## **Health**Link

# **Integration Guide**

- Medical Director 4.3
- 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**

Documer	Document History								
Version	Date	PMS Version	Author	Comment					
1.0	05/01/2016	Medical Director 3.16	Rajab Nabi	First Draft.					
2.0	02/03/2020	Medical Director 3.18	Dharminder Kumar	Updated Screenshots and PMS Set up for PIT configs.					
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## 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.

## 2. Setting up HealthLink with Medical Director

The Scheduled Document Import (SDI) utility facilities Medical Director with the ability of automatically import messages. The user can configure SDI to run at a regular interval.

#### 2.1 How does SDI work

When HealthLink Messaging Client is installed, it creates an interface file called **hms\_config.xml** located in the *C:\HLINK* directory. The interface file contains the file path details for all the incoming and outgoing directories for the different message types. MD3.10 or later looks for this file on the local Computer and uses the file to find the appropriate paths for its messages.

#### 2.2 How to Turn SDI on

1. Click **Tools > Manage Communications > General**.

📢 Manage	e Communications						×
General	Setup Data Transfer	Advanced Pathology	Mes	sage Tracking			
Import	Configuration					Recognised File Extensions	
	Import Database	MD Live Data			$\sim$	ACK	~
Auto	matic Import Interval	2 minutes	~			CQP	
						HL7 HMP	
						HSM	
						ORU PIT	
						QML REF	
						RRI RUS	
						SDS SNP	
						SPX TRN	
						Clos	æ

- 2. Select **MD Live Data** for the **Import Database** drop down box under **General** tab.
- 3. Select the desired automatic import frequency from **Automatic Import Interval** drop down box.
- 4. Click **Close** to the bottom left of the screen to save the changes.
- 5. A pop-up screen will confirm if you would like to save the changes, click **Yes** to confirm changes.
- 6. A screen will pop up advising that the SDI will be tested click on **OK** for SDI to start trial import.
- 7. When the test is successful click OK.

## 3. Setting up HealthLink Imports and Smart Forms within Medical Director

#### 3.1 Setting Up the HealthLink Advance Options

- 1. Go to Start > All Programs > HealthLink Advance Options.
- 2. Click on **Configuration** > **User Settings**.
- 3. Click on **Message Types** Tab.
- 4. Select the **LAB2** message type and click on the **Messages Stores** tab on the lower half of the screen.
- 5. Click on the **Edit/ More** button and change the incoming and outgoing file paths. Click on the **Close** button to close the screen.

HL Message Directories	x highlighted segments
Outgoing Messages	Incoming Messages
Outgoing Message Directory	Incoming Message Directory
\\DESKTOP-ITKF2OT\\HLINK\HL7_out\LAB2	\\DESKTOP-ITKF2OT\HLINK\HL7_in\LAB2
Outgoing Message Error Directory	Incoming Message Error Directory
C:\HLINK\HL7_out\LAB2\rejected	C:\HLINK\HL7_in\LAB2\rejected
Acknowledgement Messages	Archived Messages
Acknowledgement Message Directory	Outgoing Message Archive Directory
\\DESKTOP-ITKF2OT\HLINK\HL7_in\LAB2	C:\HLINK\HL7_out\LAB2\archive
Acknowledgement Message Error Directory	Incoming Message Archive Directory
C:\HLINK\HL7_in\LAB2\rejected	C:\HLINK\HL7_in\LAB2\archive
	Close Cancel

- 6. Make the same changes to **RSDAU**, **PIT**, and **BROADCST**.
- 7. Click on **File** > **Save All** to save the changes made.
- 8. Click on File > Exit to exit out of HealthLink Advance Options.

- 3.2 Setting Up Medical Director Manage Communication
  - 1. From the Medical Director's main tool bar choose **Tools > Manage Communication**.

🖲 Med	licalDi	rector Cli	nical 4.	3	_						
Open	File	Patient	User	Tools	Clinical	Correspondence	Search	Resources	Sidebar	Messenger	Help
				Li X C N O P	etter Write abels -ray View alculators fedicare A options rint Option	screen ustralia PKI Certific	ate Manag	Ctri ger	F8 I+Shift+X	>	
				N P H	<mark>fanage Co</mark> 1DExchan <u>g</u> atient Pho lealthLink	o <mark>mmunications</mark> ge oto Options				>	

- 2. In General Tab, look up Recognised File extensions list for **REF**.
- 3. If **REF** extension is not in the list, add **.REF** extension to the list.
- 4. Click on **Setup Data Transfer** tab.
- 5. Medical Director will automatically look at the HealthLink Interface file in C:\HLINK.
- 6. If HealthLink is not installed on the C:\ drive, then browse to the HLINK folder and select the HealthLink Interface File Path hms\_config.xml.
- 7. Click on the Refresh HealthLink Import Path(s) button to load the HealthLink settings. This will populate the Manage Communications settings with the HealthLink file paths.
- 8. Tick on the **Global** check boxes for **LAB2**, **RSDAU**, **PIT** and **BROADCST** (if in Southern Australia).
- 9. Untick the **ACK** boxes for **PIT** and **BROADCST** (if in Southern Australia).

