healthLINK

BETTER PRACTICE ~ BETTER CARE

Medical Director e-referral Guide

Medical Director 3.11

April 2010

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1 Introduction

1.1 HealthLink Service and Support

The HealthLink Help Desk is 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 the HealthLink Help Desk.

2 Before you begin

2.1 System Requirements for Medical Director

You require Medical Director 3.11 or above to utilize this feature.

You will need to be registered to use MDExchange with Medical Director. To check that you are follow the steps below

1. From the Medical Director menu bar click on **Tools** > **MDExchange** > **Licence Details**

To use MDExchage the Status will need to read "Registered" . If the status does not show as registered you will to follow the on screen registration steps.

2.2 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 Discharge Summaries, Status Updates, Pathology and Radiology results.

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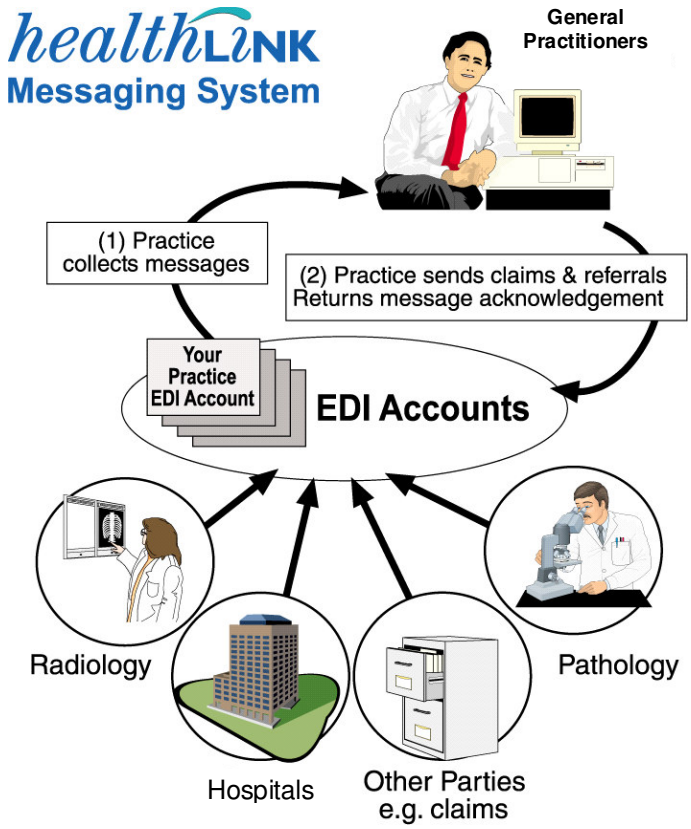
3 How does HealthLink messaging work?

Your practice writes a letter and sends to another practice via the Facility ID (or Healthlink EDI) address for the recipient site using MDExchange.

All referral message transfers happens through the HealthLinks Interconnects secure network over an internet connection at your surgery.



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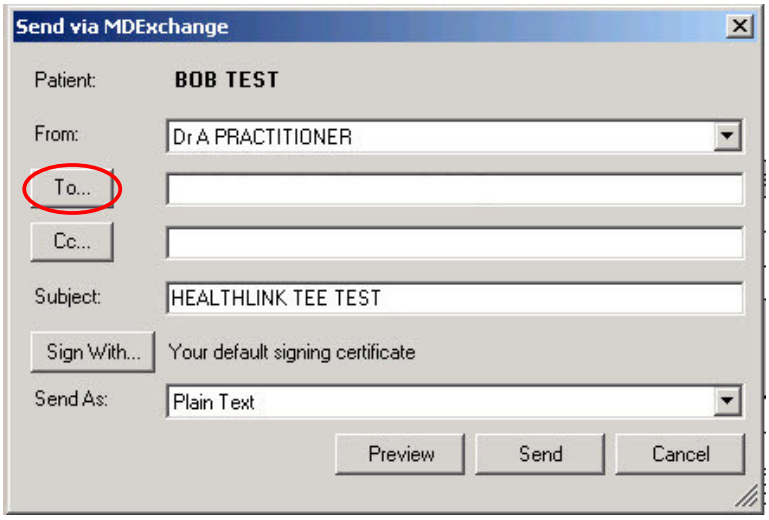
4 Setting up the Medical Director Address book

