

# HealthLink, eReferrals to Outpatient Specialist Clinics at Mercy Health

June 2024, Version 1.4

# Overview

In November 2022, Mercy Hospital for Women and Werribee Mercy Hospital transitioned to eReferrals via *HealthLink SmartForms* as the method for receiving referrals to **Outpatient Specialist Clinics**. This approach is aimed for safe transfer of care.

The move is designed to ensure your patients' identifiable clinical information is transmitted from your GP clinical software directly to Outpatient Specialist Clinics in a secure format, which will result in:

- receipt of referrals
- improved legibility,
- fewer declined referrals and support adherence to the State-wide Referral Criteria
- improved appointment advice response times for patients and GPs.

*HealthLink SmartForms* are free and integrated within major GP clinical software platforms including Medical Director, Best Practice, and Genie. HealthLink SmartForms include HealthPathways Melbourne links and are State-wide Referral Criteria compliant, ensuring all required referral information meets hospital requirements and can be triaged efficiently and effectively.

# Help is available

Additional information is available at the HealthLink Support website.

Medical Director	Best Practice	Genie	Portal
User Guides <u>Tutorial Video</u> <u>– MD</u>	<ul> <li><u>User Guides</u></li> <li><u>Tutorial Video</u></li> <li><u>– BP</u></li> </ul>	<ul> <li><u>User Guides</u></li> <li><u>Tutorial Video</u></li> <li><u>– Genie</u></li> </ul>	<ul> <li><u>User Guides</u></li> <li><u>Tutorial Video</u></li> <li><u>Portal</u></li> </ul>

For assistance with the HealthLink SmartForms in your software, **contact HealthLink** on **1800 125 036** or email <u>HelpdeskHL@healthlink.net</u>

For additional training, including demonstration and wanting to enable eReferrals (HealthLink SmartForms), contact your local Primary Health Networks (PHN):

- Eastern Melbourne
   Phone: (03) 9046 0354
   Email: <u>digitalhealth@emphn.org.au</u>
- <u>North Western Melbourne</u>
   Phone: (03) 9347 1188
   Email: <u>primarycare@nwmphn.org.au</u>
- Find other local PHNs <u>here</u>.

The Quick Start Guide for the HealthLink Portal is available here.

Updated June 2024



# **Frequently Asked Questions**

**Does this apply to all Outpatient Specialist Clinics at Mercy Health?** No, Healthlink eReferrals only currently applies to the following Outpatient Specialist Clinics:

Mercy Hospital for Women		Werribee Mercy Hospital		
٠	All Antenatal Clinics	All Antenatal Clinics		
•	Early Pregnancy Assessment Clinic	<ul> <li>Early Pregnancy Assessment Clinic</li> </ul>		
	(EPAC)	(EPAC)		
•	Genetics	Colorectal		
•	Gynaecology	• ENT		
•	Oncology	Gastroenterology		
•	Paediatrics	General Surgery		
•	Psychiatric	Gynaecology		
•	Urogynaecology	Orthopaedics		
		Paediatrics		
		Rapid Access Colonoscopy		
		<ul> <li>Symptom Management and Referral</li> </ul>		
		Team (SMART)		
		Urogynaecology		
		Urology		
		Vascular		
For	all other departments please visit our Refe	er a Patient page for more information		

# Is Helix compatible with e-referral?

No, Helix is not currently compatible software. However, you can still submit forms electronically via the my HealthLink Portal.

# What happens if I don't have conformant software to send an e-referral?

Please register for a 'free' **HealthLink Portal licence** by completing the <u>online HealthLink application</u> form and selecting the two checkboxes, as shown below:



Once HealthLink has processed the completed registration application form, the portal details will be forwarded to you.

Do not email any referrals to email addresses as they are not encrypted.

# What is the MyHealthLink Portal?

MyHealthLink Portal is a stand-alone, web-based system designed to enable GP practices and individual healthcare providers, who do not have conformance software (i.e. Medical Director, Best Practice, Genie, or Zedmed), an alternative solution to electronically refer and submit patient referrals via HealthLink SmartForms to Mercy Health.

The Quick Start Guide for the HealthLink Portal is available here.

Mercy Health HealthLink FAQ

Updated June 2024

Page 2 of 5



### Does HealthLink eReferral auto-populate patient information?

Patient demographics, active medications, past history and practice details all auto populate for conformance software users.

Please note: This is different to the Portal, where unfortunately all patient information will be required to be entered manually.

#### Can I refer to 2 specialities on one referral?

No, you will need a separate e-referral for each clinical referral.

#### How do I attach investigation results?

You can attach results and clinical reports under the Attachments/Reports tab in HealthLink SmartForms. These file types that are acceptable are;

- Attaching files from GP Clinical software: gif, html, jpeg, doc, docx, pdf, txt, rft and tiff. •
- Attaching files from computer desktop: doc, docx, gif, htm, html, jpeg, jpg, pdf, rtf, tif, tiff and text. .

