healthLINK SIX 6

SECURE INFORMATION EXCHANGE

BETTER PRACTICE ~ BETTER CARE

MedTech32
RSD User Guide

New Zealand

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Contents

What Is RSD?

RSD (Referral, Status and Discharge) is a health sector communications service which delivers messages between healthcare organisations.

The types of messages exchanged include referrals, status reports, discharge summaries, specialist's letters and consultation notes.

The service is currently used by approximately 800 organisations throughout New Zealand including GPs, Specialists, DHBs, Accident and Medical Centres and other Healthcare Providers.

There are many different clinical software packages with built in functionality for RSD messaging. Often there are differences in how messages are processed. For RSD to function correctly, messages must meet minimum specifications to eliminate compatibility issues between vendors. HealthLink tests messages against each software packages and provides RSD Accreditation.

The objective of RSD is to provide a secure, efficient and auditable messaging service which bridges the communication gap between primary and secondary care.

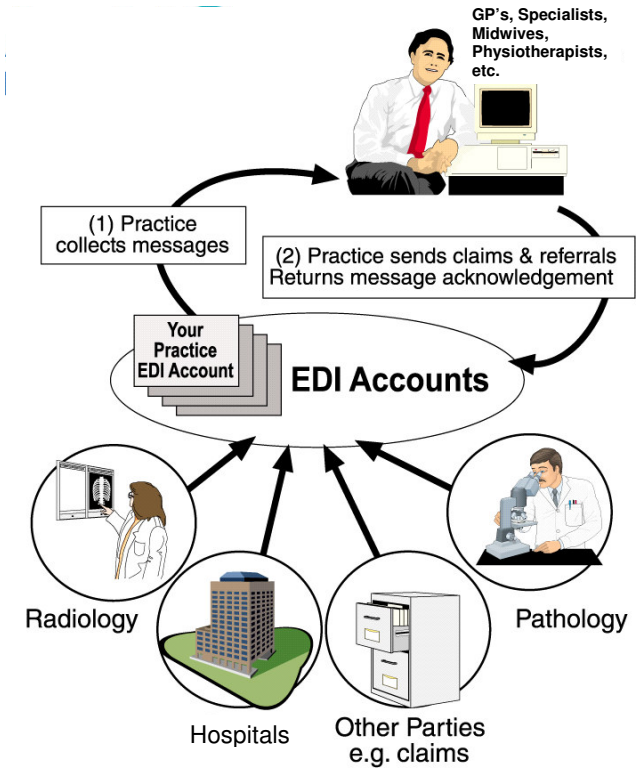
How Does Messaging Work?

Your practice will be allocated an EDI Account (known as HealthLink Mailbox in Medtech32), located within HealthLink's Messaging Exchange. This account holds all your outgoing and incoming messages that are collected on a regular basis.

It is likely that your EDI Account holds information already such as medical benefit claims and results from investigations.

Your EDI Account will be given to organisations that you wish to receive messages from e.g. specialists, or you will use other organisations EDI account to send information to.

All the messaging transfer happens through HealthLink's secure network over an Internet connection at your surgery.



RSD and MedTech32

MedTech32 is a HealthLink accredited product, which means it meets all of the standard requirements needed for RSD to function properly.

There are many ways that RSD works within Medtech32:

- Sending electronic referrals
- Receiving electronic referrals, status reports or discharge summaries
- Sending consultation notes
- Sending and receiving Specialist letters

Benefits of Using RSD

Once a file has been received into your system, it will automatically match to a patient (if they are already on your database) and you will always be able to find that document again linked to that patient.

The size of the RSD files sent range from 1 – 5kb, which is substantially smaller than the size of scanned images, a text scan with basic graphics will normally take approximately 300 – 1000 kb, sometimes more.

As part of the RSD process, once a message has been received, an acknowledgement will be sent back to the original sender to notify them that the message has imported successfully into their software system. This is a full tracking system which gives greater confidence that messages are received as expected.

