

healthLINK^{SIX}6

SECURE INFORMATION EXCHANGE

BETTER PRACTICE ~ BETTER CARE

Genie for Windows

RSD user guide



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Document Control

Document Name	Genie for Windows RSD user guide
This Guide is Applicable To	<ul style="list-style-type: none">- Genie v7.5.8 and above- HealthLink SIX version 6.5.x
Author(s)	Bhavesh Daya

Revision Date	Revision Number	Author(s)	Summary of Changes
21/09/2007	v1.00	Bhavesh Daya	<ul style="list-style-type: none">- First release for review
04/09/2007	v1.00.10	Bhavesh Daya	<ul style="list-style-type: none">- Changes made as per suggestions by Paul Carr from Genie
04/03/2009	v2.00	Bhavesh Daya	<ul style="list-style-type: none">- Formatting changes- Changes for Genie 7.5.8

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Before you begin

- Make sure you have the latest version of HealthLink SIX messaging system (HMS version 6.5.x) installed in your system
- HealthLink SIX messaging system must not be installed on the Genie server
- 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 Genie integration has been completed.
- If you are unsure on any of the above, please contact the HealthLink Helpdesk on 1800 125 036

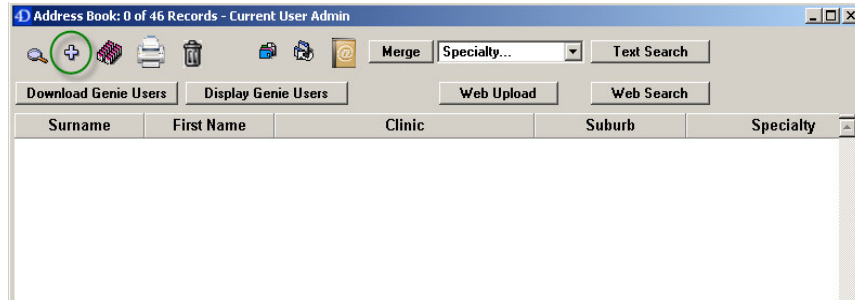
Setting up the Genie address book

Adding New Providers

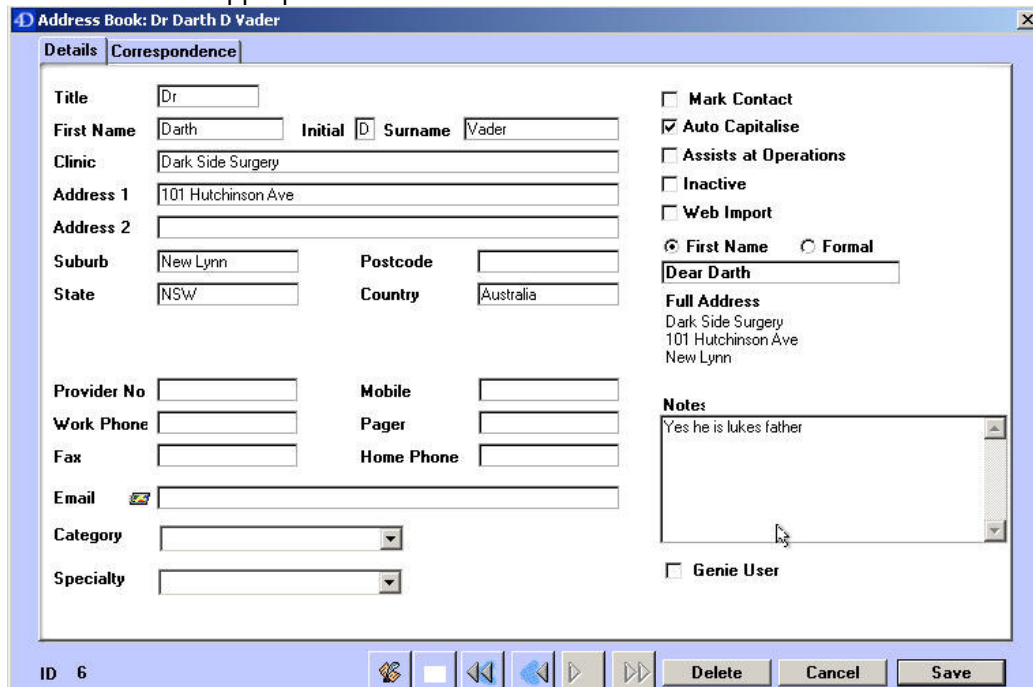
Each provider that you wish to send to needs to have an address book entry. You can add providers either manually as a new contact to your local address book or download them from the Genie web search.

