

healthLINK^{SIX}6

SECURE INFORMATION EXCHANGE

HealthLink Messaging System (HMS) 6.4.x

HealthLink Online Access v1.4

Installation & User Guide



HealthLink *Delivers*

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HealthLink Messaging System (HMS)

System Requirements

Below are the minimum and recommended specifications for running HMS Client v6.4.x

Windows System Requirements

CD Reader on install computer
 3 ½ inch Floppy Disk Drive
 Internet connection or dial-up modem
 Mouse

MINIMUM	RECOMMENDED
Pentium II 600Mhz	Pentium III 1Ghz
128Mb Ram	512Mb Ram
Windows 98, NT4 with Service Pack6a, 2000, or XP	Windows 2000 Pro, Windows 2000 Server, Windows XP or Windows 2003 Server
33.6Kbps Modem and Dialup Networking/RAS installed for Internet dialup or VPN connection.	Permanent Internet connection.
Internet Explorer 5.5 or above	Internet Explorer 5.5 or above

Macintosh System Requirements

CD Reader on install computer
 Internet connection or dial-up modem
 Mouse

MINIMUM	RECOMMENDED
G3 processor	G4 processor
128Mb Ram	512Mb Ram
Mac OS X (version 10.3)	Mac OS X (version 10.4)
56k Modem for Internet dialup	Permanent Internet connection.

NB: If you are installing the HMS software on a Macintosh for the first time please refer to page 8 before beginning the installation.

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1. Introduction

Setting Up For HealthLink

It is highly recommended that the HealthLink Messaging System (HMS) is installed on your server. Please ensure the HMS client is only installed on one computer.

Use of a high-speed, permanent Internet connection (e.g. ADSL/Jetstream) is recommended.

Use of an internal modem is discouraged because if the modem needs to be reset, the whole computer must be turned off.

Ensure that your telephone system is correctly organised for data transfer.

If you are using a dial-up modem, do not attach it to a line coming through your PABX.

It should be a separate connection outside of the PABX; the only exceptions are when this has been specially set up for you by a specialist communications company (such as Telecom, Cardy Communications etc).

Day To Day Management Essentials

If you are receiving laboratory results through HealthLink, your EDI Account needs to be accessed regularly; we recommend that you use the HealthLink NT Service feature to connect automatically several times a day.

If you do not access your account frequently, information will be resent from the laboratory, causing you unnecessary problems (e.g. duplicate results).

Ensure that your staff are trained in the operation of your Practice Management System and are familiar with the process of sending and retrieving information.

Ensure that the telephone connections, modem cables, power cords etc remain firmly plugged in and cannot be bumped or otherwise accidentally disconnected during transmission.

Support Hours

New Zealand - Phone toll free: 0800 288 887

8am - 6pm Monday-Friday - (New Zealand Standard Time)

Australia - Phone toll free: 1800 125 036

7.00am - 7.00 pm Monday-Friday - (AEST)

New Zealand customers fax toll-free on 0800 288 885

Australian customers fax toll-free on 1800 151 146

The HealthLink Support Team can be contacted via the following email address:

helpdesk@healthlink.net

Client Restrictions

Maximum EDI accounts per client: 10

Maximum file size per message: 2MB (before compression)

Maximum total file size per connection: 5MB (before compression)

Maximum files that can be sent per connection: 500

HealthLink Service and Support

We recommend that all customers use the contact details listed above for all support issues, rather than contacting individual HealthLink staff members. This ensures that you get the attention of the first available staff member, and do not experience delays when individual staff members are on training courses or on leave.

When contacting the helpdesk by email, fax or telephone, please provide us with the following information:

- The name and version number of the HealthLink software you are using
- The operating system you are using
- A description of what happened, and what you were trying to do at the time
- The text of any error messages you encountered

Installation Recommendations

The HealthLink Messaging Client should only be installed on one computer, preferably the server.

We strongly recommend installing HealthLink SIX on the same computer and drive as your Practice Management Software (usually the server).

If the HMS software cannot be installed on the same computer as your Practice Management Software you may experience some connection problems.

If HMS is installed on a work station files may need to be written across your network, please ensure the user that will be running HMS has the necessary privileges to do this. We recommend using UNC paths, not mapped network drives. Please ensure that all staff that will log into the work station have the required privileges to read and write across the network.

If you are unsure please contact your network technician or IT staff.

Please ensure that the line you are using is not using services such as Call Waiting.

These services send signals down the line, interrupting your modem transmissions.

HealthLink Online (Web Portal) can be installed on as many work stations as required.

2. Before you begin

Please check that your computer meets the minimum system requirements (see inside cover of this install guide).

If you are installing the HMS software on a Macintosh for the first time please refer to page 8 before beginning the installation.

You will need:

Your EDI account name and password

Healthlink Online (HUO) Username and password

Dial Up User Name (DUN) and password if using the Healthlink VPN

Installation CD for HMS 6.4.x

3 ½ Floppy Disk containing your installation certificates

Password for installation certificates – if you have not received a separate letter containing these details, you will need to ring the Help Desk for your password.

3. Reasons for installing HMS on your Server

Installing HealthLink software on a Practice's computer system is an important task. Doing so in the correct manner will ensure trouble-free and secure use of the HealthLink service for your client.

HealthLink has been designed for easy integration with all major Australasian Practice Management Systems. HealthLink is designed to be installed and run as an NT service on the server running the Practice Management System's (PMS).

HealthLink is a stable server application, which uses minimal system resources, currently running on several thousand servers across Australasia.

HealthLink adds more layers of security than its competitors with the use of PKI encryption. If the Practice network is set up securely and HealthLink is installed on the server as an NT service, then the integrity of patient data is kept secure.

The benefit of following this recommendation is that the service can be fully automated as an NT service running using the local system account; i.e. you can set it and forget it.

Key Benefits of installing HealthLink on a server using NT services:

- Increased reliability as a result of complete automation
- The server is usually the most secure computer at the practice and from a security standpoint should be used for the receipt of incoming medical information
- HealthLink uses Digital Certificates to encrypt and verify results. These certificates should be stored securely and are best kept on the server which usually has only limited access allowed to it
- Usually servers have an Uninterruptible Power Supply (UPS), and are backed up regularly and are housed more securely than workstations. Servers usually stay switched on whereas a workstation may be switched off due to the user's absence, or at the end of a working day, this renders the practice unable to be sent too
- Messaging automatically resumes if the server is restarted. HealthLink automatically starts and logs HealthLink users in
- Messaging keeps running even if the user logs off the computer. HealthLink keeps running with NT services even if there is no one logged onto the server

- On the server, the HealthLink messaging service is less likely to be 'broken' by user interference, accidental or otherwise
- HealthLink installed on the server does not compromise password security if staff are on holiday and another user needs to log in
- Delivery of files to the Practice Management System (PMS) is not dependent on the internal stability of the practice's network
- Delivery of files to the PMS via a server is not dependent on an individual user (and their sign in permissions)
- PMS software allows imports from the server recipient directory from any workstation without any additional network or workstation configuration. Using a workstation rather than a server to perform external communications adds another (unnecessary) step in the process
- The widespread move to HL7 requires that the practice management system (server) generates message acknowledgements; this adds another important reason for connecting external services with the server

Most importantly of all, if HealthLink is installed on the practice's server, HealthLink can guarantee the performance of its service, whereas it cannot provide the same overall performance guarantee when incoming information is delivered only to a work station.

4. Macintosh Pre-Installation requirements

Compatibility Warning for Mac OS X Users

HealthLink have identified a Java compatibility issue with **Apple OS X v10.3.9**. Users should not attempt to install HMS 6.4.x on OS X v10.3.9 as the system prevents the HealthLink client from functioning correctly.

Java Security Policy Update for Mac OS X v10.4

NOTE: *The Administrator password for Mac OS X is required to complete this process*

In order to successfully install **HMS v6.5.x** onto a computer using **MAC OS X v10.4** it is necessary to update the Java settings used by the operating system. This may also be required if using **MAC OS X 10.3**.

This will allow the HMS Digital Certificates to be successfully imported. It is only necessary to complete these instructions if you are installing HealthLink for the first time on the computer concerned. If HealthLink is already installed and you are simply updating the software we recommend speaking to our Helpdesk before you begin.

The process involves replacing two files relating to Java Security Policy. The two new files can be found in the installation CD or downloaded from HealthLink. The files in question are the called "*US_export_policy.jar*" and "*local_policy.jar*".

It is strongly suggested that the following steps are completed under the supervision of the HealthLink Helpdesk.

- Copy the "*US_export_policy.jar*" and "*local_policy.jar*" files from the 'Mac_Java_Files' directory on the installation CD.
- Place copies of the files contained in the file in the folder designated below:

Hard Drive/Library/Java/home/lib/security

Hard Drive/System/Library/Frameworks/JavaVM Framework/Versions/1.4.2/Home/lib/Security

Hard Drive/System/Library/Frameworks/JavaVM Framework/Versions/1.5.0/Home/lib/Security

- You will be asked to enter the Administrator password before the computer will allow the files to be overwritten.

The HealthLink Installation can be completed once these updates have been applied.

