HealthLink

Integration Guide

- Genie, Genie for Windows
- HealthLink Smart Forms
- LAB2 (ORU, PIT), Referral, Discharge Summaries & Letters (RSD) messages
- HealthLink Messaging System (HMS 6.8.x)

Olivia Kusuma – 5.1

Document History

Documer	nt History			
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Contents

Integ	ration	Guide	4						
1.	Befor	re You Begin	5						
	1.1	HealthLink and Genie requirements	5						
2.	Settin	ng up HealthLink Smart Forms and Messaging with Genie for Windows	6						
	2.1	Preparing Genie for Messaging	6						
	2.2	Setup for Pathology and Radiology Lab Results	9						
3.	Testi	ng Your Configuration1	0						
	3.1	Generating Test Messages 1	0						
	3.2	Making HealthLink Connection Manually 1	0						
4.	Checking Message Views in Genie for Windows1								
	4.1	Importing Pathology and Radiology Reports 1	1						
	4.2	Importing Referral messages 1	2						
		To review any incoming letters: 1	2						
5.	Corre	espondence Log 1	3						
	5.1	Checking Correspondence Log 1	3						
		To view the correspondence log: 1	3						
6.	Genie	e Settings to view PDF messages1	4						
	6.1	Viewing Base64 PDF message in Genie for Windows 1	4						
	6.2	To lookup gsdll32.dll from Genie	4						
7.	Genie	e Support Contact Details 1	5						

Integration Guide

1. Before You Begin

1.1 HealthLink and Genie requirements

This is the Windows Guide. If you are using a Mac Computer, please see the Mac integration guide.

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

For Genie version <u>older</u> than Genie v10, Genie Solutions recommends that HMS client is installed on a Genie workstation, not the Genie server. However, for sites with Genie v.10 and above, please install HMS client on Genie server.

The HMS client (HLINK FOLDER) must be installed on the same partition as Genie. If Genie is installed on a D: drive, ensure the HMS client is also installed on the D: drive.

It is recommended that you exit the Genie client and log back on to ensure that Genie detects the HLINK folders correctly.

The **HLINK** directories described in this guide should be **shared** and all users should have **full (read/write) permission** to the directory.

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

NB:

When using the test message generator, it is very important to <u>clean out</u> the acknowledgments for the test messages <u>immediately</u> from the HealthLink inbound folders (C:\HLINK\HL7_in LAB2 and C:\HLINK\HL7_in RSDAU) as the message will keep looping in/out of the Genie EMR system unless cleared.

2. Setting up HealthLink Smart Forms and Messaging with Genie for Windows

2.1 Preparing Genie for Messaging

- 1. Set up your HealthLink EDI and Message import method in Genie.
 - 1.1 Open Genie.
 - 1.2 From the Genie menu, click **File** > **Practice Preferences**. The **Edit Practice Preferences** window will appear.
 - 1.3 Double click to select the **Clinic Name**.

2024 JUL All Dr Demo Doctor Dr Henry Hyde Demo Nurse Demo Receptionist Dr Test Practice Preference: 1 of 2 Records - Current User: Dr Demo Doctor Solution Image: Control of the preference: 1 of 2 Records - Current User: Dr Demo Doctor Solution Image: Control of the preference: 1 of 2 Records - Current User: Dr Demo Doctor Solution Image: Control of the preference: 1 of 2 Records - Current User: Dr Demo Doctor Solution Image: Control of the preference: 1 of 2 Records - Current User: Dr Demo Doctor Image: Control of the preference: 1 of 2 Records - Current User: Dr Demo Doctor	Genie v1	10.2.2	Tuesday, 1	9 July 2	024 Cu	rrent User:	Dr De	mo Do	ctor	Next		Find A
Solution Processor Preserver Demo Nurse Demo Receptionist Dr Test Practice Preference: 1 of 2 Records - Current User: Dr Demo Doctor Solution Solution		2024	~ ~	All	~	Status	~	Room	~	next	~	Fille
34 7 Q + 20 view all view all	Prace	ctice Pro	eference:	1 of 2 R	ecords	- Current l	Jser: D	Hyde Ir Demo	Demo Nu o Doctor	irse Der		Dr Test
7 Q + ····································	Prac	ctice Pro	eference:	1 of 2 R	ecords	- Current l	Jser: D	Hyde Ir Demo	Demo Nu o Doctor	irse Der		Dr Test
1 view all view all	Prac	ctice Pro	eference:	1 of 2 R	ecords	- Current l	Jser: D	r Demo	Demo Nu	irse Der		Dr Test I
	Prac		eference:	1 of 2 R	ecords	- Current l	Jser: D	r Demo	Demo Nu	irse Der		Dr Test I

- 1.4 Click on **Clinical** Tab.
- 1.5 Click the Appropriate option as per HL set up for Pathology Import:
 - 1.5.1 If HealthLink installed on client- "Import Pathology Automatically on Client" must be ticked.

