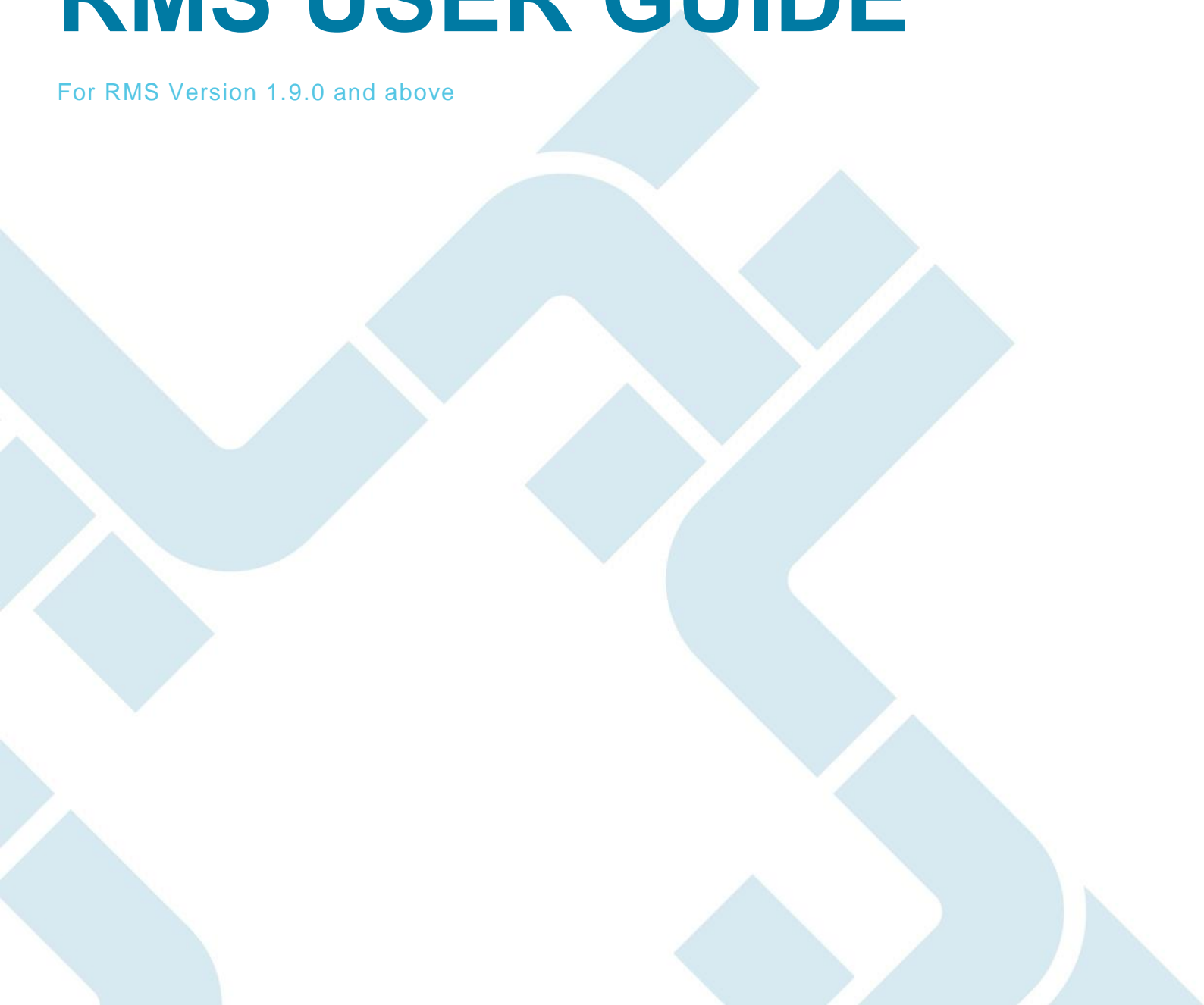


RMS USER GUIDE

For RMS Version 1.9.0 and above





Document History

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Icons used in this Guide

1. Icons used in this Guide

You will see helpful icons used in this guide to draw attention to a subject, action or information.



The light bulb icon indicates information that assists the process being described.



The exclamation icon highlights a warning or an action you need to take. When you see this icon, pay attention and proceed with caution.



The 'i' for information icon indicates an area that assists in a decision.

2. Introduction

2.1 RMS Overview

The RMS web portal provides a simple and secure way to immediately receive and manage HealthLink's electronic referrals from Primary and Specialist care providers. Once received, referrals can be printed, reviewed, responded to, prioritised, and triaged. Progress can be tracked and audited, in a customisable system to meet your referral-handling needs.

Customise RMS

RMS easily fits in with, and optimises, your referral management processes, taking into account services, statuses, facilities and priorities. User roles can be associated with a specific referral management step and a referral can be transitioned using site-configured pathways. When referrals transition through the configured pathway, additional prompts or confirmation screens can be triggered.

Receive referrals in Real Time

Referrals are available in RMS as soon as they are submitted from the practice and instant acknowledgment is sent back to the referrer on initial receipt. Images and related documents can come through with referrals and be downloaded. Individual referrals can be sorted and searched on a number of criteria, making it easier to locate a particular referral or segregate referrals by groups or departments involved in processing the referral.

Manage referrals efficiently

Referrals can be efficiently triaged using your own site-configured pathways. All actions taken or notes made regarding referrals are available using shared progress and triage notes incorporated into the referral view. Status Update Messages can be sent to the referrer as desired or on demand.

Audit and track

Status Update Messages sent, the acknowledgement received, user access and actions can be fully audited and tracked in RMS.

