

Installation Guide

HealthLink Messaging System (HMS) for Windows 6.7.3



Document History

Document History			
Version	Date	Author	Comment
2013.1	01/09/2013	Lawrence Peterson	Initial draft new branding. Guide updated for 6.6.3
6.6.5.4142	01/05/2016	Lawrence Peterson	Updated Guide for 6.6.5 release
6.6.5.4142.1	03/01/2017	Lawrence Peterson	Updated to add certificate copy process during migration and newer screenshots consistent with build.
6.7.3	08/08/2019	Simon Chadwick	Update for HMS 6.7.3 release



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Introduction

The HealthLink SIX Messaging System (HMS) is a messaging system which exchanges electronic messages between health providers' computer systems. Using a common electronic message exchange system means that health providers can quickly, easily and securely share information about their patients.

The HMS Client can be used by any health provider organisation with a capable computer system. Many General Practices, Hospitals, Accident and Emergency Clinics and Specialist Surgeries are reducing their paper workload right now thanks to HMS.

In most cases the electronic message is created within the provider's clinical system and sent to the recipient using their HealthLink EDI (Electronic Data Interchange) address. HealthLink EDI accounts will store any messages addressed to their organisation. Using HealthLink at their practice, the recipient will collect the messages and import them into their clinical systems. The receiving system will display all newly received messages and sort them by individual recipient. The recipient can process the message, and the information is securely stored on their clinical system.

HealthLink Service and Support

The HealthLink Help Desk is always just a phone call away, whenever you need help with any issues or questions you may encounter. Please refer to the contact number printed on the back of this guide when contacting the HealthLink Help Desk.

Before You Begin

The HMS installer will not run on systems where the username of the logged in account contains invalid characters. Valid characters recognised by the HMS installer are – uppercase characters (A-Z), lowercase characters (a-z) and the space character.

System Requirements

The system requirements for HMS 6.7.3 are documented in the HealthLink Knowledge Base which can be found on our website located at either:

<https://nz.healthlink.net/knowledge-base/healthlink-messaging-system/> for New Zealand customers or

<https://au.healthlink.net/knowledge-base/client/> for Australian customers.

Before installing, you should first ensure that some basic system requirements are met:

- log on as a Windows user with the security rights to install an application.
- the installation by default should be to a local drive, NOT a network path, iSCSI partition, or mapped drive. Other install options are described below.
- your Antivirus or security software may prevent the installation. Dismiss or click 'OK' to such warnings or prompts.

System Requirements for Internet Access

HealthLink recommends the use of high-speed broadband Internet as the basis for reliable access to the HealthLink messaging network.

If no broadband internet connection is available, please take the following notes into account:

- The use of an internal dial-up modem is not advised, as this hardware cannot easily be reset when diagnosing Internet connectivity issues.
- Please ensure that the telephone line you intend to use is not using services such as Call Waiting. These services send signals down the line, interrupting your modem transmissions.
- Please ensure that your telephone system is correctly configured for the transfer of data. Internet use through a PABX phone system should be avoided unless the PABX system has been properly configured by a telecommunications professional.

HMS Client Limitations

- Maximum EDI accounts per HMS client instance: 10
- Maximum file size per message for New Zealand customers: 2MB (Referral or Lab Report), 20MB (GP2GP Medical Record Transfer Facility)
- Maximum file size per message for Australian customers: 4MB Referral or Lab Report
- Maximum total file size per connection: 23MB
- Maximum files that can be sent per connection: 500

Installation Options

Installation on a Server

HealthLink strongly recommends installing the HMS Client on one single server computer. Ideally, this server computer is the same as the one hosting the clinical software system that is used for generating and receiving the messages for the HMS Client. If both applications also share one or more local hard drives for their message exchange, this would be the most reliable and stable configuration.

If this way of installing the HMS Client is not appropriate for your situation, special care has to be taken when configuring the HMS Client.

Installation on a Workstation

HealthLink does not recommend installing the HMS Client on a workstation computer as this may adversely affect the reliability of sending and receiving messages.

If it is determined appropriate due to site specific variables to install the HealthLink client on a workstation rather than a server, requesting the assistance of the Help Desk or Deployment Teams is recommended and encouraged.

