

# Integration Guide

- Best Practice 1.12.2.1034
- HealthLink Smart Forms
- LAB2 (ORU, PIT), Referral, Discharge Summaries & Letters (RSD) messages
- HealthLink Messaging System (HMS 6.8.x)

Olivia Kusuma – 4.0

Document History				
Version	Date	PMS Version	Author	Comment
1.0	14/01/2016	Best Practice 1.8.5.708	Rajab Nabi	First Draft.
2.0	21/08/2020	Best Practice 1.11.0.910	Sarah Gamboa	Updated config for SA, WA & TAS
3.0		Best Practice 1.12.1.1018	Brett Mitchell	Updating Screenshots and Terminology to reflect updates for both BP and HL.  Adding restarting BP HL Form service step into appendix.
4.0	26/07/2024	Best Practice 1.12.2.1034	Olivia Kusuma	Minor version adjustment and new templates

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# Integration Guide

The image features a solid blue background. In the bottom right corner, there is a large, light blue geometric shape that resembles a stylized mountain or a large letter 'L' rotated 45 degrees. The shape is composed of several straight lines, creating a complex polygonal form.

## 1. Before You Begin

### 1.1 Icons used in this Guide

You will see helpful icons used in this guide to draw attention to a subject, action or information.



The light bulb icon indicates information that is likely to make your job easier.



The exclamation icon highlights a warning or an action you need to take. When you see this icon, pay attention and proceed with caution.



The 'i' for information icon indicates an area that assists in a decision.

### 1.2 HealthLink Folder Requirements

Make sure you have installed the latest version of HealthLink messaging system (HMS version 6.8.x) in your system.

It is preferred to install HealthLink messaging system on the server. This will allow automated import of messages via **BP Link** applet.

The *HLINK* directory described in this guide should be **shared** and users will need to have **full (read/write) permissions** to **Everyone**. We advise you to use local paths when you configure the *HLINK* directory.

For example:

`C:\HLINK\HL7_in\LAB2`

`C:\HLINK\HL7_in\RSDAU`

`C:\HLINK\PIT_in`

If HealthLink is installed on a workstation then the messages need to be routed to the server, which will allow automated import of messages via Best Practice Service. To route the messages to server, refer to Routing Messages to Server in Appendix part of this document.

If you are unsure on any of the above, please contact the HealthLink Helpdesk on 1800 125 036.

#### **NB**

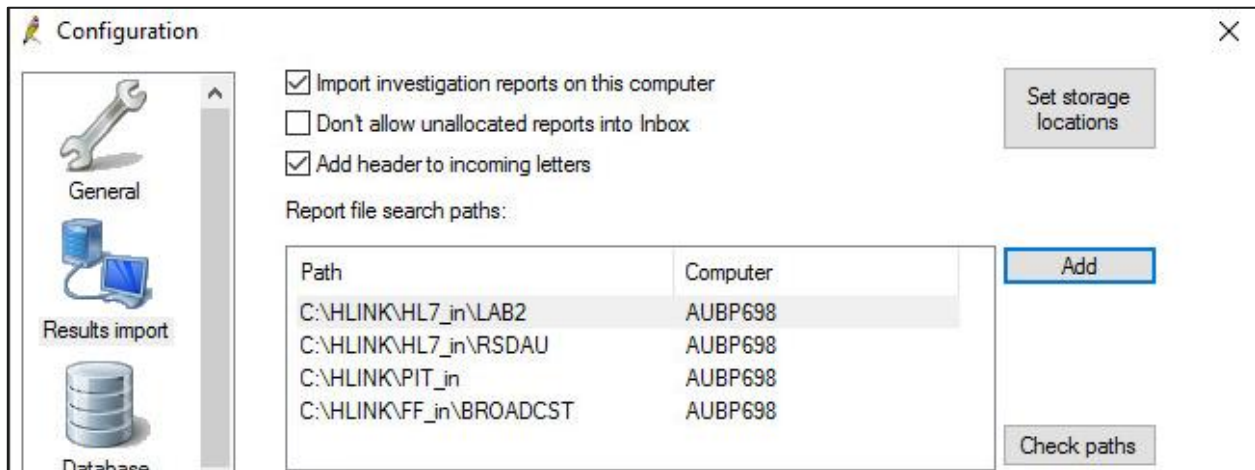
If the EMR has the ability to automatically, import the messages, ensure auto import works.

