

healthLINK^{SIX}6

SECURE INFORMATION EXCHANGE

BETTER PRACTICE ~ BETTER CARE

Sending Correspondence with HealthLink using MedTech



© HealthLink 2009. All rights reserved. No reproduction, transmission, transcription, storage in a retrieval system, or translation into any language or by any means, electronic, mechanical, optical, chemical, manual, or otherwise, any part of this document without express written permission of HealthLink Limited.

HealthLink, the HealthLink logo, HealthLinkSIX, HealthLinkSIX Messaging System (HMS) are trademarks of HealthLink Limited in New Zealand. All other brand names are trademarks or registered trademarks of their respective companies.

Liability Notice: Every effort has been made to ensure that the information in this document, supplied by HealthLink Limited, is accurate and complete. However, as use and interpretation of this document is beyond the control of HealthLink Limited, no liability, either direct or consequential, can be entertained by HealthLink Limited, its agents, or its suppliers.

Document Control

Document Name	Sending Correspondence with HealthLink using MedTech
This Guide is Applicable To	- MedTech v7.0.0 and above - HealthLink SIX version 6.5.x
Author(s)	Bhavesh Daya

Revision Date	Revision Number	Author(s)	Summary of Changes
11/05/2009	v1.00	Bhavesh Daya	- First release for review

Table of Contents

Before you begin	5
Setting up the MedTech address book	6
Adding New Providers	6
Adding the HealthLink EDI to the address book entry	7
Creating letters	9
Draft creation	9
Update letter and send	11
Reviewing procedure and best practices	14
Keeping track of letters	15
Messages Lodged	15

Before you begin

- Make sure you have the latest version of HealthLink SIX messaging system (HMS version 6.5.x) installed in your system
- The HealthLink and HLINK directories described in this guide should be **shared** and all users will need to have **full (read/write) permission** to it
- The HealthLink and MedTech integration has been completed.
- If you are unsure on any of the above, please contact the HealthLink Helpdesk on 1800 125 036

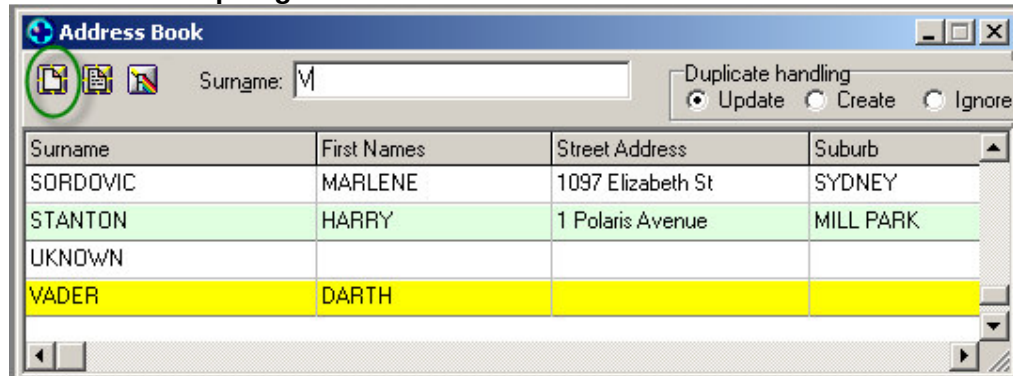
Setting up the MedTech address book

Adding New Providers

Each provider that you wish to send to needs to have an address book entry. You can add providers as you become aware of them.

To add a new provider address book entry, go to **Setup / Agencies / Address Book**. Click on the **New** icon.

