

HealthLink*

HealthLink SmartForms User Guide - Communicare

Enables any healthcare provider to electronically refer a patient to any other healthcare provider or related service.

All sites must be running Communicare 22.4 or greater to access the HealthLink SmartForms.



Communicare now has HealthLink SmartForms

Practice management solution Communicare Clinical now has HealthLink SmartForms as part of the system. This will enable Communicare users to easily refer and engage with all HealthLink SmartForms including Transport for NSW, Tasmanian Health Service and My Aged Care.

HealthLink Technical Support

helpdesk@healthlink.net

1800 125 036

Step 1:
Setting up HealthLink SmartForms

Step 2:
Launch HealthLink SmartForms

Step 3:
Select the required SmartForm

Step 4:
Create a SmartForm Referral

Step 5:
Ensure patient and referrer information is correct

Step 6:
Preview and Submit the referral

Step 7:
Locating Parked and Submitted Smart Forms

Step 1:

Setting up HealthLink SmartForms

Configuration of Healthlink Smart Forms within Communicare is to be completed by Communicare technical support. This section is included for reference and support purposes only.

Open File > “System Parameters” > “Secure Messaging” and make sure all fields in the “HealthLink” section contain the correct values.

- A. EDI/Mailbox: HealthLink EDI to use
- B. Password: respective ‘connection password’ for EDI, if not known contact Healthlink Helpdesk.
- C. Forms Engine URL: URL of the Forms Engine, should be http://, then the IP of machine where HMS Client is running
- D. Forms Engine Port: 5088, unless a different port is configured for HMS Client
- E. Session Expiry: minutes after which a Smart Forms user session expires in case it was not terminated automatically when closing the Aduro Forms window.

Click “Save”, enter Access code (obtained from Communicare Support) when prompted and restart Communicare.

The screenshot shows the 'Communicare System Parameters' dialog box with the 'Secure Messaging' tab selected. The 'Argus Configuration' section contains the following fields:

- Server Address: Hostname or IP address of the Argus server.
- Server Port: Port number of the Argus service. Default is 60000.

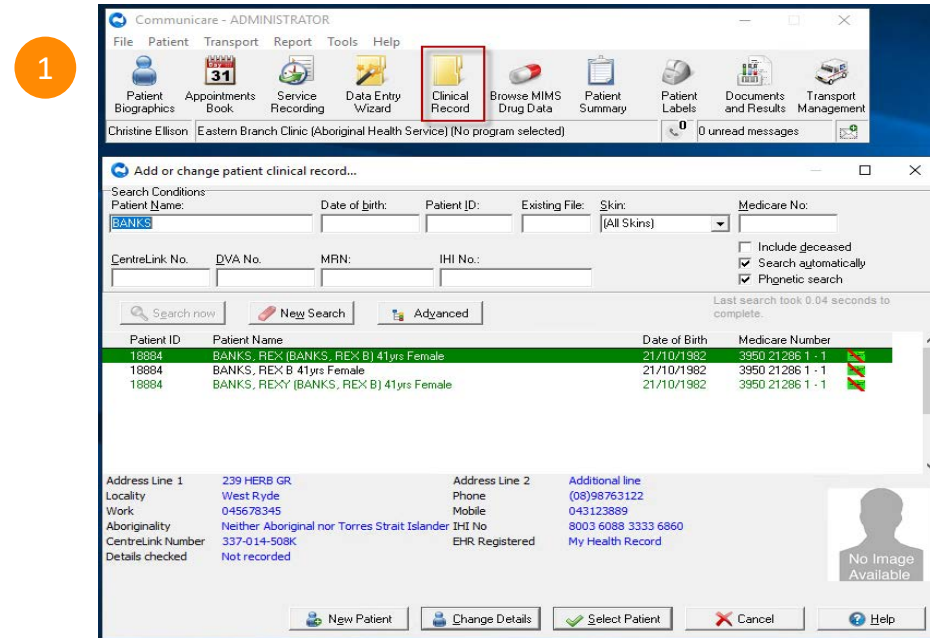
The 'HealthLink' section contains the following fields:

- A EDI/Mailbox:
- B Password:
- C Forms Engine URL:
- D Forms Engine Port:
- E Session Expiry: Minutes