Installation on Multiple Computers

The HMS Client does not support the installation of an EDI account that has already been installed on a different host or additional operational instance of the HMS Client.

Installing an EDI account on more than one instance of the HMS Client may result in the loss of data and unreliable sending and receiving of messages.

This can impose clinical risks as messages may not reach their intended recipients!

The HMS Client Installer – Manual Installation

Preparing to Install the HMS Client

The installation of the HMS Client is performed by the HMS Client Installer. This application can be downloaded from the HealthLink web site in the download section.

<https://nz.healthlink.net/software-downloads/> (New Zealand)

<https://au.healthlink.net/support/software-downloads/> (Australia)

Choose HealthLink Client for Windows and click the “Download this Software” link. You should download the installation file to a location that you know on your local system. Once the installer has downloaded, you can double click the installer to begin the installation.

Before you start:

a. Please make sure that you have access to the following information:

1. your practice EDI (messaging address);
2. your EDI Password.

The EDI messaging address and EDI Password will have been given to you at time of registration for a HealthLink account.

b. If this installation is for a **NEW** HealthLink account, you will also have received:

3. your One Time Password (OTP) as provided in your registration email.

The OTP will be used during installation to authenticate a new pair of security certificates to be created for your HealthLink account. Please use the steps described in this section and Section ‘[New HealthLink account Installation](#)’ below to complete the installation.

c. If this installation is for an **EXISTING** HealthLink account, please use the steps described here and in particular Section ‘[Existing HealthLink account Installation](#)’ below to complete the installation. You will need:

4. a copy of your security folder from your existing HealthLink installation , and
5. your previous connection password; used for accessing the certificates in your security folder.

The security folder and connection password will have been created at the time of installation of a previous HealthLink Client. The security folder holds the certificates created for your HealthLink account which can be used again. The default Windows system folder is:

[your system]:\Program Files (x86)\Healthlink\HealthLink Client\security

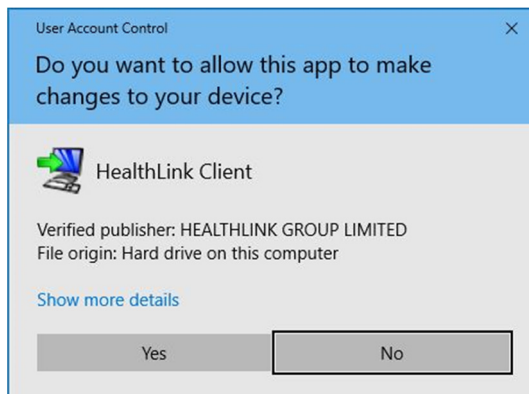
The connection password is a local password created by you when creating your existing HealthLink installation and used for accessing the certificates on your system.

However if you do not have access to this information, then please call the HealthLink Customer Service Team to obtain the details. Contact number for the Service Team can be found on the last page of this document.

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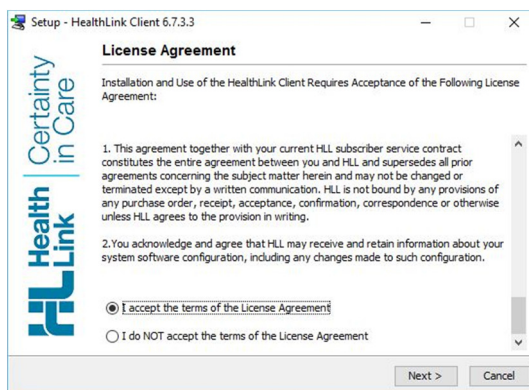
Installing the HMS Client

When you run the installer file, you may be prompted by your system to allow the program to run.



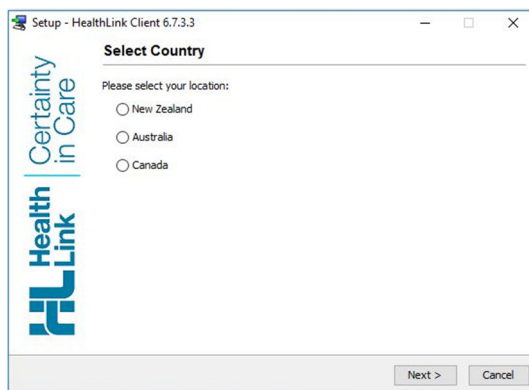
Please click 'Yes' to allow the installer to continue. The Installation Setup will start.