Local address book

1. From the address book click on the **Plus** icon



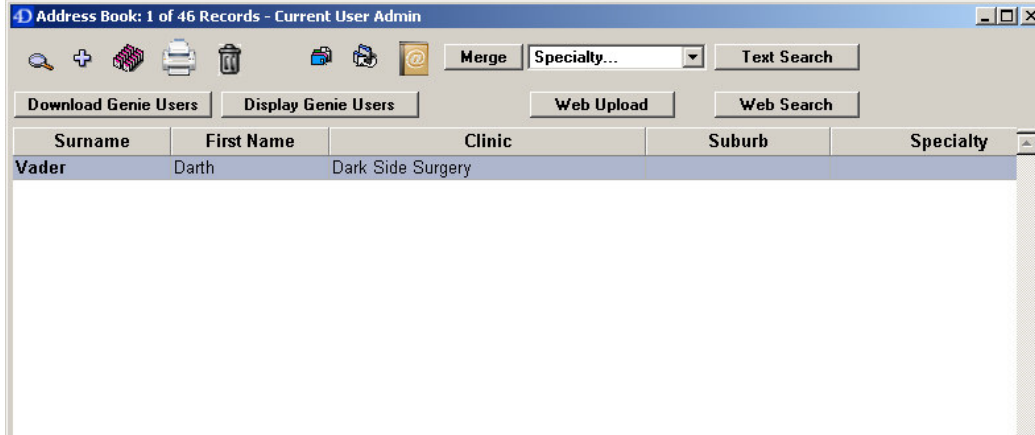
2. Fill in the appropriate details

A screenshot of the Genie address book details form for "Dr Darth D Vader". The form is divided into two tabs: "Details" and "Correspondence". The "Details" tab is active, showing various input fields for contact information. The "Correspondence" tab shows a "Dear" field and a "Full Address" field. The "Notes" field contains the text "Yes he is lukes father". The "Genie User" checkbox is unchecked. The form also includes a "Delete" button and a "Save" button.

