

# Royal Referral Revolution

Prepared by  
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Specialist Outpatient Services

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Health Information Services

# History

## Increasing referrals

- 2008 / 2009 – 48,653
- 2009 / 2010 – 56,121
- 2010 / 2011 – 60,518

Project with GPpartners

State categorisation KPI

# Issues

- Audit occurred
- Identified:
  - Poor Legibility
  - Lack of mandatory information
  - Referrals being sent to the wrong area
  - Delays in referral processing
- Other needs:
  - Organisational drive to increase bulk billing

# Timeline

- Commencement with EDS (Enterprise Discharge Summary)
- Established relationship between HIS and GPpartners
- From there, initial eReferral template was developed
- Small trial commenced with limited GPs and centralised clinics only
- At end of trial, template reviewed; planned rollout for rest of RBWH and all Brisbane North GPs
- Receiving position established and processes developed for distribution of eReferrals once received by facility

**User Defined Fields**

Enter the values for these fields:

Fields

Length of referral: 12 months

Specialty referred to: Maternal Fetal Medicine- Dr Sekar- Bu

Primary reason for referral: Burns- Dr Muller- Bulk Bill Clinic\*

Patient preferred name:

Alternate contact person:

Relationship to Patient:

Alternate contact person phone number:

Indigenous Status:

Australian South Seas Islander Status:

Interpreter required:

Preferred language :

DVA Card Type:

Health Insurance Number:

Workers compensation claim:

Workers Compensation claim number:

OK Cancel

**Relevant Family History.**  
None recorded.

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**Verification**

**Signed electronically:** Dr. A. Practitioner

**Date:** 26 July 2011

Normal Arial Narrow 6 B I U [Text Alignment Icons] [List Icons] [Table Icon] [Zoom: 100%]

Metro North Health Service District  
 Royal Brisbane and Women's Hospital OUTPATIENT REFERRAL FORM

Refer to: ROYAL BRISBANE WOMENS HOSPITAL (XR400000AZ)

Referral date: 26/7/2011  
 Length of referral:  
 Specialty referred to:

*\*\*\*For URGENT referral, please phone the Registrar on-call via switch\*\*\**

Primary Reason for Referral / Provisional Diagnosis (including history, duration, treatments & outcomes):

Tuesday July 26 2011 09:08:55  
 Dr. A. Practitioner

Referring Doctor Details

Doctor: Dr. A. Practitioner  
 Provider No.: 2426821B  
 Doctor Address:  
 HCN Samples Database  
 1 New Street  
 QLD 4006  
 Phone: 07 7878 7878  
 Fax: 07 4212 1212  
 Patient's Usual G.P. (if different from above):  
 Usual G.P. Provider No. (if different from above):

Patient Details

Surname: Andrews  
 Given name: Julie  
 Preferred name:  
 Date of Birth: 3/3/1956  
 Age: 55 yrs  
 Sex: Female  
 Address:  
 5 Jefferson St  
 PARKVILLE VIC 3256

# Issues

- Template maintenance and rollout
- Format
- ONE generic template at RBWH; GPs are expected to refer to the RBWH Referral Guidelines

New 
 Reply 
 Forward 
 Save 
 Save As 
 Save PDF 
 To Groupwise 
 Print 
 Delete 
 Settings 
 Help



