

healthLINK^{SIX}6

SECURE INFORMATION EXCHANGE

BETTER PRACTICE ~ BETTER CARE

MedTech32 HealthDocs Guide

HealthLink Messaging System (HMS) 6.5.x



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1 What is HealthDocs?

Up to the point of developing HealthDocs (HDOCS), HealthLink had principally provided a service of delivering fully structured messages (e.g. RSDs) or unstructured messages (via file transfer) - there was an increasing demand to provide a transport mechanism for standard practice messages (with attachments) normally held in RTF or PDF format. HealthDocs was developed to meet this need and provides a structured format with unstructured body content.

HealthDocs is a fully integrated mechanism for sending and receiving a wide range of documents, optionally with attachments, between computer systems.

GP's want all information about a patient to be stored within their PMS. Their preferred method for correspondence is to use the referral/discharge messages as the data is searchable, however they would still rather have scanned images of paper correspondence and emails than keep this information in a paper form or use an alternative system.

The purpose of the generic document is to allow key structured information to be used to correctly exchange unstructured information between systems.

2 How does messaging work?

Your practice will be allocated an EDI Account (known as HealthLink Box in Medtech32), located within HealthLinks' 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.

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 HealthLinks' secure network over an internet connection at your surgery.

3 Benefits for using HealthDocs

Once a 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.

The size of the HDOCs files sent range from 1kb to 2MB. Over 98% of this overall size can be used to allocate attachments, allowing for a large amount of information to be contained within each message.

As part of the messaging 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 HDOCS message. Listed below are software packages that are able to receive electronic HDOCS messages:

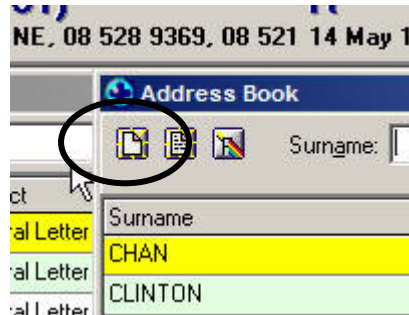
Software Name	Software Vendor
MedTech32 V16/V17	MedTech Global

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

5 Setting up MedTech32 Address Book

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

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



Fill in the appropriate details

View Address Book

Dr Donald Duck (AD)

Main | Postal Details | More | Notes | Audit

Name

Code: AD

Surname: DUCK

First Names: DONALD Title: Dr

Preformatted Name: Dr Donald Duck

Contact Details

Street: 107 Imagine Street

Suburb: MARGATE BEACH

State: QLD Post Code: 4019

Residence:

Home Phone:

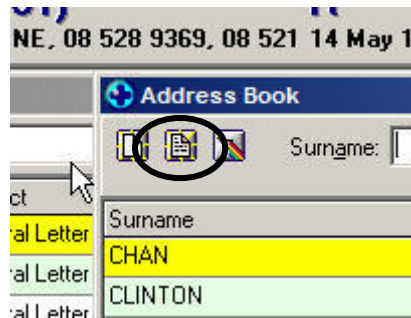
Work Phone: 07 3248 9754

Inactive:

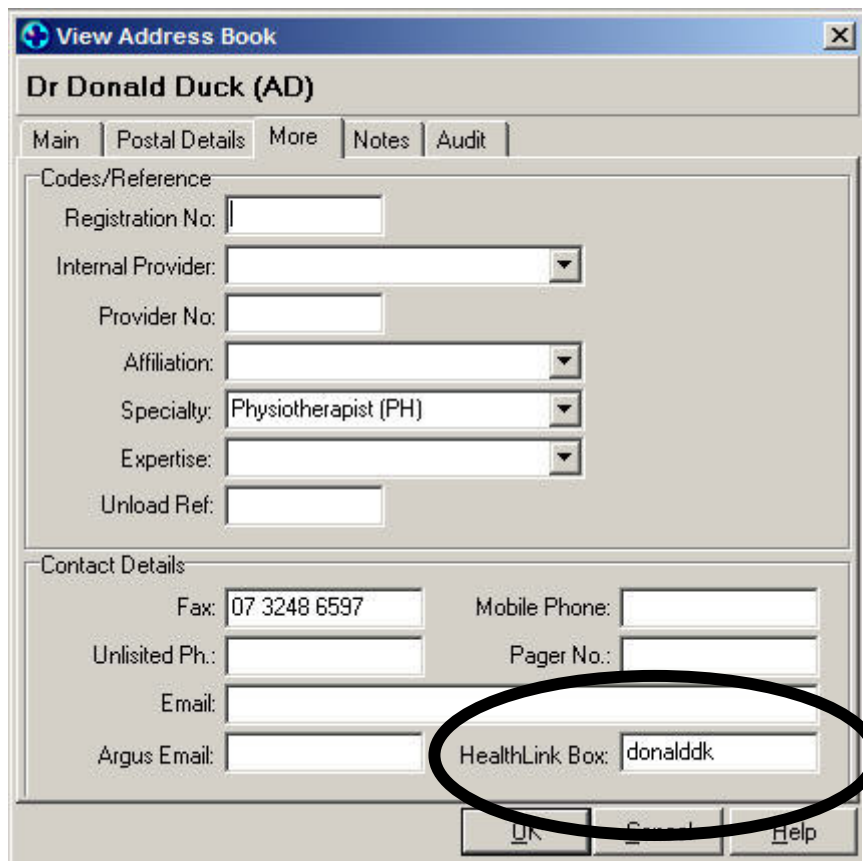
OK Cancel Help

Click the **OK** button.

To edit existing practices' address book entry, go to **Setup / Agencies / Address Book**. Click on the **Open** icon.



To enter the **HealthLink Box** (EDI Account) click on the **More** tab. Enter the EDI Account name in **HealthLink Box** field.



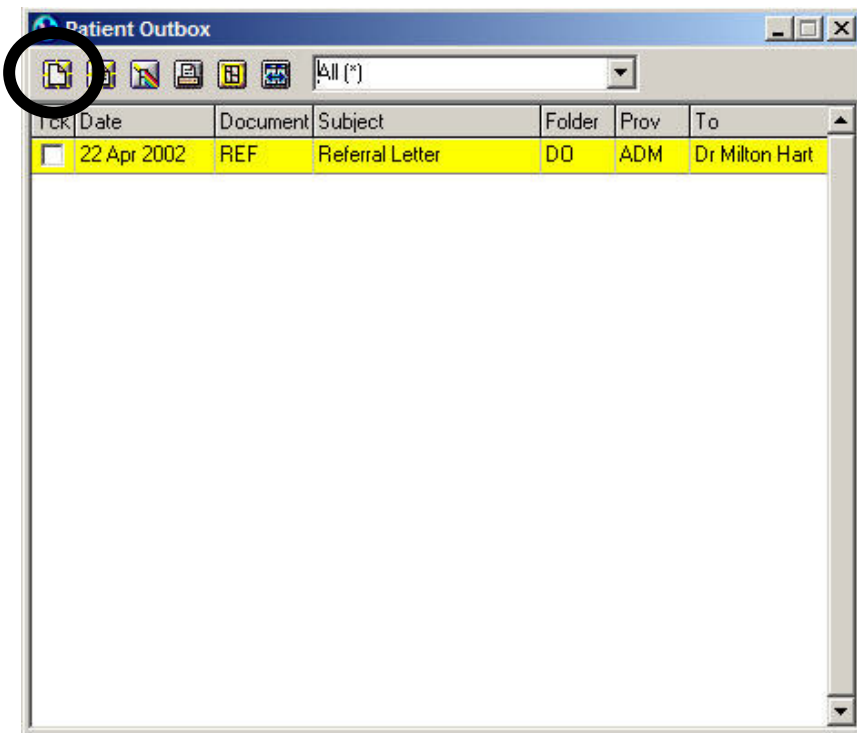
Press **OK** to save.