Ensure to remove all inbound acknowledgments from the test message to avoid any message looping.

## 2. Setting up Best Practice to receive Diagnostic Results and Letters via HealthLink

**Results Import** cannot be configured via terminal session. To configure results import logon to the server with administrator access.

From the menu, click **Setup > Configuration > Results Import**



1. On the **Report file search paths**, click the **Add** button.

Browse to and select the following:

*C:\HLINK\HL7\_in\LAB2*

*C:\HLINK\PIT\_in*

*C:\HLINK\HL7\_in\RSDAU*

2. Click **Ok** to save changes.
3. In the **Configuration** window, click the **Save** button to close.




In **SA, WA & TAS** add the *C:\HLINK\FF\_in\BROADCAST* directory into the Report file search path in addition to the *C:\HLINK\PIT\_in* path.

### 3. Acknowledgement and Outgoing Message Configuration & HealthLink Smart Forms


#### 3.1 Acknowledgement and Outgoing Message Configuration

From the menu, click **Setup > Configuration > Messaging**. On the **Messaging Providers** section, click the **Add** button.

1. For the **Provider name** field type "HealthLink".

 **NB:** the spelling must be correct, no other name will work. Old setup might have **Provider name** "HealthLink", **DO NOT** change this.

2. For the **Path for incoming messages** field, browse to and select the `\\servername\HLINK\HL7_in`
3. For the **Path for outgoing messages** field, browse to and select the `\\servername\HLINK\HL7_out\RSDAU`

 **NB:** Outgoing message field will often change to a default Best Practice location, please ensure to re-edit this section and check configuration path has saved correctly.

4. Put a tick in **Use the same path on all computers**.
5. Put a tick in **Use as default messaging provider**.

### 3.2 HealthLink Smart Forms Configuration

1. To configure HealthLink Smart Forms click on **Load Config** button.
2. This will look for HMS\_Config file from C:\HLINK folder and auto populate.
  1. Account ID box with practice EDI.
  2. Password box with HealthLink Client connection password.
  3. Launch URL with HealthLink forms URL.
3. Update port number box with port **8080**.

**NB:** after updating port number you'll need to re-start BP HL Form Service. Refer to Appendix section of this document on how to re-start BP HL Form Service.

The screenshot shows a 'Messaging provider' configuration window. The 'Provider name' is 'Healthlink'. There are checkboxes for 'Use as default messaging provider', 'Send CDA eReferrals', 'Allows Acknowledgments', 'Include a formatted text OBX in REF', and 'Use the same path on all computers'. There are also three text boxes for message paths: 'Path for incoming messages', 'Path for outgoing messages', and 'Path for acknowledgements'. A 'Configure sending facility' button is next to the 'Allows Acknowledgments' checkbox. The 'Account ID (if applicable)' is 'pmsbestp', the 'Password' is masked with a dot, the 'Launch URL' is 'http://BP-Orchid-2022:5088/forms-directory/', and the 'Port Number' is '8080'. The window is updated on 10/10/2023. Buttons for 'Load Config', 'Save', and 'Cancel' are at the bottom.

6. Click **Save** to close Messaging provider screen.
7. Click on **Save** on configuration screen to close configuration screen.



## 4. Testing Your Configuration

HealthLink Messaging Client can generate test messages to test configuration. The test messages are sent to practice EDI to be imported into the practice clinical software to ensure all configurations are working.


