

# healthLINK<sup>SIX</sup>6

SECURE INFORMATION EXCHANGE

BETTER PRACTICE ~ BETTER CARE

## Integration Guide

- Profile
- PIT, BROADCAST, LAB2 and RSDAU, Messages
- HealthLink Messaging System (HMS) 6.6.x



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## Document Control

<b>Document Name</b>	Profile Integration Guide
<b>This Guide is Applicable To</b>	<ul style="list-style-type: none"> <li>• Profile v7.0.0.862 and above</li> <li>• HealthLink SIX version 6.6.x and above</li> </ul>
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03/09/2007	1.00	Bhavesh Daya Mel Nepomuceno	First release	N
24/09/2008	2.00	Bhavesh Daya	Release for Profile v7, setup changes, some formatting changes	N
09/12/2010	2.10	Damian Breslin	Updated HMS screenshots to generic versions + HMS version references to 6.6.x	
08/03/2011	3.00	Damian Breslin	Added message paths lookup in Profile prior to HMS Advanced Options configuration, corrected profile paths, added restart nt service	

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## Before You Begin

1. Make sure you have installed the latest version of HealthLink SIX messaging system (HMS version 6.6.x) in your system
2. If you are unsure on any of the above, please contact the HealthLink Helpdesk on 1800 125 036

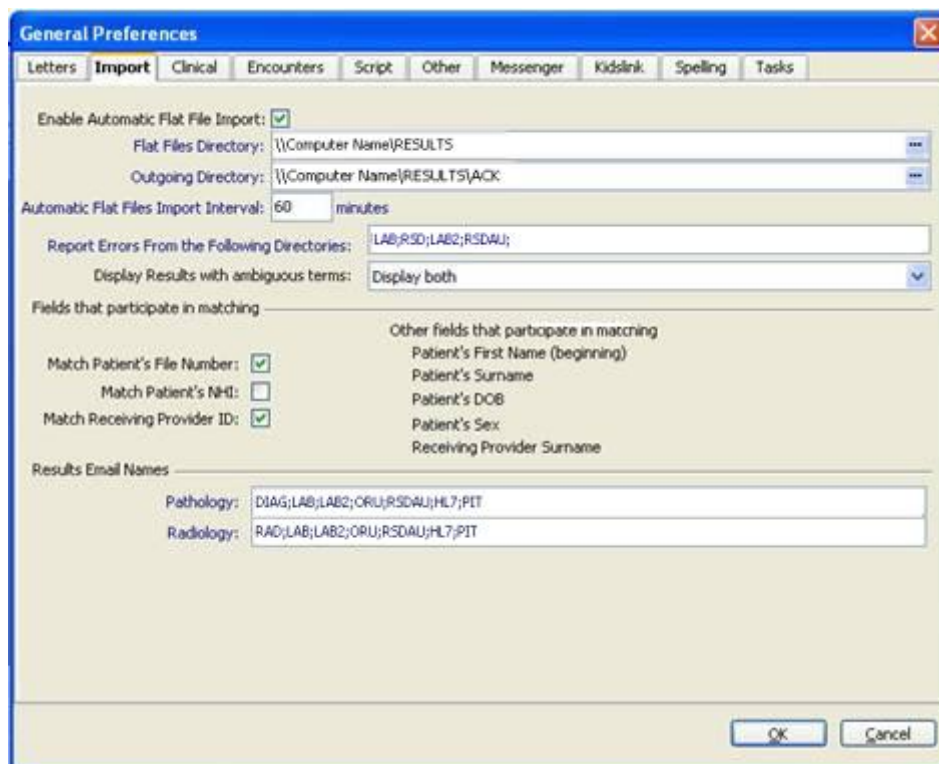
# 1 Setting up HealthLink with Profile

## 1.1 Identifying the correct download paths

**Note:** Australian Profile installations do not use the default HLINK folders for Incoming or Outgoing messaging. It is important that the correct paths are identified and used during the Healthlink configuration for messaging so that Profile will correctly import and acknowledge messages.

Each practice will have a set of customised paths for this. Do not change the existing paths as this will break any pre existing messaging vendor imports.

