



Sending eHealth CDA documents
Zedmed 22.0 or Later Version
July 2013

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Document Control

Document Name	Zedmed CDA Messaging Guide
This Guide is Applicable To	<ul style="list-style-type: none">• Zedmed 22.0 or Later• Healthlink 6.6.3 or Later
File Name	Zedmed CDA Messaging Guide v1.2
Author(s)	Rajab Nabi

Revision Date	Revision Number	PMS Version	Author(s)	Summary of Changes	Changes marked
26/07/2013	1.2	Zedmed 22.0 or Later.	Rajab Nabi	Updated guide with correct version of HMS to use.	Y

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1 Introduction

1.1 HealthLink Service and Support

The HealthLink Help Desk is always just a phone call away, whenever you need help with any issues or questions you may encounter. Please refer to the contact number printed on the back of this guide when contacting the HealthLink Help Desk.

2 Icons used in this guide

You will see helpful icons used in this guide to draw attention to a subject, action or information.



The light bulb icon indicates information that is likely to make your job easier.



The exclamation icon highlights a warning or an action you need to take. When you see this icon, pay attention and proceed with caution.



The 'i' for information icon indicates an area that assists in a decision

3 Before you begin

3.1 Duty of Care

3.1.1 Checking for non-acknowledged correspondence:

The sending site is responsible for ensuring that the duty of care has passed on to the next provider. With electronic correspondence this is much simpler. HL7 specifications include the ability to return acknowledgements from the recipient back to the sender. It's the senders "Duty of Care" to follow up sites that are not acknowledging or negatively acknowledging sent letters or reports. Many sending applications offer a status view of the sent correspondence.

Most EMR Systems do include a log of the electronic correspondence status. This enables the sender to follow up on any recipients who have not "acknowledged" the correspondence sent to them.

If the sender within 48hrs receives no acknowledgement it is important to contact the recipient and ensure the correspondence was received for the first time (some EMR Systems will not send back an acknowledgement). If the recipient did not receive the correspondence, it is important to send a manual copy immediately and then contact HealthLink Helpdesk on the contact number printed on the back of this guide for further assistance.

3.2 System Requirements for Zedmed

You require Zedmed 22.00 or later to utilize this feature.

3.3 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 or the HealthLink Help Desk will assist you in ensuring that your system can send referrals and receive PIT and HL7 files including CDA, Discharge Summaries, Status Updates, Pathology and Radiology results.

4 How does HealthLink messaging work?

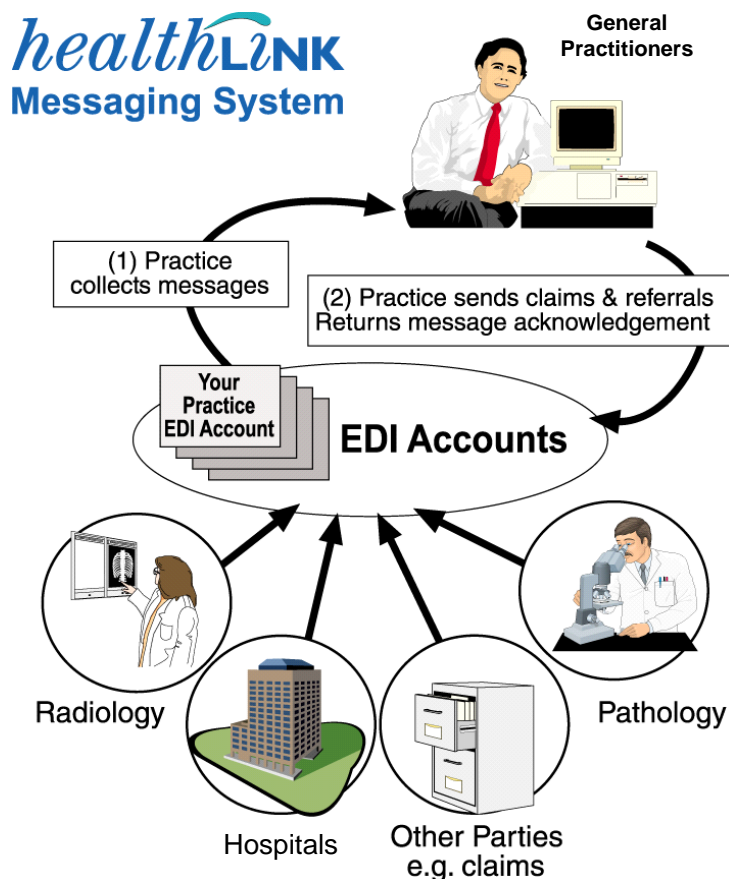
Your practice will be allocated an EDI Account, within HealthLink's Messaging Exchange. This account holds all your outgoing and incoming messages that are collected on a regular basis.

