GUIDE FOR USING HEALTHLINK WITH BEST PRACTICE 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

Before you begin

- Make sure you have installed the latest version of HealthLink SIX messaging system (HMS version 6.6.x) in your system.

- It is preferred to install Healthlink Six messaging system on the server. This will allow automated import of messages via BP link applet.

- The HLINK directory described in this guide should be shared and users will need to have full (read/write) permissions. We advise you to use local paths when you configure the HLINK directory.

    - For example:

        - C:\HLINK\HL7_in\LAB2

        - C:\HLINK\HL7_in\RSDAU

        - C:\HLINK\PIT_in

- If Healthlink is installed on a workstation, the messages need to be routed to the server to allow automated import of messages via BP link applet. To route the messages to sever, refer to the Routing Messages to Server part if this document.

- If you are unsure on any of the above, please contact the HealthLink Helpdesk on 1800 125 036

NOTE: If the EMR has the ability to automatically import the messages, ensure auto import works. Ensure to remove all inbound acknowledgments form the test message to avoid any message looping.

Setting up Best Practice to receive diagnostic results and letters via Healthlink

Results Import cannot be configured via terminal session. To configure results import logon to the server with administrator access.

- From the menu, click **Setup > Configuration > Results Import**

- On the **Report file search paths** click the **Add** button. Browse to and select the C:\HLINK\HL7_in\LAB2, C:\HLINK\PIT_in and C:\HLINK\HL7_in\RSADU folders respectively.

- Click **OK** to save changes

- In the Configuration window, click the **Save** button to close.

- Use C:*HLINK\FF_in\BROADCST* for **Report file search path** if you are in **South Australia**, **Western Australia** or **Tasmania** instead of C:*HLINK\PIT_in.*

Setting up Best Practice to acknowledge reports

In previous versions of Best Practice, acknowledgement paths were required to be set up for each sender to receive a valid acknowledgement in receipt of a sent message. This set-up is no longer required for Best Practice version 1.7.0.503.

The following process can be used to acknowledge letters, diagnostics results and to create patient referral in correct configure settings for Messaging Providers.

- From the menu, click **Setup > Configuration> Messaging**. On the **Messaging Providers section**, click the **Add** button.

- For the **Provider name** field type 'Healthlink.

NOTE: the spelling must be correct, no other name will work.

- For the **Path for incoming messages** field, browse to and select the \\servername\HLINK\HL7_in.

- For the **Path for outgoing messages** field, browse to and select the \\servername\HLINK\HL7_out\rsdau.

NOTE: Outgoing message filed will often change to a default Best Practice location. Ensure to re-edit this section and check configuration path has saved correctly.

- Put a tick in **Use the same path on all computers.**

- For **Account ID** type in your own HealthLink EDI account.

- Put a tick in **Use as default messaging provider**.

- Click **Save** to close Messaging provider screen.

- Click on **Save** on configuration screen to close configuration screen.

Testing Your Configuration

Healthlink SIX Messaging can generate test messages to test configuration. Test messages are sent to practice EDI to be imported into the practice clinical software to ensure all configurations are working.

Generating HL7 Diagnostic Results Test Messages

- Open the **HMS Advanced Options** from **All Programs > Healthlink SIX**

- From the menu click **Utilities>Test Message Generator.** The **Test Message Generator** window will appear.

- The sending and receiving EDI account will automatically fill with the practice EDI.

- Click on **Lab2** and then on the **Generate Test Message** button.

Generating RSDAU Test Messages

- To generate a **RSDAU** message click **RSDAU** and then click on the **Generate Test Message** button.

Making Healthlink Connection Manually

- From the system tray right click on the Healthlink Icon

- Left click on **Run Now** to make the manual connection.

- A spinning 'H' indicates the Healthlink client has started its connection.

- Once the 'H' stops spinning, the Healthlink connection has been completed and the test messages are downloaded into their respective incoming folders for Best Practice to import.

Importing your messages into Best Practice

There are two ways of importing messages into Best Practice.

- Run the utility called 'BPLink' on the server. This utility will check every five minutes to see if there are any results or reports in any of the folders indicated in the 'Report file search paths' and if found will import them into Best Practice or

- Select **View > Incoming Reports** from the main Best Practice screen or click the icon

This will force an import of any results or reports found in any of the folders indicated in the 'Report file search paths' into the system.