Getting Started

The following section describes the set up procedures for sending any type of electronic RSD messages. In the list below are the software packages that are able to receive electronic messages.

Software Name	**Software Vendor**
MedTech32	HealthTechnology
Profile for Windows	IntraHealth
VIP	Houston Medical
MedCen6	MedCen
Next Generation	Next Generation
MyPractice	MyPractice
Specialist Practice Manager	Incisive Systems
Profile for Mac	IntraHealth

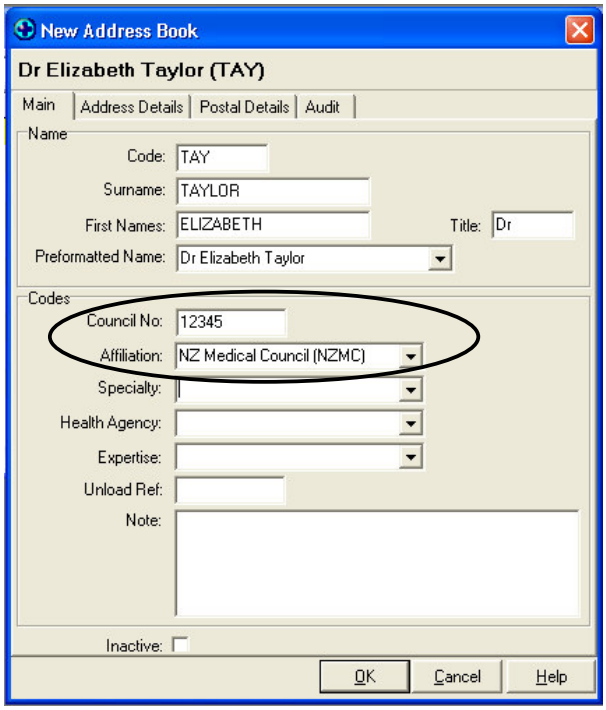
Before sending any messages, you might like to notify the recipient, so that your reports or referrals are expected, alternatively please contact us at HealthLink for a list of prepared senders.

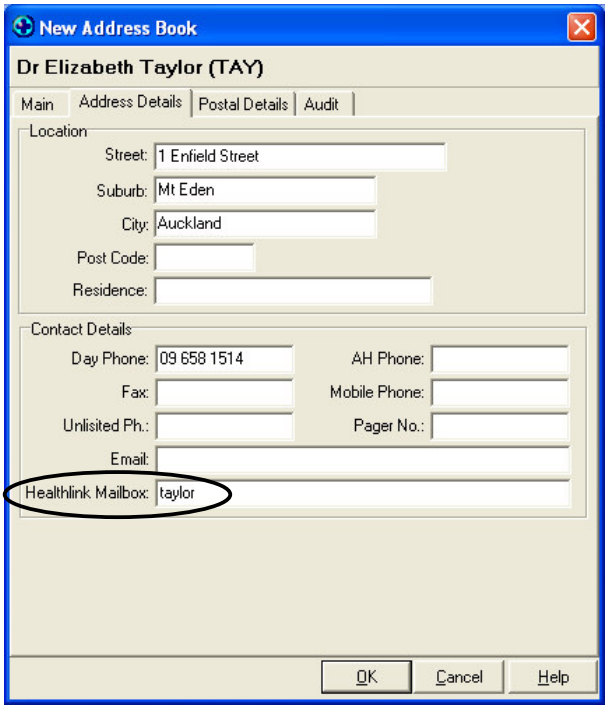
Setting up MedTech32

MedTech Address Book

Each practice that you wish to send to must have an address book entry. You can add practices as you become aware of them, or you can contact HealthLink on 0800 288 887 to request a copy of the RSD EDI Account Guide for your area.

To add an address book entry, go to **Setup** / **Agencies** / **Address Book**. Click on the 'New' icon. Complete all known details. For RSD to work correctly, the provider must have a **New Zealand Medical Council** number entered, as well as their **HealthLink Mailbox** (EDI Account).