6 Setting up the HealthDocs Outbox Document type

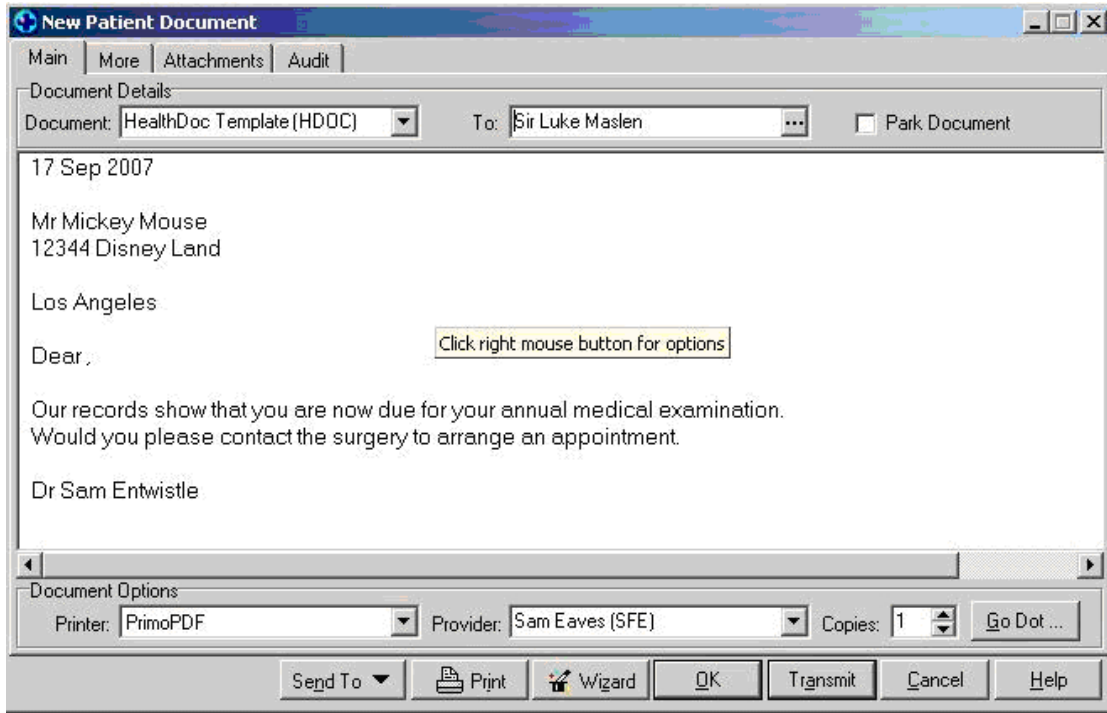
You will require a HealthDocs Outbox document to be configured in Medtech 32. Instructions on implementing this can be found on page 25 of the Medtech V16 release notes, available from Medtech Ltd. You may wish to contact Medtech to obtain assistance with this.

7 Sending electronic messages

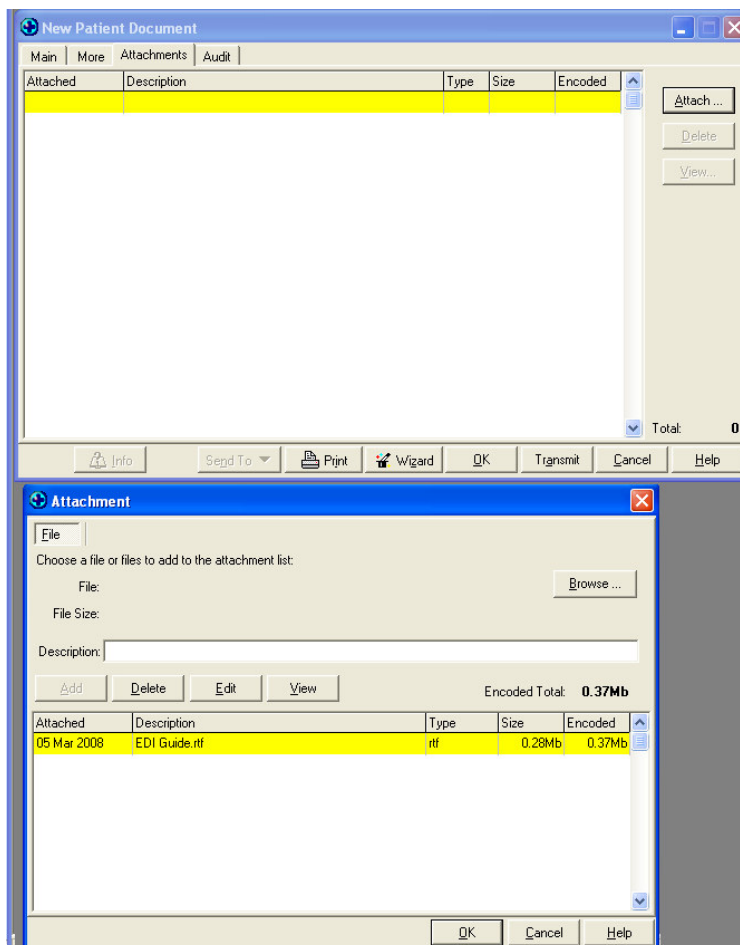
All HDOCS messages are processed from the Patient Outbox. So you will need to have a patient opened in MedTech to create a HDOCS message. To open the patients outbox click **Module / Outbox / Patient Outbox**. The Outbox will list all previously prepared letters. To generate a new one, click the **New** icon.



