

User Guide

09.07.2024 SP

HealthLink SmartForms for Shexie Platinum

Welcome to HealthLink SmartForms. The smartest way for health professionals to refer their patients to NSW Health.

For more information on your Local Health District (LHD), go to:
<https://health.nsw.gov.au/ereferral>

Your practice must be running Shexie Platinum 7.0 or above to access the HealthLink SmartForms.



Submitting eReferrals from Shexie Platinum

Using HealthLink SmartForms

SmartForms enable **Shexie Platinum** users to easily refer and engage with all HealthLink SmartForm service providers including NSW LHDs, Transport for NSW and My Aged Care.

SmartForms are designed to speed up the service you can provide for your patients. They give you confidence that your form has been securely delivered to the service provider, and a copy has been saved to your Practice Software. And what's more, they are free for you to use.

HealthLink Technical Support

Email: helpdesk@healthlink.net

Phone: 1800 125 036

Step 1:

Accessing HealthLink SmartForms (eReferrals)

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Step 1: Accessing HealthLink SmartForms (eReferrals)

There are three ways to access the forms within your Shexie software...

A

From Appointments

In the appointment calendar, right click on the patient and then select **HealthLink Form**

or

B

From Patient Functions

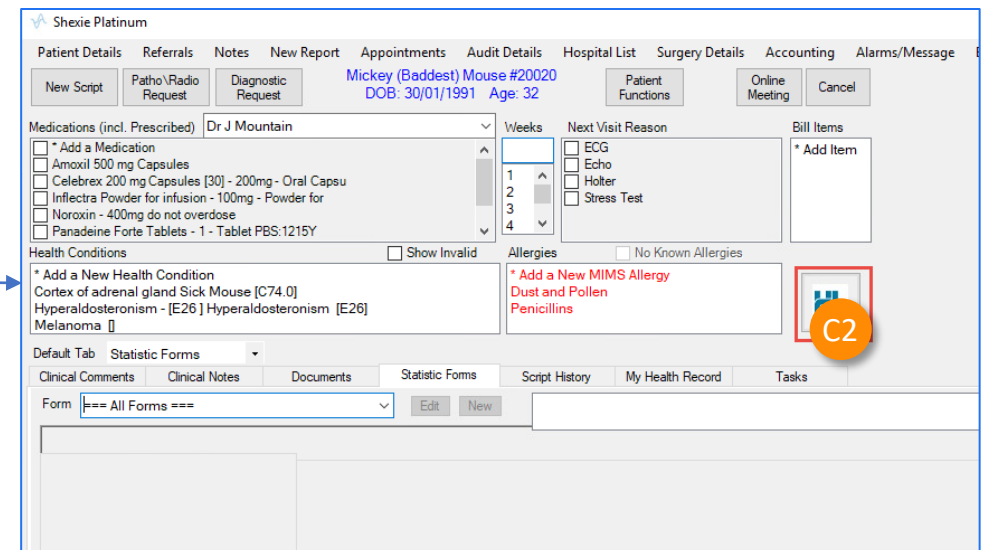
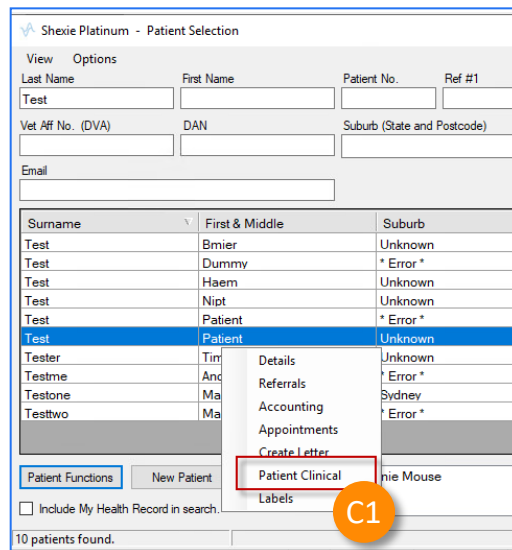
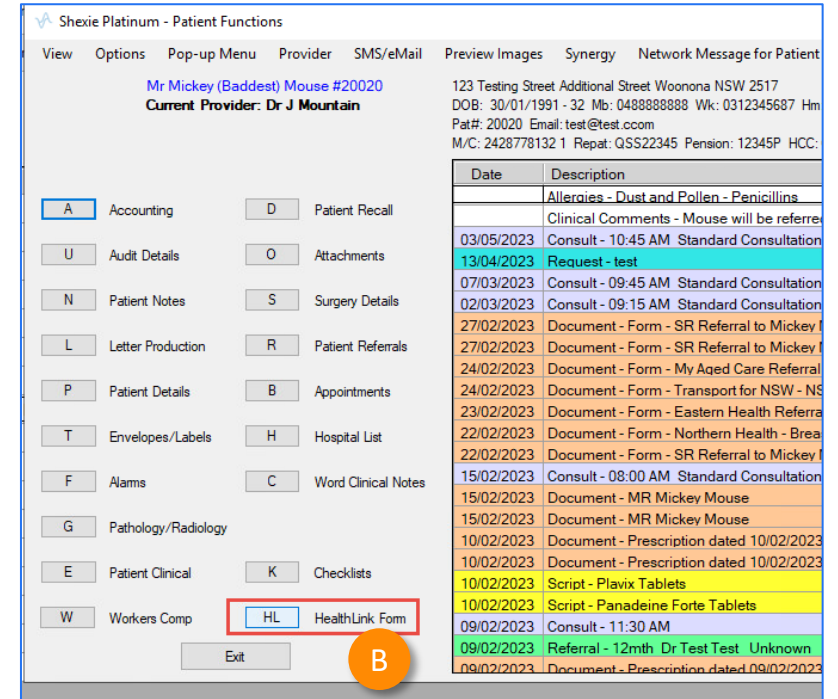
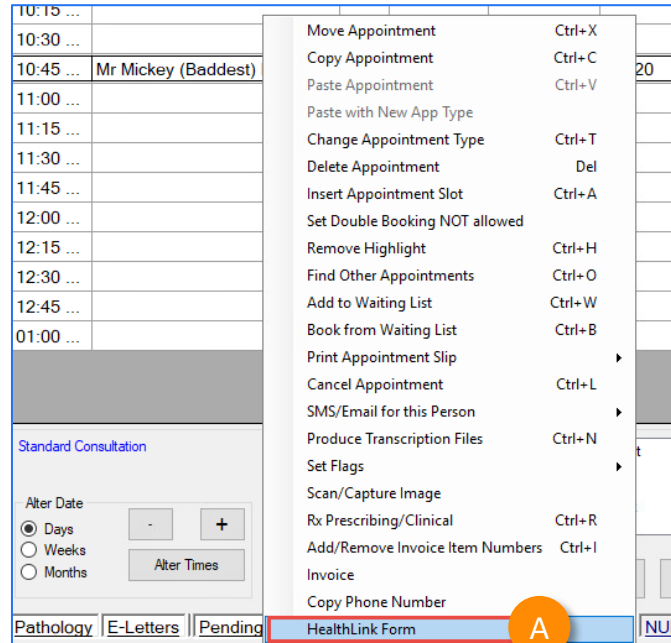
Open and search for a patient via Patient Search. Once you are in the patient record click on **HL – HealthLink Form**.

