

healthLINK

BETTER PRACTICE - BETTER CARE

Zedmed RSD Guide

September 2011



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1 Introduction

1.1 HealthLink Service and Support

The HealthLink Help Desk 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 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

3 Before you begin

3.1 System Requirements for Zedmed

You require Zedmed 17.00 and above to utilize this feature.

3.2 System Requirements for HealthLink

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

4 How does HealthLink messaging work?

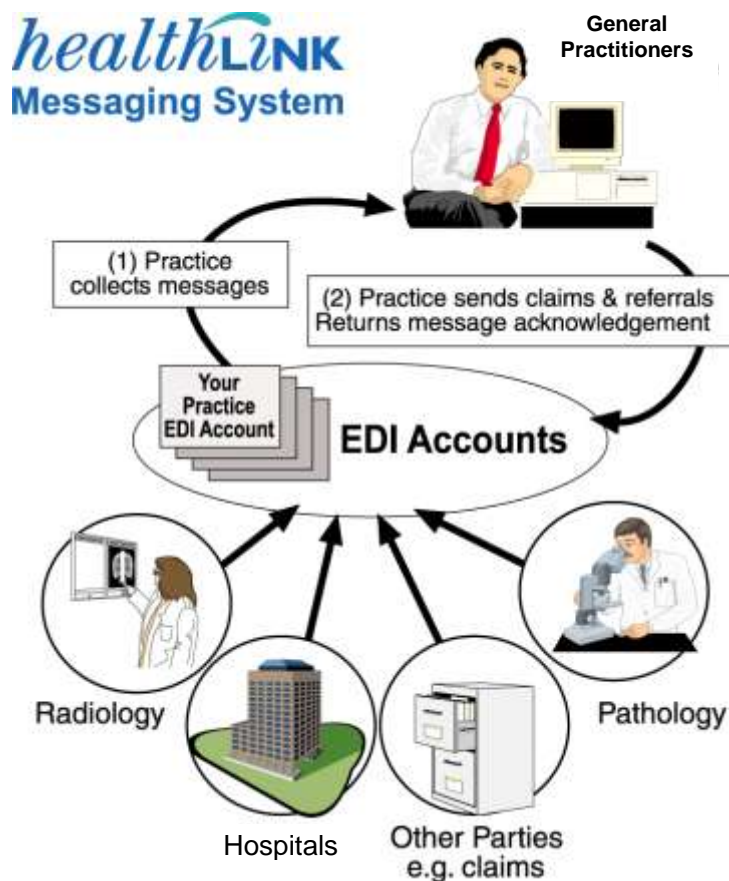
Your practice will be allocated an EDI Account, within HealthLink's Messaging Exchange. This account holds all your outgoing and incoming messages that are collected on a regular basis.

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 to.

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 the Zedmed Address book

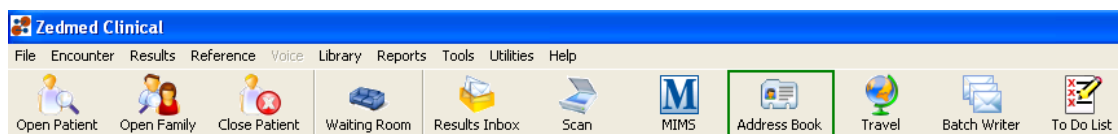
Each specialist or GP that you wish to send referrals to needs to have an address book entry with a Healthlink EDI.



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 a HealthLink EDI or a new Specialist or GP then Follow these instructions.

1. Logon to Zedmed EMR and Click on Clinical Records.
2. In Zedmed Clinical screen click on Address Book icon to add a new provider.



3. In the address book search screen click on either EDIT/Add New.
4. To add new providers populate all of the required provider details.
5. Select either **Hardcopy letter & Email** or **Email Only** option in Preferred Delivery Method.
6. Select HL7 from ESend Transport drop down box.
7. Select HealthLink from ESend Method drop down box.
8. Select Yes in Prefix Subject Line with "Letter".

