



Tom Bowden
Tom Bowden, CEO

Dear Colleague,

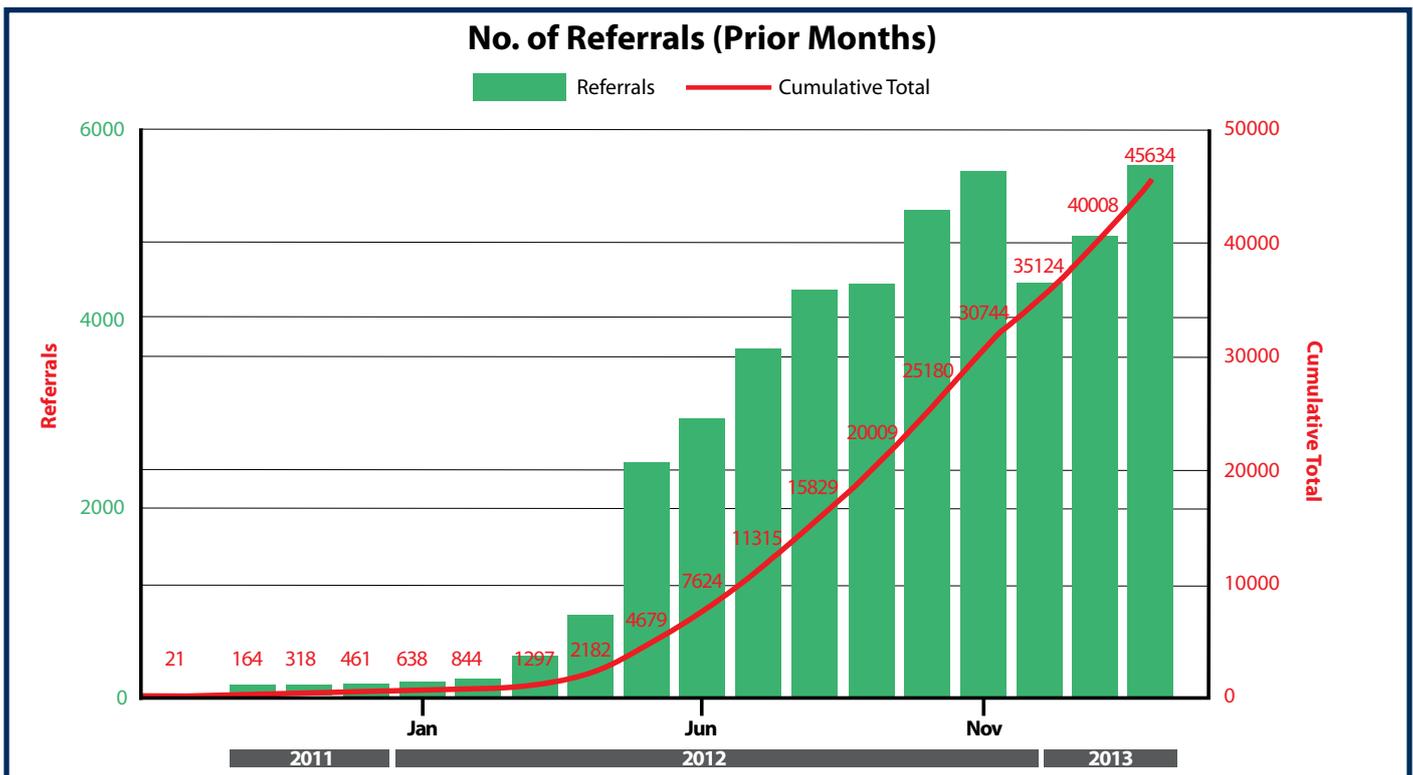
In this second newsletter of 2013 we are going to tell you about the new things that have been happening at HealthLink. During the past three years we have experienced steady, continuous growth with the volume of communications doubling. We now have more than 10,000 customer sites. We have recently established a service in British Columbia, on the west coast of Canada and we have introduced a range of new and innovative online services.

