healthLink
BETTER PRACTICE ~ BETTER CARE

Integration guide for Best Practice

Setting up for Lab results and Letters

Document Name	Best Practice Integration Guide
This Guide is Applicable To	- Best Practice 1.8.2.580 and above - HealthLink SIX version 6.6.x
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14/03/2012	6.2	1.8.0.542	Rajab Nabi	Updated guide with feedback from deployment team.
25/07/2012	6.3	1.8.2.580	Rajab Nabi	Best Practice Version update

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Icons used in this guide

You will see helpful icons used in this guide to draw attention to a subject, action or information.

The light bulb icon indicates information that is likely to make your job easier.

The exclamation icon highlights a warning or an action you need to take. When you see this icon, pay attention and proceed with caution.

The '*i*' for information icon indicates an area that assists in a decision.

Before you begin

Make sure you have installed the latest version of HealthLink SIX messaging system (HMS version 6.6.x) in your system

It is preferred to install Healthlink Six messaging system on the server. This will allow automated import of messages via BP link applet.

The *HLINK* directory described in this guide should be **shared** and users will need to have **full (read/write) permissions** to **Everyone**. We advise you to use local paths when you configure the HLINK directory.

For example:
- *C:\HLINK\HL7_in\LAB2*
- *C:\HLINK\HL7_in\RSDAU*
- *C:*\HLINK\PIT_in

If Healthlink is installed on a workstation then the messages need to be routed to the server, which will allow automated import of messages via BP link applet. To route the messages to sever refer to *Routing Messages to Server in* **Appendix** part if this document.

If you are unsure on any of the above, please contact the HealthLink Helpdesk on 1800 125 036

N.B
- If the EMR has the ability to automatically, import the messages, ensure auto import works.
- Ensure to remove all inbound acknowledgments form the test message to avoid any message looping.

Setting up Best Practice to receive Diagnostic Results and Letters via Healthlink

Results Import cannot be configured via terminal session. To configure results import logon to the server with administrator access.

From the menu, click **Setup** > **Configuration**>**Results Import**
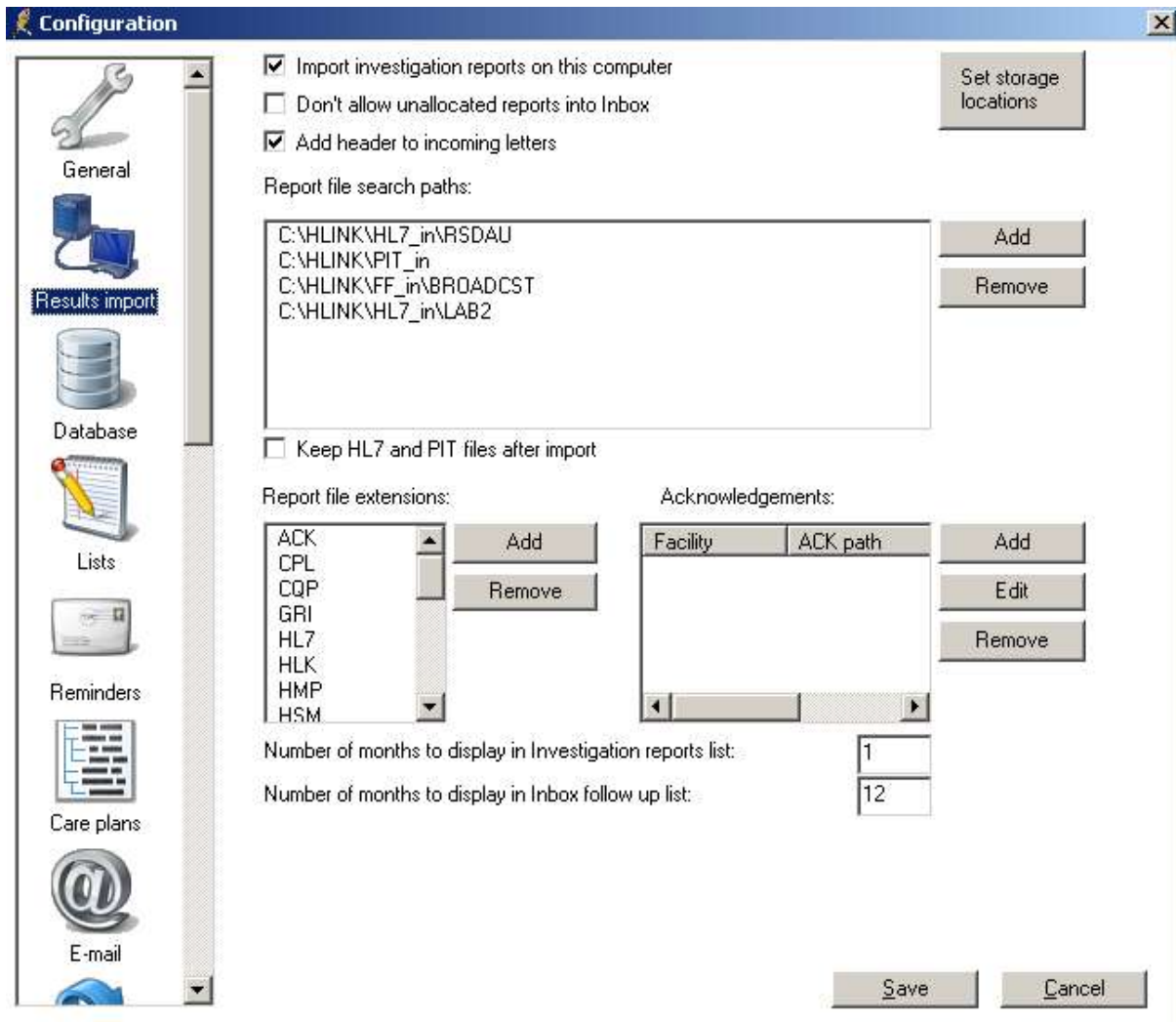
1- On the **Report file search paths** click the **Add** button. Browse to and select the C:\HLINK\HL7_in\LAB2, C:\HLINK\PIT_in *and* C:\HLINK\HL7_in\RSADU folders respectively.