# For Best Practice and Medical Director users, please ensure all plain text investigation includes the header.

Inbox
File Edit Utilities View Help I 🕹 🕫 🚍 🗶 📢 💓 🗏 🖡 B Ancese, Mickey Middle 124-134 Selkirk Avenue, Cecil Park. 2178 Phone: 9124-2335 Birthdate: 10/10/1345 Sex: N Medicare Number: Your Reference: Lab Reference: 1780919 Addressee: Dr Edward Chandrarathan Referred by: Dr Catherine TURNES Name of Test: Histopathology Requested: 22/08/2017 Collected: 22/08/2017 Reported: 22/08/2017 00:00 0 DIAGNOSIS Biopsy from gastric antrum - CHRONIC INACTIVE GASTRITIS OF MILD SEVERITY. - POSITIVE FOR BELICOBACTER FYLORI. Outstanding requests - tick if returned ..... 
 25/09/2020
 Plain X-ray - Abdomen, Left , Pla

 25/09/2020
 Plain X-ray - Abdomen, Left , Pla

 10/08/2021
 tesing Lab Concept
 Store for location: HeathUnk Messagi ~ This result is: Action to be taken: Store result in: nt ONomal O No action Investigations () Abromal O Reception to advise O Correspondence in Details O Stable O Nume to advise Cinical Integers Send Message O Acceptable O Doctor to advise Add to list OUnaccept O Send routine remin Add Reminder Add Post Hatory Add INR Graph Delete O Being treated O Non-urgent appointment Add Action Add CST enault O Under specialist care O Urgent apportment <Previous Neet > Skp Freeh urrently logged in: Dr Demo Doctor (HealthLink Messaging Testing Clinic)

# **Include Header in Best Practice:**

Page 3 of 5



Include/Exclude Header in Medical Director (via Tools  $\rightarrow$  Options  $\rightarrow$  Investigations):

Include/Exclude Header in Medical Dir	ector (via Tools $\rightarrow$ Options $\rightarrow$ Investigations): Care first
Image: Source State         Control Control Control Control         Control Control         Control Control           Image: State         Image: State	H decemper Window Holp     Mascenge Window Holp     GexV0Hereroe      GexV0Here
Preview - Fut +         Hide Preview         Class Filters         Move Excelsion         Document Deaths         Send 3465         Scan +         Import +         Print           9 ef Seconds         Use Context + (2)         Saled         (2)         Deacotion         (2)         Type (2)         Respect Context           15/00/2024         Orthopado - Taghade Hay         Eatern Health Referent From         Later         Later           21/00/2024         Orthopado - Taghade Hay         Eatern Health Referent From         Later         Later           21/00/2024         Orthopado - Taghade Hay         Eatern Health Referent From         Later         Later           21/00/2024         Orthopado - Taghade Hay         Eatern Health Referent From Store Later         Later         Later         Later           21/00/2024         Colorade Storey         Prevent Health Tamana Health Referent From Later         Later         Later         Later           20/2024         Vendor From Storey         Move Later Later         Health Nove Later         Later           3/02/2024         Presidance - D: Dim Causiac         Move Vendor Later         Later         Later	Options         Premain high pression of the second of
C	[22     [

# Attaching i-Med Radiology Report

Due to an issue with i-Med radiology report attachments, the receiving health service will receive the attached report as a corrupted file or with missing clinical information like the example image shown below. To avoid this, attach a PDF copy of the report.



# What to do if I cannot attach documents?

Contact HealthLink on 1800 125 036 or email HelpdeskHL@healthlink.net.

Updated June 2024



Mercy Health

I can see this message at the bottom of my referral when previewing and it says there is "not first attachments". How do I know if my referral has been received with all the attachments included?

The below message relates to file attached 'from your desktop' not the patient's clinical file.

#### File Attachments - No files attached

If you have attached documents/reports from your patient's clinical file, you will see the following example message:

Diagnostic Reports / Patient Documents					
Date	Name	Comments	Size		
25/02/2020	AduroForm.pdf	SR Specialists & Referrals	40 KB		
24/04/2019	Report1.PDF	DISCHARGE SUMMARY	812 KE		
16/04/2019	Result.RTF	DISCHARGE SUMMARY	3 KB		
16/04/2019	Report1.PDF	DISCHARGE SUMMARY	808 KE		

How long does it take to confirm receipt of the referral and method of confirmation?

You will be notified that the referral has been received within minutes.

Please note that this does not mean the referral has been accepted; only that it has been received.

#### What happens if the HealthLink referral fails to send?

You will be notified if the submission fails. The HealthLink eReferral will be parked and available to re-open and resubmit later. When delivered, it will generate and send back an acknowledgement to you.

For any issues relating to this, contact HealthLink directly on <u>HelpdeskHL@healthlink.net</u> or **1800 125 036**.

#### What to do if it keeps asking me to "try again later" when sending a referral?

The maximum upload size is 3mb. If your file exceeds this limit, you will receive a prompt stating to try again later. In this instance, please compress the attachments and resubmit.

If you continue to receive this error, please contact HealthLink directly on <u>HelpdeskHL@healthlink.net</u> or **1800 125 036**.

#### How to send additional test results after sending the referral?

Within your GP practise clinical software, go to your patient's file and select HealthLink.

Follow the same process as creating a new referral, however select *Amended referral/update previously sent referral* and continue to fill out and attach the new results via the *Attachments/Results* tab on the left-hand side.

Referral Date*	27/05/2024	
Referral Continuation*	$^{\circ}$	New
	۲	Amended referral/update previously sent referral
	0	Renew expired referral

#### How do I access HealthPathways Melbourne?

Send a request to info@healthpathwaysmelbourne.org.au or complete this access form.

Updated June 2024