

healthLINK

BETTER PRACTICE - BETTER CARE

Best Practice Referral Guide

Best Practice 1.8.0.542

June 2011



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1 Introduction

1.1 HealthLink Service and Support

The HealthLink Help Desk or Customer Support Manager (CSM) in your state are always just a phone call away, whenever you need help with any issues or questions you may encounter. Please refer to the contact number printed on the back of this guide when contacting CSM or HealthLink Help Desk.

2 Icons used in this guide

You will see helpful icons used in this guide to draw attention to a subject, action or information.



The light bulb icon indicates information that is likely to make your job easier.



The exclamation icon highlights a warning or an action you need to take. When you see this icon, pay attention and proceed with caution.



The 'i' for information icon indicates an area that assists in a decision

3 Before you begin

3.1 System Requirements for Best Practice

You require Best Practice 1.8.0.542 or above to utilize this feature.

3.2 System Requirements for HealthLink

Your HealthLink representative or the HealthLink Help Desk will assist you in ensuring that your system can send e-referrals and receive PIT and HL7 files including Specialist reports, Discharge Summaries, Status Updates, Pathology and Radiology results.

4 How does HealthLink messaging work?

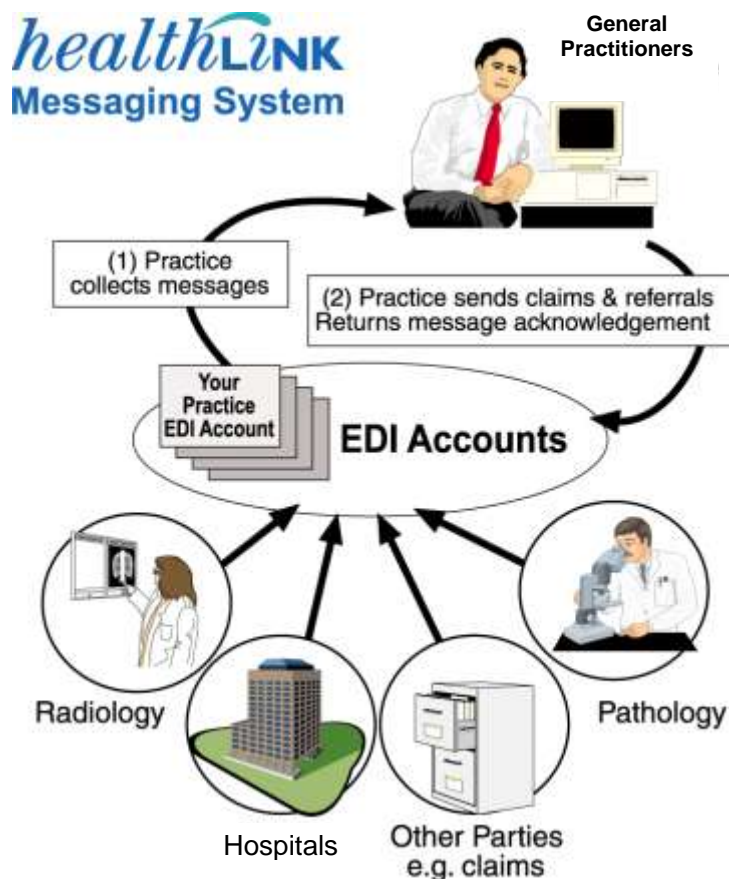
Your practice will be allocated an EDI Account, within HealthLink's Messaging Exchange. This account holds all your outgoing and incoming messages that are collected on a regular basis.

It is likely that you already have an EDI Account if you receive lab results electronically through HealthLink. If you do not have a HealthLink EDI then you can apply for a HealthLink account online at:

<https://register.healthlink.net/ServiceApplicationForm/>

Your EDI Account will be given to organisations that you wish to receive messages from e.g. specialists, or you will use other organisations EDI account to send information to.

All the messages are digitally signed and encrypted before transferring through HealthLink's secure network over an internet connection at your surgery.