1. Go to **Setup / Agencies / Address Book**. Click on the **New** icon.



2. Fill in the appropriate details

The screenshot shows the 'New Address Book' dialog box for 'Dr Wylie Coyote (ACME)'. The dialog has tabs for 'Main', 'Postal Details', 'More', 'Notes', and 'Audit'. The 'Main' tab is selected. The form contains the following fields:

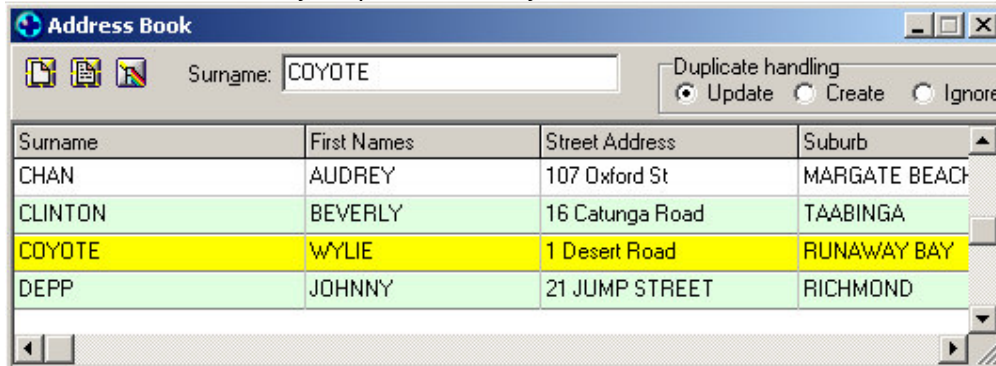
- Name section:
 - Code: ACME
 - Surname: COYOTE
 - First Names: WYLIE
 - Title: Dr
 - Preformatted Name: Dr Wylie Coyote
- Contact Details section:
 - Street: 1 Desert Road
 - Suburb: RUNAWAY BAY
 - State: QLD
 - Post Code: 4216
 - Residence: (empty field)
 - Home Phone: (empty field)
 - Work Phone: (empty field)
 - Inactive:

Buttons at the bottom: OK, Cancel, Help.

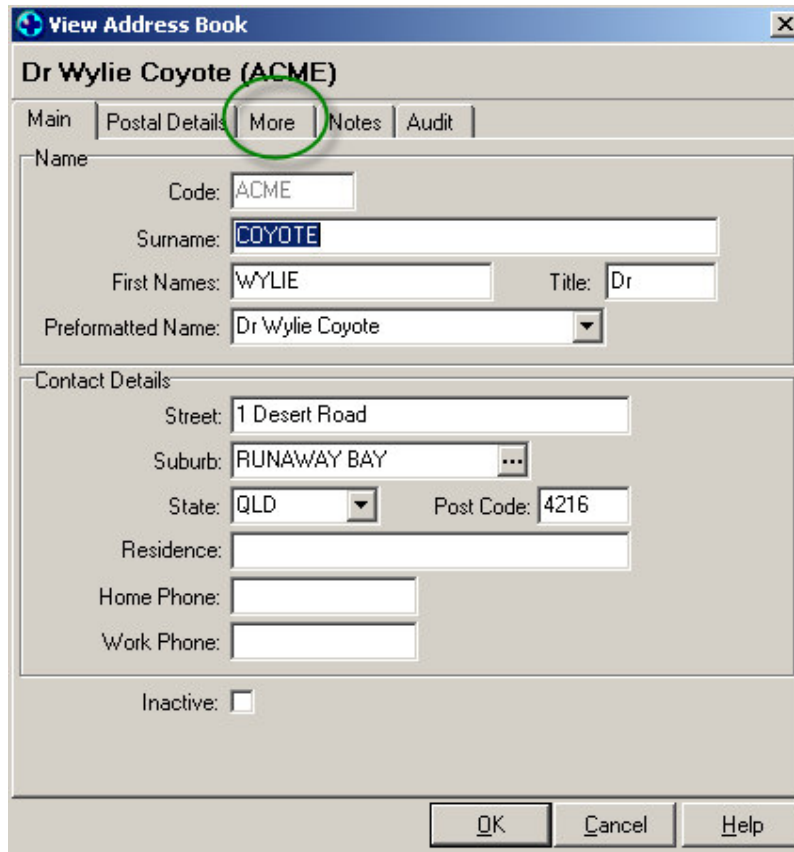
3. Click the **OK** button.

