

healthLINK^{SIX}6

SECURE INFORMATION EXCHANGE

BETTER PRACTICE - BETTER CARE

VIP.NET

Referral Guide



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1 Introduction

1.1 HealthLink Service and Support

The HealthLink Help Desk and Customer Support Manager (CSM) in your state is always just a phone call away, whenever you need help with any issues or questions you may encounter. Please refer to the contact number printed on the back of this guide when contacting the HealthLink Help Desk.

2 Before you begin

2.1 System Requirements for HealthLink

Your HealthLink representative or the HealthLink Help Desk will assist you in ensuring that your system can send e-referrals and receive PIT and HL7 files including Specialist reports, Discharge Summaries, Status Updates, Pathology and Radiology results.

3 Icons used in this guide

You will see helpful icons used in this guide to draw attention to a subject, action, or information.



The light bulb icon indicates information that is likely to make your job easier.



The exclamation icon highlights a warning or an action you need to take. When you see this icon, pay attention, and proceed with caution.



The 'i' for information icon indicates an area that assists in a decision

4 How does HealthLink messaging work?

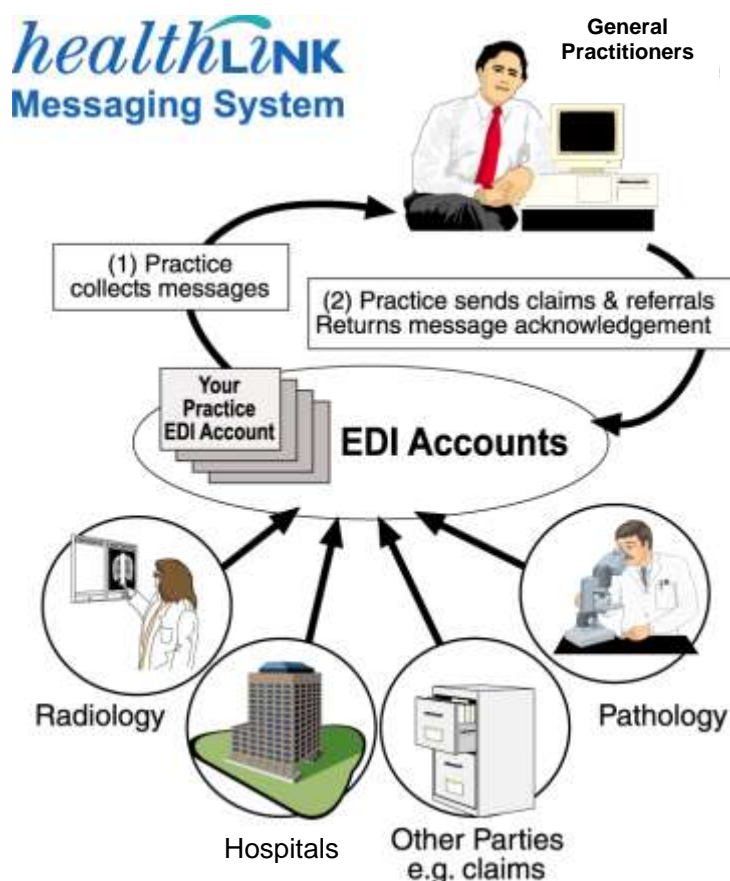
Your practice will be allocated an EDI Account, within HealthLink's Messaging Exchange. This account holds all your outgoing and incoming messages that are collected on a regular basis.

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:

<https://register.healthlink.net/ServiceApplicationForm/>


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.

All the messages are, digitally signed, and encrypted before transferring through HealthLink's secure network over an internet connection at your surgery.