Patient Register

Before an RSD message will send, there are details that must be entered for a patient in the Patient Register. Make sure the following patient information has been entered:

- Date of Birth
- Gender
- Address
- NHI Number

Patient Register

KITTEN Mary (130333)

Name | Account | More | Next of Kin/Employer | Notes | Audit

Name And Address

Surname: KITTEN
First Names: MARY Title: MISS
Preferred Name:
Street: 1 Enfield Street
Suburb: Mt Eden Post Code:
City: Auckland
Day/Ah Ph: /
Res/Building:
New Zealand Resident

Details

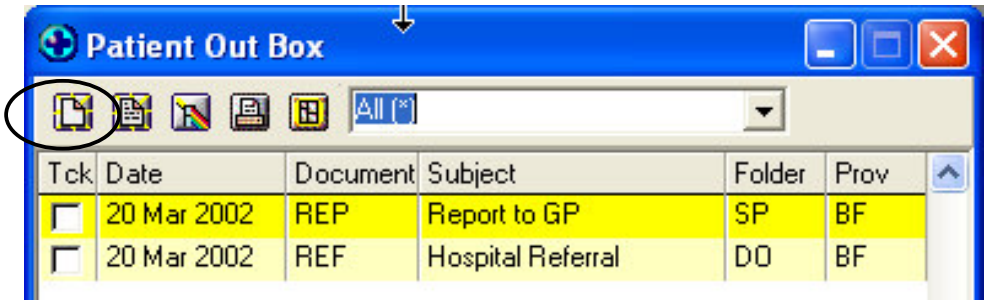
Patient: A/c Holder:
Date of Birth: 21 Jan 2002 NHI: BBC4823
GMS: Young (Y)
Gender: Female (F)
Registered: Registered (R)
Provider: Barry Beta (BETA)
Ac Group: Registered Patient (RP)
Chart No: 130333 - Extn: 1
Ethnicity:

Cards

CS Card: Non Csc Ho (3) Start: Exp:
HU Card: Not High U (N) Start: Exp:

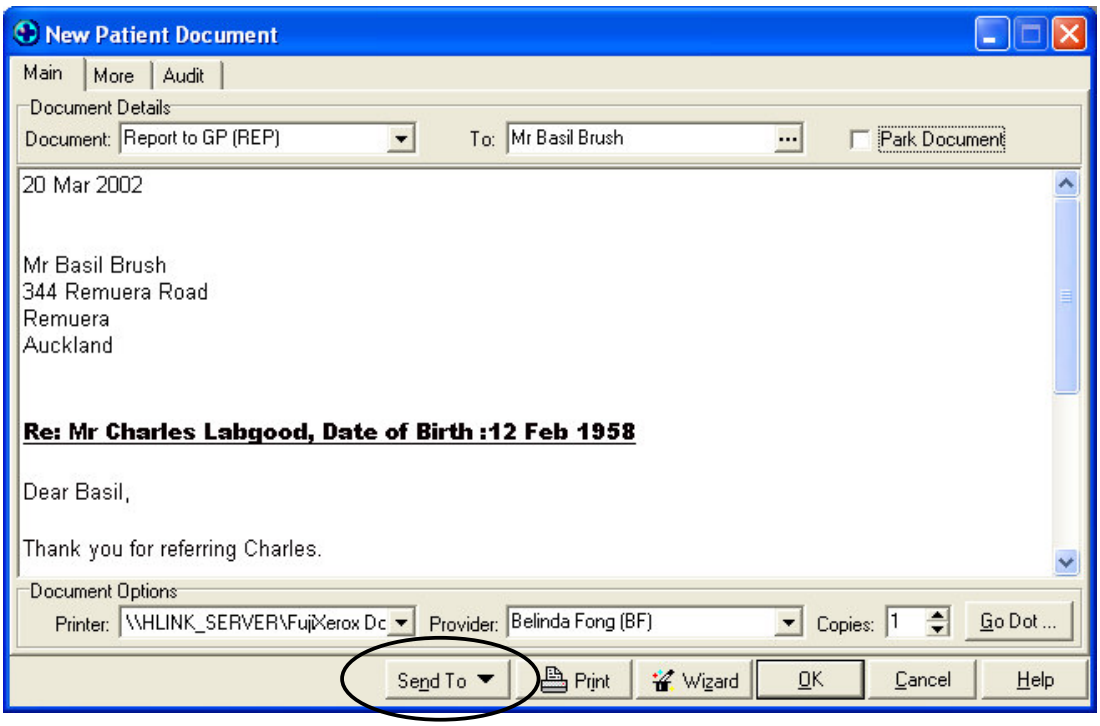
Inactive | Add | OK | Cancel | Close | Swipe CSC... | Help