Adding the HealthLink EDI to the address book entry

- From the address book search for the provider you want to add EDI details to and double click your providers entry



- Click the **More** tab



6. Select Messaging for the **Preferred Contact Method**. Type in the EDI of the provider in the **HealthLink Box**

View Address Book [X]

Dr Wylie Coyote (ACME)

Main | Postal Details | More | Notes | Audit

Codes/Reference

Registration No:

Internal Provider:

Provider No:

Affiliation:

Specialty:

Expertise:

Unload Ref:

Contact Details

Fax: Mobile Phone:

Unlisted Ph.: Pager No.:

Email:

Argus Email: HealthLink Box:

Preferred Contact Method: Messaging Fax Post

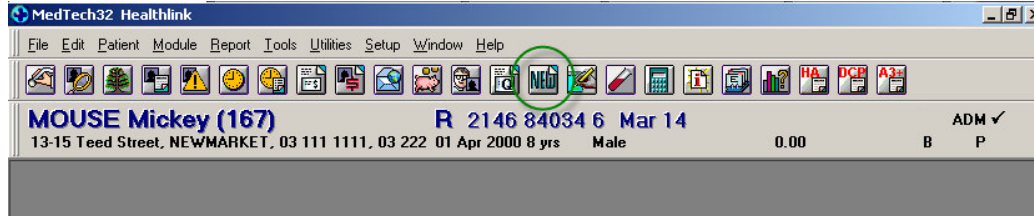
OK Cancel Help

7. Click **OK**

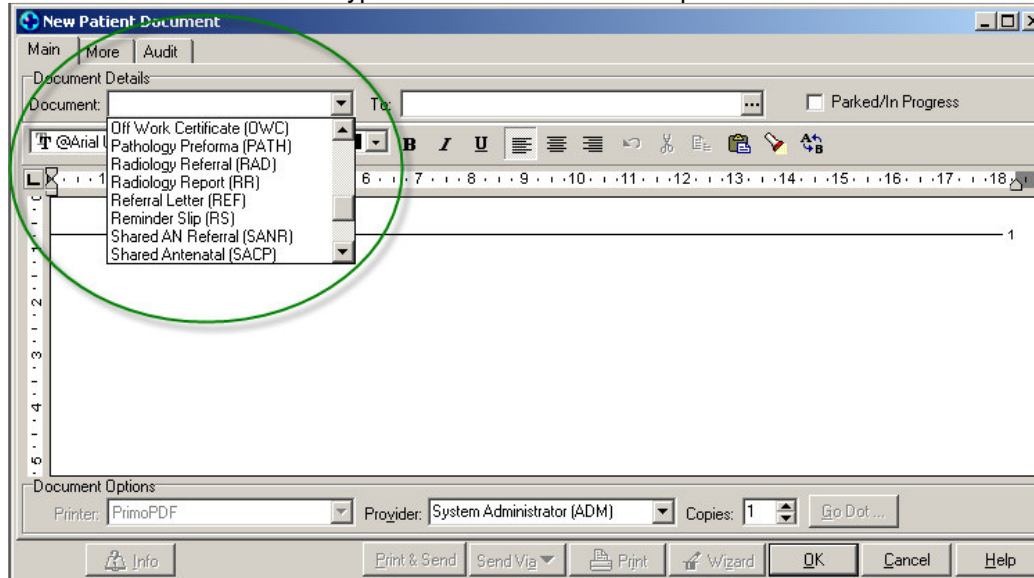
Creating letters

Draft creation

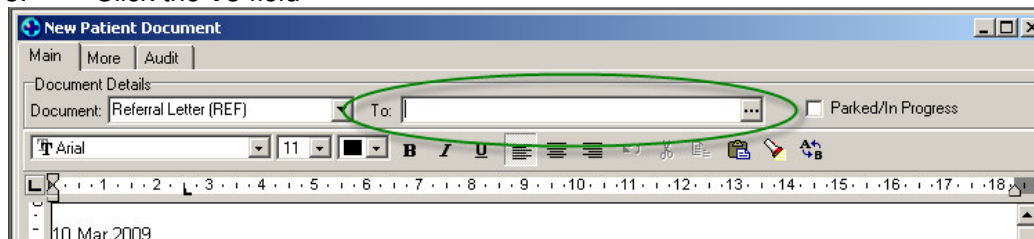
1. Click the **New Patient Document** button