3. Using RMS

3.1 Accessing RMS

RMS can be accessed through an Internet browser from a computer that has been configured to connect to HealthLink over the Internet.



Please contact your system/network administrator or HealthLink for more details on how to configure a connection to RMS from your computer.

To log on to RMS:

1. Type your user name on the Username field
2. Type your password on the Password field
3. Click the Login button

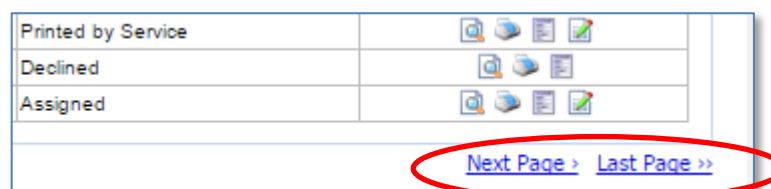
The RMS Main screen will appear:

Received	Referral ID	Referrer	Medicare Number	Patient	Patient DOB	Service	Status	Action
02-Oct-2015 11:47	AH-553	Entwistle, Sam	29500878911	MOUSE, MICKEY	22-Feb-1999	Voucher New	Received	[Icons]
05-Oct-2015 14:19	AH-557	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	[Icons]
05-Oct-2015 14:50	AH-558	User, Test	123456YY	ANDRIENCO, WENDY	14-Aug-1959	Voucher New	Received	[Icons]
05-Oct-2015 15:50	AH-560	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	[Icons]
06-Oct-2015 12:38	AH-562	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	[Icons]
07-Oct-2015 14:16	AH-651	Demo, Andrew	12345656	Mouse, Mickey	31-Jan-1968	Voucher New	Received	[Icons]
07-Oct-2015 14:19	AH-652	Demo, Andrew	12345656	Mouse, Mickey	31-Jan-1968	Voucher Relocated	Discharged	[Icons]
09-Oct-2015 14:30	AH-680	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	[Icons]
09-Oct-2015 15:29	AH-685	Vader, Darth	29502158611	MOUSE, MICKEY	22-Feb-1999	Voucher New	Received	[Icons]
12-Oct-2015 10:49	AH-696	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Accept	[Icons]
12-Oct-2015 11:55	AH-691	Hendry, Ross	60991012688	Mouse, Mickey	11-Nov-1958	Voucher New	Received	[Icons]
12-Oct-2015 14:05	AH-698	Hendry, Ross	60991012688	Anderson, David	04-Jan-1926	Voucher New	Received	[Icons]
12-Oct-2015 14:16	AH-700	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	[Icons]
12-Oct-2015 14:32	AH-702	Entwistle, Sam		Andrienco, Wendy	14-Aug-1959	Voucher New	Received	[Icons]
13-Oct-2015 11:19	AH-713	User, Test	29500878911	ANDRIENCO, WENDY	14-Aug-1959	Voucher Return	2nd Contact	[Icons]
14-Oct-2015 11:27	AH-726	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Accept	[Icons]
14-Oct-2015 11:38	AH-717	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	[Icons]
14-Oct-2015 12:49	AH-732	Hendry, Ross	60991012688	Mouse, Mickey	14-Aug-1959	Voucher New	Received	[Icons]
15-Oct-2015 15:47	AH-750	Hendry, Ross	29502158611	MOUSE, MICKEY	22-Feb-1999	Voucher New	Accept	[Icons]
15-Oct-2015 16:01	AH-753	Hendry, Ross	29502158611	MOUSE, MICKEY	22-Feb-1999	Voucher Return	Accept	[Icons]

3.2 Receiving Referrals

The submission of an electronic referral is done in real time, that is, once the referrer has successfully submitted a referral, it is immediately available in RMS. The list of all the referrals that have been received in RMS can be viewed on the RMS Main screen immediately after a successful log on.

You can browse through the referral list using the page links (e.g., Next Page, Previous Page) on the bottom right side of the referral list.



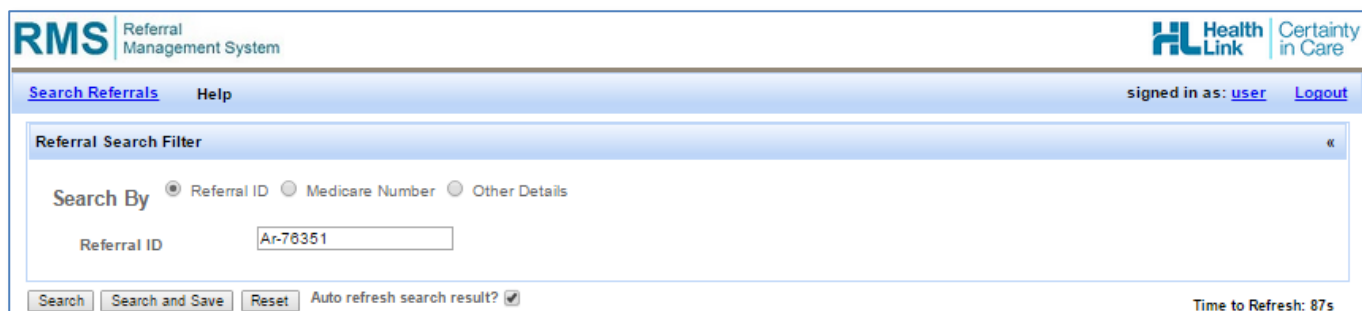
3.3 Searching for Specific Referrals

You can search a specific referral by entering the search criteria on the Referral Search Filter section of the Main screen. You can search using the Referral ID, the Patient Medicare Number or other details such as the patient's name or referrer's name.