**Inbox:** Viewing 149 Received Messages







Show All 
 Patient:  
 From: 13/07/2011 
 To: 20/07/2011 
  Search

Sender	Date Received	Patient Name	Patient DOB	Doctor Referr...	OPD Speciality	Filename	Referrin...	PKI	Replies	Status
Dr. MARDI VORY	Tue 19 Jul 22:03	Deidentified	13/09/1983	ROYAL BRISB...	Gynaecology- Dr Baartz- Bul...	201107192203...	(07) 33...			Unproc...
DR GARRY FERRIS	Tue 19 Jul 18:40		15/07/1975	ROYAL BRISB...	Medical Oncology- Dr McCar...	201107191840...	3285 65...	YES		Unproc...
DR MICHELLE PSALTIS	Tue 19 Jul 18:11		19/04/1963	ROYAL BRISB...	Cardiology- Public Clinic	201107191811...	3285 65...			Unproc...
DR MICHELLE PSALTIS	Tue 19 Jul 18:00		19/04/1963	ROYAL BRISB...	Surgery, General- Public Clinic	201107191800...	3285 65...	YES		Unproc...
Dr. JACQUELINE GARDEN	Tue 19 Jul 17:29		17/01/1985	ROYAL BRISB...	Dermatology- Public Clinic	201107191729...	(07) 32...	YES		Unproc...
DR DAVID TURNER	Tue 19 Jul 17:25		23/11/1961	ROYAL BRISB...	Hepatology- Dr Leggett- Bul...	201107191725...	(07) 326...	YES		Unproc...
Dr. ROBERT FITZGERALD	Tue 19 Jul 16:58		31/03/1968	ROYAL BRISB...	Cardiology- Dr Parsonage- B...	201107191658...	(07) 33...			Unproc...
Dr. CRAIG MORRIS	Tue 19 Jul 16:54		20/09/1984	ROYAL BRISB...	Cardiology- Dr Martin- Bulk ...	201107191654...	(07) 32...	YES		Unproc...
Dr. JACQUELINE HEAGNEY	Tue 19 Jul 16:39		09/04/1981	ROYAL BRISB...	Obstetrics- Dr Yip- Bulk Bill C...	201107191639...	(07) 33...			Unproc...
Dr. CHRIS PITT	Tue 19 Jul 15:15		08/09/1988	ROYAL BRISBA...	Orthopaedic Surgery- Public Clinic	20110719151518-1	(07) 326...	YES	1	Processed
DR KARLIE KEATING	Tue 19 Jul 14:15	28/10/1964	ROYAL BRISBA...	Dr Barry O'Loughlin	20110719141557-1	(07)-387...	YES	1	Processed	
Dr. GEOFFREY BENNETT	Tue 19 Jul 14:13	22/09/1935	ROYAL BRISBA...		20110719141349-1			1	Processed	
DR BRIAN DONOHOE	Tue 19 Jul 13:49	21/09/1990	ROYAL BRISBA...	Orthopaedic Surgery- Public Clinic	20110719134914-1	(07) 335...		1	Processed	
Dr. CHOW KWONG	Tue 19 Jul 13:43	17/01/1980	ROYAL BRISBA...	Gastroenterology- Public Clinic	20110719134325-1	(07) 326...		1	Processed	
Dr. ANDRE NADLER	Tue 19 Jul 12:27	30/03/1973	ROYAL BRISBA...	Psychiatry- Public Clinic	20110719122759-2	(07) 320...	YES	1	Processed	
Dr. ANDRE NADLER	Tue 19 Jul 12:27	30/03/1973	ROYAL BRISBA...	Maternal Fetal Medicine- Dr Lapo...	20110719122759-1	(07) 320...	YES	1	Processed	
Dr. ANDRE NADLER	Tue 19 Jul 12:24	30/03/1973	ROYAL BRISBA...	Maternal Fetal Medicine- Dr Lapo...	20110719122417-5	(07) 320...	YES	1	Processed	
Dr. ANDRE NADLER	Tue 19 Jul 12:13	18/06/1960	ROYAL BRISBA...	Surgery, General- Public Clinic	20110719121315-2	(07) 320...	YES	1	Processed	
DR TREVOR SMALL	Tue 19 Jul 12:13	18/11/1962	ROYAL BRISBA...	Surgery, General- Public Clinic	20110719121315-1	(07)3263...	YES	1	Processed	
Dr. MUHAMMAD DADIBHAI	Tue 19 Jul 11:29	12/12/1944	ROYAL BRISBA...	Ophthalmology- Public Clinic	20110719112919-1	(07) 388...	YES	1	Processed	
Dr. CHRIS PITT	Tue 19 Jul 11:26	23/02/1947	ROYAL BRISBA...	Gastroenterology- Public Clinic	20110719112653-1	(07) 326...	YES	1	Processed	
Dr. NADINE GARRAWAY	Tue 19 Jul 11:02	22/05/1982	ROYAL BRISBA...	Obstetrics- Public Clinic	20110719110233-2	(07) 385...	YES	1	Processed	
Dr. ROHAN SWARIS	Tue 19 Jul 10:50	14/07/1966	ROYAL BRISBA...		20110719105005-1	(07) 388...	YES	1	Processed	
