

GUIDE FOR USING HEALTHLINK WITH ZEDMED SOFTWARE

Please note, this information sheet is part of our **Secure Messaging in General Practice** suite of resources that includes videos and instructional information for explaining how to use Argus, ReferralNet or Healthlink for sending patient information using encrypted communications.

They are part of Western Victoria Primary Health Network's commitment to improving access to and use of digital health tools in western Victoria.

Access other resources in this series via our website: westvicphn.com.au/securemessaging

Setting up Address Book

Adding a new Specialist or GP

- Select **Address Book**
- Select **Add New**
- Fill in the appropriate provider details.
- Select **HealthLink** from the drop-down box under ESend Method.
- Select search icon.
- Select an existing email address or click **Add New**.
- Tick the **Include PDF in letters**. **Note:** This should only be ticked if the receiving site is able to receive PDF format. You are able to check the capabilities of the receiving sites software please go to the HealthLink Directory. If they are unable to receive PDF, please check other options.
- Select **OK** to add new provider.

Updating an existing specialist or GP

- Open address book.
- Search for the provider using the search options in the search address book screen.
- Double click on the provider from the search results to open the provider details.
- Update the Preferred Delivery Method.
- Select **HealthLink** from the drop-down box under ESend Method.
- Tick the **Include PDF** in letters. **Note:** This should only be ticked if the receiving site is able to receive PDF format. You are able to check the capabilities of the receiving sites software please go to the HealthLink Directory. If they are unable to receive PDF, please check other options.
- Select the **Search** option and add the ESend Address information for the contact.
- Select **OK** to save the changes to the provider.

Sending referrals

Duty of care

The sending site is responsible for ensuring that the duty of care has passed onto the next provider. With Electronic correspondence this is much simpler. HL7 specifications include the ability to return acknowledgements from the recipient back to the senders. It is the Senders "Duty of Care" to follow up sites that are not acknowledging.

If the sender does not receive an acknowledgement within 48 hours 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 contact the HealthLink Helpdesk.

Creating a new referral or letter

- Referral letters can be created from the patient clinical window.
- Select **OPEN PATIENT**.
- Search for the patient using the Search Patient screen.
- Double click on the patient from the list.
- From the patient's screen, select the icon to start creating the letter/referral.
- If prompted, search for the provider to whom will be receiving the referral/letter and select **OK**.
- Select the provider from the list and select **OK**.
- Select the template required for the letter, then click **OK**.
- Once the letter is ready to be sent tick **Distribute**.
- Save the file.
- Tick Send Electronically to all electronic recipients.
- Select **OK** to send and save the letter.