

# healthLINK<sup>SIX</sup>6

SECURE INFORMATION EXCHANGE

BETTER PRACTICE ~ BETTER CARE

## Profile RSD Guide

HealthLink Messaging System (HMS) 6.5.x



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# 1 What is RSD?

RSD (Referral, Status and Discharge) is a health sector communications service which delivers messages between healthcare organisations. The messages that can be exchanged include referrals, status reports, discharge summaries and specialist letters.

The objective of RSD is to provide a secure, efficient and auditable messaging service which bridges the communication gap between primary and secondary care.

Currently, there are many different clinical software packages that provide RSD messaging functionalities and they vary in terms of how messages are handled and processed. It is important that for RSD to function correctly, messages must meet minimum specifications to eliminate any potential issues that may be caused by the processing of different clinical software. HealthLink tests messages, and works closely with vendors to ensure compatibility between software.

Longer term, the service will be extended to other treatment providers (physiotherapists, chiropractors, podiatrists, dieticians etc) and medical investigation groups (pathology and radiology). Also, as the service itself develops, more organisations will be involved at a different level due to greater technical possibilities such as patient ultrasounds, diagrams, photos.

## 2 How does messaging work?

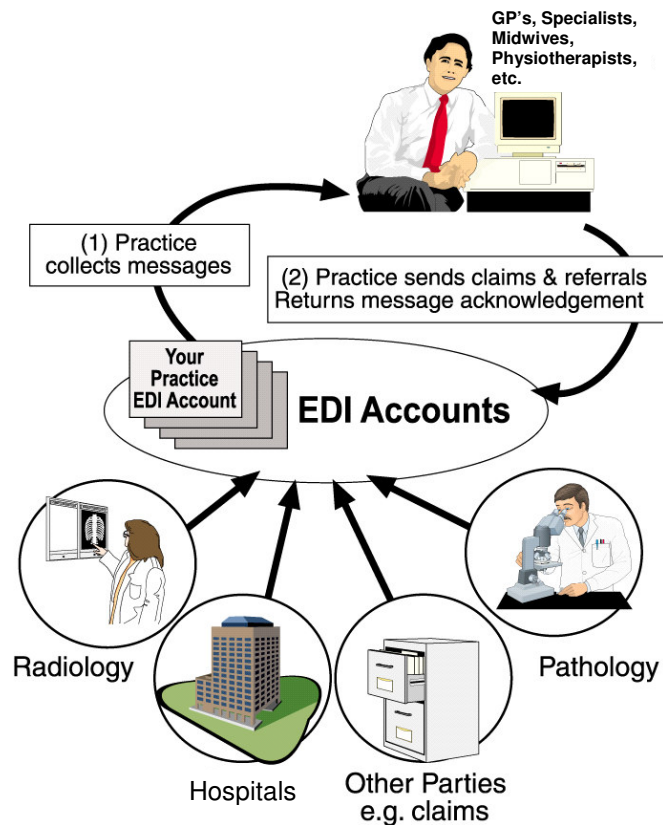
Your practice will be allocated an EDI Account, within HealthLink's Messaging Exchange. This account holds all your outgoing and incoming messages that are collected on a regular basis.

It is likely that you already have an EDI Account if you receive lab results electronically through HealthLink. If you do not have a HealthLink EDI then you can apply for a HealthLink account online at:

[www.healthlink.net/apply](http://www.healthlink.net/apply)

Your EDI Account will be given to organisations that you wish to receive messages from e.g. specialists, or you will use other organisations EDI account to send information to.

All the messaging transfer happens through HealthLink's secure network over an internet connection at your surgery.



### **3 Benefits for using RSD**

Once an RSD message file has been received into your system, it will automatically match to a patient (if they are already on your database) and you will always be able to find that document again linked to that patient.

You will not have to scan patient documents which will cut down on time spent by staff. The size of the RSD files sent range from 1kb to 5kb, which is substantially smaller than the size of scanned images, a text scan with basic graphics will normally take approximately 300kb to 1000 kb, sometimes more.

As part of the RSD process, once an electronic file has been received, an acknowledgement will be sent back to the original sender to notify them that the message has imported successfully into their software system. This is a full tracking system which gives greater confidence that messages are received as expected.