Each specialist or GP that you wish to send referrals to needs to have an address book entry with a MDX Facility ID. In the Address book a site has a Facility ID if there is an Icon against the address details

To add a the Facility ID, or a new Specialist or GP then Follow these instructions

1. Select **Patient** > **Open** (**F2**) then search for and open any patient
2. Open a blank patient letter **(F8)**
3. Click on **File**>Select **MDx Exchange**.
4. In the **Send via MD Exchange** pop up click the **To**: button (as circled below)



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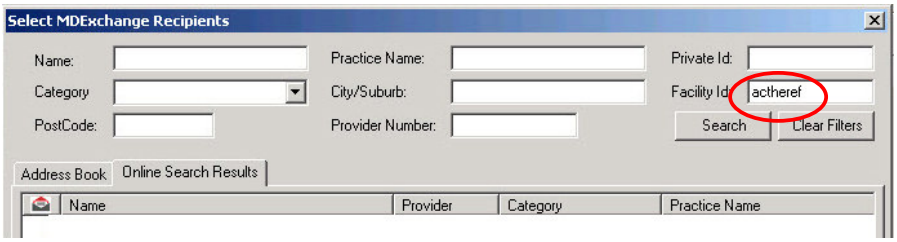
5. In the **Select MDExchange Recipient** window enter the Facility ID.

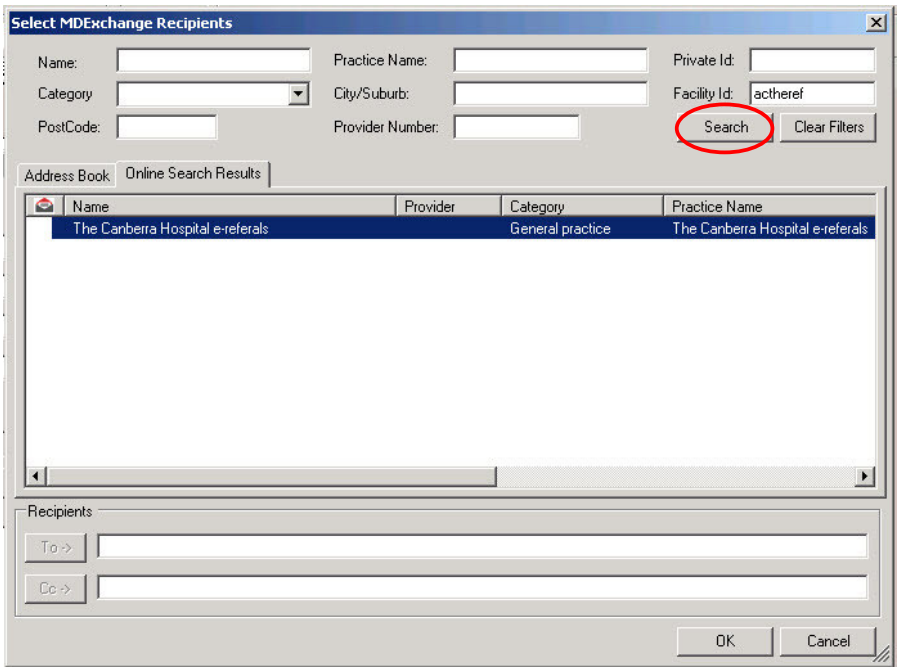
   This is the Healthlink EDI for the Provider/Clinic that you wish to send the referral to.

   If you do not have the Healthlink EDI please phone the Healthlink Helpdesk on 1800 125 036 with the providers name & phone number and they will provide you with the correct EDI.