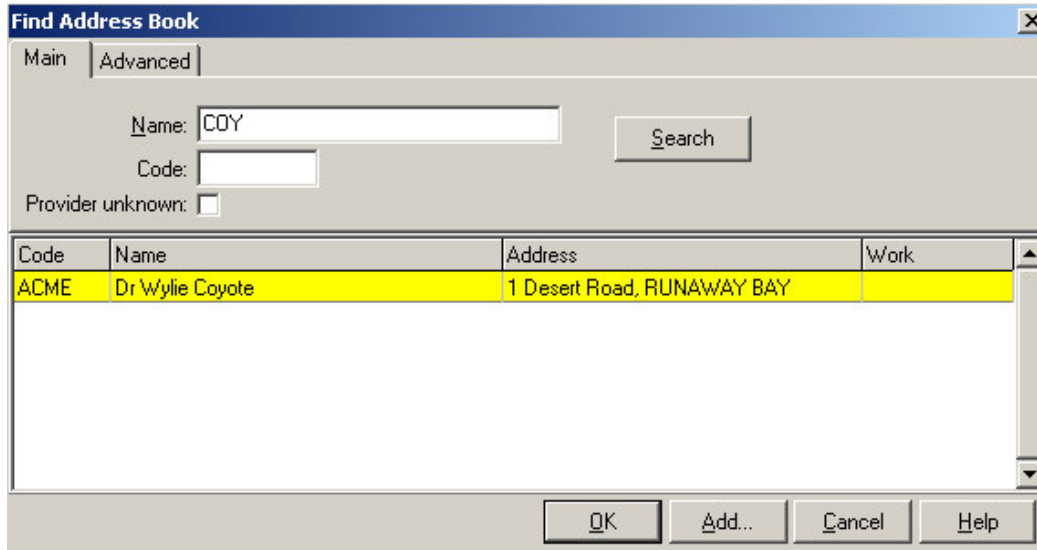
2. Select the document type from the Document drop down menu



