



# QUICK START GUIDE

BEST PRACTICE EDITION

## HealthLink Technical Support

[helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)  
1800 125 036

## Contact

If you have questions relating to the Mater Health eReferral Program, please contact:

Louse O'Reilly, General Practice  
Liaison Program  
[MaterGPLiaison@mater.org.au](mailto:MaterGPLiaison@mater.org.au)  
07 3163 7552

 **Health  
Link** | Certainty  
in Care

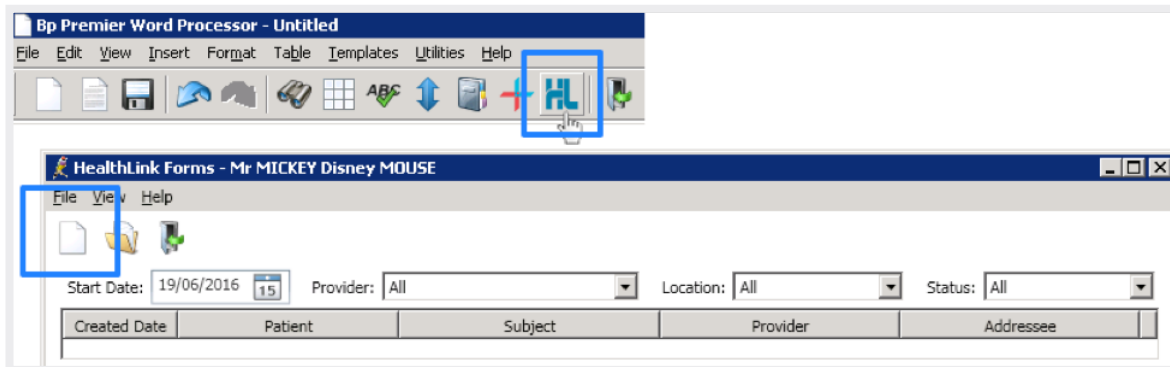
## MATER HEALTH REFERRAL SMARTFORM

The Mater Health Referral SmartForm has been designed to make it easier for you to refer your patients electronically for services provided by Mater Health. This quick start guide has been developed to help you navigate the new digital form.

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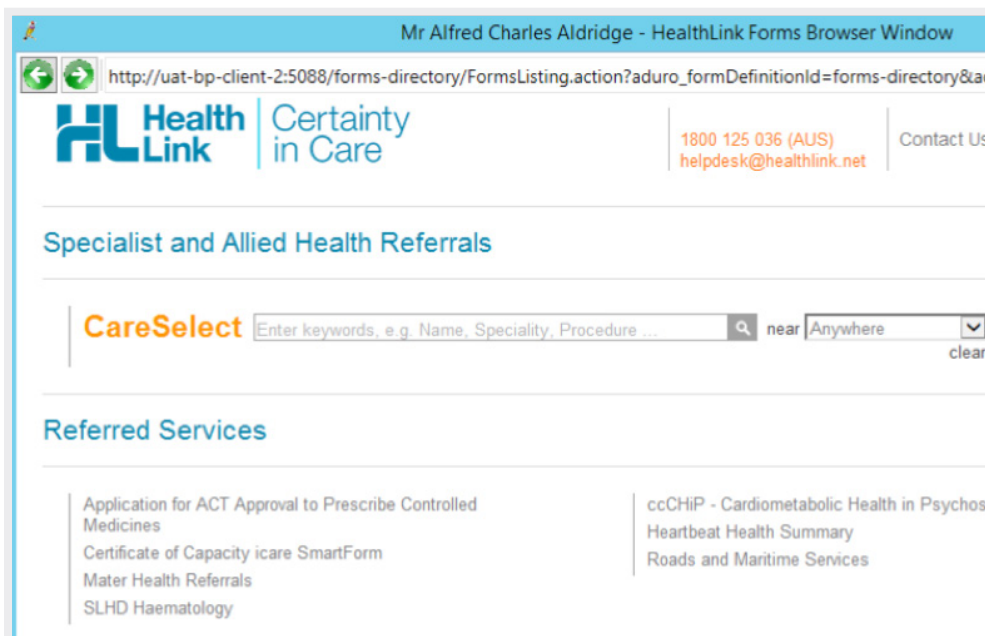
## 1. Open the patient record

Search for the patient and open their electronic medical record. Open the Best Practice Word Processor by clicking on the **Letter** icon (or use the F4 on the keyboard). Then click on the **HealthLink Forms** icon. In the HealthLink Forms window, click the **New Form** button.



## 2. Launch the Form

Under the **Referred Services** section, click on Mater Health Referrals.



### 3. Select the Mater Health Service you wish to refer to

Select the required service and recipient provider from the Mater Health Services list and click the **continue** button on the top right. Should you wish to narrow down the list, you can enter the clinic or provider name you are looking for into the search field directly above the list.

### 4. Complete the Form

The form will be displayed. At this point, you will have access to all the information necessary to complete the form for submission. If you need to do something else, you can **Park** the form to save what you've currently done so far.