5. HealthLink Installation CD

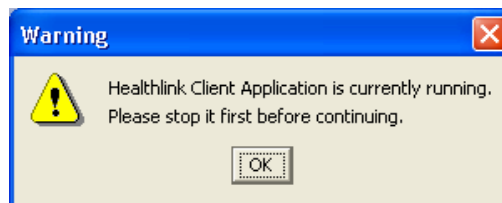
To begin installing the HealthLink client software, insert the HealthLink installation CD into the CD-ROM drive on your server.

If the CD does not automatically begin the installation within several seconds, open up your CD ROM drive and browse to:

D:\(your operating system)\ (your operating system)\install.exe

Where the 'D' may need to be replaced by the letter corresponding to your computer's CD-ROM drive, and 'your operating system' refers to your operating system. i.e. windows

If the Healthlink Messaging Service (HMS) is running on your computer when you start the upgrade this warning screen will appear.



Stopping HMS when running in Unattended mode

If HMS is running in unattended mode you will have a window open that looks like this.

Left click on the close button at the bottom left corner to exit the program.

You will now have to restart the upgrade by opening the CD drive and closing it with the install disk remaining in the tray.

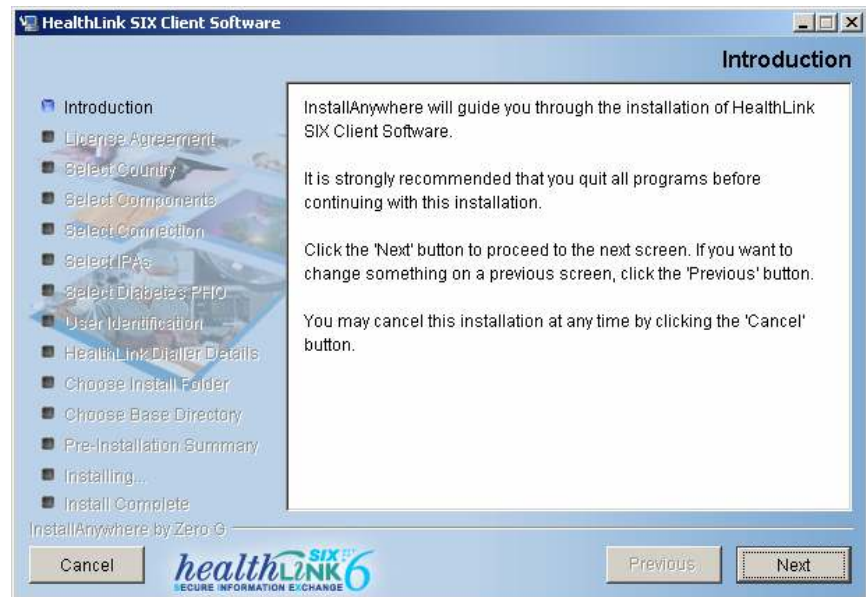


To restart in Unattended mode double left click the HMS client application icon on the desktop screen.



Introduction

The first panel you will see will be the "Introduction" screen. Click Next to proceed.



Checking System Status

HealthLink Messaging System will examine your computer system for hardware and software components that are needed.

In order for HealthLink Online to display correctly, your work station must have Microsoft Internet Explorer 5.5 or higher. If this program is not installed on your work station the installer will automatically prompt you upgrade or install IE 5.5.

PLEASE NOTE: Your work station will require a reboot after the installation of Microsoft Internet Explorer 5.5.

License Agreement

For the software to be installed you must read and agree to the License and Security Agreement presented to you. To agree and continue with the installation, click I accept, then Click Next to proceed. If you do not agree, click I do not accept and the installation will abort.



Select Country

HealthLink needs to know whether you are in Australia or New Zealand. Select your country from the list. Click Next to proceed.



Select Components

You can choose to install both HealthLink Messaging System 6.4.x and HealthLink Online 1.4, or either of the components alone.

HealthLink Messaging System is the software that will send and receive messages. It should only be installed on one computer, preferably the server.



HealthLink Online is a web based application that will allow you to track your messages as they are delivered through the HealthLink system. It also allows you to access the national NHI number lookup. You may install HealthLink Online 1.4 on as many computers as you wish. Each of these work stations must have some means of access to the Internet.

Click Next when you are ready to proceed.

Choose Connection Method

Select Permanent Internet connection (LAN/ADSL/Broadband) if you have your own high speed internet connection.

Select Dialup Internet Connection if you have your own dial-up internet account. If you select this option please follow the directions below for 'Dial-Up Internet Connection Type'

Select HLK Dialler (VPN) if you need to use the HealthLink dial-up

network. You will be prompted later in the install to set this up.

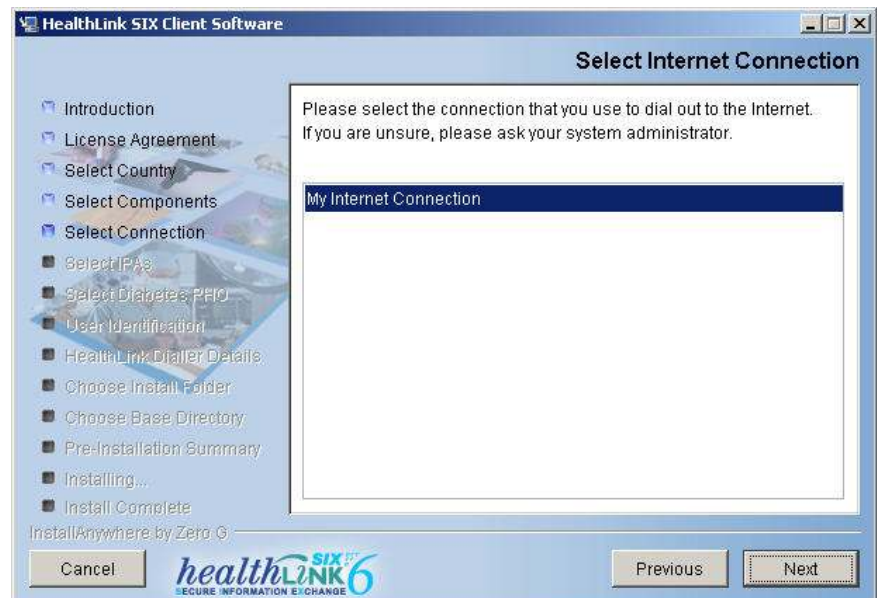


Click Next to continue

Dial-Up Internet Connection Type

(Will not appear if VPN or permanent connection was selected)

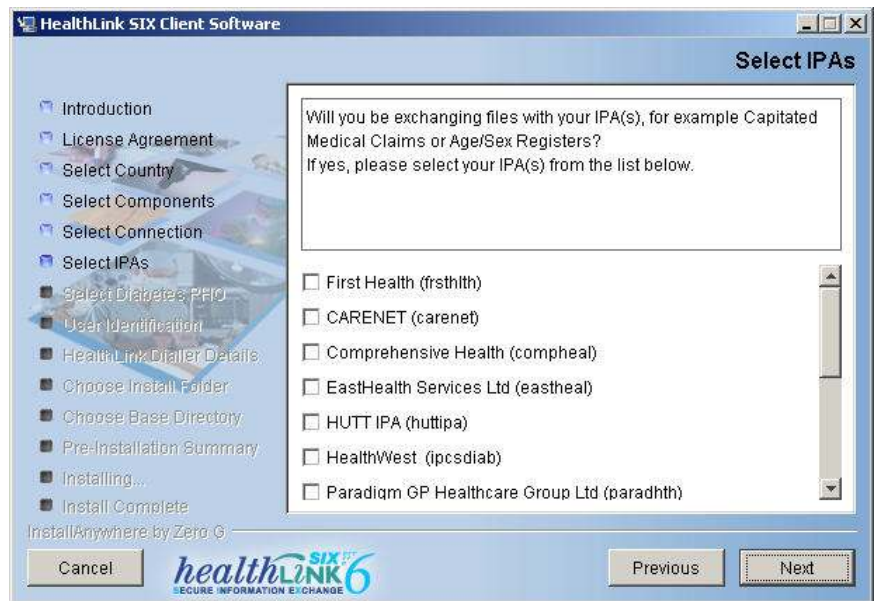
If you choose to use your own dial-up modem Internet connection, you will be asked for the name of the connection you would like to use. Please select the connection that you use for Internet browsing and email, by highlighting the connection and clicking Next.



If you don't know which connection to select, please check with your computer system administrator.

IPA Selection Screen (New Zealand Installations Only)

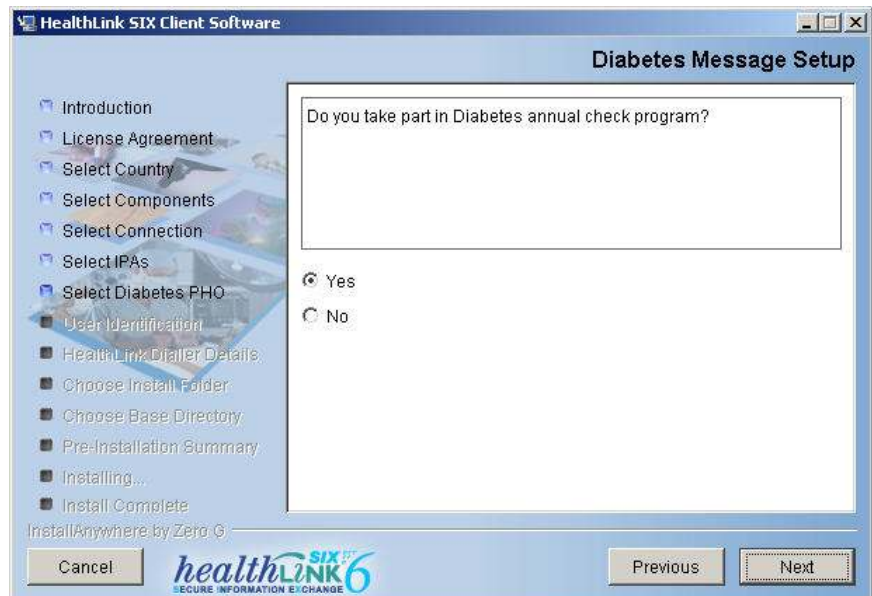
From here you can select the IPA's that you want to send capitated claims and patient registers to. You can select more than one IPA to send to.