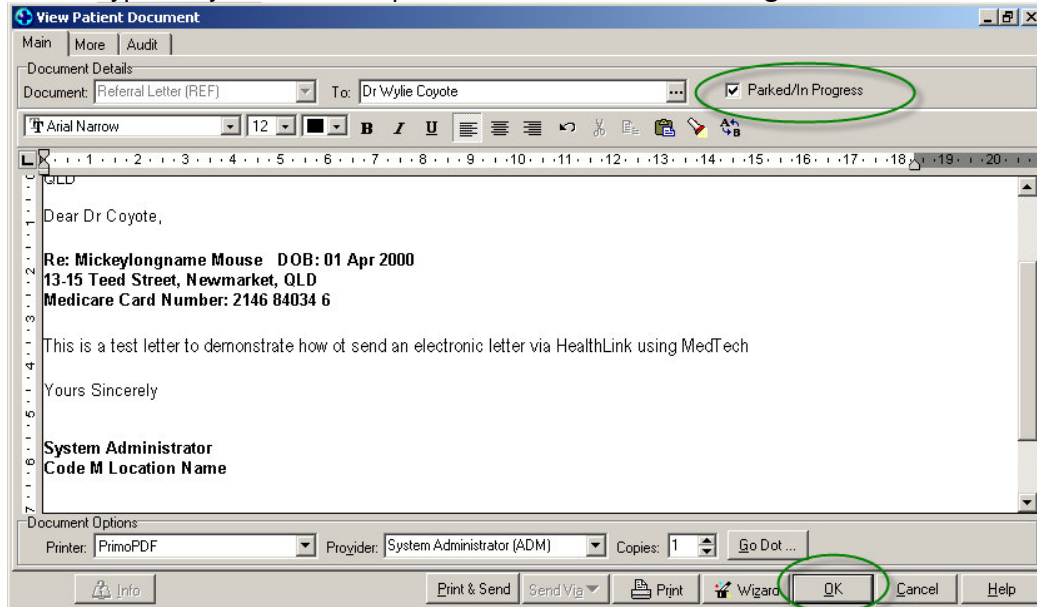
3. Click the **To** field



4. Search for the provider you wish to send to and double click the entry



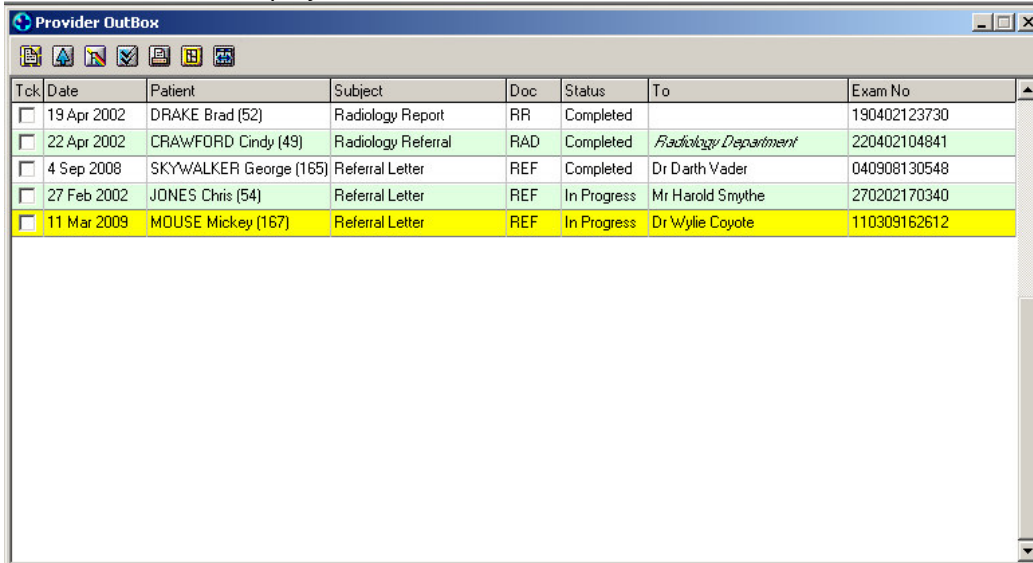
5. Type out your letter and put a tick in the **Parked/In Progress** box



6. Click the **OK** button. This will save the letter in both the providers and patients outbox for review by the provider