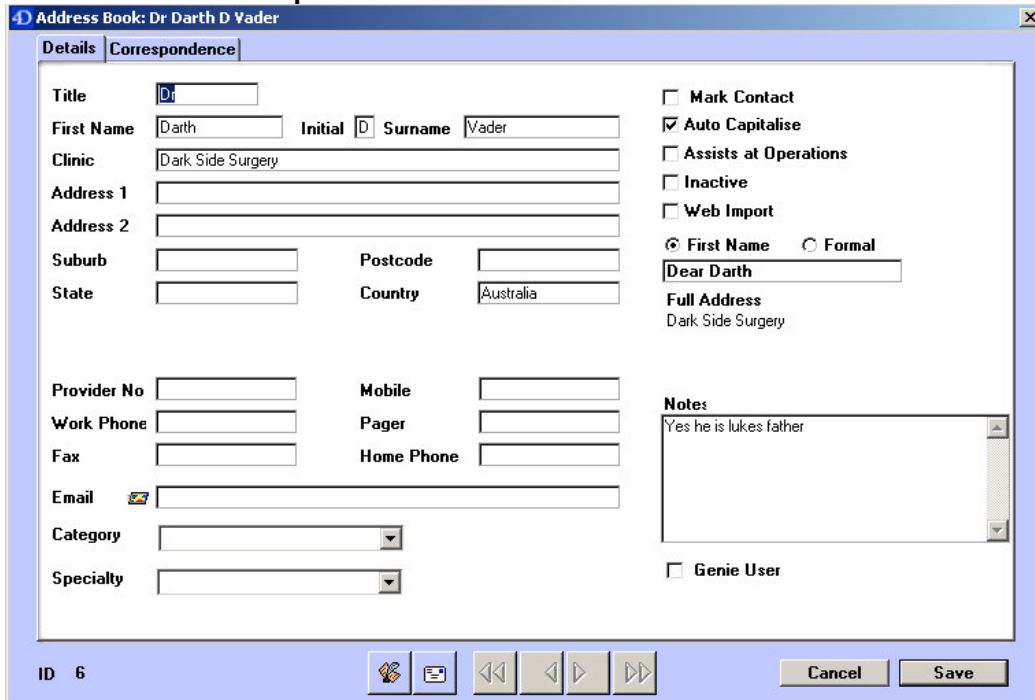
3. Click the **Save** button.

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 **Correspondence** tab



9. Select HealthLink for the **Preferred Method of Communication** any type in the EDI of the provider in the **HealthLink** box under **CARRIER IDENTIFIERS**

Address Book: Dr Darth D Vader

Details Correspondence

Preferred Method of Communication: Healthlink

CARRIER IDENTIFIERS

Healthlink: genietsq

Alltalk/EQuery: []

DivisionReport: []

ePIT: [] @epitmail.com

2Hippo: []

Medical Objects: [] *Usually the same as the Provider Number*

Include RTF in letters

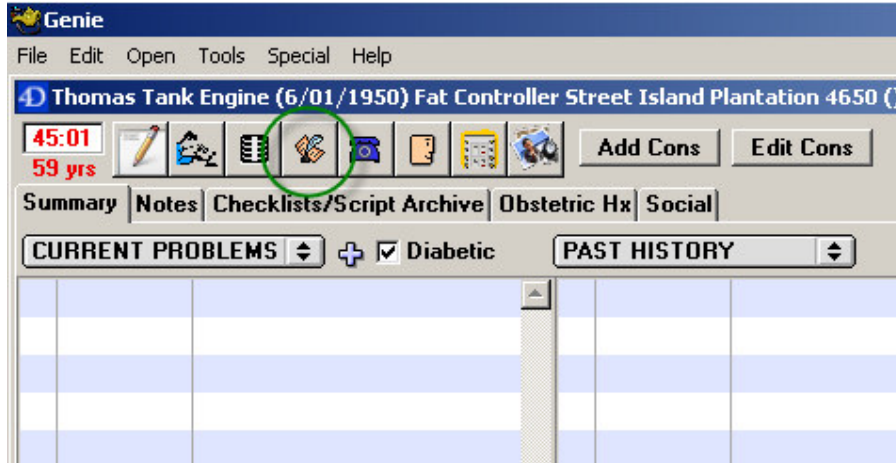
Navigation buttons: Home, Back, Forward, Stop, Refresh, Print, Cancel, Save