Checking file extensions

Check that Best Practice has the correct file extension for incoming messages. Best Practice System is usually set up with default extension paths. However, it is best to confirm the correct paths are displayed within the outlined area. If for some reason you need to add an extension manually, please follow these steps.

- **Setup** > **Configuration**>**Results Import.** Click **Add**

- Enter the extension. Click **Save.**

- This new extension will appear in the Report file extensions box.

NOTE: Add **RRI** to the file extensions list.

Routing messages to server

To route the message successfully to server from a workstation where Healthlink Six is installed, the two import things to adhere are **change mode of operation** and **change default file path to point to server**.

- Copy Hlink folder from C:\ of the workstation to C:\ of the server computer.

- Open HMS Advance option on the workstation **Start>All Programs>Healthlink Six>HMS Advance Options**

- Click on **NT** service tab to stop and uninstall Healthlink service on workstation.

- Click on **Scheduler** tab and change mode of operation to **Unattended Hands Free.**

- Click on **Configuration>User Settings>Message Type** tab

- Change file path for **Lab2, PIT, RSDAU** by selecting individual message type and then clicking on **Directories** in lower part of the screen and click on **Edit/More** button.

- Select and change file path of **Broadcast** message type if you are in **South Australia**, **Western Australia** or **Tasmania**

- Change from C:\hlink to \\servername\hlink in all **incoming** and **Outgoing** message directory locations. Click on **Close** to go back to select another message type.

- Once all required message type file path locations are changed, click on **File** and **Save All** to save the changes.

Setting up Address Book

Each specialist or GP you wish to send referrals to needs to have an address book entry in Best Practice Systems.

Adding a new specialist or GP

- Select **View> Contacts (F11**).
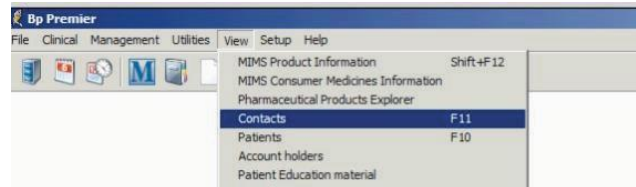
- Select **Add New** on the **Contacts** screen.
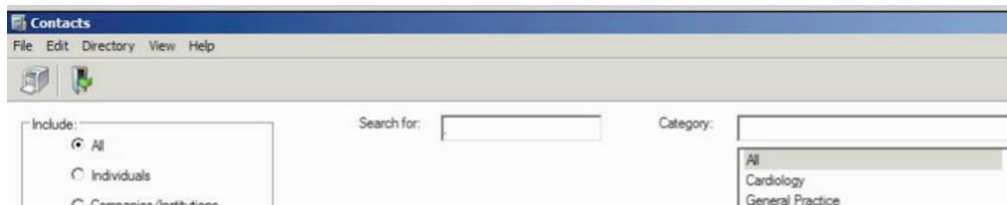

- Fill in the details for the Specialist or GP.
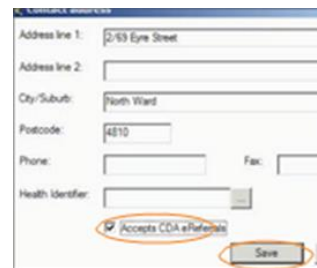
- Select **Add** to enter the address.
- Select **Accepts CDA eReferrals**.
- Select **Save** and you will be taken back to the contact page.
- In the Messaging Provider field, select **HealthLink**.