‘HealthLink Online’ Services

A range of new ‘HealthLink Online’ services has been trialled in the New Zealand health sector and will shortly be launched in Australia. These new services include the cloud-based delivery of electronic hospital and specialist referrals, pathology and radiology service ordering and CareInsight; a system for accessing GP and pharmacy records for emergency care. Following is a bit more information on each of our key new ‘HealthLink Online’ services.

Hospital eReferral Services

Now in use in Northland, Auckland, Hutt Valley, Hawkes Bay, Wairarapa and the Capital Coast DHB regions; (covering approximately 60% of New Zealand), HealthLink’s ‘Hospital eReferrals’ has had a profound impact upon the integration of primary and secondary care. Some regions are now using the HealthLink eReferrals service for more than 90% of all GP - hospital referrals.



The graph above shows the steady uptake of Auckland’s eReferrals service. With nearly 50,000 referrals ‘under our belt’ the new service is really starting to gather steam. [To find out more, watch some interviews with users:](#)

CareConnect eReferrals

The Auckland region’s eReferrals system
<http://www.youtube.com/watch?v=I4jG-KcNMxA>

Northland Referral

Electronic Triage & Prioritisation Update (Northland)
<http://youtube/OO101-WbPwl>

eReferral - A More Efficient & Secure Way of Transferring Patients to Secondary Care (Wellington)

<http://www.youtube.com/watch?v=qwla7rg5hzi&feature=youtu.be>

eReferral - Demonstration video:

<http://www.healthlink.net/referrals.html>

HealthLink OnLine Referrals - to specialists and allied health service providers

We have integrated our electronic referrals platform with the well-known 'Caseweaver' tool which can be used to identify the ideal provider of any specialist or allied-healthcare service. 'HealthLink Online Referrals' is currently being introduced to general practices across New Zealand

Video: Interviews with users and a short product demonstration: <http://www.youtube.com/watch?v=KrnwxIC7OB4>

eLab

For the past three years HealthLink has partnered with Danish company DMDD to develop and introduce an online pathology test ordering system. Now deployed right across Wellington, eLab is viewed as highly successful. We are currently introducing it in other regions, beginning with Auckland where specialist provider Biopsy Solutions is using now using HealthLink eLab to get service requests from GPs and specialists.

Video: HealthLink's eLab Launches in Wellington - <http://www.youtube.com/watch?v=NRVaaw7TnH4>

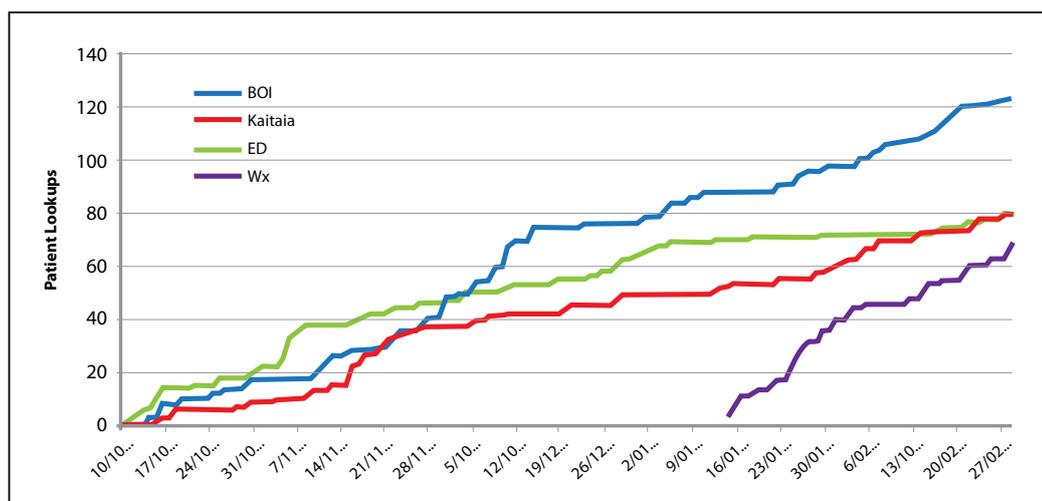
eForms

HealthLink is now working with a number of major organisations around the New Zealand health sector to develop online forms systems that enable easy and reliable communications with practices. Using a communications standard known as the HISO 10014.2 interface, the general practice's electronic medical record system (EMR) is able to send and receive a lot of highly useful information very safely and easily.