5 Setting up the Best Practice Address book

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



You can look up specialist or GP address and update your practice details on **HealthLink User Directory** from the following link <https://secure.hlink.net.au/directory> or you can contact Healthlink CSM in your state to discuss other recipients in your region and arrange for access to Healthlink User Directory.

To add a the EDI Name, or a new Specialist or GP follow these instructions

1. Select **View > Contacts (F11)**
2. Click **Add New** on Contacts Screen.



Existing address book entries can be edited to add message provider and Account ID by clicking on **EDIT** button.

3. Fill in the details for the Specialist or GP, including the Provider No.
4. Make sure that the Messaging provider is HealthLink
5. Enter recipients EDI Name in the Account ID field.

Contact details

Individual Company/Institution

Title: First name:

Surname:

Greeting:

Category:

Address	Phone	Fax
13 Teed Street, Sydney, 2000.	02 987654123	0298888888

Mobile phone: Pager: A/H phone:

Provider No.: PKI key ID:

E-mail: Web site:

Messaging provider: Account ID: (if applicable)

Comment:

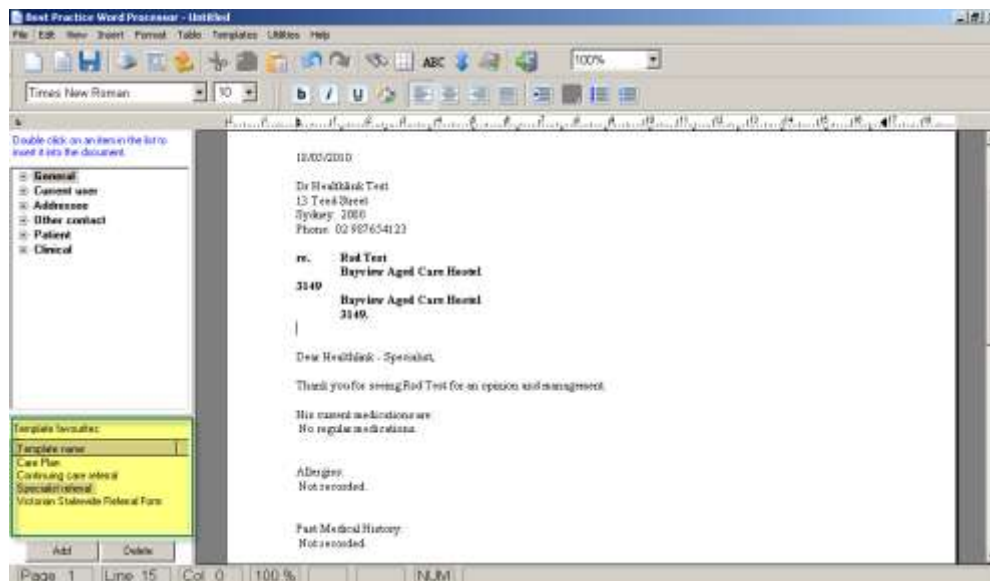
Available to assist at operations

Click on **Save** to save and close contact details and then close contact screen.

6 Creating a New Referral/Letter

Best Practice EMR system has the ability to include a plain text **OBX** segment in the referral message. To read more on the functionality go to **Appendix** section of this guide.

1. Select **File > Open Patient (F2)** then search for and open the patient to be referred and click **OK**.
2. Select **File> New Letter** or Press (**F4**) to create a New Letter.
3. Complete the letter as required by selecting template listed to the left of letter writing screen.



4. Review your completed document. Any changes can be updated directly into the template.

6.1 Sending your Referral

6.1.1 To send your referral select the export as HL7 Button on your toolbar.



6.1.2 Files will be written to outgoing Healthlink folder and will be processed and sent in next Healthlink connection.

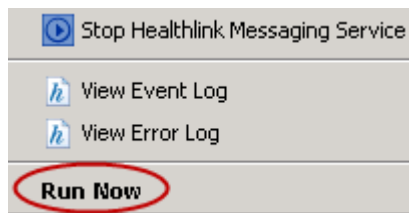
6.2 How do I know if my referral has been sent?

Healthlink **Event** and **Error** log files can be viewed to identify if the referral messages transmitted successfully.