   Please note that the facility id must be accurate, in order to bring up the correct details. The example below uses actheref which is the EDI for The Canberra Hospital



6. Click on **Search** to show a list of Health Providers/Clinics with this facility id.



7. Double click on the Health Provider/Clinic name from the list eg: The Canberra Hospital e-referrals

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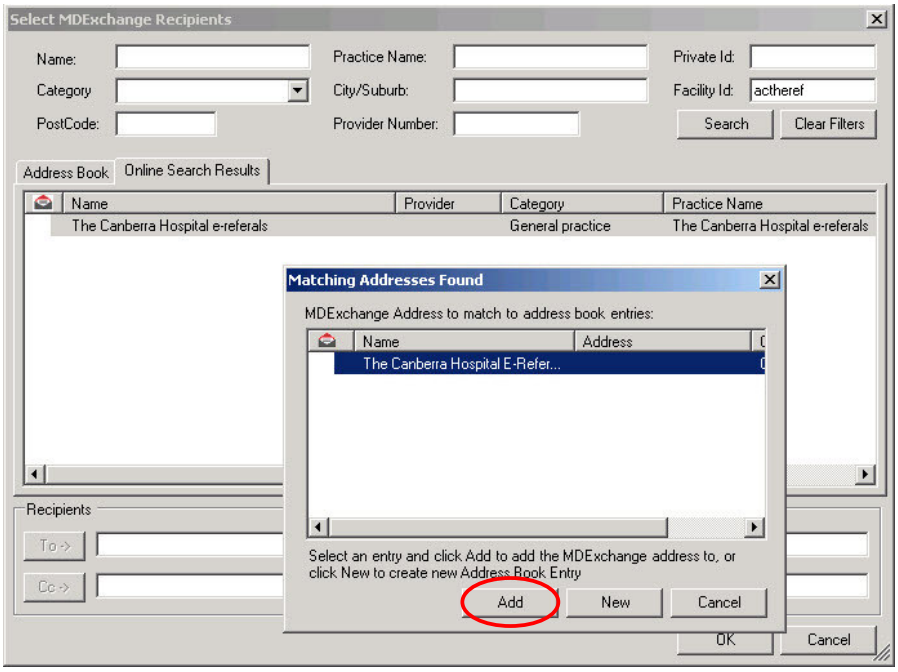
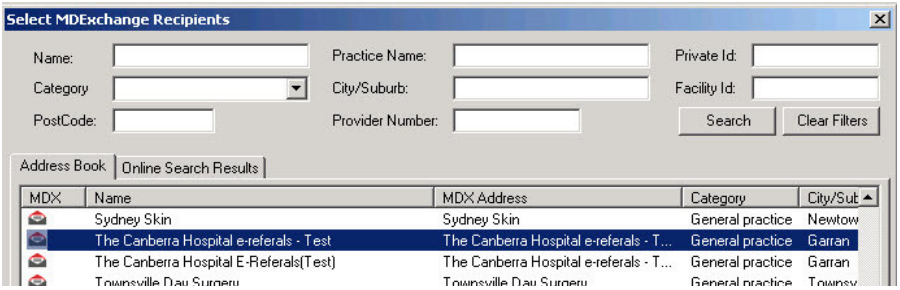
8. In the **Matching Addresses Found** window click on **Add** to save the selected Provider/Clinic to the local address book.