10. The completed **Setup Data Transfer** configurations will look like the screenshot below.

Seneral Setup Data Tr	ansfer Advanced	Pathology Message Tra	acking					
Filter by Category All		$\sim$						
Description	Category /	Import Folder	Export Folder	SDI	Manual	ACK	Global	/
BROADCST	HealthLink	\\Desktop-itkf2ot\\hli	\\Desktop-itkf2ot\hli	~				
HDOCS	HealthLink	C:\HLINK\XML_in\he	C:\HLINK\XML_out\h	•	~	~		Ш
HIRAD	HealthLink	C:\HLINK\HL7_in\HI	C:\HLINK\HL7_out\H	~	~	~		1
HLK_HELP	HealthLink	C:\HLINK\other_in\H	C:\HLINK\other_out\	~	~	~		1
HLKFAX	HealthLink	C:\HLINK\other_in\fax\	C:\HLINK\other_out\	~	~	~		1
LAB	HealthLink	C:\HLINK\FF_in\LAB\	C:\HLINK\FF_out\LAB\	~	~	~		11
MDM01AU	HealthLink	\\Desktop-itkf2ot\\hli	\\Desktop-itkf2ot\hli	~		•		
MEDDOCS	HealthLink	C:\HLINK\FF_in\MED	C:\HLINK\FF_out\ME	•	~	~		11
NSWEHR	HealthLink	C:\HLINK\HL7_in\NS	C:\HLINK\HL7_out\N	~	~	~		1
PIT	HealthLink	\\Desktop-itkf2ot\hli	\\Desktop-itkf2ot\hli	~	~			Ľ
RSDAU	HealthLink	\\Desktop-itkf2ot\hli	\\Desktop-itkf2ot\hli	~	~	•		
MD Directory	Standard	C:\Program Files (x8	C:\Program Files (x8	•	~			
HealthLink Interface F	ile Path C:\HLINK\	hms_config.xml		Refr	esh Health	Link Imp	oort Path(s	s)

- 11. Click on the close button to save any changes.
  - If any changes are made to HMS Advanced Options, refresh HealthLink import paths(s) from setup data transfer tab for Medical Director to pick up the settings.

#### 3.3 Setting up HealthLink Smart Forms in Medical Director

HealthLink smart forms settings should be automatically configured by Medical Director. However, if this has not been configured use the steps below to update the HealthLink forms settings.

- 1. From Medical Director's main tool bar choose **Tools** > **HealthLink** > **Setup**.
- 2. In the HealthLink Setup screen setup section click on \_\_\_\_\_ from the HealthLink Interface File Path to load hms\_config.xml file.

HealthLink Setup							×	
Setup								
HealthLink Interfa	ace File Path	\\Desktop-itkf2ot\hlin	k\hms_config.xm					
EDI Account		HealthLink EDI	Password	•				
Forms Director U	Jrl	http://DESKTOP-ITK	http://DESKTOP-ITKF20T:5088					
Last Modified		22/12/2023 08:17:23	.00	View	Logs	Refresh HealthLink	:	
NOTE: Changes c	an only be made	e via the MD server co	mputer Servic	e is running	g and connected	to a database		
Host Name	DESKTOP-ITK	F2OT	Databa	ase Server	DESKTOP-ITK	20T\HCNSQL07		
Port No.	9080	Test	Databa	ase Name	HCN			
Web Service URL	http://DESKTC	P-ITKF2OT:9080/Adur Service Manager	oFormSession View Web Serv	ice Logs	Refresh	Save		
						Clo	se	

- 3. Click on **Refresh HealthLink** for Medical Director to automatically populate all the required boxes.
- 4. Check and confirm that the Medical Director Service is running in the Web Service section of the setup screen as circled in screenshot below.

