

HealthLink SmartForms for 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.



Submitting eReferrals from Communicare

Using HealthLink SmartForms

Practice management solution Communicare Clinical now has HealthLink SmartForms as part of the system. This enables Communicare users to easily refer and engage with all HealthLink SmartForms including NSW LHDs, 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 (eReferrals)

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 SmartForms

Step 8:

Update Referral: Adding additional information for the LHD

Step 9:

Viewing more information on submitted referrals

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:

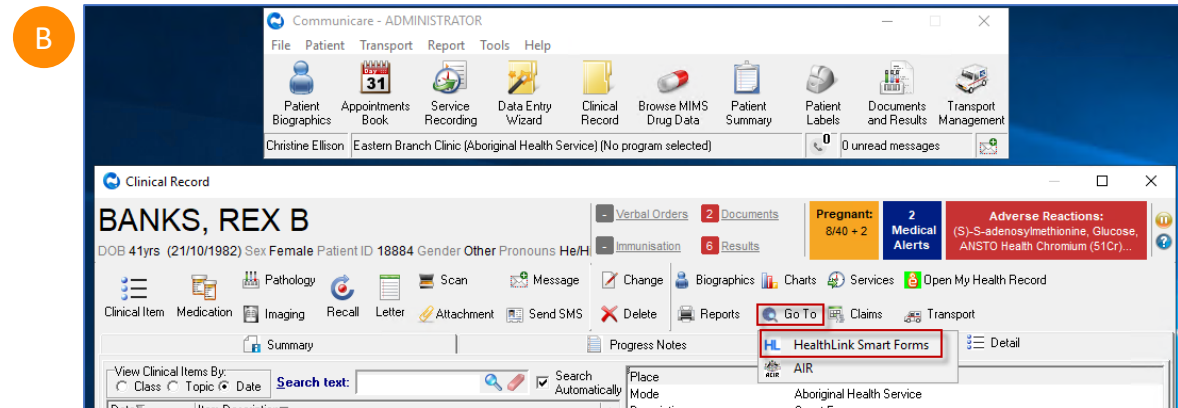
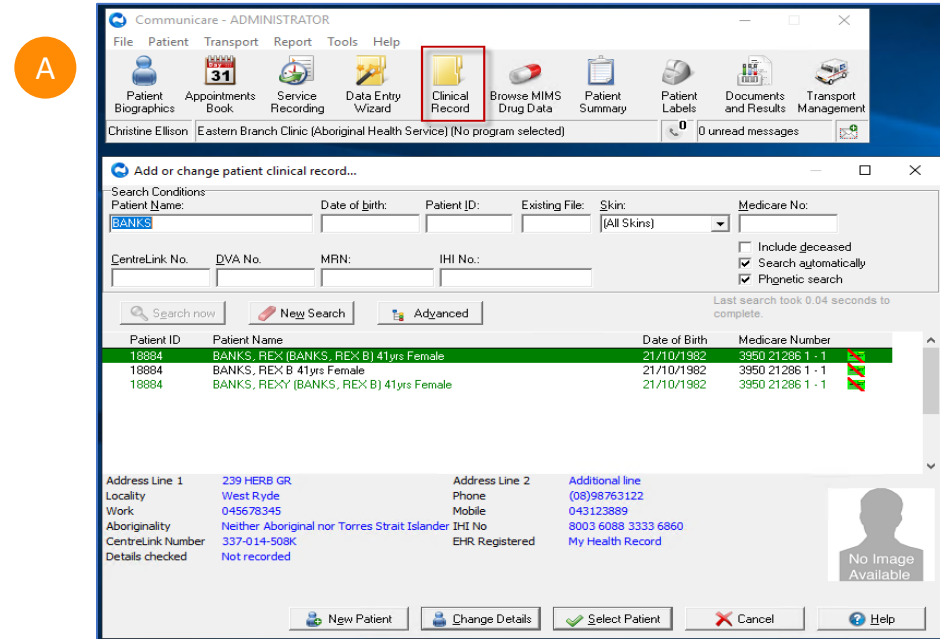
- A EDI/Mailbox:
- B Password:
- C Forms Engine URL:
- D Forms Engine Port:
- E Session Expiry: Minutes