Diabetes Message Setup (New Zealand Installations Only)

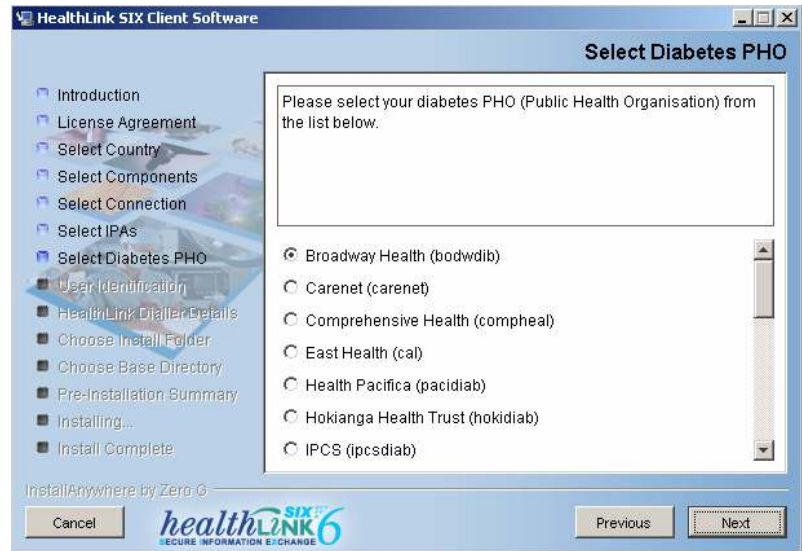
If take part in the Diabetes annual check program select YES, otherwise select NO

Click Next to continue.



If you selected YES, then you will need to indicate who your Diabetes PHO is. If you don't know, or your PHO is not on the list, then this can be added manually through the Advanced Options once the installation has been completed. Select your Diabetes PHO.

Click Next to continue.



User Identification

You will be asked to enter your Practice Name, EDI Login and Password.

These details will have been sent to you with the HealthLink software. If you are unable to locate these details, please contact the HealthLink support team.

Click Next to proceed.

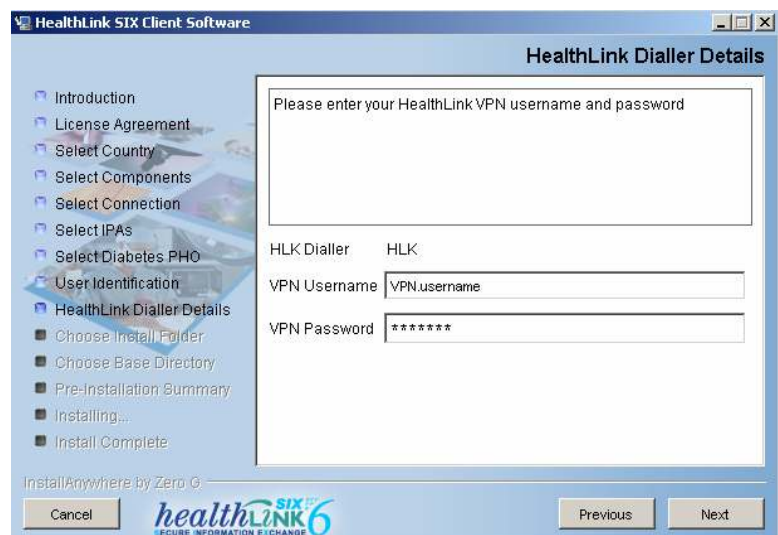


Note: If you are upgrading from a current HMS v6.4xx the information in these fields will already be filled in

HealthLink Dialler Details (VPN connections only)

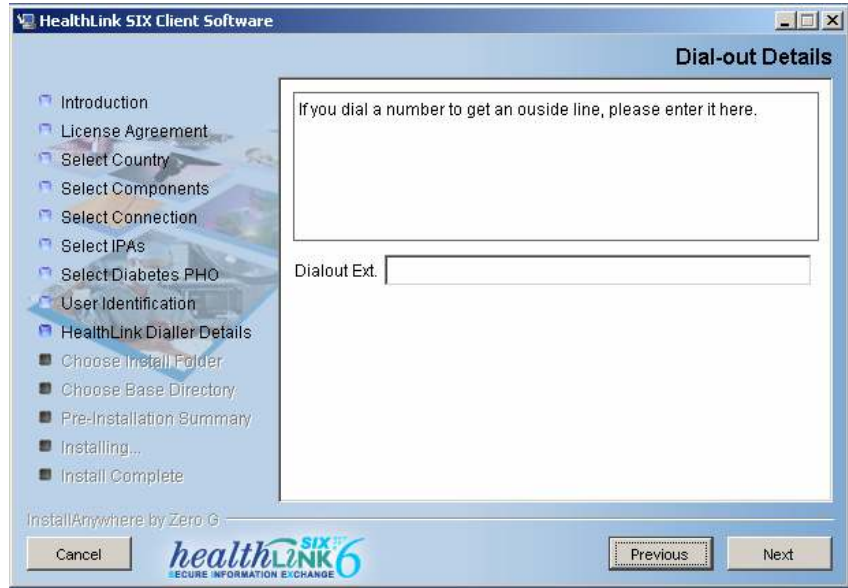
If you chose to use the HealthLink dial-up VPN for connecting to the HealthLink servers, you will be asked for your Dial-up Networking Login name and password provided by HealthLink.

Click Next to proceed.



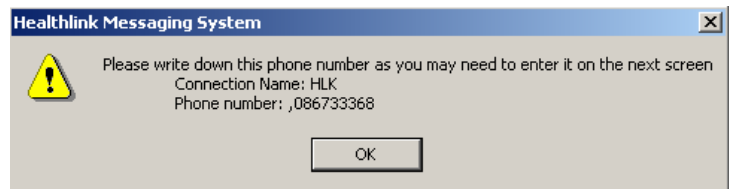
If you need to dial a number to get an outside line, enter it in Dialout Ext, otherwise leave it blank.

Click Next to proceed.



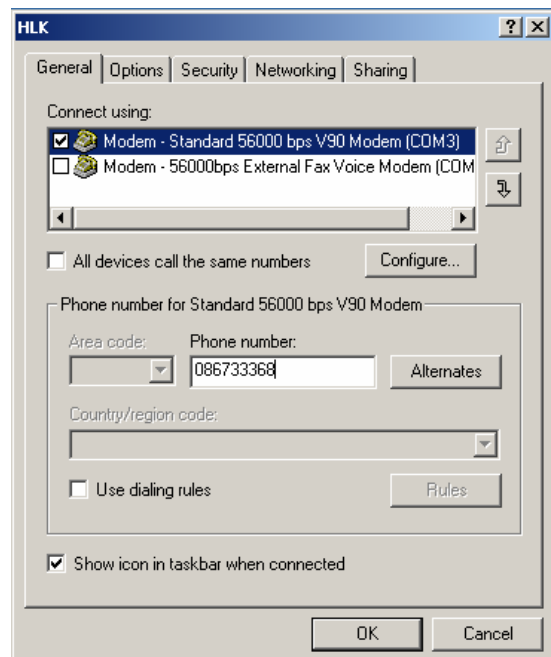
VPN Phone Number

If you are connecting using the HealthLink VPN (HLK) this screen will provide the number that needs to be entered in the dialler so you can connect successfully.



The phone number should always be:
New Zealand - 086733368
Australia - 1800142339

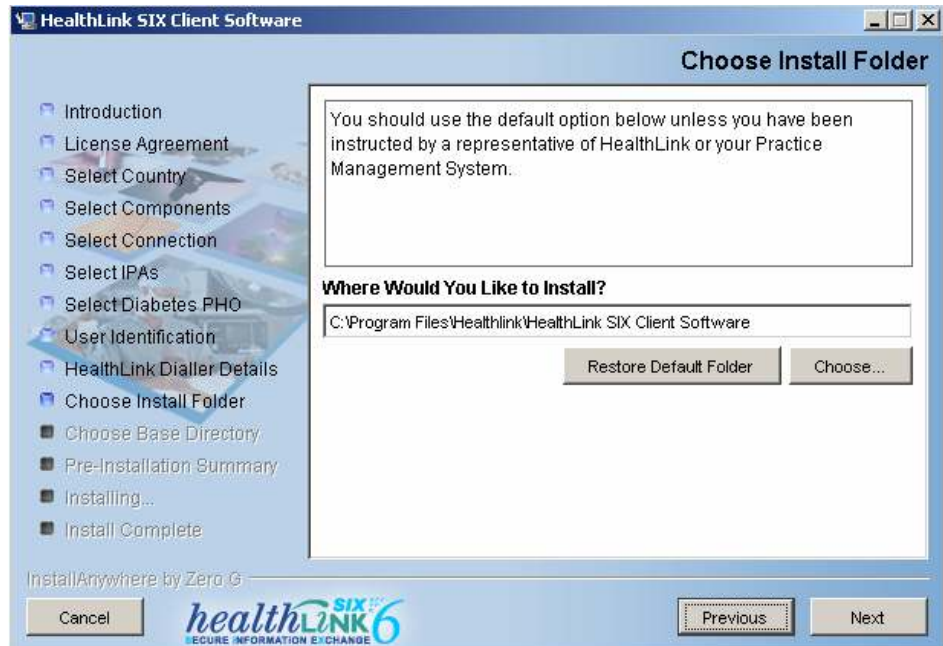
Enter the details you recorded from the previous screen in the Phone Number field of this screen and click OK.



