

# HealthLink Update

Quarterly Newsletter - Spring 2003



Connecting the health sector

Greetings, as we emerge from the depths of winter into the long-awaited spring sunshine.

During the winter months the team at HealthLink has been working very hard on a number of projects. We have significantly enlarged our support team and added a second level of support for complex problems. Our new product **HealthLink SIX** (is now being rolled out and we are very pleased with its features, stability and user reaction. In response to rapidly growing demand for broadband Internet services we have launched

**HealthLink SECURIT** to provide high quality network security and virus protection for practices that use the Internet (SECURIT is available for broadband connections only).

Our staff numbers have grown too and we are now ready to meet the increased demands of rapid IT growth within the health sector. In this newsletter you will meet Cornelius Dirven who has joined us as Business Development Manager. Cornelius' role is to look after your interests and to provide you with help to do any new things that you are interested in doing. Please don't hesitate to call him for advice or assistance.

I would like to take this opportunity once again to mention the growing importance of the Internet. It is very likely that we will be gradually move all of our services into a secure Internet environment and scale down our own private network over the next couple of years. For that reason, I would encourage you to start looking at Internet connectivity now if you have not already done so. If you are looking at broadband Internet connections such as Telecom's Jet stream service, please talk to us about the security service we provide. If you have any questions or need advice on this subject, please contact us.

In this newsletter you will read the results of our customer survey. We are proud of the results gained to date but also determined to improve on them in next year's survey. We look forward to working with you to meet this goal.

Tom Bowden  
Chief Executive Officer



The HealthLink SECURIT Service is a managed security service provided to health sector organisations across New Zealand.

The service allows General Practices and similar organisations to connect to the Internet in relative security. The service is delivered via a piece of computer hardware called a firewall located on the network. The firewall is managed remotely via a Network Management System located at HealthLink. There are different SECURIT packages available to suit your organisation's needs.

Over 50 organisations have joined the service and we expect the service to expand dramatically in the near future as the need for secure high speed internet connectivity and access to health resources becomes apparent.

SECURIT protects against:

- Unauthorised access to patient data
- Computer viruses
- Interception of professional communications while online

Please contact Cornelius Dirven on extn 3740 or [cornelius.dirven@healthlink.net](mailto:cornelius.dirven@healthlink.net) for an information pack if installing or considering installation of a high speed internet connection.



Almost 500 organisations have now installed **HealthLink SIX** (Secure Information Exchange), our new generation messaging system

HealthLink SIX is an upgrade of our messaging system product which includes enhancements such as:

- Ability to run HealthLink over a high speed internet connection
- Claiming Maternity Section 88 electronically
- Run automatically on a schedule
- More comprehensive logs should something go wrong
- Advanced security with the use of digital certificates

Over the next few months we will be delivering HealthLink SIX to your organisation. Enclosed with the newsletter is a document on your minimum hardware requirements to run the program, please ensure your system is up to speed prior to installing the software on your computer.

If you meet the minimum requirements and wish to receive the software sooner, please send an email to [support@healthlink.net](mailto:support@healthlink.net) or phone us on 0800 288 887.

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## Introducing our New Staff

Over the past few months we have expanded the HealthLink family with the appointment of a number of new staff members in various departments:

**Cornelius Dirven** - Business Development Manager  
**Edwina Cooper** - Project Manager  
**Hayley Nixon** - Administrative Assistant  
**Jo Clarke** - HealthLink SIX Implementation  
**Russell Neal, Simon Chadwick, Ed McFarland and Andrew Lamont** - Customer Support



Top Left: Cornelius Dirven. Above (clockwise from back): Simon Chadwick, Ed McFarland, Russell Neal, Edwina Cooper, Hayley Nixon

## Customer Support



We have recently made changes to the operation of our Customer Support department to improve the way we help you. Following are details of when we are available and our when you can expect a response or resolution for your calls.

**Standard Hours of Support**  
8.00am to 6.00pm normal business days

**Expected Service Levels:**  
*Call Response* - less than 1 hour for voice messages or email  
*Problem Resolution* - 75% of calls will be resolved within 4 hours. We will try our best to resolve any issues as soon as possible

We hope to see some positive results from the changes we are currently making which include:

- The appointment of four new Helpdesk members
- Changes to our phone system
- Ongoing training for Helpdesk staff on our software and new services

**Amanda Chapman**  
Customer Support Team Leader

## HealthLink Online

Many of you that have already installed HealthLink may be curious about the HealthLink Online icon available in the Start Menu and on the desktop. The icon will look like either one of these depending of which version of HealthLink Messaging System you have installed.



HealthLink Online ...

HealthLink Online is a web service which stores messaging information for your practice.

Some of the functions that you can use HealthLink Online for are:

- Ability to modify your practice/organisation details if they change
- View all messages sent and received within a period of a month e.g if ACC claims have gone
- See all the HealthLink organisations you communicate electronically with and whether they have collected your messages
- Use the NHI lookup service

If you are interested in some more information on the HealthLink Online service, please contact our Support Team on 0800 288 887 for user instructions.

## Digital Certificates

HealthLink is now the official supplier of Digital Certificates to the NZ Health sector. Digital Certificates are an electronic identity device which allows users across a network to digitally identify who they are communicating with which is especially important when using the Internet. You may be using Digital Certificates now for ACC e-lodgements and HealthLink Online.

Digital certificates are now a pre-requisite to joining the Health Intranet. Information on how to apply for a digital certificate can be found on the Ministry of Health web site <http://www.hin.moh.govt.nz>. The process requires you to complete an application form, approval by NZ Health Registration Authority and then generation and despatch of your digital certificate by HealthLink.

## Customer Satisfaction Survey

Thank you to everyone that responded to our customer satisfaction survey. We received almost 1000 responses and are very pleased with the outcome with over 70% of responses in all questions rating in either 1 or 2 (1 being excellent). We also collected very valuable feedback about how we can improve different parts of our service to you and we have already put in place changes to reflect this.



### Hamper Draw Winners

Each survey response went into the draw for a gourmet hamper. All information collected helps to keep our customer database up to date.

Congratulations to Mt Smart General Practice (Auckland), Avalon Medical Centre (Lower Hutt), Mark Plummer Physio (Manukau) and Wai-iti Health Services (Timaru)