- Enter the contact's Account ID – this is the EDI messaging address. The EDI can be obtained from searching the HealthLink directory.
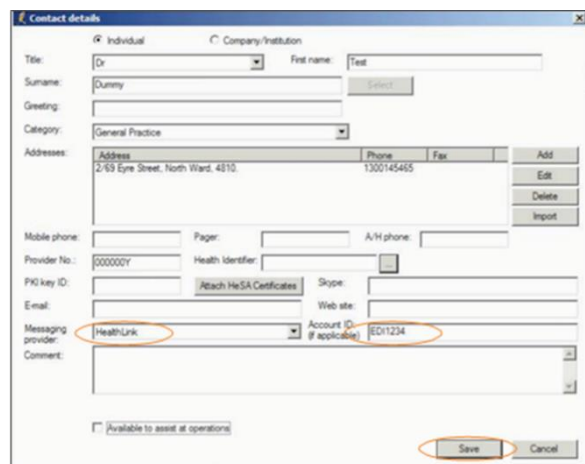
- Once information has been entered, select **Save**. Your contact has now been added to your address book. To verify that the site is ready, highlighting the GP or Specialist and the message 'Can receive eReferrals' in green should been seen.
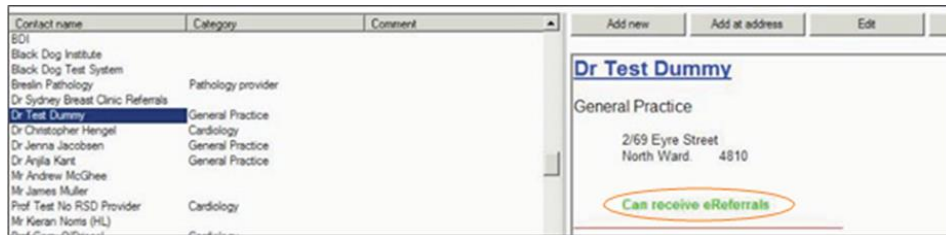

Editing an existing contact

- Select **View > Contacts (F11).**

- In the search field, enter the contact you would like to edit.

- Once you have located the record that you wish to edit, make sure it is highlighted.
- Select **Edit.**

- In the **Messaging Provider** field, select HealthLink.

- Enter the contact's Account ID – this is the EDI (messaging address. The EDI can be obtained from searching the HealthLink directory.

- Highlight the address and select **Edit**.

- Select **Accepts CDA eReferrals.**

- Select **Save** and you will be taken back to the **Contact Details** screen.

- Once information has been entered select **Save**. Your contact has now been added to your address book. To verify that the site is ready, highlighting the GP or Specialist and the message 'Can receive eReferrals' in green should been seen.
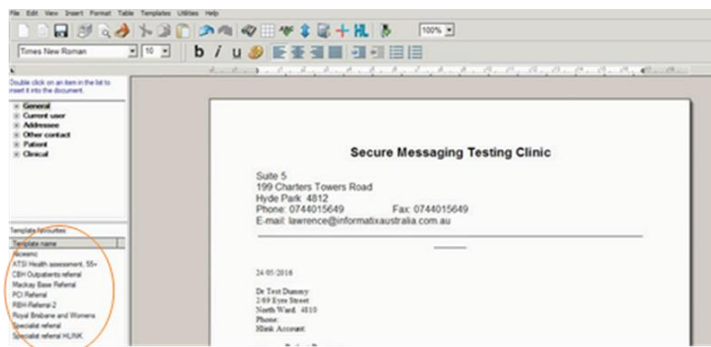
Creating and sending letters and referrals

Creating and sending a new referral or letter

- Select **File>Open Patient (F2).**

- Search for the patient.

- Highlight and select **Open** or

  double click [   ].
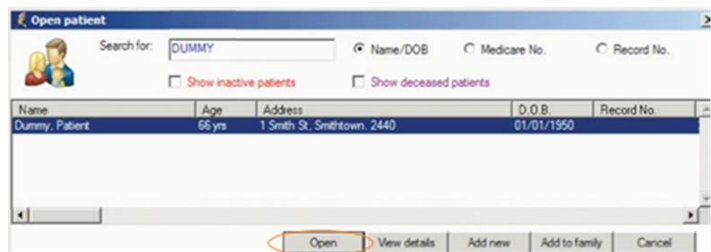
- Select **File>New Letter (F4)** to create a new letter or select the icon.

- Select the template required.

- If prompted – search for the provider to whom will be receiving the referral or letter. Highlight the correct doctor and click **Select.**

- A green star indicates that the contact can receive via secure messaging.
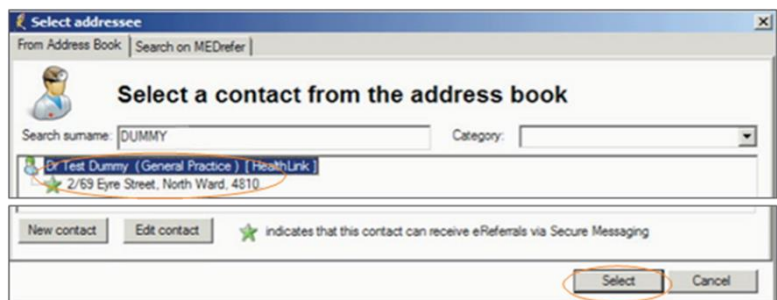
- Make any changes and review the completed document.