### 4.1 Generating HL7 Diagnostic Results Test Messages

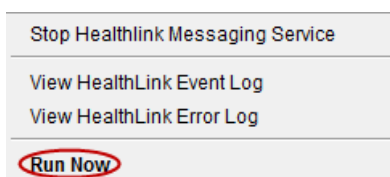
1. Open the **HMS Advanced Options** from **All Programs > HealthLink Client**.
2. From the menu click on **Utilities > Test Message Generator**. The **Test Message Generator** window will appear.
3. The sending and receiving EDI account will automatically fill with the practice EDI.
4. Click on **LAB2** and then on **Generate Test Message** button.


### 4.2 Generating RSDAU Test Messages

1. To generate a **RSDAU** message click on **RSDAU** and then click on **Generate Test Message** button.

### 4.3 Making HealthLink Connection Manually


1. From the systems tray right click the HealthLink Icon  .
2. Left click on **Run Now** to make the manual connection.



3. A spinning “H”  icon indicates the HealthLink application has started its connection.
4. Once the “H” icon stops spinning, the HealthLink connection has been completed and the test messages are downloaded into their respective folders for **Best Practice** to import.

## 5. Importing your messages into Best Practice

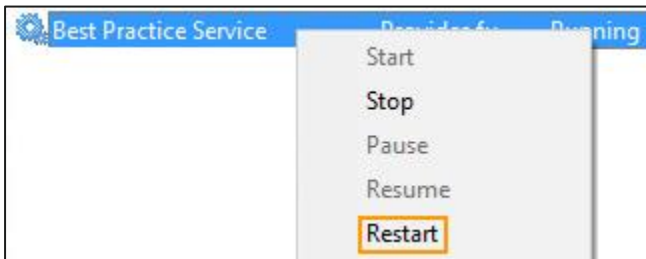
There are 2 ways of importing messages into Best Practice:

1. Ensure the Best Practice Service is running on the Best Practice server. This service will check every 5 minutes to see if there are any results/ reports in any of the folders indicated in the **Report file search paths** and if found will import them into Best Practice.
2. Select **View > Incoming Reports** from the main Best Practice screen or click the  icon. This will force an import of any results/ reports found in any of the folders indicated in the **Report file search paths** into the system.

## 6. Appendix

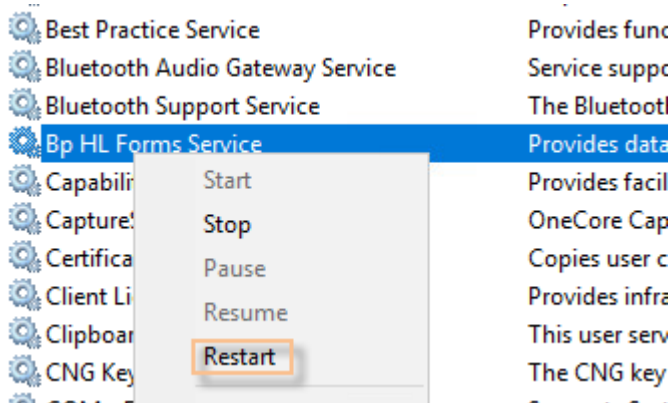
### 6.1 Restarting Best Practice Service

1. Click on **Start > Run**. In the Run window type “**services.msc**” and click on the **OK** button.
2. From the Windows services screen look for **Best Practice Service**.
3. Right click on Best Practice Service, left click on Restart.



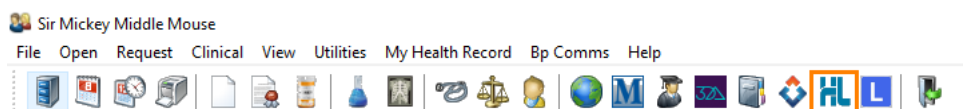
### 6.2 Restarting BP HL Form Service

1. Click on **Start > Run**. In the Run window type “**services.msc**” and click on the **OK** button.
2. From the Windows services screen look for **BP HL Form Service**.
3. Right click on Best Practice Service, left click on Restart.