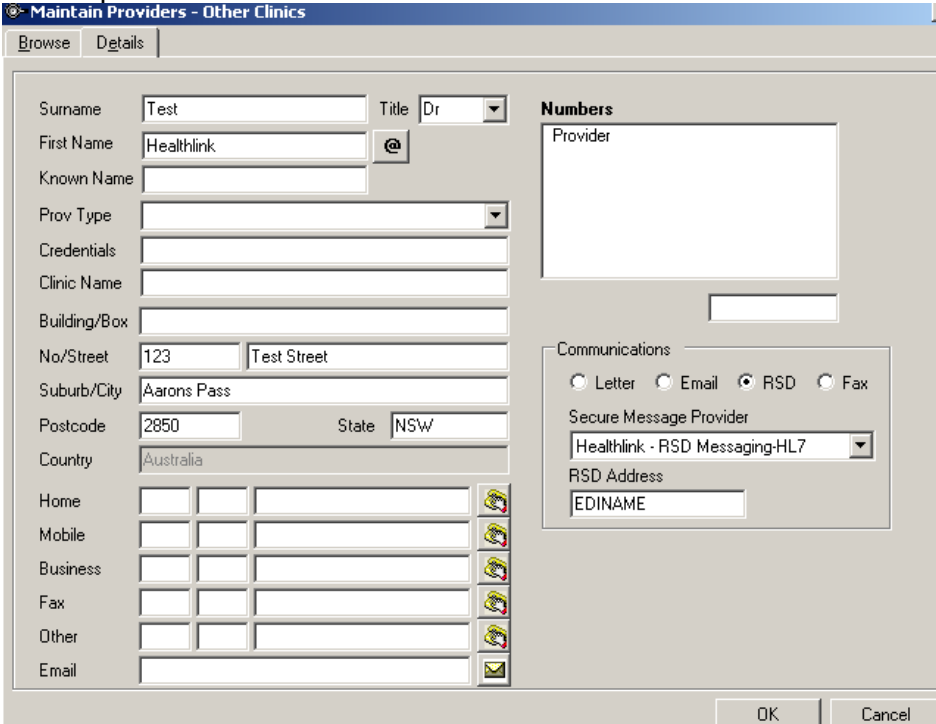
5 Setting up VIP.NET Address Book

Each specialist or GP that you wish to send to needs to have an address book entry in VIP.NET. You can add specialist or GP as you become aware of them.

 You can look up specialist or GP address and update your practice details on **HealthLink User Directory** from the following link <https://secure.hlink.net.au/directory> or you can contact Healthlink CSM in your state to discuss other recipients in your region and arrange for access to Healthlink User Directory.

To add an EDI Name, or new Specialist or GP follow these instructions

- 1- Select Setup> Providers>Other Clinic (Shift + F8)
- 2- Click **New** on Maintain Providers screen
- 3- Fill in the details for the Specialist or GP, including the Provider No.
- 4- In **Communication** section select **RSD** radio button
- 5- Select **Healthlink – RSD Messging-HL7** from **Secure Message Provider** drop down box.
- 6- Enter Specialist or GP **EDI Name** in **RSD Address box**



- 7- Click on OK close

To modify existing Specialist or GP follow these instructions

- 1- Select the provider from Maintain Providers screen and click on **Modify** button.
- 2- Change details as desired and click on **OK** to save and close screen.

6 Adding External Providers to Patients

Providers need to be, added to patient's details under patients tab.

- 1- Open patient details
- 2- Select **Providers Tab** on right of the screen and click on **New** button to add external provider.



The screenshot shows a software interface for patient details. The main window is titled "Patient Details" and contains various input fields for patient information. On the right side, there is a tabbed interface with the "Providers" tab selected. Below the tabs, there is a "Lead Provider" section with a table listing providers. At the bottom of the providers section, there are buttons for "New", "Delete", "Modify", and "Referals...".

Lead Provider		
Gerald Cardio	Cardiologist	1
Robbie Deans	Coach	2

Buttons: New, Delete, Modify, Referals...
Provider Number: 2542165A

- 3- Click on Ok to save settings.