1. In Profile, click **Practice > Preferences > General**. The **General Preferences** window will appear.
2. Click the **Import** tab
3. From the **Import** tab window
  - 3.1. Note the directory path in the **Flat Files Directory** field. This is where messages are downloaded to.
  - 3.2. Note the directory path in the **Outgoing Directory** field. This is where the acknowledgement messages are saved to.
  - 3.3. In the **Report Errors From the Following Directories** field, type the name of the folders where messages are being delivered to separated by semicolon. For example: *PIT, LAB2;RSDAU;*
  - 3.4. Ensure there is a tick in the **Match Receiving Providers ID** check box.
  - 3.5. Ensure LAB2;ORU;RSDAU;HL7;PIT; are in both the Pathology and Radiology boxes under Results Email Names. If not, add them.



- 3.6. Click the **OK** button.
- 3.7. Browse to the Profile **Flat Files Directory** folder location. Create 3 new folders and name them PIT, LAB2 & RSDAU.

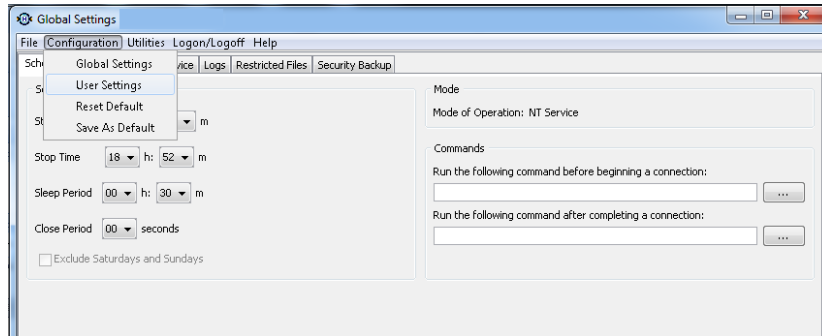
*These will be the Healthlink Incoming message directories*

- 3.8. Browse to the Profile **Outgoing Directory** folder location. Create 3 new folders and name them PIT, LAB2 & RSDAU.

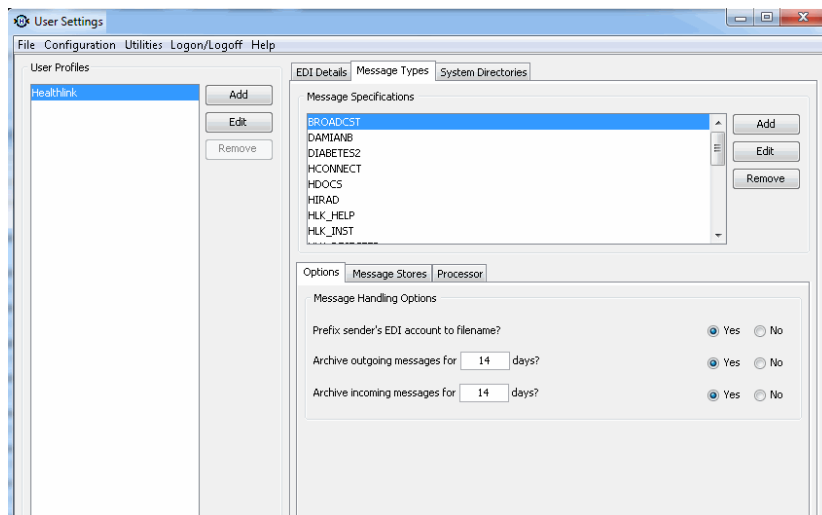
*These will be the Healthlink Outgoing message directories*

## 1.2 Setting Up for PIT and BROADCAST messaging

1. From the Windows desktop, click **Start > Programs > HealthLink SIX > HMS Advanced Options**
2. Once the HMS Advanced Options is open, from the menu, click **Configuration > User Settings**.