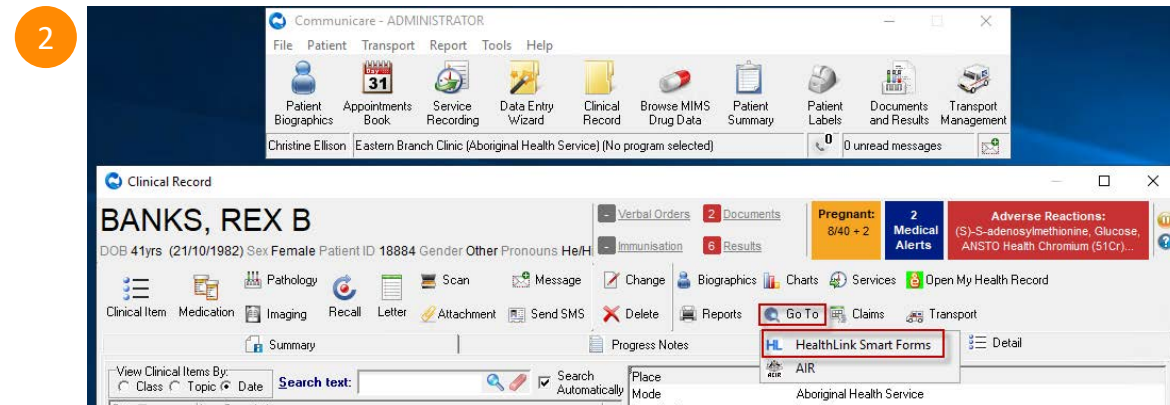
At the bottom right, there are three buttons: 'Save' (with a green checkmark), 'Cancel' (with a red X), and 'Help' (with a question mark).

Step 2: Launch the HealthLink SmartForms in Communicare

1 Open the Clinical record tab and search for the required patient.



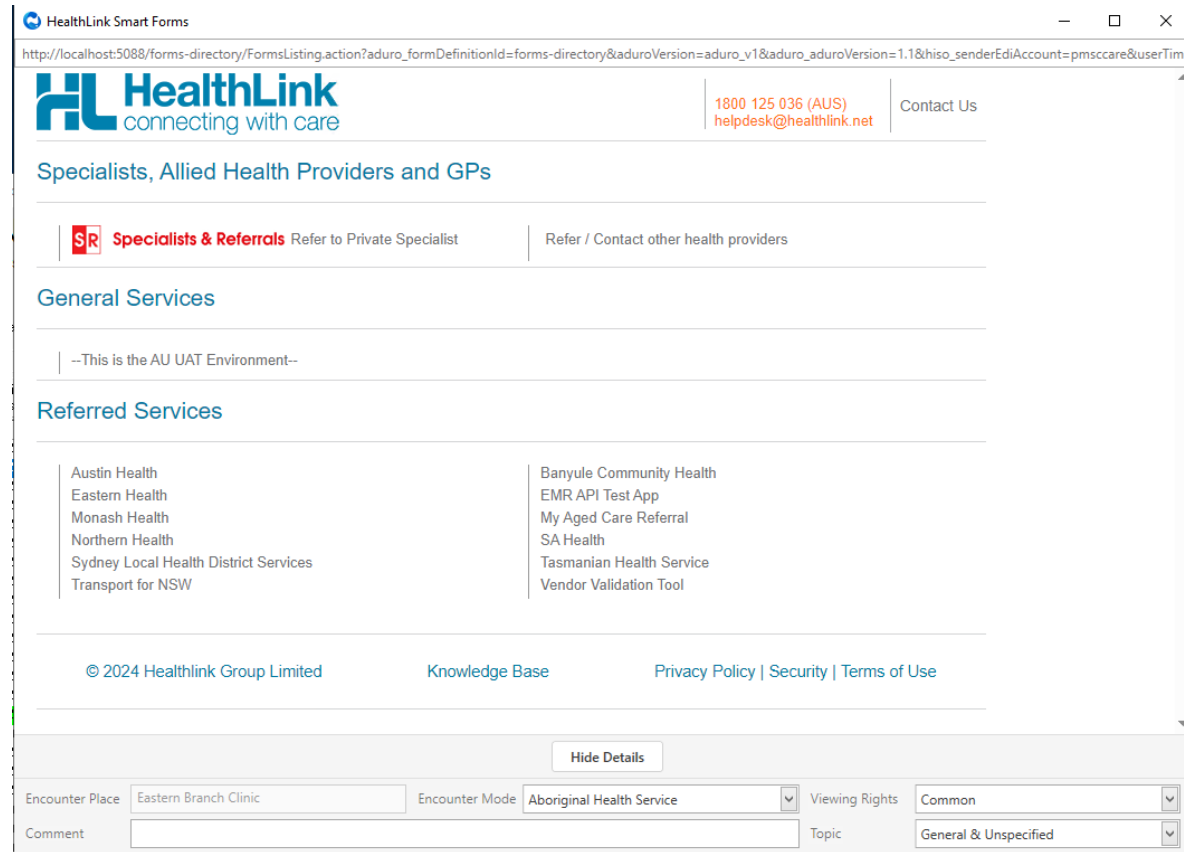
2 Select “Go To” and click “Healthlink Smart Forms”