Dr. DAVID FRANK	Tue 19 Jul 10:38	15/04/1977	ROYAL BRISBA...	Vascular Surgery- Dr Jenkins- Bul...	20110719103842-1	(07) 388...	YES	1	Processed	
Dr. MARIO BAEK	Tue 19 Jul 10:30	19/10/1926	ROYAL BRISBA...	Renal- Public Clinic	20110719103031-1	(07) 326...	YES	1	Processed	
DR NORRIS CHERN	Tue 19 Jul 09:34	12/07/1929	ROYAL BRISBA...	Geriatric Memory Clinic- Dr Appa...	20110719093405-1	33531099		1	Processed	
Dr. RASHED AZIZ	Tue 19 Jul 08:13	09/08/1945	ROYAL BRISBA...		20110719081300-1		YES	1	Processed	
DR HELEN LONGBOTTOM	Mon 18 Jul 19:37	16/12/1986	ROYAL BRISBA...	Orthopaedic Surgery- Public Clinic	20110718193741-1	33661349	YES	1	Processed	
Dr. JASON WU	Mon 18 Jul 19:21	24/06/1987	ROYAL BRISBA...	Gynaecology- Dr Khalil- Bulk Bill C...	20110718192107-1	(07) 326...	YES	1	Processed	
Dr. TOMY VARGHESE	Mon 18 Jul 18:43	10/05/1974	ROYAL BRISBA...	Ear, Nose and Throat- Public Clinic	20110718184316-1	(07) 335...	YES		Processed	
Dr. ROSEMARY POWELL	Mon 18 Jul 17:29	25/01/1946	ROYAL BRISBA...	Urology- Dr Coughlin - Bulk Bill Clinic	20110718172917-1	(07) 326...	YES	1	Processed	
Dr. ROSEMARY POWELL	Mon 18 Jul 17:24	28/06/1989	ROYAL BRISBA...	Obstetrics- Public Clinic	20110718172428-2	(07) 326...	YES	1	Processed	
DR MICHAEL GOLDEN	Mon 18 Jul 17:24	13/08/1964	ROYAL BRISBA...	Medical Oncology- Dr Inglis- Bulk ...	20110718172428-1	(07) 326...	YES	1	Processed	
DR GARRY FERRIS	Mon 18 Jul 17:18	10/03/1969	ROYAL BRISBA...	Neurology- Public Clinic	20110718171840-1	3285 6572	YES	1	Processed	
Dr. RASHID KASSIM	Mon 18 Jul 17:07	04/08/1939	ROYAL BRISBA...	Vascular Surgery- Dr Jenkins- Bul...	20110718170737-1	(07) 388...		1	Processed	
DR JOSEPH HUI	Mon 18 Jul 16:28	03/07/1959	ROYAL BRISBA...	Hepatology- Professor Cooksley-...	20110718162829-1	(07) 326...	YES	1	Processed	
DR TREVOR SMALL	Mon 18 Jul 16:27	30/03/1960	ROYAL BRISBA...	Orthopaedic Surgery- Public Clinic	20110718162706-1	(07)3263...	YES	1	Processed	
DR LIZ WESTRA	Mon 18 Jul 15:34	04/02/1996	ROYAL BRISBA...	Orthopaedic Surgery- Dr Holt- Bil...	20110718153419-1	(07) 326...	YES	1	Processed	
Dr. SHAMSUDDIN MUGHAL	Mon 18 Jul 15:22	25/11/1946	ROYAL BRISBA...	Maxillo Facial- Dr Batstone- Bulk ...	20110718152227-1	(07) 328...	YES	1	Processed	
Dr. KATE BREWSTER	Mon 18 Jul 15:18	26/06/1941	ROYAL BRISBA...	Rheumatology- Dr Kubler- Out of ...	20110718151840-1	33541188	YES	1	Processed	
Dr. SHAMSUDDIN MUGHAL	Mon 18 Jul 15:09	25/11/1946	ROYAL BRISBA...	Maxillo Facial- Dr Batstone- Bulk ...	20110718150929-1	(07) 328...	YES	1	Processed	
DR MARK GOSS	Mon 18 Jul 14:34	07/05/1975	ROYAL BRISBA...	Maternal Fetal Medicine- Public C...	20110718143456-1	(07) 386...		1	Processed	
Dr. ADA TAM	Mon 18 Jul 13:10	22/07/1951	ROYAL BRISBA...	Gastroenterology Dr Howlett- Bu...	20110718131016-1	(07) 326...	YES	1	Processed	
Dr. JANE KLUG	Mon 18 Jul 13:05	30/03/1957	ROYAL BRISBA...	Gastroenterology- Public Clinic	20110718130543-1	(07) 355...	YES	1	Processed	
Dr. JACQUELINE HEAGNEY	Mon 18 Jul 13:04	13/10/1978	ROYAL BRISBA...	Obstetrics- Prof Kimble- Bulk Bill ...	20110718130425-1	(07) 335...		1	Processed	
DR MARIA KOWALCZUK	Mon 18 Jul 12:43	15/12/1969	ROYAL BRISBA...	Urology opd	20110718124307-1	(07) 336...		1	Processed	
Dr. KATHY JAVADI	Mon 18 Jul 12:35	12/07/1996	ROYAL BRISBA...	Plastic Surgery- Public Clinic	20110718123526-1	(07) 388...		1	Processed	
Dr. CRAIG MORRIS	Mon 18 Jul 12:31	21/11/1979	ROYAL BRISBA...	Gastroenterology- Public Clinic	20110718123145-1	(07) 326...	YES	1	Processed	