Install Folder

This is the directory into which HealthLink files will be copied. It is recommended you leave the default setting. If you need to change it, click Choose and select a different directory.

Click Next to proceed.



Base Directory

This is the directory within which the HealthLink software will create sub-folders for incoming and outgoing files. Unless you have been instructed to change this by HealthLink or your practice management system vendor, you should not alter this setting.

Please contact the Helpdesk if you believe the default setting is not appropriate.

Click Next to proceed.

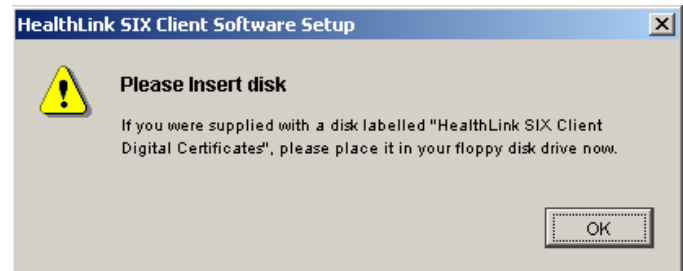


Installing Client Digital Certificate into Internet Explorer

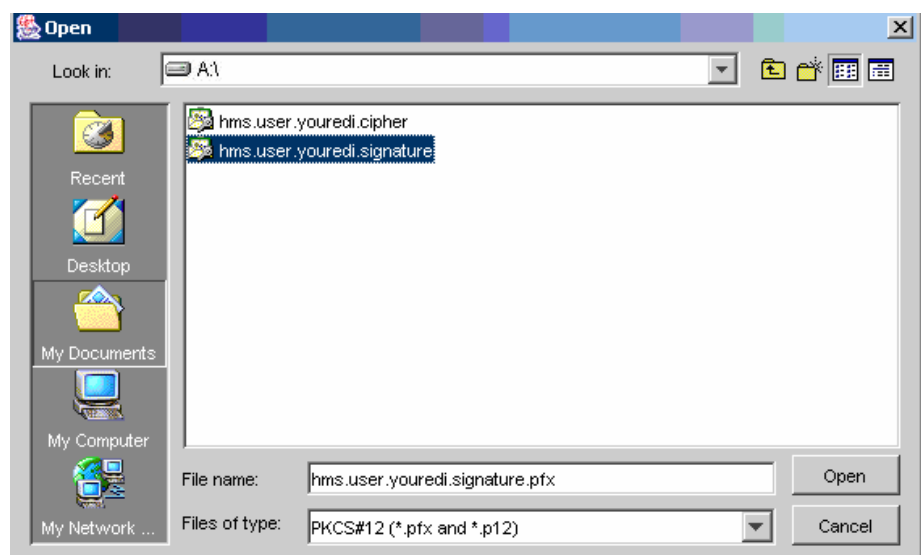
Note: If you are updating an installation of HMS 6.4x and already have installed HealthLink Online you will not be prompted to import your digital certificate into Internet Explorer

In order to access the HealthLink Online services over the Internet, you are required to validate your identity using a digital signature certificate. If you chose to install HealthLink Online 1.4, you will automatically be taken through the process.

You will see a window like the one illustrated. Please place your Client Digital Certificates disk into the floppy disk drive and click OK



HealthLink will prompt you for the digital certificate file to install. Choose the signature certificate and click Open.

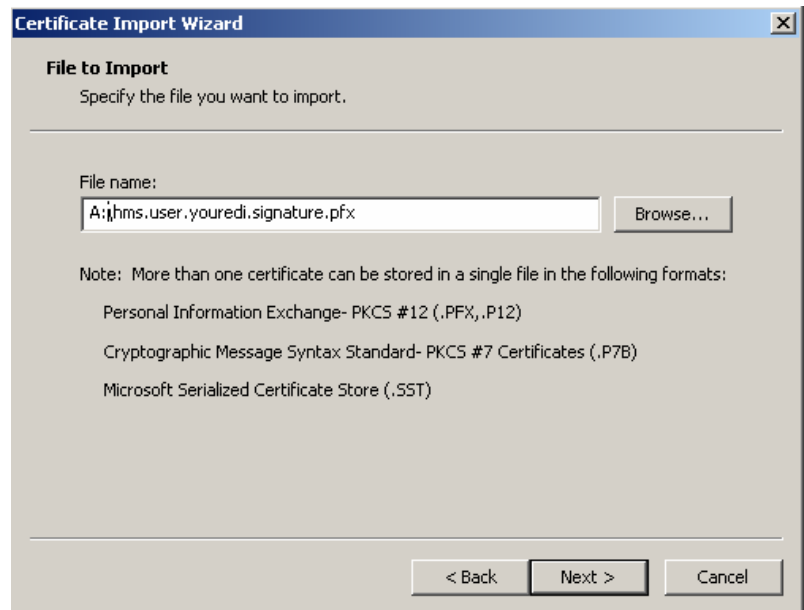


The Certificate Import Wizard will automatically be launched. Click Next to continue. The File to Import screen will be correctly completed by default.

Click Next to continue.



You will need to select the location of your certificates. By default it will try to look on the floppy drive A:\. If you have installed your certificates onto your hard drive, you will need to use the browse button to find them. When you have selected your signature certificate, click Next to continue.



Type your Signature Key password in the Password box. You should leave the other two boxes as they are. Click Next to continue.



The next window will be correctly completed by default.

Click Next to continue.



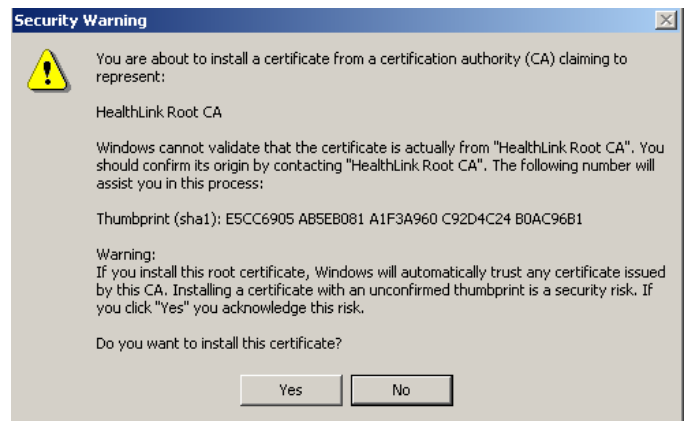
You are now ready to install your digital certificate.

Click Finish to continue.

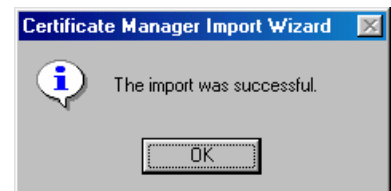


You will be presented with a screen asking if you want to install the Certificate issued by HealthLink Root CA.

Click on Yes to install



When the import of the certificate is finished, you will see a window like the one illustrated below. Click OK to complete the installation of your digital signature certificate.



Pre-Installation Summary

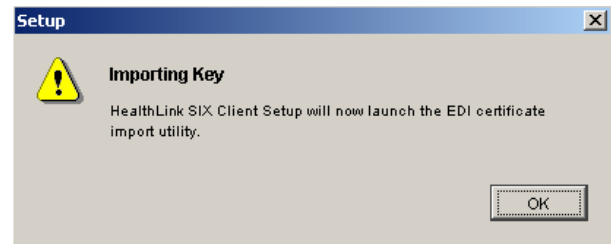
You should take this opportunity to ensure that all the settings specified in previous windows are correct.

Click Install to begin copying files.