X	G G	enie						
F	ile	Edit	Open	Records	Special	Help		
	*	Genie v	10.2.2	Tuesday, 9	July 2024	Current User: Dr I	Demo Doctor	
	1	Edit F	ractice	Preference	s			
		Pra	tice Det	ails Miscel	laneous P	ractice Letterhead	Images & Attachmen	ts Clinical Carrier Identifiers
							_	
						/ Pathology Import C	On Server	Tick if HL is installed on Genie Server PC
						rt Pathology Autom	atically on Client	Tick if HL is installed on Genie Server PC
					Set F	rinting by User Nam	e	

1.6 Close the Edit Practice Preferences window.

To setup HealthLink Configuration follow the steps:

1.1 **Open > Configure HealthLink**.

HealthLink Configuration screen on Genie:

戀		
	Name :	Healthlink
	Identifier :	HealthLink EDI
	Computer :	AU-GENIE-10-2 V Select the computer on which this carrier is installed
	Config File :	C:\HLINK\hms_config.xml View
		This the path to the file named 'hms_config.xml'. This is usually found in the 'HLINK' directory at the root of your hard drive. e.g. "Macintosh HD:HLINK:hms_config.xml" or "C: \HLINK\hms_config.xml"
		If you have HealthLink installed on the server, or another computer on your network, you will need to select that computer using the dropdown menu above, and then type the correct pathway to this file.
		If HealthLink is installed on this computer, just use the 'Browse' button to select it.
	Test	^

- 1.2 Configurations:
 - 1.2.1 Enter your HealthLink EDI address in the **Identifier** box.
 - 1.2.2 Select the **Computer** name where HealthLink is installed.
 - 1.2.3 Click on browse button of **Config File**, if the window shown in the screenshot below appears, navigate to the HLINK folder and select the hms_config.XML file. Otherwise, if the windows explorer Window is displayed, manually enter the full UNC path to hms_config.xml on the server.

		×	
Name :	Healthlink	Please select a file from the server	
Identifier :	pmsgenie	SRecycle.Bin Documents and Settings	
Config File :	RU-GENUE-10-2 S C: \HLINK\hms_config.xml This the path to the file named 'hms_c This is usually found in the 'HLINK' dire e.g. 'Macintsh HD:HLINK:hms_config or "C: \HLINK\hms_config.xml" If you have HealthLink installed on the using the dropdown menu above, and If HealthLink is installed on this comput	 Genie HLINK Logs PerfLogs Program Files Program Files (x86) ProgramData Recovery System Volume Information Users Windows 	Browse
Test		bootmgr BOOTNXT pagefile.sys Cancel Select	< >

Integration Guide

1.2.4 Click on test button to test the configuration. If there is a problem, you will get an error message or an explanation of the problem.

Name :	Healthlink		
Identifier :	HealthLink EDI		
Computer :	AU-GENIE-10-2	arrier is installed	
Config File :	C:\HLINK\hms_config.xml	Browse	View
	This is use paor to the menamed immedoring.xml. This is usually found in the 'HLINK' directory at the root of your hard drive. e.g. "Macintosh HD:HLINK:hms_config.xml" or "C:\HLINK\hms_config.xml" If you have HealthLink installed on the server, or another computer on your net using the dropdown menu above, and then type the correct pathway to this file If HealthLink is installed on this computer, just use the 'Browse' button to sele	work, you will need to select that computer ect it.	
Test	HealthLink is installed EDI: pmsgenie Lab In: C: \HLINK\HL7_in\LAB2\ Lab Out: C: \HLINK\HL7_out\LAB2\ Letters In: C: \HLINK\HL7_in\RSDAU\ Letters Out: C: \HLINK\HL7_out\RSDAU\	^	

Secure electronic forms: Available indicates that the practice is ready to use HealthLink smart forms.

Secure electronic forms: The Genie Server webserver could not be started can indicate a potential firewall issue, check that inbound traffic is allowed on port 19080 in windows firewall and try again.



Genie Single User (Genie Solo) does not support the configuration for the HealthLink Smart forms and will not show "Secure electronic Forms" within the configuration test.