Auto Transfer Status: ● Running

View Message Detail
✕

 Reply
 Forward

 Save
 Save As
 Save PDF
 To Groupwise
 Print
 Delete

Message Details

Audit

**Patient Details:**

Title:

First Name: Deidentified

Last Name: Deidentified

Gender: U

Date of Birth: 08/10/1938

**Extra Information:**

Sender: Dr. MATTHEW KILLEN

Date Received: Fri 15 Oct 12:29

Doctor Referring To: ROYAL BRISBANE WOMENS HOSPITAL QHEALTH [XR4000000AZ]

OPD Specialty: Urology Clinic

Referring Contact Number: 073204 4766

**Message:**

Metro North Health Service District - Royal Brisbane and Women's Hospital

OUTPATIENT REFERRAL FORM

Butterfield Street, Herston, Qld 4029

3 Embedded Attachments (double-click to view):

Type	Filename
SIGNATURE_HEADER	
PKI Signature	
RTF	

Close

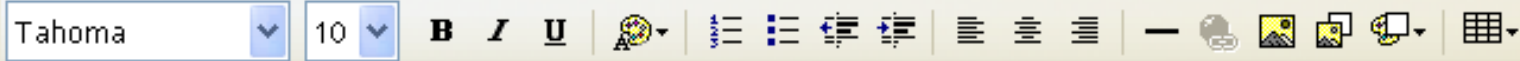
EDS\_RBWH - Mail To: RBWH-Urology-Referrals

File Edit View Actions Tools Window Help



Mail Send Options

From: EDS\_RBWH CC:   
To: RBWH-Urology-Referrals BC:   
Subject:



Main text area for composing the email body.



