

GP ASK Quick Guide for GPs

Connecting GPs with timely hospital specialist clinical advice.



Service overview:



- ✓ Connects GPs practising in WA with timely hospital specialist clinical advice
- ✓ Suitable for non-urgent medical conditions
- ✓ GP remains responsible for patient care guided by the hospital specialist advice

Benefits for patients:



- ✓ Fast advice provided by a hospital specialist
- ✓ Care closer to home for regional patients
- ✓ May reduce the need for a referral to hospital
- ✓ May avoid waiting to be seen in hospital
- ✓ Two options to receive advice:
 - written advice within 5 business days
 - virtual case discussions scheduled online between the GP and hospital specialist, with the option of including the patient
- ✓ Advice provided will be added to patient's medical records

How to explain GP ASK to patients and gain consent:



- ✓ "This service connects me as your GP to hospital specialists to seek guidance on your care"
- ✓ "Your medical information will be shared securely via the GP ASK platform"
- ✓ "This advice pathway will be faster than referring you to outpatients and waiting to see a specialist in the hospital system"
- ✓ "Do you consent to have your information shared with the GP ASK service, and to be contacted if required?"

What you need to register:



- ✓ An active AHPRA registration number
- ✓ A WA-based provider number
- ✓ Email, mobile and provider details ready
- ✓ Multi-factor authenticator (MFA) on your personal mobile

How to register for GP ASK:



- 1 Visit <https://gp-ask.health.wa.gov.au/ASKGP/>
- 2 Enter your details
- 3 Submit registration
- 4 GP ASK clerk verifies your details
- 5 Receive approval email
- 6 Set up MFA
- 7 Access GP ASK
- 8 You're ready to submit advice requests and book a virtual case discussion

Submitting a GP ASK advice request:



- 1 Sign in to the GP ASK portal. Access: <https://gp-ask.health.wa.gov.au/ASKGP/>
- 2 Provide patient details
Click 'new advice request'
- 3 Complete the advice request form and attach relevant documents. Include clinical question, relevant history and drag and drop small files or upload large files
- 4 Review information provided and submit



GP ASK platform issues?

- Use Chrome, Edge or Safari
- Refresh on Windows, press F5 or Ctrl + R
- Refresh on Mac, press Command + R



No approval email?

- If you've just registered, allow time for verification
- Check spam/junk folders
- Wait 60 seconds then click 'Resend code'



Login error?

- Use exact username from your welcome email
- Password: 14+ characters, include uppercase, lowercase, a number and a special character
- Cannot be one of your last 5 previous passwords



MFA not working?

- Code expires quickly so enter it quickly
- Turn on 'Set Time Automatically' on your phone
- Use manual 'View Secret Key' if QR fails



Need technical assistance?



doh.gpask@health.wa.gov.au



Monday to Friday
8am to 4pm