

Central Patient Intake GP Information

Kiteworks communication

Since October 2021 Central Patient Intake Unit (CPIU) has been returning correspondence to referring clinicians via Kiteworks or GP Smart Referrals as this is a safer method of communication compared to faxing.

CPIU no longer use fax as a method of sending correspondence. To onboard your practice, CPIU contacted your Practice Manager to obtain the best email address for us to use and provided fact sheets and fliers.

It is important that CPIU has the correct and most current email information so as not to delay your referral from being actioned.

CPIU request that you contact them on 1300 364 938 to confirm your practice email address, as this may be different to the one that was provided originally

You can contact CPIU on Tel: 1300 364 938

Many Thanks

Please consider the following in terms of Kiteworks 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 queries regarding the phasing out of faxes, GPSR Correspondence or Kiteworks please contact CPIU on 1300 364 938.
- For queries regarding GPSR contact PHN Digital Health Support Officer during business hours on PH 0474 980 564 or at GPSR@brisbanenorthphn.org.au
- For queries regarding STS contact the Primary Care Team at Brisbane North PHN on PH 07 3490 3495 or at practicesupport@brisbanenorthphn.org.au