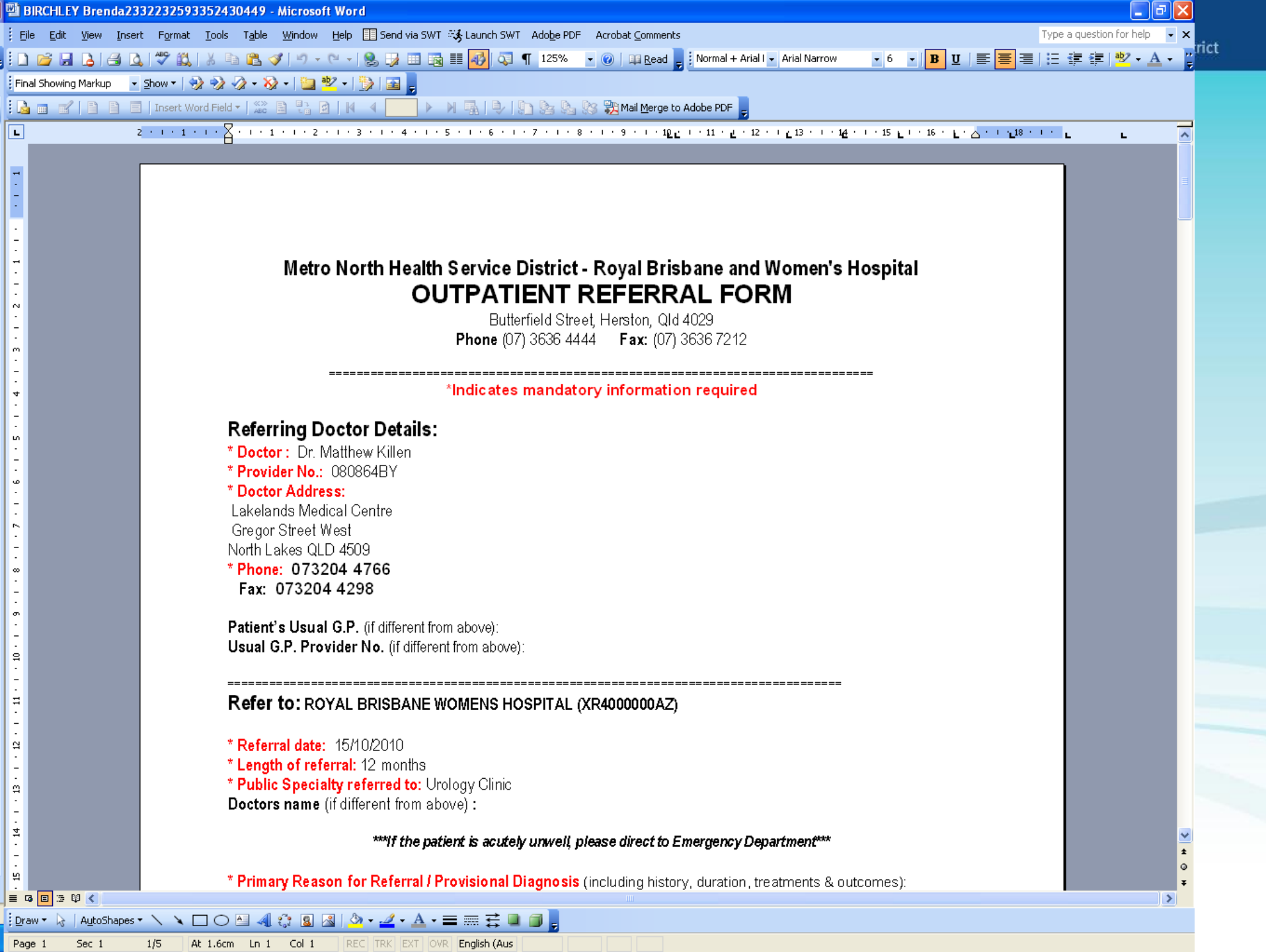
Deidentified  
Brenda4991... SIGNATURE... Brenda7282...

Account: Novell GroupWis

GP electronic signature

HL7 message (PDF)

Original referral document



**Metro North Health Service District - Royal Brisbane and Women's Hospital**  
**OUTPATIENT REFERRAL FORM**

Butterfield Street, Herston, Qld 4029  
Phone (07) 3636 4444 Fax: (07) 3636 7212

-----  
**\*Indicates mandatory information required**

**Referring Doctor Details:**

\* **Doctor:** Dr. Matthew Killen  
\* **Provider No.:** 080864BY  
\* **Doctor Address:**  
Lakelands Medical Centre  
Gregor Street West  
North Lakes QLD 4509  
\* **Phone:** 073204 4766  
Fax: 073204 4298

**Patient's Usual G.P.** (if different from above):  
**Usual G.P. Provider No.** (if different from above):

-----  
**Refer to: ROYAL BRISBANE WOMENS HOSPITAL (XR400000AZ)**

\* **Referral date:** 15/10/2010  
\* **Length of referral:** 12 months  
\* **Public Specialty referred to:** Urology Clinic  
**Doctors name** (if different from above) :

**\*\*\*If the patient is acutely unwell, please direct to Emergency Department\*\*\***

\* **Primary Reason for Referral / Provisional Diagnosis** (including history, duration, treatments & outcomes):

**Reply to Message**

Recipients:

Subject:

Send File  Send Text Message

Message Body:

Dear Dr. Christopher Pitt

Re:

DOB: 10/10/1989

We wish to acknowledge the receipt of your referral requesting an appointment for the patient recorded above.

An assessment of the clinical urgency of your patient will be undertaken within the next five (5) working days.

You will be notified of the outcome of this categorisation process and either placement on the waitlist or the offer of an appointment in due course.

While your patient is waiting for their appointment we ask that you continue to monitor their condition and please notify us if there is a change in their condition.