or

C

From Patient Clinical

From the Patient search screen, after you have located the patient, click on the patient's name, select **Patient Clinical** and then click on the **HL icon**.



Step 1:

Accessing HealthLink SmartForms (eReferrals)

If the patient has not had a HealthLink smartform created previously, when you click on the **HL** icon, you will be taken directly to the HealthLink home page (skip to next page).

- D** If the patient has any previously created smartforms, you will be presented with a pop-up window where you can **access a previously parked/saved form,**
- E** or **create a new form** for that patient.

The screenshot shows the Shexie Platinum - HealthLink User interface. The window title is "Shexie Platinum - HealthLink User" and the Helpdesk No. is "1300 743943 (1300 SHEXIE)". The date is "Wednesday 03 May 2023". The patient name is "Mr Mickey (Baddest) Mouse" and the provider is "Dr J Mountain 0319352K". The status is "All".

The "New" button is highlighted with a red box and an orange circle labeled "E".

Time	Appointment	Created Date	Patient	Type	Subject	Description	Provider	User	Status	Message ID
09:00 ...		29/09/2023	Patient Test	South Eastern Sydney LHD	Colorectal Clinic	South Eastern S...	Dr J Mountain	HL	Parked	SES-488
09:15 ...		29/09/2023	Patient Test	SR Referral to Genie Solut...	Specialist Referral	SR Referral to G...	Dr J Mountain	HL	Awaiting Ac...	SR-3912
09:30 ...										
09:45 ...										
10:00 ...										
10:15 ...										
10:30 ...										
10:45 ...	Mr Mick									
11:00 ...										
11:15 ...										
11:30 ...										
11:45 ...										
12:00 ...										
12:15 ...										
12:30 ...										
12:45 ...										
01:00 ...										

Step 2: Launching a new form

Now you're on the HealthLink home page...

- A Here you'll find a list of available services to refer patients.
- B Within the **Referred Services** section, Click on the link named **Health Outpatient Referrals -** followed by the name of the **LHD** you wish to send to.

(e.g. *Health Outpatient Referrals – Western Sydney LHD*)

To launch the smart form, **NSW Health Outpatient Referrals** require you to then:

- C • **select a specific service** and
- D • **facility** (only if there's multiple facilities for that service)
- E Then click **Continue** to launch the form.

For more information on your Local Health District (LHD), go to: <https://health.nsw.gov.au/ereferral>

HL HealthLink
connecting with care

Make a referral Update a referral

Search a Private Specialist or Allied Health Provider to Refer Patient

Type individual / practice name, or specialty then enter Search Help Clear State Tasmania

Referred Services

Aged Care Referral	Medical Certificate for Insurance Claim
Cardiometabolic Health in Psychosis	NSW Health Outpatient Referrals – [LHD Name]
Certificate of Capacity	Online Medical Certificate
Community Health	Outpatient and Community Referral Form
Fitness to Drive Assessment	Radiology Referrals
General Health	Regional Health Service
Health Specialist Consulting Clinics	
Hearing Medical Certificate	
Hospital Services	

NSW Health

Type here to search for a service Facility*

- Allergy
- Antenatal
- Bariatric Surgery
- Breast Surgery
- Cardiology
- Colorectal surgery
- Dermatology
- ENT Surgery
- Endocrinology
- Gastroenterology
- General Medicine
- General Surgery**
- Gynaecology
- Haematology
- Infectious Disease
- Neurology
- Neurosurgery
- Oncology
- Orthopaedics
- Paediatric Allergy

Continue

Step 3: Completing the form

Now you've loaded the form to complete and submit.

A

The **SmartForm layout** provides a consistent, easy-to-use tabular structure on the left, with the main action window on the right.

You'll notice SmartForms are **responsive**: They will pre-populate all available patient and referrer data and contain logic to request more specific patient information based on your selections.

B

Mandatory Fields must be completed prior to submitting the SmartForm and are each highlighted with a red asterisk.

Note: Please use HealthPathways where available to identify LHD specific referral information.

NSW Health [Service] Submit Preview Park Help

Requested Information (General Surgery) Referred To* Specialist - unnamed referral

Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient

Attachments / Reports

Medications, Allergies, Alerts

Medical, Social and Family History

Patient Information

Referrer Information

Referral Date* 13/08/2023

Referral Type* New Updated Continuation

Referral Period* 12 months

Referral Priority Non-Urgent (365 days)

Patient available for appointment at short notice Yes No

Is patient suitable for virtual care? Yes No Unsure

Health insurance/third party compensable? Yes No

HealthPathways
As outlined in the NSW Health (Adult) HealthPathway linked [here](#) please attach all relevant information to this referral to assist with triaging processes.

Requested Information (General Surgery)

Attachments / Reports

Medications, Allergies, Alerts

Medical, Social and Family History

Patient Information

Referrer Information

Patient Information

Date of birth* 17/12/1941

IHI 8003602345688835

Medicare/DVA Eligible* Yes No

Medicare number* 6288253442 2

Medicare expiry

DVA number QX901226

Pension number

Private health fund name

Patient membership number

Safety net number

Country of birth

Name* MICKEY Disney HEATLEY

Gender* Male

Patient's indigenous status* Neither Aboriginal nor Torres Strait Islander origin

Residential Address 95 Pitt Street, Apartment, Svdnev, NSW, 2000

Step 3: Completing the form

C It will also display a **warning** for some information taken from your Practice Management Software that needs reviewing.