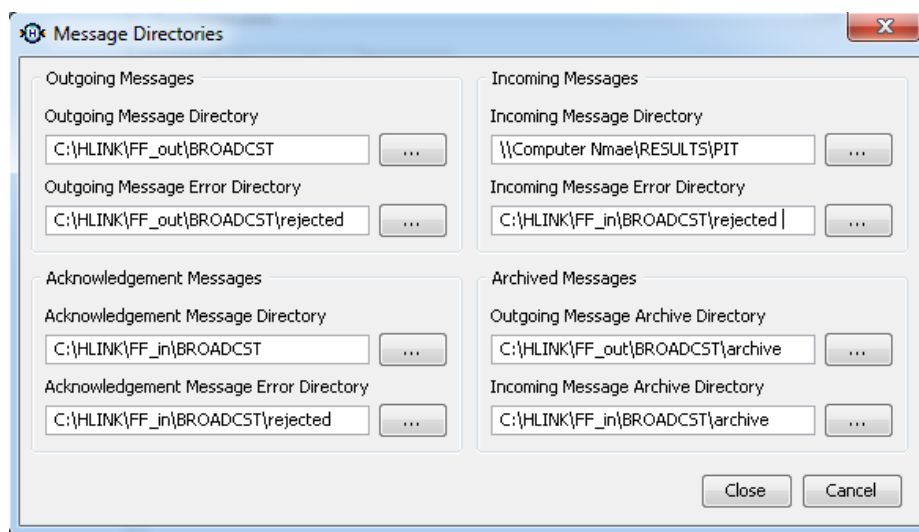


The **User Settings** window will open



## 1.2.1 To setup for Broadcast messages.

1. From the **User Settings** window
2. Scroll down and select **BROADCAST** from the **Message Types** list
3. Click the **Message Stores** tab (below the **Message Types** list)
4. Click the **Edit/More** button. The **Message Directories** window will appear
5. In the **Message Directories** window type the directory path for the Profile **Flat Files Directory** field **PIT** in the **Incoming Message Directory** field



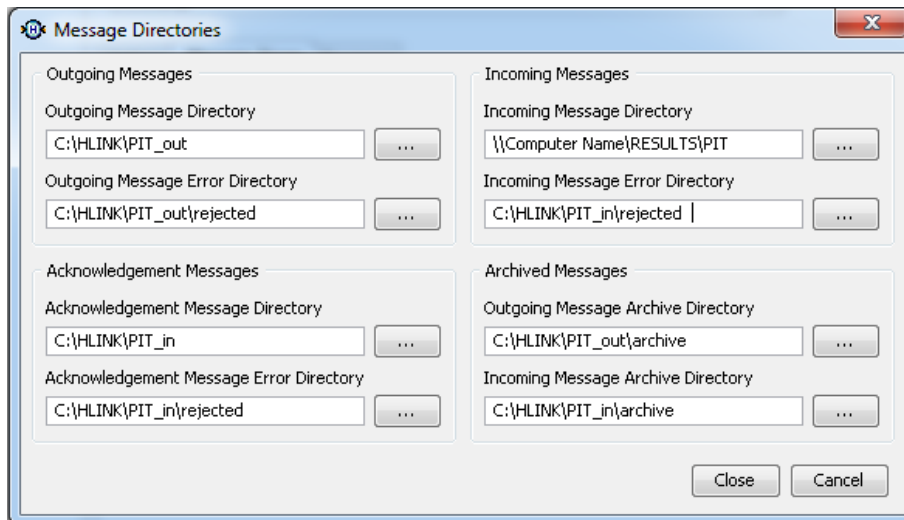
**Note:** No Outgoing message directory change is required for BROADCAST messages

6. Click the **Close** button.

## 1.2.2 To setup for PIT messages

1. From the User Settings window
2. Click the **Message Types** tab
3. Scroll down and select **PIT** from the **Message Types** list
4. Click the **Message Stores** tab (below the **Message Types** list)
5. Click the **Edit/More** button. The **Message Directories** window will appear

6. In the **Message Directories** window type the directory path for the Profile **Flat Files Directory** field **PIT** in the **Incoming Message Directory** field.