Step 3:

Select the required HealthLink SmartForm from the display

- Select the required SmartForm Referral Service from the list available on the HealthLink homepage.
- The SmartForms selection vary based on your location. Please contact Healthlink Helpdesk to get the required form if you are missing a referral service in the list.
- Refer to this website for all the available HealthLink SmartForms: <https://au.healthlink.net/products/smart-forms/smartforms-available/>
- Some Smartforms requires you to select a specific service to refer to, select one and click **Continue** to move onto the next step.



Step 4: Complete SmartForm Referral

After you select the service, Communicare will prefill the patient and referral forms with the information that is available in Communicare.

If you have attachments like PDFs or JPGs, they can be attached using the SmartForms **Attachment/Reports** section.

Actions available:

- Use the **Park** option to save what you have added. It will be saved in Zedmed's Summary Views > Referrals tab with the (D) draft status.
- Use the **Submit** button to send the referral to the organization.

Note: (*) indicate a mandatory form field. You will not be able to submit the form until the mandatory fields are filled.

HealthLink Smart Forms

http://localhost:5088/form-au/referralFormFrames.jsp?formScopeId=TAS-11254&_fsk=1509661107

TASMANIAN HEALTH SERVICE Tasmanian Government

Burns (Statewide) Submit Preview Park Help

Requested Information
Burns (Statewide)

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts
1 long term medication specified
No medications specified
3 medical warnings specified

Medical, Social and Family History
Medical history specified

Patient Information
MICKEY BLOOMFIELD
QX901226
20/09/1954

Referrer Information
Christine Ellison
0000000Y

Form has been auto-saved.

Recipient
Referral number* TAS-11254
Referral creation date* 27/06/2024 17:43 NZST

Facility*
Royal Hobart Hospital

Attention

Medical Practitioner Information

Medicare Provider Number* 0000000Y
Medical Registration Number HCX0000000001

HPI-I 8003616566689462
HPI-O 8003623233353407

Name
Full name Dr Christine Ellison
Dr Christine Ellison

Practice name
Eastern Branch Clinic

Destination Address

Hide Details

Encounter Place Eastern Branch Clinic
Encounter Mode Aboriginal Health Service
Viewing Rights Common
Comment
Topic General & Unspecified

Step 5: Ensure patient and referrer information is correct

- Ensure patient and referrer information is correct; With the 'Patient Information' and 'Recipient/Referrer' tabs, you simply need to ensure that the information displayed is up-to-date and correct.

HealthLink Smart Forms

http://localhost:5088/form-au/referralFormFrames.jsp?formScopeld=TAS-11254&_fsk=1509661107

TASMANIAN HEALTH SERVICE Tasmanian Government Burns (Statewide)

Submit Preview Park Help

Requested Information
Burns (Statewide)

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts
1 long term medication specified
No medications specified
3 medical warnings specified

Medical, Social and Family History
Medical history specified

Patient Information
MICKEY BLOOMFIELD
QX901226
20/09/1954

Referrer Information
Christine Ellison
0000000Y

Form has been auto-saved.