For example, if a contact phone number does not include an area code.

D If you need more context on the questions, you can click on the **information icons**.



The screenshot shows a patient form with several sections: Family History, Patient Information, Referrer Information, Residential Address, Postal Address, and Contact Details. A red warning triangle icon with the letter 'C' is positioned over the Patient Information section. The Patient Information section contains fields for Name (MICKEY Disney HEATLEY), Gender (Male), and Patient's indigenous status (Neither Aboriginal nor Torres Strait Islander origin). The Contact Details section has a dropdown menu and radio buttons for Work, Home, Mobile, and Other, each with a corresponding phone number field. The Home phone number field contains '98765432' and is highlighted with a red border.

The screenshot shows a referral form with a sidebar on the left containing sections for Warnings, History, and Information. The main form area includes fields for Referral Type (New, Updated, Continuation), Referral Period (12 months), Referral Priority, Patient available for appointment at short notice, and Is patient suitable for virtual care?. An information icon (i) is located next to the 'Is patient suitable for virtual care?' question. A mouse cursor is clicking on this icon, and a pop-up window titled 'Information' is displayed, containing the text: 'This may include telephone consultation, video conference consultation, or remote monitoring. Appropriateness will be determined by the receiving outpatient clinic.' The letter 'D' is placed over the information icon.

Step 3: Completing the form

Reason for referral

E In some forms there may be drop down to select the reason for referral conditions.

Tip: You can start typing the condition name in the search box to narrow the list down.

Also, there will always be an option 'Other condition' if the condition you are looking for is not noted in the selection list.

HealthPathways

Please refer to HealthPathways linked [here](#) to assist you with completing this referral.

Reason for referral* **E**

Considerations / risks / barriers to access

Does the patient have primary carer / guardian?*

Interpreter required?*

Special needs/reasonable adjustments required for disability?

Are there any considerations, risks or barriers to accessing the service?

I acknowledge that the patient, or appropriate guardian, has consented to the referral and to their personal and health information being shared between the referring clinician, the nominated GP, the health service staff and other health service providers as required to facilitate their treatment or care. Patient consents to being contacted via SMS, phone, email or letter for this referral (subject to local practices).

Patient consent*

Please select

- Cirrhosis (suspected or known)
- Concern for colorectal cancer (rectal bleeding or positive faecal occult blood test)
- Hepatocellular cancer (suspected or known) or liver lesion
- Inflammatory bowel disease or irritable bowel syndrome (suspected or known)
- Iron deficiency
- Liver dysfunction
- Upper gastrointestinal dysfunction
- Other gastroenterological condition

Step 3: Completing the form

Attachments

- F** The **Attachments / Reports** tab will give you access to all the supporting documents that you may wish to attach to the form.
- G** You can select any item from the **table** – showing you patient medical records captured from the **last six months**.

Or you can **browse for files...**

- H** stored in your Practice Management Software by clicking the **Browse for Patient Document** button .
- I** **Note:** Make sure to update the date parameters if you want to see files that are older than 6 months.
- J** **Or** in your local computer's file system by clicking the **Browse for Local File** button.

NSW Health [Service]

Requested Information: General Surgery

Attachments / Reports

Medications, Allergies, Alerts

Medical, Social and Family History

Diagnostic Reports / Patient Documents

Browse for Patient Document (H) | Browse for Local File (J)

Attach file from EMR supports: gif, html, jpeg, doc, docx, pdf, txt, rtf, tiff
 Attach file from Computer supports files that end in types: doc, docx, gif, htm, html, jpeg, jpg, pdf, rtf, tif, tiff, txt
 Caution: larger attachments may take significant time to preview

<input type="checkbox"/>	Date	Name	Comments	Type	Size	
<input type="checkbox"/>	01/09/2021	File_123		rtf	80 KB	
<input checked="" type="checkbox"/>	01/10/2021	File_456		rtf	8 KB	
<input checked="" type="checkbox"/>	01/11/2021	File_789		rtf	90 KB	

Diagnostic Reports / Patient Documents

Browse for Patient Document | Browse for Local File

Please attach any relevant patient information (for example allied health assessments, wound care details, medication summaries and relevant medical summaries). This information will support your patient's assessment and service provision. Clinical information will be visible to all staff.

Attach File

Name:

Date from: 08/01/2019 | Date to: 08/07/2021 | Search


Attach | Cancel

<input type="checkbox"/>	Date	Name	Comments	Type	Size
	08/07/2021	File_One	Aged Care Referral	...	43 KB
	09/10/2019	File_Two	Aged Care Referral	...	52 KB
	01/10/2019	File_Three	Aged Care Referral	...	48 KB
	24/09/2019	File_Four	Aged Care Referral	...	44 KB

Step 3: Completing the form

Then click through the remaining Tabs on the left to ensure all the pre-populated patient information has been either selected, or de-selected, as appropriate to submit to the service provider.

All these features ensure you're providing a quality, and compliant submission every time, on behalf of your patients.



NSW Health

Cardiology Clinic

Requested Information ▲

Cardiology Clinic

Attachments / Reports

No reports selected
No files attached

Medications, Allergies, Alerts

7 long term medications specified
No medications specified
2 medical warnings specified

Medical, Social and Family History

Medical history specified

Patient Information

Patient's name
CX901228
20/08/1954

Referrer Information

Referrer's name
0000000Y
No Different Regular GP

Long Term Medications i

Date	Details	Dose	Units	Instructions	
	Vita-D 1000IU Gel Caps			1 Capsule Once a week on an empty stomach As directed p.r.n	✕
	Ibuprofen 100mg Tablet			1 Tablet Twice a day with meals	✕
	Betnovate 0.1% Cream			1 Application In the morning before meals As directed BP 1.8.6.776 VVT	✕
	Ventolin CFC-Free 100mcg/dose Inhaler			2 puffs Inhalation Twice a day As directed	✕
	Panadol 500mg Tablet			1 Tablet Every 4 hours with meals As directed	✕
	Panadol 500mg Tablet			1 Tablet Four times a day with meals Stat	✕
	Omnitest Plus Test Strip			½ Dose In the morning with meals As directed	✕

Other Medications i Browse for More Medications

Date	Details	Dose	Units	Instructions	
No records found.					