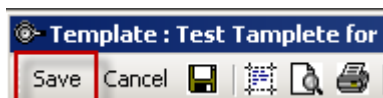
7 Setting up Templates

7.1 To setup or modify referral templates

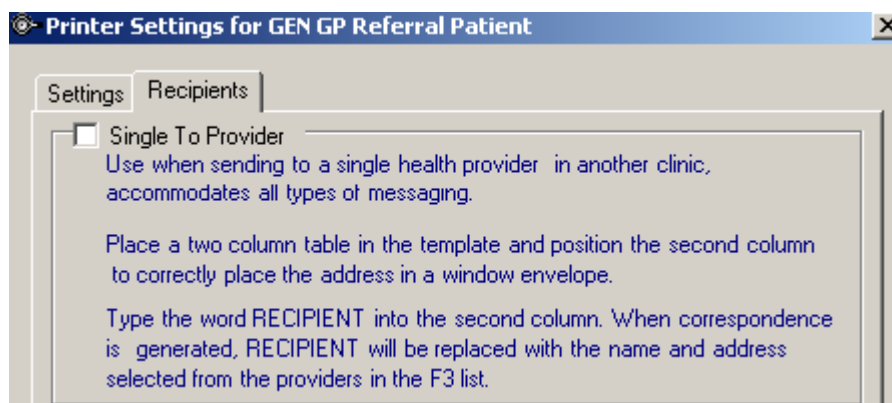
- 7.1.1 Select **Setup>Letter Templates** chose the temple to modify and click on **Modify** or click on **NEW** to create a new template.
- 7.1.2 To import a new templates click on **Import** and navigate to pre created template location.

7.2 To set the template for a single provider

- 7.2.1 Create a two column table to the top of the template by clicking in Insert Table icon
- 7.2.2 Type **Recipient** into the second column
- 7.2.3 Click on **Save** on template screen to save changes and template editing screen.



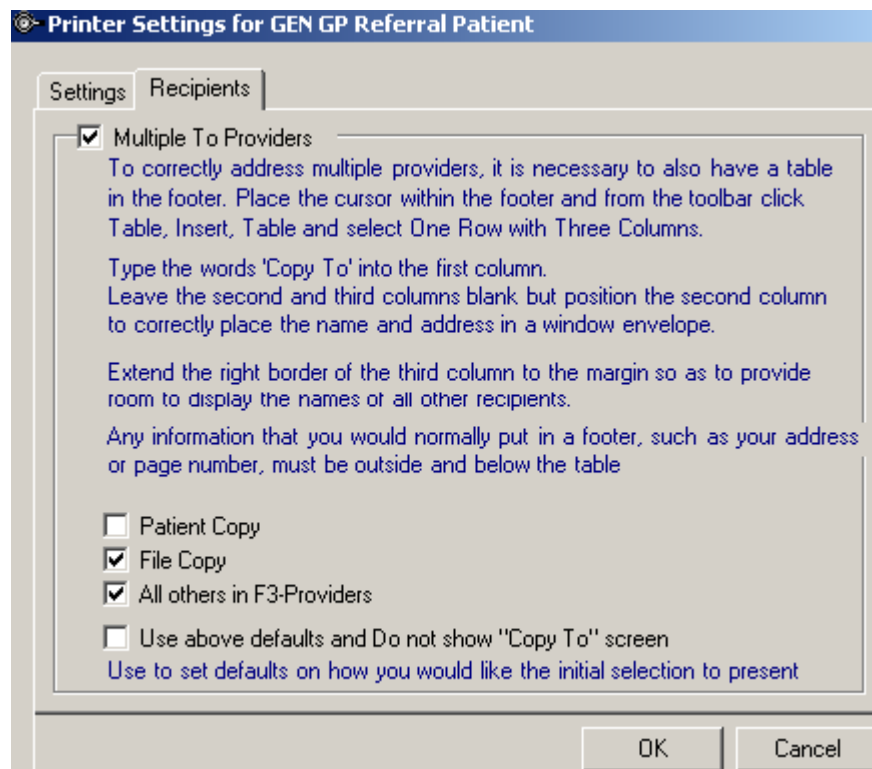
- 7.2.4 Click on **Options** button on maintain templates screen, then click on **Recipients** tab and place a tick in **Single To Provider** check box in Recipients tab.



- 7.2.5 Click on **OK** close the settings screen.

