detail view (eye-con)	✓
Detail view - History	✓
Detail view - Referral details	✓
Create a request	✓
Copy a request	✓
Park a request	✓
Delete a parked request	✓
Resume a parked request	✓
Copy an RFA to referral	✓
Submit a request	✗
Update a request	✗
Continue a request	✗
Withdraw a request	✗
Close a request	✗

GCHHS Referral Templates



- Gold Coast Health only supports a single generic template – all other templates previously rolled out (2019 and before) have outdated criteria and information.
- Please consider updating your templates in software.

6 monthly 'STS Address Book Update'

THANK YOU for your response! If you haven't already, please respond to email sent out in the last few weeks – we will follow up with phone calls to the practice if no response.

Questions?



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