2- Click **OK** to save changes

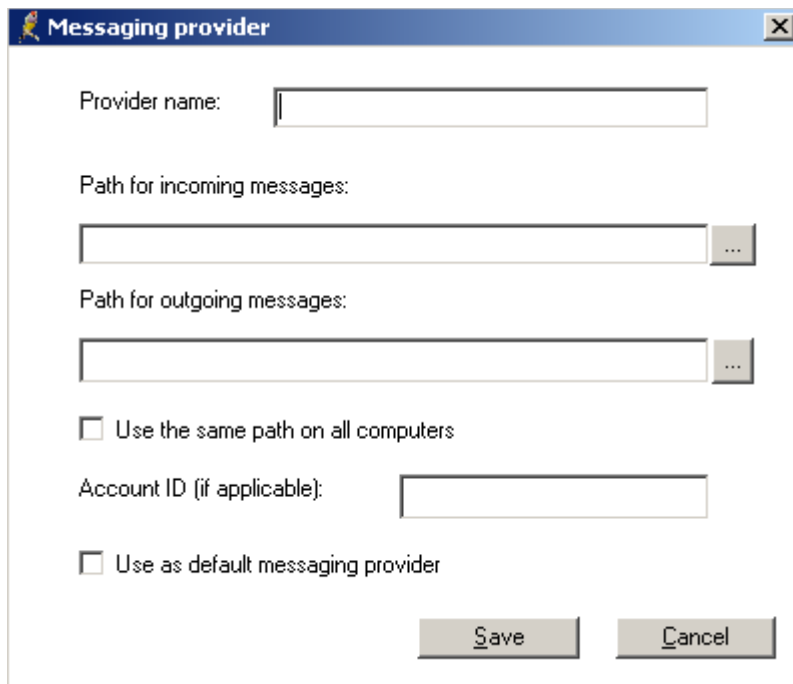3- In the **Configuration** window, click the **Save** button to close.

Use C:*HLINK\FF_in\BROADCST* for **Report file search path** if you are in **South Australia**, **Western Australia** or **Tasmania** instead of C:*HLINK\PIT_in.*

Setting up Best Practice to Acknowledge Reports

In previous versions of Best Practice, acknowledgement paths were required to be setup for each sender in order to receive a valid acknowledgement in receipt of a sent message. This setup is no longer required for Best Practice version 1.7.0.503.

To acknowledge letters, diagnostics results and to create patient referral in correct configure settings for **Messaging Providers** as highlighted below.

From the menu, click **Setup** > **Configuration**> **Messaging.** On the **Messaging Providers** section, click the **Add** button.

1- For the **Provider name** field type "Healthlink"

   NB: *the spelling must be correct, no other name will work*

2- For the **Path for incoming messages** field, browse to and select the \\servername\HLINK\HL7_in

3- For the **Path for outgoing messages** field, browse to and select the \\servername\HLINK\HL7_out\rsdau

   NB: *Outgoing message filed will often change to a default Best Practice location, please ensure to re-edit this section and check configuration path has saved correctly.*

4- Put a tick in **Use the same path on all computers**

5 For **Account ID** type in your own HealthLink EDI account

6- Put a tick in **Use as default messaging provider**

7- Click **Save** to close Messaging provider screen

8- Click on **Save** on configuration screen to close configuration screen.

Testing Your Configuration

Healthlink SIX Messaging can generate test messages to test configuration. The test messages are sent to practice EDI to be imported into the practice clinical software to ensure all configurations are working.

Generating HL7 Diagnostic Results Test Messages

1- Open the **HMS Advanced Options** from **All Programs > Healthlink SIX**

   From the menu click **Utilities>Test Message Generator.** The **Test Message Generator** window will appear.