Addressbook - New

Properties Locations

Details

Type of Contact: Referral Doctor

Surname/Business Name:

Given Name:

HPI-I:

Title:

Speciality:

Normal Email Address:

Preferred Delivery Method: Email Only

ESend Transport: HL7

ESend Email Address:

ESend Method: HealthLink


Prefix Subject Line with "Letter": Yes No Site Default

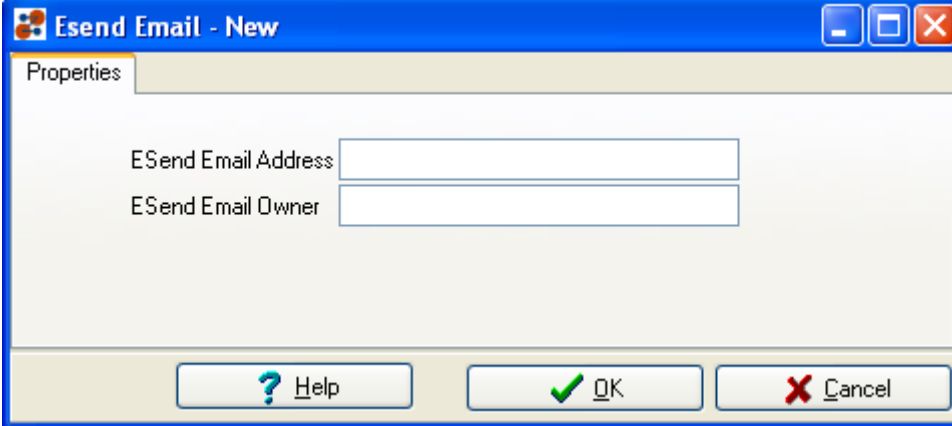
Salutation:

Default Document Template:

Default Summary Template:

Available:

9. Click  in the ESend Email Address section to add the HealthLink EDI.
10. In the ESend Email screen you can either select the HealthLink EDI or click on AddNew.
11. In the Esend Email address add **EDI NAME** and in Esend Email Owner enter the recipient providers name and click on Ok.



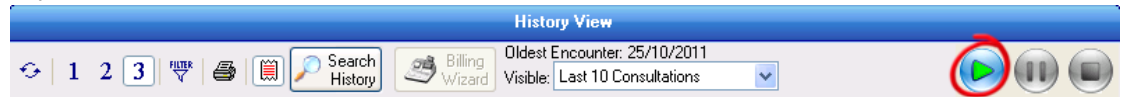
The screenshot shows a dialog box titled "Esend Email - New". It features a "Properties" tab at the top. Below the tab, there are two text input fields: "ESend Email Address" and "ESend Email Owner". At the bottom of the dialog, there are three buttons: "Help" (with a question mark icon), "OK" (with a green checkmark icon), and "Cancel" (with a red X icon).

12. Click on Ok to save and close the address book.

6 Creating and Sending a New Referral/Letter

6.1 Creating Referrals/Letters as a Doctor or Specialist

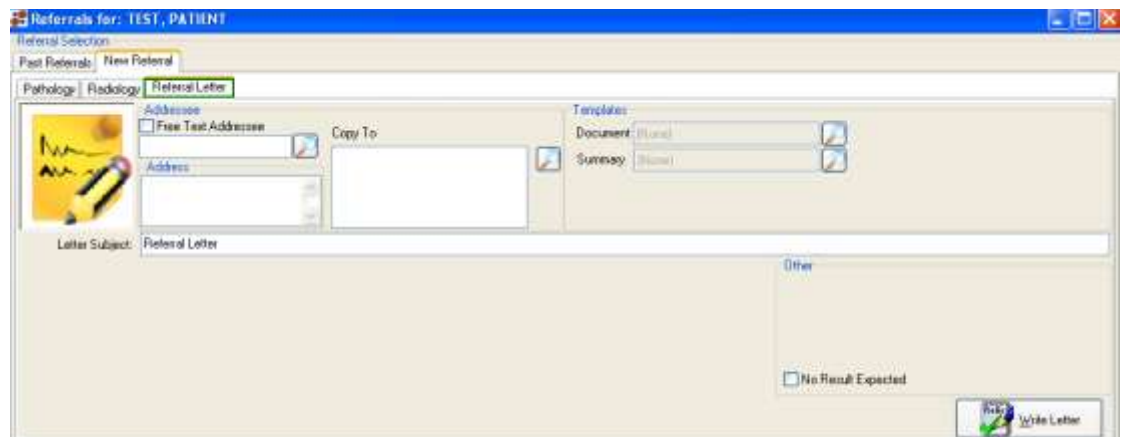
1. From the patients screen click on Start Encounter Icon or press F10 on the keyboard.