HealthLink Setup						$\times$	
Setup							
HealthLink Interfa	ace File Path	NDesktop-itkf2ot\hlin	<td></td> <td></td> <td></td>				
EDI Account		HealthLink EDI	Password •		]		
Forms Director Url		http://DESKTOP-ITKF2OT:5088				] [	
Last Modified		22/12/2023 08:17:23	00 View	v Logs	Refresh HealthLink		
Web Service NOTE: Changes c	an only be made	e via the MD server con	nputer Service is runnin	ng and connec	ted to a database		
Host Name	DESKTOP-ITK	F2OT	Database Server	DESKTOP-I	TKF2OT\HCNSQL07		
Port No.	9080	Test	Database Name	HCN		ן ב	
Web Service URL http://DESKTOP-ITKF2OT:9080/AduroFormSession							
	Restart HCN	Service Manager	View Web Service Logs	Refresh	Save		
					Close	;	

5. If the Medical Director Service is not running, refer to the appendix section of this document to start the Medical Director Service.

## 4. Setting up the RSDAU, CDA Messaging

#### 4.1 Filing Referrals, Specialist Letters, Discharge Summaries

Incoming RSD and Correspondence storage (Referrals, Specialist letters, Discharge Summaries) can be filed in Documents or Letters tab within patients' notes.

To set this up:

1. From the main tool bar, choose **Tools** > **Options** and select the **RSD** tab.

	Links	Prompts	Clinical	History	Examination
eneral	Prescribing	Progress notes	Practice	Lists	Investigations
Drug/Pa	tient Support	Devices	PKI	RSD	Recall
Status ar You car stored. O File r	electronic status nd Discharge Su n specify where reports in the Lef	and discharge sur ummary Reports Sto you would like statu tters tab of the Clini	nmaries. prage us and discha ical Window	arge summarie:	5
File r	reports in the Do	cuments tab of the	Clinical Win	dow	
You car summari	n specify where ies stored.	you would like com	espondence	such as letters	and
You car summari	n specify where y ies stored. correspondence	you would like com in the Letters tab o	espondence of the Clinical	such as letters Window	and
You car summari	n specify where y ies stored. correspondence correspondence	you would like com in the Letters tab o in the Documents	espondence of the Clinical tab of the Cli	such as letters Window nical Window	and
You car summari File ( File (	n specify where t ies stored. correspondence correspondence	you would like com in the Letters tab o in the Documents	espondence of the Clinical tab of the Cli	such as letters Window nical Window	and
You car summari File o File o File o CDA mess	n specify where y ies stored. correspondence correspondence	you would like com in the Letters tab o in the Documents in the <i>Documents</i>	espondence of the Clinical tab of the Cli tab.	such as letters Window nical Window	and

- 2. Select the File reports in the Documents tab of the Clinical Window option.
- 3. Click on **Save** to save the change.

## 5. Testing Your Configuration

- 5.1 Generating LAB2 Test Messages
  - 1. Open the **HealthLink Advanced Options**.
  - 2. From the menu click **Utilities** > **Test Message Generator**. The **Test Message Generator** window will open.
  - 3. The sending and receiving EDI account will automatically fill with the practice EDI.
  - 4. To generate a **LAB2** message click on LAB2 from **Message Types** available to you and then click on the **Generate Test Message** button.

#### 5.2 Generating RSDAU Test Messages

- 1. To generate a **RSDAU** message click on RSDAU from **Message Types** available to you and then click on the **Generate Test Message** button.
- 2. Click on File and Exit to close the **HealthLink Advanced Options**.

#### 5.3 Making HealthLink Connect Manually

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

Run Now	
View HealthLink Error Log	
View HealthLink Event Log	
Stop Healthlink Messaging Service	

- 3. A spinning "H" icon indicates the HealthLink client has started its connection.
- 4. Once the "H" stops spinning, the HealthLink connection has been completed and the test messages are downloaded into their respective folders for **Medical Director** to import.

## 6. Checking Messages in Medical Director

 To check message that have been imported into Medical Director, press the F5 key or alternatively, from the Medical Director menu, click **Investigations** > Check Holding File (the message import is done automatically if the SDI functionality is on).

It is advisable not to use **F4** key from the keyboard to manual import, since SDI functionality can be scheduled to desired interval to import the diagnostic reports, referrals and discharge summaries automatically.

2. Select the name of the Doctor for which you want to view the investigation results and click the **OK** button.

Check Holding File
Select Recipient(s)
All Recipients
Dorevitch
Dr A Practitioner

3. A list of the current messages will be displayed with message preview. To get to a full preview double click on the message you want a full preview of.