Medical Warnings

<input type="checkbox"/>	Date	Description	Comments
<input checked="" type="checkbox"/>	18/12/2014	Penicillin	Rash
<input checked="" type="checkbox"/>	18/12/2014	Oestradiol	Vomiting

Attachments / Reports

No reports selected
No files attached

Medications, Allergies, Alerts

7 long term medications specified
No medications specified
2 medical warnings specified

Medical, Social and Family History

Medical history specified

Patient Information

Patient's name
CX901228
20/08/1954

Referrer Information

Referrer's name
0000000Y
No Different Regular GP

Medicare Provider Number*

HPI-I

Name

Full name Sam Entwistle i

▶ Sam Entwistle

Practice name

Practice Address

▶ 155 George Street, Galleria, Sydney, NSW, 2000

Practice telephone*

Email

EDI*

Medical Registration Number

HPI-O

Practice fax

Step 4: Previewing, Submitting and Parking

Previewing

A You can verify that the form has been completed correctly by clicking **Preview** allowing you to review the details before submitting.

B Whether you click **Preview** or **Submit**, if a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it.

NSW Health [Service] Submit Preview Park Help

Requested Information
General Surgery

Medical Practitioner Information
 Medicare Provider Number* 0000000A
 Medical Registration Number 123456
 HPI-I
 HPI-O 123456789098765
 Name
 Full name Dr Name

Preview, not submitted copy
Submit

NSW Health

[Service]

Patient: MICKEY HEATLEY, 81yrs, M, DOB 17/12/1941, PH: 0401 201 2011, Wrk 03 9 23423221, Hme 03 9 53532221

Residential address: 95 Pitt Street, Apartment, Sydney, NSW 2000

Postal address: 9600 Pitt Street, Apartment, Sydney, NSW 2000

Referred by: Sam Entwistle, Millstone Family Practice, Prov. No. 889843, HPI-O 123456, HPI-I 8003611566681627, PH 03 9 358 0116, FAX 03 9 4433456

Clinical Referral Information

Referred To: Specialist - unnamed referral

Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient

Referral Date: 14/08/2023
 Referral Type: New
 Referral Period: 12 months

NSW Health Gastroenterology & Liver Clinics Submit Preview

Requested Information ⚠
Gastroenterology & Liver Clinics

- Patient consent is a required field
- Reason for referral is a required field
- Referred To is a required field
- Triage category is a required field

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts
4 long term medications specified
No medications specified
1 medical warning specified

Medical, Social and Family History

Referred To* Please Select

Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient

Referral date* 17/10/2023
 Referral type* New Updated

Step 4: Previewing, Submitting and Parking

Submitting

- C** When you are ready to send your form, click **Submit**.
- D** This will safely and securely send the form electronically via HealthLink, and you will see a copy of the completed form with a **date stamp**.
- A copy of the submitted form is saved directly to the patient file.**
- E** If you'd like to provide the patient with a copy, you can left-click the **Print** button or right-click anywhere on the submitted form and choose Print.

NSW Health [Service]

Requested Information: General Surgery

Attachments / Reports

Medical Practitioner Information

Medicare Provider Number*: 889843

Medical Registration Number: []

HPI-I: 8003611566681627

HPI-O: 123456

Name: Full name Sam Entwistle

Practice name: Millstone Family Practice

Practice Address: 155 George Street, Galleria, Sydney, NSW, 2000

Buttons: Submit, Preview, Park, Help

Form sent on 22/10/2023 09:34 AEST

Sensitive: Personal

[Service]

Patient: MICKEY HEATLEY, 81yrs, M, DOB 17/12/1941, PH: 0401 201 2011, Wrk 03 9 23423221

Residential address: 95 Pitt Street, Apartment, Sydney, NSW 2000

Postal address: 9600 Pitt Street, Apartment, Sydney, NSW 2000

Referred by: Sam Entwistle, Millstone Family Practice, Prov. No. 889843, HPI-O 123456, HPI-I 8003611566681627, PH 03 9 358 0116, FAX 03 9 4433456

