

Smart Referrals

Queensland Health's Smart Referrals program streamlines the creation and management of referrals to Queensland specialist outpatient services with the aim of improving patient experience and safety.

The program brings together GP Smart Referrals, Referrals Service Directory, Referral Lodgement and Tracking, Smart Referrals Workflow, and HHS Smart Referral. Smart Referrals integrates with Best Practice and MedicalDirector software as well as [HealthPathways](#).

Smart Referrals aims to bring:

- safety and quality of care - enhanced quality of referral information, informs clinical handover, triage and treatment of patients
- workflow efficiency - faster, streamlined referral management supports better patient outcomes
- patient experience - enhanced quality of referral information reduces wait times
- GP experience - quicker and easier for GPs to refer
- clinician experience - enhanced decision support information improves patient care
- financial benefits - reduction in referral rework and avoidable appointments.

Smart Referrals – Tips, Tricks and Questions – a Recorded webinar can be found [here](#)

Find out more on [Queensland Health website](#)

Useful links: [Smart Referrals resources](#)

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NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.