3.3.1 Search Using Referral ID

To search for a referral using Referral ID:

1. On the Referral Search Filter section of the Main screen, click on 'Referral ID' button
2. Type the referral number or ID on the Referral ID field
3. Click the 'Search' button
4. The search result will appear on the Referral Search Results section.



3.3.2 Search Using Patient Medicare Number

To search for a referral using Patient Medicare Number:

1. On the Referral Search Filter section of the Main screen, click on 'Patient Medicare Number' button
2. Type the Patient Medicare Number on the Patient Medicare Number field
3. Click the 'Search' button

The search result will appear on the Referral Search Result section. There can be multiple results from this search.

RMS Referral Management System **HL HealthLink** Certainty in Care

[Search Referrals](#) [Help](#) signed in as: [user](#) [Logout](#)

Referral Search Filter

Search By Referral ID Medicare Number Other Details

Medicare Number

Auto refresh search result? Time to Refresh: 48s

3.3.3 Search Using Other Details

To search for a referral using other details:

1. On the Referral Search Filter section of the Main screen, click on 'Other Details' button
2. Enter your search criteria:
 - Patient Last Name: type value on field
 - Patient First Name: type value on field
 - Referrer EDI: type value on field
 - Referrer Last Name: type value on field
 - Facility: select from pick list
 - Service: select from pick list
 - Status: select from pick list
 - Priority: select from pick list
3. Click the 'Search' button

The search result will appear on the Referral Search Result section. There can be multiple results from this search.

RMS Referral Management System **HL HealthLink** Certainty in Care

[Search Referrals](#) [Help](#) signed in as: [user](#) [Logout](#)

Referral Search Filter

Search By Referral ID Medicare number Other Details

Patient Last Name	<input type="text"/>	Referrer EDI	<input type="text"/>	Facility	-select- <input type="button" value="v"/>
Patient First Name	<input type="text"/>	Referrer Last Name	<input type="text"/>	Service	-select- <input type="button" value="v"/>
				Status	-select- <input type="button" value="v"/>
				Priority	-select- <input type="button" value="v"/>

Auto refresh search result? Time to Refresh: 52s

3.3.4 Search Refresh



Ensure that the **“Auto refresh search result”** tick box is always ticked. This will refresh the system every 2 minutes, important for when acute referrals are being received.

RMS Referral Management System

[Search Referrals](#) [Help](#)

Referral Search Filter

Search By Referral ID Medicare Number Other Details

Patient Last Name Referrer EDI

Patient First Name Referrer Last Name

Auto refresh search result?

3.4 Sorting the Referral List

Browsing through the complete list of referrals or through a search with multiple results can be facilitated by sorting the referral list. This can be done by clicking on the column name. Click the column name once and it will sort the list on that column in ascending order. Click the column name again and it will sort the list on that column in descending order.

RMS Referral Management System **HL** HealthLink Certainty in Care

[Search Referrals](#) [Help](#) signed in as: AH_User [Logout](#)

Referral Search Filter

Search By Referral ID Medicare Number Other Details

Referral ID

Auto refresh search result? Time to Refresh: 113s

Referral Search Results

	Received ^	Referral ID ^	Referrer ^	Medicare Number ^	Patient ^	Patient DOB ^	Service ^	Status ^	Action
	02-Oct-2015 11:47	AH-553	Entwistle, Sam	29500878911	MOUSE, MICKEY	22-Feb-1999	Voucher New	Received	
	05-Oct-2015 14:19	AH-557	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	
	05-Oct-2015 14:50	AH-558	User, Test	123456YY	ANDRIENCO, WENDY	14-Aug-1959	Voucher New	Received	
	05-Oct-2015 15:50	AH-560	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	
	06-Oct-2015 12:38	AH-562	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	
	07-Oct-2015 14:16	AH-651	Demo, Andrew	29500878911	Mouse, Mickey	31-Jan-1968	Voucher New	Received	
	07-Oct-2015 14:19	AH-652	Demo, Andrew	12345656	Mouse, Mickey	31-Jan-1968	Voucher Relocated	Discharged	
	09-Oct-2015 14:30	AH-680	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	
	09-Oct-2015 15:29	AH-685	Vader, Darth	29502158611	MOUSE, MICKEY	22-Feb-1999	Voucher New	Received	
	12-Oct-2015 10:49	AH-686	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Accept	
	12-Oct-2015 11:55	AH-691	Hendry, Ross	60991012688	Mouse, Mickey	11-Nov-1958	Voucher New	Received	
	12-Oct-2015 14:05	AH-698	Hendry, Ross	60991012688	Anderson, David	04-Jan-1926	Voucher New	Received	
	12-Oct-2015 14:16	AH-700	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	
	12-Oct-2015 14:32	AH-702	Entwistle, Sam	29500878911	Andrienco, Wendy	14-Aug-1959	Voucher New	Received	
	13-Oct-2015 11:19	AH-713	User, Test	29500878911	ANDRIENCO, WENDY	14-Aug-1959	Voucher Return	2nd Contact	
	14-Oct-2015 11:27	AH-726	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Accept	
	14-Oct-2015 11:38	AH-717	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	
	14-Oct-2015 12:49	AH-732	Hendry, Ross	60991012688	Mouse, Mickey	14-Aug-1959	Voucher New	Received	
	15-Oct-2015 15:47	AH-750	Hendry, Ross	29502158611	MOUSE, MICKEY	22-Feb-1999	Voucher New	Accept	
	15-Oct-2015 16:01	AH-753	Hendry, Ross	29502158611	MOUSE, MICKEY	22-Feb-1999	Voucher Return	Accept	

