

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.

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.



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)

Send via MDE	xchange
Patient:	BOB TEST
From:	Dr A PRACTITIONER
To	
Cc	
Subject:	HEALTHLINK TEE TEST
Sign With	Your default signing certificate
Send As:	Plain Text
	Preview Send Cancel
	li

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

elect MDExcha	nge Recipients				
Name:		Practice	Name:		Private Id:
Category		City/Sub	urb:		Facility Id actheref
PostCode:		Provider	Number:		Search Clear Filters
Address Book	Online Search Results				
Name			Provider	Category	Practice Name

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

elect MDExchange Recipients			×
Name: Category PostCode:	Practice Name:		Private Id: Facility Id: actheref Search Clear Filters
Address Book Online Search Results			
The Canberra Hospital e-referals	Provider	General practice	Practice Name The Canherra Hospital e-referals
<u>د</u>		J	F
Recipients			
To>			
			OK Cancel

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

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

eer interendinge keelipienes				
Name:	Practice Name:		Private Id:	
Category	City/Suburb:		Facility Id: acthe	eref
PostCode:	Provider Numbe	er:	Search	Clear Filters
ddress Book Online Search Results	s			
🔷 Name	Prov	vider Category	Practice Name	
The Canberra Hospital e-refera	als	General pr	actice The Canberra Hos	pital e-referal
	🔷 Name		Address	
	Name The Canbe	erra Hospital E-Refer	Address (
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c] ecipients To ≫	Name The Canbe	erra Hospital E-Refer	Address (0 0 DExchange address to, or	
t lecipients To →	Name The Canbe The Canbe	erra Hospital E-Refer click Add to add the M new Address Book Entr	Address (0 DExchange address to, or	
t∫ lecipients To -> Cc ->	Select an entry and click New to create	erra Hospital E-Refer click Add to add the M new Address Book Entr Add	Address (DExchange address to, or v New Cancel	

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

Select MDE	xchange Recipients)
Name:		Practice Name:		Private Id:	
Category	·	City/Suburb:		Facility Id:	
PostCode	e:	Provider Number		Search	Clear Filters
Address Bo	ook Online Search Results				
I MDX I	Name		MDX Address	Category	City/Sut 🔺
MDX	Name Sydney Skin		MDX Address Sydney Skin	Category General practice	City/Sut ▲ Newtow
	Name Sydney Skin The Canberra Hospital e-referals - Te	st	MDX Address Sydney Skin The Canberra Hospital e-referals - T	Category General practice General practice	City/Sut ▲ Newtow Garran
	Name Sydney Skin The Canberra Hospital e-referals - Te The Canberra Hospital E-Referals(Te	st st]	MDX Address Sydney Skin The Canberra Hospital e-referals - T The Canberra Hospital e-referals - T	Category General practice General practice General practice	City/Sut ▲ Newtow Garran Garran

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.

5.1 Sending your Referral

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

🏀 File Edit View	Insert Format Table Window H	Help	
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[Normal]	 Arial Black 	▼ 12 ▼ B	8 / U E E E 🗄 🗄 I 1 1

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

Send via MDEx	change	×
Patient:	HEALTHLINK TEE TEST	
From:	Dr A PRACTITIONER	•
To		
Cc		
Subject:	HEALTHLINK TEE TEST	
Sign With	Your default signing certificate	
Send As:		-
	Preview Send Cancel	

- 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 highlighted recipient then **OK** to continue.

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

Send via MD	Exchange
Patient:	BOB TEST
From:	Dr A PRACTITIONER
To	The Canberra Hospital e-referals - Test;
Cc	
Subject:	HEALTHLINK TEE TEST
Sign With	. Your default signing certificate
Send As:	Plain Text
	Preview Send Cancel
	li li

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

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.

 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.

MDExchange Outbox							×
All Messages 🔹 👻 Last	Month 👻 All Recipients	 Dr A PRAC 	TITIONER		All Patients	-	Ŧ
To	From	Patient	Subject	Sent	Status	Sender	
HealthLink Ltd	Dr A PRACTITIONER	Mr Mickey Mouse	Mr Mick	06/0	Transferr	Dr A PRACTITIONER	1.0
HealthLink Ltd	Dr A PRACTITIONER	Mr Mickey Mouse	Mr Mick	06/0	Transferr	Dr A PRACTITIONER	
Townsville Day Surgery	Dr A PRACTITIONER	Mr Mickey Mouse	Mr Mick	06/0	Accepted	Dr A PRACTITIONER	
The Canberra Hospital e-refer	Dr A PRACTITIONER	Mr Md Referral	Mr Md	07/0	Transferr	Dr A PRACTITIONER	
The Canberra Hospital e-refer	Dr A PRACTITIONER	Mrs Md Referral	Mrs Md	07/0	Transferr	Dr A PRACTITIONER	
HealthLink Ltd - Australia	Dr A PRACTITIONER	Mrs Md Referral	Mrs Md	08/0	Accepted	Dr A PRACTITIONER	
HealthLink Ltd - Australia	Dr A PRACTITIONER	PATIENT TEST	PATIE	12/0	Transferr	Dr A PRACTITIONER	
The Canberra Hospital e-refer	Dr A PRACTITIONER	Mr Md Referral	Mr Md	12/0	Transferr	Dr A PRACTITIONER	
The Canberra Hospital e-refer	Dr A PRACTITIONER	Mrs Md Referral	Mrs Md	12/0	Transferr	Dr A PRACTITIONER	_
The Canberra Hospital e-refer	Dr A PRACTITIONER	Mrs Review Referral	Mrs Re	12/0	Transferr	Dr A PRACTITIONER	
HealthLink Ltd - Australia	Dr A PRACTITIONER	BOB TEST	BOB T	22/0	Accepted	Dr A PRACTITIONER	
HealthLink Ltd - Australia	Dr A PRACTITIONER	BOB TEST	BOB T	22/0	Accepted	Dr A PRACTITIONER	
HealthLink Ltd - Australia	Dr A PRACTITIONER	BOB TEST	BOB T	22/0	Accepted	Dr A PRACTITIONER	
The Canberra Hospital e-refer	Dr A PRACTITIONER	Ms Referral Testagain	Ms Ref	22/0	Transferr	Dr A PRACTITIONER	
I The concern median concern	D. A DRACTITIONED	M. D.C T	M. D.4	2270	т	D. A DRACTITIONED	
Displaying 27 of 234 message	s						

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.

warmiys.												
\odot	Summa	ry 🤼 Current Rx 🔊 Progress 🖻	🕽 Past history 🛛 🕻	Results 🗄	Letters 🗎 🗮	Old scripts 🛛 💉	Imm. 🌔 D	ocument	🖨 MD	Exchange		
×	#	Drug name	Strength	Dose	Freq	Instructions	Route	Qty	Rpts	Elapse	\$	Reg.24

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					



Australia

Phone toll free: 1800 125 036 7.00am – 7.00pm Monday-Friday (AEST) Australian Fax Toll Free - 1800 151 146

Email: helpdesk@healthlink.net

If there is a communication problem Make it our problem

www.healthlink.net

