

QUICK START GUIDE

Sending eReferrals



There is a new quick and easy way to send referrals via HealthLink to providers that are part of the HealthLink network.

If you require access to the HealthLink User Directory, please contact HealthLink on 1300 145 465 option 1

**BEST PRACTICE INDIGO
AND ABOVE**

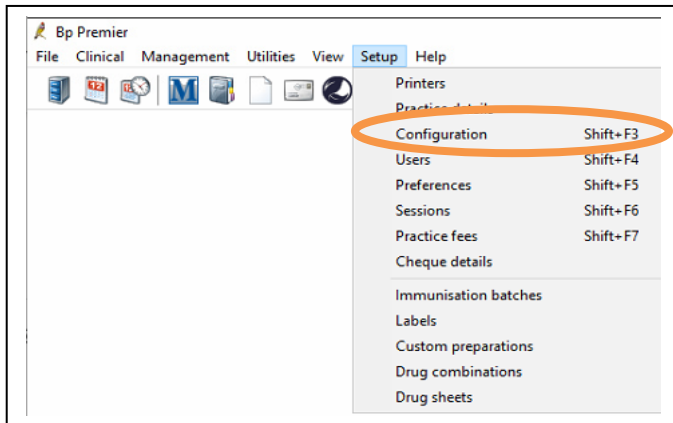
Before you begin

Please confirm that the version of Best Practice you are using is Indigo or above.

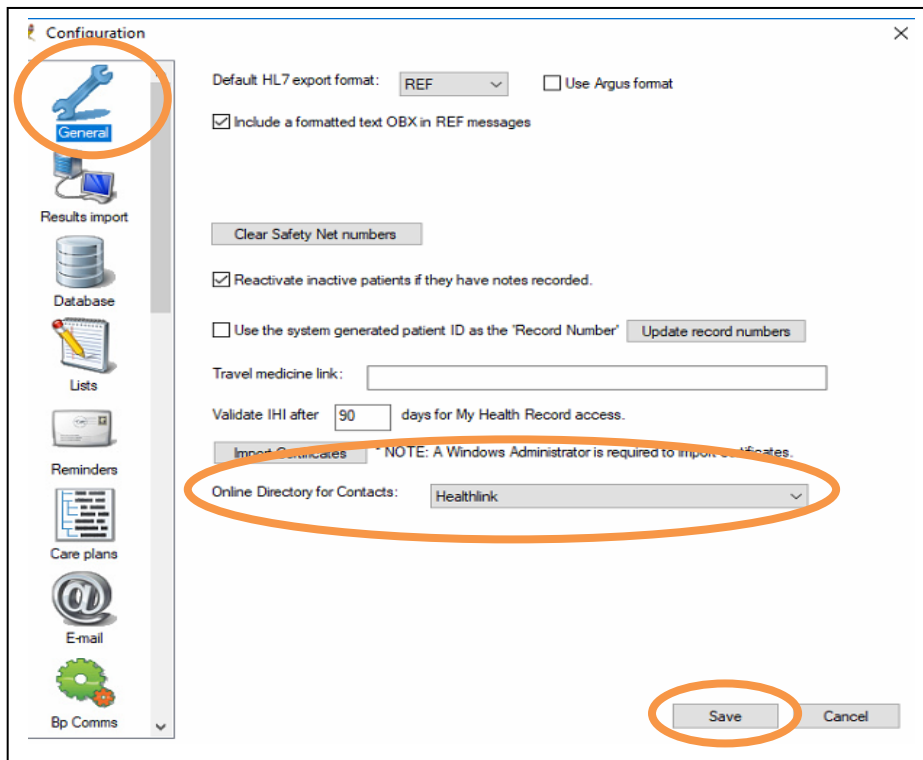
Confirm Practice Preferences and Provider Preferences