RMS Lite 1.5.5.24791 | Copyright 2008-2015 HealthLink Limited

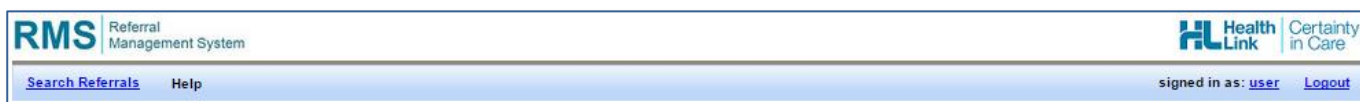
Using RMS

3.5 Viewing Referrals

3.5.1 Referral List Overview

The RMS Main screen has the following three sections:

1. **Menu Bar:** Contains more options and sub-menus



2. **Referral Search Filter Section:** Allows you to search for specific referrals

Referral Search Filter

Search By Referral ID Medicare number Other Details

Patient Last Name Referrer EDI Facility

Patient First Name Referrer Last Name Service

Status

Priority

Search Search and Save Reset Auto refresh search result? Time to Refresh: 52s

3. **Referral Search Results Section:** Displays the list of referrals that matches the search criteria (by default or when reset, this contains the list of all referrals received starting with the most recently received). Clicking on each column header will sort the list of referrals in ascending or descending order.

Received	Referral ID	Referrer	Medicare Number	Patient	Patient DOB	Service	Status	Action
02-Oct-2015 11:47	AH-553	Entwistle, Sam	29500878911	MOUSE, MICKEY	22-Feb-1999	Voucher New	Received	
05-Oct-2015 14:19	AH-557	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	
05-Oct-2015 14:50	AH-558	User, Test	123456YY	ANDRIENCO, WENDY	14-Aug-1959	Voucher New	Received	

3.5.2 Indicator Column (Search List)

There are a number of colour indicators and icons displayed on the far left of the referrals queue that reflect the current priority for each referral received and any associated information. Clinical users can record (and update) the progress of a referral by accessing the triage option under the 'Record Progress' function (this is detailed later in the guide). In addition to the colour indicators and icons on screen, a textual 'hover-over' explanation will be displayed that details what information the icon reflecting. A quick key for each colour indicator and icon is shown below.

Referral Search Results					
	Received ^	Referral ID ^	Referrer ^	Medicare Number ^	Patient ^
	02-Oct-2015 11:47	AH-553	Entwistle, Sam	29500878911	MOUSE, MICKEY
	05-Oct-2015 14:19	AH-557	User, Test	29500878911	Mouse, Mickey
	05-Oct-2015 14:50	AH-558	User, Test	123456YY	ANDRIENCO, WENDY

Icon	Explanation
	Other Referrals exist for this patient
	This referral has attachments
	GREY: Priority Unspecified
	GREEN: Other Referrals
	RED: Priority Urgent
	YELLOW: Priority Semi-urgent

Action Column (Search List)

4. ACTION COLUMN (SEARCH LIST)

There are a number of Action icons displayed on the far right of the referrals queue that show the possible actions that can be taken for each referral received. Referral management staff can view the details of a referral, print a referral, view the administrative details and change the status of a referral directly from the Search Results screen.

Referral Search Results									
	Received ^	Referral ID ^	Referrer ^	Medicare Number ^	Patient ^	Patient DOB ^	Service ^	Status ^	Action
	02-Oct-2015 11:47	AH-553	Entwistle, Sam	29500878911	MOUSE, MICKEY	22-Feb-1999	Voucher New	Received	
	05-Oct-2015 14:19	AH-557	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	
	05-Oct-2015 14:50	AH-558	User, Test	123456YY	ANDRIENCO, WENDY	14-Aug-1959	Voucher New	Received	
	05-Oct-2015 15:50	AH-560	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	Voucher New	Received	

Record Progress

1st Contact

Discharged

The purposes of the Action icons are listed as follows:

Icon	Action	Purpose
	View referral	This enables the user to view the referral.
	Print referral	Enables the user to print the referral.
	Administrative details (Administrative summary)	Supplies information about core administrative details such as <ul style="list-style-type: none"> Funding Patient details Referrer Regular GP Allergies /Alerts
	Workflow progress	This function allows specific user roles to <ul style="list-style-type: none"> Make a Record of Progress based on Workflow map and current status of the Referral

4.1 Viewing the Referral Details

When you find the right referral in the list, click the 'View Referral' icon to open the Referral Details screen and view the referral particulars.

Referral Search Results									
	Received ^	Referral ID ^	Referrer ^	Medicare Number ^	Patient ^	Patient DOB ^	Service ^	Status ^	Action
	06-Jul-2011 12:38	NLER-27417	Entwistle, Sam	AAA0985	MOUSE, MICKEY	13-Apr-2000	Dental	Booked	
	06-Jul-2011 12:40	CCER-10118	Entwistle, Sam	AAA0985	MOUSE, MICKEY	13-Apr-2000	Oncology	Prioritised	
	06-Jul-2011 14:20	NLER-10103	Entwistle, Sam	AAA0985	MOUSE, MICKEY	13-Apr-2000	Medicine Liver	Completed	
	06-Jul-2011 14:21	NLER-27418	Entwistle, Sam	AAA0985	MOUSE, MICKEY	13-Apr-2000	Audiology	Canceled	

The Referral Details screen has four tabs:

- Referral Content
- Administration
- Attachment

Action Column (Search List)

- Correspondence & History
- Other Referrals

4.1.1 The Referral Content

This is the default active tab that contains all the details of the referral. You can browse through the referral contents by using the scroll bar.

