

# SECURE MESSAGING MADE SIMPLE

Most Australian **Radiology and Pathology** practices are becoming increasingly reliant on electronic messaging as their preferred method of communication compared with paper, phone and fax. So why are so many health professionals choosing HealthLink as their messaging provider?



## Value for GPs

Healthlink provides a no charge service for GPs in Australia. GPs can use Healthlink's secure messaging for the exchange of pathology and radiology reports, referrals, status reports and discharge summaries between health providers. Our SmartForms technology is revolutionising health messaging in Australia with developments already completed for Australian Hearing and Roads and Maritime Services (NSW).

## Reliable and Knowledgeable Support

Healthlink operates Australasia's premiere eHealth operational support facility, providing customers with no fee technical support by telephone and email, every business day from 8am until 6pm. Secure remote desktop support is readily available and, where required, onsite support can be facilitated. Our help desk and support staff are dedicated, highly trained and motivated. They process, on average, 3000 customer inquiries per month for all Healthlink customers and subscribers. Healthlink also has a dedicated vendor support team who work with vendors and their users to resolve integration and support issues.

## Provider Directory

When a Healthlink account is created, new user details are available within our Provider Directory so they are available for you to see. Who they are, where they are, as well as their specialty, are all included within the directory.

## Largest eHealth Network

Healthlink is a global leader in secure health messaging. We carry over 100 million messages annually with strong growth and are leaders in health system integration with over 200 vendor partners. Today the average Australasian general practice uses Healthlink to exchange information with an average of 72 other healthcare organisations every month. There are in excess of 11,500 Australian sites and 2,100 New Zealand sites in the Healthlink network.

## Grow your Market, Build your Business

Healthlink gives you the tools to grow your market and build your business. From customised deployment lists to our suite of products such as Radiology and Pathology reporting and tracked messages, eReferrals and SmartForms solutions. Studies have shown that 30% of clinicians' time can be spent on managing patient information. Through the accurate, relevant and timely information exchange that Healthlink enables, clinicians and administrators are free to focus on patient care, practice efficiency and overall effectiveness.

## Secure, Reliable Compliant

The Healthlink Messaging Service is fully standards compliant, meeting security and messaging standards in Australia, including Health Level Seven (HL7), an international standard for the electronic exchange of clinical data. Healthlink guarantees delivery of secure and encrypted messages and provides high capacity infrastructure to handle large volumes of messages.