Practice

1. Select **Setup > Configuration**

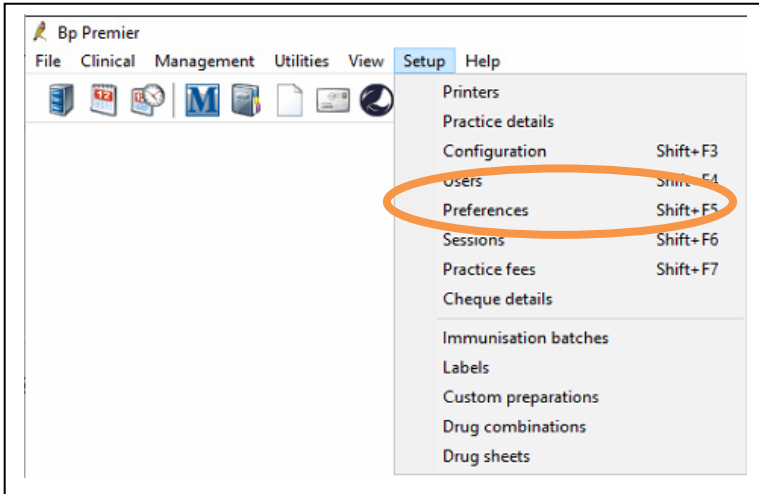


2. Click on **General** icon and confirm **Online Directory for Contacts** is set to **HealthLink**, click **save**.

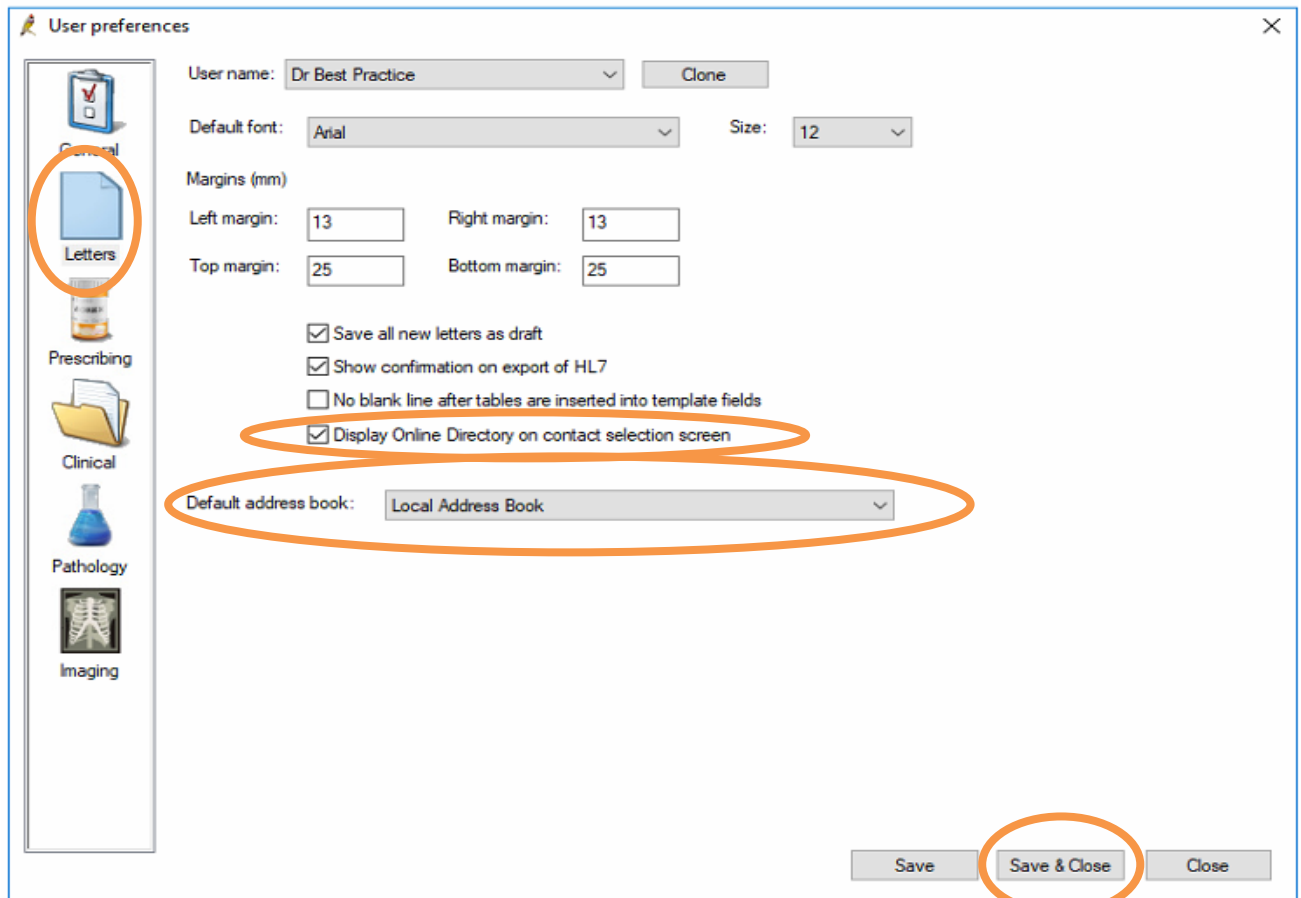


Provider

1. Select **Setup > Preferences**

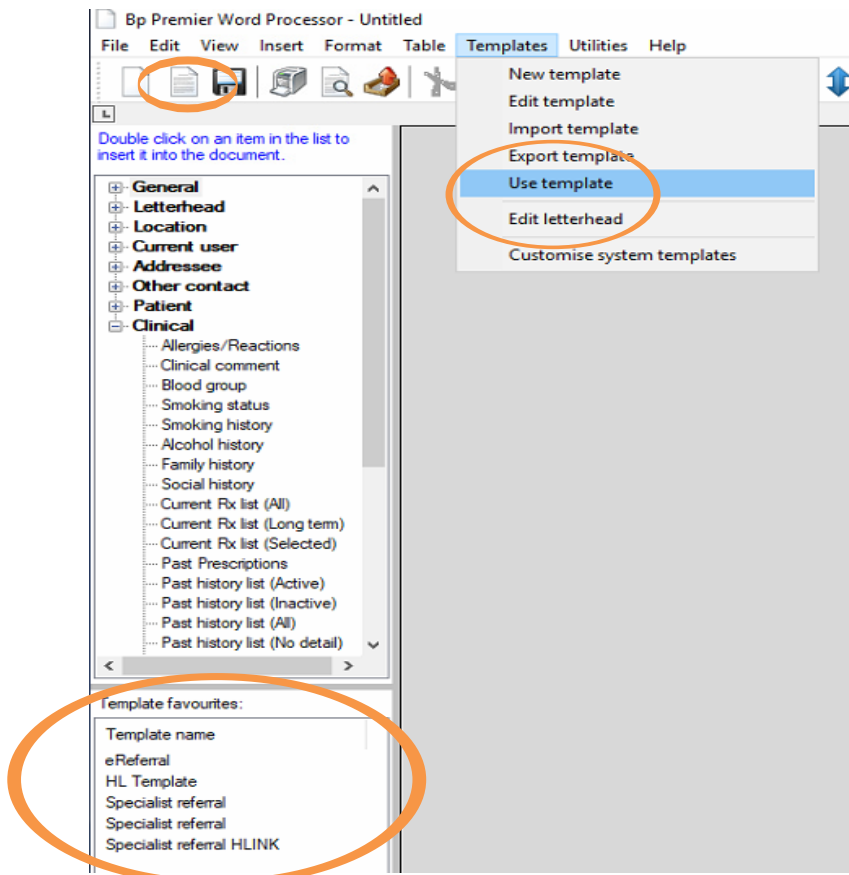


2. Click on the **Letters** icon and confirm the **Default address book** is set to **Local Address Book**, tick **Display Online Directory on contact selection screen** and click **Save & Close**



Creating and sending a New Referral / Letter

1. Open the Patient Clinical Record
2. Select **File, New Letter (F4)** or click the new letter icon on the toolbar to create a new referral
3. Choose an existing template that you would like to use from either the **Template favorites**, the **Use Template** item on the **Templates menu** or by using the **new document icon on the toolbar**



4. Once you have chosen the template, you will be prompted to search for a provider to send to. Search using the surname of the provider. This will search both the **Local Directory (the top half of search screen)** and the **Online Directory (the bottom half of screen)** for matches.

The provider you search for may appear in the **Local Directory** if you already have them in your local directory or in the **Online Directory** if they are not in your local address book. Highlight the entry and click on **Use Contact**. If you choose a provider from the **Online directory** it will be added to your **Local directory**. When choosing a provider, please ensure they have a **green star**. The green star indicates that the contact is enabled to receive an e-Referral.

For further details on how the online directory works please follow the below link:

<http://kb.bpssoftware.net/au/bppremier/jade/Content/General/WordProcessor/HealthLinkDirectory.htm?Highlight=online%20directory>

Select addressee ✕

From Address Book Search on MEDrefer HealthShare

Name Search: Category:

Local Directory:

- Mrs Laura Wright (GP Hlink) [HealthLink]
 2/69 Eyre Street, North Ward, 4810.