6.2.1 On the computer where Healthlink is installed look so Healthlink icon in the system tray and right click on it.



6.2.2 Left Click on the **View Event Log**.



This will bring the event log file on the screen, this log file will show if the messages were processed and transmitted successfully.

```

***** Friday, 4 February 2011 11:01:01 *****
2011-02-04 11:00:39 [SC0101] Initialising HMS v6.0.1.2374...done (8659 ms).
2011-02-04 11:00:42 [DH0106] user healthlink test account(hms.user.pnspract) successfully Toggled c
2011-02-04 11:00:42 [SC0101] starting HMS v6.0.1.2374 in unattended mode...done (2391 ms).
2011-02-04 11:00:44 [SC0601] HMS commencing ahead of schedule.
2011-02-04 11:00:47 [RT0002] Checking connectivity to Healthlink services...done (2672 ms).
2011-02-04 11:00:47 [CP0003] checking certificate validity...done (141 ms).
2011-02-04 11:00:49 [CC0005] opening a secure connection to connection server...done (1625 ms).
2011-02-04 11:00:49 [MT0001] Checking for pending profile updates...
2011-02-04 11:00:50 [MT0000] ...profile updates finished successfully.
2011-02-04 11:00:53 [MC0004] opening a secure connection to messaging server...done (3328 ms).
2011-02-04 11:00:54 [PT0001] commencing processing of outgoing messages...
2011-02-04 11:00:57 [PT0007] ...processing of outgoing messages complete. Results as follows:

```

user	Message Type	successes	Failures
healthlink test account	RSD01AU	3	0

```

2011-02-04 11:00:57 [ST0001] Commencing sending of outgoing messages...
2011-02-04 11:00:59 [ST0007] ...sending of outgoing messages complete. Results as follows:

```

user	Message Type	successes	Failures
healthlink test account	HLK_LOG	1	0
healthlink test account	RSD01AU	3	0

```

2011-02-04 11:00:59 [RT0001] commencing receiving of incoming messages...
2011-02-04 11:01:00 [RT0005] ...no incoming messages waiting to be received.
2011-02-04 11:01:00 [DP0001] Commencing processing of pending messages...
2011-02-04 11:01:00 [DP0003] ...no pending messages waiting to be processed.
2011-02-04 11:01:00 [PT0001] commencing processing of incoming messages...
2011-02-04 11:01:00 [PT0003] ...no incoming messages waiting to be processed.
2011-02-04 11:01:01 [SLT001] Commencing sending of large file messages...
2011-02-04 11:01:01 [SLT003] ...no large file messages waiting to be sent.
2011-02-04 11:01:01 [RLT001] commencing receiving of large file messages...
2011-02-04 11:01:01 [RLT008] ...no large file messages to receive.
2011-02-04 11:01:01 [DLT001] Commencing processing of expired outgoing large file messages...
2011-02-04 11:01:01 [DLT003] ...no expired outgoing large file messages waiting to be processed.
2011-02-04 11:01:01 [DLT004] commencing processing of incoming large file messages...
2011-02-04 11:01:01 [DLT006] ...no incoming large file messages waiting to be processed.
2011-02-04 11:01:01 [AT0001] Commencing sending of acknowledgement messages...
2011-02-04 11:01:01 [AT0003] ...no acknowledgement messages waiting to be sent.

```

If a message fails to transmit, it will be listed under **Failures**. To find out why the message failed to transmit, check error log files.

6.2.3 To open Error log, perform step 6.1.1 and then left click on **View Error Log**. The error log file will provide the reason of the error.



For assistance with any errors you can contact Healthlink helpdesk on the number printed at the back of this guide.

7 How do I know that my referral has been received?

It is important if you are sending referrals or any other types of messages, to check that they are actually being received by the recipient.

Once you have sent a message, the recipient's system will inform you, by way of an acknowledgment. Best Practice does not have a way to show the status of these messages however message status can be checked via Healthlink User Online (HUO).

HUO is service provided by Healthlink for user with an EDI account. For more information and assistance on HUO you can call Healthlink CSM in your state.