2. From the Encounter screen click on Referral Icon or Ctrl+R on the keyboard.



3. In the Referrals screen click on Referral Letter Tab.



4. Select the recipient provider in Addressee section
5. If you are using a template, select the correct template from the Documents under templates section on right of the screen.
6. Click on Write Letter button to start writing the letter.
7. In the Letter Writer screen, click on Data Tool bar Icon.
 
8. You can start writing the referral letter and insert any required data of the patient from the Data Toolbar.
9. Once you have finished writing the letter Distribute icon  to send the letter out.
10. In the Print/Send screen, un-tick print document in the Distribute Now section if there is no need to keep/send a printed copy of the message.

Print/Send

Interim Print (does not change the queue)
 Add to distribution queue if not already queued
 Add to distribution queue, even if sent previously
 Distribute Now

Send electronically to all electronic recipients
 Print Document
 Print Envelopes

Document printing preferences
 Print one copy if there is a paper recipient
 Print one copy
 Print a copy for each paper recipient
 Print a copy for each recipient

Envelope printing preferences
 Print an envelope for each paper recipient
 Print an envelope for primary recipient only
 Print an envelope for CC recipients only
 Print an envelope for every recipient

Print a copy for file
 Resend

Print envelopes without tracking



11. Click on Ok button to send the patient letter electronically.
12. You'll get a confirmation advising that the patient letter has been sent to HealthLink Referral folder. Click on Ok.

6.2 Creating Referrals/Letters as a Receptionist


A receptionist creates referrals/letters from the batch writer. A batch writer has the ability to write and distribute referrals for multiple patients at the same time.

Batch writer has the ability to save the message as to be reviewed or corrected, which needs a review from the doctors.

