

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
1800 125 036

Motor Accident Insurance Commission

innovate@maic.qld.au

1. Log into MyHealthLink

You can access MyHealthLink by using your preferred web browser to go to <https://auportal.healthlink.net/hlkportal/login>. Enter your MyHealthLink username and password and select the **Login** button.

On login, you will be presented with the Inbox. If you have received any messages, they will be listed here. Please refer to the **MyHealthLink Portal Quick Start Guide** for more information

Welcome! Please Login

User name

Password

Login

2. Compose

Select the **Compose** menu option. Under the Referred Services section within the HealthLink Homepage, click on the link for **Online Medical Certificate for QLD CTP Claim**.

The screenshot shows the HealthLink homepage. The top navigation bar includes the HealthLink logo and 'Settings Help'. Below the navigation bar is a search bar for private specialists. The main content area is divided into 'General Services' and 'Referred Services'. Under 'Referred Services', there is a list of services: Chris O'Brien Lifehouse Services, Hearing Australia Medical Certificate, Mater Health Referrals, My Aged Care Referral, and 'Online Medical Certificate for QLD CTP Claim', which is circled in orange.

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.

The screenshot shows the Queensland MAIC Medical Certificate form. The form is titled 'Queensland MAIC Medical Certificate' and includes the MAIC logo. It is divided into three main sections: 'Patient Information', 'Requested Information', and 'Referrer Information'. The 'Requested Information' section is highlighted with a red border and contains a red warning triangle icon. The 'Requested Information' section includes the following fields: 'CTP Medical Certificate Request ID*' (circled in orange), 'Referral date*' (13/09/2021), 'Date of accident*', and 'Date of initial examination by a doctor*'. The 'Patient Information' section includes the name 'Fred Andrews', 'No patient ID available', and '23/02/1923'. The 'Referrer Information' section includes 'Best Practice' and '0000000Y'. The form also includes a disclaimer and a link to the MAIC website for more information.

4. Ensure patient and referrer information is correct

Under **Patient Information** and **Referrer Information** tab 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)
 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
 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.

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

www.healthlink.net