- Click 'Next' on the Introduction screen, and then scroll down on the License Agreement screen. Read the terms of the licence and then click the "I accept the terms of the License Agreement" radio button to accept the license agreement.



Click 'Next'.

- Choose the country in which the account will be used.



Then Click the 'Next' button.

- On the User Identification screen, enter the name of your Organisation, the EDI Account name and the EDI Account Password into the fields provided.

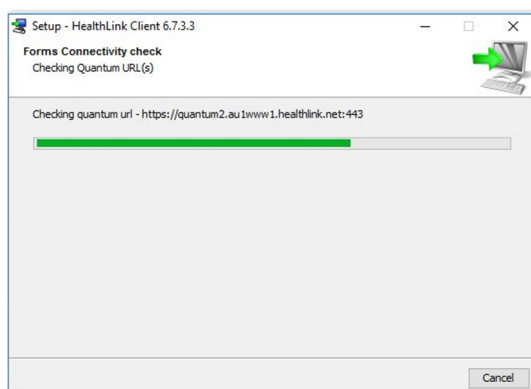
Then Click the 'Next' button.

- Choose the connection type.

In most cases this will be a “Direct Connection”. In some cases (usually in large corporate installations such as hospitals) you may need to enter Proxy details. If you are unsure, please check with your Systems Administrator or support team.

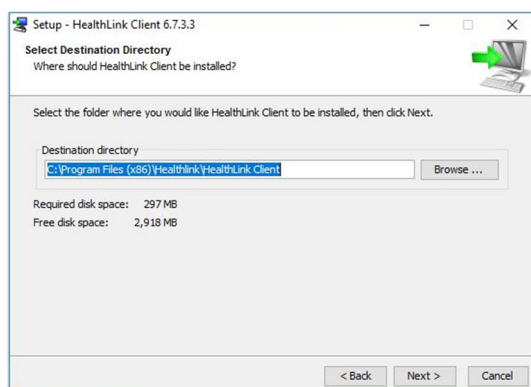
If you do have a Proxy Server, please click the 'Proxy server details' button and enter the appropriate information into the respective fields. Your Systems Administrator will be able to assist you with these settings.

- Then Click the 'Next' button. The installer may now conduct a connectivity check, particularly if this is a new installation.



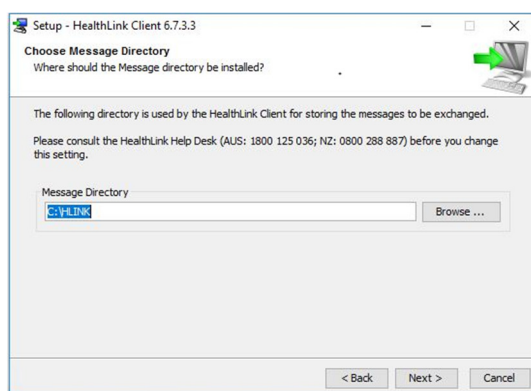
If the installer is unable to connect, please cancel the installation and check your internet or network settings.

- When the check is completed, Click 'Next' and choose the destination for the HealthLink client to be installed.



In most cases the default setting will be satisfactory. This should always be a local drive, NOT a network path, iSCSI partition, or mapped drive. Click the 'Next' button.

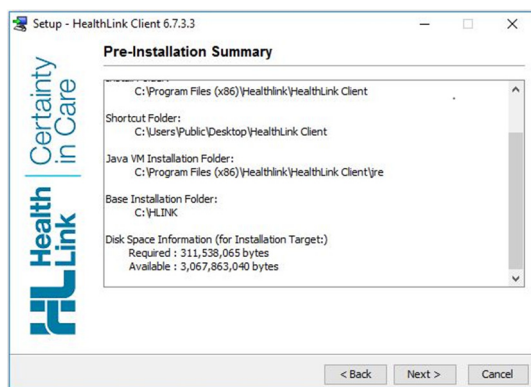
- Choose the destination for the Message Directory to be installed.