The screenshot displays the RMS Referral Management System interface. At the top, the header includes 'RMS Referral Management System' and 'HealthLink Certainty in Care'. The user is signed in as 'AH User'. The main content area is titled 'Referral Details (AH-553)'. It shows patient information: 'Patient: MICKEY MOUSE, 16yrs, Medicare Number 29500878911' and 'Service: Voucher New, Received'. Below this, there are five tabs: 'Referral Content', 'Administration', 'Attachments (0)', 'Correspondence & History', and 'Other Referrals'. The 'Referral Content' tab is selected and circled in red. The content of this tab is a 'Medical Certificate' from 'Australian Hearing'. The certificate includes patient details, referral information, and a section for 'Medical Practitioner Certification' with several questions and answers. At the bottom of the interface, there are buttons for 'Record Progress', 'Accept', 'Print', and 'Done'.

Referral Details (AH-553)

Patient: MICKEY MOUSE, 16yrs, Medicare Number 29500878911 Service: Voucher New, Received

Referral Content Administration Attachments (0) Correspondence & History Other Referrals

Medical Certificate

Australian Hearing

Patient: MICKEY MOUSE, 16yrs, Medicare Number 29500878911, DOB 22/02/1999, PH: 021021021, Wrk 09 2342322, Hme 09 5353222
95 Pitt Street, Apartment, Sydney, NSW 2000

Referred by: Sam Entwistle, Millstone Family Practice, Prov. No. 1234567X, Reg. No. 889843, PH 09 358 0116, FAX 09 4433456

Referral date: 02/10/2015 11:47:15

Medical Practitioner Certification

I have examined this client and am satisfied that they can be referred for a hearing assessment and, where clinically appropriate, rehabilitation services. I confirm the patient's ears are clear of wax. Yes

Are there contradictions to the fitting of a hearing device? No

I acknowledge that Australian Hearing may collect, use, store or disclose any personal information I provide to the Patient (including my GP Provider Number) for the purpose of applying for a voucher to the Office of Hearing Services on the Patient's behalf. Yes

Are you happy to receive information from Australian Hearing regarding their services, products and issues related to hearing health? No

Full name: Dr Sam John Entwistle Date: 01/10/2015

Medical History

Record Progress Accept Print Done

Action Column (Search List)

4.1.2 Administration

This tab contains the administrative details of the referral including Service, Status and Priority codes to reflect the current progress of the referral within the organisation.

Referral Details (SLHD-1853)

Patient MICKEY MOUSE, 19yrs, Medicare Number 29500878911 **Service** Audiology, Ready for triage

Referral Content **Administration** Attachments (0) Correspondence & History Other Referrals

Medicare Number	29500878911	Referral ID	SLHD-1853	Facility	slhdhaem
Service	Audiology	Patient	MOUSE, MICKEY	Referrer	Entwistle, Sam
Status	Ready for triage	Patient DOB	22-Feb-1999	Received	17-Jan-2019 17:24
Priority	Unspecified	Patient Gender	Male		

4.1.3 Attachments

This tab lists any file attachments that came in with the referral. Attachments, if any, can be one or many. You can view and print the attachments by clicking Download.

Referral Details (AR-76353) - Test Referral

Patient MICKEY MOUSE, 15yrs, Medicare Number JDR1234 **Service** Unrecognised1, Patient Booked

Referral Content Administrative **Attachments (0)** Correspondence & History Other Referrals

There are no attachments associated with this referral.

4.1.4 Correspondence & History

This tab contains three sub-tabs:

- Referral Activity
- **Correspondence**

Referral Details (SLHD-1853)

Patient MICKEY MOUSE, 19yrs, Medicare Number 29500878911 **Service** Audiology, Ready for triage

Referral Content Administration Attachments (0) **Correspondence & History** Other Referrals

Referral Activity **Correspondence**

Action Time	Action Type	Username	Facility	Service	Status	Priority	Notes	Action
17-Jan-2019 22:43	Update	system	slhdhaem	Audiology	Ready for triage	Unspecified		View
17-Jan-2019 17:24	Update	system	slhdhaem	Audiology	Ready for triage	Unspecified	Referral Received	View

4.1.4.1 Referral activity

Referral activity – This contains a list of the actions that were made on the administrative details of the referral as it goes through the referral process or workflow.

Action Column (Search List)

Referral Activity		Correspondence						
Action Time	Action Type	Username	Facility	Service	Status	Priority	Notes	Action
17-Jan-2019 22:43	Update	system	slhdhaem	Audiology	Ready for triage	Unspecified		View
17-Jan-2019 17:24	Update	system	slhdhaem	Audiology	Ready for triage	Unspecified	Referral Received	View

4.1.4.2 Correspondence

This contains the transmission details of the original referral as it is sent from one provider to another. It also contains entries for other correspondence associated to the original referral, although this is currently limited to status update messages sent by RMS users back to the original referrer.

Referral Activity		Correspondence					
Date Time	Message ID	Message Type	Author	Sender	Recipient	State	Action
17-Jan-2019 17:24	SLHD-1853	eReferral (in)		ma65test	slhdhaem	Received	View

4.1.5 Other Referrals

This tab contains a list of other referrals for the same patient which can be useful in reviewing the patient history of referrals. The details of these other referrals can also be viewed in a similar way.