10. Click **Save**

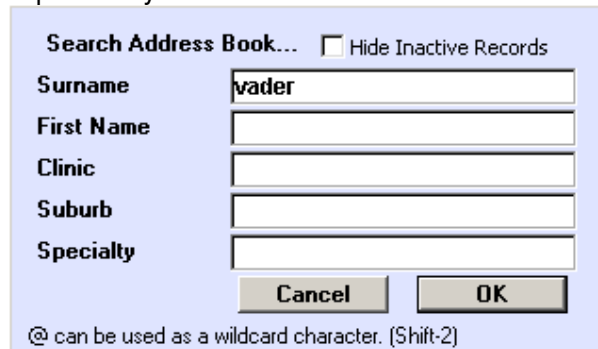
Creating letters

Draft creation

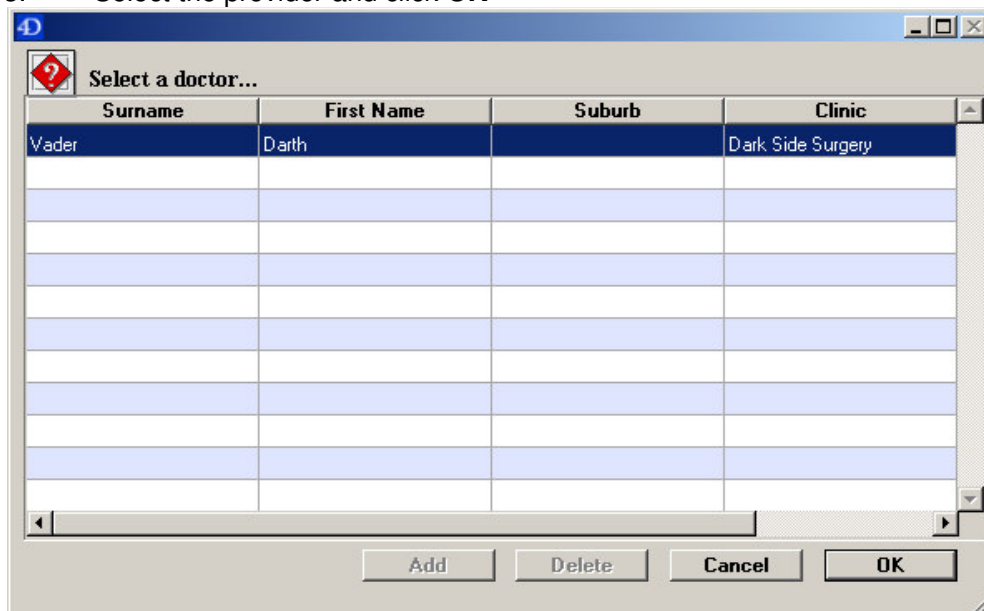
1. Click the **Letter** button



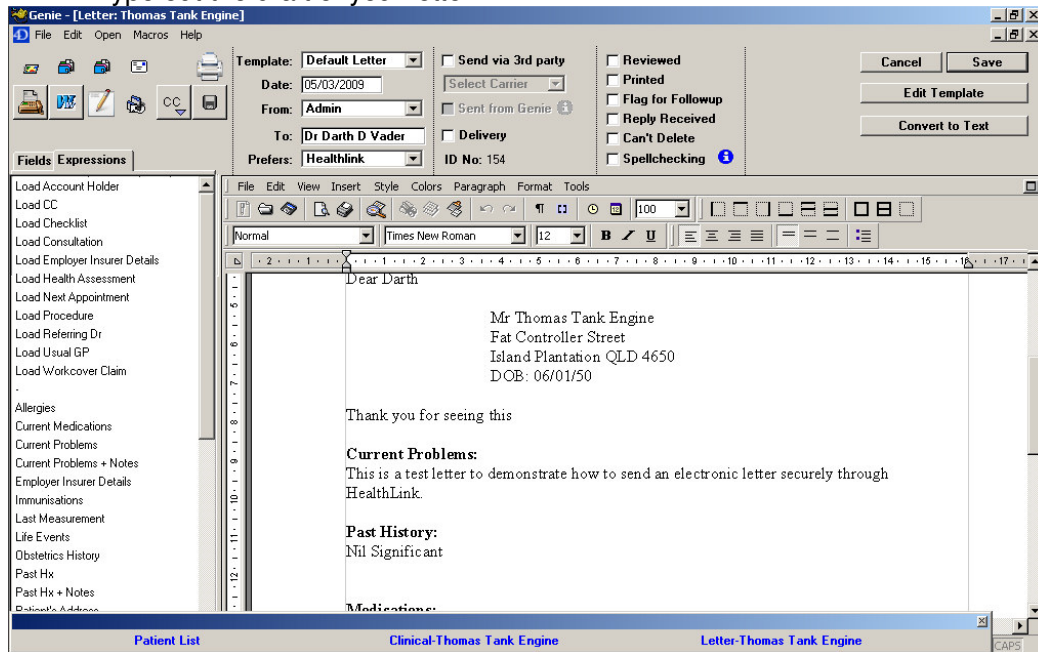
2. Search for the provider you wish to send the letter to