Clinical Referral Information

Referred To: Specialist - unnamed referral

Referral Date: 14/08/2023

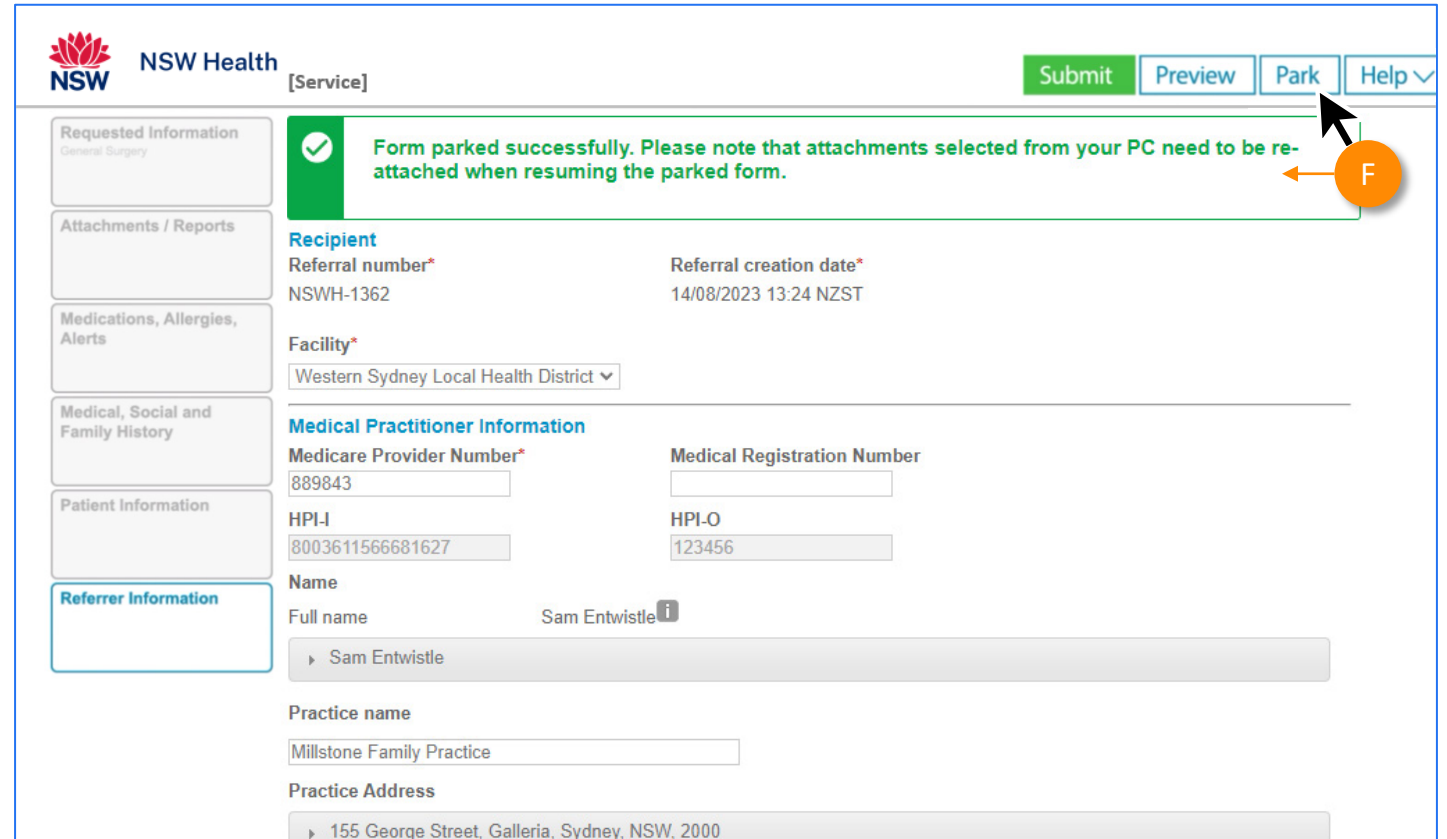
Referral Type: New

Print

Step 4: Previewing, Submitting and Parking

Parking

F And if you need more information to complete the form, you can **Park** the form to save what you've done so far and come back to it later.



The screenshot shows the NSW Health form interface. At the top left is the NSW Health logo and the text "[Service]". On the top right, there are buttons for "Submit", "Preview", "Park", and "Help". The "Park" button is highlighted with an orange circle and an arrow pointing to it from another orange circle labeled "F". A green message box at the top right contains a checkmark icon and the text: "Form parked successfully. Please note that attachments selected from your PC need to be re-attached when resuming the parked form." The form is divided into several sections on the left: "Requested Information" (General Surgery), "Attachments / Reports", "Medications, Allergies, Alerts", "Medical, Social and Family History", "Patient Information", and "Referrer Information". The main content area displays the following information:

- Recipient**
 - Referral number*: NSWH-1362
 - Referral creation date*: 14/08/2023 13:24 NZST
 - Facility*: Western Sydney Local Health District
- Medical Practitioner Information**
 - Medicare Provider Number*: 889843
 - Medical Registration Number: [input field]
 - HPI-I: 8003611566681627
 - HPI-O: 123456
- Name**
 - Full name: Sam Entwistle
 - Dropdown menu: Sam Entwistle
- Practice name**
 - Millstone Family Practice
- Practice Address**
 - Dropdown menu: 155 George Street, Galleria, Sydney, NSW, 2000

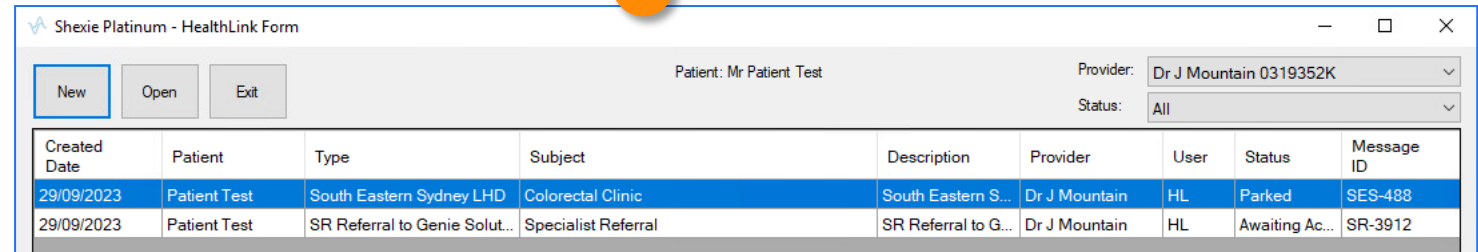
Step 5:

Accessing parked and auto-saved forms

A Any form parked or submitted can be seen from the patient's file after clicking the HL icon.

B Also, you can access all forms via **Housekeeping > HealthLink Audit Report**

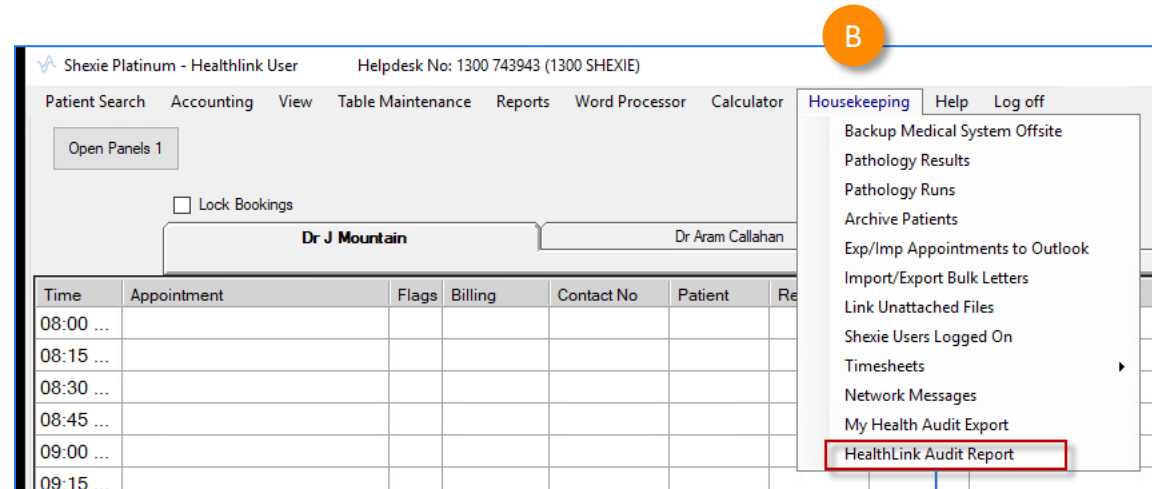
Note: when returning to a parked or auto-saved form, due to security policy, any previously added attachments will need to be re-added.