7.3 To set the template for a multiple providers

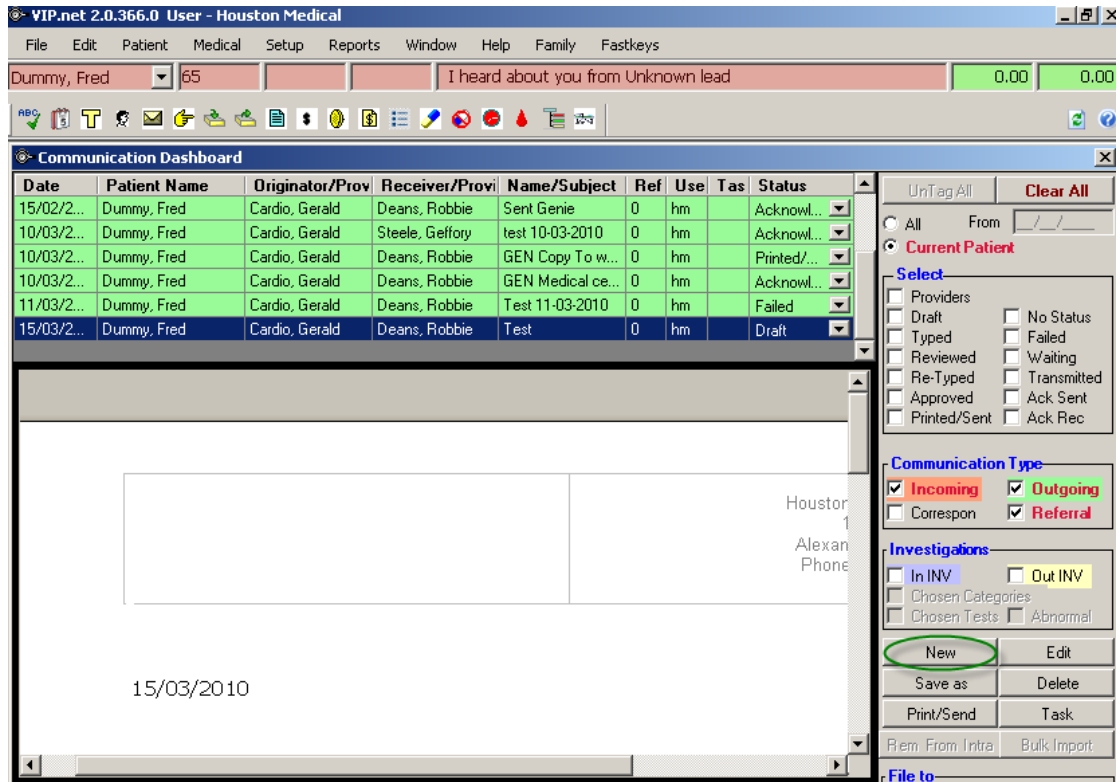
- 7.3.1 In addition to step 2 above, create a 3-column table in footer of the template.
- 7.3.2 Type **Copy To** into the first column. Leave the second and third column blank.
- 7.3.3 Click on **Save** on template screen to save changes and template editing screen
- 7.3.4 Click on **Options** button on maintain templates screen, then click on **Recipients** tab and place a tick in **Multiple To Provider** check box in Recipients tab.
- 7.3.5 Select **File Copy** and **All other in F3-Providers** check boxes



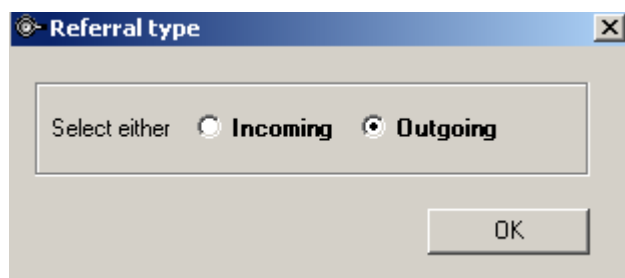
- 7.3.6 Click on Ok to close the settings screen.