3. Select the provider and click **OK**



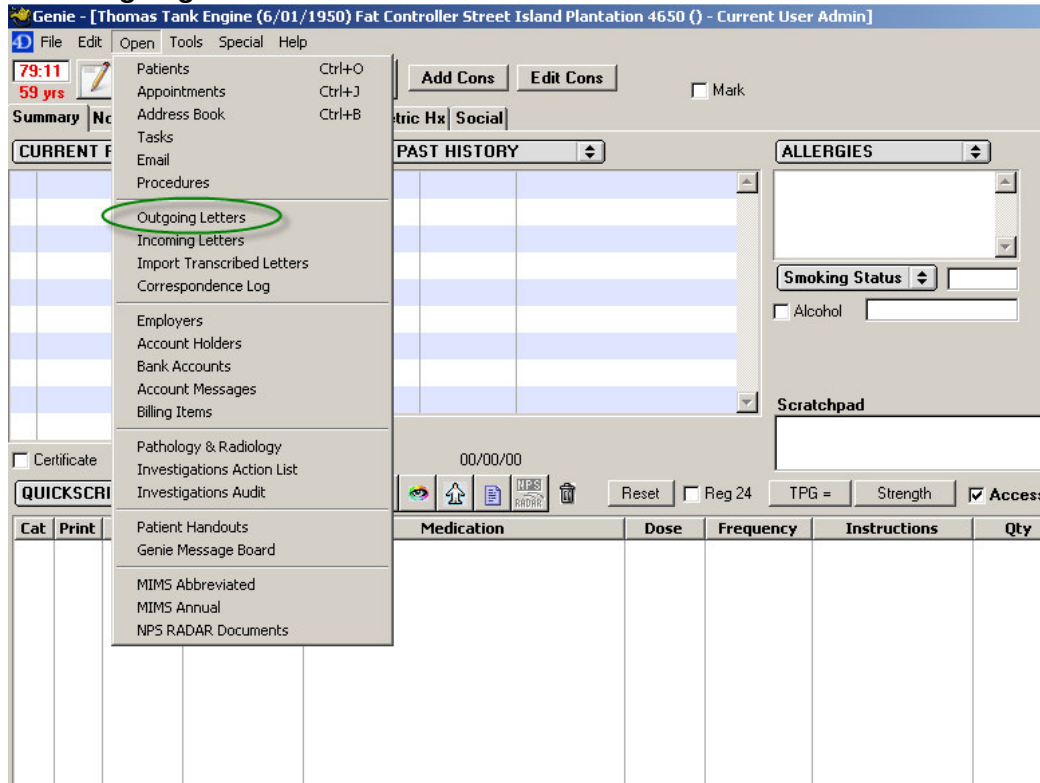
4. Type out the draft of your letter



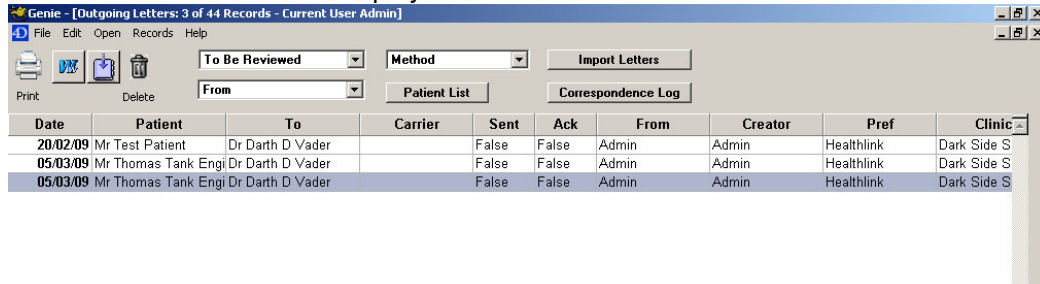
5. In order to save the draft letter for review click **Save**

Update letter and send

6. To edit the letter after it has been reviewed by the provider click **Open > Outgoing Letters**

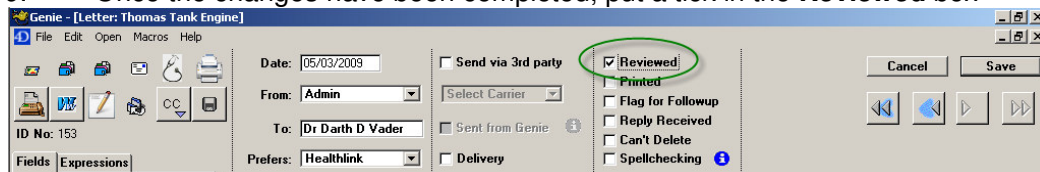


7. A list of letters will be displayed.



8. Double click the letter you wish to edit, and make your changes

9. Once the changes have been completed, put a tick in the **Reviewed** box



10. To send the letter put a tick in the **Send via 3rd party** box, a selection screen will appear. Select the appropriate options and click **OK**

PRIORITY	REQUESTED ACTION
<input checked="" type="radio"/> Routine <input type="radio"/> Critical/Urgent <input type="radio"/> ASAP	<input checked="" type="checkbox"/> Send Written Report <input type="checkbox"/> Return Patient After Evaluation <input type="checkbox"/> Assume Management <input type="checkbox"/> Second Opinion <input type="checkbox"/> Third or Further Opinion <input type="checkbox"/> Discharge Summary <input type="checkbox"/> FYI. No Action Requested <input type="checkbox"/> Share Care <input type="checkbox"/> Case Conference
<input type="button" value="Cancel"/> <input type="button" value="OK"/>	

11. Make sure **HealthLink** is selected in the area indicated below, then click **Save**