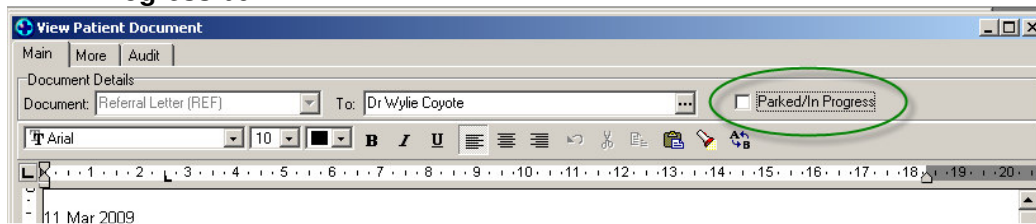
Update letter and send

7. To edit the letter either go to the provider outbox or the patients outbox, a list of letters will be displayed.

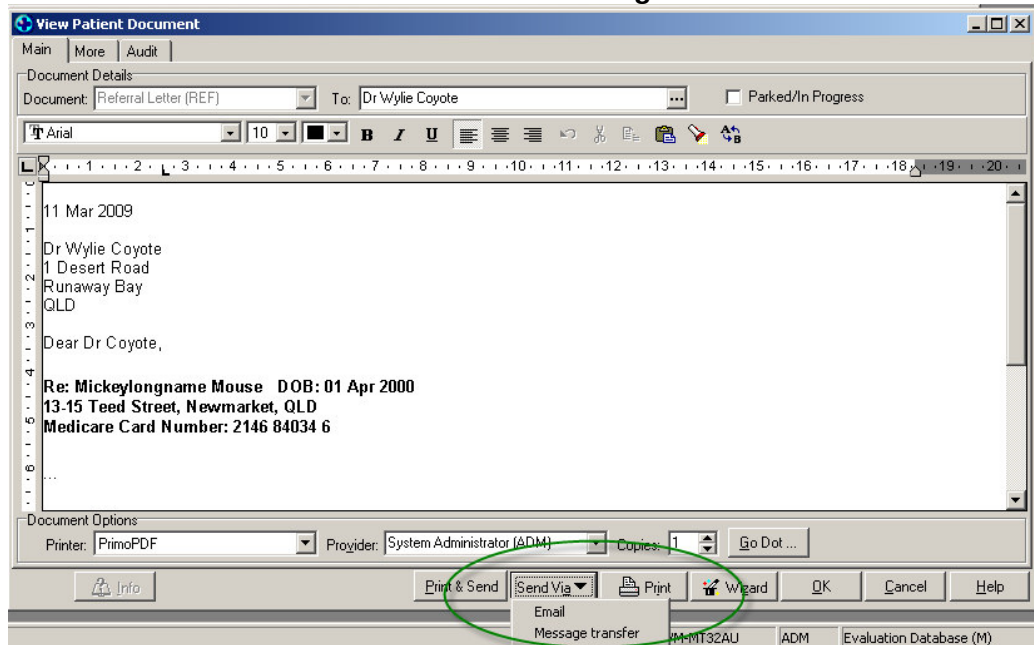


Tck	Date	Patient	Subject	Doc	Status	To	Exam No
<input type="checkbox"/>	19 Apr 2002	DRAKE Brad (52)	Radiology Report	RR	Completed		190402123730
<input type="checkbox"/>	22 Apr 2002	CRAWFORD Cindy (49)	Radiology Referral	RAD	Completed	Radiology Department	220402104841
<input type="checkbox"/>	4 Sep 2008	SKYWALKER George (165)	Referral Letter	REF	Completed	Dr Darth Vader	040908130548
<input type="checkbox"/>	27 Feb 2002	JONES Chris (54)	Referral Letter	REF	In Progress	Mr Harold Smythe	270202170340
<input checked="" type="checkbox"/>	11 Mar 2009	MOUSE Mickey (167)	Referral Letter	REF	In Progress	Dr Wylie Coyote	110309162612

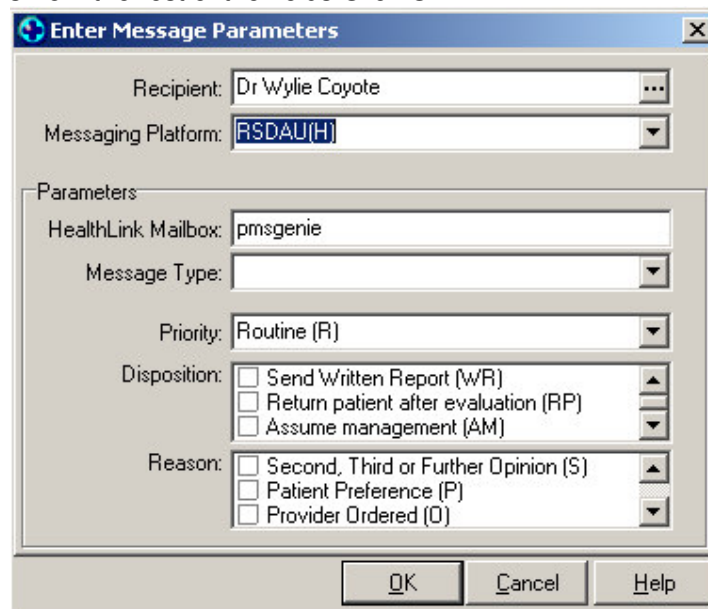
8. Double click the letter you wish to edit, and make your changes
9. Once the changes have been completed, remove the tick from the **Parked/In Progress** box



