



QUICK START GUIDE

Creating and Sending Letters and Referrals

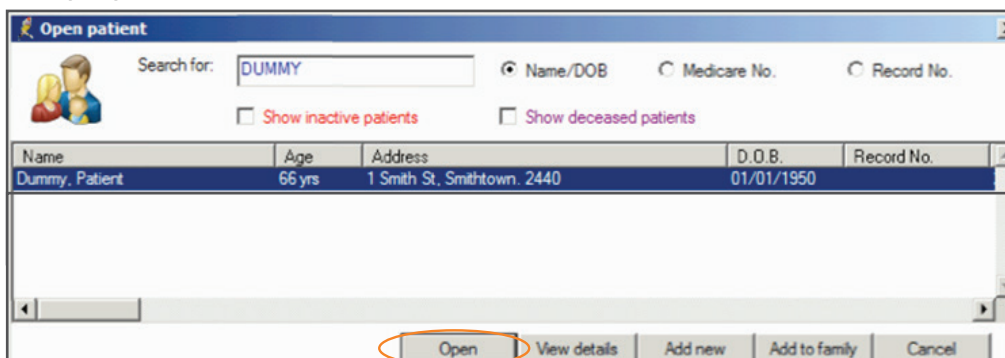
There are quick and easy ways for you to save time using your EMR software. This guide shows you how to create and send letters and referrals.




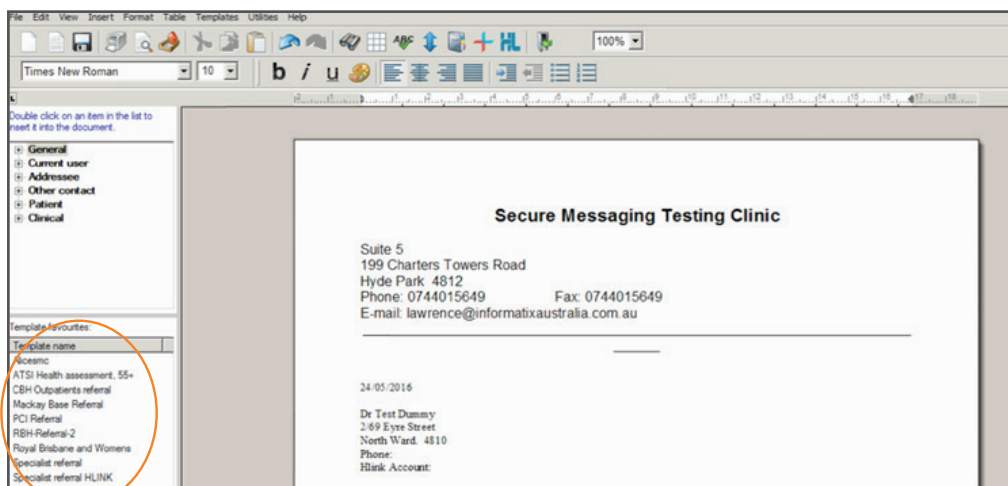
Best Practice
Edition

Creating and Sending a New Referral/Letter

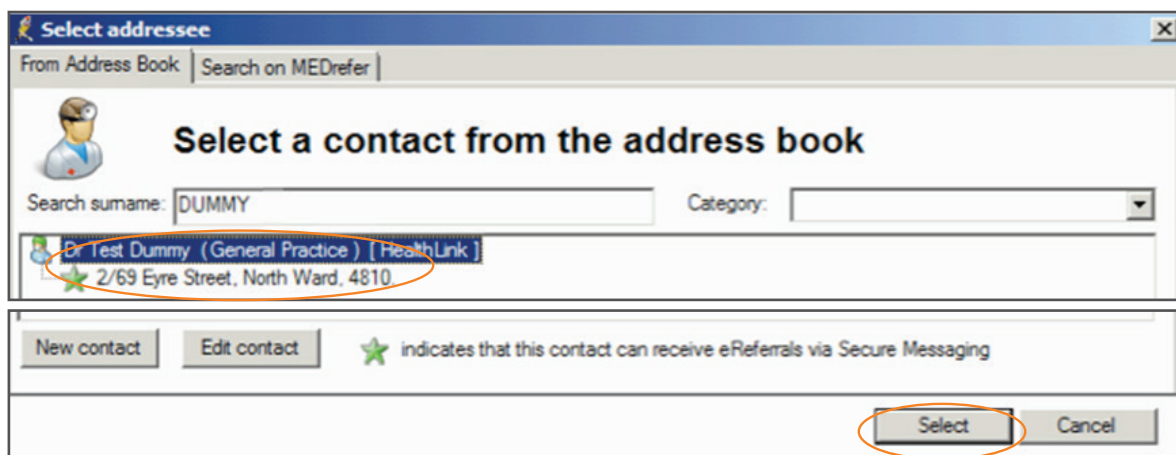
- a) Select FILE>OPEN PATIENT (F2)
- b) Search for the patient
- c) Highlight and select OPEN or double click