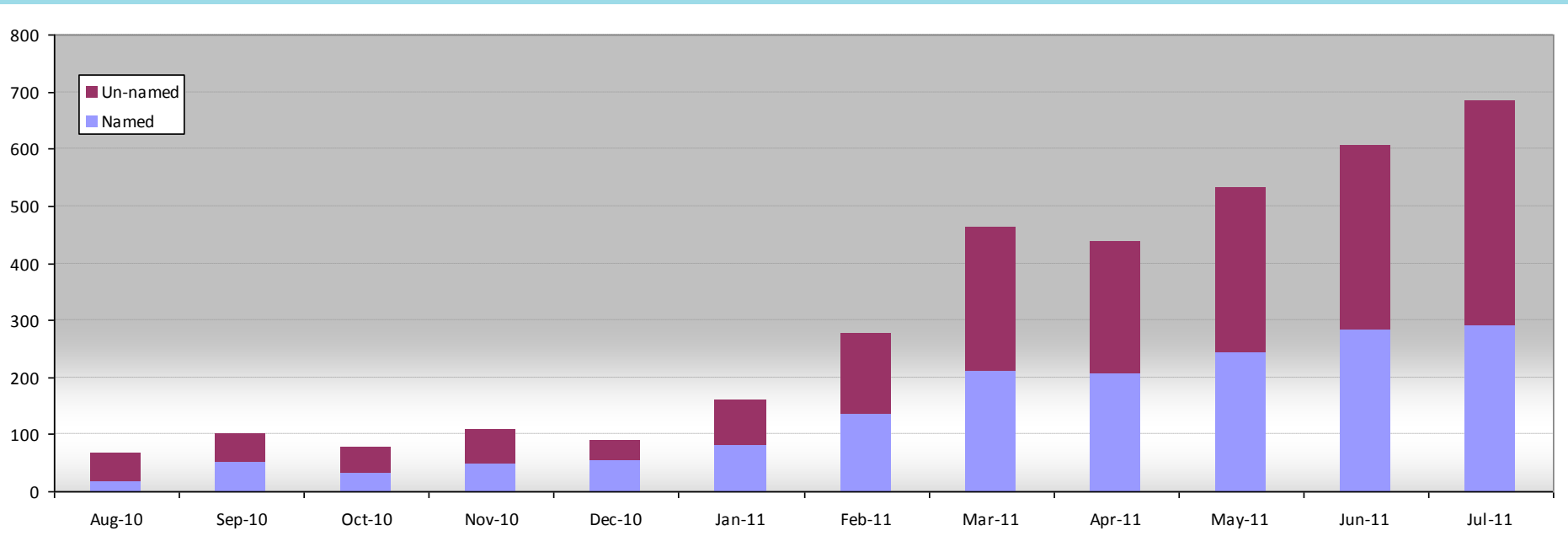
Yours sincerely

The Royal Brisbane and Women's Hospital  
Metro North Health Service District

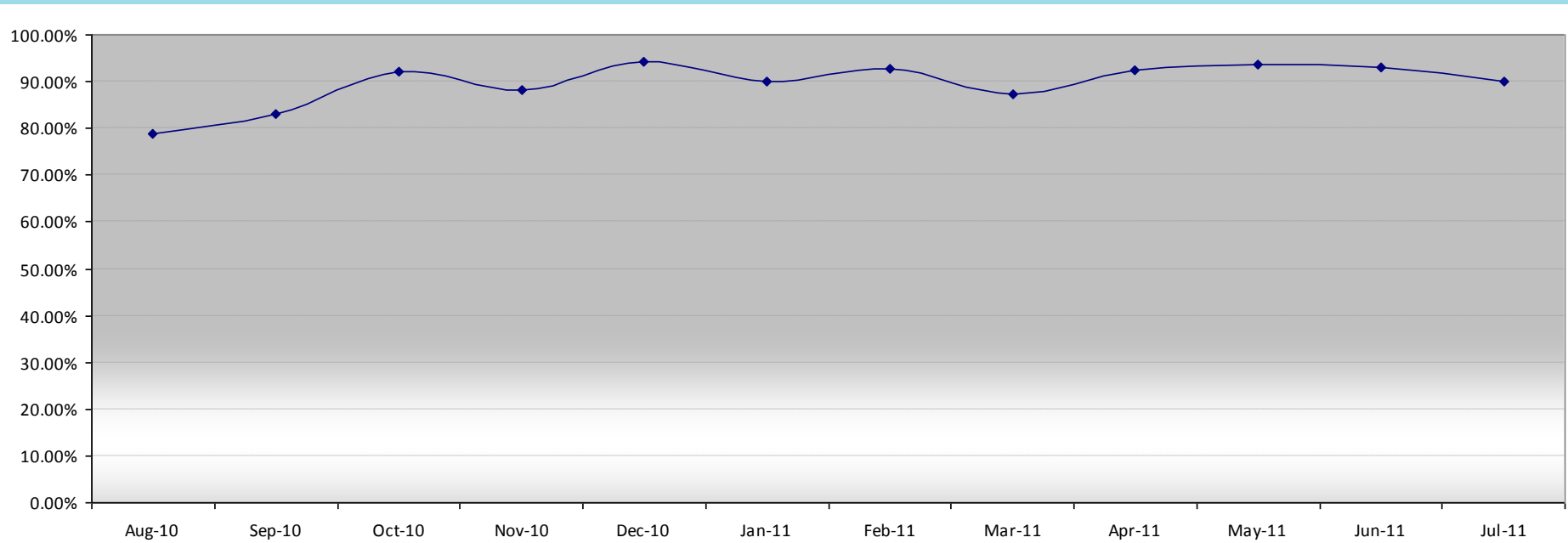
# Outcomes

- Legible referrals
- Mandatory information
- Correct clinic
- As of 31<sup>st</sup> July 2011, over **3,500** electronic referrals received
- **46.0%** named referrals

# Referral Activity



# Template



# Internal Referrals

- 2010/2011 – 16, 096 internal (**26.6%** of a total 60,518 referrals)

## Issues:

- Legibility
- Inability to photocopy / fax
- Minimal information
- Unsigned / un-named
- No date

# The Blue Slip

**REQUEST**

TO ..... DEPT ..... HOSPITAL

URGENT/NOT URGENT

Ward ..... Unit .....

Specialist in charge .....

Extra copy report to .....

Surname ..... U.R. No. ....

Given Names .....

Date of Birth ..... Sex .....

PROVISIONAL CLINICAL DIAGNOSIS-

REQUEST-

REMARKS-

SPECIMEN collected at ..... a.m. on ..... (date).M.O .....  
 ..... p.m. (Print Name)

10127974 C94

# Champions

- Strong Executive support
- Innovative approach to form development
- Strong + Passionate dislike of Blue Slip
- No cost! Done within existing resources

Reset Form

Print Form



Queensland Government

Royal Brisbane & Women's Hospital

# INTERNAL REFERRAL

URN:

Family Name:

Given Names:

Address:

Date of Birth:  Sex:  M  F

Ward:

INPATIENT Referral

Specialty:

OUTPATIENT Referral \*

