HL Health Link | Certainty in Care

QUICK START GUIDE

Creating and Sending Letters and Referrals

There are quick and easy ways for you to save time using your EMR software. This guide shows you how to create and send letters and referrals

MedicalDirector

MedicalDirector Edition

You can look up a Specialist or GP messaging address as well as update your practice details on the HealthLink User Directory addess below. If you require access to the HealthLink User Directory, please contact HealthLink on 1800 125 036

HL Directory: https://secure.hlink.net.au/directory/login.php

Before You Begin

Each Specialist or GP that you wish to send referrals to needs to have an address book entry with a MDX Facility ID in Medical Director Systems. In the Address Book a site has a facility ID if there is an [icon] icon against the address details.

You will need to be registered to use MDExchange with Medical Director. You will also need to check that your registration includes being able to send. To check:
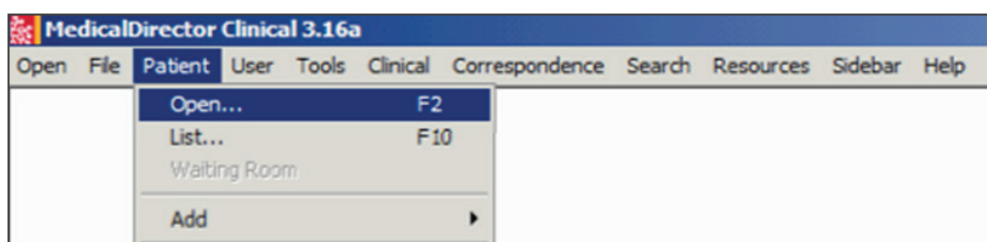
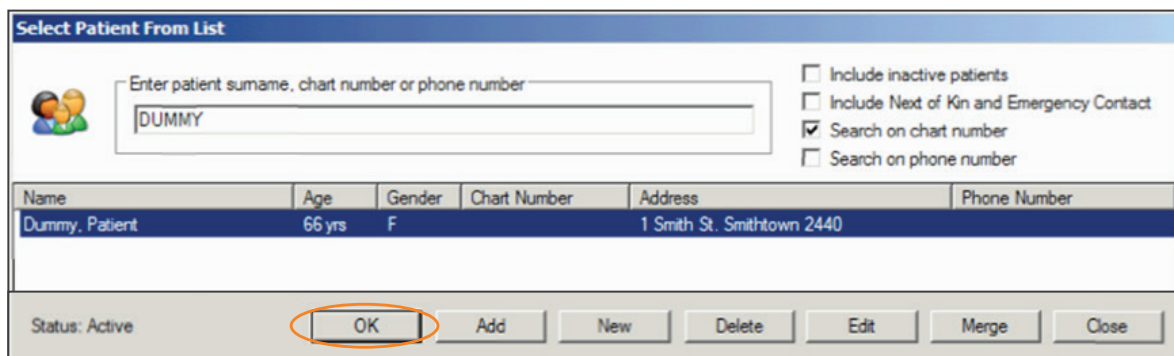a) Select TOOLS> MDEXCHANGE> LICENCE DETAILS
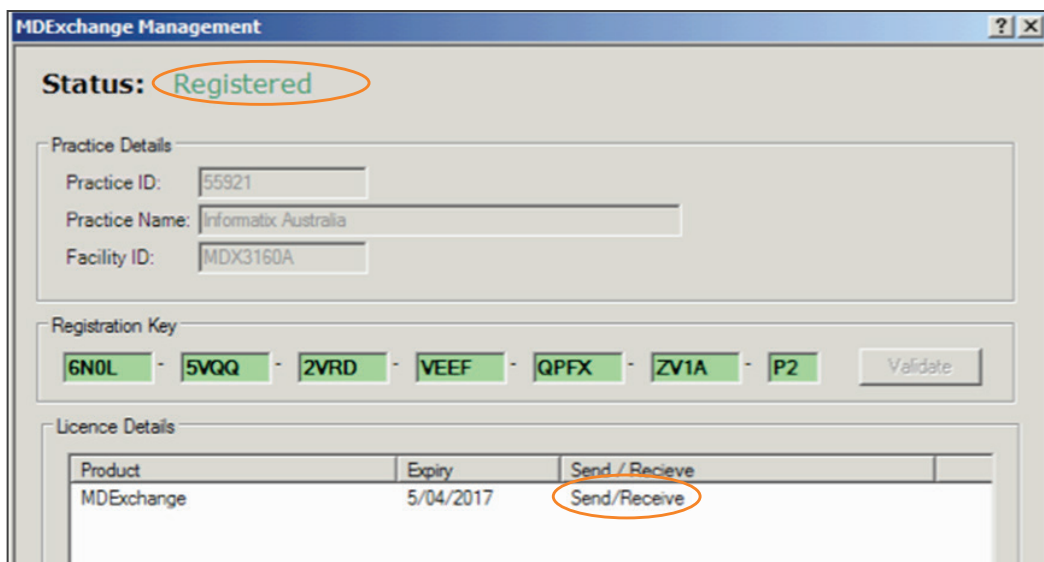
If the status does not show as registered or shows "receive" only you will need to follow the on screen registration instructions or contact MedicalDirector.
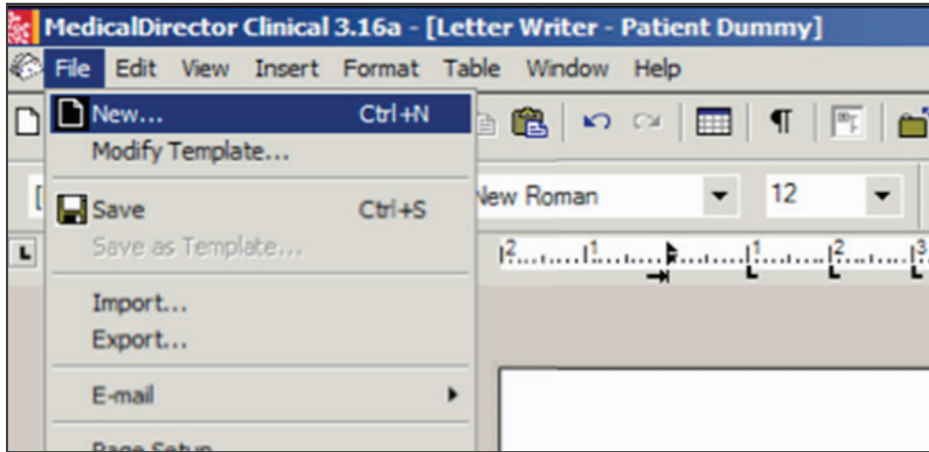
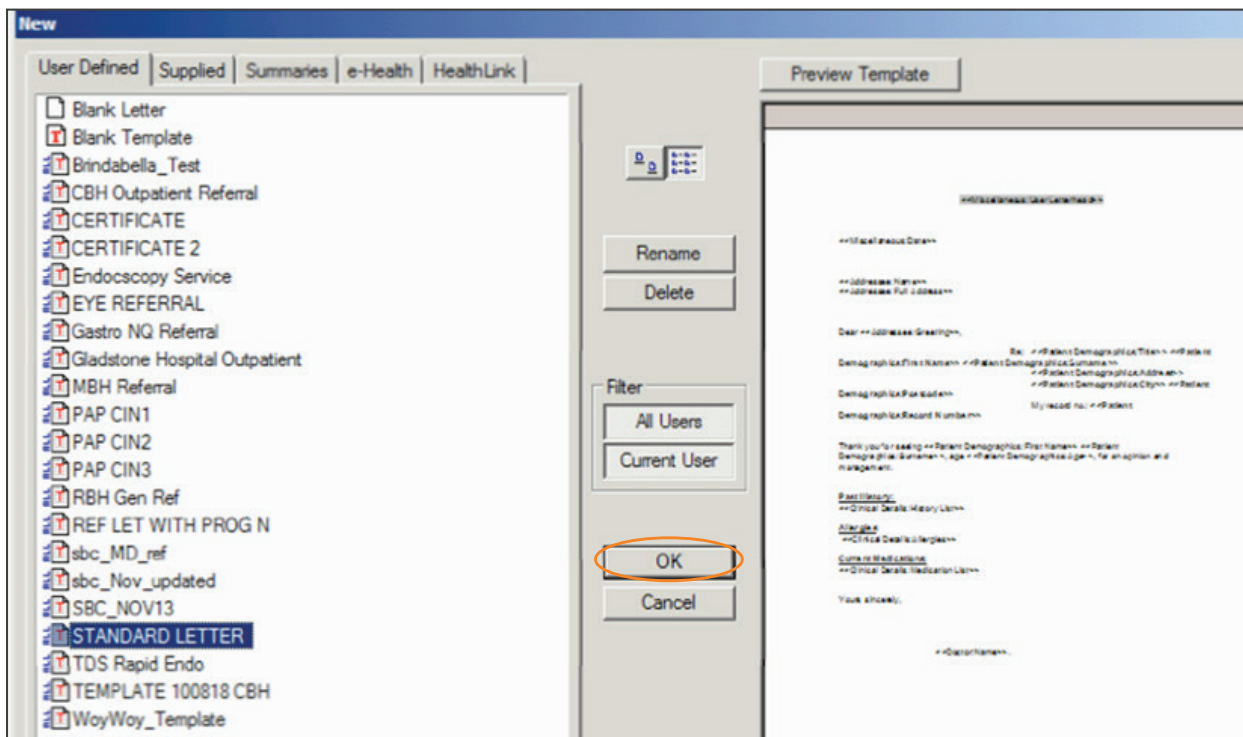## Creating a New Referral/ Letter