- Select **Send HL7 File**.

- Enter any additional information into the Document Details screen.

- Select **Save**.

- A screen confirming that the file has been successfully exported to the outgoing HealthLink folder will pop up.

- Select **OK**. You will be taken back to the letter or referral. The waiting letters should be sent automatically on your next scheduled HealthLink connection. (Default to 30 mins)


- Select the ☝ icon. You will be taken back to the patients record and the letter or referral will show in the **Correspondence Out** folder.
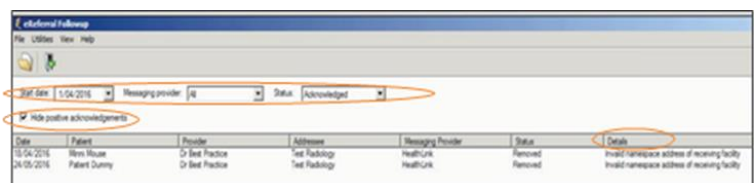
Checking acknowledgements

Once you have sent a message, the recipients system should inform you by way of an acknowledgement to let you know that the message was received successfully. It is best to wait 24 hours before checking for acknowledgements.
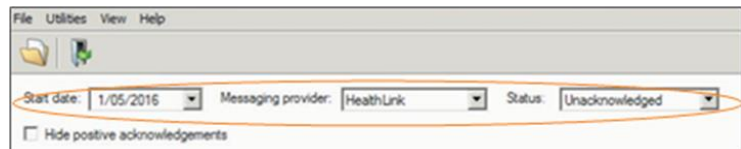
- Select **View>eReferrals**.
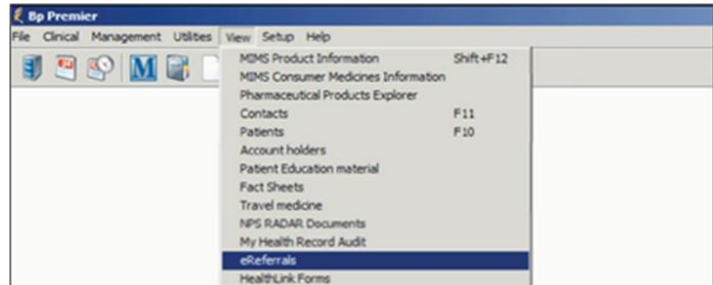
- Select a start date.
- Select HealthLink as the Messaging Provider.

- Select **Unacknowledged** for the status.

If there are any messages that are not acknowledged, you will need to investigate. Please note that some EMRs will not acknowledge and you will need to ring the site to confirm they have received the letter and referral. If they have received the message, we suggest that you make a note that the site will not acknowledge so you will know for next time.

False acknowledgements

- Select a start date.
- Select **HealthLink** as the Messaging Provider.
- Select **Unacknowledged** for the status.
- Tick **Hide positive acknowledgements**.
- This log will list the negative acknowledged messages. This means that the messages will not have been sent and there was an error when exporting the outgoing message.
- You will need to make a note of the error which appears in the **Details** area and the patient and go to the patient details, Correspondence Out, select the letter to be fixed and resend the message.
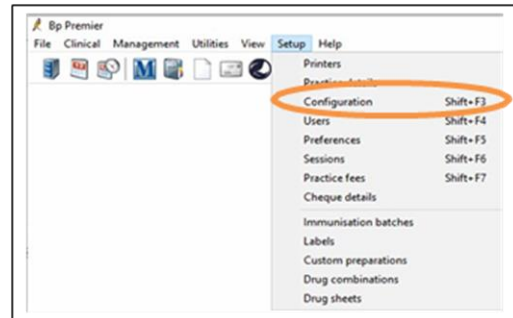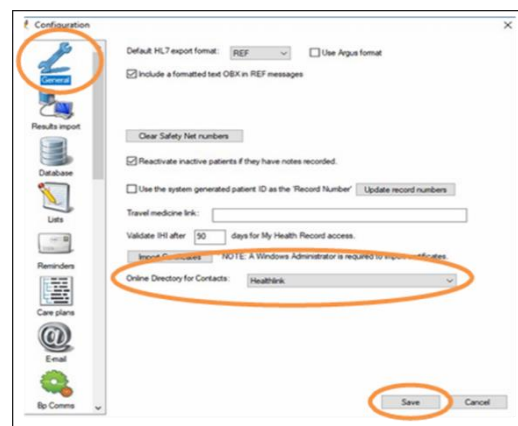
Sending eReferrals