Referral Content	Administration	Attachments (0)	Correspondence & History	Other Referrals		
Date Time	Referral Number	Facility	Service	Status	Priority	Action
22-Jan-2019 11:26	SLHD-1877	Royal Prince Alfred Hospital- Professor John Gibson	SLHD Haematology	Ready for Triage	Unspecified	View
22-Jan-2019 10:59	SLHD-1208	Royal Prince Alfred Hospital- Professor John Gibson	SLHD Haematology	Ready for Triage	Unspecified	View
22-Jan-2019 10:50	SLHD-1876	Royal Prince Alfred Hospital- Professor John Gibson	SLHD Haematology	Ready for Triage	Unspecified	View

4.2 Printing Referrals

To print a referral use the 'Print Referral' icon on the main Referral Search Results screen

Referral Search Results									
	Received	Referral ID	Referrer	Medicare Number	Patient	Patient DOB	Service	Status	Action
	06-Jul-2011 12:38	NLER-27417	Entwistle, Sam	AAA0985	MOUSE, MICKEY	13-Apr-2000	Dental	Booked	
	06-Jul-2011 12:40	CCER-10118	Entwistle, Sam	AAA0985	MOUSE, MICKEY	13-Apr-2000	Oncology	Prioritised	
	06-Jul-2011 14:20	NLER-10103	Entwistle, Sam	AAA0985	MOUSE, MICKEY	13-Apr-2000	Medicine Liver	Complete	
	06-Jul-2011 14:21	NLER-27418	Entwistle, Sam	AAA0985	MOUSE, MICKEY	13-Apr-2000	Audiology	Cancelled	

Alternatively:

1. On the Referral Search Results section of the Main screen, click on 'View Referral' icon the Referral Details screen will appear
2. On the Referral Details screen, click on 'Print' button at the bottom of the screen.

Action Column (Search List)

3. Select your printer settings and preferences.
4. Click on 'Print' button when completed.

RMS Referral Management System **HL HealthLink** Certainty in Care

Search Referrals Help signed in as: AH_User Logout

Referral Details (AH-553)

Patient: MICKEY MOUSE, 16yrs, Medicare Number 29500878911 Service: Voucher New, Received

Referral Content Administration Attachments (0) Correspondence & History Other Referrals

Medical Certificate

Patient: MICKEY MOUSE, 16yrs, Medicare Number 29500878911, DOB 22/02/1999, PH: 021021021, Wrk 09 2342322, Hme 09 5353222
95 Pitt Street, Apartment, Sydney, NSW 2000

Referred by: Sam Entwistle, Millstone Family Practice, Prov. No. 1234567X, Reg. No. 889843, PH 09 358 0116, FAX 09 4433456

Referral date: 02/10/2015 11:47:15

Medical Practitioner Certification

I have examined this client and am satisfied that they can be referred for a hearing assessment and, where clinically appropriate, rehabilitation services. I confirm the patient's ears are clear of wax.: Yes

Are there contradictions to the fitting of a hearing device? No

I acknowledge that Australian Hearing may collect, use, store or disclose any personal information I provide to the Patient (including my GP Provider Number) for the purpose of applying for a voucher to the Office of Hearing Services on the Patient's behalf: Yes

Are you happy to receive information from Australian Hearing regarding their services, products and issues related to hearing health?: No

Full name: Dr Sam John Entwistle Date: 01/10/2015

Medical History

Record Progress Accept **Print** Done



Any notes or tracking information recorded using the RMS 'Record Progress' function will be incorporated into the header of the printed referral along with the date/time and username.

4.3 Administrative Summaries

Use the 'Administrative Details' icon on the main Referral Search Results screen to access a summary of the patient's administrative details

Action Column (Search List)

Referral Search Filter

Search By Referral ID Medicare Number Other Details

Patient Last Name Referrer EDI Facility

Patient First Name Referrer Last Name Service

Status

Priority

Auto refresh search result?

Time to Refresh: 42s

Referral Search Results

	Received	Referral ID	Referrer	Medicare Number	Patient	Patient DOB	Service	Status	Action
	22-Jan-2019 11:31	SLHD-1879	Entwistle, Sam	29500878911	MOUSE, MICKEY	22-Feb-1999	SLHD Haematology	Received	
	22-Jan-2019 11:26	SLHD-1877	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	SLHD Haematology	Ready for Triage	
	22-Jan-2019 10:59	SLHD-1208	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	SLHD Haematology	Ready for Triage	
	22-Jan-2019 10:50	SLHD-1876	User, Test	29500878911	Mouse, Mickey	22-Feb-1999	SLHD Haematology	Ready for Triage	

Administrative Summary

Patient Details

Medicare Number:
Gender:

Name:
Date Of Birth:

Age:

Ethnicities:
Phone number(s):

Residential Address:
Postal Address:

Daytime:
Evening:
Mobile:

Referrer

Name:
ID:

Practice Name:
Address:

Phone:
Fax:

Regular GP

Name:
Practice:

Patient Allergies / Alerts

Date Recorded	Description
03-Dec-2013	4-Aminoquinoline compounds

Action Column (Search List)


4.4 Recording Referral Progress





The progress of the referral can be recorded as it goes through the referral process / workflow within your organisation. The following updates can be completed on the referral:

- **Service:** the referral may be assigned or directed to another group or service within the organisation
- **Status:** for example Received, Accepted, Declined
- **Notes:** any relevant remarks or instructions
- **Priority:** for example Routine, Urgent, Semi-urgent

4.4.1 Recording Workflow Progress

The progress of the referral's workflow can be recorded as it goes through the workflow within your organisation.

To record the progress of the referral: Use the 'Workflow Progress'  icon on the main Referral Search Results screen, select the status and complete the progress note.