The screenshot shows the Genie software interface for creating a letter. The window title is "Genie - [Letter: Thomas Tank Engine]". The interface includes a menu bar (File, Edit, Open, Macros, Help) and a toolbar with various icons. The main area contains fields for "Date" (05/03/2009), "From" (Admin), "To" (Dr Darth D Vader), and "Prefers" (Healthlink). A checkbox labeled "Send via 3rd party" is checked, and a dropdown menu below it shows "Healthlink" selected. To the right, there are checkboxes for "Reviewed", "Printed", "Flag for Followup", "Reply Received", "Can't Delete", and "Spellchecking". At the bottom right, there are "Cancel" and "Save" buttons, along with navigation arrows.

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


Reviewing procedure and best practice

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 when 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, the **Flag for Followup** box should be ticked and the letter saved.

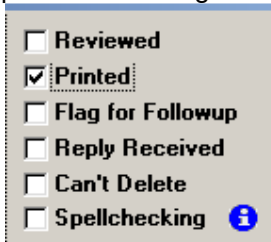


A screenshot of a form with the following items:


- Reviewed
- Printed
- Flag for Followup
- Reply Received
- Can't Delete
- Spellchecking 

The provider can then go into the newly created electronic letter and review it. Once the provider is confident the letter is complete the letter can then be marked **reviewed** and sent.

Printed process: Once the letter is typed, you can print it out to be reviewed by the provider. Printing the letter will automatically put a tick in the **Printed** box.