In most cases the default setting will be satisfactory. This should always be a local drive, NOT a network path, iSCSI partition, or mapped drive. Should you wish to have incoming messages go to another computer, this will be configured after the installation of the HealthLink client. Click the 'Next' button.

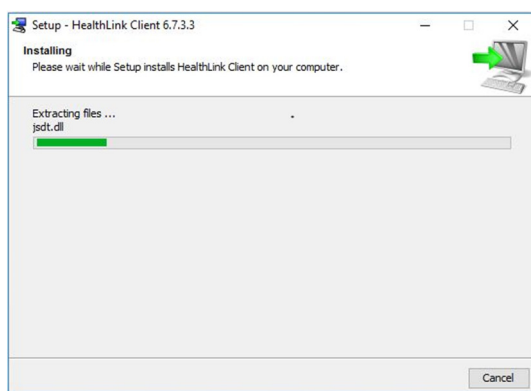
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- Click the 'Next' button to create the HealthLink Client Start Menu folder.
- Click 'Next' to create desktop and quick launch icons.
- Click 'Next' to confirm the settings chosen during the installation setup.

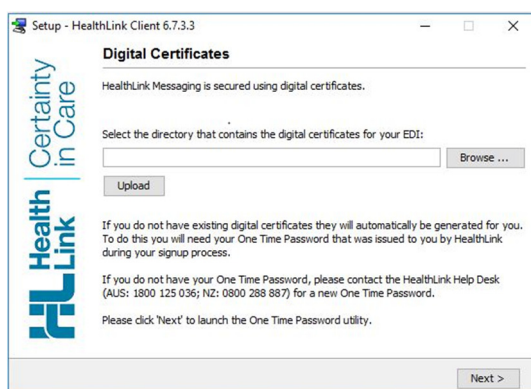


Any of these settings can be changed by clicking the 'Back' button.

- The installer will now install the HealthLink Client application.



- Once the installer has completed installing the HealthLink Client, it will invoke the certificate installation utility.



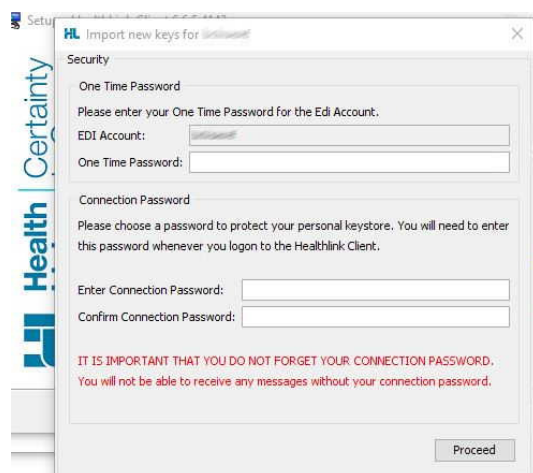
At this step, the installation will vary depending on whether this is a new or an existing HealthLink account. To install an existing HealthLink account, go to the ['Existing HealthLink account Installation'](#) section below.

Installation Guide

New HealthLink account Installation

If this is a NEW ACCOUNT and you DO NOT have any existing certificates to use, leave the 'Select the directory...' field blank.

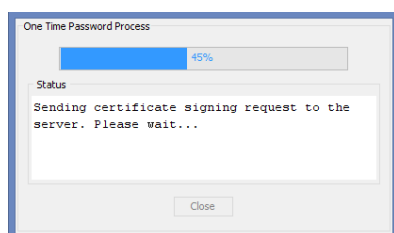
- Click 'Next' to open the certificate installation utility. Note: please use the mouse or the TAB key on the keyboard to move between fields on this screen rather than the enter key.



In the 'One Time Password' field, enter the One Time Password (OTP) provided to you at the time of registration. Please note that as it is case sensitive, the OTP needs to be entered EXACTLY as provided.

Enter a connection password for the HealthLink client, then re-enter it to confirm. The connection password is chosen by you, and is unique to your HealthLink account and your local system.

- Then click the 'Proceed' button. The certificate installation utility should proceed to authenticate and download your pair of HealthLink Certificates into the HealthLink client.