Shexie Platinum - HealthLink Form

Patient: Mr Patient Test Provider: Dr J Mountain 0319352K
Status: All

Created Date	Patient	Type	Subject	Description	Provider	User	Status	Message ID
29/09/2023	Patient Test	South Eastern Sydney LHD	Colorectal Clinic	South Eastern S...	Dr J Mountain	HL	Parked	SES-488
29/09/2023	Patient Test	SR Referral to Genie Solut...	Specialist Referral	SR Referral to G...	Dr J Mountain	HL	Awaiting Ac...	SR-3912



Shexie Platinum - Healthlink User Helpdesk No: 1300 743943 (1300 SHEXIE)

Patient Search Accounting View Table Maintenance Reports Word Processor Calculator **Housekeeping** Help Log off

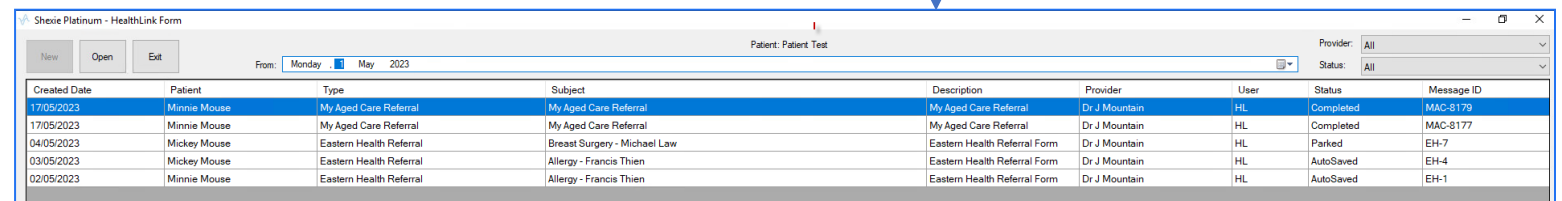
Open Panels 1

Lock Bookings

Dr J Mountain Dr Aram Callahan

Time	Appointment	Flags	Billing	Contact No	Patient	Re
08:00 ...						
08:15 ...						
08:30 ...						
08:45 ...						
09:00 ...						
09:15 ...						

- Backup Medical System Offsite
- Pathology Results
- Pathology Runs
- Archive Patients
- Exp/Imp Appointments to Outlook
- Import/Export Bulk Letters
- Link Unattached Files
- Shexie Users Logged On
- Timesheets
- Network Messages
- My Health Audit Export
- HealthLink Audit Report**



Shexie Platinum - HealthLink Form

Patient: Patient Test Provider: All
Status: All

Created Date	Patient	Type	Subject	Description	Provider	User	Status	Message ID
17/05/2023	Minnie Mouse	My Aged Care Referral	My Aged Care Referral	My Aged Care Referral	Dr J Mountain	HL	Completed	MAC-8179
17/05/2023	Minnie Mouse	My Aged Care Referral	My Aged Care Referral	My Aged Care Referral	Dr J Mountain	HL	Completed	MAC-8177
04/05/2023	Mickey Mouse	Eastern Health Referral	Breast Surgery - Michael Law	Eastern Health Referral Form	Dr J Mountain	HL	Parked	EH-7
03/05/2023	Mickey Mouse	Eastern Health Referral	Allergy - Francis Thien	Eastern Health Referral Form	Dr J Mountain	HL	AutoSaved	EH-4
02/05/2023	Minnie Mouse	Eastern Health Referral	Allergy - Francis Thien	Eastern Health Referral Form	Dr J Mountain	HL	AutoSaved	EH-1

Step 6: Accessing submitted forms

A Submitted forms are saved back to the Documents tab where it can be viewed

Shexie Platinum

Patient Test #99-Z
DOB: 05/05/1955 Age: 68

Medications (incl. Prescribed) Dr J Mountain

Health Conditions

Default Tab Documents

Date	Description	Folder	Status
29/09/2023	Form - SR Referral to Genie Solutions - Speci...		Dispatched

Clinical Referral Information

Referral Date: 29/09/2023
Referral Continuation: New
Referral Period: 12 months
Feedback Requested: Yes
Interpreter Required: No

Medications, Allergies, Alerts - No medications, allergies or alerts specified

Medical, Social and Family History - No medical, social and family history specified

Step 7: What happens after a referral has been made?

- NSW Health Outpatients will respond with a **Status Message** regarding the **Referral Acceptance** or **Referral Rejection** with reasons.
- These Status Messages will be received back into your Practice Software using the same workflows when receiving Incoming Reports and Results, and Other correspondence like Discharge Summaries.

Viewing incoming reports

- A** From the home screen – if incoming correspondence is waiting to be viewed – tabs at the bottom will flash red.

You are also able to click on E-Letters and it will take you to the incoming correspondence area.

Shexie Platinum - Healthlink User Helpdesk No: 1300 743943 (1300 SHEXIE)

Patient Search Accounting View Table Maintenance Reports Word Processor Calculator Housekeeping Help Log off

Open Panels 1

Tuesday 03 October, 2023
08:30 AM - 10:30 AM

Lock Bookings

Dr J Mountain Dr Aram Callahan

Time	Appointment	Flags	Billing	Contact No	Patient	Ref No.1	Ref No.2	HighLights	Comment
08:30 ...									
08:45 ...									
09:00 ...									
09:15 ...									
09:30 ...									
09:45 ...									
10:00 ...									
10:15 ...									
10:30 ...									

Standard Consultation

Alter Date: Days Weeks Months Show Date:

Pathology | **E-Letters** | **Pending Letters** | **Review Complete** | **Broadcast** | **CAPS** | **NUM**

October 2023 November 2023

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
25	26	27	28	29	30	1							
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30	1	2	3
30	31						4	5	6	7	8	9	10

Today: 3/10/2023

Step 7: What happens after a referral has been made?