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 HealthLink SmartForms

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

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

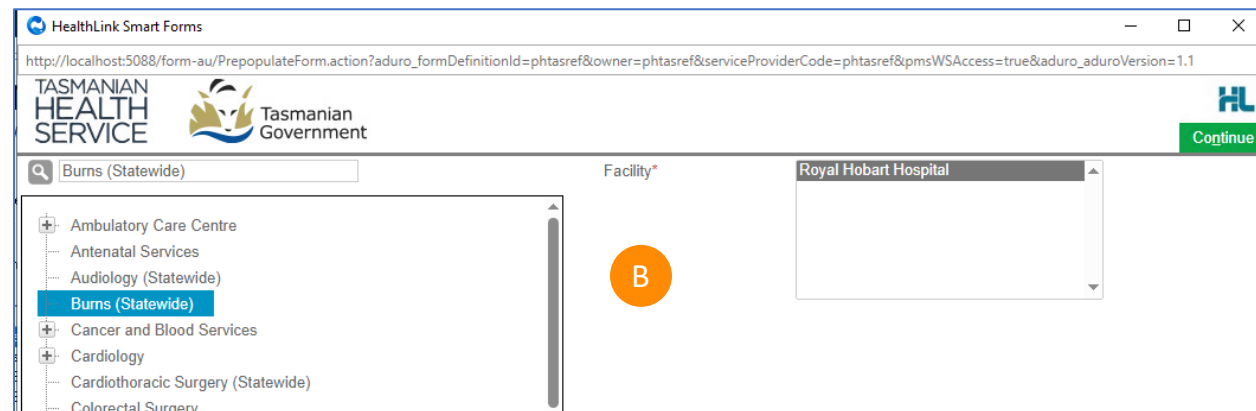
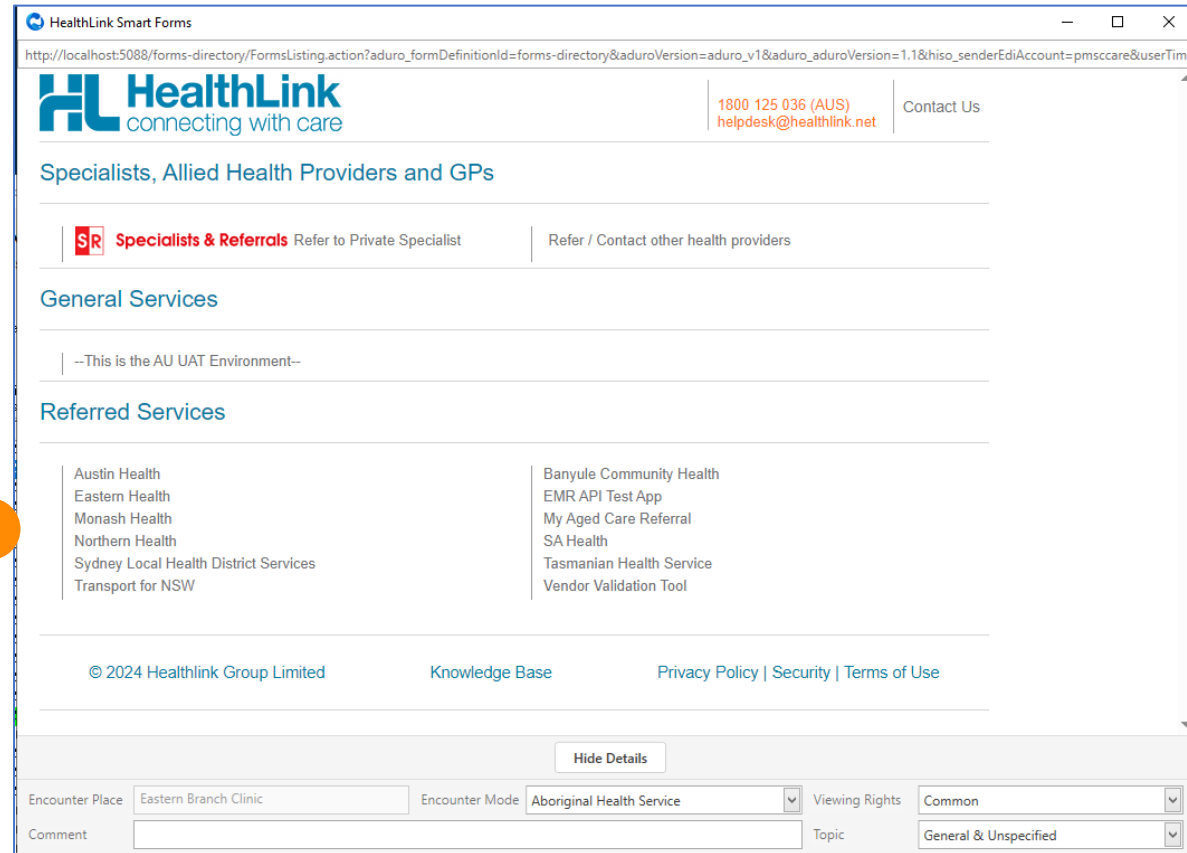