All RSD messages are processed from the Patient Outbox, found in **Module** / **Outbox** / **Patient Outbox**. The Outbox will list all previously prepared letters. To generate a new one, click the '**New**' Icon.

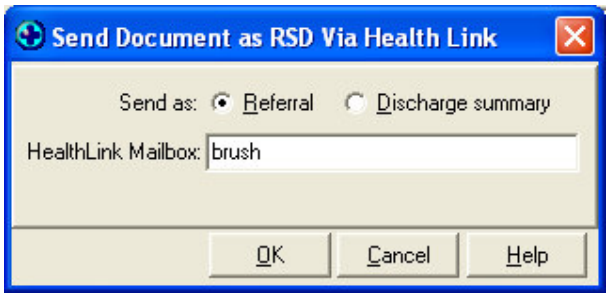


Choose the letter template that you wish to use and select the recipients name in the '**To**' Field. Complete your letter as normal and click '**Send To**'.

If you use Microsoft Word, save and close the document until you come back to the New Patient Document Screen. Click '**Send To**'.



The recipients EDI mailbox name will be entered automatically from the address book. If this doesn't happen automatically, you are able to type the information in manually. It is important to choose whether your message is a referral or discharge summary so that the recipient will know what kind of report it is. Click **OK**.



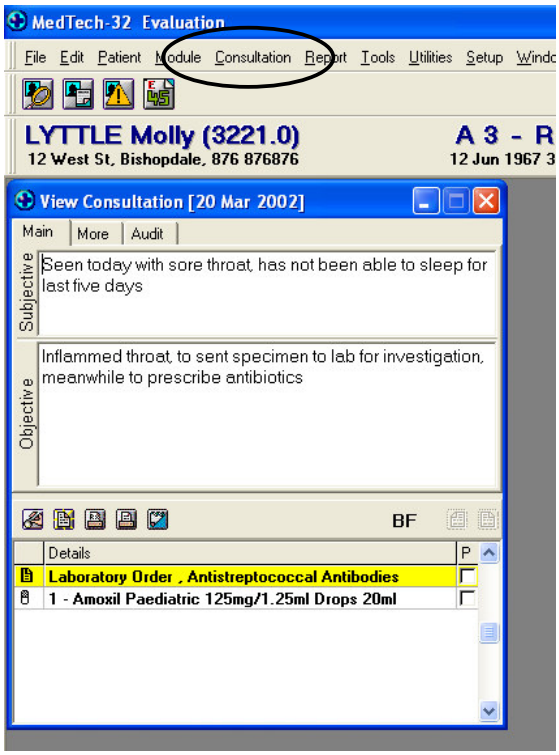
You will be notified if your report has been successfully processed.

To complete the process, please refer to the section called **'Preparing Your Messages for HealthLink'**.

Sending Consult Notes

It is possible to send an electronic copy of a patients consultation notes to another GP. This is particularly useful after treating casual patients or if you are an A&E.

