

## QUICK START GUIDE

# Motor Accident Insurance Commission

Online Medical Certificate for QLD CTP Claim



This electronic online medical certificate has been designed to make it easier for you to help people injured in motor vehicle crashes to obtain earlier access to vital rehabilitation.

### **HealthLink Technical Support**

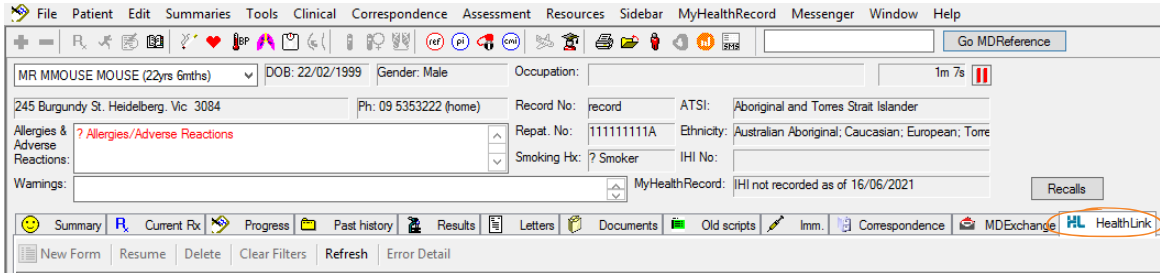
[helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)  
1800 125 036

### **Motor Accident Insurance Commission**

[innovate@maic.qld.au](mailto:innovate@maic.qld.au)

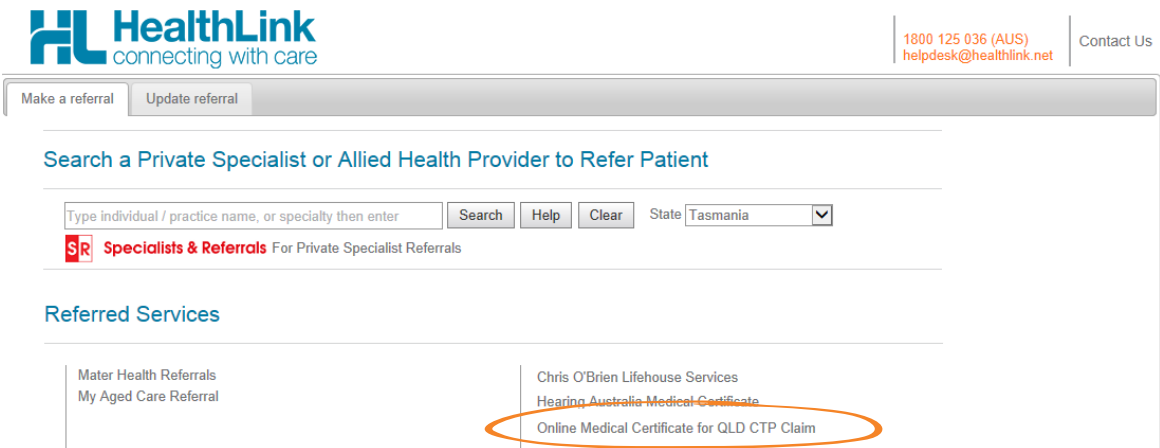
## 1. Open the patient record

Search for the patient and open their electronic medical record. Then click on the **HealthLink Forms TAB**. In the HealthLink Forms window, click the **New Form** button.



## 2. Launch the Form

Under the Referred Services section within the HealthLink Homepage, click on **Online Medical Certificate for QLD CTP Claims** to launch the electronic online medical certificate.



## 3. 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. All mandatory fields must be completed. Note that you must enter the **Medical Certificate Request ID** (provided by your patient) in the **Requested Information** tab.



## 4. Ensure patient and referrer information is correct

Patient and referrer information are auto-populated. Under **Patient Information** and **Referrer Information** check and ensure that the information displayed is up-to-date and correct.

**MAIC Motor Accident Insurance Commission** Queensland MAIC Medical Certificate Submit Preview Park Help

**Patient Information**  
 Fred Andrews  
 No patient ID available  
 23/02/1923

**Requested Information** ⚠️  
 Queensland MAIC Medical Certificate

**Referrer Information**  
 Best Practice  
 0000000Y

**Patient Information**  
 Date of birth\*  
 23/02/1923

**Name\***  
 Fred Andrews

First name\*  
 Fred

Middle name(s)  
 [Empty]

Last name\*  
 Andrews

**MAIC Motor Accident Insurance Commission** Queensland MAIC Medical Certificate Submit Preview Park Help

**Patient Information**  
 Fred Andrews  
 No patient ID available  
 23/02/1923

**Requested Information** ⚠️  
 Queensland MAIC Medical Certificate

**Referrer Information**  
 Best Practice  
 0000000Y

**Medicare provider number\***  
 0000000Y

**Name**  
 Full name  
 Dr Best Practice

Hospital/practice name\*  
 Best Practice

Hospital/practice name\*  
 HealthLink Townsville

Hospital/practice address  
 4 69 Eyre Street, Suite, North Ward, QLD, 4810

## 5. 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 acknowledgment of receipt.

**MAIC Motor Accident Insurance Commission** Queensland MAIC Medical Certificate Submit Preview Park Help

Print

**Referral Sent and Acknowledged on 13/09/2021 15:20 NZST**

### Queensland MAIC Medical Certificate



**Patient:** Fred Andrews, 98yrs, DOB 23/02/1923

**Referred by:** Best Practice, HealthLink Townsville, Medicare Prov. No. 0000000Y, PH 0744015650

**Referral date:** 13/09/2021 15:20 NZST

#### Clinical Referral Information

CTP Medical Certificate Request ID: wed100  
 Referral date: 13/09/2021



HealthLink helps over 65,000 healthcare practitioners deliver certainty in care by enabling them to exchange patient information quickly, reliably and securely.

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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

[www.healthlink.net](http://www.healthlink.net)