8 Creating RSD Message

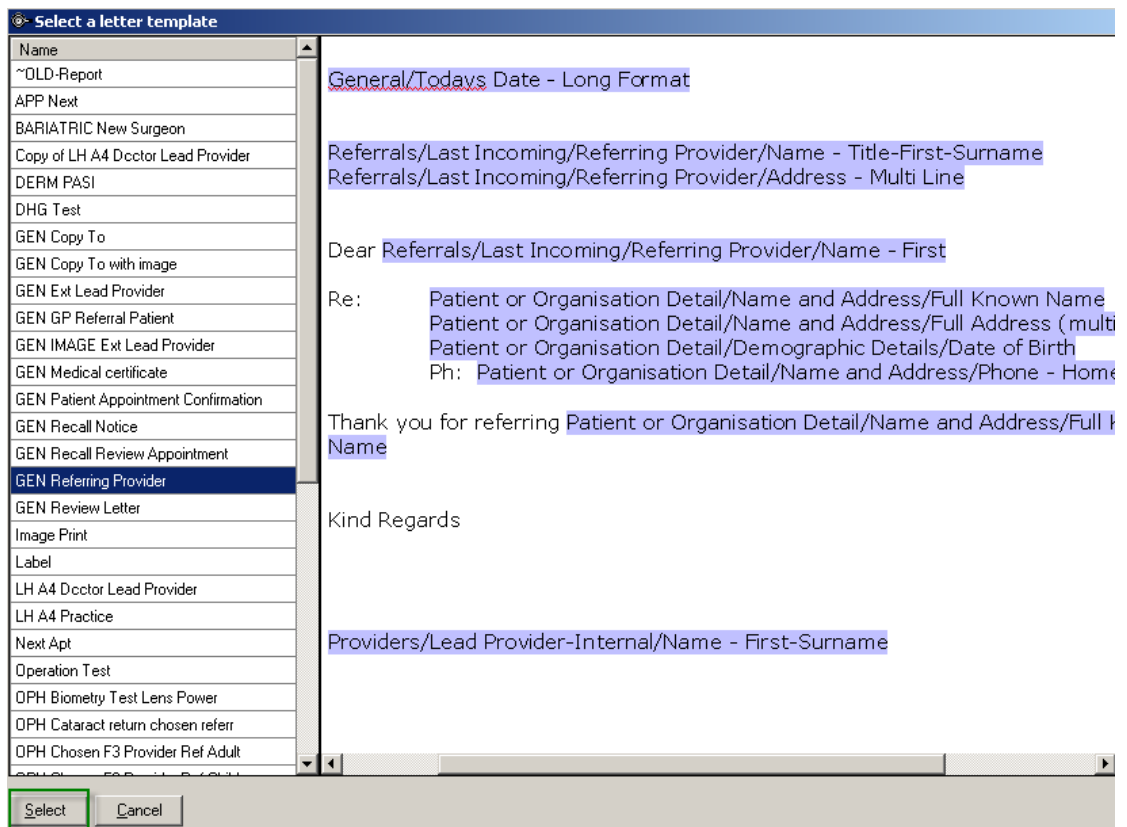
1. To generate a new letter, press **F2** to search for patient or click on **Patient > Referral** or press **Ctrl + F4**.



2. Click **New** as shown above. Select **Outgoing** radio button, then click **OK**



- Chose required **Template** from **Select a letter template** screen, then click on **Select**