A screenshot of a form with the following items:

- Reviewed
- Printed
- Flag for Followup
- Reply Received
- Can't Delete
- Spellchecking 

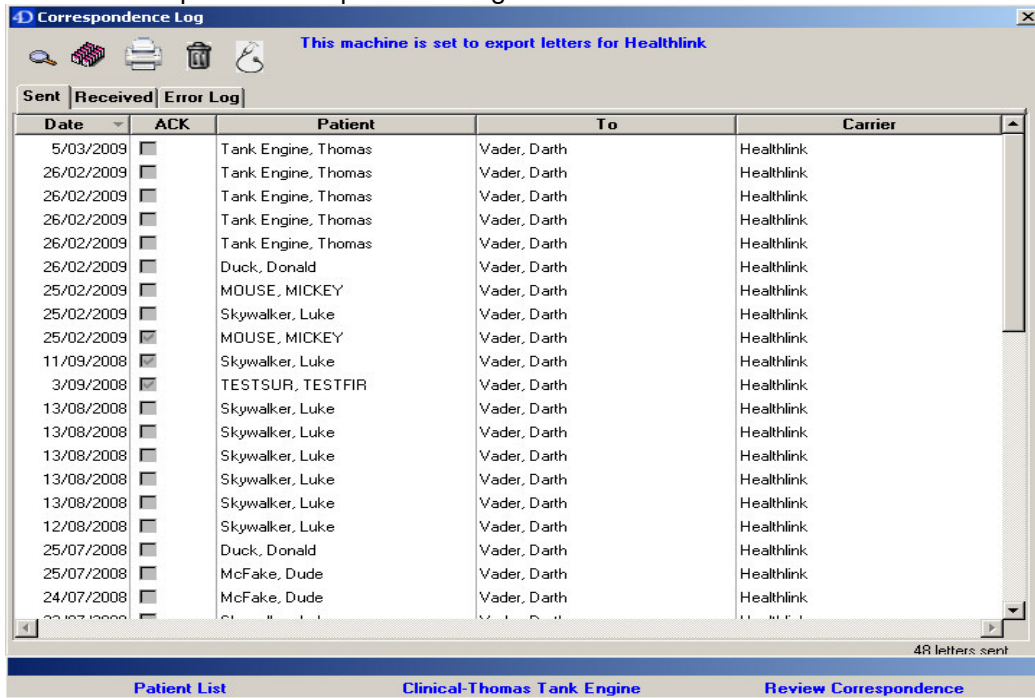
The provider will then review the printed copy. Once the provider is confident the letter is complete the letter can then be updated, marked **reviewed** and sent electronically.

Keeping track of letters

Correspondence log

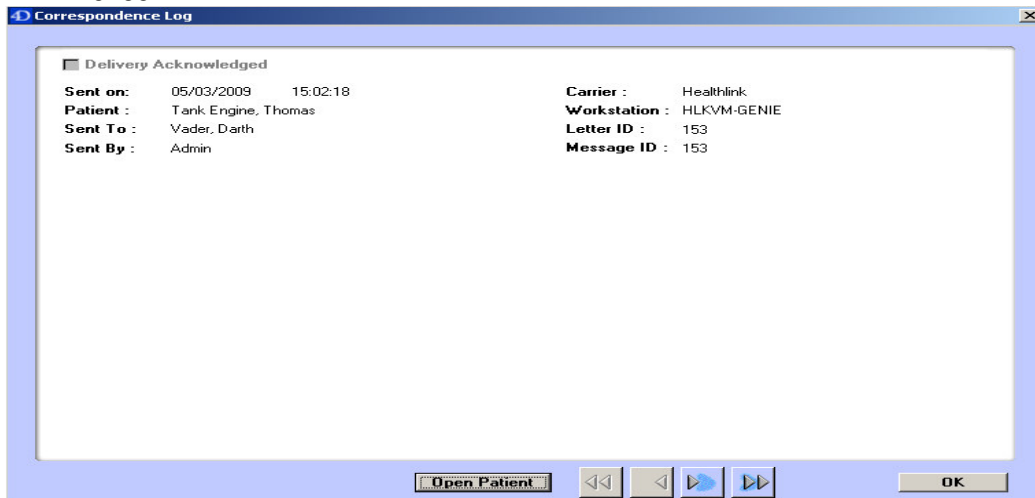
You can track and monitor the status of letters you have sent to providers from within Genie.

