

# 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.

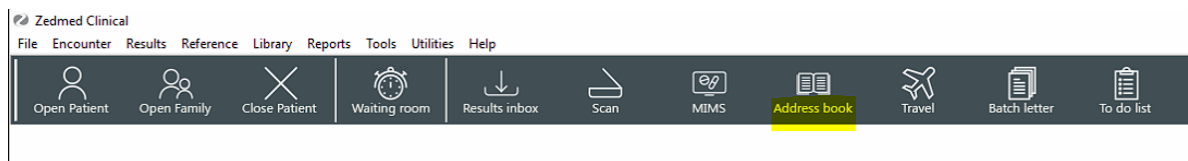
They are part of Western Victoria Primary Health Network's commitment to improving access to and use of digital health tools in western Victoria.

Access other resources in this series via our website: [westvicphn.com.au/securemessaging](http://westvicphn.com.au/securemessaging)

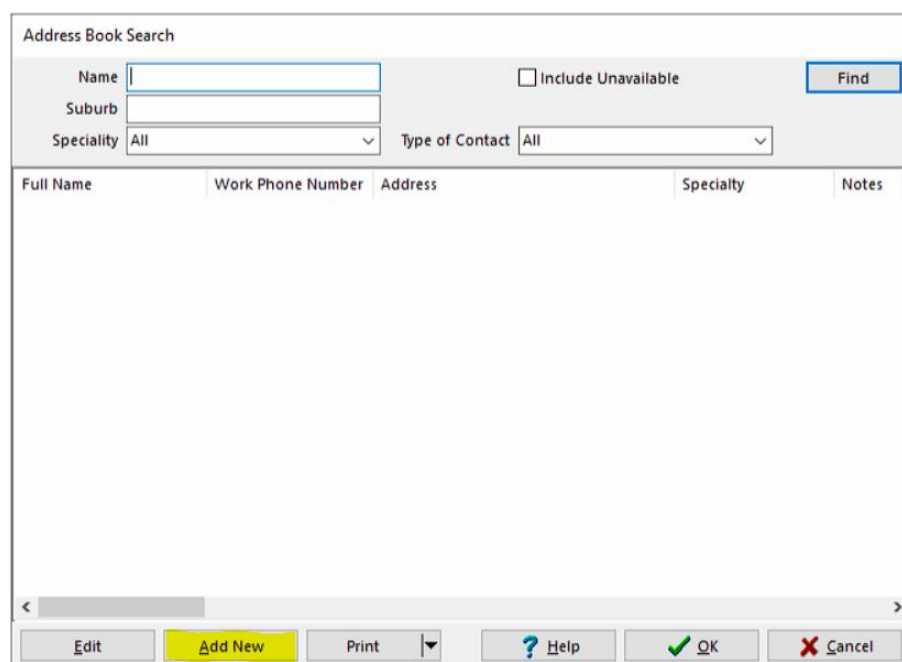
## Setting up Address Book

### Adding a new Specialist or GP

- Select **Address Book**



- Select **Add New**



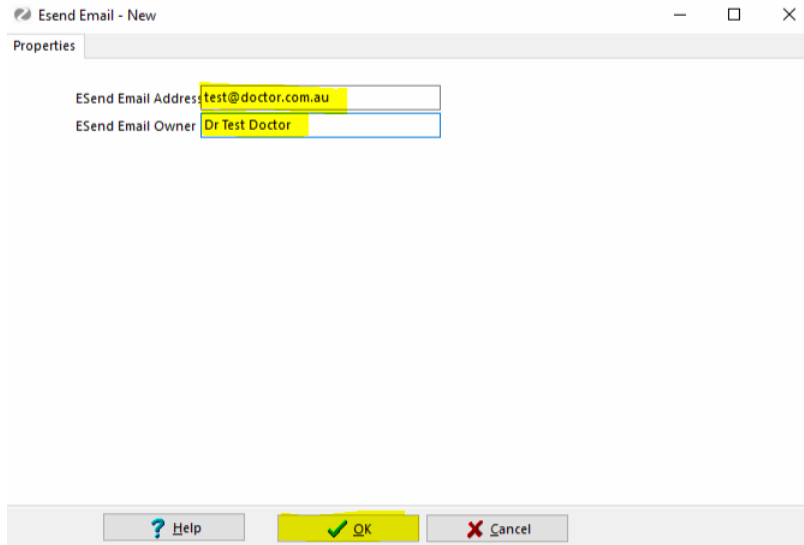
The screenshot shows the Address Book Search dialog box. It has a search form with fields for Name, Suburb, and Speciality (set to All). There is a checkbox for 'Include Unavailable' and a 'Find' button. Below the search form is a table with columns for Full Name, Work Phone Number, Address, Speciality, and Notes. At the bottom of the dialog box, there are buttons for Edit, Add New (highlighted in yellow), Print, Help, OK, and Cancel.