This will save the details to the local address book along with the Facility ID Icon



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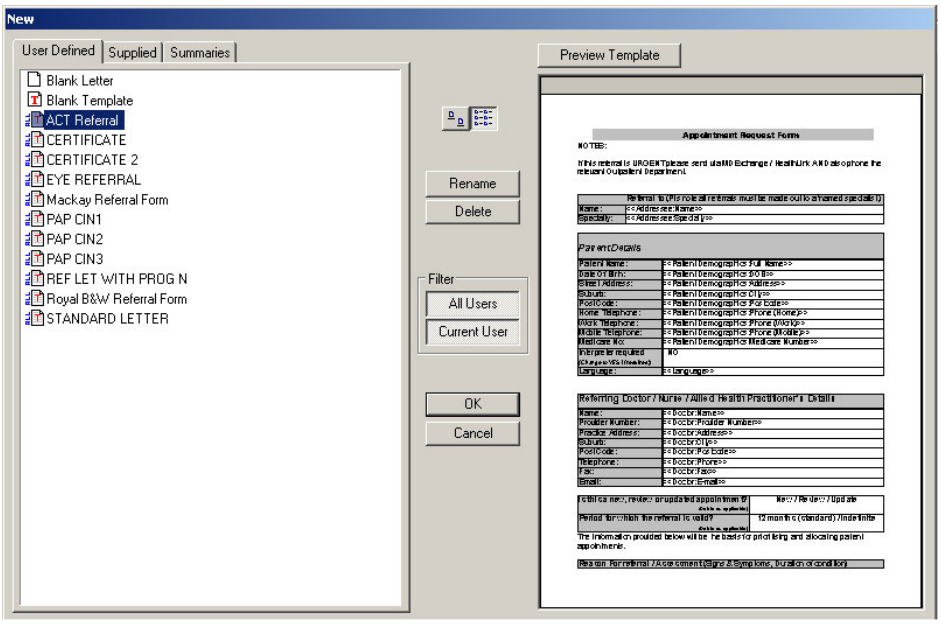
5 Creating a New Referral/Letter

1. Select **Patient** > **Open** (**F2**) then search for and open the patient to be referred and click **OK**.
2. Press (**F8**) to create a New Letter.
3. Select **File** > **New (Ctrl+N)**.
4. Select the name of the your required template from any of the tabs and click **OK**.



5. Complete the letter/template as required.
6. Review your completed document. Any changes can be updated directly into the template.

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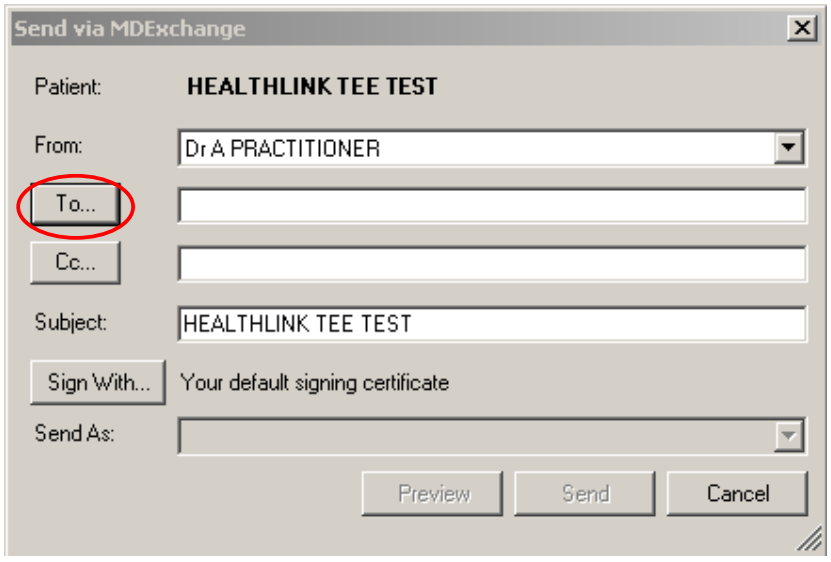
5.1 Sending your Referral

7. To send your referral Click on **File** > **Send via MDExchange** or select the MDx Button on your toolbar.

8. Click on the **To** button (as circled below).



9. **Search** for the Provider/Clinic name and the address will auto complete and offer the corresponding address book entry.