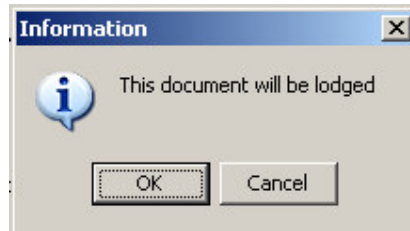
10. Click the **Send Via** button and select **Message transfer**



11. Select RSDAU for the **Messaging Platform** and select the appropriate options from the rest of the fields Click **OK**



12. Click **OK**

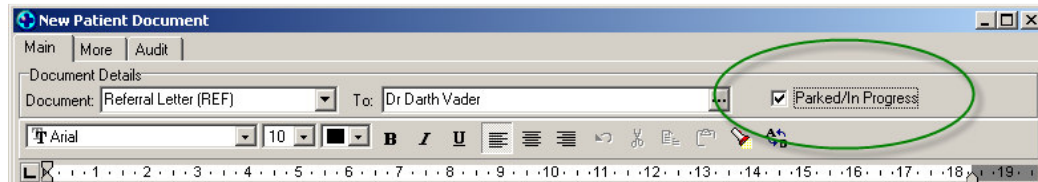


The message has now been created and saved for secure sending through HealthLink. Your letter will be sent automatically on the next scheduled HealthLink connection.

Reviewing procedure and best practices

We recommend all letters created should not be sent immediately, to eliminate errors or mistakes. It is good practice to have the typist, assistant or receptionist type out the letter, and save it for reviewing by the provider. Only once the provider or practice manager has reviewed the notes and either signed off or approved the letter should the letter be sent. There are two common review processes. The electronic process or the printed process. It is your preference which you choose.

Electronic process: Once the letter is typed, put a tick in the **Parked/In Progress** box.



The provider can then go into the newly created electronic letter in his outbox and review it. Once the provider is confident the letter is complete the letter can be updated and the tick in the **Parked/In Progress** box can be removed.

Printed process: Once the letter is typed, you can print it out to be reviewed by the provider. Put a tick in the **Parked/In Progress** box.

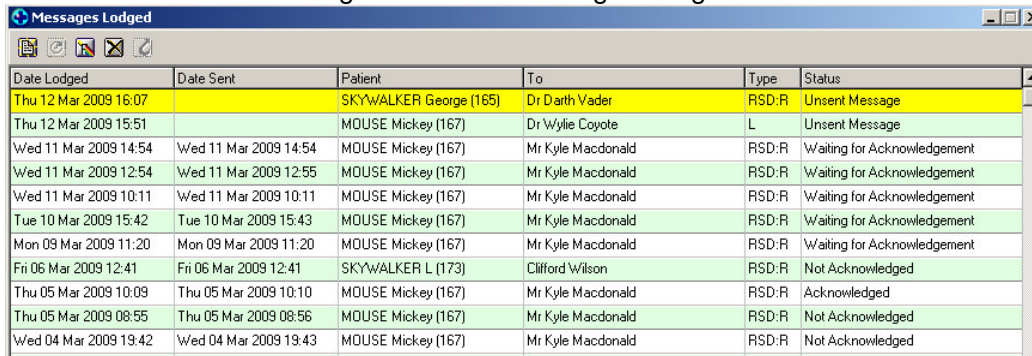
The provider will then review the printed copy. Once the provider is confident the letter is complete the letter can be updated and the tick in the **Parked/In Progress** box can be removed.

