Health IT Vendor Partners

HealthLink recognises that clinical messaging requires the participation of three or more organisations and these organisations need to work together to provide an end-to-end process. In order to achieve this, HealthLink has developed support relationships with the major information technology vendors in the New Zealand and Australian health sectors.

HealthLink works very closely with all of the major practice management system (PMS) vendors and runs their software on a support virtual machine (VM) server so that when troubleshooting sites, the support team can look at what a working PMS system should be doing. To further improve delivery of a seamless service, integration guides are created to aid installers to configure the interface between the Practice Management System (PMS) and the HealthLink application. Guides can be found on the HealthLink resources website.

HealthLink has a significant track record in dealing with system vendors and has contractual relationships in place with all of the major vendors. HealthLink works with all vendors and especially closely with over 100 information technology vendors in the New Zealand and Australian health sectors:

- Testing and accrediting new releases of software
- Cross-training of support staff
- Linking support documentation
- Trouble-shooting on problem sites.

HealthLink is set up to provide a range of support and assistance to PMS vendors and most importantly has staff who the PMS vendors recognise as industry experts.

To discuss integrating your software with HealthLink, please contact:

Kyle Macdonald, Manager - Vendor Integration:
AU: 1800 125 036 extn: 7206
NZ: 0800 288 887 extn: 7206
Email: Kyle.Macdonald@healthlink.net

Australian and New Zealand Partners