Importing Cryptographic Keys

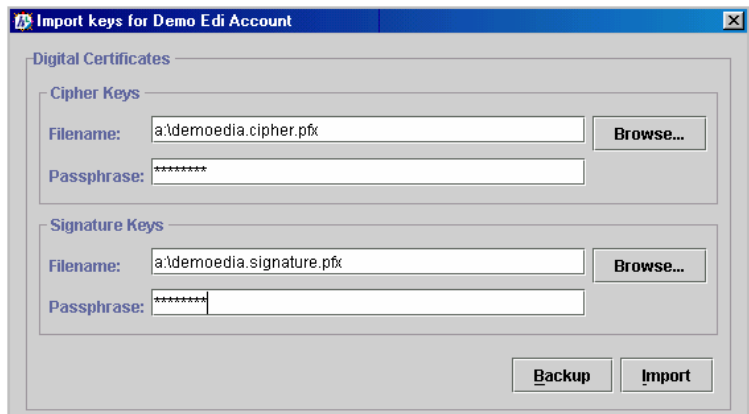
When all required files have been copied onto your computer's hard drive, you will be presented with the following window. In order to access the HealthLink EDI services, you need to use the Key Importer to install your private digital keys. Click OK to begin the installation



Note : If you are upgrading from a previous version of HMS 6.4 you will not be prompted to import new keys as the installation will detect the existing keys and continue to use them. Your Connection password will also remain the same. These keys are used to prove your identity and decrypt messages sent to you from other health organisations.

After a few seconds, the interface illustrated here will be presented to you.

If you haven't been supplied with a key set from HealthLink Limited, you should contact the support team. Your key set will be in the form of two .pfx files, normally supplied on a floppy disk.



Click the Browse button under

"Cipher Keys" and point the application to the xxxxx.cipher.pfx file on your hard drive or floppy disk drive (xxxxx is inserted here in place of your own EDI account name). Then type the certificate password supplied by HealthLink with the certificate in the password box.

Repeat this procedure for the Signature Keys, using the file named xxxxx.signature.pfx. Your password is the same for both the signature and the cipher keys.

Click Import to continue.

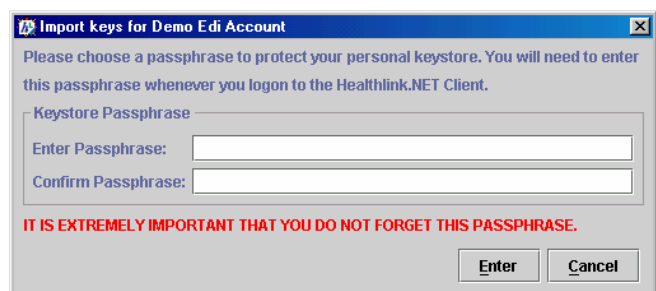
Enter a Connection Password

The final step in importing your keys is to secure the keys with a personal connection password.

This ensures that only you may login to Healthlink Messaging System to send and receive messages.

You will use this connection password each time you launch the HealthLink application.

Enter a new, personal connection password in the fields shown below. You can change this at a later date from the advanced options.



You should not allow any other person to know this connection password as it protects confidential patient data and identifies you as the sender of all outgoing messages. No HealthLink staff member will ever ask you for this connection password.

It is extremely important that you remember this connection password.

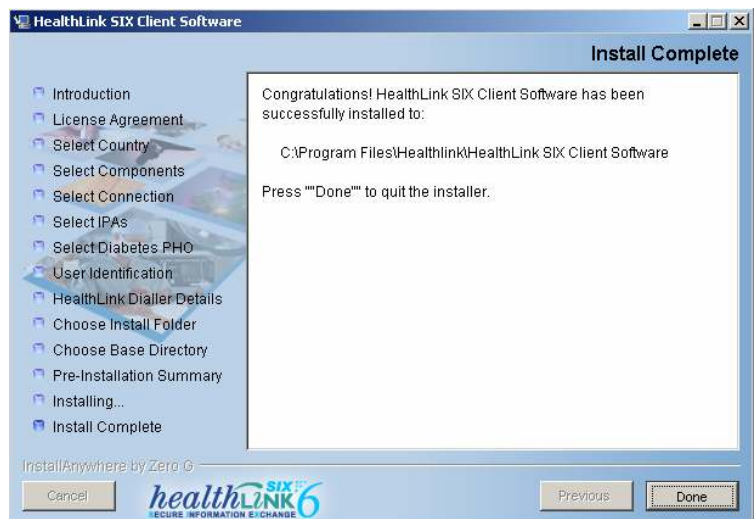
Without this connection password you will be unable to send or receive any messages. If you do forget your connection password and we issue you with a new certificate, all files sent to you using your old certificate will be lost. You will need to contact your laboratories and hospitals and ask them to re-send all of the messages you have missed. There will also be an additional charge for reissuing certificates.

Click Enter to finish. Your keys will be installed. Click OK when you see a window that reads, 'The keys have been successfully imported'.

Install Complete

Congratulations you have successfully installed your Healthlink Six software.

Click Done to exit the installer.



6. Running HealthLink

(An Advanced User Guide is available for more detailed instructions on any of the following)

HealthLink is either run from within your Practice Management System, or from your Windows desktop by double clicking on the HMS shortcut.

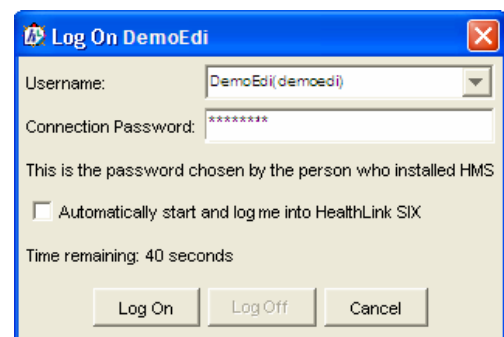


Alternatively HMS can be configured to run on its own scheduler or in the background as a Windows NT Service. The scheduler and NT Service are discussed later in this guide.

The window below appears when the HealthLink Messaging System (HMS) is launched.



You will be presented with the Logon Window. Enter your connection password and click on Log On.

A screenshot of the 'Log On DemoEdi' window. It contains a 'Username' field with 'DemoEdi(demoedi)' selected, a 'Connection Password' field with '*****', a checkbox for 'Automatically start and log me into HealthLink SIX' which is unchecked, and a 'Time remaining: 40 seconds' indicator. At the bottom are 'Log On', 'Log Off', and 'Cancel' buttons.

Once logged in you will be presented with the main Healthlink screen. This screen provides you with information about the connection and files you are sending and receiving. There is a summary on the left hand side of the window detailing the progress through the connection.



You can choose to not show the entire window, by removing the tick from the show details box. This will leave a smaller window on your screen, showing progress of your connection.

Healthlink screen with the Show details unchecked.



Logs

There are two logs available for you to view. The first is the Event Log and this shows all activity. This can be accessed by using the Desktop icon



The second is an error log, and any errors found are written to this file. You can find these in Start / Program Files / HealthLink SIX / Error Log or HMS Event Log.

7. Firewall and Proxy settings

If you are using a firewall you may need to configure it to allow HealthLink to connect successfully to send and receive your messages.

Note: If you are unsure of whether you are using a firewall or proxy, or how to configure them properly, please contact your IT support for assistance.

To connect to HealthLink's servers, your firewall must allow outgoing traffic on port number 443

The following IP addresses may also need to be entered

202.175.133.220

202.175.133.221

202.175.133.222

As HealthLink is automatically updated you will also need to allow access to IP address 202.175.133.212 also using port 443 to allow the updates to be downloaded.

If you are using a proxy server you may need to enter your proxy settings into the HealthLink client. To do this you need to open HMS Advanced Options by clicking on Start / Programs / HealthLink SIX / HMS Advanced Options.

Select the tab called **Connection** and place a tick in the box called **Use proxy server**. Enter the host address and the port number used by your proxy server in the boxes provided. If your proxy server requires authentication you will need to place a tick in the **Use authentication** box and enter your username and password for the proxy server.

To ensure these settings are correct please contact your IT technician.

The screenshot shows the 'Connection' tab of the HMS Advanced Options dialog box. It features several sections for configuring network settings:

- Connection Type:** Includes a dropdown for 'Connection Method' (set to 'Permanent Connection (LAN/ADSL/broadband)'), a dropdown for 'Entry Name' (set to '[Not applicable]'), a text field for 'Username' (set to '[Not applicable]'), and a text field for 'Password' (masked with asterisks).
- Connection Timeout:** A text field set to '2' with the label 'minute(s)'.
- Proxy Server:** Contains a checked checkbox for 'Use proxy server', a checkbox for 'Ping proxy server every' (set to '120' seconds), a text field for 'Host', and a text field for 'Port'.
- Authentication:** Includes an unchecked checkbox for 'Use authentication', a text field for 'Username' (set to '[Unspecified]'), and a text field for 'Password' (masked with asterisks).

