

# healthLINK

BETTER PRACTICE - BETTER CARE

## Zedmed RSD Guide



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## Document Control

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10/07/2012	2.0	19.00	Rajab	Zedmed Document Handling Option added in Appendix.	Yes
16/08/2012	2.2	19.00	Rajab Nabi	Added Duty of Care section.	Yes

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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 Duty of Care

#### 3.1.1 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 includes the ability to return acknowledgements from the recipient back to the sender. It is the senders "Duty of Care" to follow up sites that are not acknowledging or negatively acknowledging sent letters or reports. Many sending applications offer 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 no acknowledgement is received by the sender within 48hrs 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.

### **3.1.2 Rejected Letters:**

If HealthLink does reject an outbound letter this will be moved to C:\HLINK\HL7\_out\RSDAU\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.

## **3.2 System Requirements for Zedmed**

You require Zedmed 19.00 and above to utilize this feature.

## **3.3 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?

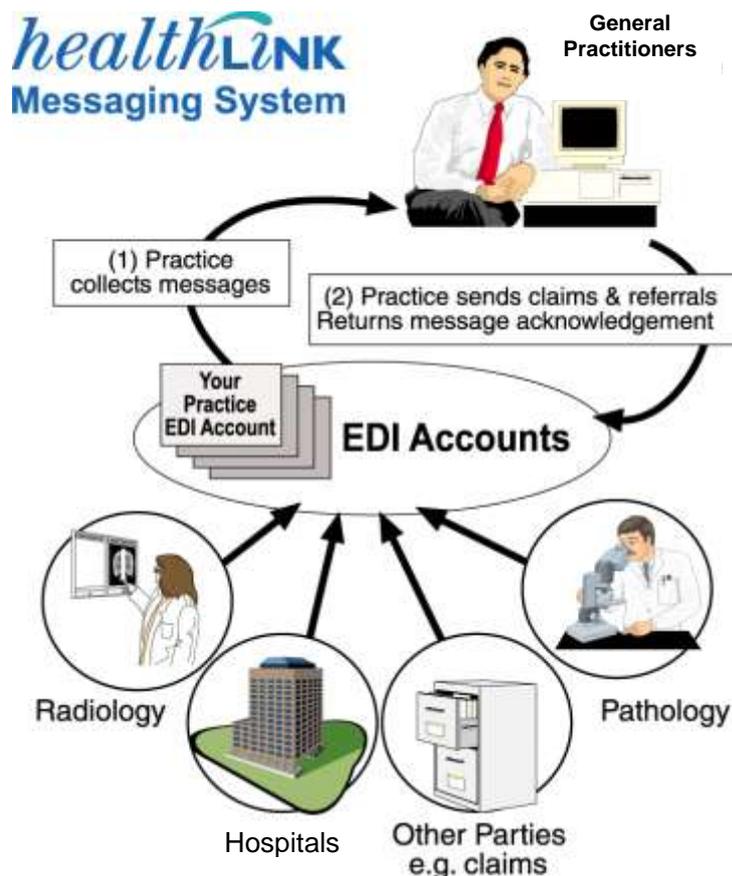
Your practice will be allocated an EDI Account, within HealthLink's Messaging Exchange. This account holds all your outgoing and incoming messages that are collected on a regular basis.

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

For each specialist or GP that you wish to send letters/referrals to there needs to be an address book entry with the recipient 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 your Healthlink eHealth Business Manager for your state to discuss secure messaging in your region and arrange for access to Healthlink User Directory.

To add a HealthLink EDI to a new or existing Specialist\GP follow the instructions below.

1. Log into Zedmed Clinical and click on Clinical Records.
2. In the Zedmed Clinical screen click on the Address Book icon to add/edit an address book entry.



3. In the address book search screen click on either EDIT or Add New.
4. To add a new address book entry populate all of the required details.

Details

Type of Contact	Referral Doctor
Family/Business Name	Duck (HL)
Given Name	Donald
HPI-I	<input type="text"/> <input type="button" value="Search HI Service"/>
Title	<input type="text"/>
Speciality	<input type="text"/>
Normal Email Address	<input type="text"/>
Preferred Delivery Method	Email Only
ESend Transport	HL7
ESend Email Address	pmsgenie <input type="button" value="X"/> <input type="button" value="Search"/>
ESend Method	HealthLink



“HL” in the doctors name indicates the doctor uses HealthLink as a messaging provider. This makes it easier to select the correct doctor while creating letters.