HealthLink is currently launching new online forms for organisations such as ACC, Pharmac, accessible and Konnect.

CareInsight

One of the most useful innovations in recent years has been the development of CareInsight. This is a truly useful innovation that enables hospital emergency departments and after hours clinics to access general practice and pharmacy held patient records. By getting access to this information, the emergency carer is able to detect what medications a patient is already using, his or her allergies and recent medical history plus any warnings or alerts. The Care Insight system has now been used over 8,000 times during the past few months and it is available in a number of regions around New Zealand.



This graph shows the rapid uptake of CareInsight across Northland.

CareInsight is now used by DHB emergency care staff in Whangarei, the Bay of Islands and Kaitaia and by The White Cross after-hours clinic in Whangarei.

Interviews with users: [HealthLink CareInsight Revolutionises Patient Management at Hawke's Bay Hospital](http://youtu.be/R83haMbnkiw)
<http://youtu.be/R83haMbnkiw>

Find out about how and why CareInsight was developed
<http://www.youtube.com/watch?v=nVNulWZV6JY>

GP2GP – A truly useful new development from Patients First

HealthLink is proud to be providing the network and helpdesk support for this extremely worthwhile and successful system which is revolutionising the way in which a patient's notes can be moved from one general practice to another. Last month more than 13,000 patient records were sent between 800 practices. This service will make an enormous improvement to the delivery of healthcare.

HealthLink in Australia - Growing Footprint - increasing Capabilities

With over 7,300 Healthcare sites in Australia, HealthLink has the largest network of clinical software partners and the highest volume of messages exchanged. HealthLink is able to provide fast access to eHealth for all Healthcare providers.

In Australia we have been focused upon delivering a new Australian standard known as SMD (secure message delivery). This will allow the exchange of information between several messaging networks that are used in Australia. It will also help to deliver information into the Australian Government's Personally Controlled Electronic Health Record (PCEHR) system.

HealthLink's Australian business is growing steadily and is on course to be larger than its New Zealand business by the end of 2014.

HealthLink in Canada - Finding its Feet

Approximately 18 months ago, HealthLink commenced offering its services in British Columbia - Canada. Using a data centre based in Kelowna, a medium sized city, one hour's flight from Vancouver, HealthLink has commenced operation in much the same way we did in Australia in 2000 and in New Zealand seven years before that. Working with two leading Canadian electronic medical record (EMR) vendors, we have gone live and are now enabling the exchange of GP-Specialist referrals and specialist letters.



Former Auckland GP Douglas Kingsford has moved to Toronto and is working hard to get to know the needs of the Canadian marketplace.

New Logo and Branding

The original HealthLink logotype (used on the masthead of this newsletter) was designed for us in 1993 by Auckland graphic artist Leigh Cockerill. Twenty years on we are re-branding again; this time with a new logo from leading Auckland branding agency BRR.

Our modernised logo reflects the aspirations of a

company with nearly 100 staff in three countries; It will be implemented throughout the business over the coming month.

Our new catchphrase "**Certainty in Care**" reflects our commitment to ensuring that electronic communications is completely reliable.



New Website

In conjunction with our change in branding, we have implemented a completely new website, also designed by BRR. The new website will be available shortly at www.healthlink.net