\* Cat. 1 referrals ONLY (ex. Allied Health)  
\* Emergency referrals PUBLIC ONLY

Specialty:

Dr / Clinic:

GP Name:  Contact Number:

Address:

Reason for Referral:  Take Over Care  Consultation

**Patient Clinical Details** *(Include the condition you are referring for and any tests ordered in relation to this referral)*

**History**

BINDING MARGIN  
photocopying  
conducted through Health Information Services

Reset Form

Print Form



Royal Brisbane & Women's Hospital

# INTERNAL REFERRAL

URN:

Family Name:

Given Names:

Address:

Date of Birth:  Sex:  M  F

Ward:

INPATIENT Referral

Specialty:

OUTPATIENT Referral \*

\* Cat. 1 referrals ONLY (ex. Allied Health)  
\* Emergency referrals PUBLIC ONLY

Specialty:

Dr / Clinic:

GP Name:

Address:

- Please Select ---
- Dr John Atherton - Cardiac Genetics - Bulk Bill - Level 3, DJMB - Fax: 3636 1551
- Dr John Atherton - Cardiomyopathy - Bulk Bill - Level 3, DJMB - Fax: 3636 1551
- Dr Karin Chia - Electrophysiology - Bulk Bill - Level 3, DJMB - Fax: 3636 1551
- Dr Mark Dooris - Bulk Bill - Level 3, DJMB - Fax: 3636 1551
- Dr C Hammett - Cardiac Coronary Artery Disease - Bulk Bill - L3, DJMB - F: 3636 1551
- Dr Paul Martin - Electrophysiology - Bulk Bill - Level 3, DJMB - Fax: 3636 1551
- Dr Will Parsonage - Echocardiography - Bulk Bill - Level 3, DJMB - Fax: 3636 1551
- Dr Sandhir Prasad - Echocardiography - Bulk Bill - Level 3, DJMB - Fax: 3636 1551

