

HealthLink Update

Quarterly Newsletter - Winter 2003



Connecting the health sector

Greetings and welcome to our new format newsletter developed by HealthLink's marketing manager Belinda Fong. I hope you will find it both interesting and informative.

For the past two years we have been focusing on development of HealthLink Version 6, our new messaging system designed for use on either private network or Internet. Developing a system with the security features needed for messaging on the Internet has been a major exercise, but the new product is now completed and live on more than 150 practice systems. We are very proud of it.

In this newsletter you will also read about SECURIT; a secure Virtual Private Network (VPN) for use by organisations that want to use broadband Internet connections and go 'online' on a permanent basis. SECURIT provides a Government approved security system that enables simple, reliable and affordable connectivity.

We have a range of advanced services 'under development' that will use both of these new networking technologies and continue the growth of technology use within the health sector.

I hope that you will be as interested as we are in the potential that this new technology has to improve practice efficiency and patient care. Please do however take a minute or two also to reflect on the level of service we are providing you and complete our questionnaire with any suggestions as to how we might better help you.

Tom Bowden
Chief Executive Officer

HealthLink Version 6

HealthLink Messaging System (HMS) version 6.4 is now available for wide client release.

Many of you will still be using Version 4.3.x (Windows) or 5.2 (Mac). HealthLink Version 6 will be available as an upgrade to your existing messaging system and provides a whole range of new features which can be customised to your organisation.

These features include:

- Ability to use over ADSL (permanent internet connection)
- Claiming for Maternity 88 electronically
- Can be scheduled as an NT Service to run automatically
- User friendly error logs should a problem occur
- More advanced security features with the use of X509 compliant digital certificates

Your organisation will automatically receive HealthLink as part of our roll out process throughout the year. However if you wish to receive the software sooner, please contact our [support team on 0800 288 887 x 1](tel:0800288887)

Simon Cumberlege
Business Development Manager



SecurIT

As the popularity of high speed permanent internet connection grows so do security risks of unauthorised access to your electronic patient information.

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 securely, and also allows access through to the Health Intranet.

The service consists of a firewall and ADSL router installed on the practice network. McAfee Antivirus is installed from the firewall and is installed on each computer accessing the Internet. As new viruses are identified, the virus definitions are updated from the firewall automatically to protect the network from new threats. The firewall is managed remotely, via a Network Management System located at HealthLink.

The SecurIT service protects against:

- Unauthorised Access to Patient data
- Computer Viruses
- Interception of your professional communications while online

If you are interested in the *SecurIT* service please contact Amanda Chapman on extn 3377. *SecurIT* may not be available in some areas where Jetstream/broadband is unavailable.

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- A word from our CEO
- HealthLink Version 6 Upgrade
- Hep B Program
- Diabetes Annual Review
- Helpdesk Tips
- RSD Status
- WIN A HAMPER FOR YOUR PRACTICE !

For more information, please contact us on 0800 288 887
or info@healthlink.net
Visit our website: www.healthlink.net

Hep b Free

The Hep b Free programme has been a highly successful project, screening almost 90,000 people of which over 6,000 were identified as carriers.

This programme has now finished but support for carriers is to continue indefinitely. The Northern Region Health Consortium has implemented a new programme specifically for this support. The new Hep b Free 'B Positive Support' programme will work with the general practices to continue surveillance of all Hepatitis b carriers in the Auckland and Northland areas.

For queries regarding Hep b Free or the B Positive Support programme, please contact Auckland Regional Public Health Services (phone 262 1855)

Kathryn Hawthorne
Business Manager - Community Health



Aotearoa Diabetes Get Checked Program

The Aotearoa Diabetes Get Checked program has been providing free annual diabetes checks for patients for some time and is now being revamped.

HealthLink is currently working with the Ministry of Health, Orion Systems New Zealand Limited, IPAs/PHOs and the various Practice Management Systems to improve the current system.

Already the program has provided valuable information to the Ministry, Local Diabetes Teams and District Health Boards to assist them with allocating future resources for the management of diabetes in New Zealand.

Notes from our Customer Support Team

This segment is going to focus on some of the more common errors that you might experience with HealthLink Messaging System (HMS) and how you can quickly do some of your own troubleshooting to get HealthLink working again.

-500 Error. This error will appear in the grey screen when you are running HMS. To fix this, reset your modem and the computer HMS is installed on (if it is the server ensure all workstations are logged out of the system). This will clear any blockages that HMS needs to get an outside line.

Errors occurred in incoming/outgoing files. This is a small box that will appear either when you try to dial out or after you have finished with HMS. Normally this means that something someone has sent you or something you are trying to send has an error in it. This problem will not normally correct itself. If you experience this error, double click on the hmslog icon found on the desktop, choose File/Print and fax the log to 0800 288 885. We can identify the problem for you and get it fixed as soon as possible.

To contact the support team call 0800 288 887 x 1



RSD (Referrals, Status and Discharge)

RSD is a method of delivering letters in the same way that you might be receiving your laboratory or radiology reports. The majority of software systems are capable of receiving and sending electronic letters, which saves the process of printing, posting and scanning. There are a number of private specialists, Accident & Medical centres and public hospitals now taking part in this service.

DHB regions where the hospitals are sending electronic discharges and/or status messages are Counties Manukau, Bay of Plenty, Tairāwhiti, Taranaki, MidCentral, Hutt Valley and South Canterbury. There are a number of regions currently piloting the use of electronic discharges so we hope to see it in your area soon.

If you would like a list of GPs and Specialists that are capable of sending and receiving electronic messages in your region or know of an organisation that you would like to use the service, please contact **Belinda Fong** on extn 3380



WIN A HAMPER!

Enclosed with this newsletter you will find your practice details and customer satisfaction survey to complete. Check for any changes to your practice details and complete the survey to win one of three luxury hampers! Simply fax back the survey to 0800 288 885 and we will announce the winners in the next edition of this quarterly newsletter.