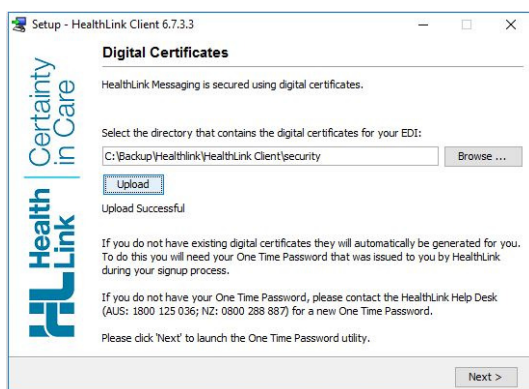


You will be advised on the successful import of the certificates into the HealthLink Client. Should you receive an error during this process, please contact the HealthLink Customer Service Team for help with importing the certificates.

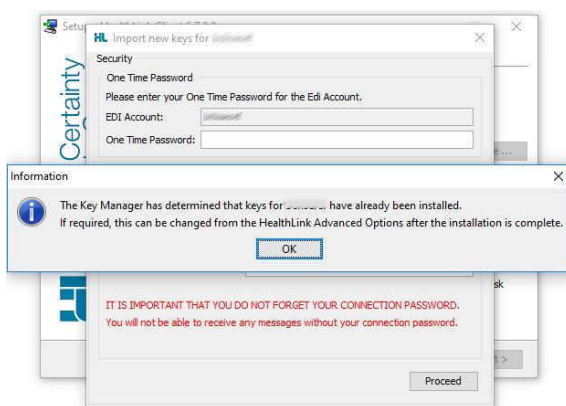
Existing HealthLink account Installation

When this is an EXISTING account; a reinstallation or migration of the HealthLink client to another server; and you have saved the existing certificates and account information from the previous installation.

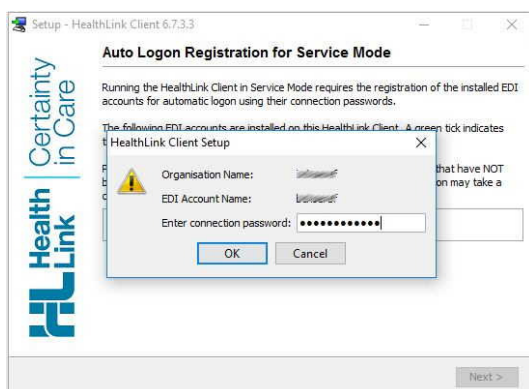
- In the 'Select the directory...' field, enter the location to the certificate files, or click to browse to the certificate folder location. Then click upload.



- Click 'Next' to use these certificates for your HealthLink installation and you will receive a prompt advising that certificates have already been installed.



- Click OK to continue to the HealthLink service installation.
- The 'Auto Logon Registration...' screen should display your EDI account name. At this stage, this will be displayed with a red cross, waiting for confirmation of the connection password.
- Click 'Next' and on the prompt enter the connection password used with the previous installation.

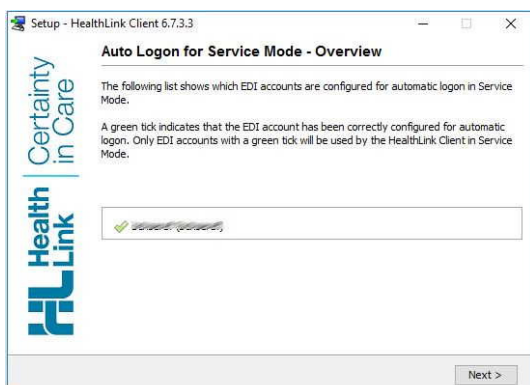


If you do not know this password please contact the HealthLink Customer Service Team and they will be able to provide it to you.

- Click OK. The service installation should continue.

Completing the HealthLink account Installation

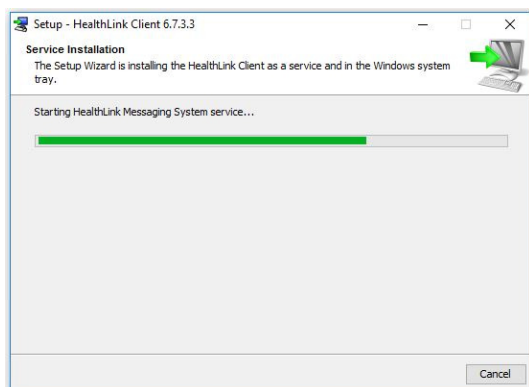
The installer will now confirm installation of the certificates and of the services on your local system.