Depending on the selections you've made, additional fields will appear allowing you to include the relevant information necessary.

**Requested Information**  
General Surgery - Dr C Pyke

Referral Date\* 05/03/2019

Referral Continuation\*  New  Continuation

Referral Period\* Please Select ▾

Feedback Requested\*  Yes  No

**Interpreter Required\***  Yes  No

Consider for Telehealth consultation  Yes  No

Urgency  Yes  No

Urgency Please Select ▾

**Attachments / Reports**  
No reports selected  
No files attached

**Medications / Warnings**  
No long term medications specified  
No medications specified  
No medical warnings specified

**Medical History**  
No medical history specified

**Patient Information**  
No patient name  
No patient ID available  
No date of birth

**Referrer Information**  
Lawrence Peterson  
0401732B

Reason for Patient Referral:  
Please include all the essential condition specific information outlined in standard referral guidelines [here](#)\*

**Browse for Consultation Notes**

Reason for Patient Referral

Other Notes (for example current services)

Other Notes (for example current services)

The button **Browse for Consultation Note** will give you access to the clinical notes in patient's medical records. You can add clinical notes to the form by selecting the relevant records.

## 5. Include the relevant attachments

The **Attachments / Reports** tab will give you access to all of the supporting documents that you may wish to attach to the form. You can select any item from the table – showing you patient medical records captured from the last six months. Or you can browse for files stored in Medical Director or in your local computer's file system. Or you can browse for files stored in Medical Director or in your local computer's file system.

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Continue

General Surgery - Dr C Pyke

- Antenatal - Dr Paul Bretz
- Breast/Endocrine Surgery - Dr C Pyke
- Cardiology - Dr K Kostner
- Colorectal Surgery - Dr C Pyke
- Dermatology - Dr J Muir
- ENT - Dr C Que Hee
- Endocrine/Diabetes - Dr H Barrett
- Fracture Clinic - Dr J Radovanovic
- Gastroenterology - Dr M Mortimore

## 6. Select relevant medications, warning and medical history items

The **Medications / Warnings** and **Medical History** tabs will give you access to the relevant pre-populated records. Just select those records that are relevant to the referral or add your specific notes if necessary.

The screenshot shows a web form for 'General Surgery - Dr C Pyke'. On the left, there are several information panels: 'Requested Information' (General Surgery - Dr C Pyke), 'Attachments / Reports' (No reports selected, No files attached), 'Medications / Warnings' (No long term medications specified, No medications specified, No medical warnings specified), 'Medical History' (No medical history specified), 'Patient Information' (No patient name, No patient ID available, No date of birth), and 'Referrer Information' (Lawrence Peterson, 0401732B). The main content area has tabs for 'Long Term Medications', 'Other Medications', 'Medical Warnings', and 'Clinical Medication Comments'. Each of these tabs shows 'No records found.' The top right of the form has buttons for 'Submit', 'Preview', 'Park', and 'Help'.

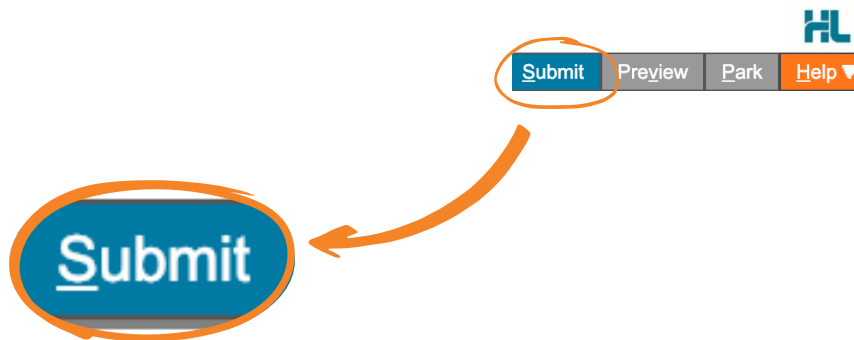
## 7. Ensure patient and referrer information is correct

With the Patient Information and Referrer Details tabs, you simply need to ensure that the information is correct. If a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it.

The screenshot shows the 'Patient Information' section of the form. At the top, a red-bordered box contains the message: 'Please fix the following errors: Patient Date Of Birth is a required field'. Below this, the 'Patient Information' section includes fields for 'Medicare Number\*' (6288253443), 'Medicare Expiry', 'DVA Number', 'Date of birth\*', and 'Pension Number'. The 'Date of birth\*' field is highlighted with a red border and a hand cursor, indicating it is the source of the error.

## 8. Submit the Form

Click on **Submit** when you are ready to send your form. This will safely and securely send the form electronically via HealthLink and you will see a copy of the completed form containing an acknowledgement of receipt. If needed, you can print a copy by right-clicking on any area of the submitted forms and choosing **Print**. Note that it is not necessary for the printed copy to be sent or taken to the hospital.