a) Select PATIENT> OPEN (F2)

b) Search for the patient you wish to send the referral/Letter for
c) Highlight patient and select OK

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d) Select TOOLS > LETTER WRITER(F8) or the [icon] icon
e) Select FILE > NEW (Ctrl +N) or the [icon] icon

f) Select the name of your required templates from any of the tabs and select OK.

g) Complete the letter/template as required e.g. adding the Addressee
h) Review your completed document. Any changes can be updated directly into the template.

Sending Your Letter/ Referral

Once you have Finished making changes to the letter/ referral you can then send your message using MDExchange.

a) Click on FILE > SEND Via MDExhange or click on the [icon] icon located on the toolbar
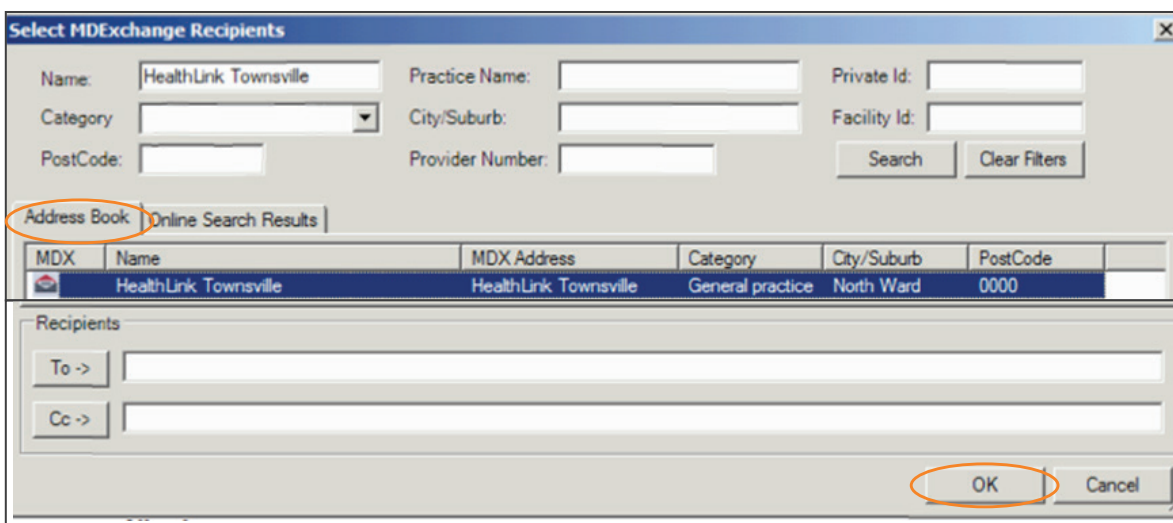
b) Select TO...
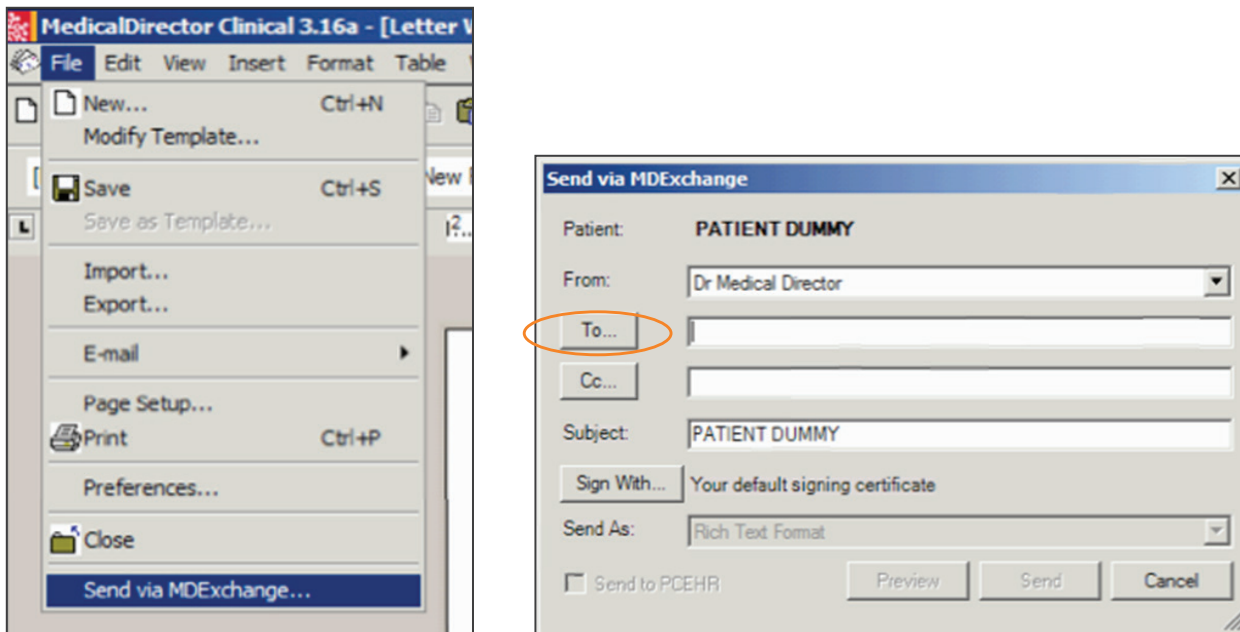
c) Select the Address Book tab
d) Enter the name of the Provider/Clinic. The sites information will be show
e) Highlight the recipient and select To