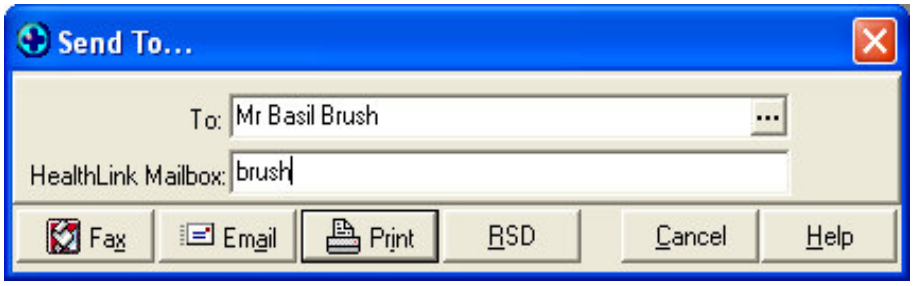
When you have completed a patient's consultation, refer to the menu bar and click on **Consultation** / **Send To**.



If the details of the patient's regular GP have been included in the patient register (under the account tab) then their details will appear in the '**To**' field automatically.

If the '**To**' field is empty, click on the search button (A square with 3 dots on it) at the end of the field to search your address book for the patient's GP. If the GP does not exist in your address book, you can add their details.

You are also able to manually enter the GPs HealthLink Mailbox name. Click the '**RSD**' button to send the message. Your message will be queued for sending. Refer to the section '**Preparing Your Messages for HealthLink**' to complete the process.

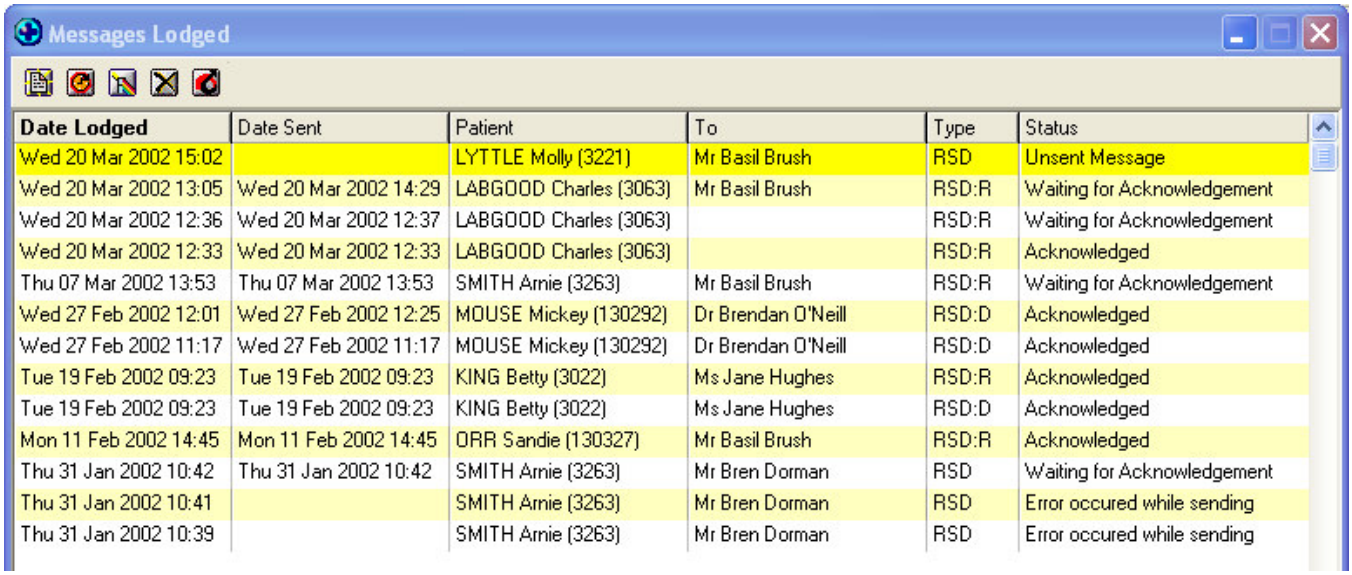


Keeping Track of Messages

When sending electronic referrals it is important that you check that they are being successfully received by the recipient.

The recipient's Practice Management Software will inform you, by sending you an acknowledgment to let you know that your message has been successfully received.

To check whether messages have been successful or not, go to **Tools** / **Message Transfer** / **Messages Lodged**.



