



# HealthLink, eReferrals to Outpatient Specialist Clinics at Mercy Health

February 2026, Version 3.0

## Overview

In November 2022, Mercy Hospital for Women and Werribee Mercy Hospital transitioned to eReferrals via **HealthLink SmartForms** as the preferred 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 **integrated within** major GP clinical software platforms, they include HealthPathways Melbourne and Statewide Referral Criteria links and criteria ensuring all required referral information meets hospital requirements and can be triaged efficiently and effectively.

## How do I access HealthPathways Melbourne?

Send a request to [info@healthpathwaysmelbourne.org.au](mailto:info@healthpathwaysmelbourne.org.au) or [register online](#).

## Help is available

Additional information is available at the [HealthLink Support website](#).

Medical Director	Best Practice	Genie	Zedmed	HealthLink Portal
<ul style="list-style-type: none"> <li>• <a href="#">User Guides</a></li> <li>• <a href="#">Tutorial Video – MD</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">User Guides</a></li> <li>• <a href="#">Tutorial Video – BP</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">User Guides</a></li> <li>• <a href="#">Tutorial Video – Genie</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">User Guides</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">User Guides</a></li> <li>• <a href="#">Tutorial Video – Portal</a></li> </ul>

User guides for Communicare, Direct Control, Shexie and Medtech are available on the [HealthLink User guides webpage](#).

For assistance with the HealthLink SmartForms in your software, **contact HealthLink** on **1800 125 036** or email [HelpdeskHL@healthlink.net](mailto: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](mailto:digitalhealth@emphn.org.au)
- [North Western Melbourne](#)  
Phone: (03) 9347 1188  
Email: [primarycare@nwmphn.org.au](mailto:primarycare@nwmphn.org.au)
- Find other local PHNs [here](#).

**To protect patient confidentiality, please do not email any referrals to Mercy Health, as this is not compliant with our privacy policy. Thank you for your understanding.**



## 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
<ul style="list-style-type: none"> <li>All Antenatal Clinics</li> <li>Early Pregnancy Assessment Clinic (EPAC)</li> <li>Genetics</li> <li>Gynaecology</li> <li>Oncology</li> <li>Paediatrics</li> <li>Psychiatric</li> <li>Urogynaecology</li> </ul>	<ul style="list-style-type: none"> <li>All Antenatal Clinics</li> <li>Early Pregnancy Assessment Clinic (EPAC)</li> <li>Colorectal</li> <li>Gastroenterology</li> <li>General Surgery</li> <li>Gynaecology</li> <li>Orthopaedics</li> <li>Paediatrics</li> <li>Rapid Access Colonoscopy</li> <li>Symptom Management and Referral Team (SMART)</li> <li>Urogynaecology</li> <li>Urology</li> <li>Vascular</li> </ul>

For all other departments, please visit our [Referral instructions webpage](#) for more information

### Is Helix compatible with e-referral?

The new version of Helix now supports submitting HealthLink Smart Forms. GP's will need to check directly with Helix to confirm the following:

- Whether they are on the updated version of Helix, and
- Whether Smart Forms are enabled for their practice

Once those two points are confirmed, the practice will need to contact our Request Team at [request@healthlink.net](mailto:request@healthlink.net) so HealthLink can enable the Mercy Hospitals forms.

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

Please register for a [HealthLink Portal licence](#) by completing the [online HealthLink application form](#) and selecting the two checkboxes, as shown below:

What would you like to use HealthLink for?

**Receive Electronic Correspondence**  
Receive electronic correspondence from other health providers.

**SmartForm eReferrals**  
HealthLink SmartForms streamline the referral process. Please click here to view a list of available forms across Australia e.g. Monash Health, Transport for NSW, My Aged Care.

**Sending Electronic Reports**  
HealthLink allows you to send reports electronically and securely.

[Continue](#)

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

[Do not email any referrals to Mercy Health as this is against our privacy policy.](#)



### 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 are all auto-populated 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 specialties on one referral?