On the 'Overview' screen, the installation setup should display a green tick next to your EDI account name. However, even if the EDI name is displayed with a red cross, you can still complete the rest of the installation.

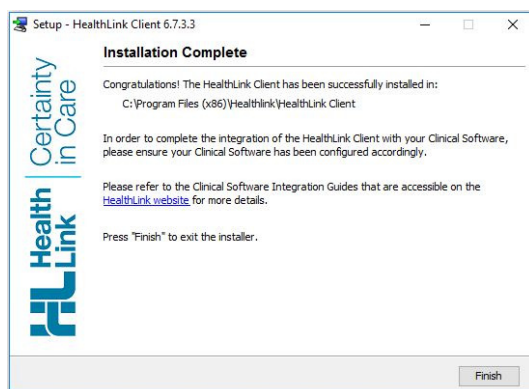
Should you receive such an error during this process, then please contact the HealthLink Customer Service Team after installation for help with importing the certificates.

- Click 'Next' to set the EDI account 'Auto Logon' in the HealthLink Client. This will allow the HealthLink client to connect automatically on a schedule throughout the day to download and send any messages awaiting delivery.
- Click 'Next' to install the HealthLink application as a service on your system.



This will allow the HealthLink client to connect to send or receive messages, even if the user is not logged on to the system.

- Click the 'Finish' button to close the HealthLink installation setup. Congratulations, the HealthLink Client is now installed successfully at your organisation.



To configure the HealthLink Client for your electronic medical record system (EMR), please refer to the integration guide for your respective EMR in the HealthLink Knowledgebase which can be found at:

<https://nz.healthlink.net/knowledge-base/> for New Zealand Customers and

<https://au.healthlink.net/knowledge-base/> for Australian Customers.

The HMS Client Installer – Manual Update

Preparing to Update the HMS Client

Normally, the HMS Client is updated automatically while connected to the HealthLink network. However, because of some system or site restrictions, the HMS Client may require a manual update to a new version.

Updating the HMS Client is performed by the HMS Client Installer. As described in the '[Preparing to Install the HMS Client](#)' section above, this application can be downloaded from the HealthLink web site in the download section.

<https://nz.healthlink.net/software-downloads/> (New Zealand)

<https://au.healthlink.net/support/software-downloads/> (Australia)

You will not be called to supply your account details during the update, as they are in the settings of your existing HMS client and will be used again. But before you start, please take steps to protect your existing HealthLink account by copying and otherwise backing up the following information and files:

1. your practice EDI (messaging address);
2. your EDI Password.

The EDI messaging address and EDI Password will have been given to you at time of registration for a HealthLink account.

3. a copy of your security folder from your existing HealthLink installation , and
4. your previous connection password; used for accessing the certificates in your security folder.

The security folder and connection password will have been created at the time of installation of your existing HealthLink Client. The security folder holds the certificates created for your HealthLink account which can be used again. The default Windows system folder is:

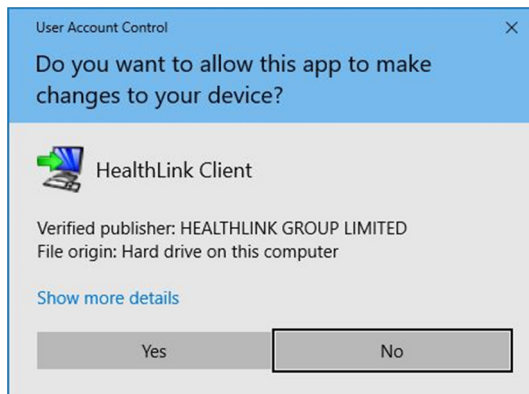
[your system]:\Program Files (x86)\Healthlink\HealthLink Client\security

The connection password is a local password created by you when creating your existing HealthLink installation and used for accessing the certificates on your system.

If you do not have access to this information, then you can call the HealthLink Customer Service Team to obtain the details. Contact number for the Service Team can be found on the last page of this document.