Date Lodged	Date Sent	Patient	To	Type	Status
Wed 20 Mar 2002 15:02		LYTTLE Molly (3221)	Mr Basil Brush	RSD	Unsent Message
Wed 20 Mar 2002 13:05	Wed 20 Mar 2002 14:29	LABGOOD Charles (3063)	Mr Basil Brush	RSD:R	Waiting for Acknowledgement
Wed 20 Mar 2002 12:36	Wed 20 Mar 2002 12:37	LABGOOD Charles (3063)		RSD:R	Waiting for Acknowledgement
Wed 20 Mar 2002 12:33	Wed 20 Mar 2002 12:33	LABGOOD Charles (3063)		RSD:R	Acknowledged
Thu 07 Mar 2002 13:53	Thu 07 Mar 2002 13:53	SMITH Arnie (3263)	Mr Basil Brush	RSD:R	Waiting for Acknowledgement
Wed 27 Feb 2002 12:01	Wed 27 Feb 2002 12:25	MOUSE Mickey (130292)	Dr Brendan O'Neill	RSD:D	Acknowledged
Wed 27 Feb 2002 11:17	Wed 27 Feb 2002 11:17	MOUSE Mickey (130292)	Dr Brendan O'Neill	RSD:D	Acknowledged
Tue 19 Feb 2002 09:23	Tue 19 Feb 2002 09:23	KING Betty (3022)	Ms Jane Hughes	RSD:R	Acknowledged
Tue 19 Feb 2002 09:23	Tue 19 Feb 2002 09:23	KING Betty (3022)	Ms Jane Hughes	RSD:D	Acknowledged
Mon 11 Feb 2002 14:45	Mon 11 Feb 2002 14:45	ORR Sandie (130327)	Mr Basil Brush	RSD:R	Acknowledged
Thu 31 Jan 2002 10:42	Thu 31 Jan 2002 10:42	SMITH Arnie (3263)	Mr Bren Dorman	RSD	Waiting for Acknowledgement
Thu 31 Jan 2002 10:41		SMITH Arnie (3263)	Mr Bren Dorman	RSD	Error occured while sending
Thu 31 Jan 2002 10:39		SMITH Arnie (3263)	Mr Bren Dorman	RSD	Error occured while sending

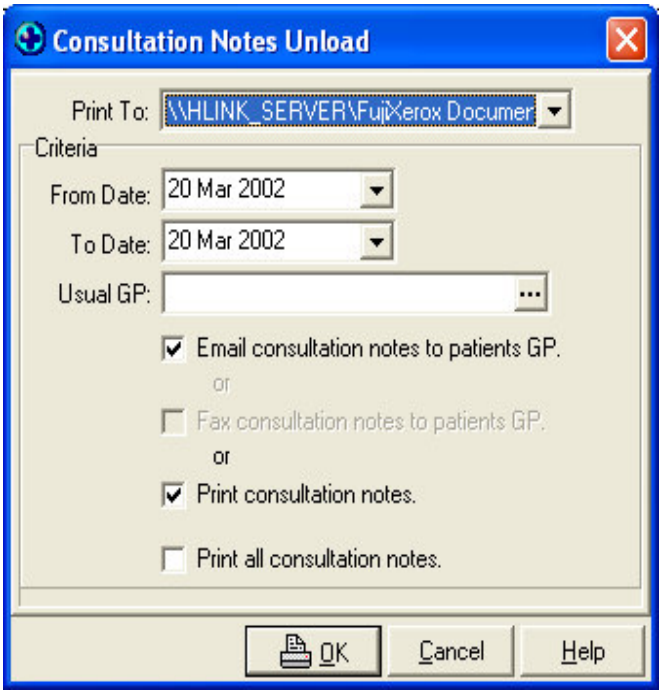
It is important to follow up on any messages that show errors or that have not been acknowledged by the recipient for 10 days or more. To send a message again, make sure it is highlighted and click on the '**Resend**' button.