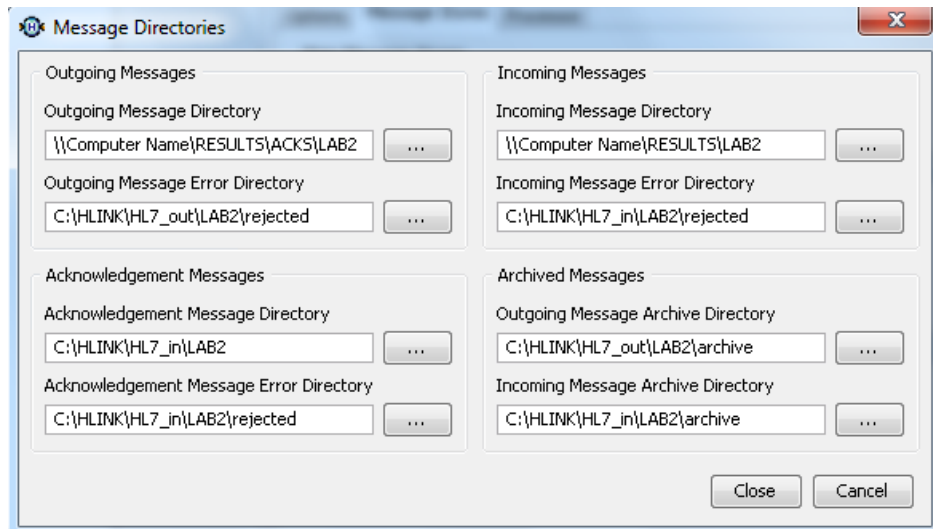
**Note:** No Outgoing message directory change is required for PIT messages

7. Click the **Close** button.

## 1.3 Setting up for HL7 LAB2 and RSDAU messaging

### 1.3.1 To setup for LAB2 messages.

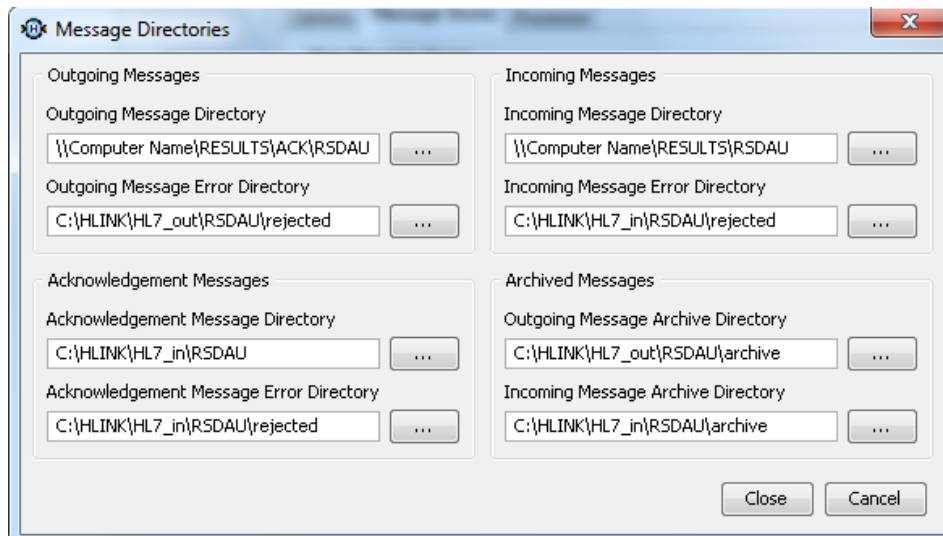
1. From the User Settings window
2. Scroll down and select **LAB2** from the **Message Types** list
3. Click the **Message Stores** tab (below the **Message Types** list)
4. Click the **Edit/More** button. The **Message Directories** window will appear



5. In the **Message Directories** window
6. Type the directory path for the Profile **Flat Files Directory** field **LAB2** in the **Incoming Message Directory** field
7. Type the directory path for the Profile **Outgoing Directory** field **LAB2** in the **Incoming Message Directory** field
8. Click the **Close** button.

### 1.3.2 To setup for RSDAU messages.

1. From the User Settings window
2. Scroll down and select **RSDAU** from the **Message Types** list
3. Click the **Message Stores** tab (below the **Message Types** list)
4. Click the **Edit/More** button. The **Message Directories** window will appear



5. In the **Message Directories** window
6. Type the directory path for the **Flat Files Directory** field **RSDAU** in the **Incoming Message Directory** field
7. Type the directory path for the **Outgoing Directory** field **RSDAU** in the **Incoming Message Directory** field
9. Click the **Close** button.

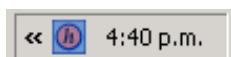
## **1.4 Saving the message path changes**

1. To complete the Healthlink configuration from the menu of the **User Settings** window, click **File > Save All**
2. Close the **HMS Advanced Options**

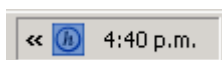
## 1.5 Restarting the NT Service

For users running the Healthlink software on a Windows PC any changes made within the HMS Options means the Healthlink NT Service needs to be refreshed before the changes are applied.

