



Sending eHealth CDA documents

Medical Director 3.14 or Later Version

July 2013



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Introduction

HealthLink Service and Support

The HealthLink Help Desk is available for any support and queries you may have.

Call 1800 125 036 or email helpdesk@healthlink.net

Before you begin

Correct Guide to use

This guide should only be used if you are configuring CDA messaging. To configure messages from MD Exchange you should follow the Medical Director e-referral userguide.docx document available on Healthlink website.

Duty of Care

Checking for non-acknowledged correspondence

It's the senders "Duty of Care" to follow up sites that are not acknowledging or negatively acknowledging sent CDA messages. Medical Director provides tools for CDA message tracking and Message tracking that allows you to view and follow up on items sent.

If after 48hrs no acknowledgement is received it is important to contact the recipient and ensure the correspondence was received. If the recipient did not receive the correspondence, it is important to contact HealthLink Helpdesk for further assistance.

System Requirements for Medical Director

You require Medical Director 3.14 or later to utilize this feature.

System Requirements for HealthLink

You require Healthlink Six Client version 6.6.3 or Later.

Healthlink is an eligible supplier of Secure Messaging Capability as listed on the NEHTA website. (www.nehta.gov.au/pip-vendors)

Your practice meets the requirements set out in the eHealth PIP Incentive Guidelines (www.medicareaustralia.gov.au/provider/incentives/pip/files/9977.pdf)

Your HealthLink representative will assist you in ensuring that your system can send e-referrals and receive PIT and HL7 files including Discharge Summaries, Status Updates, Pathology and Radiology results.

How does HealthLink work?

Your practice writes a letter and sends to another practice via the HPI-O (Healthcare Provider Identifier – Organisation) for the recipient site using either MDExchange or SMD (secure message delivery). SMD applies only to the eHealth templates located under a separate tab in the template screen.

SMD templates have CDA content and are specifically addressed to the Healthcare Provider Identifier-Organisation (HPI-O) of the intended recipient and for the Individual Healthcare Identifier (IHI) of the patient.

Documents sent via either MD exchange or SMD arrive in the recipient's system, usually in an inbox to allow review prior to being filed directly into the patients file.

Preparing Medical Director for eHealth CDA messages

Specific ehealth templates have been included into Medical Director to allow you to send NEHTA compliant document types. These include; referrals, specialist letters and shared health summaries.

Selecting these templates require that the patients IHI is entered, the intended recipient HPI-I is entered into your address book.

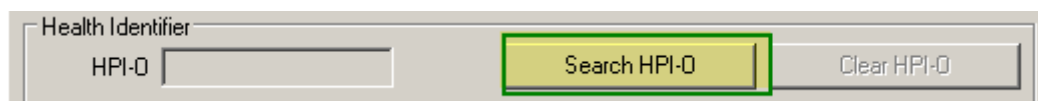
You will need your PKI certificates installed to successfully send these document types.

Setting up Receiving Provider HPI-O and HPI-I numbers

Setting up HPI-O for Receiving Organisation

It's important that a company is registered in the Address box with correct HPI-O details before individual providers are registered with their HPI-I numbers.

Select File Menu and Address Book. To add a HPI-O one must update the company entry in the address book, not the "person" or individual. Either search for the company, or create a new company by clicking the New Entry button and then clicking the Company button. Add the name of the company and then click the search HPI-O button.