Please refer to the contact number printed on the back of this guide when contacting the Healthlink CSM in your state.

1. To access HUO simply double-click the icon that has been placed on your desktop during the installing of HUO or use the URL <https://secure.healthlink.net/concerto/Login.htm>
2. This will connect you to HUO login page.



The image shows the login page for HealthLink ONLINE. The logo 'healthLINK' is in a blue script font, with 'ONLINE' in a blue sans-serif font below it. Underneath is the text 'Secure Applications Portal'. A prompt says 'Please enter your user ID and password'. There are two input fields: 'User ID' and 'Password'. A blue 'Login' button is at the bottom.

3. Once successfully logged in you will have options listed on the left hand site.
4. From the list click on **HUO>Site** this will list your EDI

Site Information

Site Details


Site Name: HealthLink Ltd
 Independent Practitioners Association (IPA)
 Not known to be a member

Phone: +61 8 64887201
 Fax: +61 3 52631071
 Email: helpdesk@healthlink.net

[Update](#)

HealthLink Accounts

EDI Account Name	HIS Version	Operating System	HIS Provider	Main Contact
pmbs10p	HMS 6.5.3.1351	Windows XP	Best Practice	Bhavesh Daya

- Click on Green Arrow pointing to the EDI name.
- From the EDI Account Contents screen select **EDI Traffic Information** icon  this will display all organisations that are communicating either to or from the EDI account.

EDI Account Traffic Information

Below are summary statistics for the sites that you have sent to or received from during the last week. (The statistics displayed only relate to the timeframe specified.)

[Search](#)

EDI Partner	Last Connected	Last Sent by pmbs10p	Total Sent	Last Received by pmbs10p	Total Received
 Health Communication Network (HCN) (msps000)	19/05/10 09:31:23	14/05/10 12:06:35	1		0
 Healthlink Ltd (msadms)	18/05/10 22:38:13	14/05/10 12:23:09	1		0
 Healthlink Ltd (sajevms)	14/05/10 12:37:00	14/05/10 12:56:02	5	14/05/10 12:37:01	4
 HealthLink Ltd - Australia (pmbs10p)	17/05/10 13:42:07	17/05/10 14:17:16	2	17/05/10 13:42:33	1


- Click on Search button to search for specific recipient. Enter recipient EDI and click on search.

Search Criteria

EDI Account: pmbs10p

All Stats Contains Equals

[Reset](#) [Search](#)

EDI Partner	Last Connected	Last Sent by pmbs10p	Total Sent	Last Received by pmbs10p	Total Received
 HealthLink Ltd - Australia (pmbs10p)	17/05/10 13:42:07	17/05/10 14:17:16	2	17/05/10 13:42:33	1

- Transaction history will be listed for the specific recipient.
- Click on the green arrow pointing to recipient to look at the transaction details.

EDI Traffic Detail

Electronic Data Interchange (EDI) messages sent to HealthLink Ltd - Australia (pmbs10p) during the last week

EDI Message Details (Total 2 Messages Sent)								
Application	Message ID	Originating Message Type	Sent	Size	Response Message Type	Status	Sent	
RSDR1AU	SPS_20100517.69	New Referral	17/05/10 14:17:16	1.48 kb				
RSDR1AU	SPS_20100517.68	New Referral	17/05/10 13:26:49	3.66 kb	Response	Accepted (AA)	17/05/10 13:42:33	

- Accepted (AA)** in **Status** Column indicates the message sent to recipient was received successfully. **Blank** in **Status** Column indicates the recipient as not received the message in their Clinical System.
- Close Internet explorer or logout of HUI to close the HUI screen.

8 Appendix

8.1 Enabling the Plain text OBX segment

Best Practice EMR system has the ability to include a plain text OBX segment in the referral message. Discuss with your local CSM to identify if you need this functionality. To enable this feature follow the steps below.

- 1- Click on Setup **Menu>Configuration**
- 2- Click on General Icon from the left of the configuration screen.
- 3- Click on the check box for **Include a formatted text OBX in REF message** to enable this feature.



- 4- Click on **Save** button to save changes and close the configuration window.