5. Select either the **Hardcopy letter & Email** or **Email Only** option in Preferred Delivery Method.
6. Select HL7 from the ESend Transport drop down box.
7. Select HealthLink from the ESend Method drop down box.
8. Select Yes in the 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 Esend Email address add the Healthlink **EDI** and in Esend Email Owner enter the recipient or practice name and click on Ok.

**Esend Email - New**

Properties

ESend Email Address: \_\_\_\_\_

ESend Email Owner: \_\_\_\_\_

? Help    ✓ OK    ✗ Cancel

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

There are multiple doctors/specialists who may share the same HealthLink EDI. To facilitate this in Zedmed add the HealthLink EDI once in the **ESend Email** with the practice/orginasation name.

Once ESend Email is configured this can be used for multiple address book entries in the Zedmed Address book selecting this as their **ESend Method**.

## 6 Creating and Sending a New Referral/Letter

### 6.1 Creating Referrals/Letters as a Doctor or Specialist

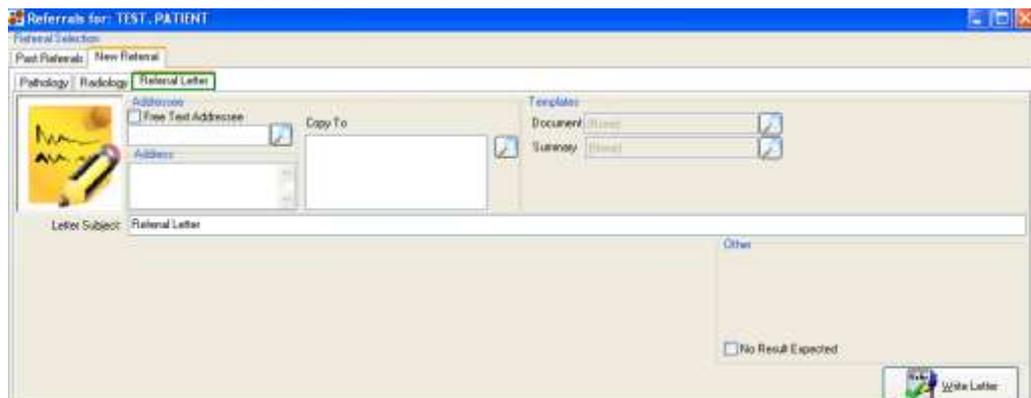
1. From the patients screen click on the Start Encounter Icon or press F10 on the keyboard.