Please note if the icon does not appear next to the Addressee you will need to add them in to the MDExchange Address book. You are unable to send to this site using HealthLink via MDExchange if the icon does not appear next to the address.
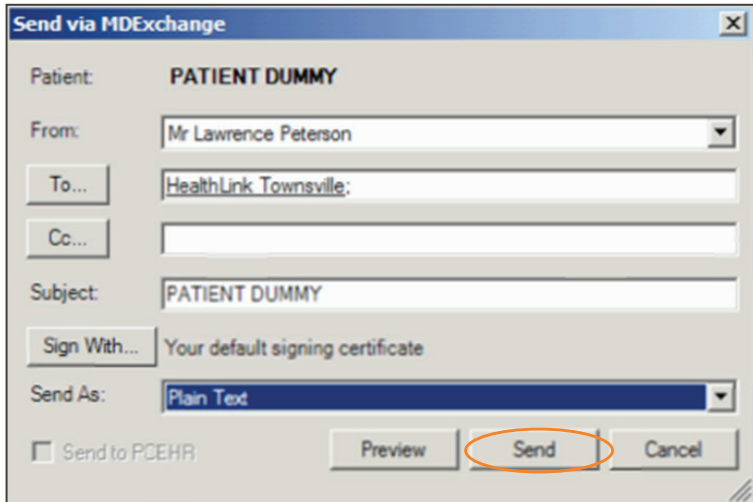
f) The Addressee's details should appear in the Recipients To area
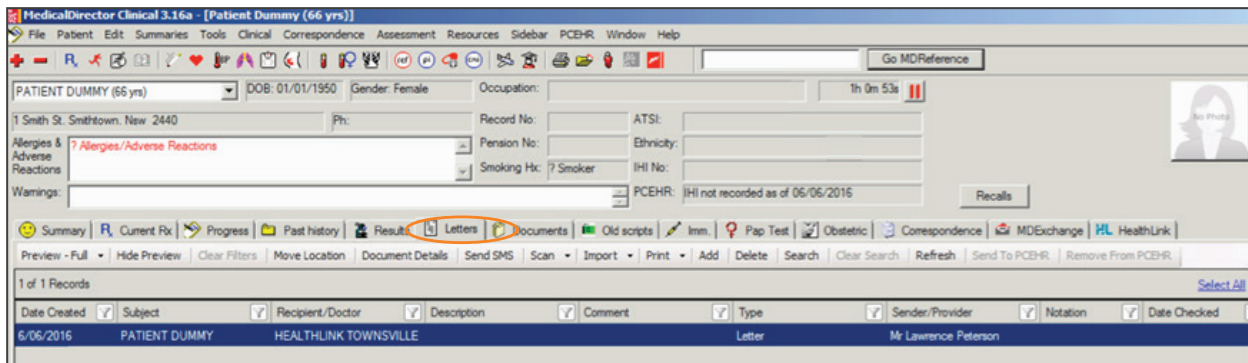g) Select OK