Before you begin

Please confirm the version of Best Practice you are using is Indigo or above. Confirm Practice Preferences and Provider Preferences

Practice

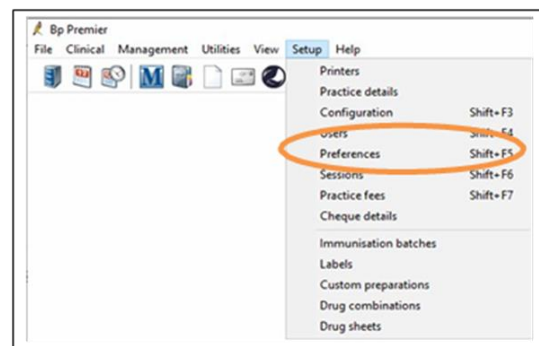- Select **Setup > Configuration.**

- Click on **General** icon and confirm Online Directory for Contacts is set to HealthLink.
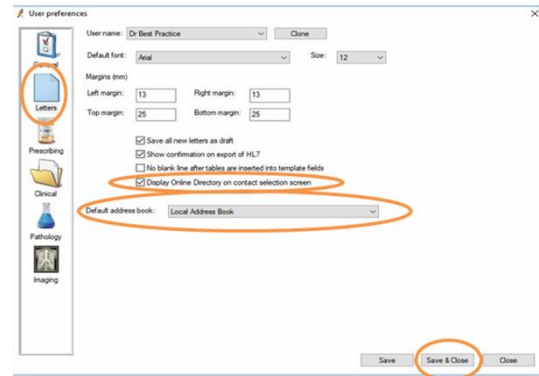
- Click **Save**.

Provider

- Select **Setup > Preferences**.

- Click on the **Letters** icon and confirm the Default address book is set to Local Address Book

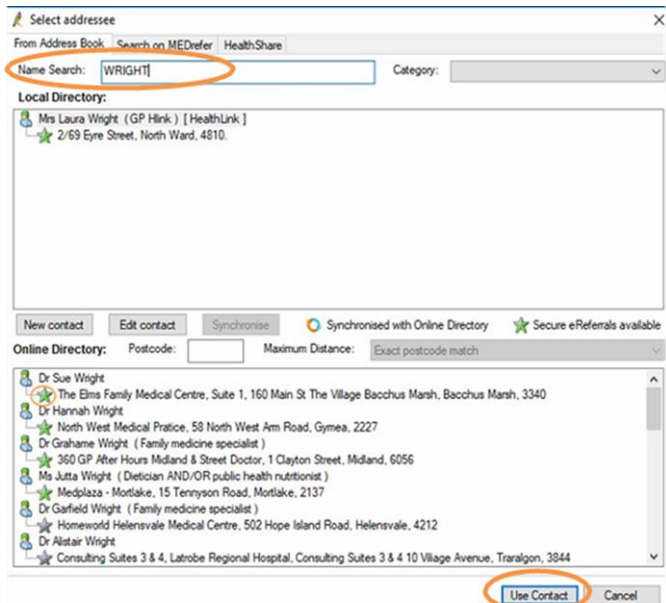- Tick **Display Online Directory** on contact selection screen and click **Save & Close**.

Creating and sending a new referral or letter

- Open the Patient Clinical Record.

- Select **File>New Letter (F4)** or click the new letter icon on the toolbar to create a new referral.