1. Click Open > Correspondence log



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

2. Further information can be viewed by double clicking on the letter you wish to check



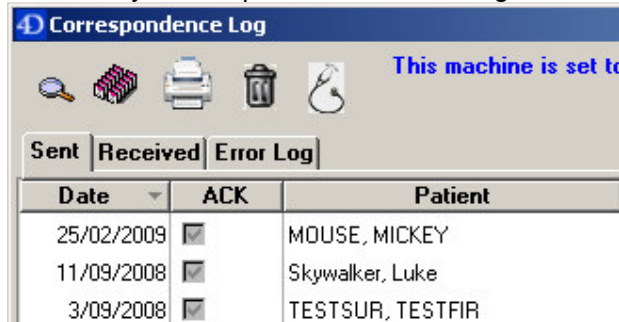
Here you can see additional detail such as, Letter ID and the workstation the letter was sent from.

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.

3. If there is a tick in **ACK** or **Delivery Acknowledged** this indicates the letter has been received by the recipient and acknowledged.



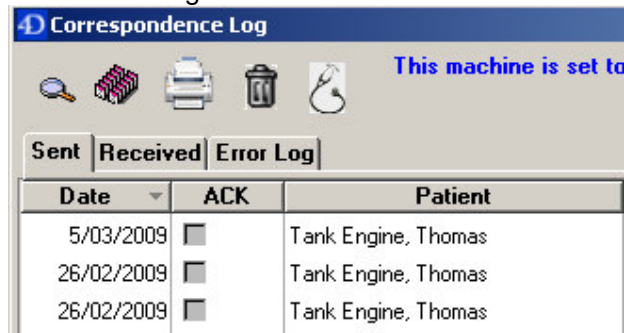
Date	ACK	Patient
25/02/2009	<input checked="" type="checkbox"/>	MOUSE, MICKEY
11/09/2008	<input checked="" type="checkbox"/>	Skywalker, Luke
3/09/2008	<input checked="" type="checkbox"/>	TESTSUR, TESTFIR



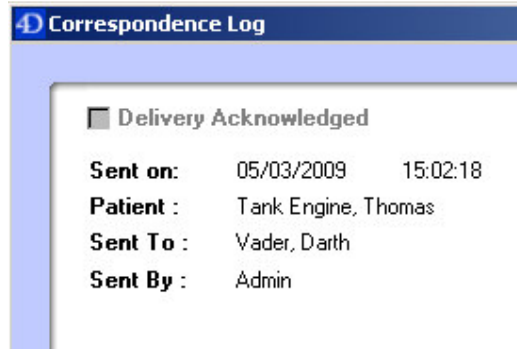
<input checked="" type="checkbox"/> Delivery Acknowledged
Sent on: 25/02/2009 07:58:10
Patient : MOUSE, MICKEY
Sent To : Vader, DARTH
Sent By : Admin

What to do if there is no acknowledgment

4. If there is no tick in **ACK** or **Delivery Acknowledged**, this simply means you cannot verify the message has been imported into the clinical software of the provider you sent the message to.



Date	ACK	Patient
5/03/2009	<input type="checkbox"/>	Tank Engine, Thomas
26/02/2009	<input type="checkbox"/>	Tank Engine, Thomas
26/02/2009	<input type="checkbox"/>	Tank Engine, Thomas



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

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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