Keeping track of letters

Messages Lodged

You can track and monitor the status of letters you have sent to providers from within MedTech.

1. Click Tools > Message Transfer > Messages Lodged



Date Lodged	Date Sent	Patient	To	Type	Status
Thu 12 Mar 2009 16:07		SKYWALKER George (165)	Dr Darth Vader	RSD:R	Unsent Message
Thu 12 Mar 2009 15:51		MOUSE Mickey (167)	Dr Wylie Coyote	L	Unsent Message
Wed 11 Mar 2009 14:54	Wed 11 Mar 2009 14:54	MOUSE Mickey (167)	Mr Kyle Macdonald	RSD:R	Waiting for Acknowledgement
Wed 11 Mar 2009 12:54	Wed 11 Mar 2009 12:55	MOUSE Mickey (167)	Mr Kyle Macdonald	RSD:R	Waiting for Acknowledgement
Wed 11 Mar 2009 10:11	Wed 11 Mar 2009 10:11	MOUSE Mickey (167)	Mr Kyle Macdonald	RSD:R	Waiting for Acknowledgement
Tue 10 Mar 2009 15:42	Tue 10 Mar 2009 15:43	MOUSE Mickey (167)	Mr Kyle Macdonald	RSD:R	Waiting for Acknowledgement
Mon 09 Mar 2009 11:20	Mon 09 Mar 2009 11:20	MOUSE Mickey (167)	Mr Kyle Macdonald	RSD:R	Waiting for Acknowledgement
Fri 06 Mar 2009 12:41	Fri 06 Mar 2009 12:41	SKYWALKER L (173)	Clifford Wilson	RSD:R	Not Acknowledged
Thu 05 Mar 2009 10:09	Thu 05 Mar 2009 10:10	MOUSE Mickey (167)	Mr Kyle Macdonald	RSD:R	Acknowledged
Thu 05 Mar 2009 08:55	Thu 05 Mar 2009 08:56	MOUSE Mickey (167)	Mr Kyle Macdonald	RSD:R	Not Acknowledged
Wed 04 Mar 2009 19:42	Wed 04 Mar 2009 19:43	MOUSE Mickey (167)	Mr Kyle Macdonald	RSD:R	Not Acknowledged

Here we can see details such as, date, patient, who the letter was sent to and the status of that letter.

Status meanings

An acknowledgement indicates that the letter you created has been received by the recipient provider and imported into their clinical software

Please note this does not mean the provider has viewed the message.

Below is a table of what the different statuses mean.

Status	Description
Unsent Message	New letter has NOT been generated for electronic sending yet
Waiting for Acknowledgement	The letter has been generated for sending. MedTech is waiting for an acknowledgment.
Acknowledged	The message has been received and accepted by the recipient
Not Acknowledged	The message has been 'Waiting for Acknowledgement' for longer than the 'Acknowledgement Timeout' period.
Acknowledged Error	The recipient rejected the message. The exact details of the error can be viewed within the log file produced by the Message Transfer Utility.
Error occurred while sending	A component of the message was missing. MedTech was unable to generate the message. Exact details can be viewed in the Message Transfer Utility log file.
Document Inactivated	Message in the outbox has been inactivated prior to the message being delivered.

What to do if there is no acknowledgment

2. If a message has not been acknowledged, this simply means you cannot verify the message has been imported into the clinical software of the provider you sent the message to.

If there is no acknowledgment within a week, we suggest you call the HealthLink Helpdesk on 1800 125 036

Page left intentionally blank

Page left intentionally blank

Page left intentionally blank

Australia

Phone toll free: 1800 125 036
7.00am – 7.00 pm Monday-Friday
(AEST)

Email

helpdesk@healthlink.net

If there is a communication problem
Make it our problem

www.healthlink.net

Contact us: **Australia** 1800 125 036 **New Zealand** 0800 288 887