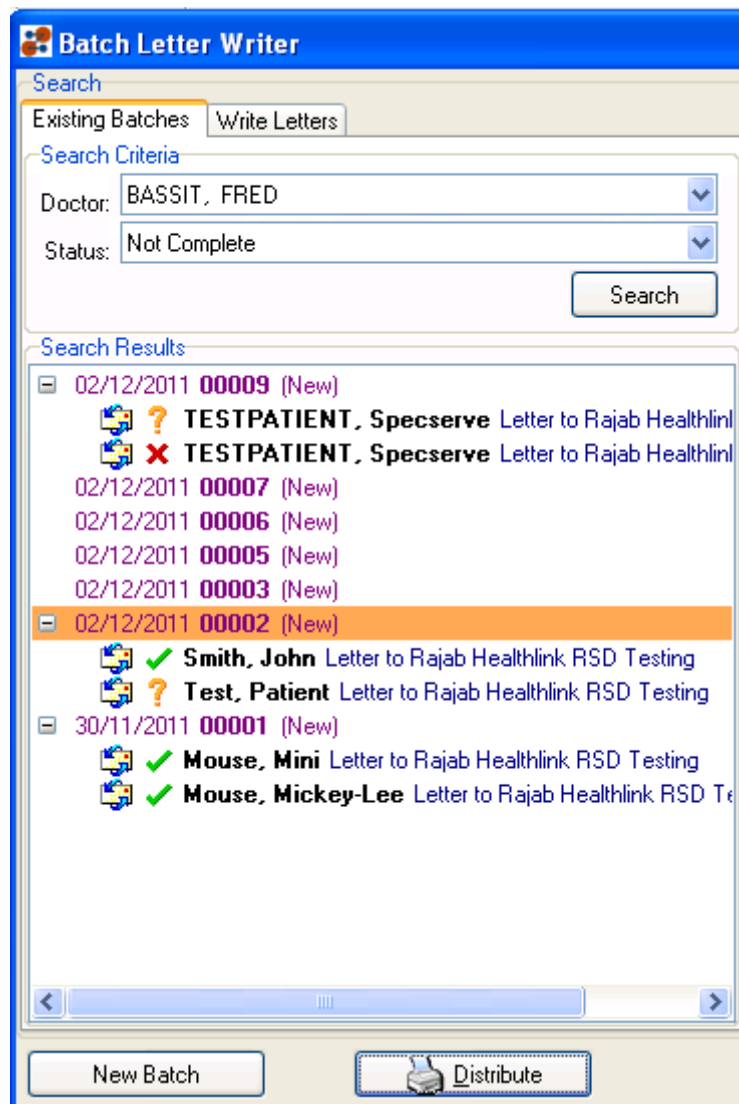


1. From the Zedmed Clinical screen click on Batch Writer Icon .
2. Click on new Batch button.
3. You can either use the search criteria to search for patients via attendance date or appointment date or you can search individual patient by clicking on the binoculars  icon.
4. The patient's names will be listed in the search results section.
5. Select individual patient and chose the addressee from the letter details section on right of the screen.

6. If you want to use a template to write the letter, search for the correct template from the templates box.
7. Click on Write Letter button to start writing the letter.

8. In the Letter Writer screen, click on Data Tool bar Icon .
9. You can start writing the referral letter and insert any required data of the patient from the Data Toolbar.
10. Once you have finished writing the letter either click on distribute icon or click on the "X" on top right of the screen.
11. You'll get a save box giving the options you can use to save the message.

12. Select the appropriate option and then click on Yes button.
13. Once all the letter are done, highlight the batch number and click on Distribute button



14. In the Print/Send screen, un-tick print document in the Distribute Now section if there is no need to keep/send a printed copy of the message.
15. Click on Ok button to send the patient letter electronically.
16. Letters for all the patient with ✓ (correct) will be sent. The ones marked as ? or ✗ needs to be reviewed, fixed and save as correct before they can be sent out.
17. You'll get a confirmation advising that the patient letter has been sent to HealthLink Referral folder. Click on Ok.
18. You'll get another screen to confirm if you want to mark the batch as complete.
19. Select Yes if all letter were sent and No if there are letters waiting to be reviewed.

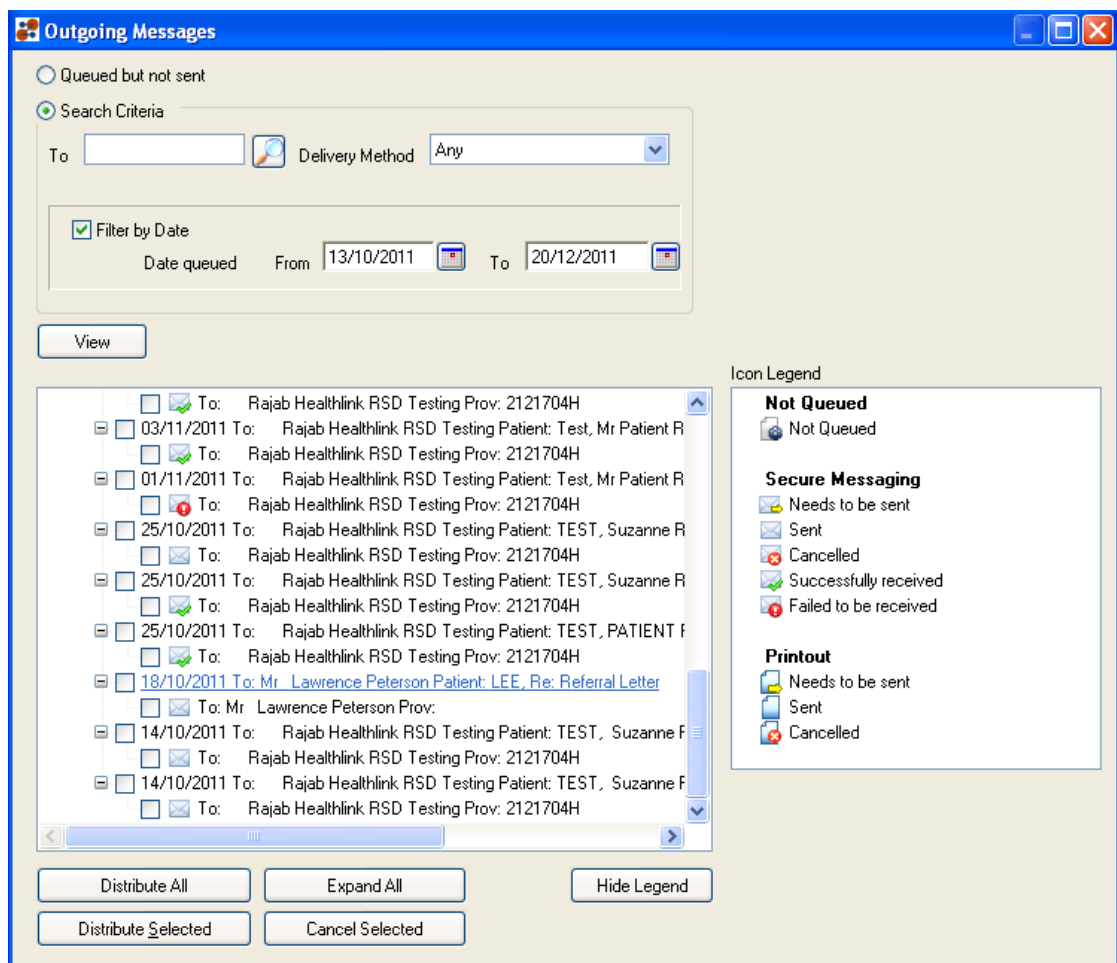
6 How do I know that my referral has been sent and received?