ANDRIENCO, WENDY	14-Aug-1959	Voucher New	Discharged	
Mouse, Mickey	22-Feb-1999	Voucher New	Received	
Mouse, Mickey	22-Feb-1999	Voucher New	Received	
Mouse, Mickey	31-Jan-1968	Voucher New	Received	

A copy of the current progress description can be sent to the original referrer by clicking on the 'Send update to referrer' checkbox (this will be sent via the HealthLink store and forward service). In some circumstances, the 'Send update to referrer' checkbox will be ticked already and you will not be able to untick the box. Whether these updates are sent automatically or not and whether you can choose to tick or untick the box are configuration settings made by your RMS administrator.

Add Note Only X

Status:

Medicare Number: GYP5696

Notes: *

The referral has been printed by service

Send update to referrer?

* required fields

Name: MOUSE, MICKEY

To save the changes, click on 'Done' button.

To cancel the changes, click on 'Cancel' button.

Action Column (Search List)

Alternatively, on the Referral Search Results section of the Main screen, click 'View Referral' icon . The Referral Details screen will appear. Select the relevant options.

ANDRIENCO, WENDY	14-Aug-1959	Voucher New	Discharged	
Mouse, Mickey	22-Feb-1999	Voucher New	Received	
Mouse, Mickey	22-Feb-1999	Voucher New	Received	
Mouse, Mickey	31-Jan-1968	Voucher New	Received	

RMS Referral Management System

[Search Referrals](#) [Help](#)

Referral Details (AH-651)

Patient Mickey Mouse, 47yrs, Medicare Number

Referral Content Administration Attachments (0) Correspondence & History Other Referrals

Medical Certificate

Patient: Mickey Mouse, 47yrs, DOB 31/01/1968, PH: Mob 1234567
11 Disney Street, Auckland, Sydney

Referred by: Andrew Demo, Healthlink-2, Prov. No. 123456MC, Reg. No. 123456, PH 09 555 5555

Referral date: 07/10/2015 14:16:24

Progress Notes

Time Saved	Username (Fullname)	Notes
15-Oct-2015 17:51	AH_User (Australian Hearing)	test

Clinical Referral Information

Audiology

Reason for referral: Decreased Hearing
 Was the hearing decrease: Gradual
 Is the hearing loss in: Both ears
 Hearing aids: Patient may need hearing aids

Medical Practitioner Certification

I have examined this client and am satisfied that they can be referred for a hearing assessment and, where clinically appropriate, rehabilitation services. I confirm the patient's ears are clear of wax.: Yes

Are there contradictions to the fitting of a hearing device? No

I acknowledge that Australian Hearing may collect, use, store or disclose any personal information I provide to the Patient (including my GP Provider Number) for the purpose of applying for a voucher to the Office of Hearing Services on the Patient's behalf. Yes

Are you happy to receive information from Australian Hearing regarding their services, products and issues related to hearing health?: Yes

Full name: Dr Andrew Demo Date: 07/10/2015

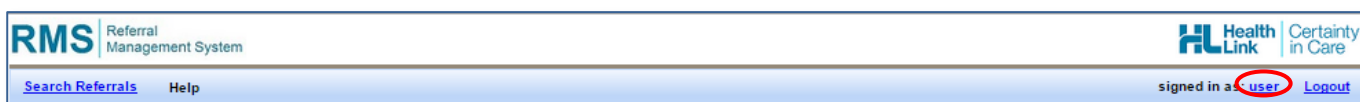
Record Progress **1st Contact** Discharged

5. User Maintenance

You can view your user profile details and make change to them like your password, name and email address. You can also view the record of your activities on the system.

5.1 Accessing User Maintenance

To access user maintenance, click your user name (located on the top right hand corner of screen)



The User Details screen will appear.

User Details

Username	user
Last Name	user
First Name	
Email Address	
Creation Date	19-Aug-2011 15:56
Disabled Date	
Is Locked Out	false
Is Active	true
Roles	Standard User
Facilities	Default

Buttons: Edit, Done

Referral Change History | Action Logs

Change Time	Referral ID	Status	Priority	Facility	Service	Notes	Action
01-Dec-2014 12:13	CCER-10116	Prioritised	Semi-Urgent	Default	Oncology		View
01-Dec-2014 12:13	NLER-27417	Booked	Unspecified	Default	Dental		View
01-Dec-2014 12:11	NLER-27417	F&A Scheduled	Unspecified	Default	Dental		View
01-Dec-2014 12:08	NLER-27417	Booked	Unspecified	Default	Dental		View
01-Dec-2014 12:06	NLER-27417	Booked for Procedure	Unspecified	Default	Dental		View
01-Dec-2014 12:00	NLER-27417	Pre-work	Unspecified	Default	Dental		View
01-Dec-2014 11:36	NLER-27417	Prioritised	Unspecified	Default	Dental		View
01-Dec-2014 11:33	NLER-27417	Received	Unspecified	Default	Dental		View
23-Jul-2013 16:34	NLER-27417	Triage Completed	Unspecified	Default	Dental	sfjdgdffnkhfgjgfyng	View
26-Jun-2013 11:30	NLER-23122	Received	Unspecified	Default	Audiology	updated	View

Page navigation: « « 1 2 » »

User Maintenance

5.2 Updating User Details

To update your user details:

1. On the User Details screen, click the 'Edit' button. The Edit User screen will appear

Search Referrals Help signed in as: user Logout

User Details

Username	user
Last Name	user
First Name	
Email Address	
Creation Date	19-Aug-2011 15:56
Disabled Date	
Is Locked Out	false
Is Active	true
Roles	Standard User
Facilities	Default