Patient Information

Date of birth* 20/09/1954 IHI

Medicare/DVA Eligible* Yes No

Medicare number* 2950215861 Medicare expiry 31/12/2024

DVA number QX901226 Pension number 111111111A

Private health fund name Patient membership number

Name*
MICKEY DISNEY BLOOMFIELD

Gender* Female Patient's Indigenous status* Aboriginal but not Torres Strait Islander origin

Residential Address
Please add only the following State or Territory codes, ACT, NSW, NT, QLD, SA, TAS, VIC, WA only in the State field

1 Testing Street, Line 2, Sydney, NSW, 2000

Address line 1 1 Testing Street

Address line 2 Line 2

Suburb Sydney

Hide Details

Encounter Place Eastern Branch Clinic Encounter Mode Aboriginal Health Service Viewing Rights Common

Comment Topic General & Unspecified

Step 6:

Preview and Submit the referral

- 1 To preview the referral; click Preview button (Top right corner) to verify that the form has been filled in correctly. The form will highlight which tab and which fields are incomplete if you have missed some mandatory information for the referral.
- 2 Use the Park option to save what you have added. It will be saved within the 'Document' tab under 'Details' within the patient's clinical record
- 3 When you are ready, click on the Submit button to send your electronic referral. This will safely and securely send the form directly to the referred to organization and you will see a copy of the completed form containing an acknowledgment of receipt. You will also need to print a copy for the patient by clicking the Print button.

HealthLink Smart Forms
http://localhost:5088/form-au/referralFormFrames.jsp?formScopeId=TAS-11254&_fsk=1509661107

TASMANIAN HEALTH SERVICE Tasmanian Government Burns (Statewide)

Submit Preview Park Help

Form has been auto-saved.

Requested Information
Burns (Statewide)

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts
1 long term medication specified
No medications specified
3 medical warnings specified

Medical, Social and Family History
Medical history specified

Patient Information
MICKEY BLOOMFIELD
QX90 1226
20/09/1954

Referrer Information
Christine Ellison
0000000Y

Recipient
Referral number* TAS-11254
Referral creation date* 27/06/2024 17:43 NZST
Facility* Royal Hobart Hospital
Attention

Medical Practitioner Information
Medicare Provider Number* 0000000Y
Medical Registration Number HCX0000000001
HPI-I 8003616566689462
HPI-O 8003623233353407
Name
Full name Dr Christine Ellison
Practice name Eastern Branch Clinic

Hide Details

Encounter Place Eastern Branch Clinic Encounter Mode Aboriginal Health Service Viewing Rights Common
Comment Topic General & Unspecified

Step 7: Locating Parked and Submitted SmartForms

Submitted and parked Smart Forms can be found in two locations within Communicare:

- 1 Within the Details tab of a patient's Clinical Record. Due to Communicare's naming convention Smart Forms will all display the Item Description of "Smart Form" followed by what had been entered within the "Comments" field at the bottom of the Form screen (Shown in the screenshot above).

1 Clinical Record

BANKS, REX B

DOB 41yrs (21/10/1982) Sex Female Patient ID 18884 Gender Other Pronouns He/H

Pregnant: 8/40 + 2 | 2 Medical Alerts | Adverse Reactions: (S)-S-adenosylmethionine, Glucose, ANSTO Health Chromium (51Cr)...

Verbal Orders | 2 Documents | Immunisation | 6 Results

Clinical Item | Medication | Pathology | Imaging | Recall | Letter | Attachment | Send SMS | Change | Biographics | Charts | Services | Open My Health Record

Summary | Progress Notes | **Detail**

View Clinical Items By: Class | Topic | Date | Search text: | Search Automatically

Date	Item Description
19/02/2024	Smart Form "testform"
16/02/2024	Smart Form "parked form"
16/02/2024	Smart Form
15/02/2024	Smart Form "Tasman Health Service form"
15/02/2024	Smart Form "Eastern Health"
14/02/2024	Smart Form "Eastern Health Form"
13/02/2024	Smart Form "Monash health Form - patient is sick"
08/02/2024	Smart Form
08/02/2024	Smart Form

Place: Eastern Branch Clinic
Mode: Aboriginal Health Service
Description: Smart Form
Topic: General & Unspecified
Provider: Christine Ellison
Status: Sent

Referral Date*: 04/07/2024

Estimated Appointment Waiting Times

Urgent ⓘ

Referral Type*

New
 Continuation
 Amendment/Update

Expectation of referral*: Advice

Referral period*: 12 Months

Are you the patient's usual GP?*

Yes No

Are there other relevant specialists or healthcare providers involved in the patient's care?*

Yes No

Additional Patient Details

The majority of patient demographic information is contained within the "Patient Information" tab, and populated from your medical software. Please review for accuracy prior to submission.

Hide Details

Encounter Place: Eastern Branch Clinic | Encounter Mode: Aboriginal Health Service | Viewing Rights: Common

Comment: | Topic: General & Unspecified

Step 7: Locating Parked and Submitted SmartForms Cont.