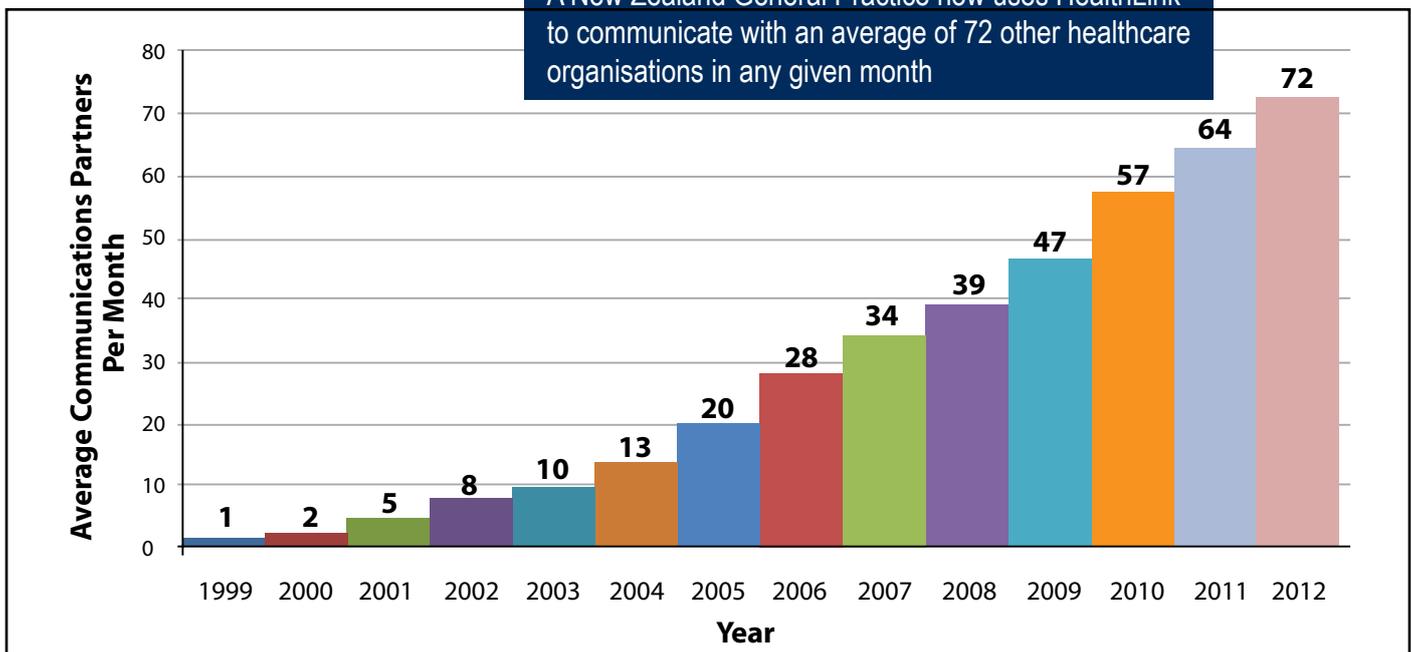
Billing system overhaul

With more than 10,000 healthcare organisations using our services, having an efficient billing system is an absolute necessity. We have recently been overhauling our billing system and we will be launching the upgraded system at the end of April. This will coincide with a move to standardise our pricing and to iron out any pricing disparities that have crept in since we last did this, several years ago. Over the next couple of months you will be receiving a new look bill which will have more information about the services you are using and where possible, further information about additional services that you could use.

Because usage of a number of our services has increased very significantly since we last did a billing review, some customers will see an increase in charges. Anyone who is facing a significant increase over what they are paying already will receive an explanation for the increase.

During the past three years, the volume of electronic communications provided by HealthLink has doubled. This means that for the same monthly fixed fee, our GP subscribers are getting significantly more value. Over this same period the number of organisations that a General Practice communicates with has increased by 65% giving New Zealand one of the world's best connected health sectors.

A New Zealand General Practice now uses HealthLink to communicate with an average of 72 other healthcare organisations in any given month



HealthLink Services Now Monitored 24 x 7!

Due to increasing dependency on HealthLink's services we have instituted 24 hour seven days monitoring of all key services, systems and infrastructure components. This increases the degree of reliability experienced by customers.

Proud to be a Founding Partner in: The ADURO Alliance - an International Interoperability Initiative



The demand for high quality reliable communications across Canada, Australia and New Zealand has resulted in the formation of a new IT vendor alliance to promote interoperability and use of online systems for the exchange of health information. HealthLink is proud to be a founding partner of The Aduro Alliance. Aduro Alliance specifications are now being implemented by electronic medical records vendors in each of Canada, Australia and New Zealand. In our next newsletter we will provide information about this; why we are doing this and how it is working.

healthLINK

HealthLink serves over 10,000 practices (75% of Australasia's general practices, 100% of New Zealand's) and exchanges more than 65 million clinical transactions annually. HealthLink has seven offices across Australasia.

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