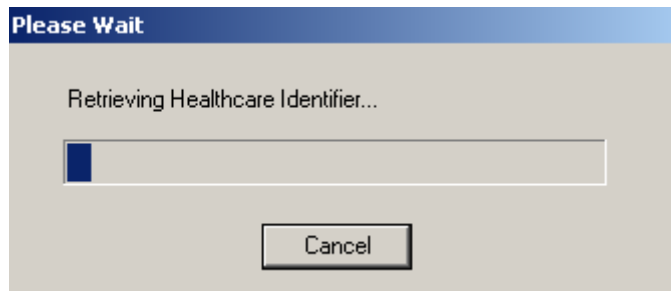
Health Identifier

HPI-O

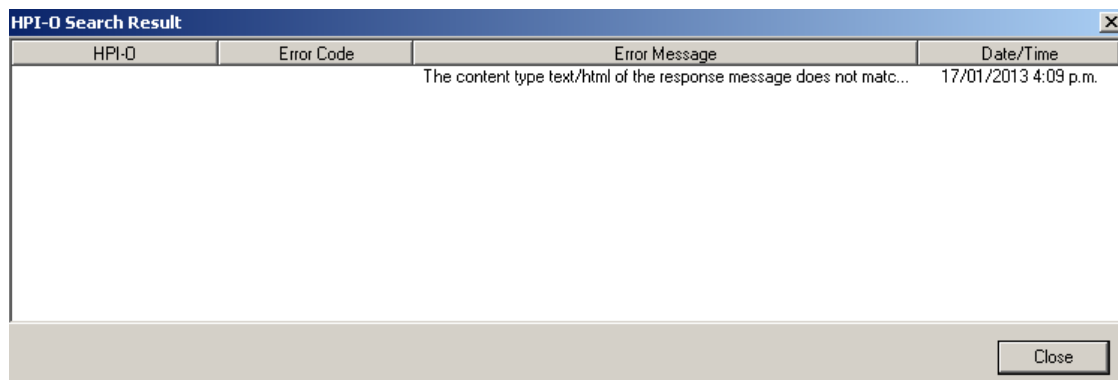
Search HPI-O

Clear HPI-O

System will try Retrieve Healthcare Identifier



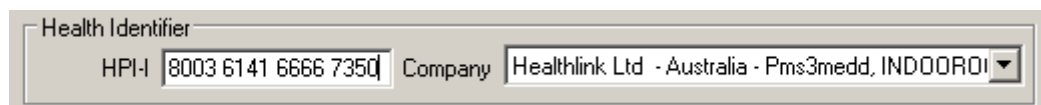
Once the HPI-O is found this can be selected from the HPI-O Search Results screen. If there was any errors in retrieving the HPI-O numbers it will be shown in HPI-O Search Results



Setting up HPI-I for Receiving Provider

Before adding the individual recipients provider HPI-I details it's important that a company is registered in the Address box with correct HPI-O details.

Select File Menu and Address Book. Double click on the recipient provider. Update the Recipient provider by adding the HPI-I number if the recipient is added as a person and select correct company from the Company drop down box. Click on Ok to save the changes.



Creating and Sending eHealth CDA template

1. Select **Patient > Open (F2)** then search for and open the patient.
2. Press **(F8)** to create a New Letter.
3. Select **File > New (Ctrl+N)**. Select the **E-Health** Tab and then select a **CDA template** and click OK.

New

User Defined | Supplied | Summaries | e-Health

CDA e-Referral
CDA Event Summary
CDA Shared Health Summary
CDA Specialist Letter

Rename
Delete

Filter
All Users
Current User

OK
Cancel

Preview Template

6-Referral
40404012
123456789
141 20131014 4436 7304
U K 942121

START OF DOCUMENT

Hospital
Doctor: Dr. A. Practitioner
123456789

1 Data II

Procedure	Duration
123456789	123456789

2 Data II

Procedure	Duration
123456789	123456789

3 Data II

Procedure	Duration
123456789	123456789

4 Data II

Procedure	Duration
123456789	123456789

5 Data II

Procedure	Duration
123456789	123456789

6 Data II

Procedure	Duration
123456789	123456789

7 Data II

Procedure	Duration
123456789	123456789

8 Data II

Procedure	Duration
123456789	123456789

9 Data II

Procedure	Duration
123456789	123456789

10 Data II

Procedure	Duration
123456789	123456789

11 Data II

Procedure	Duration
123456789	123456789

12 Data II

Procedure	Duration
123456789	123456789

13 Data II

Procedure	Duration
123456789	123456789

14 Data II

Procedure	Duration
123456789	123456789

15 Data II

Procedure	Duration
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16 Data II

Procedure	Duration
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17 Data II