## 4 Getting Started

The following section describes the set up procedures for sending any type of electronic RSD messages. Listed below are software packages that are able to receive electronic messages:

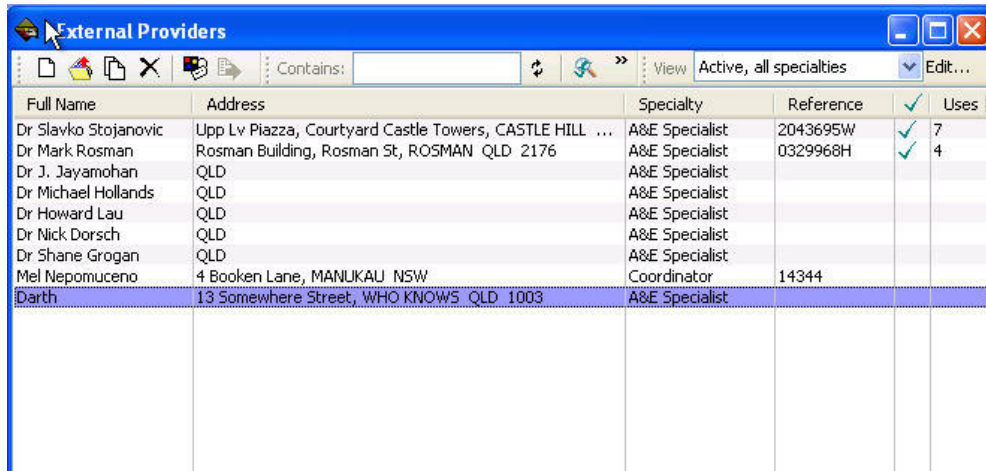
<b>Software Name</b>	<b>Software Vendor</b>
MedTech32 MedTech Mercury	MedTech Global
Medical Director 2	Health Communication Network
PractiX	IBA Health
Genie	Genie Solutions
Best Practice	Best Practice
Houston VIP	Houston

Before sending any messages, you might like to notify the recipient, so that your reports or referrals are expected.

## 5 Setting up Profile Address Book

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

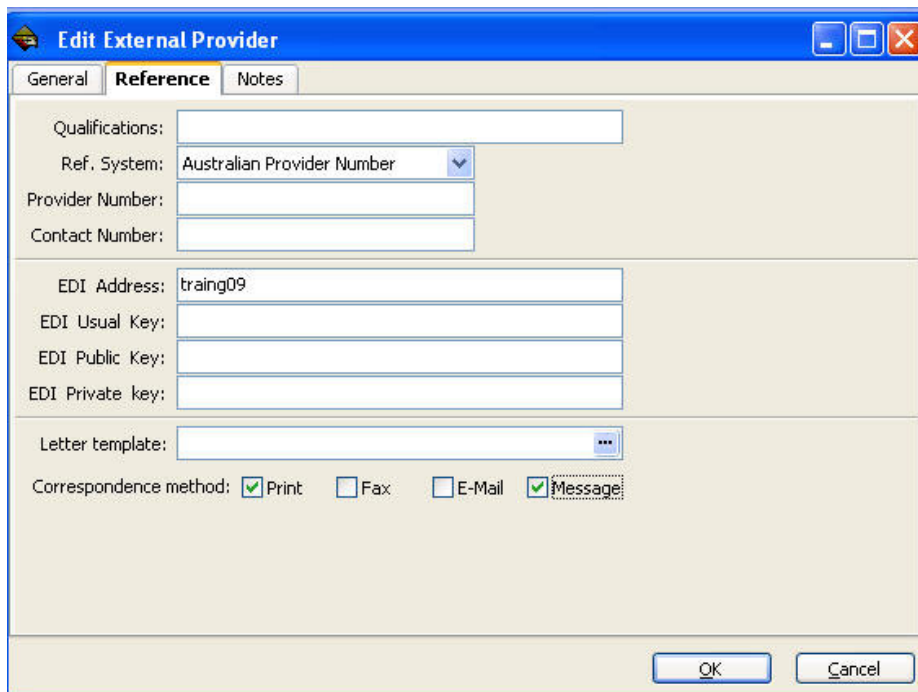
To add an EDI address to a providers address book entry, go to **Practice / External Providers**.



Full Name	Address	Specialty	Reference	Uses
Dr Slavko Stojanovic	Upp Lv Piazza, Courtyard Castle Towers, CASTLE HILL ...	A&E Specialist	2043695W	7
Dr Mark Rosman	Rosman Building, Rosman St, ROSMAN QLD 2176	A&E Specialist	0329968H	4
Dr J. Jayamohan	QLD	A&E Specialist		
Dr Michael Hollands	QLD	A&E Specialist		
Dr Howard Lau	QLD	A&E Specialist		
Dr Nick Dorsch	QLD	A&E Specialist		
Dr Shane Grogan	QLD	A&E Specialist		
Mel Nepomuceno	4 Booken Lane, MANUKAU NSW	Coordinator	14344	
Darth	13 Somewhere Street, WHO KNOWS QLD 1003	A&E Specialist		

Select the provider you wish to add an EDI address to and click **Open**.