Viewing incoming reports (continued)

You can also access incoming
correspondence by...

- B** Selecting **View** from the menu
- C** Then clicking **Review Incoming Electronic Files**

The screenshot shows the Healthlink software interface. At the top, the user is identified as 'Shexie Platinum - Healthlink User' with a Helpdesk No. of 1300 743943 (1300 SHEXIE). The main menu includes 'Patient Search', 'Accounting', 'View', 'Table Maintenance', 'Reports', 'Word Processor', 'Calculator', 'Housekeeping', 'Help', and 'Log off'. The 'View' menu is open, displaying a list of options: 'Appointment Waiting Room', 'Files Awaiting Linking', 'Weekly Appointments Book (Original)', 'Weekly Appointments Book (New)', 'Todays Appointment Screen', 'Appointment Waiting List', 'Find Lost Appointment', 'Alarms', 'SMS Messages/Forms eMail Links', 'To-Do List', 'Show Unavailable Providers', 'Hide Waiting Time', 'Hide Cancelled Appointments', 'Hide Tool Tip Text', 'Hide Unavailable Appointments', 'Hide EDC Date', 'Insert Fixed Text for Day', 'Fixed Text', 'Active Patients Only', 'Review Incoming Electronic Files', 'Review Pending Letters', and 'User Options'. The 'Review Incoming Electronic Files' option is highlighted with an orange box. In the background, there is a table with columns for 'Time' and 'Appointment', and another table with columns for 'Patient', 'Ref No. 1', 'Ref No. 2', and 'HighLights'. The name 'Dr Aram Callahan' is visible in the top right corner.

Time	Appointment
08:30 ...	
08:45 ...	
09:00 ...	
09:15 ...	
09:30 ...	
09:45 ...	
10:00 ...	
10:15 ...	
10:30 ...	

Patient	Ref No. 1	Ref No. 2	HighLights

Step 7: What happens after a referral has been made?

Viewing incoming reports (continued)

- D** The right-hand side shows the messages waiting for review.
- E** The right-hand panel enables you to link/match/filter etc.

The screenshot displays the 'E-Letters Review Pending' window. The main area shows an incoming report from 'pmsshexi HealthLink Client Test Message Generator v6.8.0.5' to 'Patient HealthlinkTest' on 12/12/1912. The report text includes instructions for clinical system configuration and a note that the report can be safely deleted.

On the right-hand side, there is a panel titled 'Electronic files received pending review'. This panel contains a table of pending files and a control area for filtering and linking.

File Description	Date
Mickey Mouse - MR Mickey Mouse	15/02/2023
Mickey Mouse - MR Mickey Mouse	15/02/2023
Report	23/02/2023
CARDIO TESTPATIENT	23/02/2023
MR Mickey Mouse	24/11/2022
MR Mickey Mouse	24/11/2022
MR Mickey Mouse	24/11/2022
MR Mickey Mouse	24/11/2022
Mickey Mouse - MR Mickey Mouse	24/11/2022

Below the table, the 'Description for file' section shows 'Report'. The control area includes:

- Set Folder to:** Additional Clinical Stuff, Bloods, Clinical Stuff, Correspondence, Images
- Set Status to:** Document Deleted, Review Pending, Review Complete, **E-Letters Review Pending**, E-Letters Review Complete, Not Required
- Set Date to:** 23/02/2023
- Filter:** Show All, Matched, UnMatched
- Provider Filter:** All Providers
- Set Provider to:** Link to All Providers, Dr J Mountain, Dr Ricardo Burns 2441091Y, Dr Aram Callahan 2419151J
- Review All Linked Files
- Link to patient:** Last Name, First Name, DOB
- Buttons:** Reviewed, Delete, Print, Cancel

At the bottom, there is a 'Searched Patients' table with columns: Surname, Firstname, Suburb, Date of Birth, Patient.

Step 8: Update Referral: Adding additional information for the LHD

The **Update Referral** feature allows you to review your patient's referrals and submit additional information, if the patient's condition or circumstance changes, or in response to a request from the LHD/clinic that you referred your patient to.

A Follow **Step 1: Accessing HealthLink SmartForms (eReferrals)** then navigate to the **'Update Referrals'** tab (second tab on the screen).

B Here you'll see referrals made for the patient by you in the last 6 months, split into separate tables for each referred organisation.

C You can search for referrals by selecting a different date range. **Note:** Please specify a date range that is at least a day apart.

HealthLink
connecting with care

Make a referral | Update referrals

Specialists, Allied Health Providers and GPs

SR Specialists & Referrals Refer to Private Specialist

Make a referral | Update referrals

Referral Status Management and Updates

Date From: 27/12/2023 | Date To: 27/06/2024 | Search | Reset

NSW e-Health

Show 10 entries | Filter

ReferralId	Sent	ReferralName	Form Description	Status	Priority	Latest Note	Action
CCLH-1001	2024-06-27	John Smith	MD-Test Healthlink (Marketplace Partner) -	Triage		2024-06-27 Triage	[Icons]
SES-2106	2024-06-26	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-26 Received	[Icons]
FWLH-955	2024-06-26	John Smith	Broken Hill Health Service - Urology Clinic	Referral processed	Rapid access	2024-06-26 Referral processed	[Icons]

Step 8: Update Referral: Adding additional information for the LHD































D At a glance you can see the following key information for each referral:

- **Status**
- **Priority** assigned by NSW Health Outpatients, and
- **Latest Note:** any notes added by the NSW Health Outpatients.

Can't see your patient's referral on the list?