Step 3:

Select the required HealthLink SmartForm from the display

- A** 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://www.healthlink.com.au/products/healthlink-smartforms/#available>

- B** 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

- A** After you select the service, Communicare will prefill the patient and referral forms with the information that is available in Communicare.
- B** If you have attachments like PDFs or JPGs, they can be attached using the SmartForms **Attachment/Reports** section.
- C** 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.
- D** Use the **Submit** button to send the referral to the organization.

Actions available:

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?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

Medical Practitioner Information

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

Practice 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

A 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 DISNEY 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

- A** 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.
- B** 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
- C** 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

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

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 HCX000000001
HPI-I 8003616566689462
HPI-O 8003623233353407

Name
Full name Dr Christine Ellison
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:

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

The screenshot displays the Communicare Clinical Record interface for patient REX B. The top navigation bar includes tabs for Verbal Orders, Documents, Pregnant, Medical Alerts, and Adverse Reactions. Below this is a toolbar with various clinical actions like Pathology, Scan, Message, Change, Biographics, Charts, Services, and Open My Health Record. The main content area is divided into a list of clinical items and a detailed view of a selected item.

Clinical Items List:

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

Referral Form Details:

- 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.

Form Footer:

Encounter Place: Eastern Branch Clinic | Encounter Mode: Aboriginal Health Service | Viewing Rights: Common | Comment: [Empty field] | Topic: General & Unspecified

Step 7: Locating Parked and Submitted SmartForms Continued...

D 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' application window. The 'Outgoing Documents' tab is active, displaying a table of documents. The table columns are: Sent Date, Document Date, Patient, Date Of Birth, Document, Provider, Status, Error, My Health..., and Topic. A red box highlights the 'Outgoing Documents' tab. A context menu is open over the 'HL7 ID' column, with 'Best Fit' selected.

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	Sort Ascending
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	Sort Descending
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	Clear Sorting
15/02/2024 11:23	15/02/2024 11:33	BANKS, REX B	21/10/1982	Smart Form "Tasmanian Health Service form"	CHRISTINE ELLISON	Sent	N/A	General & Unspecified	TAS-1	Best Fit
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	Best Fit (all columns)
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	
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	
08/02/2024 16:08	08/02/2024 16:08	BANKS, REX B	21/10/1982	Smart Form	CHRISTINE ELLISON	Sent	N/A	General & Unspecified	TAS-1	
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	
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	
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	
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	
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	
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-	

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

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 2: Launch the 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.

The screenshot shows the HealthLink SmartForms interface. At the top, there's a header with the HealthLink logo and the tagline 'connecting with care'. Below the header, there are two tabs: 'Make a referral' and 'Update referrals'. The 'Update referrals' tab is selected and highlighted with a blue box and callout 'A'. Below the tabs, there's a section titled 'Specialists, Allied Health Providers and GPs' with a sub-section for 'Specialists & Referrals' and a link to 'Refer to Private Specialist'. Below this, there's another navigation bar with 'Make a referral' and 'Update referrals' tabs. The 'Update referrals' tab is selected and highlighted with a blue box and callout 'A'. Below this, there's a section titled 'Referral Status Management and Updates' with a search bar and date range filters. The date range is set from '27/12/2023' to '27/06/2024'. Below the search bar, there's a table of referrals. The table has columns for 'ReferralId', 'Sent', 'ReferralName', 'Form Description', 'Status', 'Priority', 'Latest Note', and 'Action'. The table contains three rows of referrals. Callout 'B' points to the table, and callout 'C' points to the date range filters.

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	

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

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**)



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. 2428622L, HPI-O 8003629900026770, HPI-I 8003619800033421, 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
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

Helpdesk

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 to create safer, more efficient and better healthcare for everyone.