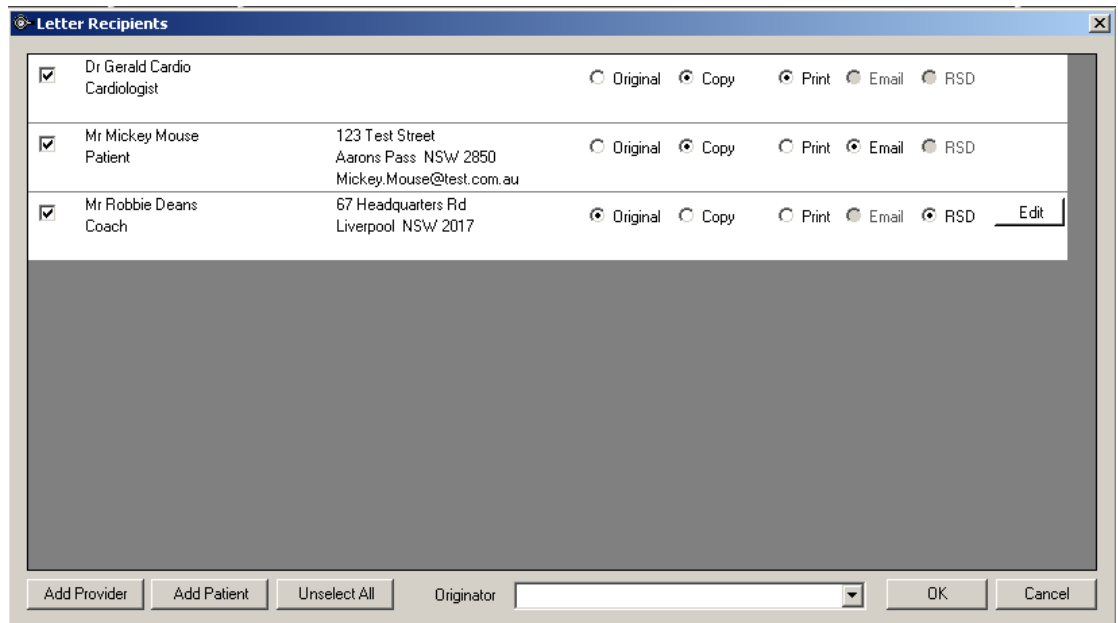


- Type in a name/title you want to call the letter, click **OK**

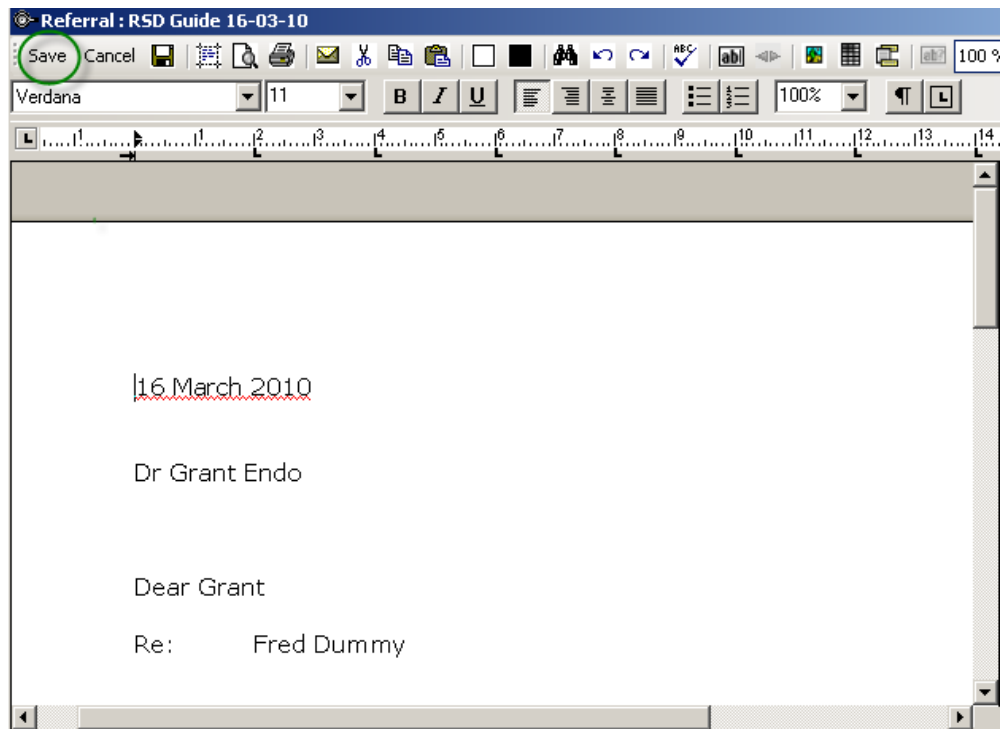


5. Select **Recipients** from **Letter Recipients** screen.

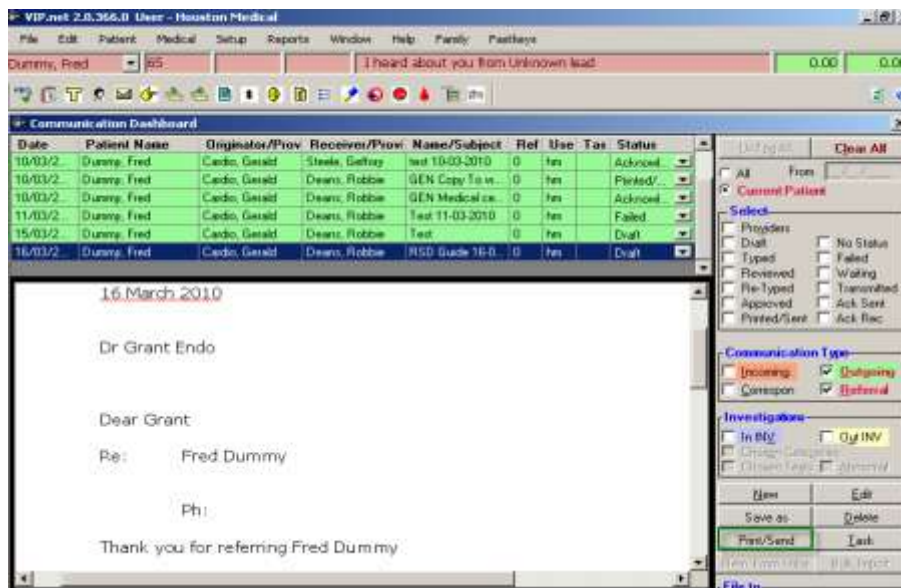
(Additional referred to providers can be added using **Add Provider** button at the bottom of screen. Other providers can be copied by selecting the provider and **Copy** radio button)



