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 • Tutorial Video – MD	• User Guides • Tutorial Video – BP	• User Guides • Tutorial Video – Genie	• User Guides • Tutorial Video – Portal

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

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: digitalhealth@emphn.org.au
- North Western Melbourne
  Phone: (03) 9347 1188
  Email: primarycare@nwmphn.org.au
- Find other local PHNs here.

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

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
• All Antenatal Clinics • Early Pregnancy Assessment Clinic (EPAC) • Genetics • Gynaecology • Oncology • Paediatrics • Psychiatric • Urogynaecology	• All Antenatal Clinics • Early Pregnancy Assessment Clinic (EPAC) • Colorectal • ENT • Gastroenterology • General Surgery • Gynaecology • Orthopaedics • Paediatrics • Rapid Access Colonoscopy • Symptom Management and Referral Team (SMART) • Urogynaecology • Urology • Vascular

For all other departments please visit our *Refer 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 online HealthLink application 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.

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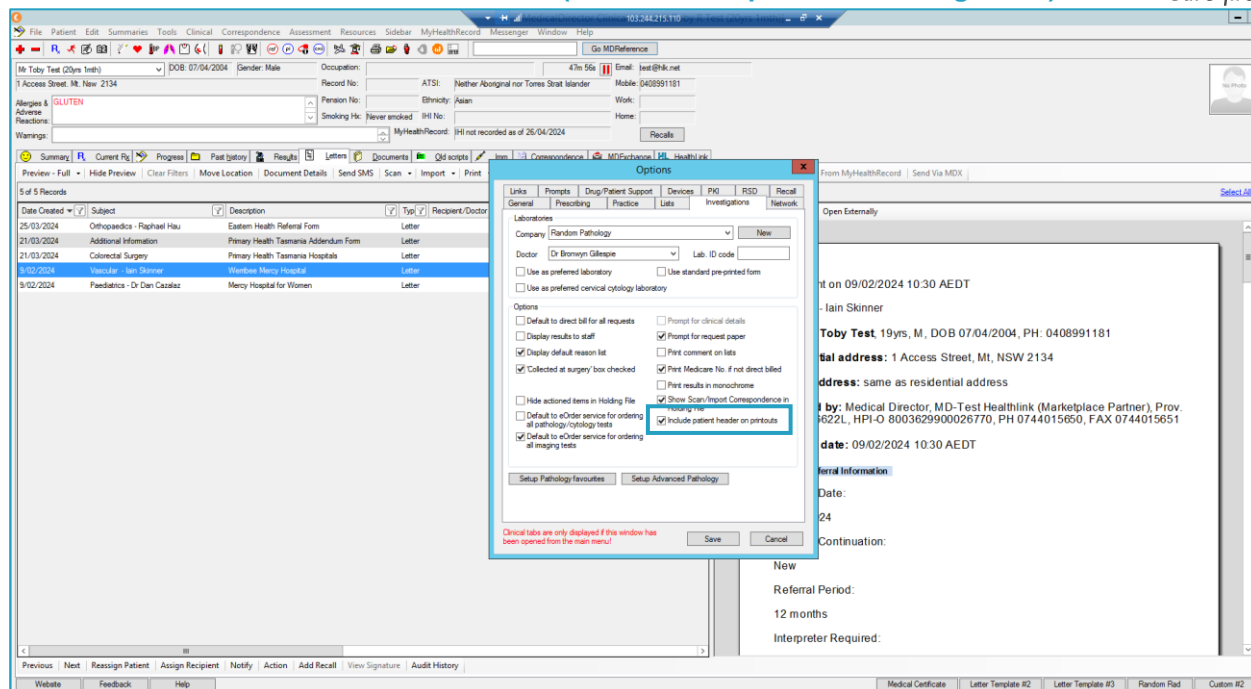
For Best Practice and Medical Director users, please ensure all plain text investigation includes the header.