2- The sending and receiving EDI account will automatically fill with the practice EDI.

3- Click on Lab2 and then on the **Generate Test Message** button.
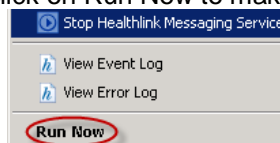
Generating RSDAU Test Messages

1- To generate a **RSDAU** message click **RSDAU** and then click on the **Generate Test Message** button.
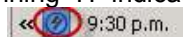
Making Healthlink Connection Manually

1- From the system tray right click on the Healthlink Icon

2- Left click on Run Now to make the manual connection.

3- A spinning "H" indicates the Healthlink client has started its connection.

4- Once the "H" stops spinning, the Healthlink connection as been completed and the test messages are downloaded into their respective incoming folders for **Best Practice** to import.

Importing your messages into Best Practice

There are 2 ways of importing messages into Best Practice.

1- Run the utility called 'BPLink' on the server. This utility will check every 5 minutes to see if there are any results / reports in any of the folders indicated in the 'Report file search paths' and if found will import them into Best Practice.

2- Select **View > Incoming Reports** from the main Best Practice screen or click the icon. This will force an import of any results / reports found in any of the folders indicated in the 'Report file search paths' into the system.

Appendix

Check file extensions

Check that Best Practice has the correct file extension for incoming messages. Your Best Practice System is usually set up with default extension paths however, it is best to confirm the correct paths are displayed within the outlined area. If for some reason you need to add an extension manually, please follow these steps.

Setup > **Configuration**>**Results Import**
Click Add
Enter the extension
Click Save

This new extension will appear in the Report file extensions box

NB. Add **RRI** to the file extensions list.

Routing Messages to Server

To route the message successfully to server from a workstation where Healthlink Six is installed, the two import things to adhere are *change mode of operation* and *change default file path to point to server*.

1- Copy Hlink folder from C:\ of the workstation to C:\ of the server computer.

2- Open HMS Advance option on the workstation **Start>All Programs>Healthlink Six>HMS Advance Options**

3- Click on NT service tab to stop and uninstall Healthlink service on workstation.

4- Click on Scheduler tab and change mode of operation to **Unattended Hands Free.**

5- Click on **Configuration>User Settings>Message Type** tab
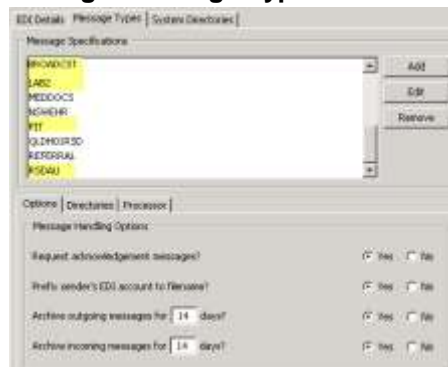
6- Change file path for **Lab2, PIT, RSDAU** by selecting individual message type and then clicking on **Directories** in

lower part of the screen and click on **Edit/More** button.
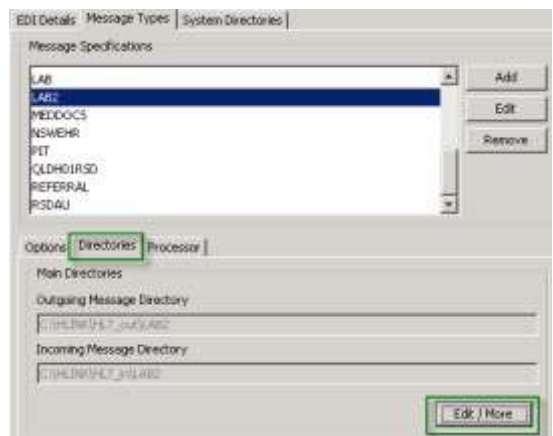
Select and change file path of **Broadcst** message type if you are in **South Australia**, **Western Australia** or **Tasmania**

7- Change from C:\hlink to \\servername\hlink in all **incoming** and **Outgoing** message directory locations. Click on **Close** to go back to select another message type.
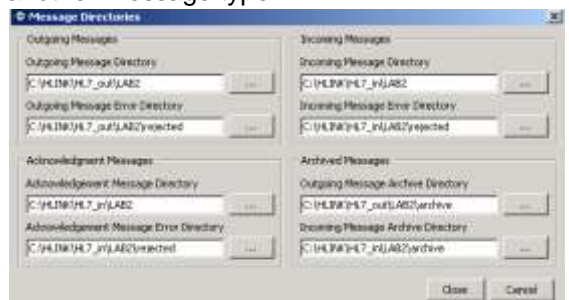
8- Once all required message type file path location are changed click on **File** and **Save All** to save the changes.

Australia

Phone toll free: 1800 125 036

7.00am – 7.00 pm Monday-Friday

(AEST)

Email

support@healthlink.net

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www.healthlink.net