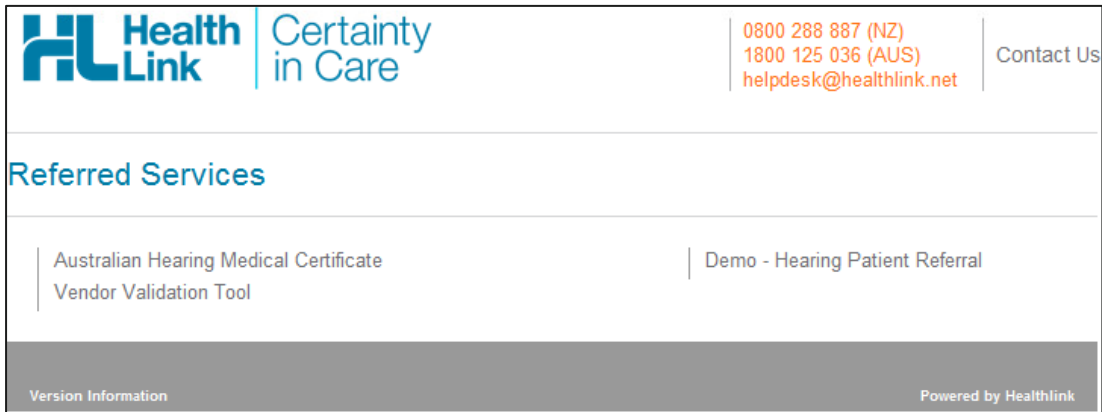


### 6.3 Testing HealthLink Smart Forms from Best Practice

1. Open the patient record. Search for the patient and open their electronic medical record (EMR) in Best Practice.
2. Click on the **New HealthLink Form Icon**.



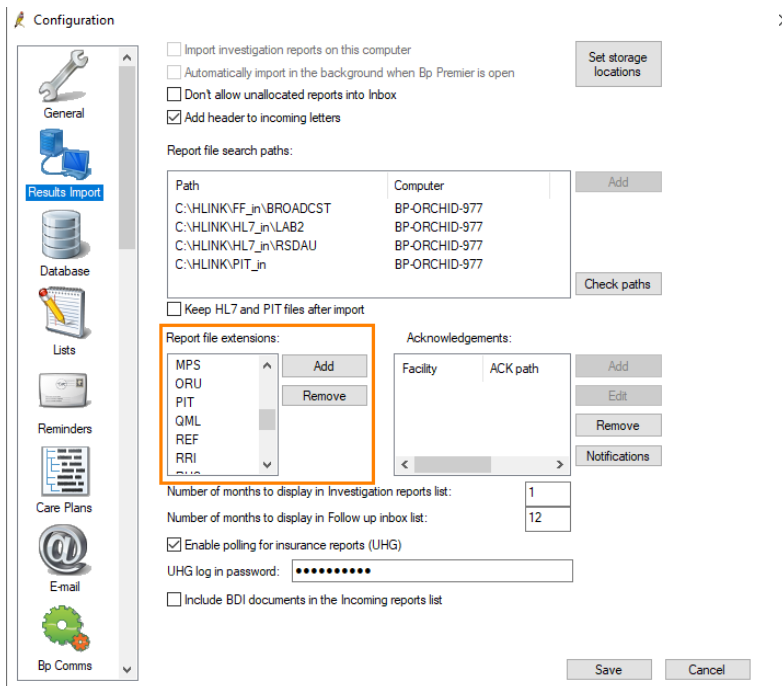
- The HealthLink homepage will display.



### 6.4 Check File Extensions

Check that Best Practice has the correct file extension for incoming messages. Your Best Practice System is usually set up with default extension paths however, it is best to confirm the correct paths are displayed within the outlined area. If for some reason you need to add an extension manually, please follow these steps.

- Setup > Configuration > Results Import.