8. HealthLink Scheduler

There are 4 ways to schedule Healthlink to run automatically at set times, as a Service or Unattended Mode and Unattended Mode with Auto Logon

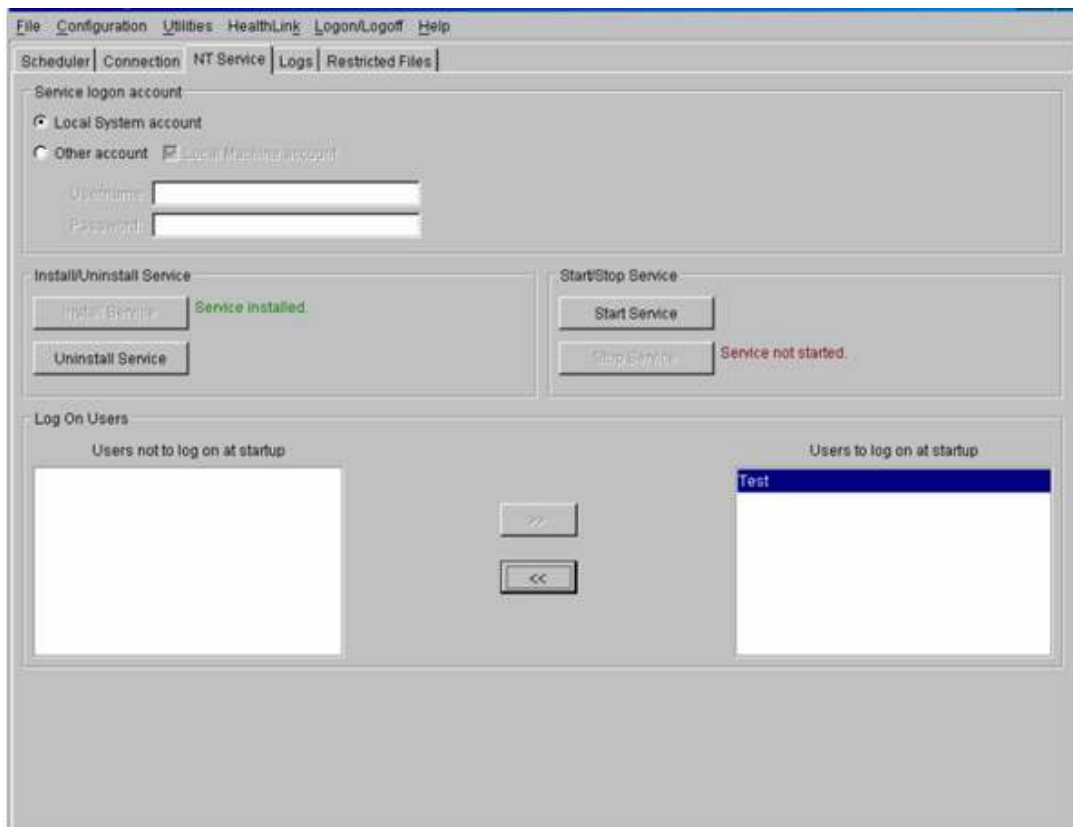
Running HealthLink Messaging System as an NT Service

HealthLink Messaging System (HMS) can be configured to run as an NT Service. This enables you to run HMS twenty-four hours a day, even if you log off from your computer.

This is the recommended mode of operation when installing HMS on a server.

This feature is available only to users of Microsoft Windows NT, 2000, XP or higher.

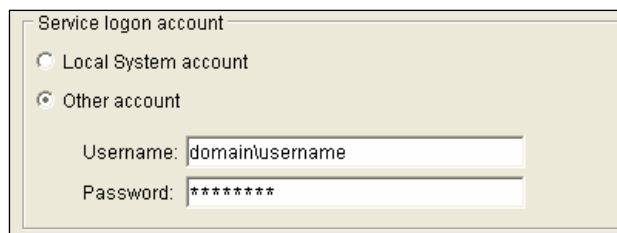
To enable or configure this feature, launch HMS Advanced Options, and select the "NT Service" tab.



Click Install Service to make the service available to Windows. This will start up a system tray icon for running the service (bottom right of the screen). When the text Service Installed appears, you can begin running HMS as an NT Service by clicking Start Service. Select a user from the list on the left hand side, then click the right arrow button. You will be prompted for each user's connection password

Enter the connection password for each user, and click OK. When you have added all the users you wish to log on, you can close HMS Advanced Options. HealthLink will continue to run until you click on the Stop Service button.

If your computer is shut down, the HMS NT Service will start and log on your selected users automatically when the computer is operational again.



You can also choose to log the service on with a specific user account. You will need to know your domain name, your username and your password.

HMS will now run as scheduled, and will not display any connection details while sending and receiving messages.

PLEASE NOTE: If you wish to run Healthlink as a service and write/read files on network drives, you will need to log the service on with a user that has access to network resources.

System Tray Icon for NT Service

When you install Healthlink as an NT Service, you will have a system tray icon installed from which you can force the client to run, stop, or uninstall the service. By right clicking on the icon you also have access to the error, and event logs.

There are three status symbols for the system tray icon, depending on the current state of the service:



This icon indicates that the service is installed and running successfully



This icon indicates that the service has been installed, but it is not started. Right click on the service and choose to start it.



This icon indicates that the last time Healthlink tried to connect, it failed. If this icon is displayed, please refer to your log error to determine the cause of the connection failure, and contact the helpdesk for assistance.

Unattended Mode

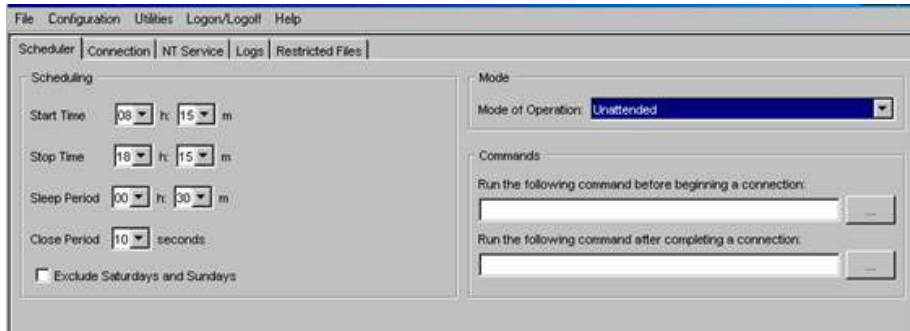
Unattended mode will run HealthLink at set times for a defined period of time and not require a connection password to be entered prior to every connection. It is especially useful if the computer that the software is installed on runs Windows 98.

To set up unattended mode, go to Start – Programs – HealthLink SIX – HMS Advanced Options. The first screen displayed is the Scheduler screen.

Change Mode of Operation to Unattended.

Set your scheduling parameters on the left hand side of the screen

Start Time	configures the time of day to make the first connection
Stop Time	configures the time of day to make no more connections
Sleep Period	configures the number of hours and minutes to wait between consecutive connections
Close Period	configures the number of minutes and seconds to leave the HMS window open after the application has been closed.

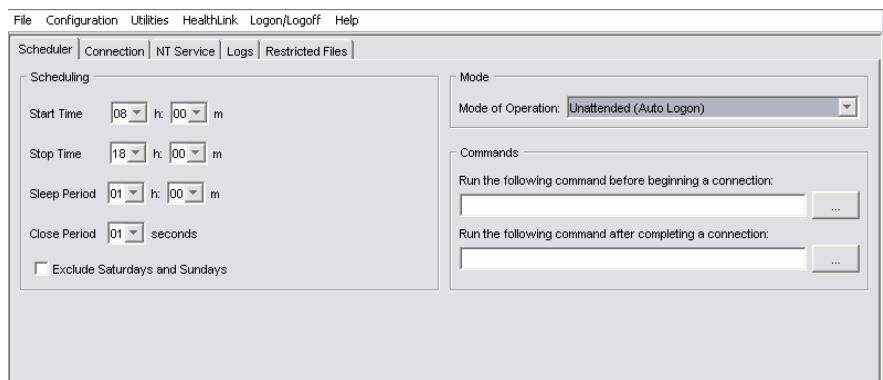


Save and close your changes. Double click on the client application icon and enter your connection password. You will be given details for the next scheduled connection. For the scheduling to work, ensure that HealthLink Messaging System remains open (but can be minimised) in your Windows task bar at the bottom of the screen.

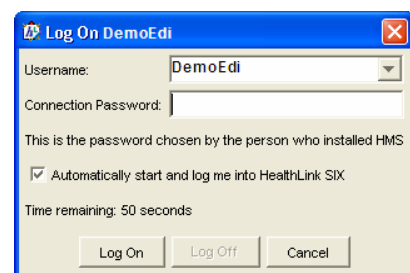
Unattended Mode (Auto Logon)


Unattended Mode using Auto logon runs the same way as Unattended Mode however you have the option to have the HMS client start automatically. This mode of operation is recommended for use on work stations not servers.


To do this open the advanced options as above and on the Scheduler Tab select Unattended (Auto Logon)



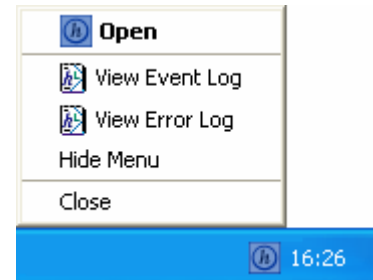
Save and close your changes. Double click on the client application icon and the logon window will be displayed. Enter your connection password and place a tick in the 'Automatically start and log me into HealthLink SIX' box.



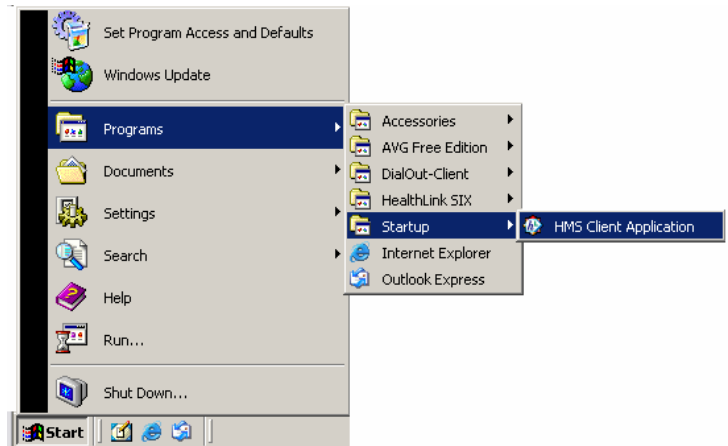
 An icon like this one will appear in the system tray, the client will also be minimised to the system tray.