It is likely that you already have an EDI Account if you receive lab results electronically through HealthLink. If you do not have a HealthLink EDI then you can apply for a HealthLink account online at:

<https://register.healthlink.net/ServiceApplicationForm/>

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 messages are digitally signed and encrypted before transferring through HealthLink's secure network over an internet connection at your surgery.



5 Setting up the Zedmed for CDA Messages

5.1 Important CDA requirements for Zedmed

Zedmed EMR requires HPI-O/HPI-I details for both Sending and Recipient Providers populated in required fields. Zedmed also requires IHI details for the patient as well before it'll be able to create the CDA message.

5.2 Setting up Zedmed with HPI-O/HPI-I details

To add HPI-I and HPI-O for existing Specialist\GP follow the instructions below.

1. Log into Zedmed Clinical and click on Clinical Records.
2. In the Zedmed Clinical screen click on the Address Book icon to add/edit an address book entry.



3. In the address book search screen search for recipient doctor.
4. In Practice Location Section, click on **Main Location** box and Enter Organisation name in **Organisation** box. Organisation name is a mandatory requirement in Zedmed Addressbook setup.
5. Update the Provider with correct **HPI-I** and **HPI-O** numbers in details and Practice Locations sections and change Transport Type to **Secure Messaging**.

Addressbook

Properties | Locations

Details

Type of Contact: Referral Doctor

Family/Business Name: Nabi

Given Name: Rajab

HPI-I: 8003 6149 0001 4588 [Search HI Service]

Title:

Speciality:

Normal Email Address:

Preferred Delivery Method: Email Only

Legacy Messaging

ESend Transport: HL7

ESend Address: pms3medd

ESend Method: <Default>

Prefix Subject Line with "Letter"

☐ Yes ☐ No ☒ Site Default

Salutation:

Default Document Template:

Default Summary Template:

Available: ☒

Private Contact Details

Mobile Phone: 041245789825 Home Phone: 0252525252

AH Phone: Pager:

Notes

Practice Locations

☒ Main Location

Organisation: Healthlink Limited

Address Line 1: 13 Teed Street

Address Line 2: Newmarket

Address Line 3:

Address Line 4:

Suburb/Town: NEWMARKET Provider No: 454846F

Postcode: 3031 HPI-O: 8003 6249 0001 8026 [Search HI Service]

(w) Phone: 0789898989

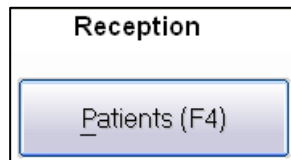
Fax:

Transport Type: Secure Messaging

6. Click on Ok to save and close the address book.

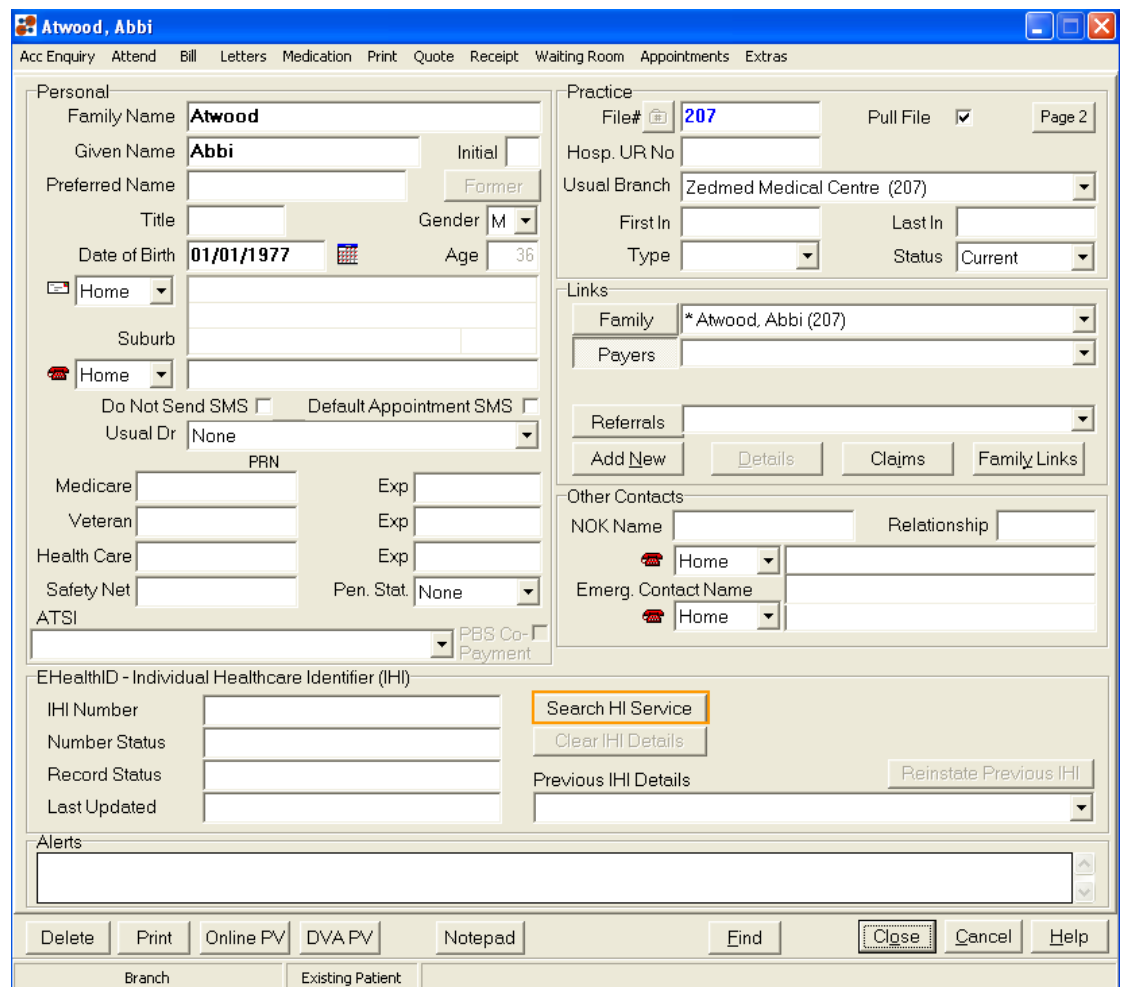
6 Updating Patient with IHI number

1. Open the patient Zedmed Office goto Reception Tab. Click on **Patients(F4)** button.



The image shows a window titled "Reception" with a button labeled "Patients (F4)".

2. Enter Patient Name and click on Find button.
3. In the Patient Screen click on Search HI Service button to retrieve the IHI number.



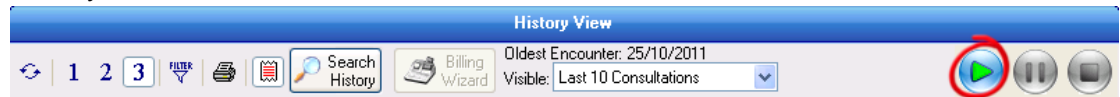
The image shows the "Atwood, Abbi" patient screen. The "Personal" tab is active, displaying fields for Family Name (Atwood), Given Name (Abbi), Date of Birth (01/01/1977), Gender (M), and Age (36). The "Practice" section shows File# (207) and Usual Branch (Zedmed Medical Centre (207)). The "Links" section shows Family (*Atwood, Abbi (207)). The "Other Contacts" section shows NOK Name and Relationship. The "EHealthID - Individual Healthcare Identifier (IHI)" section has fields for IHI Number, Number Status, Record Status, and Last Updated. A "Search HI Service" button is highlighted in the IHI section. The "Alerts" section is empty. The bottom of the screen has buttons for Delete, Print, Online PV, DVA PV, Notepad, Find, Close, Cancel, and Help.

4. Click on Close to save the patient details.

7 Creating and Sending a CDA message

7.1 Creating CDA message as a Doctor or Specialist

1. From the patients screen click on the Start Encounter Icon or press F10 on the keyboard.



2. From the Encounter screen click on the Referral Icon or Ctrl+R on the keyboard.



3. In the Referrals screen click on Referral Letter Tab.
4. Select the CDA recipient Dr/Specialist in the Addressee section

Address Book Search

Name: ☐ Include Unavailable

Suburb:

Speciality:

Type of Contact:

Full Name	Work Phone Number	Address
Nabi, Rajab	0789898989	13 Teed Street Newmarket NEW/MARKET 3031

5. Click on Send as CDA/eReferral checked box and click on Write Letter button.

☒ Send as CDA/ eReferral

6. Complete the CDA document and click on Next (preview) button.

eReferral

Patient Details

Name: Test, Mr Patient IHI: 8003 6023 4568 5609 File No: 98 Phone: 0255555555 ATSI: Aboriginal but not Torres Strait Islander origin
DOB: 12/12/1987 Sex: Male Address: 123 Test Street, SYDNEY, 2000 Email: test_p@test.com.au
Medicare Card: 404040404040 DVA:

Jump to --> [Source](#) [Allergies](#) [Medicine](#) [History](#) [Diagnostic](#)

Referrer / Document Author

Doctor Name: BASSIT, FRED (FB) HPI-I: 8003 6141 6666 7350 Healthcare Role: General Medical Practitioner
Clinic Name: Zedmed Medical Centre HPI-O: 8003 6232 3335 1609 Clinic Address: 60 Albert Road SOUTH MELBOURNE 3205
☒ Is Usual GP Clinic Phone: 03 9284 3300 Clinic Fax: 03 9284 3399