In some rare cases the NT Service will occasionally become stuck and unable to run the Healthlink Client Application as scheduled. This would cause the Healthlink system tray icon (next to the clock on the task bar) to turn red.



Restarting the Healthlink NT Service will usually restart the scheduled connections. Once restarted the Healthlink icon will no longer be red but blue.



*If the colour does not change from red to blue or it quickly changes to red again please phone the **Healthlink Helpdesk** on **1800 125 036** for further assistance.*

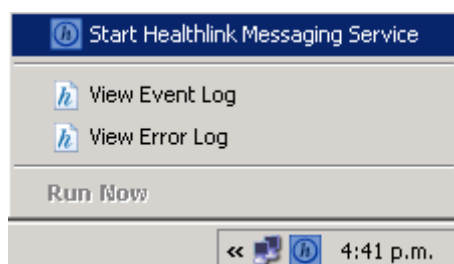
### To restart the NT Service

1. Right click on the Healthlink icon next to the clock in the system tray.
2. Left click on Stop Healthlink Messaging Service.

*This will stop the Healthlink scheduled connections.*



3. Right click on the Healthlink icon next to the clock in the system tray.
4. Left click on Start Healthlink Messaging Service.

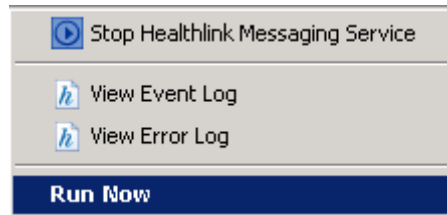


*This will restart the Healthlink scheduled connections.*

Any changes are now applied as the Healthlink NT Service is restarted and the Healthlink connection will now run again as scheduled.

**This can be tested by**

5. Right click on the Healthlink icon next to the clock in the system tray.
6. Left click on Run Now.



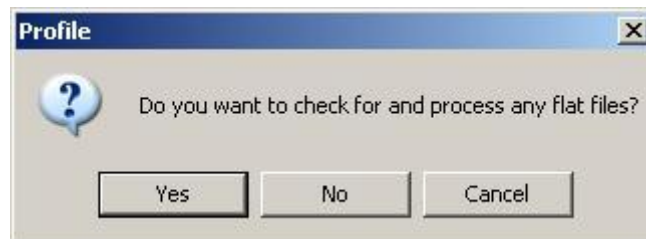
The **h** should rotate and stay blue. This will show that the connection is working.

If the **h** does not rotate or the icon goes red please phone the **Healthlink Helpdesk** on **1800 125 036** for further assistance.

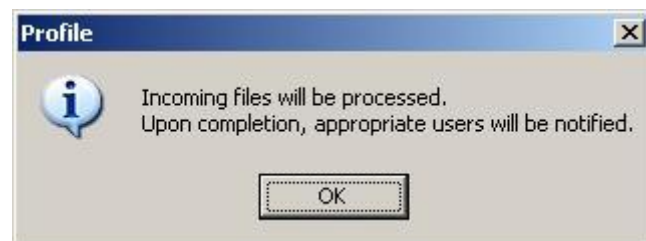
# Importing Messages into Profile

The procedure below describes how to manually import messages from Profile. It is provided as a means to validate whether or not you have successfully set up the messaging for Profile. Note that Profile also has the capability to automatically import the messages on schedule. Please refer to your Profile documentation or contact Profile support on how to best set up Profile for importing messages for your specific scenario and or requirements.

1. From the Profile menu, click **Practice > Import & Export > Start Flat Files Import Procedure...**
2. Click the **Yes** button



3. Click the **OK** button



All incoming messages will be imported.

- If Profile could match the results to a patient and a provider then the results will go to **Unassigned Transactions** where they can be processed or acted on accordingly. To go there, click from the Profile menu **Practice > Work Centre >Unsigned Transactions**
- If Profile could not match either the patient or the provider then the result will go to **Manual Matching** where they can be matched correctly by the user. To go there, click from the Profile menu **Practice >Control Centre > Manage > Manual Matching**.

# Profile Support Contact Details

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Web: [www.intrahealth.com.au](http://www.intrahealth.com.au)

Australia

Phone toll free: 1800 125 036  
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Email

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Make it our problem

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