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



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



4. Select the recipient Dr/Specialist in the Addressee section

**Address Book Search**

Name

Suburb

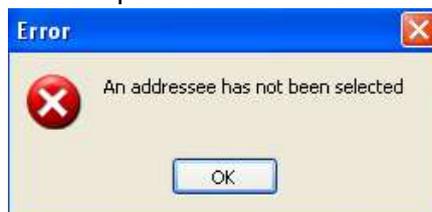
Speciality

Type of Contact

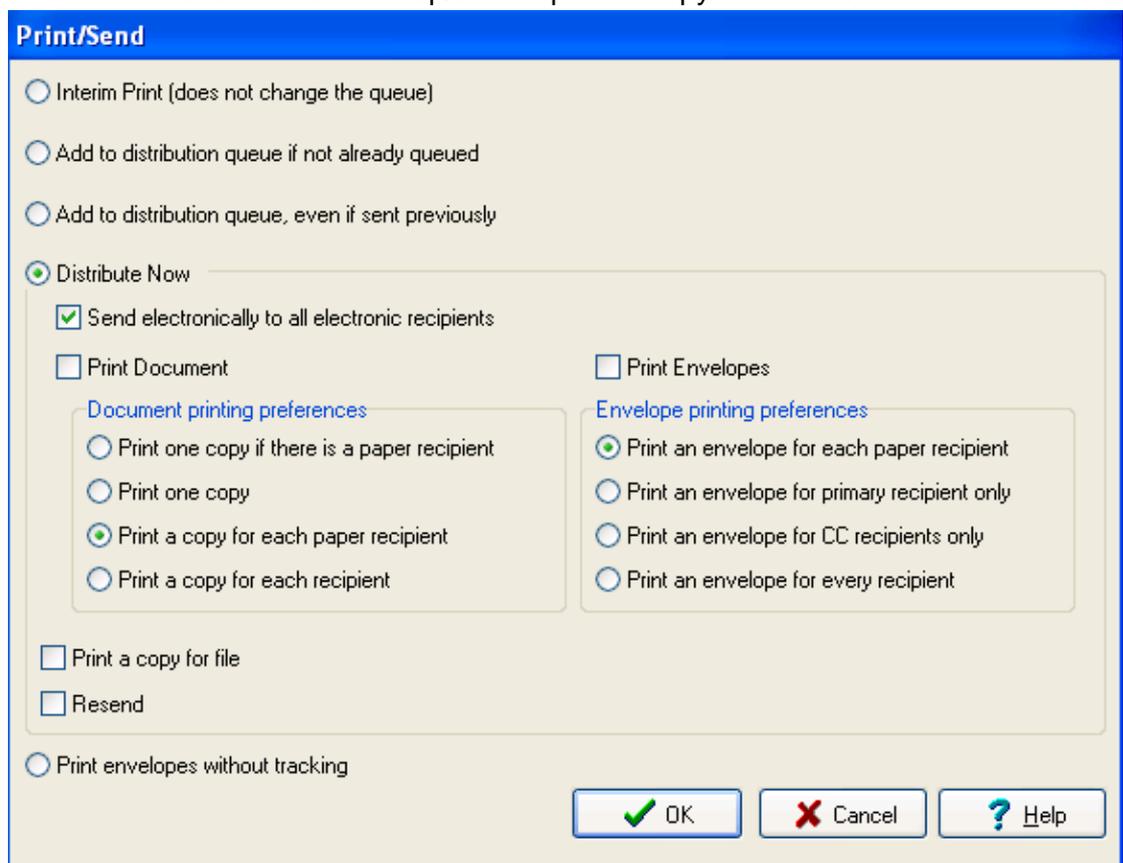
Full Name | Work Phone Number | Address

Duck (HL), Donald

5. If no recipient is selected following error message will be displayed.



6. If you are using a template, select the correct template from the Documents field located under the templates section on right of the screen.
7. Click on the Write Letter button to start writing the letter.
8. In the Letter Writer screen, click on the Data toolbar Icon. 
9. You can start writing the letter and insert any required data of the patient from the Data toolbar.
10. Once you have finished writing the letter click the Distribute icon  to send the letter out.
11. 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 letter.



The image shows a 'Print/Send' dialog box with a blue header. It contains several radio button options for distribution: 'Interim Print (does not change the queue)', 'Add to distribution queue if not already queued', 'Add to distribution queue, even if sent previously', and 'Distribute Now' (which is selected). Under 'Distribute Now', there are checkboxes for 'Send electronically to all electronic recipients' (checked), 'Print Document', and 'Print Envelopes'. Below these are two sections: 'Document printing preferences' with radio buttons for 'Print one copy if there is a paper recipient', 'Print one copy', 'Print a copy for each paper recipient' (selected), and 'Print a copy for each recipient'; and 'Envelope printing preferences' with radio buttons for 'Print an envelope for each paper recipient' (selected), 'Print an envelope for primary recipient only', 'Print an envelope for CC recipients only', and 'Print an envelope for every recipient'. At the bottom, there are checkboxes for 'Print a copy for file' and 'Resend', and a radio button for 'Print envelopes without tracking'. Three buttons are at the bottom right: 'OK' (with a green checkmark), 'Cancel' (with a red X), and 'Help' (with a question mark).

12. To send the patient letter electronically via Healthlink click the Ok button.
13. Confirmation will be displayed advising that the patient letter has been sent electronically. Click on Ok.