Procedure	Duration
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18 Data II

Procedure	Duration
123456789	123456789

19 Data II

Procedure	Duration
123456789	123456789

20 Data II

Procedure	Duration
123456789	123456789

21 Data II

Procedure	Duration
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22 Data II

Procedure	Duration
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23 Data II

Procedure	Duration
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24 Data II

Procedure	Duration
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25 Data II

Procedure	Duration
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26 Data II

Procedure	Duration
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27 Data II

Procedure	Duration
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28 Data II

Procedure	Duration
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29 Data II

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30 Data II

Procedure	Duration
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31 Data II

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Procedure	Duration
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88 Data II

Procedure	Duration
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89 Data II

Procedure	Duration
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90 Data II

Procedure	Duration
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Procedure	Duration
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96 Data II

Procedure	Duration
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97 Data II

Procedure	Duration
123456789	123456789

98 Data II

Procedure	Duration
123456789	123456789

99 Data II

Procedure	Duration
123456789	123456789

100 Data II

Procedure	Duration
123456789	123456789

4. Complete your document and then Click on **Send via External Transport** icon

Medical Director 3.14c Hotfix - [Letter Writer - Patient Test]

File Window Help

e-Referral

Patient Name: Patient Test
Address: 100 Campsie St
Campsie, NSW 2194
Practitioner: Dr. A. Practitioner

Gender: Male
Date of Birth: 01/01/1951
ATSI Status: Not stated/inadequately described
Provider Number: 00000000Y

Validity Period of Referral: 12 Months (Leave blank for indefinite validity)

Reason for Referral

☒ Procedures

Date Transpired	Description	Date Recorded	Status

☒ Problem / Diagnoses

Onset Date	Description	Resolution Date	Comment

☒ Other Medical History

Date Transpired	Description	Date Recorded	Status
06/05/2010	Long QT Syndrome - Drug induced	6/05/2010	Active

5. Select recipients address from **Select Addressee's** screen and set **Data Transfer Configuration to MDM01AU [HealthLink]**, click on Save as Default box and then click on **Send**.

Select Addressee

Name: Category:

Address Book

All People Companies

Name	Category	Address
(ddip3th) Health Communication Netw...	General practice	West Perth, Western Australia, West Perth 0
Act Hospital	CARDIO-THORACIC SURGERY	123 Hill Road, GARRAN 2605
Ainslie Family Practice	General practice	Ainslie, Australian Capital Territory, Ainslie 0
BLOGGS, MARY	GENERAL MEDICINE	72 WICKHAM ST., DEMOTOWN 1234
CHARLTON, SUSAN	DERMATOLOGY	44 MAIN ST., DEMOTOWN 1234
Damian Breslin	GENERAL PRACTICE	Auckland, AUCKLAND 0
DAVISON, THOMAS	OBSTETRICS/GYNAECOLOGY	17 WICKHAM ST., DEMOTOWN 1234
DEMOTOWN PATHOLOGY SERVICE	PATHOLOGY	19 RAILWAY PDE., DEMOTOWN 1234
DEMOTOWN X-RAY	RADIOLOGY	17 MAIN ST., DEMOTOWN 1234
Dr Debbie Wass	General practice	Albury, New South Wales, Albury 0
Dr Robert Lewin	General practice	Ersleville, New South Wales, Ersleville 0
Duck, Donald	VASCULAR SURGERY	1 Testing Street, GARRAN 2605
DYMO	General practice	Suite 12 15 Win Tower Barolin Street, BUNDABERG 821
Essex, Rohan	OPHTHALMOLOGY	Yamba Drive, GARRAN 2605

Data Transfer Configuration: **MDM01AU [HealthLink]** ☒ Save as Default ☐ Send to PCEHR

Export Folder: \\XPSP2\\MWARE\\hlink\\HL7_out\\LAB2\\

Preview Send Cancel

The document will be created in HealthLink folder
 \\servername\\hlink\\HL7_out\\LAB2. The message will be sent to the intended
 recipient provider via HealthLink in next scheduled HealthLink connection.