Click on the Reference tab.



**Edit External Provider**

General **Reference** Notes

Qualifications:

Ref. System: Australian Provider Number

Provider Number:

Contact Number:

EDI Address: traing09

EDI Usual Key:

EDI Public Key:

EDI Private key:

Letter template:

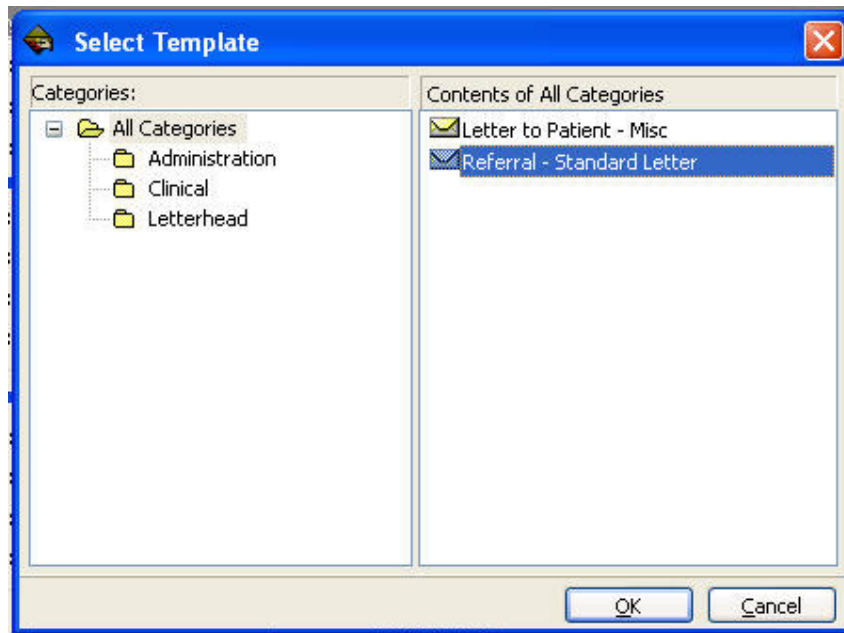
Correspondence method:  Print  Fax  E-Mail  Message

OK Cancel

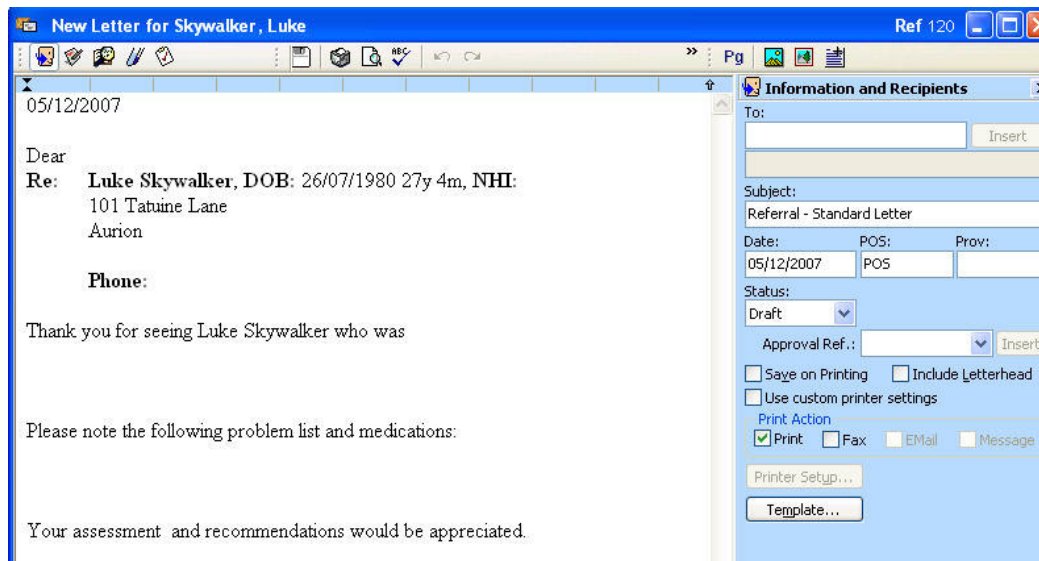
In the EDI Address field type in the providers EDI address. Then click **OK**

## 6 Sending electronic referrals

RSD messages can be processed from the patients screen. Click **Clinical / New Letter**.