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 will inform you, by way of an acknowledgment. Zedmed has a facility to show Patient Referrals sent from Zedmed and the acknowledgments received for these messages.

To look up acknowledgments received for the patient referrals use the instructions below.

- 1- From Zedmed Clinical screen click on **Results>Outbox Viewer**.



- 2- In the Outgoing Messages click on Search Criteria, select the provider whom the messages were sent to.
- 3- Select electronic in the delivery method drop down box.
- 4- Select the From and To date and click on view button.
- 5- On the right of the Outgoing Message screen is an Icon Legend showing the state of the message. A green tick on the envelope icon means a positive acknowledgment was received from the recipient site indicating that the referral message was successfully received by the recipient.

- 6- A **RED** dot with exclamation mark indicates a negative acknowledgement was received. That is the referral sent was not successfully received by the recipient.
- 7- To find out the reason for a negative acknowledgment, double the red dotted envelope to open the message history screen and find out why the recipient was not able to receive the referral.

7 Appendix

7.1 Service used by Zedmed to Write the letters

Zedmed uses **Zedmed Clinical** service to write the letters to HealthLink folders. This service should be started on automatic by default and runs on Zedmed Server.

If for some reason Zedmed is not writing letter to HealthLink folders you can start this service on the Zedmed server from the Windows Services screen.

7.2 Adding templates in Zedmed

- 1- To add your own templates in Zedmed, create and save your template in **RTF** format on your computer.
- 2- Click on **Tools>Clinical WP Setup>WP Templates**
- 3- In the templates selection screen click on **File>Import Template**
- 4- In the file name book Browse to the template location.
- 5- Enter a description of the template in the description box and click on ok.
- 6- The template will appear in **My Templates** list.
- 7- To make this template accessible by other users, right click on the template name and then click on **Toggle available to all users**.



Australia

Phone toll free: 1800 125 036
7.00am – 7.00pm Monday-Friday (AEST)
Australian Fax Toll Free - 1800 151 146

Email: helpdesk@healthlink.net

Customer Support Managers

Queensland:

Nick Rowland - 0421 189 486

New South Wales:

Nikki Thrift - 0401 383 544

Victoria:

Mark McPherson - 0421 864 321

Western Australia, Southern Australia and Northern Territory:

Chris Tansell - 0412 163 302

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Australia 1800 125 036

New Zealand 0800 288 887