10. Highlight the recipient and click **To** to select the the highlighted recipient then **OK** to continue.

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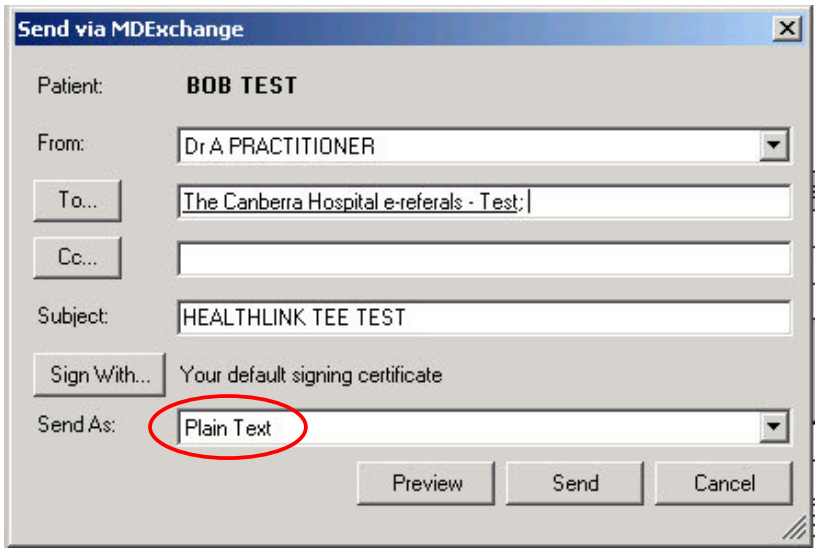
Note: Your referral will be more compatible with other clinical systems if sent as "Plain Text" (as circled below).



11. To send the completed referral click **Send**.

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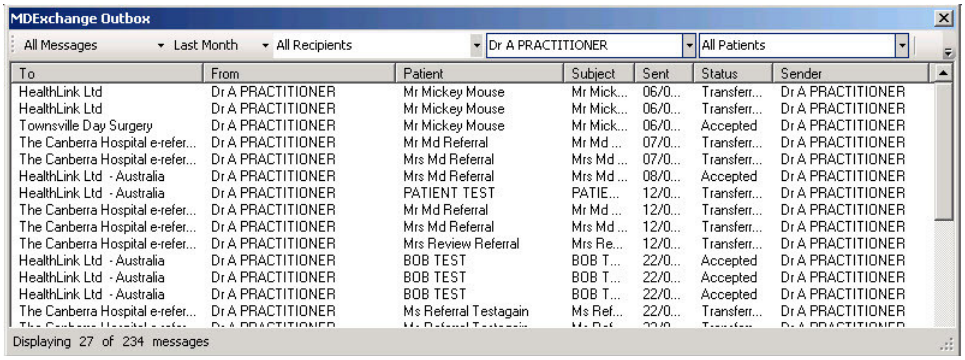
6 How do I know that my referral has been sent and received?

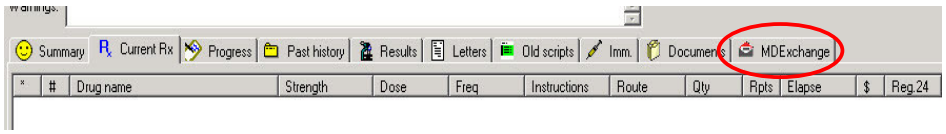
It is important if you are sending referrals or any other types of messages, to check that they are actually being received by the recipient.

Once you have sent a message, the recipient's system will inform you, by way of an acknowledgment. There are 2 ways of viewing a status of a patients e-referral.

1. On the Medical Director menu bar select **Tools** > **MDExchange** > **Sent Items**. This will show the status of **ALL** e-referrals sent. You can use the filters at the top as required.



2. Within the patient file click on the **MDExchange** tab (as circled below). This will show the status of only the OPEN patients e-referrals.



The status of the referral sent will be updated as follows

Status	Message Progress
Awaiting transmission	The message is sent to the practice server
Sent	Referral is sent from your 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

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