- Choose an existing template that you would like to use from either the Template favorites; the Use Template item on the Templates menu; or by using the new document icon on the toolbar.
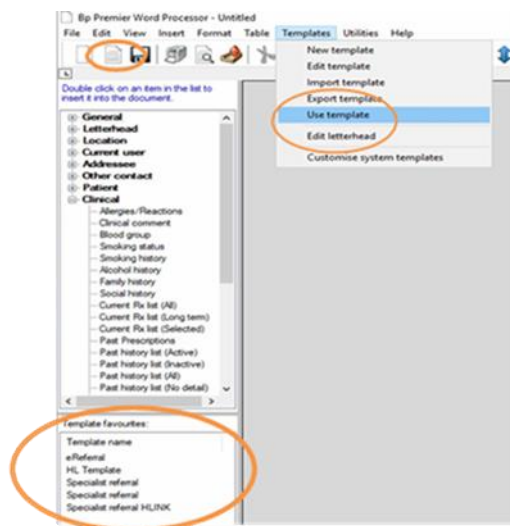

- Once you have chosen the template, you will be prompted to search for a provider to send to. Search using the surname of the provider. This will search both the Local Directory (the top half of search screen) and the Online Directory (the bottom half of screen) for matches.

- The provider you search for may appear in the local directory if you already have them in your local directory or in the online directory if they are not in your local address book. Highlight the entry and click on **Use Contact**. If you choose a provider from the online directory, they will be added to your local directory. When choosing a provider, ensure they have a green star. The green star indicates that the contact is enabled to receive an e-Referral.

- For further details on how the online directory works please follow the below link: http://kb.bpsoftware.net/au/bppremier/jade/Content/General/WordProcessor/HealthLinkDirectory.htm?Highlight=online%20directory

- Once you have chosen the provider you will be taken back to the letter template and the details will prepopulate. You are also able to add text and further details to the letter or eReferral.
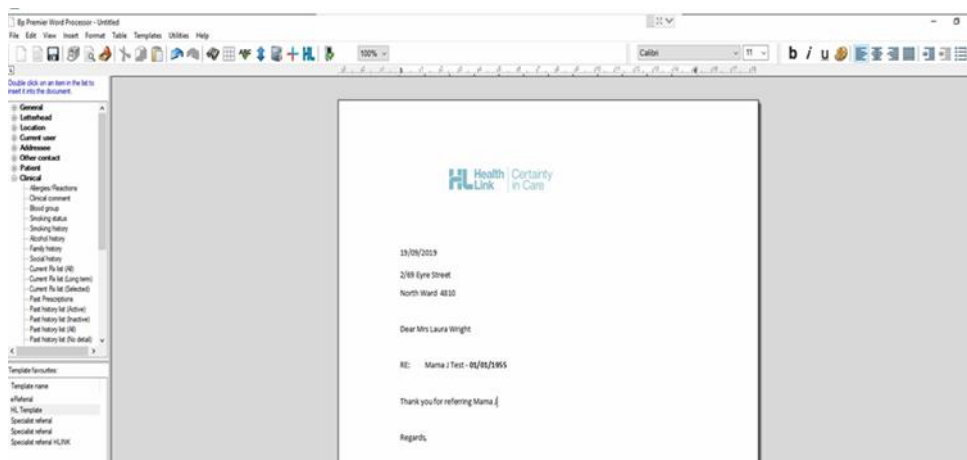
- Once you have completed the letter or eReferral, click on the **Export HL7** icon from the tool bar at the top of the page

- A **Document Detail** box will now show. Untick **Save As Draft** and click **Save**.

- A screen confirming that the letter has been successfully exported will show. Click **OK** and you will be taken back to the letter. From here, you can print the letter for the patient and then exit the letter.
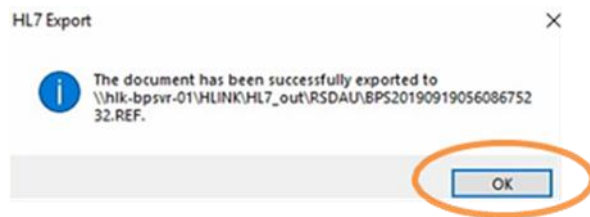
- The letter will be saved in the **Correspondence Out** tab.
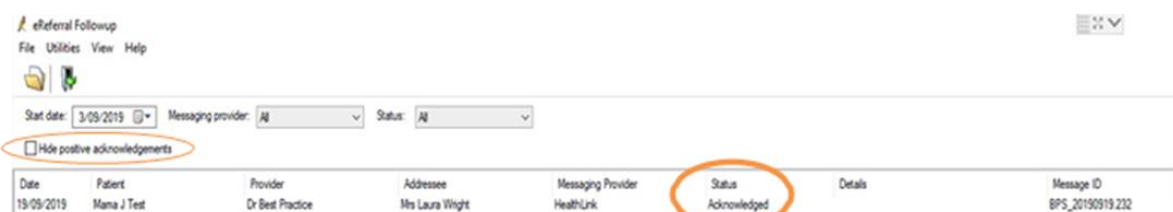
Checking acknowledgments