How do I know eHealth CDA document was sent

It is important if you are sending eHealth CDA documents or any other types of documents, to check that they are actually being received by the recipient.

Once you have sent a document, the recipient's system will inform you, by way of an acknowledgment.

To view a status of a patient's eHealth CDA document/message select **Tools > Manage Communication**, Click on **Message Tracking** tab.

The list will show all the eHealth CDA messages sent and the status of each

1. All positively acknowledge message will be highlighted in Green.
2. All negatively acknowledged messages will be highlighted in Red.
3. The status column will show the stats of the CDA message.

Manage Communications				
General Setup Data Transfer Advanced Pathology Message Tracking				
From	To	Subject	Patient Name	Status
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA Specialist Letter	Mr Mickey Mouse	Sent
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA Specialist Letter	Mr Mickey Mouse	Sent
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA e-Referral	Mr Mickey Mouse	Read Reject...
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA e-Referral	Mr Mickey Mouse	Read Reject...
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA e-Referral	Mr Mickey Mouse	Read Reject...
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA e-Referral	Mini Mouse	Sent
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA e-Referral	Mini Mouse	Sent
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA e-Referral	Mini Mouse	Sent
Dr. A. Practitioner	DR Duck, Donald	CDA Specialist Letter	FATIMA SMITH	Read
Dr. A. Practitioner	DR Duck, Donald	CDA Specialist Letter	FATIMA SMITH	Read
Dr. A. Practitioner	DR Duck, Donald	CDA Specialist Letter	FATIMA SMITH	Read
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA Shared Health Summary	Mr Mickey Mouse	Read Error -...
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA Shared Health Summary	Mr Mickey Mouse	Read Error -...
Dr. A. Practitioner	Healthlink Ltd - Aust...	CDA Shared Health Summary	Mr Mickey Mouse	Read Error -...

Note: The Message Tracking tool is not functioning correctly in current version of Medical Director. The status of messages is not changing when acknowledgments for the CDA messages are received.

For further assistance with monitoring the CDA messages refer to Duty of Care section of this document.

Appendix

Rejected Letters

If HealthLink does reject an outbound letter this will be moved to \\servername\hlink\HL7_out\LAB2\rejected (on the computer HealthLink is installed).

It is important to open the rejected folder regularly, if any files are present in the rejected folder then open in "notepad" and find the patient name within the file.

For any help with troubleshooting errors please call HealthLink Helpdesk on number printed on last page.

Setting up Sending Provider HPI-O and HPI-I numbers

Setting up HPI-O for the Practice

Select the Tools Menu then Options. Select the Practice Tab and update your practice HPI-O number and click on SAVE

Options			
Lists	Investigations	Network	Links
Examination	Drug Support	Devices	PKI
General	Prescribing	Progress notes	Practice
Practice name	HealthLink Limited		
Address	PO Box 5663		
City/Suburb	Brisbane	Postcode	2229
Phone	07 3870 7728	Fax	0738707768
Phone (A/H)			
E-mail	kyle.macdonald@healthlink.net		
Practice ID	55484		
VSP number			
HPI-O No	8003 6200 0003 0622		

Setting up HPI-I for Sending Provider

Select the Users Menu and Setup Users. Select the Provider name and then click on **Edit** button. Updated the Provider details with HPI-I number and **then** click on OK.

Edit Doctor Details	
Name:	Dr Kyle McDonald
Address:	A Very Cold Street
City/Suburb:	Auckland, Nsw
Postcode:	4129
Phone:	0738707728
Fax:	0738707768
Prescriber No.:	000000T
Provider No.:	0000000Y
HPI-I No.:	8003 6141 6666 7350



Australia

Phone toll free: 1800 125 036
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Australian Fax Toll Free - 1800 151 146

Email: helpdesk@healthlink.net

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Western Australia, Southern Australia and Northern Territory	Chris Tansell	0412 163 302
National eHealth Manager	Nikki Breslin	0401 383 544

Secure Messaging: Integrated, supported and it works

www.healthlink.net

Contact us:

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New Zealand 0800 288 887