h) In the Send as section select Plain Text
i) Select Send

If you wish to add a CC please do so before you select send. See instruction Adding a CC located in this quick guide.
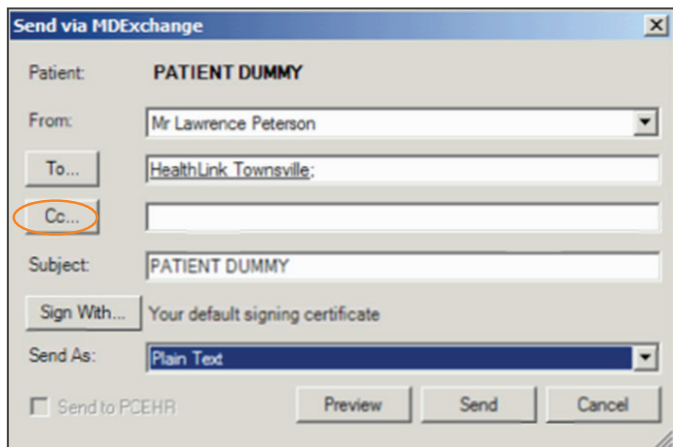

You will see a bar showing the message being sent.
Once the message has been send you will be taken back to the Patients record and it will show the details of the under the Letters tab.

Adding a CC
a) Select CC...

b) Select the ADDRESS BOOK tab
c) Enter the name of the Provider/Clinic. The sites information will be shown

d) Highlight the recipient and select CC

Please note if the [icon] icon does not appear next to the Addressee you will need to add them in to the MDExchange Address book. You are unable to send to this site using HealthLink via MDExchange if the [icon] icon does not appear next to the address.

e) The Addressee's details should appear in the Recipients Cc area
f) Select OK
You are able to add more than one CC by repeating steps b – d.