2 Smart Forms for all patients can be located within the “Documents and Results” tab under the “Outgoing Documents heading. To better view the Message ID right click the “HL7 ID” tab and select “Best Fit”. (this may be changed in the future)

The screenshot shows the 'Documents and Results' window with the 'Outgoing Documents' tab selected. The table below represents the data visible in the screenshot:

Sent Date	Document Date	Patient	Date Of Birth	Document	Provider	Status	Error	My Health...	Topic	HL7 ID
19/02/2024 11:00	19/02/2024 11:00	BANKS, REX B	21/10/1982	Smart Form "testform"	CHRISTINE ELLISON	Sent	N/A	General & Unspecified	VVT-2	HL7-2
16/02/2024 15:24	16/02/2024 15:24	BANKS, REX B	21/10/1982	Smart Form "parked form"	CHRISTINE ELLISON	Saved	N/A	General & Unspecified	EH-12	HL7-2
16/02/2024 15:21	16/02/2024 15:21	BANKS, REX B	21/10/1982	Smart Form	CHRISTINE ELLISON	Saved	N/A	General & Unspecified	EH-12	HL7-2
15/02/2024 11:23	15/02/2024 11:33	BANKS, REX B	21/10/1982	Smart Form "Iasman Health Service form"	CHRISTINE ELLISON	Sent	N/A	General & Unspecified	TAS-1	HL7-2
15/02/2024 10:51	15/02/2024 10:51	BANKS, REX B	21/10/1982	Smart Form "Eastern Health"	CHRISTINE ELLISON	Error	N/A	General & Unspecified	EH-12...	HL7-2
14/02/2024 09:44	14/02/2024 09:44	BANKS, REX B	21/10/1982	Smart Form "Eastern Health Form"	CHRISTINE ELLISON	Saved	N/A	General & Unspecified	VVT-2...	HL7-2
13/02/2024 15:44	13/02/2024 15:44	BANKS, REX B	21/10/1982	Smart Form "Monash health Form - patient is sick"	CHRISTINE ELLISON	Saved	N/A	General & Unspecified	MH-1...	HL7-2
08/02/2024 16:06	08/02/2024 16:06	BANKS, REX B	21/10/1982	Smart Form	CHRISTINE ELLISON	Sent	N/A	General & Unspecified	TAS-1...	HL7-2
08/02/2024 16:02	08/02/2024 16:03	BANKS, REX B	21/10/1982	Smart Form	CHRISTINE ELLISON	Sent	N/A	General & Unspecified	TAS-1...	HL7-2
08/02/2024 15:53	08/02/2024 15:53	BANKS, REX B	21/10/1982	Smart Form	CHRISTINE ELLISON	Sent	N/A	General & Unspecified	TAS-7...	HL7-2
07/02/2024 13:17	07/02/2024 13:17	BANKS, REX B	21/10/1982	Smart Form "Austin Health Form"	CHRISTINE ELLISON	Sent	N/A	General & Unspecified	EH-12...	HL7-2
02/02/2024 17:36	02/02/2024 17:36	BANKS, REX B	21/10/1982	Smart Form	CHRISTINE ELLISON	Saved	N/A	General & Unspecified	MH-1...	HL7-2
02/02/2024 12:31	02/02/2024 12:31	BANKS, REX B	21/10/1982	Smart Form	CHRISTINE ELLISON	Saved	N/A	General & Unspecified	NH-6...	HL7-2
02/02/2024 12:01	02/02/2024 12:01	BANKS, REX B	21/10/1982	Smart Form	CHRISTINE ELLISON	Sent	N/A	General & Unspecified	MAC...	HL7-2

Outgoing Document Status	Meaning
Saved	Form has been parked or auto-saved
Sent	Synchronous forms: Successfully submitted via the Message Gateway Asynchronous forms: Submitted and acknowledged through Message Exchange
Pending	Asynchronous forms only : Submitted through Message Exchange but not yet acknowledged
Error	Submitted through Message Exchanged and rejected or error response was received
Error- Dealt-with	User has marked and form with “Error” status as “Dealt with” – Usually after form has been resubmitted

Customer Care

1800 125 036

helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

www.healthlink.com.au

HealthLink*

HealthLink is part of Clanwilliam, a vast network of healthcare enterprises spanning across the United Kingdom, Ireland, New Zealand, Australia, and India. Together, we're working collectively to create safer, more efficient and better healthcare for everyone.