

SENDING LETTERS AND REFERRALS USING SECURE MESSAGING DELIVERY

The following is a summary of the steps outlined in the Healthlink e-Referral guide for Medical Director (*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.

MEDICAL DIRECTOR

Setting up the Medical Director Address Book

1. Select **Patient > Open (F2)** then search for and open any patient (*suggest opening a TEST patient*)
2. Open a blank patient letter (**F8**)
3. Click on **File > select MDx Exchange**
4. In the **Send via MD Exchange** pop up window click the **To:** button
5. In the **Select MDExchange Recipient** window enter the **Facility ID** as **hmsweber**.
6. Click on **Search** to show the **Heathlink Medinexus Clinical Portal** account (*yes, it is misspelt*)
7. Double click on the **Heathlink Medinexus Clinical Portal** account
8. Cancel out of the letter and go back to the test patient's main screen
9. Select **File > Address book (Ctrl K)** to be taken to the address book
10. In the **Filter by category** select **General Practice**.
11. Scroll down to find the **Heathlink Medinexus Clinical Portal**
12. Click on **Edit entry**
13. Edit the entry
 - a. Change the name to SWSPHN Mental Health Referral
 - b. Add **(swsphnmh)** **include the brackets** in the company name
 - c. Should end up like this: **SWSPHN Mental Health Referral (swsphnmh)**

The screenshot shows a software window titled "Addressee Details - Company". It contains several sections for entering contact information:

- Company:** Title (dropdown), Firstname (text), Name: "SWSPHN Mental Health Referral (swsphnmh)", Greeting: "Sir/Madam", Category: "Psychiatry", Provider No. (text).
- Type:** Radio buttons for "Person" and "Company" (selected).
- Address:** Line 1: "Level 3, 1 Bolger Street", Line 2: (empty), Line 3: (empty), Suburb: "CAMPBELLTOWN", Postcode: "2560", Email: "digitalhealth@swsphn.com.au".
- Identifiers:** HPI-O (text), Search HPI-O (button), Clear HPI-O (button), HealthLink ED: "hmsweber".
- Contact:** Work (text), Fax (text), A/H (text), Mobile (text), Pager (text).
- Notes:** A large empty text area.
- Footer:** "Auto-capitalise" checkbox, "Save" button, "Cancel" button.

14. Click on **OK** or **Save**

Sending an eReferral within Medical Director to the SWSPHN Mental Health Central Intake team

1. Open the patient's file (**Patient > Open** or **F2**)
2. Press **F8** to create a new letter
3. Click on **File > New (Ctrl + N)**
4. Select the template that will be used and click on **OK**
5. Complete the template/letter as required.
6. Once done, click on **File > Send via MDEExchange** or select the **MDx** button on the toolbar (the one that looks like an open letter). An interface window will pop up.
7. Click on the **To** button
8. Search for **swsphn** (it is not case-sensitive) and the address will autocomplete and offer the corresponding address book entry
9. Highlight the **SWSPHN Mental Health Referral (swsphnmh)** entry and click **To** then **OK**
10. Click on **Send**

*Note: The referral will be more compatible with other clinical systems if sent as **Plain Text** in the **Send As** field.*

Checking if your eReferral has been sent

1. On the Medical Director menu bar select **Tools > MDEExchange > Sent Items**. This will show the status of **ALL** e-referrals sent. Use the filters at the top as required.
2. ALTERNATIVELY, within the patient file click on the **MDEExchange** tab. This will show the status of only the **OPEN** patients e-referrals.

Status	Message Progress
Awaiting transmission	The message is sent to the practice server
Sent	Referral is sent from practice server to the MDX server
Transferred to Healthlink	Referral is sent from MDX to Healthlink
Accepted	The provider/clinic has successfully received your referral
Failed transferring to Healthlink	Connection between MDX and Healthlink. Contact Healthlink for further assistance.
Rejected by Healthlink	Incorrect EDI address/Message failed Healthlink validation. Contact Healthlink for further assistance. 1800 125 036 or helpdesk@healthlink.net

That's it, folks. Happy sending!