Include Header in Best Practice:
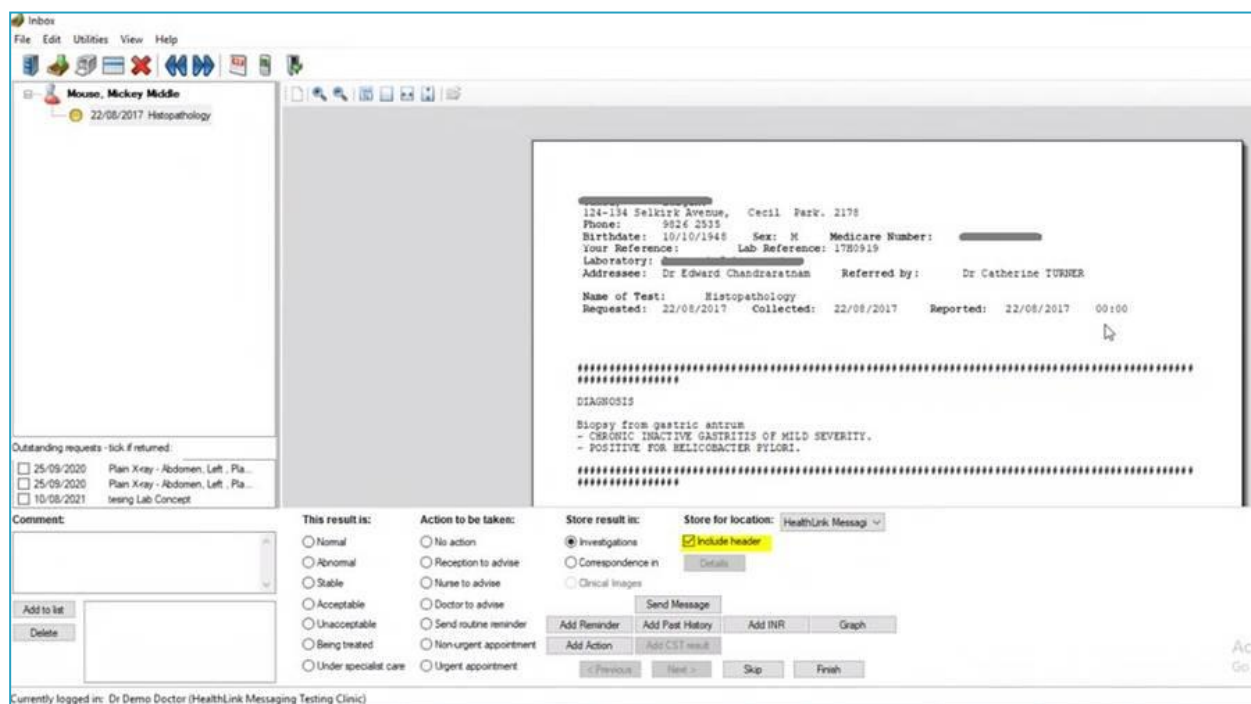
Include/Exclude Header in Medical Director (via Tools → Options → Investigations):

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.
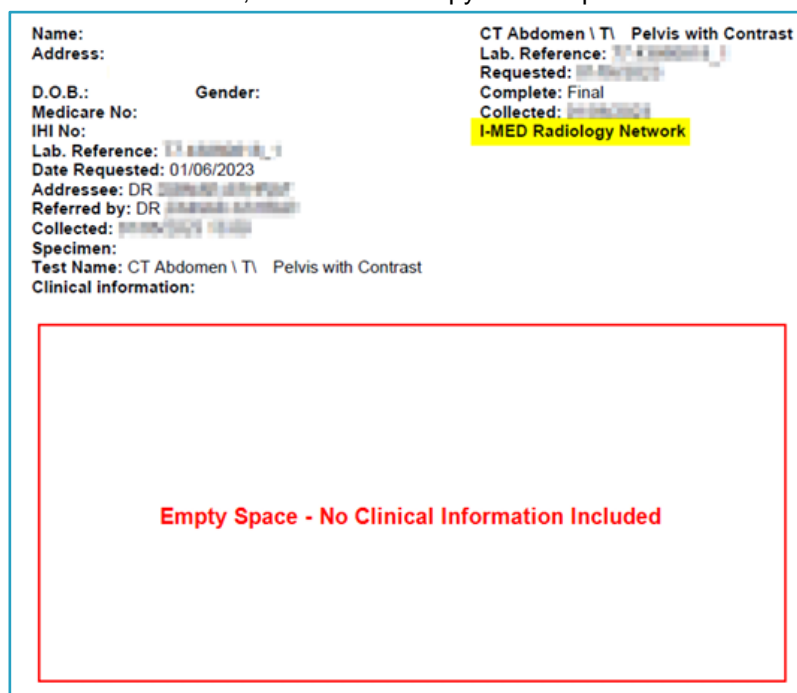

What to do if I cannot attach documents?

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

I can see this message at the bottom of my referral when previewing and it says there is "no 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
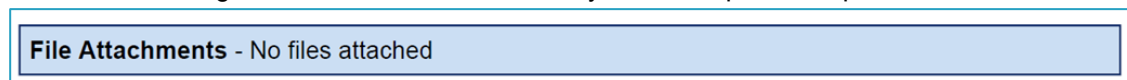
If you have attached documents/reports from your patient's clinical file, you will see the following example message:

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 KB
16/04/2019	Result.RTF	DISCHARGE SUMMARY	3 KB
16/04/2019	Report1.PDF	DISCHARGE SUMMARY	808 KB

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 HelpdeskHL@healthlink.net 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 HelpdeskHL@healthlink.net 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*	○ New
	● Amended referral/update previously sent referral
	○ Renew expired referral

How do I access HealthPathways Melbourne?

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