- 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**.

Email Address	Owner
596836@argus.net...	Paula Colloty
laidlawj	John Laidlaw
test@doctor.com.au	Dr Test Doctor

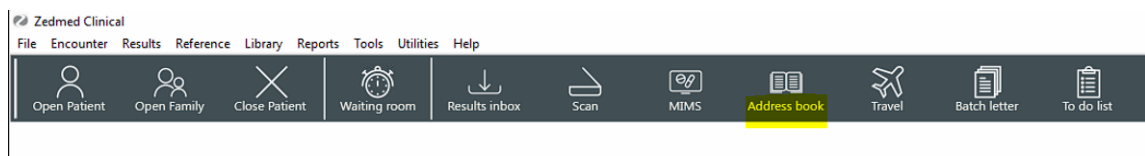


- Tick the **Include PDF in letters**. **Note:** This should only be ticked if the receiving site is able to receive PDF format. You are able to check the capabilities of the receiving sites software please go to the HealthLink Directory. If they are unable to receive PDF, please check other options.
- Select **OK** to add new provider.

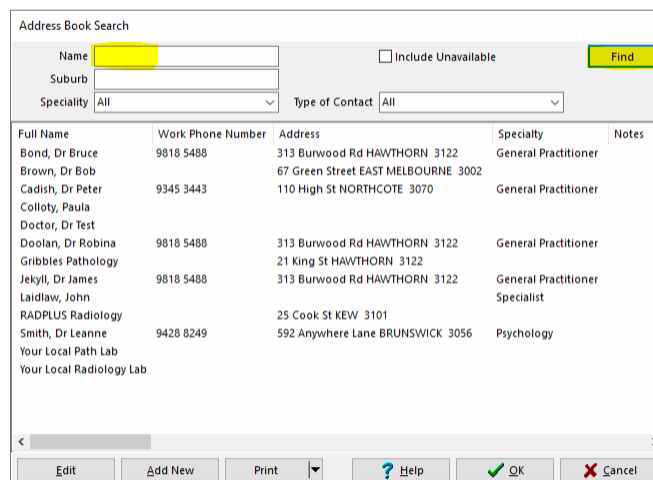


## Updating an existing specialist or GP

- 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.

Addressbook

Properties Locations

Details

Type of Contact: Referral Doctor

Family/Business Name: Jekyll

Given Name: James

HPI-I: [ ] Search HI Service

Title: Dr

Speciality: General Practitioner

Normal Email Address: [ ]

Preferred Delivery Method: Email Only

Messaging

ESend Transport: HL7

ESend Address: [ ]

ESend Method: HealthLink

Referral Format

PDF  RTF

Prefix Subject Line with "Letter"

Yes  No  Site Default

Salutation: [ ]

Default Document Template: [ ]

Default Summary Template: [ ]

Available

Update Details from HI Service

- 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.

Referral Format

PDF  RTF

Messaging

ESend Transport: HL7

ESend Address: [ ]

ESend Method: HealthLink

Referral Format

PDF  RTF

- 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.

Find Patient

Family Name

Given Name   
(or Preferred Name)