## 6.2 Creating Referrals/Letters as a Receptionist

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

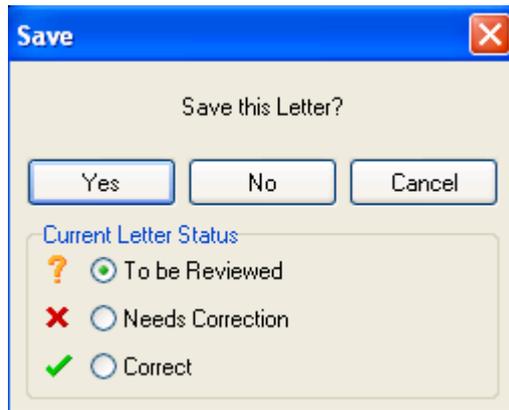
The batch writer has the ability to save the message as to be reviewed or corrected, which needs to be reviewed by a doctor before sending.



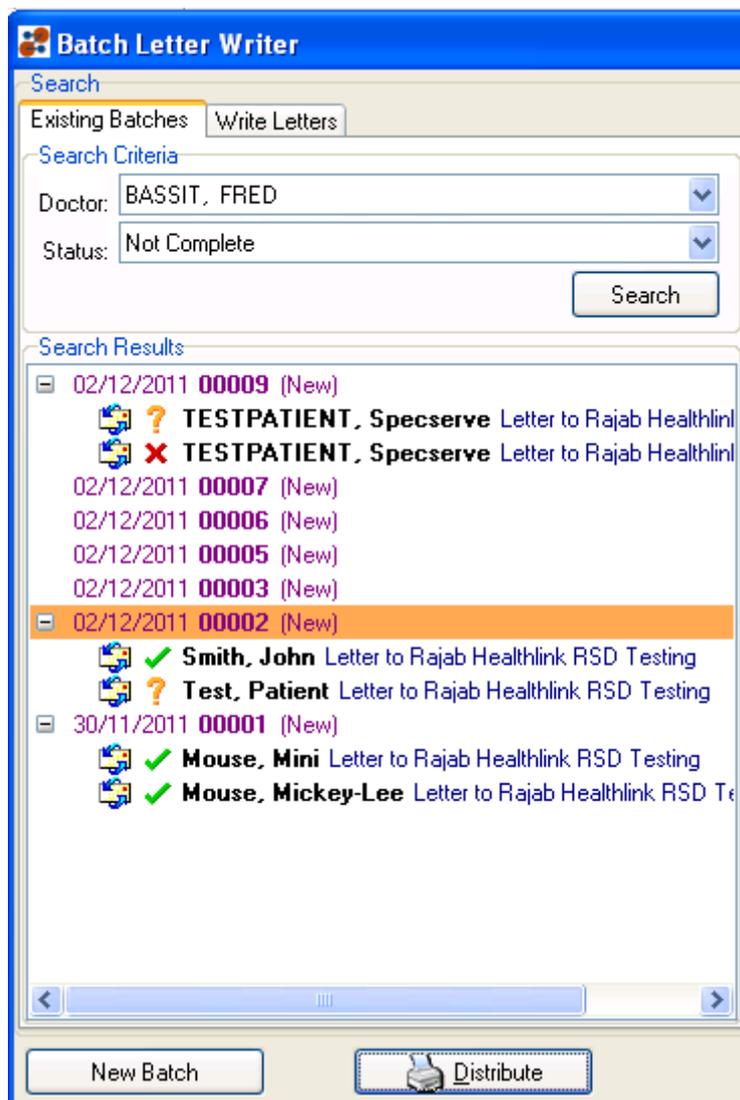
1. From the Zedmed Clinical screen click on the Batch Writer Icon .
2. Click on the New Batch button.
3. You can either use the search criteria to search for patients via their attendance date or appointment date or you can search for an individual patient by clicking on the binoculars  icon with patient's names listed in the search results section.
4. Select the correct patient and chose the addressee from the letter details section on right of the screen.
5. If you wish to use a template to write the letter, search for the correct template from the templates box.
6. Click on the Write Letter button to start writing the letter.

7. In the Letter Writer screen, click on the Data toolbar Icon .
8. You can start writing the letter and insert any required data for the patient from the Data toolbar.
9. Once you have finished writing the letter either click on the Distribute icon or click on the "X" on top right of the screen.