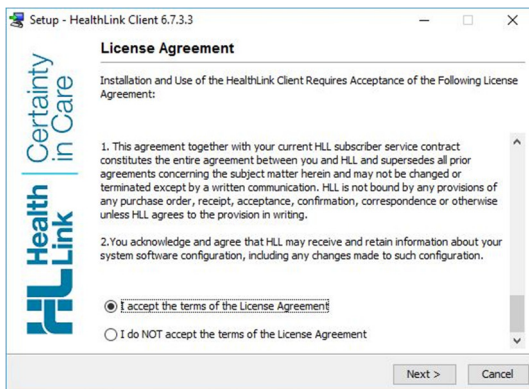
Installing the HMS Client

When you run the installer file, you may be prompted by your system to allow the program to run.

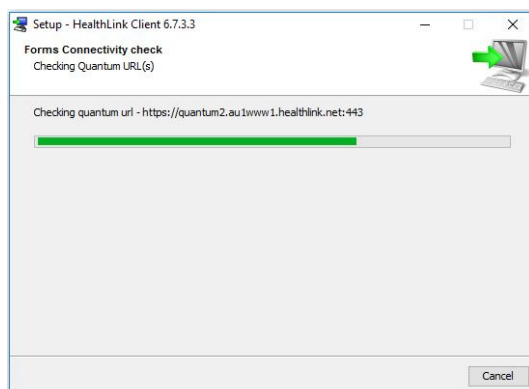


Please click 'Yes' to allow the installer to continue. The Installation Setup will start.

- Click 'Next' on the Introduction screen, and then scroll down on the License Agreement screen. Read the terms of the licence and then click the "I accept the terms of the License Agreement" radio button to accept the license agreement.

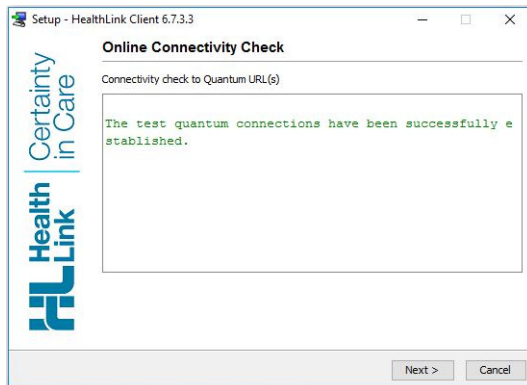


- Then Click the 'Next' button. The installer may now conduct a connectivity check to verify the existing installation.



If the installer is unable to connect, please cancel the installation and check your internet or network settings.

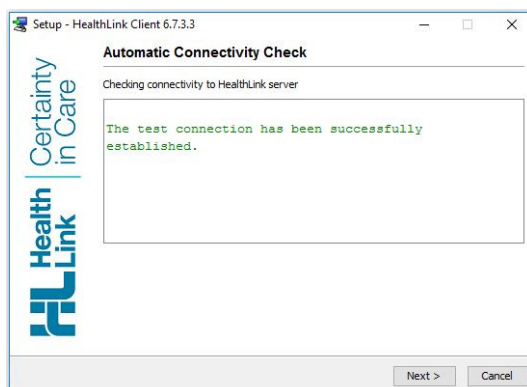
The next screen confirms that the check is complete



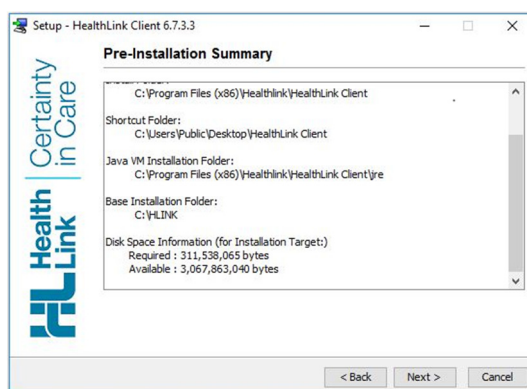
- Then click the 'Next' button. The installer will now connect to retrieve settings and account information from HealthLink to authenticate the existing installation.

During the connectivity check, click 'Next' on any 'Information' screens to continue.

The next screen confirms that the check is complete.



