

24/06/2024

Updating your Practice Name for Timely Correspondence

We have identified that your practice name appears as “main surgery.” This presents a challenge for our doctors when dictating correspondence, as the specific practice name is not readily available. This can lead to delays in returning correspondence to you.

To assist in providing timeline correspondence about your patients, please update your practice name in your practice management software.

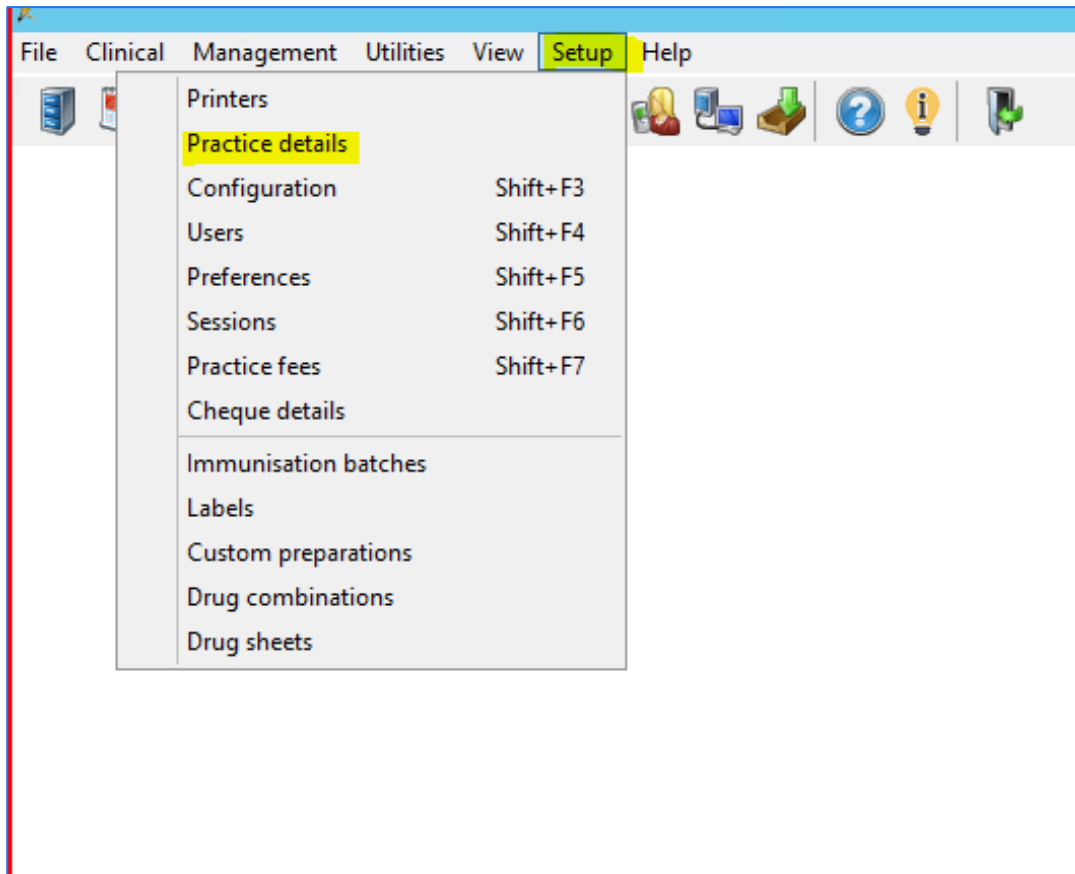
Best Practice – Page 2-3

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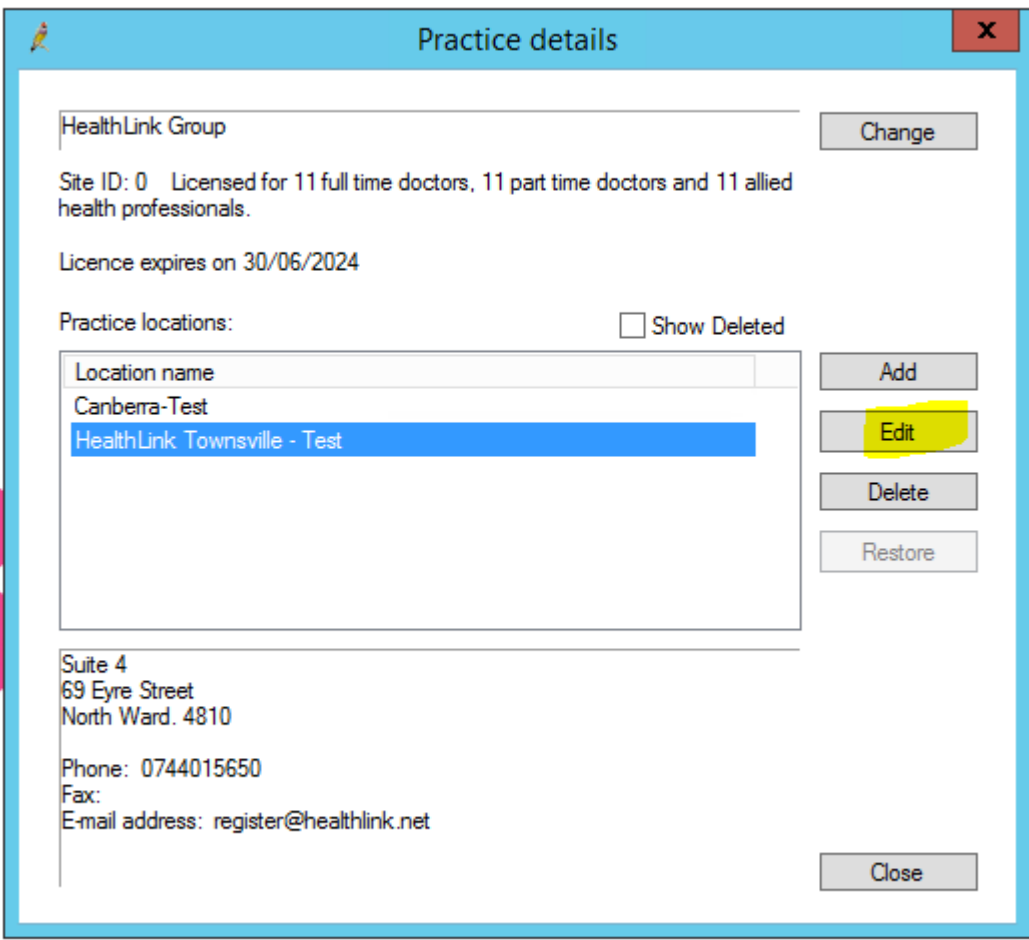
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For Best Practice