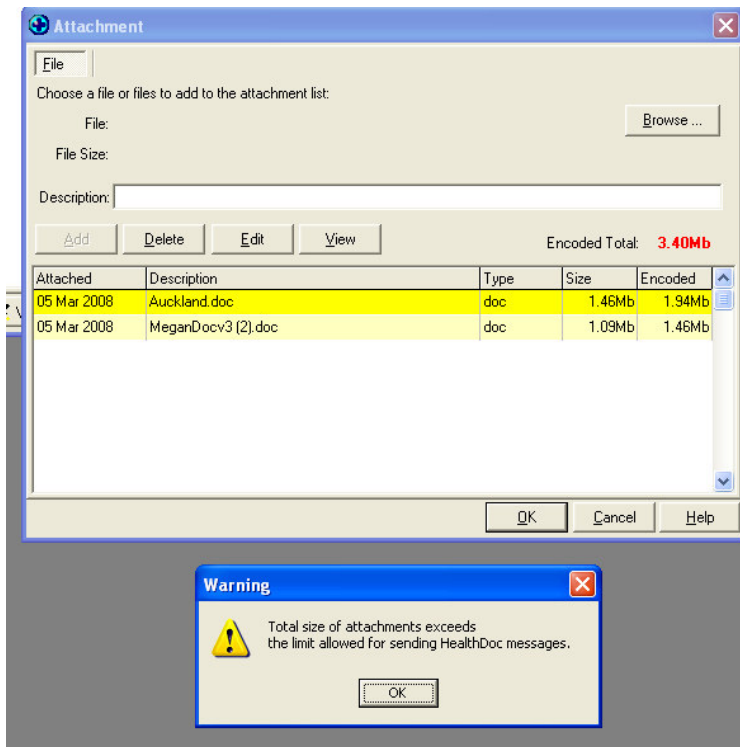
Choose the letter template that you wish to use from the **Document** field. This should be coded as HDOC and use the **To** field for your recipient name.



In order to attach files, please click on the attachments tab at the top of the window. You will be presented with the below screen, from which you can click the attach button and browse for files:



If you attach more than 2mb Medtech will show the **Encoded Total** in a red colour, indicating that you have exceeded the limit of what can be attached to a HealthDocs message. You will see the below error should you try to progress further:

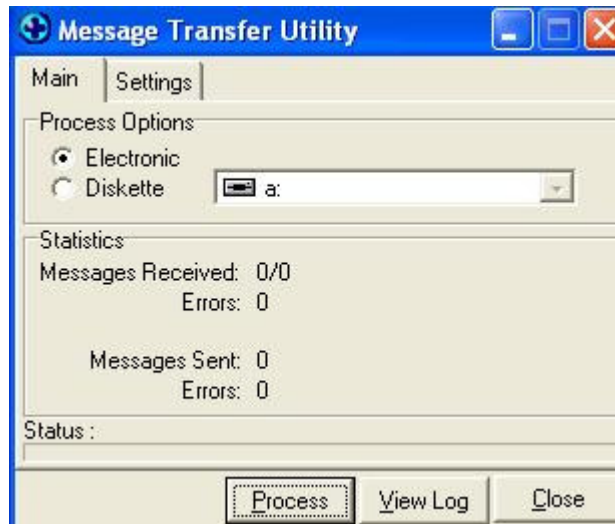


Once you are happy with the message, click Transmit on the main tab.

8 Preparing messages for HealthLink

This is the final step for sending any type of HDOCS messages. The entire process can be automated using the Medtech32 scheduler.

On the machine where you have HealthLink installed, use the Message Transfer Utility to queue your message for sending. Click on **Tools / Message Transfer / Message Transfer Utility**. Click **Process**.