 If the HMS client fails to connect at the scheduled time the icon will appear with a red flashing centre.

From the system tray you can open the client, view the Event and Error logs or close the client by right clicking the icon and left clicking the option you want



An entry is also added to the startup list in the Programs menu and the password saved so if the computer is logged off or shut down the HMS client will restart in Unattended mode without the need to enter the password when the computer is restarted.



Attended Mode

Running the messaging system in attended mode will require the user to manually launch the system by double clicking the HMS desktop icon and entering the connection password every time you want to send and receive your messages.

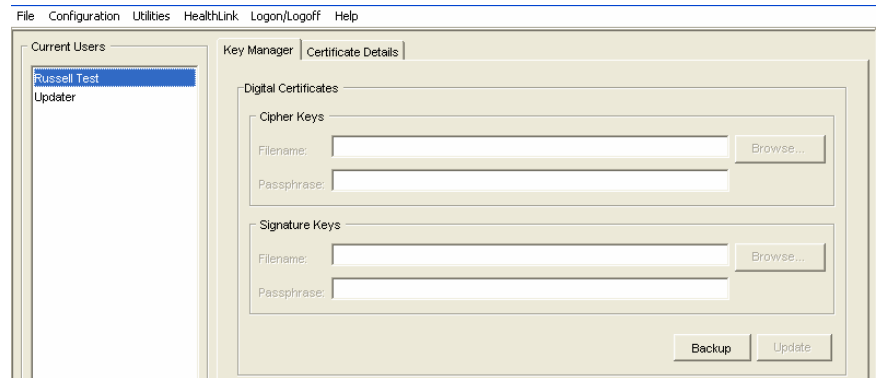


9. Backing Up Security Keys

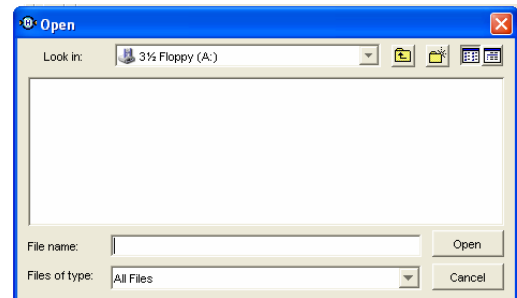
This is used to keep a copy of your security keys used for connecting, encrypting and decrypting messages. If for any reason you need to reinstall HMS these can be restored and you will be able to successfully connect and send and receive you messages.

From the tool bar select Utilities – security then click on the 'Backup' button.

You will then be presented with a small window asking you to select the directory that your keystores will be saved to.



Click on the OK button
Select 3 1/2 Floppy (A:) then click on the open button
(Ensure that there is a blank disk in the A:).
These should be kept in a secure place.



10. Addressing of Generic Messages

Processor Parameters allows you to specify how messages of this type are addressed:

Single Recipient

Messages of this type are all delivered to the same EDI account, specified in the Recipient field.

Recipients EDI account embedded in file

HMS scans through files of this type for a special character sequence, which flags the location of the recipient EDI account name within the file. This character sequence (including the recipient EDI account name) may be removed from the file when it is delivered if required.

The character sequence is specified in the Start Delimiter and End Delimiter fields. The default sequence is HLK#ediname#, where ediname is the recipient's EDI account name.

Files sent in this way must be in ASCII format.

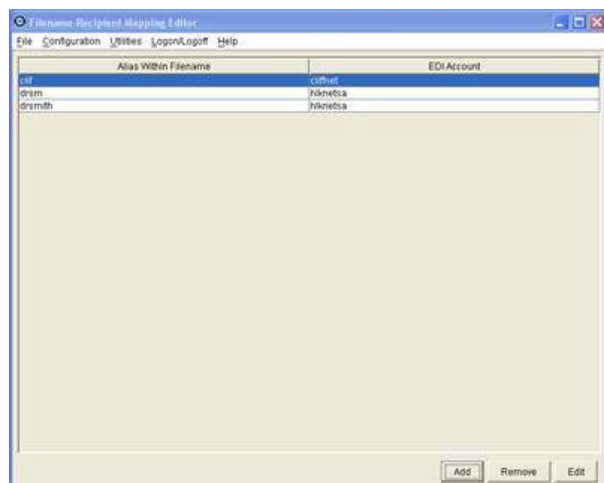
Recipients EDI account embedded in filename

HMS expects files to bear the name ediname-or-alias999.xxx, where ediname-or-alias is the recipient's EDI account name (or an alias; see below), 999 is a string of numbers of any length (including zero length), and .xxx is any file extension. If it is preferable to put a different site identifier in the filename (other than EDI account), these other identifiers can be mapped to EDI account names using a mapping file specified in the Map to use field. Generation of a mapping file is discussed in Section 2.10 of this document. Note that EDI account names that contain numeric characters must be mapped in this way.

Mapping Aliases in Filenames

If files are to be sent using the "Recipients EDI account embedded in filename" method aliases may be used in place of EDI account names in the filenames. To configure this, select "Filename-Recipient Mapping Editor" from the "Utilities" menu within Advanced Options.

Use the buttons at the bottom of the interface to add, remove or edit a line.



In the example illustrated above, a file named "chris012.txt" would be addressed to the EDI account chrisnet, and a file named "drsmith555.pit" would be addressed to the EDI account smithsgy.

As an example:
drsm=hlknet
drsmith=hlknet
clif=cliffnet

Any line in a map file beginning with the # character is considered to be a comment and is ignored by the HealthLink processor.
Please note: The alias and edi account fields are not case sensitive.

11. HealthLink Online Services

HealthLink Online delivers a range of useful online services to your desktop, using Microsoft's Internet Explorer 5.5 web browser software (IE5.5). This software is available for free as part of the Windows Operating System, or can be obtained from the Internet or the HealthLink Installation CD. The HealthLink installation program will upgrade your installation of IE if required during the installation of HealthLink Online Access.

To access HealthLink Online simply double-click the icon that will have been placed on your desktop during the installation of HealthLink



Depending on the options you selected during the installation, this will connect you to the Internet or through HealthLink and launch IE5.5, taking you to the HealthLink Online login page.

HealthLink Online uses strong encryption and digital certificates to ensure that the information exchanged cannot be intercepted or read by a third party.

Logging on to Healthlink Online

The first time you access HealthLink Online you will be prompted to install Concerto Client Components.

Install Concerto Client Components

- The Concerto backend of HealthLink Online has recently been upgraded.
- On your first access to this upgraded version of HealthLink Online you need to follow these instructions:
 1. Click the **Install** button below to download the Concerto Client Components.
 2. When asked if you would like to open the file or save it to your computer, select **Open**.

If you have a problem or require help installing the Concerto Client Components, please contact the HealthLink Helpdesk:

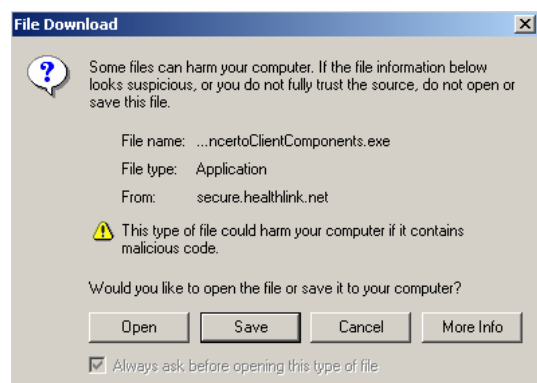
Email: helpdesk@healthlink.net
New Zealand, freephone: 0800 288 887
Australia, freephone: 1800 125 036

Please click the **Install** button.

After clicking **Install** a file download box will appear on screen.

Select **Open** or **Run this program** from its current location

This will automatically download and install the required components.



You will not be required to restart your computer after installing this.

HealthLink Online can be securely accessed on the Internet using the following URL, <https://secure.healthlink.net> or by double clicking the icon on the desktop



A HealthLink Certificate is required to access the HealthLink Online login page. Select the certificate you wish to use and click OK. Providing your certificate is valid you will see the HealthLink Online login page.

Log on using the HealthLink Online username and password as issued by HealthLink.



The image shows the HealthLink Online login page. At the top, the logo reads "healthLINK ONLINE" in blue. Below the logo, it says "Please enter your Username and Password". There are two input fields: "Username" and "Password". Below the "Password" field is a blue "Login" button.

Please note that the minimum recommended screen size for HealthLink Online Services is 1024 x 768.

Once successfully logged in you will have a number of applications available to choose from the menu on the left hand side.



Search: This option will give you access to NHI Lookup and to a regional Provider Directory.

Site: Displays information about your practice and all active EDI accounts. Use this page to modify details and to access message tracking

EDI Traffic: This will show all users in New Zealand and Australia that are currently connected to the HealthLink network

Common Error Codes: When running HealthLink Version 4 and experiencing connection errors, this menu option will display all common error codes and how to fix them

Site Information



To view information about your practice and to look at what messages you have sent and received. Click the Site menu option. A screen will appear displaying your practice details including active EDI Accounts.