1.2.5 Click on Save to save the settings and close the screen.

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Integration Guide

2.2 Setup for Pathology and Radiology Lab Results

- 1. On the computer where the HealthLink Client is installed, open HealthLink Advanced Options.
- 2. From the menu, click **Configuration** > **User Settings**. The **User Settings** window will appear.
- 3. Click on the **Message Types** tab, scroll down the Message Specifications list, and select **PIT**.
- 4. Click on the **Message Stores** tab in the lower part of the screen.
- 5. Click the **Edit/More** button. The **Messaging Directories** window will appear.

	Message Specificat	tions
Edit	MDM01AU MEDDOCS NSWEHR PIT	Add Edit Remove
L Message Directorie	5	
Outgoing Messages Outgoing Message Direc	ctory	Incoming Messages Incoming Message Directory
C:\HLINK\PIT_out		C:\Genie\LabRslts
Outgoing Message Erro	r Directory	Incoming Message Error Directory
C:\HLINK\PIT_out\reje	cted	C:\HLINK\PIT_in\rejected
Acknowledgement Mess Acknowledgement Mess	sages sage Directory	Archived Messages Outgoing Message Archive Directory
		C:\HLINK\PIT_out\archive
C:\HLINK\PIT_in		
C:\HLINK\PIT_in Acknowledgement Mess	sage Error Di	Incoming Message Archive Directory

- 6. Change **Incoming Message Directory** to *C:\Genie\LabRsIts* and click the **Close** button. Then click **File** > **Save All**.
- 7. If you are in **South Australia, Western Australia, Victoria** or **Tasmania**.
 - 7.1 Scroll down the **Message Specifications** list and select **BROADCST**.
 - 7.2 Change **Incoming Message Directory** to C:\Genie\LabRsIts.
 - 7.3 Click the **Close** button. Then click **File** > **Save All**.

3. Testing Your Configuration

It is recommended that you exit the Genie client and log back on to ensure that Genie detects the HLINK folders correctly.

3.1 Generating Test Messages

- 1. Open the HealthLink Advanced Options .
- 2. From the menu click on **Utilities > Test Message Generator**.
- 3. Sending and receiving EDI account will automatically fill with the practice EDI.
- 4. To generate LAB2 message click on Lab2 and then click on on Generate Test Message button.
- 5. To generate a RSDAU message click on **RSDAU** and then click on **Generate Test Message** button.

3.2 Making HealthLink Connection Manually

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



3. A spinning "H" icon indicates the HealthLink client 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 incoming folders.
- 5. The messages are waiting to be imported into Genie.
- 6. Once the message is imported into Genie, re-run HealthLink connection to send the acknowledgments.

It is very important to **clean out** any acknowledgments for the test messages **immediately** from the HealthLink inbound folders (C:\HLINK\HL7_in LAB2 and C:\HLINK\HL7_in RSDAU) as these messages will keep looping in and out the of Genie EMR system.

4. Checking Message Views in Genie for Windows

4.1 Importing Pathology and Radiology Reports

- 1. Genie imports the results automatically approximately every 20 minutes.
- 2. To manually import the messages from the Genie menu, click **Open > Pathology and Radiology**.
- 3. Click on Retrieve button.



4. Select the LAB2 results you want to import.

File	Edit	Open	Records	Special	Help				
્ર	Downlo	baded R	esults: 0 of	68 Record	ls - Curre	nt User: Dr Demo Doctor			
			<u>ک</u> ۱	ii 🙃	1	Doctor: All	~	Linked?:	Unlinked
	4	view all	8/ 1		2				
**	Lab Re	esults Fo	lder					×	autt
T	Ret	rieve Fr	om Server		Delete	Deselect All	In	iport	

- 5. Click the **Import** button.
- 6. The detail of lab results previously received and any new ones imported from the lab result directory will be displayed.

💐 Geni	ie								
ile Ed	it Open	Records	Specia	Help					
O Dow	nloadedR	esult 61 o	f 61 Reco	urds - Current I Is	er Dr Demo Do	rtor			
5 DUN		esuic or o		Doctor	All	√ Link	ed?: All	× Result:	All
Ξ,	view all	0	U	Hide	Results on Hold	1			
Run	baded I	Linked	Last	Surname	First Name	Collected	Result	Ordered By	Addressee
	0 31	3 *	N	Actpatholog	Tester	20/04/11	Abnormal	Dr Test Test	Dr Demo Doctor
-	0 31	5 *	N	Actpatholog	Tester	02/10/19	Abnormal	Dr Test Test	Dr Demo Doctor
	0 29	1 *	N	ANDRIENCO	WENDY	09/04/15		DR JOHN MACPHE	RS
1	0 29) *	N	DEVINE	PATRICK	29/09/15		Dr Cathy BACON	
	0 293	3 *	N	JONES	BILL	18/07/12		DR VISHWA BHAR	TIY/DR VISHWA BHAR
	0 24	Э	Y	Kennedy	Susanne	07/12/18		Test	Dr A Demo
	6 24	3 *	U	KENNEDY	Susanne	12/10/18	Abnormal	Dr Andrew Demo	Dr A Demo

Integration Guide

4.2 Importing Referral messages

This process of receiving correspondence is seamless and happens in the background. To manually import any received correspondence into Genie.