If you are sending referrals or reports, it is important to check the recipient is actually receiving them. HealthLink suggests you implement an administrative routine similar to what you would already have in the practice for following up pathology or radiology requests. HealthLink also has a report which can be run daily or weekly which will show you at a 'transport' level what has been sent from your practice and acknowledged by the recipient. The Best Practice e-Referrals screen screen will give you a better patient and doctor-centric view. Please email helpdesk@healthlink.net if you wish to be subscribed to the report.

Once you have sent a message, the recipient's system should inform you - by way of an application acknowledgment - to let you know the referral was received successfully into the receiving practice clinical or practice management or triaging system. Acknowledgments are dependent on the receiving system set-up. Therefore, please check at the end of each day to confirm that you have received an Acknowledgment. If you haven't received one, check the following day and if it is still not received contact HealthLink's helpdesk at helpdesk@healthLink.net to confirm it for you.

- To check for unacknowledged or unsuccessful transmission, from the main Best Practice screen select **View>eReferrals.**
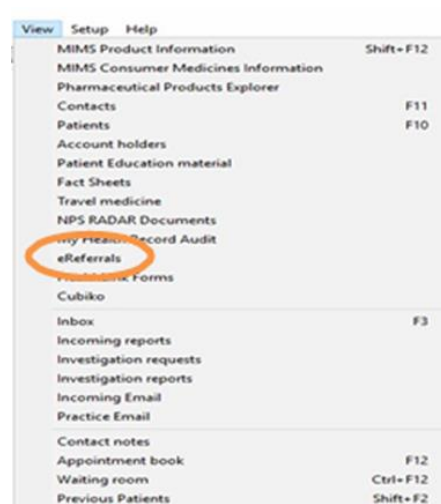
- Untick the **Hide positive acknowledgments** check box.

- This log will list the negative and positive acknowledgements. A blank acknowledgement means the document may not have received. A negative acknowledgement (Status - removed) indicates the referral was not received or accepted at the receiving end and staff should call the receiving site to confirm receipt. An alternative method of delivery in this case may be required to send to the specialist practice or, if you printed the document for the patient, the patient will be able to present this to the specialist at time of booking. If the error is an 'invalid namespace' check the electronic address (EDI) in the address book and correct it before resending the referral.

Viewing incoming reports and referrals

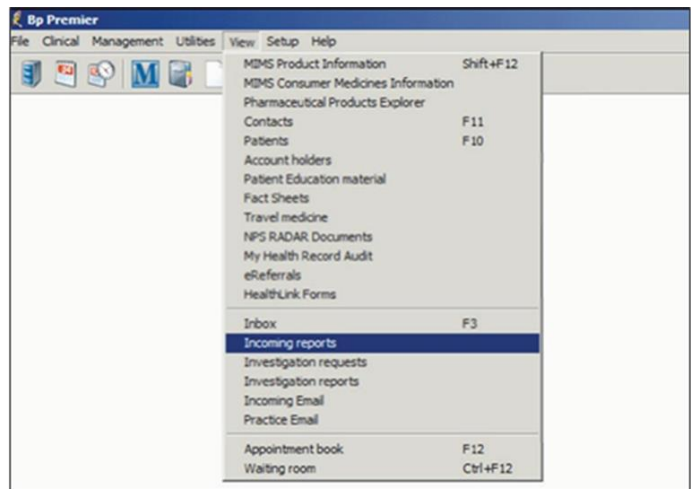Select **View> Incoming Reports**.

- Tick **Show unallocated only**.

- Highlight the report or letter and double click the highlighted report or letter to open and view.

- You can print the report from here, if needed.

- Allocate to User (doctor or nurse) or Allocate to Patient.