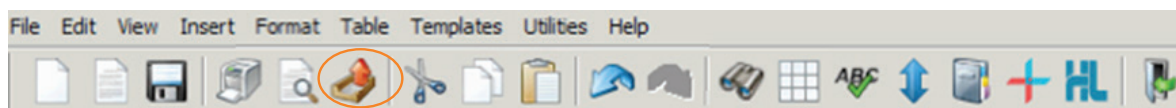
- d) Select FILE>NEW LETTER (F4) to create a new letter or select the  icon
- e) Select the template required



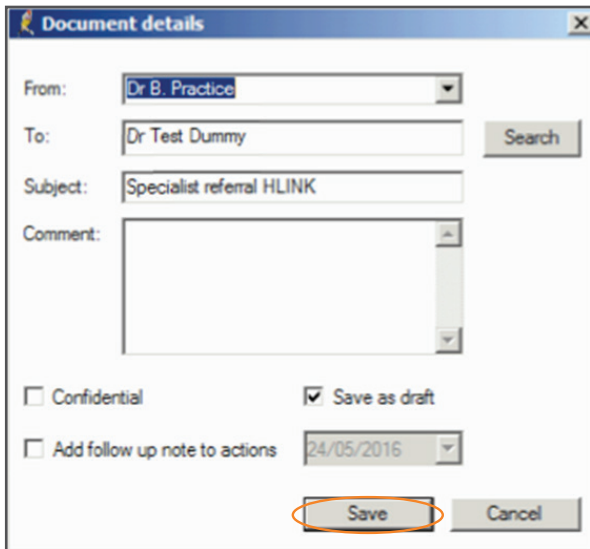
- f) If prompted - search for the provider to whom will be receiving the referral/letter. Highlight the correct Doctor and click on SELECT.
- g) A green star Indicates that the contact can receive via secure messaging



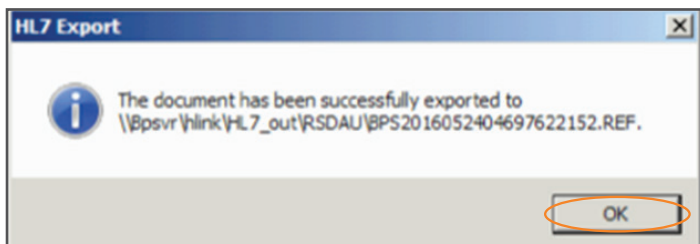
- h) Make any changes and review completed document.
- i) Select SEND HL7 FILE




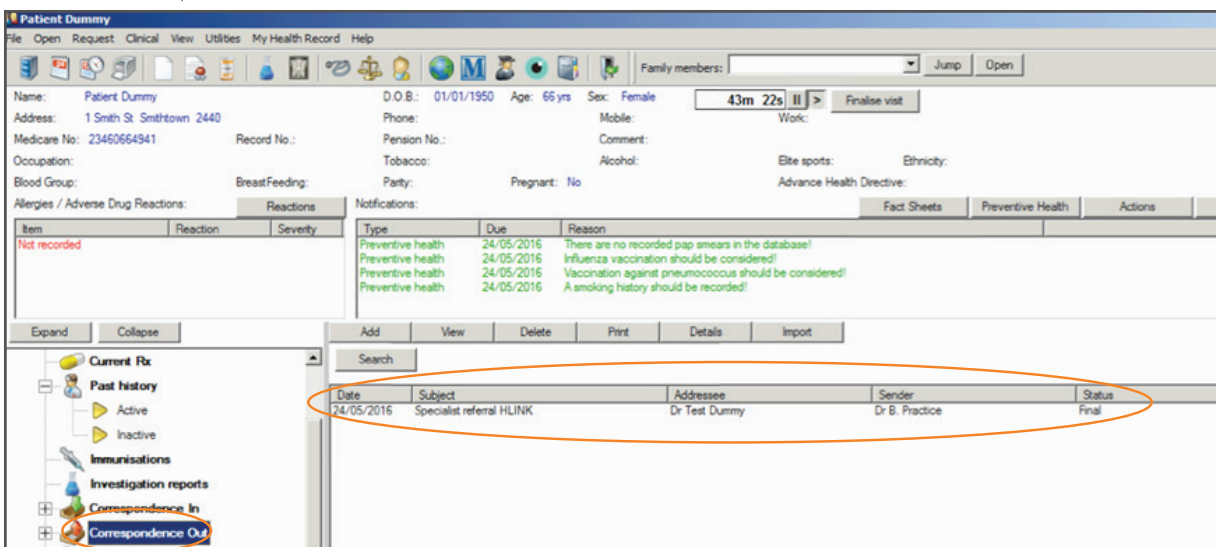
- j) Enter any additional information into the Document Details screen
- k) Select SAVE