New contact Edit contact Synchronise Synchronised with Online Directory Secure eReferrals available

Online Directory: Postcode: Maximum Distance:

- Dr Sue Wright
 The Elms Family Medical Centre, Suite 1, 160 Main St The Village Bacchus Marsh, Bacchus Marsh, 3340
- Dr Hannah Wright
 North West Medical Praticce, 58 North West Am Road, Gymea, 2227
- Dr Grahame Wright (Family medicine specialist)
 360 GP After Hours Midland & Street Doctor, 1 Clayton Street, Midland, 6056
- Ms Jutta Wright (Dietician AND/OR public health nutritionist)
 Medplaza - Mortlake, 15 Tennyson Road, Mortlake, 2137
- Dr Garfield Wright (Family medicine specialist)
 Homeworld Helensvale Medical Centre, 502 Hope Island Road, Helensvale, 4212
- Dr Alistair Wright
 Consulting Suites 3 & 4, Latrobe Regional Hospital, Consulting Suites 3 & 4 10 Village Avenue, Traralgon, 3844

- Once you have chosen the provider you will be taken back to the letter template and the details will prepopulate. You are also able to add text and further details to the letter / eReferral.

Microsoft Word Processor - Untitled

File Edit View Insert Format Table Templates Utilities Help

Calibri 11

B I U

Double click on an item in the list to insert it into the document.

- General
- Letterhead
- Location
- Current user
- Address
- Other contact
- Patient
- Clinical
 - allergies/Reactions
 - Clinical comment
 - Blood group
 - Smoking status
 - Smoking history
 - Alcohol history
 - Family history
 - Social history
 - Current Rx list (All)
 - Current Rx list (Long term)
 - Current Rx list (Selected)
 - Past Prescriptions
 - Past history list (Active)
 - Past history list (Inactive)
 - Past history list (All)
 - Past history list (No detail)

Template favourites:

- Template name
- eReferral
- HL Template
- Specialist referral
- Specialist referral
- Specialist referral HLINK

HL Health Link | Certainty in Care

19/09/2019

2/69 Eyre Street
North Ward 4810

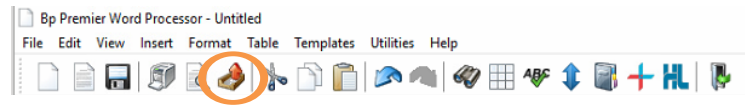
Dear Mrs Laura Wright

RE: Mama J Test - 01/01/1955

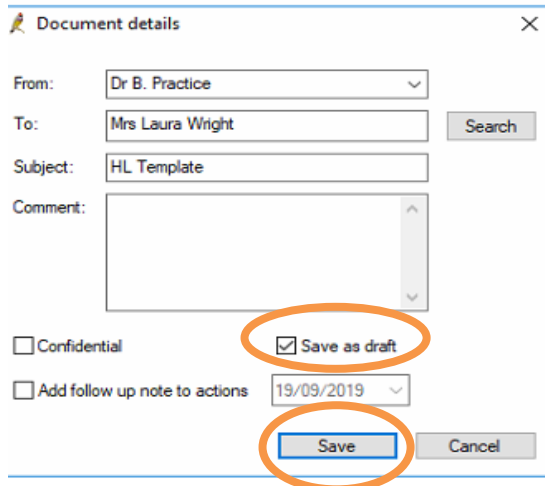
Thank you for referring Mama J

Regards,

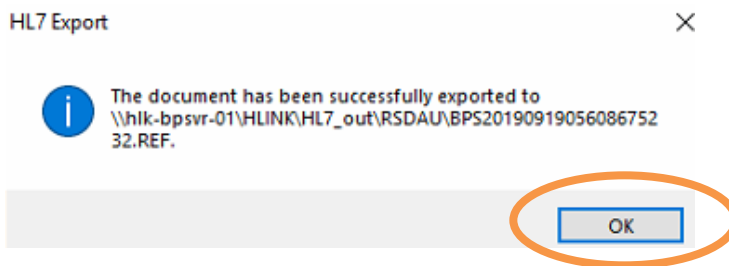
- Once you have completed the letter / referral click on the **Export HL7** icon from the tool bar at the top of the page



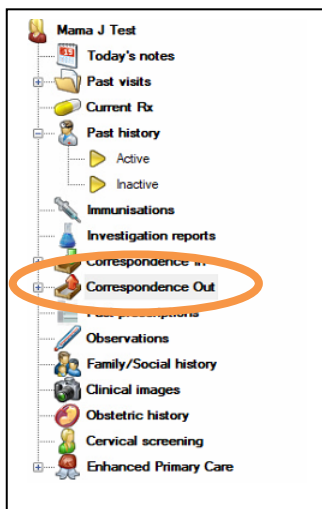
- A **Document Detail** box will now show. Untick **Save As Draft** and click **Save**.