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

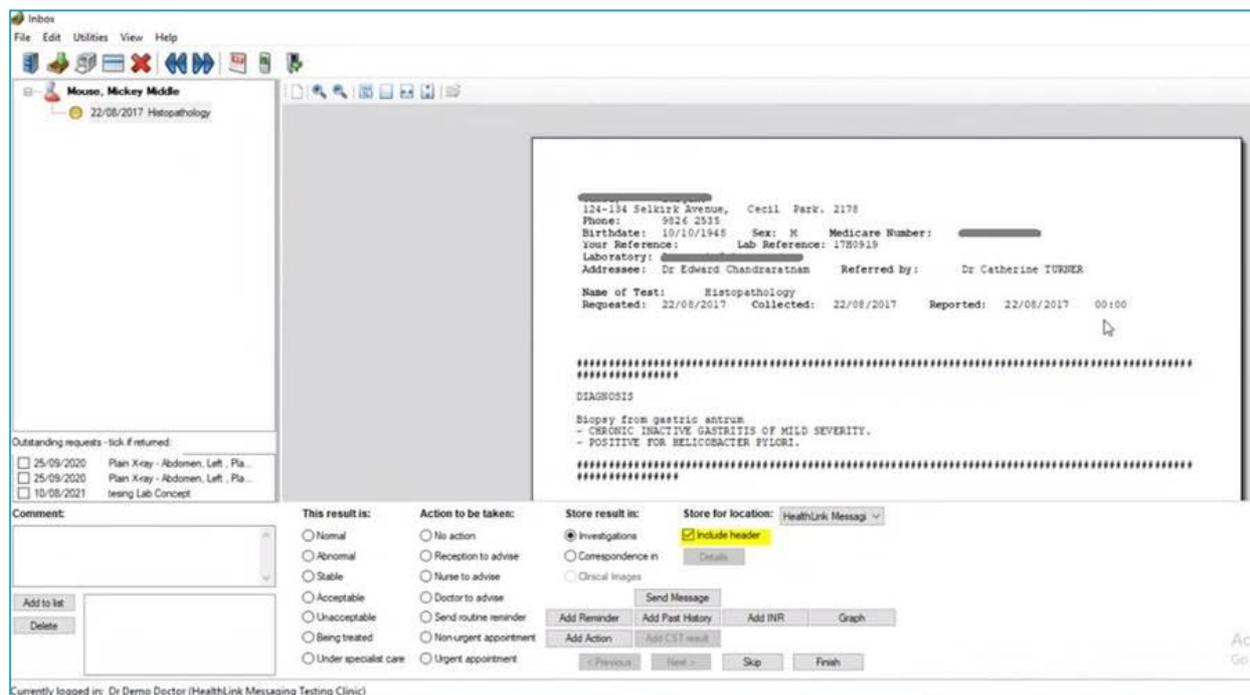
### How do I attach the investigation results?

You can attach results and clinical reports under the Attachments/Reports tab in HealthLink SmartForms. The acceptable file types 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.*

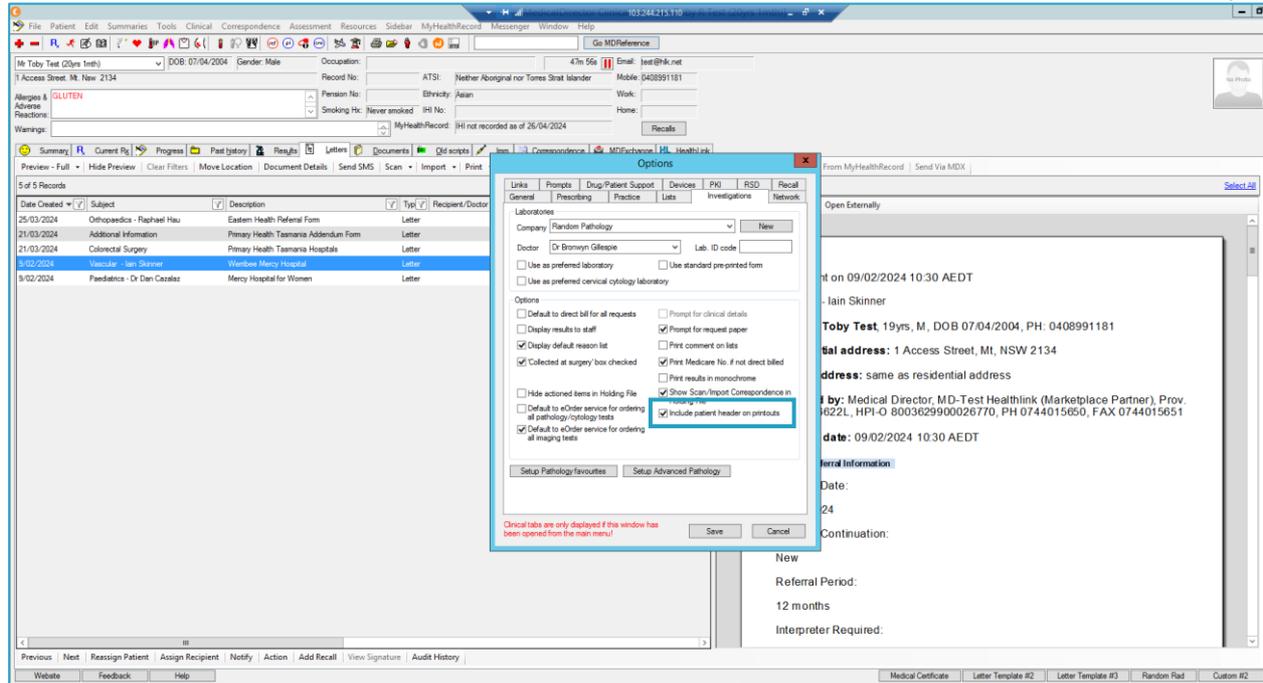
### Best Practice and Medical Director users, please ensure all plain text investigation includes the header.