The following types of referrals will not appear on the list:


- Referrals made by other providers in your practice
- Referrals made by other practices, irrespective of the PMS used
- Referrals sent via other channels (e.g. fax)
- Your patient's identification details do not match with the patient's record in the hospital system

Make a referral		Update referrals		John Smith				
NSW e-Health		Show 10 entries		Filter				
ReferralId	Sent	ReferralName	Form Description	Status	Priority	Latest Note	Action	
CCLH-1001	2024-06-27	John Smith	MD-Test Healthlink (Marketplace Partner) -	Triage		2024-06-27 Triage	  	
SES-2106	2024-06-26	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-26 Received	  	
FWLH-955	2024-06-26	John Smith	Broken Hill Health Service - Urology Clinic -	Referral processed	Rapid access	2024-06-26 Referral processed	  	
SES-2002	2024-06-19	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-19 Received	  	
FWLH-876	2024-06-19	John Smith	Broken Hill Health Service - Wound Care Clinic -	Received		2024-06-19 Received	  	
ILHD-1062	2024-06-19	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-19 Received	  	
WSLH-1104	2024-06-19	John Smith	MD-Test Healthlink (Marketplace Partner) -	Post-triage Admin	Semi-urgent (90 days)	2024-06-21 Post-triage Admin	  	
ILHD-1007	2024-06-11	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-11 Received	  	
ILHD-1006	2024-06-11	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-11 Received	  	
ILHD-1005	2024-06-11	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-11 Received	  	

Showing 1 to 10 of 50 entries

Previous **1** 2 3 4 5 Next

Step 8: Update Referral: Adding additional information for the LHD

E To update a referral, click on the  icon on the referral.

F The 'Additional Information' form will be displayed for you to provide your updates

G Select the relevant Reason for Update from the list

H Enter the relevant information into the 'Relevant details' field or use the 'Browse Consultation Notes' function to add consultation notes.

I Attach the relevant documents you would like included in the update using the 'Attachments / Reports' tab

Status	Priority	Latest Note	Action
Triage		2024-06-27 Triage	  

NSW Health DON EOTEST - Additional Information Submit Preview Park Help

Requested Information Additional Information

Attachments / Reports No reports selected
No files attached

Additional Information

Reason for Update* **G**

Review of Priority

Response to Information Request

Referral Cancellation

Other

Relevant details **H**

[Browse for Consultation Notes](#)

I

Step 8:

Update Referral: Adding additional information for the LHD

J When you send the update, the additional information you provide on the form will be appended to the original referral at the top and sent together to the LHD.

- If there are multiple updates sent for a referral, they will be displayed in order of the most recent first.
- Just as with other forms, you can Park an Additional Information form. Parked and Autosaved referral updates can be found in your patient's record (See **Step 5 Accessing parked and auto-saved forms**)

J

Additional Referral Information

Referrer

Referral number: FWLH-876:02
Referred by: John Smith
HPI-O: 8003629900026770
Medicare Provider Number: 0000000Y

Clinical Referral Information

Additional Information
Reason for Update: Response to Information Request
Relevant details:
Attached requested pathology report


Diagnostic Reports / Patient Documents

Date	Name	Comments	Size
17/05/2024	PATIENT BLOOD RESULTS		1 KB

Local File Attachments - No files attached from the sender's local file system

Sensitive: Personal

Wound Care Clinic




Patient: DON EOTEST, 34yrs, F, DOB 16/07/1989, PH: 09 8881 8881, Wrk 02 8881 8882
Residential address: 18 TEST STREET, TESTVILLE, SA 5112
Postal address: same as residential address
Referred by: John Smith, MD-Test Healthlink (Marketplace Partner), Prov. No. 2426622L, HPI-O 8003629900026770, HPI-I 8003619900033421, PH 0744015650, FAX 0744015651
Referral date: 19/08/2024 16:11 AEST

Clinical Referral Information

Referred To: Specialist - unnamed referral
Referral date: 19/08/2024

Step 9: Viewing more information on submitted referrals

[View a submitted referral](#)

- A** To view a submitted referral from the Update Referral page, click on the  icon on the referral.
- If a referral had updates provided to it, the original referral and updates will be displayed.

Status	Priority	Latest Note	Action
Triage		2024-06-27 Triage	   A

Sensitive: Personal

Wound Care Clinic

Patient: DON EOTEST, 34yrs, F, DOB 16/07/1989, PH: 09 8881 8881, Wrk 02 8881 8882
Residential address:?16 TEST STREET, TESTVILLE, SA 5112
Postal address:?same as residential address
Referred by: John Smith, MD-Test Healthlink (Marketplace Partner), Prov. No. 2426622L, HPI-O 8003629900026770, HPI-I 8003619900033421, PH 0744015650, FAX 0744015651
Referral date: 19/06/2024 16:11 AEST



NSW Health

Clinical Referral Information

Referred To:	Specialist - unnamed referral
Referral date:	19/06/2024
Referral type:	New <input type="text"/>
Referral period:	Indefinite
Referral priority:	Rapid access
Patient available for appointment at short notice?	No
Third party compensable?	No
Reason for referral :	<input type="text" value="test"/>


Considerations / risks / barriers to access

Does the patient have primary carer / guardian?	No
Interpreter required?	No
Special needs/reasonable adjustments required for disability?	No
Are there any considerations, risks or barriers to accessing the service?	No

I acknowledge that the patient, or appropriate guardian, has consented to the referral and to their personal and health information being shared between the referring clinician, the nominated GP, the health service staff and other health service providers as required to facilitate their treatment or care. Patient consents to being contacted via SMS, phone, email or letter for this referral (subject to local practices).


Step 9: Viewing more information on submitted referrals

View a referral history

C To view the history of a referral, click on the  icon for the referral.

D The Referral History page shows you a summary of the referral's history as provided by NSW Health Outpatients. Activities in the history are shown with the most recent activities first.

Note: The version number shown indicates the number of updates made within the LHD rather than version numbers of the referral.

Status	Priority	Latest Note	Action
Triage		2024-06-27 Triage	

D

Referral History									
Referral history for: FWLH-955									
Show <input type="text" value="10"/> entries									
Version	Last Updated	Event Type	Last Updated By	Status	Priority	Facility	Service	Latest Note	Filter <input type="text"/>
1	2024-06-26	Received	-	-	-	-	-	-	
2	2024-06-26	Screening	-	-	-	-	-	-	
3	2024-06-26	Response to Information Request	-	-	-	-	-	-	
4	2024-06-26	Triage	-	-	-	-	-	-	
5	2024-06-26	Other, Additional referral letter requested	-	-	-	-	-	-	
6	2024-06-26	Post-triage Admin	-	-	-	-	-	-	
7	2024-06-26	Referral processed	-	-	-	-	-	-	

Showing 1 to 7 of 7 entries Previous Next

Customer Care

Phone: 1800 125 036

Email: helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

www.healthlink.com.au

HealthLink* — Part of
Clanwilliam

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