

Sunshine Coast Hospital and Health Service

Ambulatory Care Centre (Outpatient Department) Referrals

The Central Queensland, Wide bay, Sunshine Coast PHN has been working in collaboration with Sunshine Coast Hospital and Health Service Health to develop the local Ambulatory Care Centre electronic referral template (eReferrals) and supporting documents with the aim of improving communication between General Practitioners (GPs) and Queensland Health.

Medical Objects electronic secure messaging software is the main Secure Message Provider used in the Sunshine Coast and Gympie region to send eReferrals from within GP clinical software to, either the Referrals Centre located at the Sunshine Coast University Hospital, or Gympie Hospital.

Explanatory notes for hospital eReferrals

- All Referrals should be sent to either the Sunshine Coast University Hospital or Gympie Hospital Referrals Centre. From the Referral Centre, referrals are then disseminated to specialists and other hospitals.
- Currently available specialities and the directors for these Departments are listed within the template for you to select. Where possible, GPs are encouraged to select a speciality with the associated named specialist from the drop down list. Note - Gympie Hospital has a limited number of specialist services (see template).
- For Named Referrals where a specific specialist is required and not listed in the template, you can select "Other" from the specialty drop down list on the eReferral template and write the specialists name in the "reason for referral".
- For Unnamed Referrals you can select "Other" from the specialty drop down list and write the name of the specialty or service in "reason for referral".
- The hospital eReferral template must be installed in your clinical software. Once the template has been imported into your software you will then use your letter writer tool to create the referral.
- The **eReferral template is available for Medical Director, Best Practice, Genie and ZedMed Software users** currently. The most current template can be downloaded from the PHN website - [Hospital eReferral templates and download instructions](#)
- eReferral templates have been developed for electronic transmission. Once the eReferral has been completed within the letter writer, it can be loaded into **Medical Objects** window. Simply key **CTRL+A** (select all), **CTRL+C** (copy) and then **double click the Medical Objects "M" logo** when it appears. The Medical Objects window will load with the patient details and addressee at the top, and the referral letter below.
- If the addressee does not automatically populate, the Hospital address can be found manually by entering 'QHealth' into the search address area of Medical Objects and selecting 'QHealth Sunshine Coast Ambulatory Care Centre' or 'QHealth Gympie Hospital' from the list.
- For practices not using secure messaging software, the completed eReferral can also be printed and faxed to the hospital referrals centre. The fax number is located on the template.

In line with state-wide Clinical Prioritisation Criteria referral guidelines, it is a request that all referring GPs make every effort to include the **required information** in the referral. GPs are encouraged to refer to the [Sunshine Coast HealthPathways](#) website, which displays the required information for most clinical conditions. Incomplete referrals cannot be triaged by the specialists and may not be accepted. In circumstances where the required information cannot be included, please state this reason within the relevant text field of the referral template.

If a referral is not-accepted despite including the required information as displayed on [HealthPathways](#), or you have any questions, please contact the GP referral Hotline 07 5202 6633 or GP Liaison office 07 5202 3822; Email: SCHHS-GPLO-COMMUNICATION@health.qld.gov.au.

Alternatively, contact the PHN GP Liaison team via Ms Karen Mansley (KMansley@ourphn.org.au) or Phone: 07 5456 8100. For assistance with downloading and updating the [eReferral template](#), contact your PHN Practice Support Officer.