Site Information

Site Details

Site Name	Independent Practioners Association (IPA)	
<input type="text" value="HealthLink Medical Centre"/>	<input type="text" value="Not known to be a member"/>	
Phone	Fax	E-mail
<input type="text" value="+64 (9) 638 6650"/>	<input type="text" value="+64 (9) 638 6059"/>	<input type="text" value="info@healthlink.net"/>

[Update](#)

HealthLink Accounts

EDI Account Name	HMS Version	Operating System	HIS Provider	Main Contact
hlinkst			Unknown	

Addresses

Type	Attention	Address	Region	Country	Postal Code
Mailing		P O Box 8273, Auckland	Auckland	New Zealand	
Physical		cnr Mary and Enfield Streets, Auckland	Auckland	New Zealand	
<input style="width: 100%;" type="text"/>					

Contacts

Prefix	Name	Phone	Email
	Tom Bowden	+64 (9) 638 6650	tom.bowden@healthlink.net
<input style="width: 100%;" type="text"/>			

To update phone/fax and email information, just type the correct details and press update. To modify Address and contact details use these icons:

	Edit		Delete		Add
--	------	--	--------	--	-----

To view details about messaging, click the green arrow on the left of the EDI account.

You will be displayed with EDI Account Contents which are all messages that are waiting in your account at HealthLink to be collected and details of your last connection.

Dates/Times on this page are being displayed for the New Zealand time zone.






EDI Account Contents

You currently have 8 messages in your EDI account.
Your last connection was on 01/08/05 10:47:07.
Your last successful connection was completed on 01/08/05 10:47:07 using HMSv6.4.7.247 (INTERNET).

Sent From	Date	Application	Message	Size
Pathology Associates Ltd - BOP (pathlabs)	01/08/05 15:59:11	LABRESULT	ORU	2.19 kb
Pathology Associates Ltd - BOP (pathlabs)	01/08/05 14:59:05	LABRESULT	ORU	1.91 kb
Pathology Associates Ltd - BOP (pathlabs)	01/08/05 14:29:06	LABRESULT	ORU	1.12 kb
Pathology Associates Ltd - BOP (pathlabs)	01/08/05 13:29:06	LABRESULT	ORU	1.12 kb
Pathology Associates Ltd - BOP (pathlabs)	01/08/05 13:29:05	LABRESULT	ORU	432.00 b
Pathology Associates Ltd - BOP (pathlabs)	01/08/05 12:59:04	LABRESULT	ORU	1.47 kb
Bicheno General Practice (bichenog)	01/08/05 12:12:19	UPDATE	ACK	72.00 b
Pathology Associates Ltd - BOP (pathlabs)	01/08/05 11:59:12	LABRESULT	ORU	1.69 kb

Message Tracking

Once you are in the EDI Account Contents page. A menu will be available in the top right hand corner for further details. This is a breakdown of the menu icons:






	EDI Account Contents		EDI Account Connection Tracker
	EDI Connection Information		EDI Account Site Information
	EDI Traffic Information		



EDI Connection Information This will display summaries of last connection, connections over the past three months and message traffic.



EDI Traffic Information This page will display all organisations that are communicating either to or from the EDI Account.

	Diagnostic MedLab Ltd (opmail)	08/07/03 10:01:17	08/07/03 08:08:57	30	08/07/03 10:05:01	28
	HealthPAC (z0)		03/07/03 15:57:46	2	03/07/03 16:01:05	2
	Healthwest (kidswest)	08/07/03 10:35:40	04/07/03 12:18:59	5		0
	Healthwest (pediab)	08/07/03 10:26:18	01/07/03 08:22:37	1	01/07/03 14:05:14	1
	IMS Health (NZ) Limited (ims)	08/07/03 08:00:26	04/07/03 08:32:50	1	07/07/03 07:58:07	1

Click the green arrow on the left of your EDI partner to view messaging details for a day, week or month. The only message information that can be viewed is the message ID and date and time of transmission.

EDI messages received from LabPLUS (labplus) during the last day .

EDI Message Details (Total 1 EDI Messages Be Received)							
Application	Message ID	Originating Message		Size	Response Message		
		Type	Sent		Type	Status	Sent
LABRESULT	0107052627	ORU	08/07/03 00:29:36	955.00 b	ACK	Accepted	08/07/03 10:04:03

[Export](#)

[Back](#)

[Last Week](#)
[Last Month](#)



EDI Account Connection Tracker View detailed information about each connection including the number of messages collected and sent and whether there were any failed connections.

The screenshot shows a web interface titled "Search Criteria". It has two main sections: "Last Number Of Connections" and "Connection Status".

- Last Number Of Connections:** A radio button is selected next to this section. Below it is a text input field containing the number "10".
- Connection Status:** Three checkboxes are present: "Successful" (checked), "Failed" (checked), and "Talking" (checked).
- From/To:** There are two radio buttons, "From" and "To", both of which are unselected. Below them are two date input fields, both containing "08/07/2003".
- Navigation:** Below the date fields are three links: "Today", "Yesterday", and "Last Week".
- Buttons:** At the bottom right of the form are two buttons: "Reset" and "Search".



EDI Account Site Information Return to the main site maintenance screen

12. XP Service Pack 2 installation

When installing or updating the HealthLink Messaging software on Microsoft XP with service pack 2 you may be presented with a Windows Security Alert window like the one below.

To ensure the successful installation and connectivity of the HMS client you must select the Unblock button.

'LaunchAnywhere' is the program used by the messaging client to launch the installer and the user interface that is seen when you connect to send and receive your messages



If you select 'Keep Blocking' the installation of the software will not complete correctly and you will experience problems running it.

If this happens you will need to manually 'Unblock'.

To do this Click on the start button at the lower left corner of the screen and select All programs\Accessories\System Tools\Security Centre



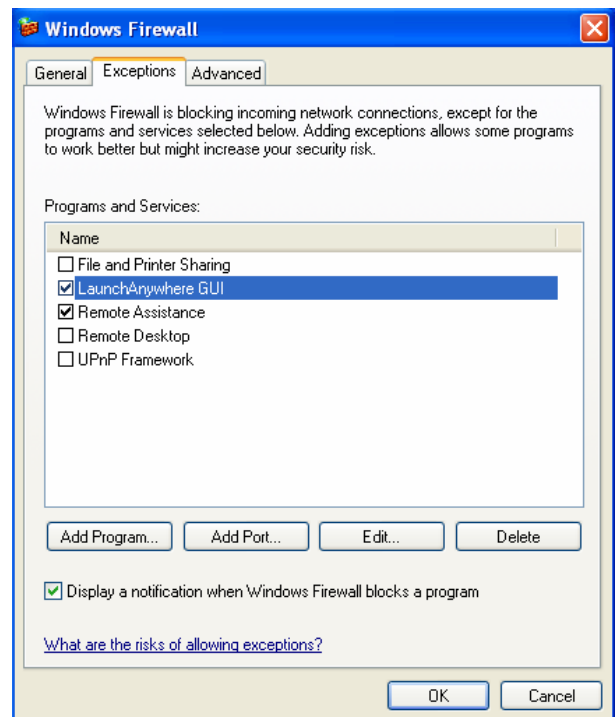
This will open the Security Centre Window pictured below. Click on the 'Windows Firewall' Picture at the bottom centre of the screen under the 'Manage security setting for:' heading



This will open the firewall settings window. By default the firewall will be turned on, which is recommended. Select the Exceptions Tab



In the Exception screen under Programs and Services place a tick in the box beside LaunchAnywhere GUI



13. Glossary

HMS Client Application	HealthLink Messaging Service Application.
HealthLink Online	HealthLink Online is a secure Internet service that can be used by HealthLink customers to track electronic messages.
Attended Mode	When the HMS client is set to use Attended Mode, it will only run when the user launches the program to send and receive messages.
Unattended Mode	When the HMS client is set to use Unattended Mode it remains open when the program is launched and sends and receives your messages at scheduled times. The program window must remain open to maintain scheduled connections.
NT Service	When the HMS client is set to use NT Service the program will connect at scheduled times with no user intervention needed.
IPA	Independent Practitioners Association.
PHO	Primary Health Organisation.
Digital Certificate	Certificates are used by the HMS client to encrypt and decrypt messages sent using HealthLink. They are also used when viewing secure websites e.g. HealthLink Online.
Certificate Password	A password provided by HealthLink, which is used when importing Digital Certificates during the installation of HealthLink software.
Java	Java is a programming language used by the HMS client. It is also used by HealthLink's secure website, called HealthLink Online.
EDI	Stands for Electronic Data Interchange. Your EDI is the name of the mailbox used for storing messages until you download them to your computer.
Connection Password	This password is set by the user during the installation of the HMS client. The program will ask for this password before it connects in Attended Mode or Unattended Mode.
Internet Explorer	Program used to view information from the Internet. Internet Explorer is required for viewing HealthLink Online.
PMS	Practice Management System e.g. MedTech32.



Australia

Phone toll free: 1800 125 036

7.00am – 7.00 pm Monday-Friday

(AEST)

Email

helpdesk@healthlink.net

New Zealand

Phone toll free: 0800 288 887

8am – 6pm Monday-Friday

Email

helpdesk@healthlink.net

If there is a communication problem

Make it our problem

www.healthlink.net

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