a) Select SEND

You will see a bar showing the message being sent.
Once the message has been sent you will be taken back to the Patients record and it will show the details of the under the Letters tab.
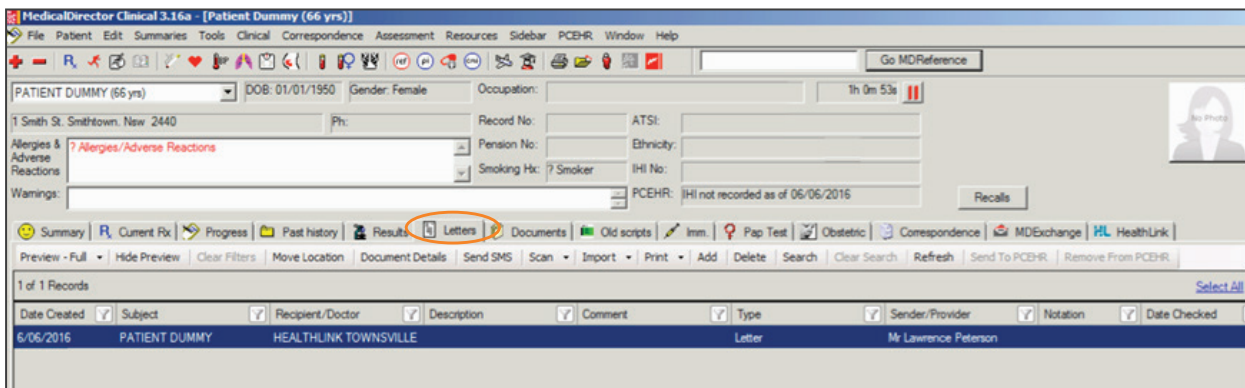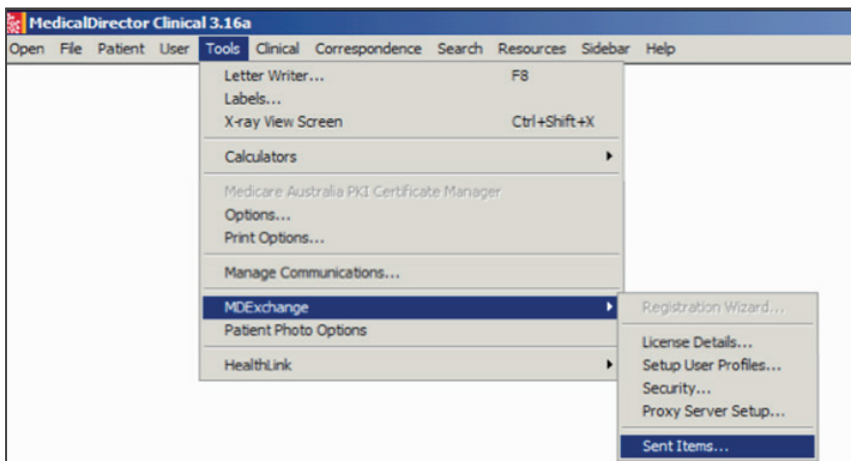
Tracking Sent Messages

It is Important if you are sending referrals or any other types of messages, to check that they are actually being received by the recipient.

Once you have sent a message, the recipient's system will inform you, by way of an acknowledgement. There are 2 ways of viewing a status of a patient's e-referrals.
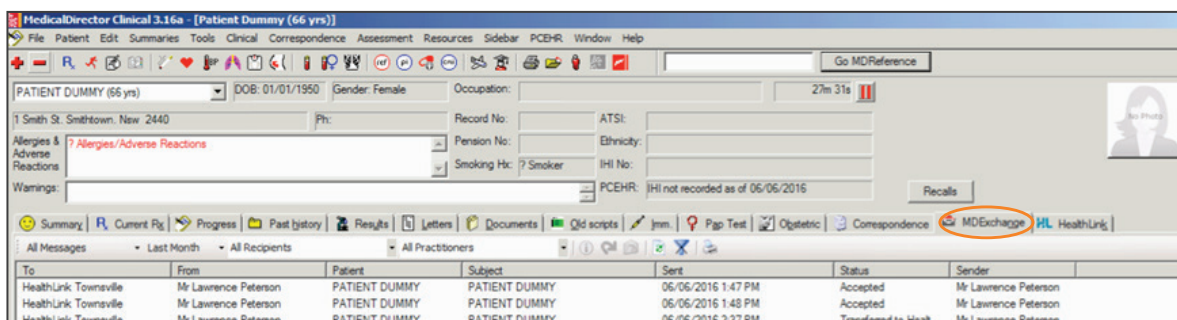
a) Select TOOLS > MDExchange > SENT Items

This will show the status of all Messages sent including CC's. You are able to use the filters to make a more individualised search

b) Within the patient file select the MDExchange tab. This will show only the OPEN patients e-referrals. Th is will show the status of the messages sent including any CC's

The Status of the Referral Sent will be Updated as Follows

STATUS	MESSAGE PROGRESS
Awaiting Transmission	The message is sent the the practice server
Sent	Referral is sent from your practice server to the MDExchage server
Transferred to HealthLink	Referral is sent from MDExchange to HealthLink
Accepted	The Provider/ Clinic has successfully received received your referral
Failed Transfering to HealthLink	Connection between MDExchange & HealthLink Unsuccessful. Please contact HealthLink for further assistance.
Rejected by HealthLink	Incorrect EDI Address/ Message failed HealthLink validation. Contact HealthLink for further assistance.

**For all queries, please call the
HealthLink Customer Support Line:**

Monday to Friday (except public holidays) 8am- 6pm
Phone 1800 125 036 Support email: helpdesk@healthlink.net