GP Complete e-referral Guide

GP Complete
December 2013
Document Control

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</tbody>
</table>
# Table of Contents

1. **Introduction**……………………………………………………………………………………………………...5
   1.1 HealthLink Service and Support………………………………………………………………………………...5

2. **Before you begin**……………………………………………………………………………………………………...5
   2.1 Duty of Care……………………………………………………………………………………………………...5
   2.1.1 Checking for non-acknowledged correspondence:…………………………………………………………...5
   2.2 System Requirements for HealthLink ………………………………………………………………………...5

3. **How does HealthLink messaging work?**…………………………………………………………...6

4. **Setting up the GP Complete Address book** ……………………………………………………………...7
   4.1 Adding Recipient Providers in GP Complete ……………………………………………………………7
   4.2 Updating existing recipient providers in GP Complete …………………………………………………...8

5. **Creating a New Referral/Letter** …………………………………………………………………………………...8

6. **How do I know that my referral has been sent and received?** …………10

7. **Appendix** ………………………………………………………………………………………………………...10
   7.1 Rejected Letters …………………………………………………………………………………………………10
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 Before you begin

2.1 Duty of Care

2.1.1 Checking for non-acknowledged correspondence:

The sending site is responsible for ensuring that the duty of care has passed on to the next provider. With electronic correspondence this is much simpler. HL7 specifications include the ability to return acknowledgements from the recipient back to the sender. It’s the sender’s “Duty of Care” to follow up sites that are not acknowledging or negatively acknowledging sent letters or reports. GP Complete EMR System offers a status view of the sent correspondence.

Most EMR Systems do include a log of the electronic correspondence status. This enables the sender to follow up on any recipients who have not “acknowledged” the correspondence sent to them.

If the sender within 48hrs receives no acknowledgement it is important to contact the recipient and ensure the correspondence was received for the first time (some EMR Systems will not send back an acknowledgement). If the recipient did not receive the correspondence, it is important to send a manual copy immediately and then contact HealthLink Helpdesk on the contact number printed on the back of this guide for further assistance.

2.2 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 Discharge Summaries, Status Updates, Pathology and Radiology results.
3 How does HealthLink messaging work?

Your practice writes a letter and sends to another practice via the Facility ID (or Healthlink EDI) address for the recipient site using MDExchange.

All referral message transfers happen through the HealthLinks Interconnects secure network over an internet connection at your surgery.
4 Setting up the GP Complete Address book

4.1 Adding Recipient Providers in GP Complete

1- From GP Complete menu click on Administration>Address Book>Add

2- Add the provider in Address Book. Update Electronic Message section with healthlink details.

3- Update the client drop down box with HLink, Id with messaging address and chose message format of either PDF or RTF.

4- Click on Save button to save new provider details.
4.2 Updating existing recipient providers in GP Complete

1- From GP Complete menu click on Administration>Address Book> Search
2- In the Address Book screen search for recipient provider.

3- Double click on the provider and update Electronic Message section with messaging details.
4- Update the client drop down box with Hlink, Id with **messaging address** and chose message format of either **PDF** or **RTF**.

5- Click on Save button to save provider details.

5 Creating a New Referral/Letter

1- From GP Complete menu click on **Patient>Search** and search for patient.

2- Double click on patient name.
3- Click on **Correspondence** icon on the left of the patient screen.
4- Click on Letter Writer button in Correspondence section.

5- Complete the referral letter using Letter Writer screen and click on File> Email> Send.

6- Search for the recipient provider from the Address Book screen and double click on the recipient provider and then click on Send button.

N.B. Copy to Doctor can be added using the Copy To Doctor section in address book screen.

7- Once the message is sent, GP Complete will pop a confirmation box. Click on Ok button.
6 How do I know that my referral has been sent and received?

Once the messages are sent it can be monitored from sent section of correspondence screen.

Email status will indicate if the referral letters sent was received by the recipients.

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7 Appendix

7.1 Rejected Letters

If HealthLink does reject an outbound letter this will be moved to C:\HLINK\HL7_out\RSADA\rejected (on the computer HealthLink is installed).

It is important to open the rejected folder regularly, if any files are present in the rejected folder then open in “notepad” and find the patient name within the file.

It would then be suggested to print and Mail/Fax a copy of the letter until the problem can be found and fixed.

For any help with troubleshooting the error you can call HealthLink Helpdesk on the contact number printed on the back of this guide.
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

eHealth Business Managers
New South Wales:
Rina – 0450 418 826

Queensland:
Nick Rowland - 0421 189 486

National eHealth Manager
Nikki Breslin - 0401 383 544
If there is a communication problem
Make it our problem

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