- 1. Open Appointments screen in Genie.
- 2. Press the Ctrl button on the keyboard and click on the Quill Icon screen.



on Genie Appointments

To review any incoming letters:

- 1. In the Open menu, click on **Incoming Letter**.
- 2. Select All from the Doctor and Linked? drop down list.

🙁 Genie					
File Edit Oper	Records Special H	lelp			
🥙 Incoming Let	ters: 2 of 70 Records - Cu	rrent User: Dr Demo Doctor			
	. 👟 🏢	Doctor: All	V Linked?: Unlinked	~	
view					
Date	Sumame	First Name	Sender	Addressee	Тур
01/07/2	024 MOUSE	Mickey	Mr	Demo Doctor	Clinician Letter Co
01/07/2	24 MOUSE	Mickey	Mr	Demo Doctor	Clinician Letter Co

- 3. Double-click the letter to review.
- 4. For detailed instructions on updating your genie address book and sending correspondence using genie please see the genie Address Book Maintenance (<u>https://www.HealthLink.com.au/wp-content/uploads/2022/12/QSG-Settin-up-Abook-Genie.pdf</u>) or contact the HealthLink.

5. Correspondence Log

5.1 Checking Correspondence Log

Genie also keeps a log of all outgoing and incoming letters so that you can track when correspondences were sent or received to whom it was addressed to, and the patient it was about. It also keeps a record of whether it has been read or not.

To view the correspondence log:

1. In the **Open** menu, click on **Correspondence Log**.

*	🤕 Genie									
File	Hile Edit Üpen Kecords Special Help									
1	😤 Correspondence Log									
	This machine doesn't export letters because there are no Outgoing folders inside the Genie folder. Another machine on the network may be doing the exports.									
2	ent Received	Error Log								
	Date	Time	ACK	Patient	Туре	То	Carrier			
	9/04/2024	11:17		Mouse, Mickey	REF	Stein, Frank	Healthlink	^		
	9/04/2024	11:15		Mouse, Mickey	REF	Stein, Frank	Healthlink			
	9/04/2024	11:01		MOUSE, Mickey	REF	Stein, Frank	Healthlink			

- 2. Click on the **Sent**, **Received** or **Error Log**, depending on log requirement.
- For a detailed description of tracking outgoing correspondence, please see the Sending a Referral or a Report Using Genie Letter Writer guide (<u>https://www.HealthLink.com.au/wp-</u> content/uploads/2022/12/QSG-Sending-Referrals-Genie8.pdf) or contact the HealthLink Helpdesk.

6. Genie Settings to view PDF messages

6.1 Viewing Base64 PDF message in Genie for Windows

The Genie EMR system is able to import patient referral/discharge summaries created in a Base64 encoded PDF format.

For the Genie EMR system to display the content of the base64-encoded PDF message it needs the following applications to be, installed.

- 1. Quick Time Viewer version 7 or higher
- 2. Ghost Script version 8.64 or higher

After installing Ghost Script, the Genie EMR system will need to know where the **gsdll32.dll** file is stored.

NB: This step requires user to restart the Genie EMR system.

6.2 To lookup gsdll32.dll from Genie:

- 1. Click on Special > ImagePro Control
- 2. Click on the Where is Ghostscript? button
- 3. Browse to the location where gsdll32.dll is stored. Gsdll32.dll is most likely to be stored in C:\Program Files\gs\gs8.64\bin folder (where gs8.64 is the version of Ghost Script used).
- 4. Once you click on **Ok** button to confirm the location of gsdll32.dll Genie will prompt to restart the Genie EMR system.
- 5. Click on the Quit button to close Genie EMR.
- 6. Open the Genie EMR.

Once restarted the Genie for Windows EMR is, configured to display the content of a base64-encoded PDF message.

7. Genie Support Contact Details

Phone: 1300 889 362

Email: support@geniesolutions.com.au

New Zealand Phone toll free: 0800 288 887 8.00am – 5.00 pm Monday-Friday

Australia Phone toll free: 1800 125 036 7.00am – 7.00 pm Monday-Friday (AEST)

Email helpdesk@HealthLink.net

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