Performing a Consultation Unload

If you are a surgery that treats casual patients e.g. Accident and Medical Clinics or After Hours Surgeries, it is possible to send all messages in a single bulk unload.

This means MedTech32 will automatically find all of the consultation notes written for patients during a certain time frame and where the details for the patient's normal GP have been entered under the account tab in the patient register.

To complete this task go to **Utilities / Miscellaneous / Consultation Notes Unload.**



Once the notes have been unloaded, MedTech will print a report detailing which notes have been sent.

Place a tick in the option **'Email Consultation notes to patient's GP'**. This will use RSD to send it to the relevant practices. You are also able to print the notes if necessary.

Charges may apply if you are sending large numbers of electronic RSD messages every month. Please contact HealthLink for a current schedule of fees.

Please refer to the section called '**Preparing Your Messages for HealthLink'** to complete the final steps for sending RSDs.

Preparing Messages for HealthLink

This is the final step for sending any type of RSD messages. The entire process can be automated using the MedTech32 scheduler. Phone the MedTech Helpdesk to assist with setting up the scheduler

On the machine where you have HealthLink installed, use the Message Transfer Utility to queue your message for sending. Go to **Tools / Message Transfer / Message Transfer Utility**. Click the '**Process**' button to send your messages to HealthLink.

If your MedTech scheduler is set to run the above step is not required.

Your messages will be sent by the HealthLink software on it's next scheduled connection. If you do not have HealthLink configured to connect on a scheduled basis then you should run a manual connection now.

Receiving Electronic Referrals, Status and Discharge Reports

If you want to receive electronic reports, you can contact HealthLink for a list of organisations that are sending reports, or contact the organisations directly.

You may want to continue receiving paper reports initially, until you are satisfied that your electronic reports are being handled correctly by your system.

Your reports will be automatically downloaded to your computer by HealthLink. When checking for new messages you must be working on the machine where you have HealthLink installed. MedTech32 uses the **Message Transfer Utility** to process any new messages that have arrived. Go to **Tools / Message Transfer / Message Transfer Utility** and click the '**Process**' button.

Any new messages will appear in the **Providers Inbox**. If you can not find the message, please look in the **Default Provider Inbox**. To identify who the default Provider is go to **Set up / Location** double click on your Practice name. Go to **Codes & defaults** tab and look in the Default Provider field. If MedTech32 can match the file to a patient in the database, the message will also appear in the **Patient Inbox**.

To access the Provider Inbox, go to **Module / Inbox / Provider Inbox.**

View Provider InBox

Main | Audit

External Details
Name: **Frog, Bradley (29 Aug 1975)** Reference No: _0LK0VX7N6 (belindan)

Internal Details
Patient: FROG Bradley (130348) Find... Attention: Basil Brush (BB)
Subject: New Referral Date: 12 Mar 2002 Provider: Basil Brush (BB)
Comment: From: Folder: Referral/Discharge (RSD)

Referral/Discharge Status: Request Referral
Primary Care Provider: Dr Harold Healthlink
NHI: GMR8122
11/02/2002

Orthotics Centre (NZ) Ltd
614 Great South Rd
Ellerslie
Auckland
Phone: 525 6061 Fax: 525 6426

Dear Colleague

Thank you for seeing my patient

Inactive: File Next Previous Print OK Cancel Help

Use **File** to permanently store the report with the patient in the Patient's Inbox. Once a message has been filed, it will be cleared from the Provider's Inbox.

Beginning to Use the RSD Service

If you would like to start using RSD, please contact the **RSD Product Manager** or **the HealthLink Support Team.**

We will ensure you receive all the correct documentation and instructions on how to use the service.

Depending on how you use the service, there may be charges incurred. For example, if you send a very large amount of RSD messages like consultation notes, a cost based on volume may be incurred.

If you need any assistance at all, including training or support, please do not hesitate to contact us.

Phone toll free: 0800 288 887
8.00am – 5.30 pm Monday-Friday

email
helpdesk@healthlink.net

If there is a communication problem,
make it our problem

www.healthlink.net