1. Go to **Setup**
2. Click on **Practice details**



3. Select location name and click edit to – reflect your practice name

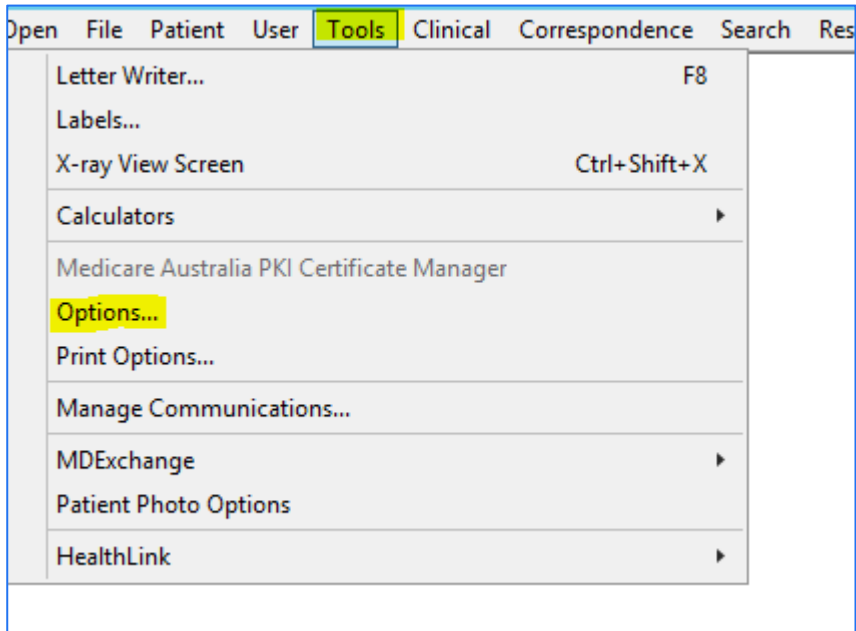


The screenshot shows a 'Practice details' window with the following content:

- HealthLink Group** (with a 'Change' button)
- Site ID: 0 Licensed for 11 full time doctors, 11 part time doctors and 11 allied health professionals.
- Licence expires on 30/06/2024
- Practice locations: Show Deleted
- A list of location names: 'Canberra-Test' and 'HealthLink Townsville - Test' (the latter is highlighted in blue).
- Buttons for 'Add', 'Edit' (highlighted in yellow), 'Delete', and 'Restore' are positioned to the right of the list.
- Address: Suite 4, 69 Eyre Street, North Ward. 4810
- Phone: 0744015650
- Fax:
- E-mail address: register@healthlink.net
- A 'Close' button is located at the bottom right.

For Medical Director

1. Go to **Tools**
2. Click on **Options**



3. Select practice tab and select the practice name and edit and update location name to reflect your actual practice name.

The screenshot displays two overlapping windows from the HealthLink software. The 'Options' window is in the foreground, with the 'Practice' tab selected. It shows the 'MD-Test Healthlink (Marketplace Partner)' practice selected in a list. The 'Location Details' window is open over it, showing the details for the selected location. The 'Location' field is highlighted in yellow and contains the text 'MD-Test Healthlink (Marketplace Partner)'. Other fields include 'Address', 'City/Suburb', 'Postcode', 'Phone', 'Fax', 'Email', 'ABN', 'VSP No', 'HPI-O No', and 'Lock on inactivity after'. The 'Organisation Type' is set to 'General Practice' and the 'Service Type' is 'General practice medical clinic service'. There is a table for 'eHealth Certificates' with columns for 'Certificate Type', 'Expiration Date', and 'Issued To'. The table contains three rows: 'IHI Signing' (6/09/2021, Test Site A447), 'IHI Encryption' (6/09/2021, Test Site A447), and 'NASH' (5/03/2022, general.8003625). There are also buttons for 'Add', 'Edit', 'Deactivate', 'Import Certificate', and 'Save'.

Contact HealthLink Support

If you have any further questions or require support, please contact HealthLink support.

- Phone: 1800 125 036
- <https://www.healthlink.com.au/contact/#support>
- Email: helpdesk@healthlink.net

HealthLink Australia
Phone toll free: 1800 125 036
8:00am – 6:00 pm (AEST)
Monday-Friday

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