

# Central Patient Intake GP Information

## Phasing out faxing update

### Purpose

As faxing has become less reliable the Central Patient Intake Unit (CPIU) aims to receive all referrals electronically. CPIU is phasing out faxing for all communications (sent to or from CPIU from General Practice)

### Timeline

As previously communicated out to all GP practices CPIU aims to receive all referrals electronically and have been phasing out faxing since October 2021. CPIU recently had an issue with Telstra and were unable to send or receive any referrals for 6 days, this was a timely reminder as to potential issues with faxing and the clinical risk faxing poses.

CPIU is working closely with the PHN to limit the number of referrals that are sent via fax. From the **1<sup>st</sup> August**, for those GP practices that have the capability to use electronic systems, someone from CPIU or the PHN will contact them to discuss using these systems if faxes continue to be sent.

### Suggested Actions

General Practitioners are strongly encouraged to continue to send referrals via the following electronic approved methods: -

- GP Smart Referrals (GPSR)
- Secure Transfer Service (STS) – (Medical Objects ID: MQ40290004P and HealthLink EDI: qldmnhhs)

Since October 2021 CPIU no longer use fax as a method of sending correspondence. CPIU utilise Kiteworks or GPSR to send secure communication to our GPs. We encourage any practice that has not set this up to do so now

- Please consider the following in terms of **Kiteworks onboarding** for receiving communication from us: -
- how emails from CPIU can be **prioritised** for action when received by your admin team
- setting up a **separate email** at your practice to receive these e.g. referrals@xyz.com.au
- that your current IT and security **settings** allows for these emails to be received with attachments

For further queries regarding the phasing out of faxes or the Kiteworks pilot please contact CPIU on **1300 364 938**.

For further queries regarding GPSR contact PHN Digital Health Support Officer during business hours on 0474 980 564 or at [GPSR@brisbanenorthphn.org.au](mailto:GPSR@brisbanenorthphn.org.au) and for queries regarding STS please speak to your PCLO at PHN for access.