Include Header in Best Practice:



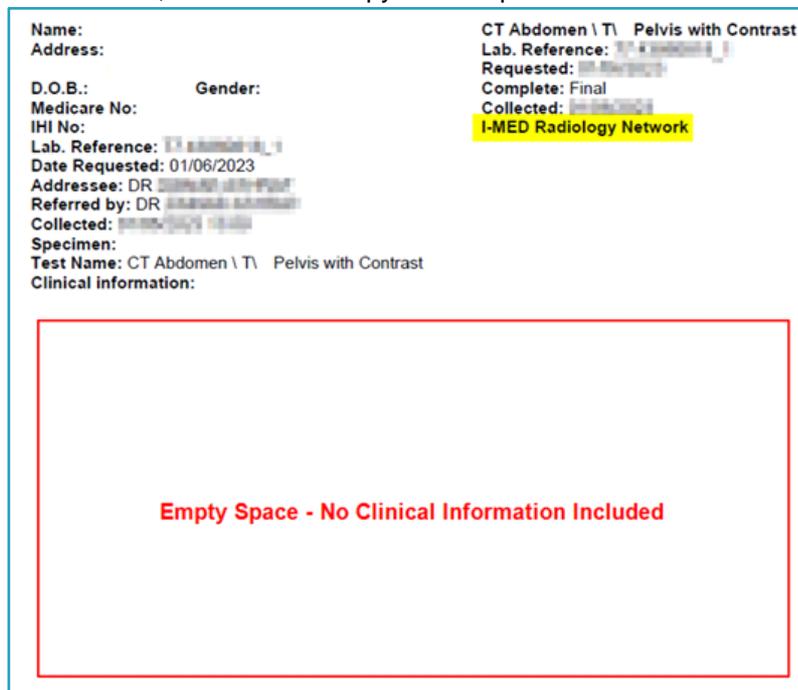


Include/Exclude Header in Medical Director (via Tools → Options → Investigations):



### 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 should I do if I cannot attach documents?

Contact HealthLink on **1800 125 036** or email [HelpdeskHL@healthlink.net](mailto:HelpdeskHL@healthlink.net).



I can see this message at the bottom of my referral when previewing, and it says there are *Care first* “no attachments”. How do I know if my referral has been received with all the attachments included?

The below message relates to the 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

### What should I do if it asks me to “try again later” when sending a referral?

The maximum upload size is 3.8 MB. If your file exceeds this limit, you will receive a prompt to try again later. In this instance, please compress the attachments and resubmit. If you continue to receive this error, please get in touch with HealthLink directly at [HelpdeskHL@healthlink.net](mailto:HelpdeskHL@healthlink.net) or **1800 125 036**.

### How do you send additional test results after sending the referral?

Go to your patient’s file and select HealthLink within your GP practice clinical software. Follow the same process as creating a new referral; navigate to *Reason for referral* and select *Other*. Please comment on the additional/updated information in the comment section before attaching the latest results via the *Attachments/Results* tab on the left-hand side.

Urgency\*  Routine: Greater than 30 days ▾

Referral Purpose\* Please select ▾

Reason for referral\* **Other** ▾

Additional referral information (useful for triaging the referral)

If the Other Reason for referral is unavailable, select *Amended referral/update previously sent referral* at the top of the referral and continue to fill out and attach the latest 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

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

If the submission fails, you will be notified. The HealthLink eReferral will be parked and available to reopen and resubmit later. When delivered, it will generate and send you an acknowledgement.

For any issues, contact HealthLink directly at [HelpdeskHL@healthlink.net](mailto:HelpdeskHL@healthlink.net) or **1800 125 036**.