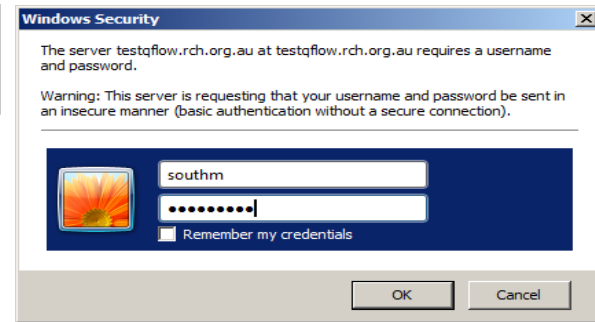


Q-Flow – Quick Start Guide for Clinicians

See also Q-Flow Quick Start Video on the desktop of your PC for more details.

Login to Q-Flow.

Use the Q-Flow icon on your desktop or go to <http://qflow.rch.org.au>
Use your Windows username and password

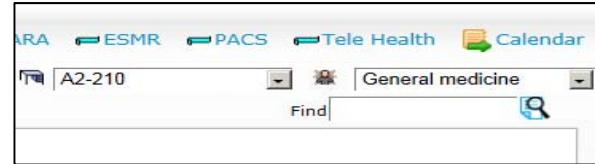


Setting Your Location & Service

Select the room you will be using and the service you are working in.

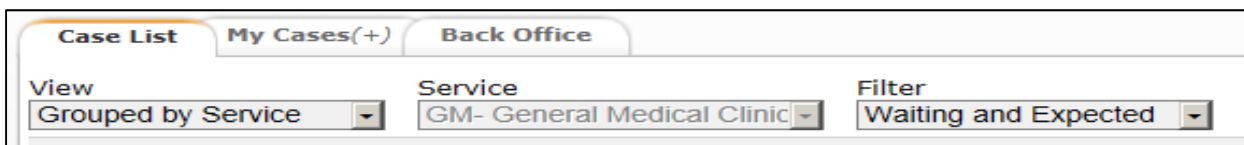
This selection is “sticky” and will appear for future sessions.
If you always use the same room you won't need to update it.

The first time you use Q-Flow you may also have to select Service Console from the Tools menu



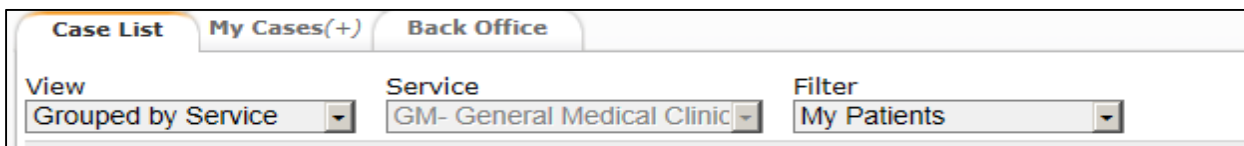
To view all patients attending a clinic today

Select “Grouped by Service” and “Waiting and Expected”




To view only your patients

Select “My Patients”



Calling a Patient

Use the call icon on the right of your list 

You can also open the patient's Q-Flow record to do other tasks by using the open icon 

Completing a Patient

Once the appointment has finished, click Complete 

The Post-Consult Form will be displayed and must be completed with billing details (Medicare Clinics) and follow up plans. You can't call the next patient without finalising the previous one. Please also remember to finalise your last case for the clinic.





















Note 1: If you pick “No follow up appointment required” you also need to indicate if the patient is to be discharged ie care is transferred back to the referring doctor.

Note 2: In Medicare clinics - If you are a trainee and your consultant provides a consultation on the case, indicate the billing number and the name or code of the consultant in the “Consulted on behalf of” box

Note 3: opening the “Patient Billing History” tab may help you choose the optimal item number. Also try the Help button at top right of the form

Other tasks you can do with the patient record open

1. Scroll down to see many details of the patient and the appointment.
2. Use these icons

 Call again	Call the patient again
 Silent Call	Start the consultation without sending any message to patient phone or screens.
 Return to Queue	Return patient to queue. Eg you called them and they didn't appear. Allows you to call a different patient
 Absent	Marks patient as absent eg patient has left clinic without being seen.
 Hold	Puts patient on hold. Eg while they are off having a test. Allows you to call a different patient.
 Referral Letter	View referral letter for this appointment
 Referral List	View all referral letters for patient
 Send Message	Send patient an SMS message (only if we have their mobile phone number). Sender is shown as "RCH No-Reply".
 Complete	Complete consultation – see page 1
 Print ticket	Administrative use only.
 OPV Check	Administrative use only.
 Print Label	In future will print patient labels – not functioning yet.
 Post Consult Form	View post consultation form without completing the case
 CLARA  PACS  Tele Health  ESMR	Launch these programs
 Route ▾  Nurse - Clinician	<p>For clinics where patients are routed from one service to another (eg orthopaedic doc to plaster technician)</p> <p>Can also be used to take patients from Height and Weight Nurse list to clinicians list eg to call a patient who is waiting but hasn't been weighed yet.</p>
Find <input type="text"/> 	Search for patient not in your list by name or UR number.



Patient not yet checked in



Patient ready to be called



Patient being seen



Patient completed



Patient marked as absent



Patient on hold

Who to call

For technical problems with your computer, or problems with your username or password

IT Help Desk on 56277

For problems using Q-Flow

To provide suggestions

qflow@rch.org.au

You can also hover your cursor over the faces to see what they mean.