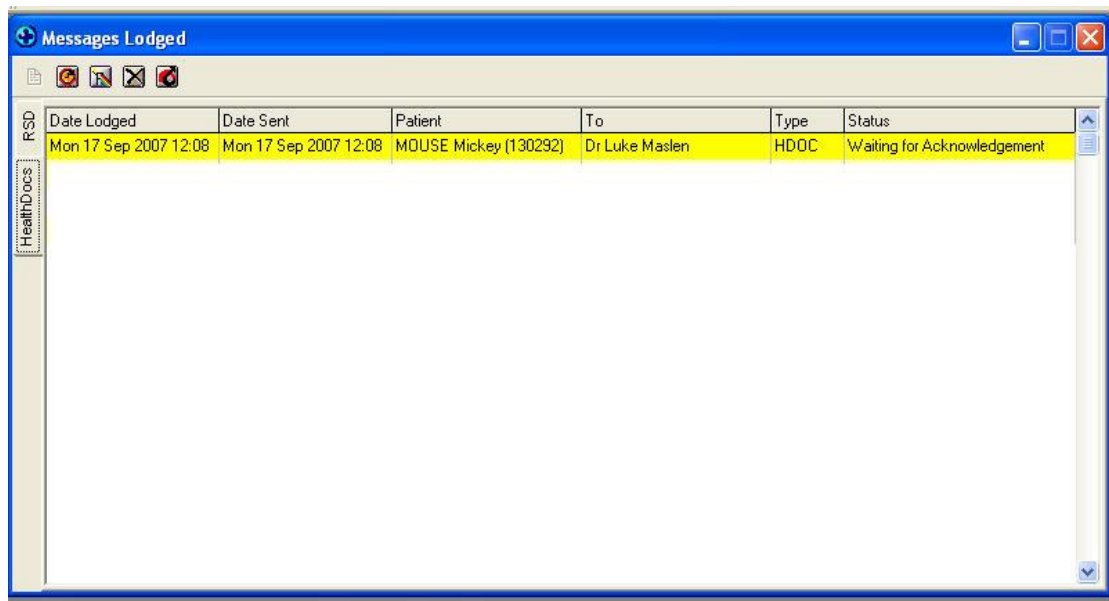
You may already have this entire sending process automated for results, so it may not be necessary to do this manually.

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.

To check whether messages have been successful or not, click on **Tools / Message Transfer / Messages Lodged**.



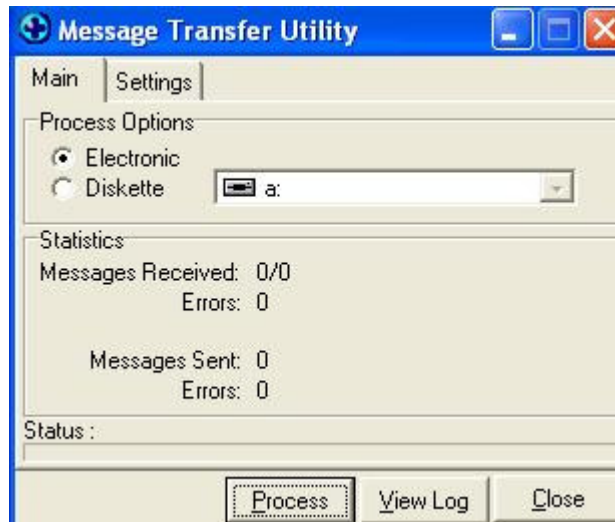
In order to check HealthDocs messages, click the HealthDocs tab on the left side.

It is important to follow up any messages that show errors, or if it has been more than 10 days that an acknowledgment has not been received. Using the **Resend** button will queue the message for sending again.

Status	Description
Unsent Message	New message has NOT been given to HealthLink
Waiting for Acknowledgement	New message has been given to HealthLink and is awaiting an acknowledgement
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.

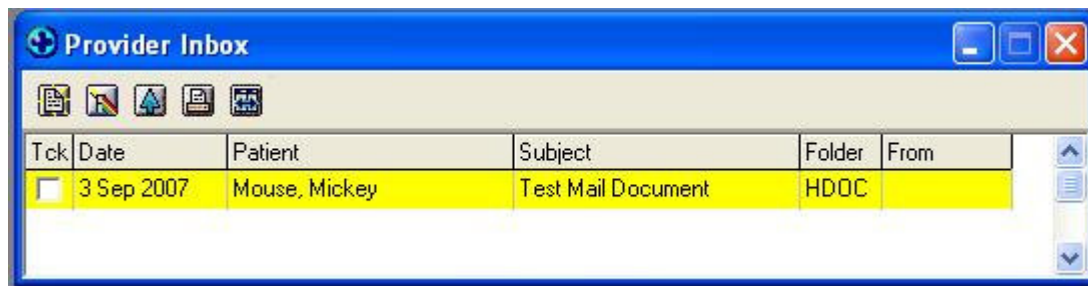
10 Receiving HDOCs

Once HealthLink has received your messages, you need Medtech32 to process them. To do this, on the machine where you have HealthLink installed, use the Message Transfer Utility to queue your message for sending. Click on **Tools / Message Transfer / Message Transfer Utility**. Click **Process**.

