

SENDING LETTERS AND REFERRALS USING SECURE MESSAGING DELIVERY

The following is a summary of the steps outlined in the Healthlink e-Referral guide for Best Practice (*with less pictures*). This document uses those steps to setup the practice to be able to send to **SWSPHN Mental Health Central Intake** using the secure messaging service of Healthlink.

BEST PRACTICE

Setting up the Best Practice Address Book

1. Select **View > Contacts (F11)**
2. Click **Add New** on Contacts Screen
3. Click on the **Company/Institution** radio button
4. Type in **SWSPHN Mental Health Referral (swsphnmh)** as the name of the company
5. Most of the fields are optional but you can fill them out with what you know (i.e., address, phone numbers, e-mail, etc.)
6. Make sure the **Messaging provider** is **Healthlink**
7. Make sure the **Account ID** is **hmsweber**
8. Should end up looking like this (*except for the **Messaging provider** field which should have **Healthlink** on a live version of BP Software practice*)

The screenshot shows the 'Contact details' window with the following fields and values:

- Type: Company/Institution
- Title: [Dropdown]
- First name: [Text]
- Name: SWSPHN Mental Health Referral (swsphnmh) [Text]
- Greeting: Sir/Madam [Text]
- Category: Medical practice [Dropdown]
- Addresses: [Table with columns: Address, Phone, Fax]
- Mobile phone: [Text]
- Pager: [Text]
- A/H phone: [Text]
- Provider No.: [Text]
- Health Identifier: [Text]
- PKI key ID: [Text]
- Attach HeSA Certificates: [Button]
- Skype: [Text]
- Email: digitalhealth@swsphn.com.au [Text]
- Website: www.swsphn.com.au [Text]
- Messaging provider: Healthlink [Dropdown]
- Account ID: hmsweber [Text]
- Comment: [Text area]
- Is an operating facility:

9. Click on **Save**

Creating a New Referral/Letter

1. Select **File > Open Patient (F2)**
2. Select **File > New Letter (F4)**
3. Choose your template and complete as required.

Sending your Referral



1. Once the referral is finalised, select the **HL7 Export Button**
2. The completed template will be written to outgoing Healthlink folder and will be processed and sent in next Healthlink connection.

Checking if your Referral has been sent

1. On the computer where Healthlink is installed, look for the Healthlink icon in the system tray (lower right hand of the screen). It will be a white square with alternating **h** and blue triangle picture
2. Click on the **View Event Log**.
3. Any problems with the transmission, call Healthlink on 1800 125 036 or send an email on helpdesk@healthlink.net

That's it, folks. Happy sending!