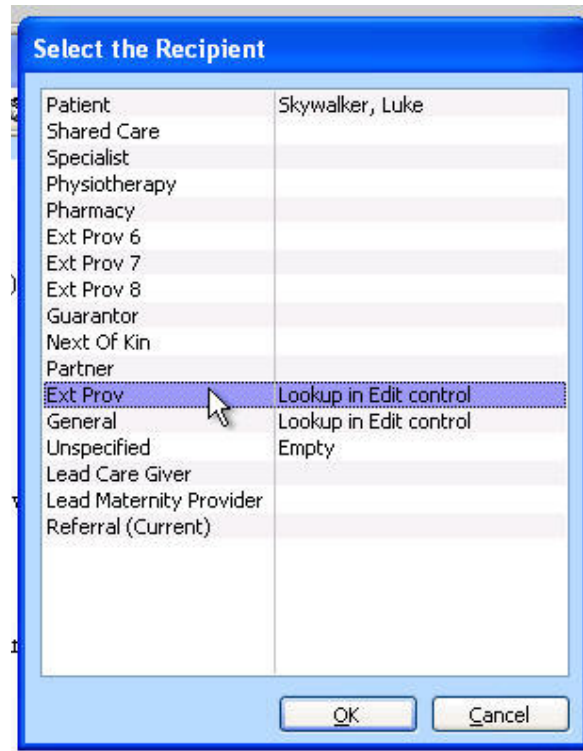
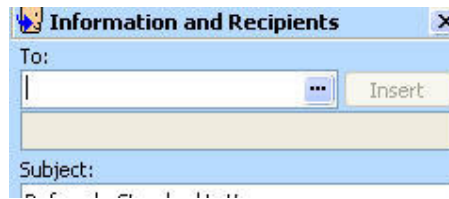


Select the letter template you wish to use and click **OK**



Complete your letter

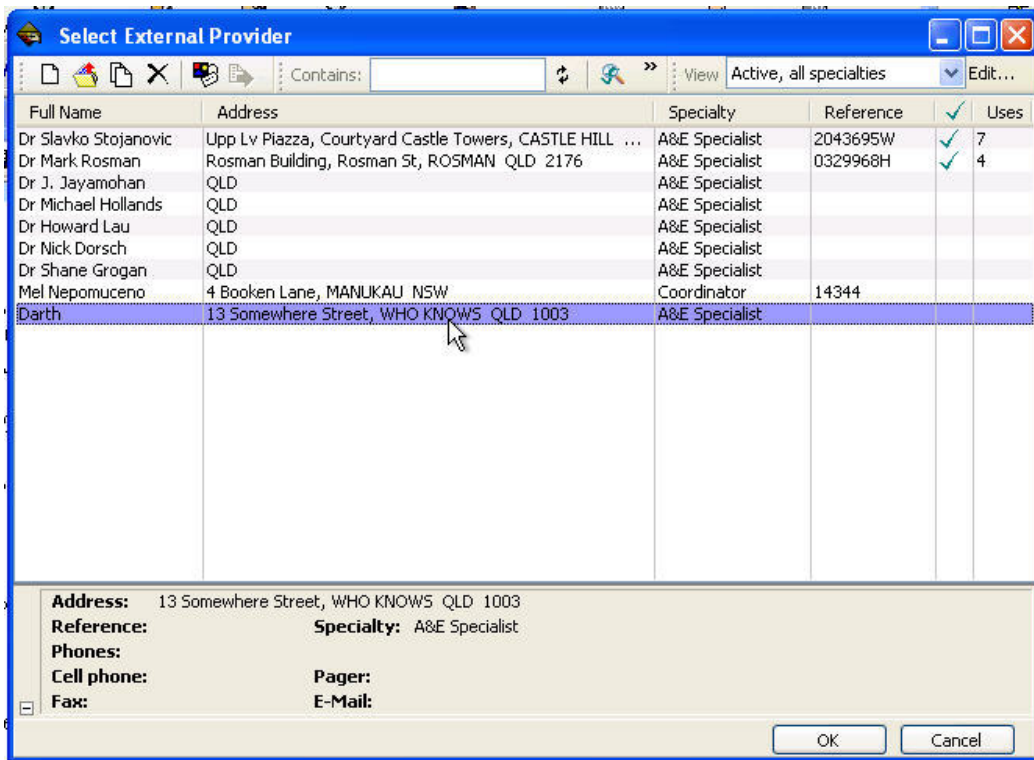
Click the 1<sup>st</sup> search button in the To field



Click EXT Prov option in the list and click **OK**

Click the 2<sup>nd</sup> search button in the TO field





Select the provider you want to send the letter to and click **OK**

Once the letter is completed click save and this will create the letter.

# NOTES

# NOTES

# NOTES



Australia

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

Email

[helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

If there is a communication problem  
Make it our problem

[www.healthlink.net](http://www.healthlink.net)



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