**Referral Sent and Acknowledged on 26/03/2018 11:59 NZDT**

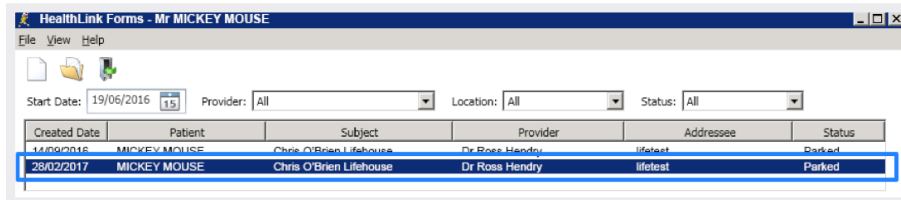
Referral to Mater Health Services - Respiratory - Dr L Burr 

**Patient:** MICKEY MOUSE, 19yrs, M, DOB 22/02/1999, PH: 021021021, Wrk 09 2342322, Hme 09 5353222  
**Residential address:** 95 Pitt Street, Apartment, Sydney, NSW 2000  
**Postal address:** 9600 Pitt Street, Apartment, Sydney, NSW 2000  
**Referred by:** Sam Entwistle, Millstone Family Practice, Prov. No. 889843, PH 09 358 0116, FAX 09 4433456  
**Referral date:** 26/03/2018 11:59 NZDT



## Access parked forms

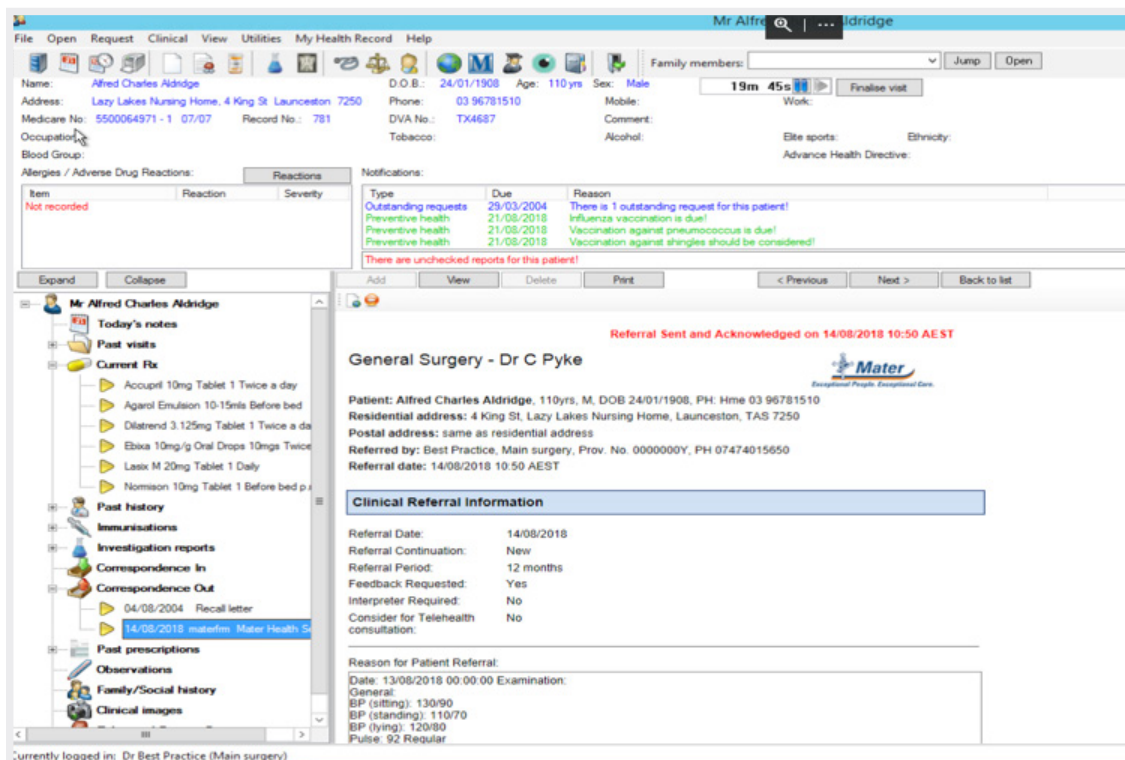
To access a parked form from the patient's record, select HealthLink Form's under the **View** menu. From the available listing, double-click on the parked form you would like to open.



You can also use this area to see previously submitted or deleted forms.

## Accessing Submitted Forms

A copy of the submitted form can be found in the Correspondence out section of the patient clinical record. The entry will not display automatically in this area until you have exited and come back into the patient record. You can refresh the correspondence out section if you wish to view the sent referral straight away by pressing the F5 key on the keyboard.



HealthLink helps over 30,000 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](mailto:helpdesk@healthlink.net)

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

**HealthLink**

Level 17, 9 Castreagh Street, Sydney NSW 2000  
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