

Electronic Results Delivery

Thank you for opting to receive pathology results through electronic delivery. We are rolling out delivering results through this method and ask you to report any issues to us so that we can help you and improve our processes.

We hope you will find the following information useful.



Electronic delivery to your practice software

NSW Health Pathology delivers results to many practices across NSW. If we haven't delivered to your software before we will work with the vendor to develop successful messaging.

Pathology utilises HealthLink as our delivery provider. HealthLink is an Australia wide fully accredited secure messaging service.

What do you need?

1. Practice software that accepts HL7 messages.

We currently deliver to Medical Director, Best Practice, Genie, CCOS, Communicare, Practix, MedTech 32, Monet, Mosaic, Profile, Promed, S4S, Shexie, Zedmed, The Specialist, VIP and others.

2. HealthLink installed on your computer or server.

HealthLink is widely used so your practice may already have it installed. If not it's a free download (with no ongoing costs for pathology results) from www.healthlink.net/en_AU/support/software-downloads or call 1800 125 036.

Provider Numbers

For most users, the results you get in your practice software are determined by the provider number(s) you or your practice have told us about. If you get a new/additional provider number, please let us know and we will update your details.

If you stop working at a practice or location and no longer want results for the tests you ordered going to that practice or location, please get in contact with us at NSWPATH-ClientLiaisonSouth@health.nsw.gov.au and we will remove your provider numbers.

To continue receiving results electronically after you move, don't forget to tell us where you are now!

What do I do if I haven't received a result I am expecting?

- In the first instance, please contact the laboratory (see list below). The laboratory will be able to provide you with the result, or information about the test if it is not yet available.
- If the laboratory confirms that the result has been issued but it has not downloaded to your software, please contact us at NSWPATH-ClientLiaisonSouth@health.nsw.gov.au. We will contact you during working hours (08:30 – 17:00 Monday – Friday) to work through any technical issues you may be experiencing.

What do I do if I receive a result with the message "Refer to report image"?

We are currently unable to send result images through this service. Some results that are in JPEG or PDF files cannot be sent electronically as the file formats are incompatible. The practice will receive a text 'Refer to report image' and results will be sent via fax or mail. All such results will continue to be sent through post as a printed copy. To obtain the result urgently, please contact the laboratory (see list below)

This service covers results for samples processed at the following laboratories currently:

Bowral Hospital	Mona Road Ground Floor Bowral NSW 2576	02 4861 0271
Campbelltown Hospital	Therry Road Ground Floor Campbelltown NSW 2560	02 4634 3322
Liverpool Hospital	Cnr Campbell & Forbes Street Ground Floor, Pathology Building, Entrance 'N' Liverpool NSW 2170	02 8738 5045

Bankstown Hospital	Eldridge Road Ground Floor Bankstown NSW 2200	02 9722 7901
Fairfield Hospital	Prairievale Road Ground Floor Prairiewood NSW 2176	02 9616 8310

If you would like to receive results electronically for samples processed by NSW Health Pathology laboratories *other than those listed above*, please contact us at NSWPATH-ClientLiaisonSouth@health.nsw.gov.au and we will put you in touch with the appropriate group.

A full and up-to-date list of our collection centres and laboratories is available at <https://www.pathology.health.nsw.gov.au/>