- l) A screen confirming that the file has been successfully exported to the outgoing HealthLink folder will pop up.
- m) Select OK – you will be taken back to the Letter / Referral. The waiting letters should be sent automatically on your next scheduled HealthLink connection. (Default to 30mins)



- n) Select  icon. You will be taken back to the patients record and the letter/referral will show in the Correspondence Out folder.

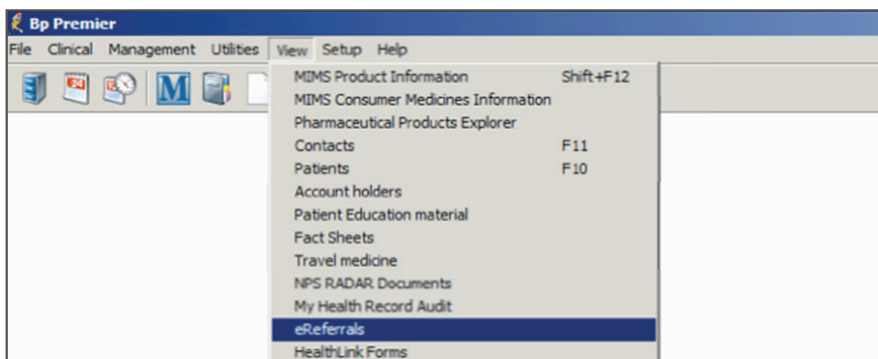


Checking Acknowledgements

It is important if you are sending letters/ referrals or any types of messages to check that the recipient is actually receiving them. This part is your “Duty of Care”

Once you have sent a message, the recipients system should inform you, by way of an acknowledgment to let you know that the message was received successfully. We usually suggest you wait 24hrs before checking for acknowledgements.

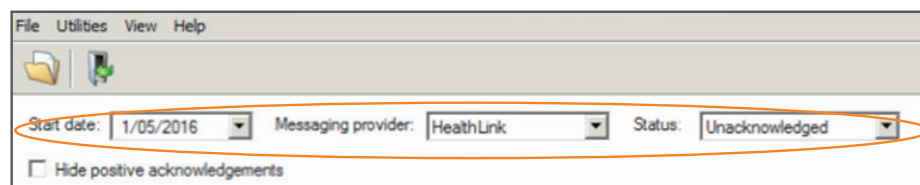
a) Select VIEW>eREFERRALS



b) Select a start date

c) Select HealthLink as the Messaging Provider

d) Select UNACKNOWLEDGED for the Status



e) If there are any messages that are not acknowledged you will need to investigate. Please note that some EMR's will not acknowledge and you will need to ring the site to confirm they have received the letter/referral. If they have received the message, we suggest that you make a note that the site will not acknowledge so you will know for next time.

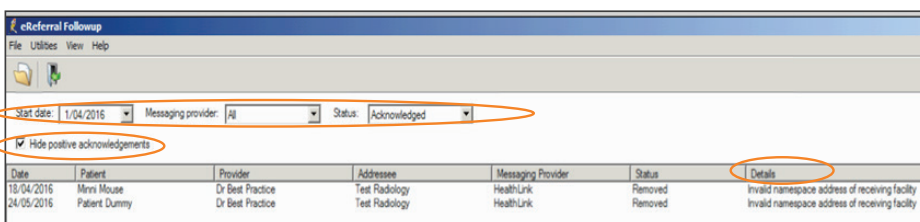
False Acknowledgements

a) Select a start date

b) Select HealthLink as the Messaging Provider

c) Select UNACKNOWLEDGED for the Status

d) Tick HIDE POSITIVE ACKNOWLEDGEMENTS



This log will list the negative acknowledged messages. This means that the messages will not have been sent as there was an error when exporting the outgoing message.

You will need to make a note of the error which appears in the Details area and the patient and go to the patient details, Correspondence Out, select the letter to be fixed and resend the message

**For all queries, please call the
HealthLink Customer Support Line:**

Monday to Friday (except public holidays) 8am- 6pm
Phone 1800 125 036 Support email: helpdesk@healthlink.net