6. Fill out your letter and click on **Save**



- Communication Dash Board screen will appear. The new referral message will, be highlighted.



- Click on **Print/Send** to send the message via Healthlink. Letter recipients' screen will appear again. Select the providers the letter is intended to go to, then click on **OK**

*(Additional referred to providers can be added using **Add Provider** button at the bottom of screen. Other providers can be copied by selecting the provider and **Copy** radio button)*



- At this stage confirmation of referral been sent will appear. Click **OK**.

- Referral is, sent to **HLINK** (C:\HLINK\HL7_out\RSDAU) folder and will be sent to intended recipient on next Healthlink connection.

9 How do I know that my message has been received?

It is important if you are sending referrals or any other types of messages to check that they are actually being received by the recipient.

Once you have sent a message, the recipient's system should inform you, by way of an acknowledgment to let you that it has been successfully received.

1. Click File > Outbox, this will display the list of letters that have recently been sent and whether they have been, tagged for sending, sent or acknowledged.

Date	Patient Name	Originator/Prov	Receiver/Provi	Name/Subject	Refl Use	Tas	Status
10/03/20...	Dummy, Fred	Cardio, Gerald	Steele, Ge				Acknowl...
10/03/20...	Dummy, Fred	Cardio, Gerald	Deans, Rob				Printed/...
10/03/20...	Dummy, Fred	Cardio, Gerald	Deans, Robbie	GEN Medical ce	0	hm	Acknowl...
11/03/20...	Dummy, Fred	Cardio, Gerald	Deans, Rob				Failed
15/03/20...	Dummy, Fred	Cardio, Gerald	Deans, Rob				Draft
16/03/20...	Dummy, Fred	Cardio, Gerald	Deans, Robbie	RSD Guide 16-0...	0	hm	Printed/...

2. A Failed Acknowledgment means the recipient EMR system was not able to import the patient referral or discharge summary successfully.
3. To read the error message, highlight the outgoing message and click on **Log Details** button.
4. Highlight the Failed message in the Outgoing referral details screen to view the error message.

Referral Details

Created On: 13/05/2011 By: [Houston] Using Template: [GEN GP Referral Patient]

Letter Type: Correspondence Referral

From/Details: Cardio, Gerald, Cardiologist

To/Details: Steele, Geoffrey, General Practitioner, Houston Medical Medical Centre/4077 Front Line, Alexandria

Subject/Patient: [H02]

Date	Recipient	Address	Type	Method	Status
13/05/2011 09:29:45 a.m.	Steele, Geoffrey	pms3redd	Digital	RSD	Failed
13/05/2011 09:29:45 a.m.	Deans, Robbie	pmsbeup	Copy	RSD	Transmitted

First Page Header

Dr Geoffrey Steele
Houston Medical
Medical Centre
4077 Front Line
Alexandria NSW 2015

Dear Jeff

ERROR: Patient DOB is missing

MSH|^~^|HOUSTON MED VIP NET v2.0.440.3|pmsnetou|Test Houston Practice|pms3medd|20110613090556|REF^I12^REF_I12|I23|P^T|2.3.1
RF1|P^0283|GRF^0281|AM^0282|123^VIPNET|
PRD|P^0286|Steele^Geoffory^Dr|||0477328J^PROVIDER|
PRD|P^0286|Cardio^Gerald^Dr|||2542165A^PROVIDER|
PID|6565|Dummy^Fred^M||M|||U^0002



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Chris Tansell - 0412 163302

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