File #

DOB   Sex at Birth

Medicare Number

Address

Home

Hospital UR No

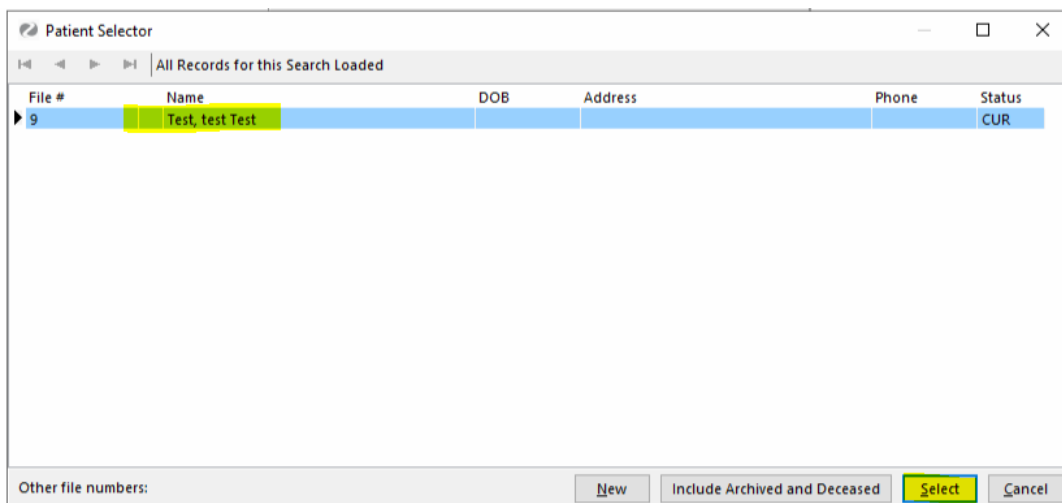
Unique Patient ID

Unique Referral ID

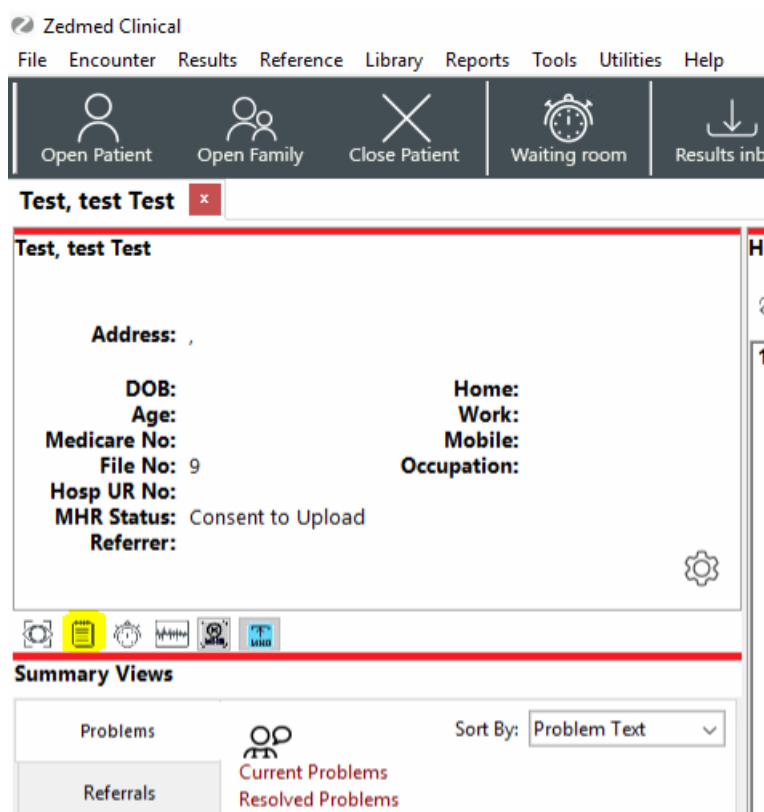
Include Archived and Deceased

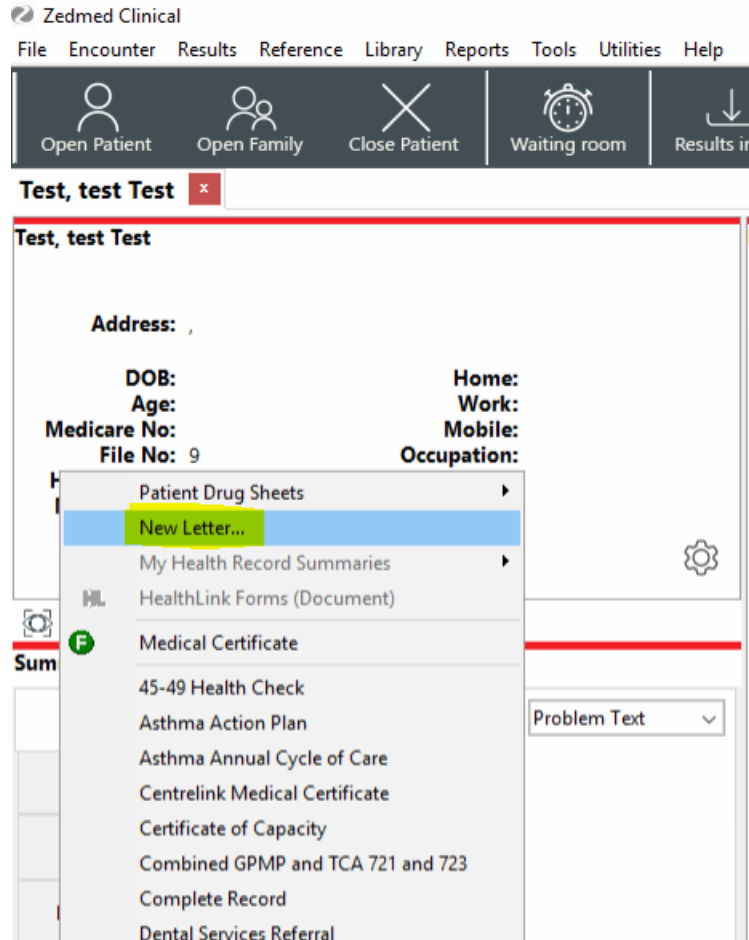
Include Merged

- Double click on the patient from the list.

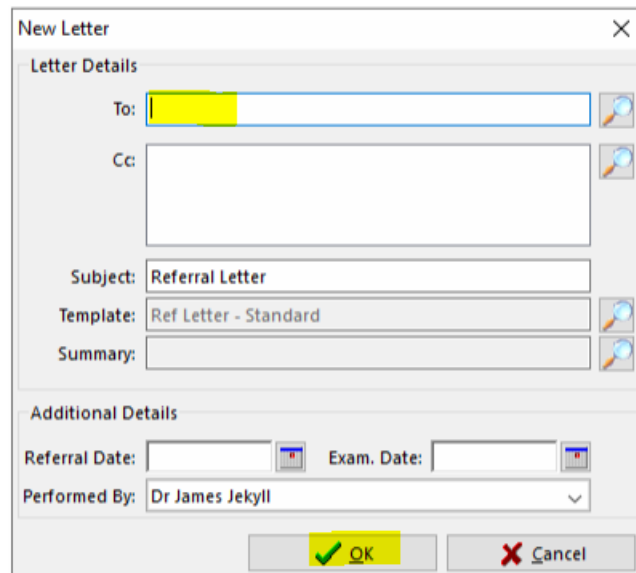


- From the patient's screen, select the icon to start creating the letter/referral.





- 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**.

Caushi, Dr Peter	9343 3443	110 High St NORFOLK 2070	General Practitioner
Colloty, Paula			
<b>Doctor, Dr Test</b>			
Doolan, Dr Robina	9818 5488	313 Burwood Rd HAWTHORN 3122	General Practitioner
Gribbles Pathology		21 King St HAWTHORN 3122	

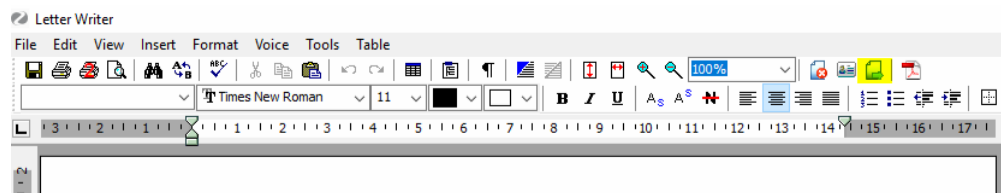
- Select the template required for the letter, then click **OK**.

The 'New Letter' dialog box is shown with the following details:

- Letter Details:**
  - To: Dr Test Doctor
  - Cc:
  - Subject: Referral Letter
  - Template: Ref Letter - Standard
  - Summary:
- Additional Details:**
  - Referral Date:
  - Exam. Date:
  - Performed By: Dr James Jekyll

The 'OK' button is highlighted in yellow.

- Once the letter is ready to be sent tick **Distribute**.



- Save the file.
- Tick Send Electronically to all electronic recipients.



Print/Send

Interim Print (does not change the queue)

Add to distribution queue if not already queued

Add to distribution queue, even if sent previously

Distribute Now

Send electronically to all electronic recipients

Print Document

Document printing preferences

Print one copy if there is a paper recipient

Print one copy

Print a copy for each paper recipient

Print a copy for each recipient

Print Envelopes

Envelope printing preferences

Print an envelope for each paper recipient

Print an envelope for primary recipient only

Print an envelope for CC recipients only

Print an envelope for every recipient

Print a copy for file

Resend

Print envelopes without tracking

- Select **OK** to send and save the letter.