- Click 'Next' to confirm the settings chosen during the previous installation setup

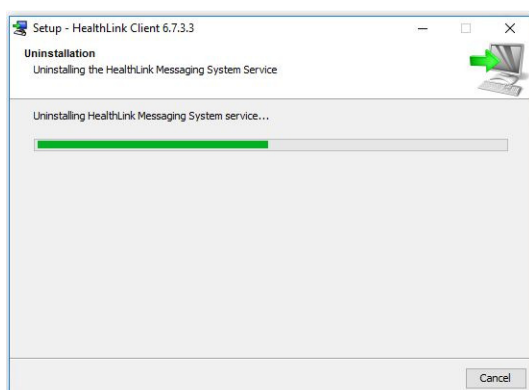


To ensure an uninterrupted update installation, we do not recommend changing any of these settings by clicking the 'Back' button. All settings can be changed from the HMS client Advanced Options after the update. Click 'Next'.

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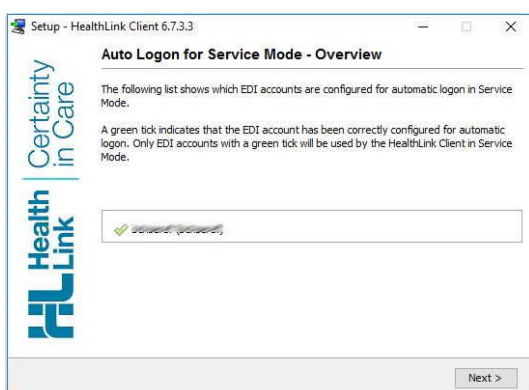
Completing the HealthLink Update

The installer will now uninstall HealthLink services and the existing installation.



It will then install the updated HMS client.

The installer will confirm installation of the existing certificates on your local system.



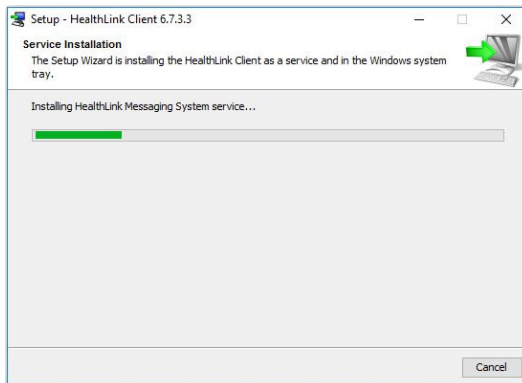
On the 'Overview' screen, the installation setup should display a green tick next to your EDI account name. However, even if the EDI name is displayed with a red cross, you can still complete the rest of the installation.

Should you receive such an error during this process, then please contact the HealthLink Customer Service Team after installation for help with checking the certificates.

- Click 'Next' to set the EDI account 'Auto Logon' in the HealthLink Client. This will allow the HealthLink client to connect automatically on a schedule throughout the day to download and send any messages awaiting delivery.

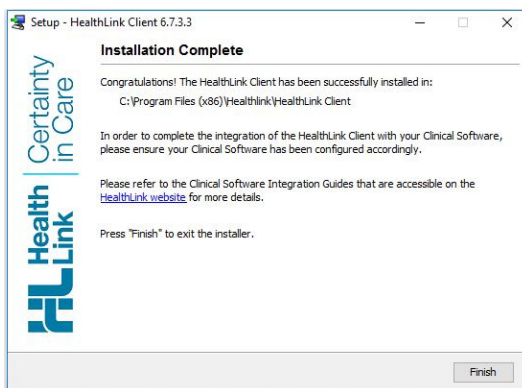
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The installer will install the HealthLink application as a service on your system.



This will allow the HealthLink client to connect to send or receive messages, even if the user is not logged on to the system.

Click the 'Finish' button to close the HealthLink installation setup. Congratulations, the HealthLink Client has now updated successfully at your organisation.



To configure the HealthLink Client for your electronic medical record system (EMR), please refer to the integration guide for your respective EMR in the HealthLink Knowledgebase which can be found at <http://www.healthlink.net/support/knowledge-base/>

New Zealand

Phone toll free: 800 288 887

8.00am – 6.00 pm Monday-Friday

Australia

Phone toll free: 1800 125 036

8.00am – 6.00 pm Monday-Friday

Email

helpdesk@healthlink.net

If there is a communication problem.

Make it our problem.

www.healthlink.net