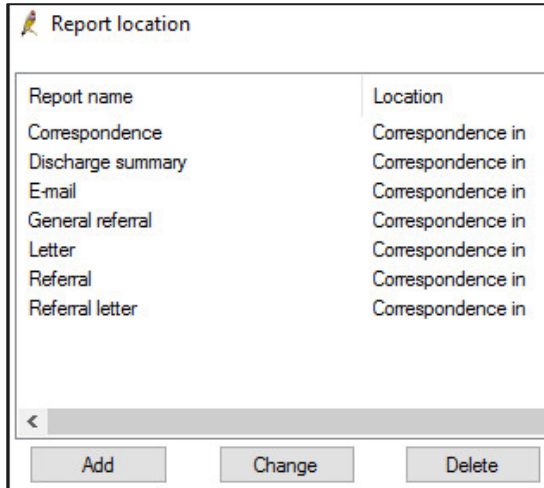
- Click **Add**.
- Enter the required file extension.
- Click **Save**.
- This new extension will appear in the Report file extensions box.

**NB:** Add *RRI* to the file extensions list.

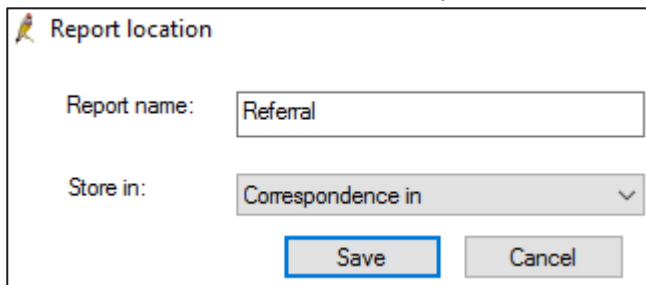
### 6.5 Adding Report/ Test Names in Best Practice

To add additional Report or Test Names in Best Practice following the steps below.

1. From the menu, click **Setup > Configuration > Results Import**.
2. Click on **Set Storage Location** button to open report location screen.



3. Click on **Add** button to add new Report Name.

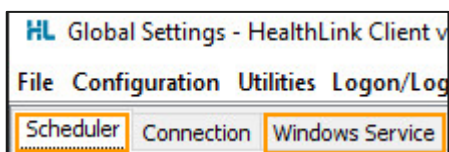


4. Enter the Report name, chose Store in location and click on **Save**.
5. Click on **Close** to close report location screen.

### 6.6 Routing Messages to Server

To route the message successfully to server from a workstation where HealthLink Client is installed, the two import things to adhere are **change mode of operation** and **change default file path to point to server**.

1. Copy HLINK folder from C:\ of the workstation to C:\ of the server computer.
2. Open HMS Advance option on the workstation **Start > All Programs > HealthLink Client > HMS Advance Options**.

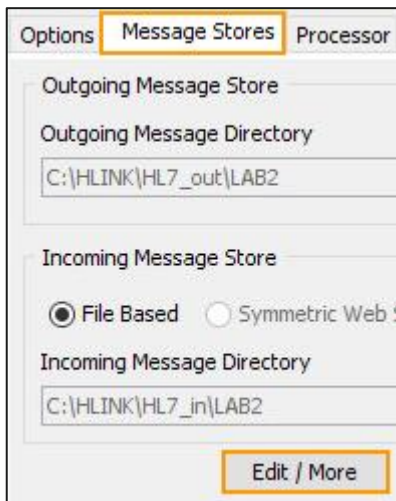


3. Click on Windows Service tab to stop and uninstall HealthLink service on workstation.

- Click on Scheduler tab and change mode of operation to **Unattended (hands-free)**.



- Click on **Configuration > User Settings > Message Type** tab.
- Change file path for **LAB2, PIT, RSDAU** by selecting individual message type and then clicking on Message Stores in lower part of the screen and click on **Edit/More** button.



Select and change file path of **BROADCAST** message type if you are in **South Australia, Western Australia** or **Tasmania**.

- Change from *C:\vlink* to *\\servername\vlink* in all **Incoming** and **Outgoing** message directory locations. Click on **Close** to go back to select another message type.
- Once all required message type file path location is changed click on **File** and **Save All** to save the changes.

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