Reason for Referral:  Take Over Care

### Patient Clinical Details *(Include the condition you are referring for and any tests ordered in relation to this referral)*

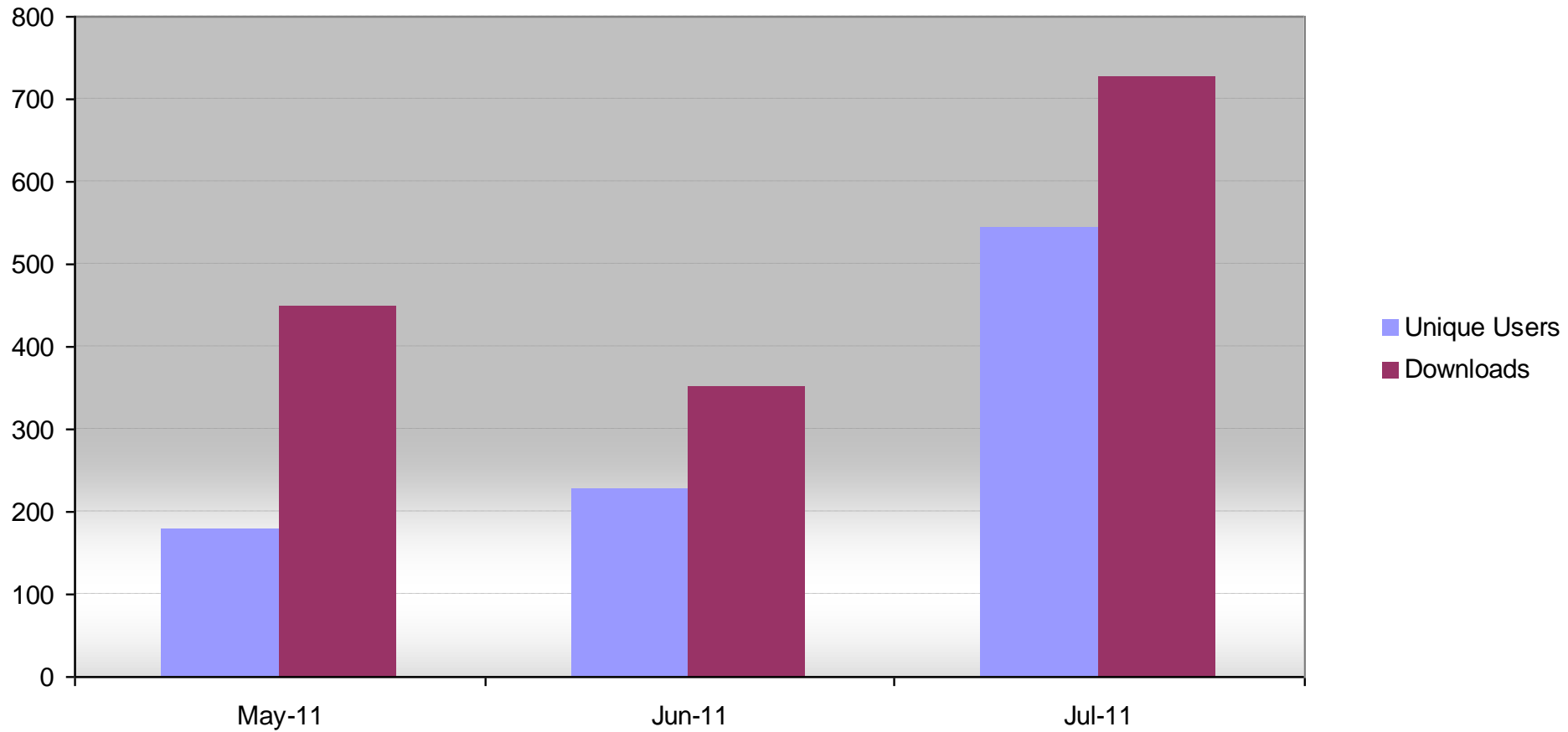
History

BANDING MARGIN  
photocopying  
conducted through Health Information Services

# Challenges

- Clinic / Doctor list
- Medical education and acceptance
- Legislative restrictions
- Accessibility

# Outcomes



# Future Plans

- Auditing and Evaluation of external and internal referral forms and processes
- Integration with eHealth solutions
- Ability to electronically sign and send internal referrals
- Creation of internal RBWH referral site
- 'Smart' forms