(9 MedicalDirector Clinical 4.3 - [Holding File] ≩ File Edit Patient Action Window Help	- 0
Preview - Full + Hide Preview   Clear Filters   Move Location   Document Details   Scan +   Import +   Print +   Print List +   Delete   Refresh   Send Via MDX	
1 of 1 Records	Select All
Date Collected Y Patient Y Subject Y AY Recipient/Doctor Y Sender/ProviderY NY CY Type Y Description	Date Requeste
12/07/2024 Mouse, Mckey Mddle RSD - Discharge Referal DR DEMO DEMO DOCTOR Discharge Referal LETTER - DISCHARGE SUMMARY	
	>
Admes: MOUSE, MICKEY Mode Admes: TESTING STREET Subject RSD - Discharge Referral	
WOONONA.2517 Lab. Reference: D.0.8:300/11981 Sex at Birth: M Benuestert Complete: Eval	
Medicare No Compress. Compress. History	
Lab. Reference: Date Requested: 12/07/2024 Sender/Provider:	
Tarra 2. Mr. N	Deres 1 of 2
2 Dom Page Width • Open sternanty View PDF View KTF	Page: 1 of 2
313 Burwood Rd HAWTHORN 3122	
Ph: 9818 5488	
D. D.	r Demo Doctor
	Qualifications 0000000Y
	×

New look inbox in MD 3.18a onwards provides the user with a lot of new options such as Assigning Reports, Deleting one or more messages etc from the preview screen. The message preview can be changed using the Preview button on the top left hand conner.

## 7. Appendix

#### 7.1 Restarting the HCN Service Manager

If Medical Director's HCN Service Manager is not started, use the steps below to start the HCN Service Manager.

- 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 **HCN Service Manager** and double, left click to open **HCN Service Manager Properties** window as shown below.
- 3. Select "Automatic" from the Startup type.
- 4. Click "**Start**" from the Service status and then click on the OK button.

HCN Service Manager Properties (Local Computer)									
General	Log On	Recovery	Dependencies						
Service name:		HCNServiceManager							
Display name:		HCN Service Manager							
Description:		Host service for multiple servlett plug-ins. If this service is stopped then all plug-ins are also stopped.							
Path to executable: "C:\Program Files (x86)\Health Communication Network\HCN Service Mana									
Startup type:		Automatic			~				
Service	status:	Running							
Start Stop Pauce Recume									
You car from her Start pa	n specify ti re. rameters:	ne start para	meters that apply	y when you s	tart the service	]			
			ОК	Cancel	Apply				

#### 7.2 Testing HealthLink Smart Forms in Medical Director

- 1. Open the test patient Mickey Mouse.
- 2. From patient screen click on the HealthLink Tab
- 3. Once in the HealthLink Tab, click on the Image button to load HealthLink smart forms homepage.

HealthLink connecting with care	1800 125 036 (AUS) helpdesk@healthlink.net
Vake a referral Update referrals	
Specialists, Allied Health Providers and GPs	
Specialists, Allied Health Providers and GPs       SR     Specialists & Referrals     Refer to Private Specialist	

#### 7.3 Turning the SDI Import off

If the practice has moved to another EMR system from Medical Director, the practice needs to make user HCN Service Manager is disabled.

Click **Tools** > **Manage Communications** and select (**disabled**) from the Import database drop down box.

#### 7.4 Disabling the HCN Service Manager

If the practice has started using a new **Clinical Software System**, it is possible that HCN Service Manager may still be running hence pulling the messages out of the default Healthlink messaging folders.

To stop any messages been pulled by the HCN Service Manager the HCN Service Manager needs to be disabled.

This service starts automatically and to stop this service you will need to change the **startup type** to "**disabled**" in the *Windows Services* screen.

- 1. Click on **Start** > **Run**. In the Run window type "**services.msc**" and click on the **OK** button.
- From the service screen look for HCN Service Manager and double, left click to open HCN Service Manager Properties window as shown below.

HCN Service Manager Properties (Local Computer)									
General	Log On	Recovery	Dependencies						
Service	name:	HCNServic	eManager						
Display name:		HCN Service Manager							
Description:		Host service for multiple servlett plug-ins. If this service is stopped then all plug-ins are also stopped.							
Path to executable: "C:\Program Files (x86)\Health Communication Network\HCN Service Mana									
Startup	type:	Disabled			~				
Service	status:	Running							
Start		Stop	Pa	ause	Resume				
You car from her	n specify tł re.	ne start para	meters that apply	y when you sta	rt the service				
Start pa	rameters;								
			ОК	Cancel	Apply				

- a. Select "Disabled" from the Startup type.
- b. Click "**Stop**" from the Service status and then click on the OK button.

## 8. Medical Director Support Contact Details

Phone: 1300 300 161

Web: https://www.medicaldirector.com/contact

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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