10. You will then have a save box giving the options you can use to save the letter.



11. Select the appropriate option and then click on the Yes button.
12. Once all the letter is complete, highlight the batch number and click on the Distribute button



13. If there is no need to keep or send a printed copy of the letter, in the Print/Send screen, un-tick print document in the Distribute Now section.
14. To send the patient letter electronically click on the Ok button.
15. Letters for any patients marked with a ✓ (correct) will be sent. The ones marked as ? or ✗ need to be reviewed, fixed and saved as correct before they can be electronically sent.
16. Confirmation will be displayed advising that the patient letter has been sent electronically. Click on Ok.
17. You will get another screen to confirm if you want to mark the batch as complete. Select Yes if all letters were sent and No if there are letters waiting to be reviewed.

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

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

Once you have sent a letter electronically, the recipient's system will inform you electronically by way of an acknowledgment. Zedmed has the facility to show a record of Patient Referrals sent from Zedmed and the acknowledgments received for these letters.

To look up acknowledgments received for electronic patient referrals/letters follow the instructions below.

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

The screenshot displays the 'Outgoing Messages' interface. At the top, there are radio buttons for 'Documents', 'Messaging Acknowledgements sent in Response to incoming Documents', and 'Transport Response Messages received in response to messaging acknowledgments sent by us'. Below this, there are more radio buttons for 'Queued but not sent' and 'Search Criteria'. The 'Search Criteria' section includes 'Addressee from Address Book' (selected) and 'PCEHR/SEHR'. The 'To' field is set to 'Dr Rajab Healthlink'. There are dropdown menus for 'Repositories' and 'Secure Messaging Status' (set to 'Any'). A 'Filter by Date' section has 'From' and 'To' date pickers (11/07/2012 and 18/07/2012) and a 'Delivery Method' dropdown set to 'Electronic'. A 'View' button is present. The main area shows a list of 'Referral Letters' with columns for date, recipient, and subject. One entry is highlighted in yellow: '18/07/2012 To: Dr Rajab Healthlink RSD Testing Prov: 2121704H'. An 'Icon Legend' on the right shows 'Not Queued' and 'Secure Messaging'.

- 2- In the Outgoing Messages screen, click on the Document option and then in Search Criteria, select the person to whom the letter was sent.
- 3- Select Electronic in the delivery method drop down box.
- 4- Select the From and To dates and click on the View button.

5- On the right of the Outgoing Message screen is an Icon Legend displaying the status of the electronic letter. A green tick on the envelope icon means a positive acknowledgment was returned from the recipient site indicating that the letter was successfully received.

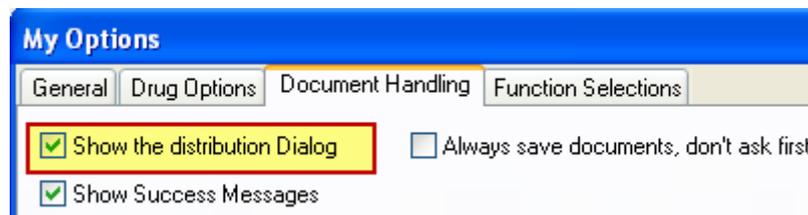
A **RED** dot with exclamation mark indicates a negative acknowledgement was received. This indicates the electronic letter sent was not successfully received. To find out the reason for any negative acknowledgment, double click the red dotted envelope to open the message history screen. This will display why the recipient was not able to receive the electronic letter.

## 7 Appendix

### 7.1 Setting up Document Handling in Zedmed

For Zedmed to show the distribution Dialog box and to successfully write letters to the HealthLink send folders, the Show the distribution Dialog check box needs to be ticked in Document Handling tab.

- 1- From the Zedmed Clinical screen go to Tools>My Options and click on the Document Handling Tab. The **Show the distribution Dialog** should be ticked.



### 7.2 The service used by Zedmed to Write the letters

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

If Zedmed fails to save distributed electronic letters to the HealthLink folders you may need to start this service on the Zedmed server from the Windows Services screen.

### 7.3 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 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 the **My Templates** list.
- 7- To make this template available for other users, right click on the template name and then click on **Toggle available to all users**.



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