Usual GP

[Address Book](#) [Treating Doctors](#)
Doctor Name: BASSIT, FRED (FB) HPI-I: 8003 6141 6666 7350 Healthcare Role: Intensive Care Specialist
Clinic Name: Zedmed Medical Centre HPI-O: 8003 6232 3335 1609 Address: 60 Albert Road SOUTH MELBOURNE 3205
Phone: 03 9284 3300 Fax: 03 9284 3399

Referee

[Address Book](#) Doctor Name: Rajab, Nabi Address: 13 Teed Street Newmarket NEWMARKET 3031
HPI-I: 8003614900014588 Organisation: HealthLink Medical Director Phone: 0799999999 Fax:

CC to: Doctor Name Phone Address
[Add](#)
[Del](#)

Referral Details

Date of Referral: 18/07/2013 Referral Validity Duration: 3 Months Other: 1 (Month)
Referral Reason
Sample Field

Allergies and Adverse Reactions

Reason for nothing: ☒ Anaphylaxis Reaction Description:
[Save Draft](#) [Next \(preview\)](#) [Cancel](#)

- If you are satisfied with CDA message then click on Confirm Content and Send button.

eReferral

TEST, Patient (Mr) DoB 12-Dec-1987 (25y*) SEX Male IHI 8003 6023 4568 5609

e-Referral
18-Jul-2013

START OF DOCUMENT

Zedmed Medical Centre
 Author FRED BASSIT (General Medical Practitioner)
 Phone 03 9284 3300

Referral Detail

Date and Duration

Date	Duration
18 Jul 2013 12:30:40+1000	18-Jul-2013 - 18-Oct-2013

Reason for Referral
Sample Field

Medications
Exclusion Statement - Not asked

Medical History
This section contains no entries.

Adverse Reactions

Substance/Agent	Manifestation
Pendine	• Immediate, Anaphylactic Shock, Moderate

Administrative Observations

DEMOGRAPHIC DATA

Field	ResultValue
Date of Birth is Calculated From Age	False
Date of Birth Accuracy Indicator	AAA
Medicare Benefits	404040404040 (Medicare Card Number)

ADMINISTRATIVE DETAILS

☐ Upload a copy to the PCEHR.

Actions:

Back Confirm Content Without Upload **Confirm Content and Send**

8. The CDA message will be created in C:\HLINK\HL7_OUT\LAB2 folder.

6 How do I know that my CDA Message has been sent and received?

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

Once you have sent a letter electronically, the recipient's system will inform you electronically by way of an acknowledgment. Zedmed has the facility to show a record of Patient Referrals sent from Zedmed and the acknowledgments received for these letters.

To look up acknowledgments received for electronic patient referrals/letters follow the instructions below.

- 1- From the Zedmed Clinical screen click on **Results>Outbox Viewer**. Select Search Criteria option.

- 2- In the Outgoing Messages screen, click on the Document option and then in Search Criteria.
- 3- If needing to track a particular recipient then select the person to whom the letter was sent to in the **To** search box.
- 4- Select the From and To dates and click on the View button.
- 5- Select Electronic in the delivery method drop down box.
- 6- Click on Expand All button at bottom of the page to show details of traffic sent.
- 7- On the right of the Outgoing Message screen is an Icon Legend displaying the status of the electronic letter. A green tick on the envelope icon means a positive acknowledgment was returned from the recipient site indicating that the letter was successfully received.

A **RED** dot with exclamation mark indicates a negative acknowledgement was received. This indicates the electronic letter sent was not successfully

received. To find out the reason for any negative acknowledgment, double click the red dotted envelope to open the message history screen. This will display why the recipient was not able to receive the electronic letter.

7 Appendix

7.1 Rejected Letters:

If HealthLink does reject an outbound CDA messages this will be moved to C:\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 the error you can call HealthLink Helpdesk on the contact number printed on the back of this guide.



Australia

Phone toll free: 1800 125 036

7.00am – 7.00pm Monday-Friday (AEST)

Australian Fax Toll Free - 1800 151 146

Email: helpdesk@healthlink.net

eHealth Business Managers

Queensland:

Nick Rowland - 0421 189 486

New South Wales:

Rina – 0450 418 826

Victoria:

Mark McPherson - 0421 864 321

Western Australia, Southern Australia and Northern Territory:

Chris Tansell - 0412 163 302

National eHealth Manager

Nikki Breslin - 0401 383 544

If there is a communication problem

Make it our problem

www.healthlink.net

Contact us: Australia 1800 125 036 New Zealand 0800 288 887