2. On the Edit User screen, make your changes or updates
3. Click the 'Update' button to save the changes.

Search Referrals Help signed in as: user Logout

Edit User

Username *	<input type="text" value="user"/>
Last Name *	<input type="text" value="user"/>
First Name	<input type="text"/>
Email Address	<input type="text"/>
Creation Date	19-Aug-2011 15:56
Disabled Date	
Is Locked Out	false
Is Active	true
Roles	Standard User
Facilities	Default

* required fields

User Maintenance

5.3 Changing Password

To change your password:

1. On the User Details screen, click the 'Edit' button. The Edit User screen will appear:

User Details	
Username	user
Last Name	user
First Name	
Email Address	
Creation Date	19-Aug-2011 15:56
Disabled Date	
Is Locked Out	false
Is Active	true
Roles	Standard User
Facilities	Default

Buttons: **Edit** (circled in red), Done

2. On the Edit User screen, click on the 'Change Password' button. The Change Password screen will appear:

Edit User	
Username *	<input type="text" value="user"/>
Last Name *	<input type="text" value="user"/>
First Name	<input type="text"/>
Email Address	<input type="text"/>
Creation Date	19-Aug-2011 15:56
Disabled Date	
Is Locked Out	false
Is Active	true
Roles	Standard User
Facilities	Default

* required fields

Buttons: Update, **Change Password** (circled in red), Cancel

3. On the Change Password screen, type and retype your new password

User Maintenance

- Click the Save button when done.

Search Referrals Help signed in as: ec5707u Logout

Change User Password

Username*

Password*

Retype Password*

* required fields

5.4 Reviewing Changes Made on Referrals

To review changes made on referrals:

- On the User Details screen, click on or go to the Referral Change History tab

Search Referrals Help signed in as: user Logout

User Details

Username user

Last Name user

First Name

Email Address

Creation Date 19-Aug-2011 15:56

Disabled Date

Is Locked Out false

Is Active true

Roles Standard User

Facilities Default

Change Time	Referral ID	Status	Priority	Facility	Service	Notes	Action
01-Dec-2014 12:13	CCER-10116	Prioritised	Semi-Urgent	Default	Oncology		View
01-Dec-2014 12:13	NLER-27417	Booked	Unspecified	Default	Dental		View
01-Dec-2014 12:11	NLER-27417	F&A Scheduled	Unspecified	Default	Dental		View
01-Dec-2014 12:08	NLER-27417	Booked	Unspecified	Default	Dental		View
01-Dec-2014 12:06	NLER-27417	Booked for Procedure	Unspecified	Default	Dental		View
01-Dec-2014 12:00	NLER-27417	Pre-work	Unspecified	Default	Dental		View
01-Dec-2014 11:36	NLER-27417	Prioritised	Unspecified	Default	Dental		View
01-Dec-2014 11:33	NLER-27417	Received	Unspecified	Default	Dental		View
23-Jul-2013 16:34	NLER-27417	Triage Completed	Unspecified	Default	Dental	sfjdgjdffhkhfgjgjjgyng	View
26-Jun-2013 11:30	NLER-23122	Received	Unspecified	Default	Audiology	updated	View

« « 1 2 » »

User Maintenance

2. Click 'View' to open and view the details

Referral Change History

Medicare Number	AAA0985	Referral ID	CCER-10116	Facility	Default
Service	Oncology	Patient	MOUSE, MICKEY	Referrer	Entwistle, Sam
Status	Prioritised	Change Time	01-Dec-2014 12:13		
Priority	Semi-Urgent				
Notes	<div style="text-align: right; padding-right: 5px;"> ↑ ↓ </div>				

5.5 Reviewing Activities

To review your activities on referrals:

1. On the User Details screen, click on or go to the Action Logs
2. Click the 'View Referral' link to open and view the details

[Search Referrals](#) [Help](#)
signed in as: [user](#) [Logout](#)

User Details

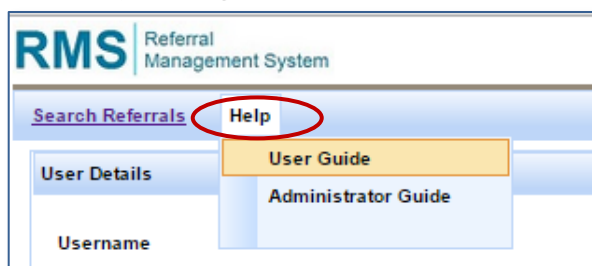
Username	user
Last Name	user
First Name	
Email Address	
Creation Date	19-Aug-2011 15:56
Disabled Date	
Is Locked Out	false
Is Active	true
Roles	Standard User
Facilities	Default

[Referral Change History](#) Action Logs

Action Time ↕	Action Type ↕	Action
18-Jan-2019 12:22	Referral viewed	View Referral
24-Aug-2015 15:54	Referral viewed	View Referral
24-Aug-2015 11:22	Referral viewed	View Referral
24-Aug-2015 11:21	Referral viewed	View Referral
24-Aug-2015 11:16	Referral viewed	View Referral
24-Aug-2015 11:15	Referral viewed	View Referral
24-Aug-2015 11:15	Referral viewed	View Referral
24-Aug-2015 11:15	Referral viewed	View Referral
24-Aug-2015 10:54	Referral viewed	View Referral
01-Dec-2014 12:13	Referral updated	View Referral

6. Help

You can access the RMS User Guide by clicking on Help from the Menu bar in the Main screen.



6.1 HealthLink Support Details

You can contact HealthLink for RMS assistance and support through the following:

6.1.1 Phone

Toll Free Phone: **1800 125 036**

Monday to Friday: 8am to 6pm

6.1.2 Fax

Toll Free Fax: **1800 151 146**

6.1.3 Email

helpdesk@healthlink.net

6.1.4 Website

www.healthlink.net