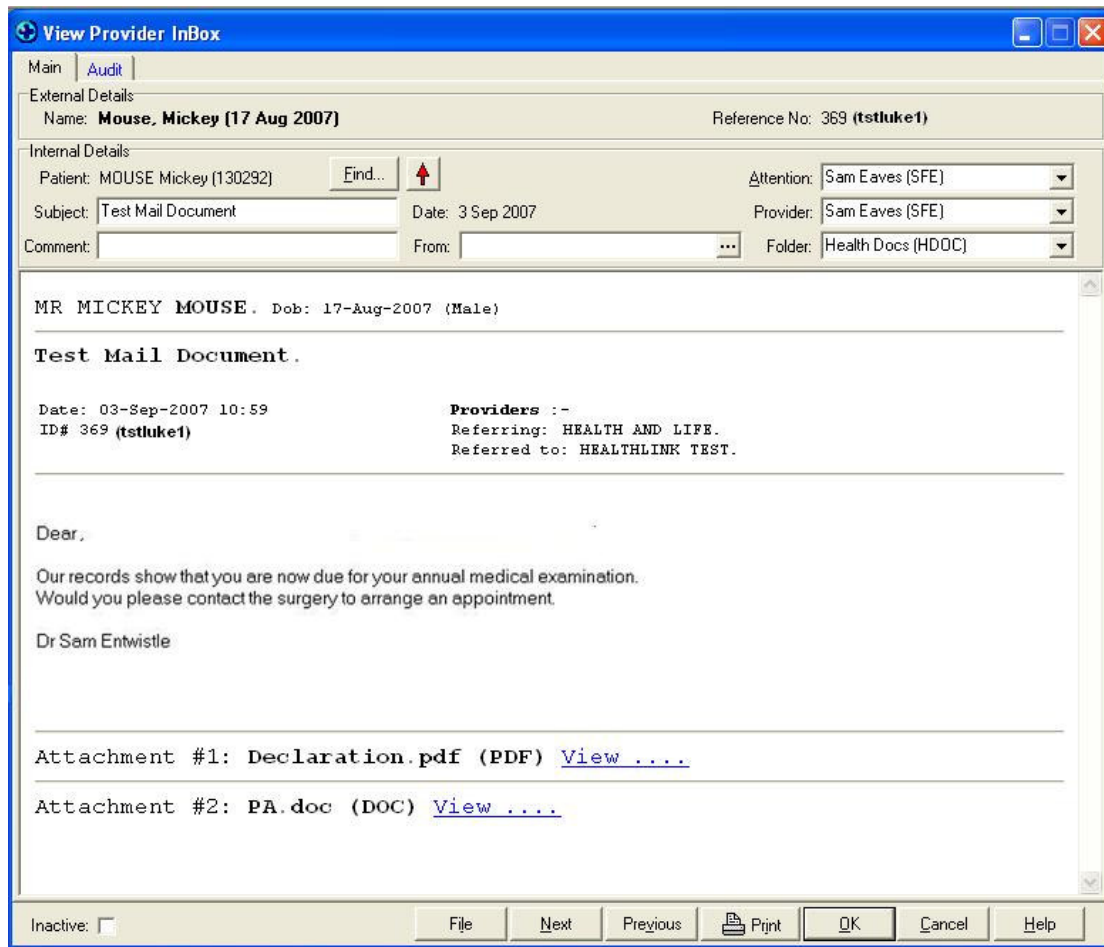


Any new messages will appear in the Providers Inbox. If Medtech32 can match the file to a patient in the database, the message will also appear in the Patient Inbox.

To access the Provider Inbox, go to **Module / Inbox / Provider Inbox**.



To view a message double click on the message.



Use **File** to permanently store the report with the patient in the Patient's Inbox. **Module / Inbox / Patient Inbox**. Once a message has been filed, it will be cleared from the Provider's Inbox.

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