- A screen confirming that the letter has been successfully exported will show, click **OK** and you will be taken back to the letter. From here you are able to **print the letter for the Patient** and then exit the letter.



- The letter will be saved in the Correspondence Out Tab.

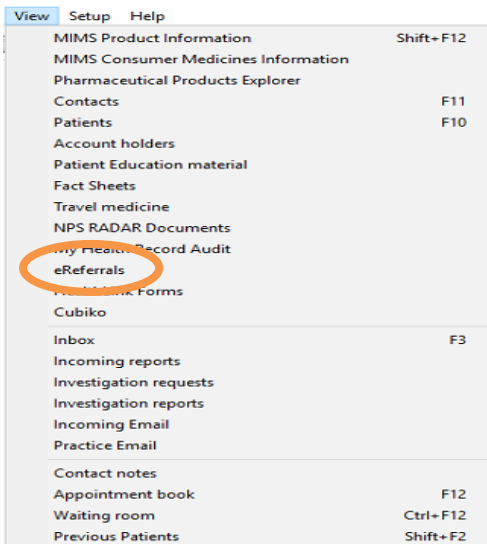


Checking Acknowledgments

It is important if you are sending referrals or reports to check that the recipient is actually receiving them. We suggest that you implement an administrative routine similar to what you would already have in the practice for following up pathology or radiology requests. HealthLink also has a report which can be run daily or weekly which will show you at a "transport" level what has been sent from your practice and acknowledged by the recipient. The Best Practice e-referrals screen screen will give you a better "patient" and "doctor" centric view. Please email helpdesk@healthlink.net if you wish to be subscribed to the report.

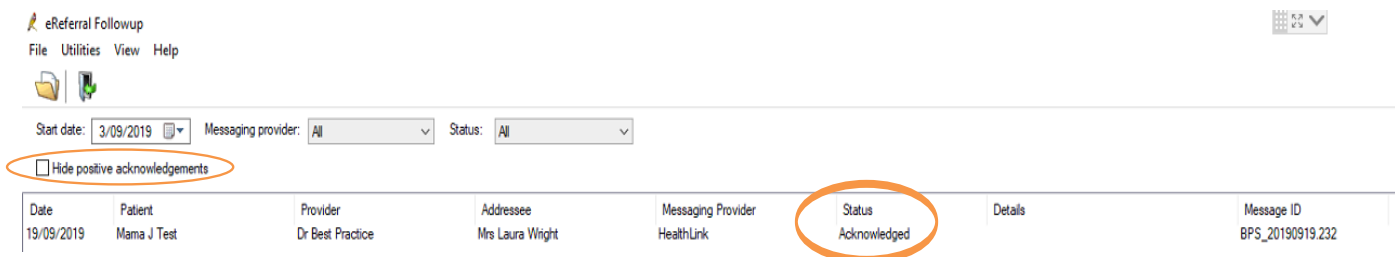
Once you have sent a message, the recipient's system should inform you, by way of an application acknowledgment, to let you know that the referral was received successfully into the receiving practice clinical or practice management/triaging system. Acknowledgments are dependent on the receiving system setup, therefore please check at the end of each day to confirm that you have received an Acknowledgment. If you haven't received one check the following day and if it is still not received contact our Helpdesk at helpdesk@healthLink.net who will confirm it for you.

1. To check for unacknowledged or unsuccessful transmission, from the main Best Practice screen, select **View, eReferrals**



2. Un-tick the **Hide positive acknowledgments** check box.

This log will list the negative and positive acknowledgements. A blank acknowledgement means the document may not have received at the receiving end. A negative acknowledgement (**Status - removed**) indicates the referral was not received or accepted at the receiving end and staff should call the receiving site to confirm receipt. An alternative method of delivery in this case may be required to send to the specialist practice or, if you printed the document for the patient, the patient will be able to present this to the specialist at time of booking. If the error is an "invalid namespace" check the electronic address (EDI) in the address book and correct it before resending the referral.



HealthLink helps over 60,000
healthcare practitioners deliver
certainty in care by enabling them
to exchange patient information
quickly, reliably and securely.

For all queries, please contact HealthLink
Customer Care on 1800 125 036 or email
helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)
8:00 am - 6:00 pm.

HealthLink

Level 17, 9 Castlereagh Street, Sydney NSW 2000
helpdesk@healthlink.net | <https://au.healthlink.net/bp>

