

# Quick Start Guide

## Plenty Valley Community and Northern Health Referral SmartForm

### CONTACT

If you require further technical support please contact:

HealthLink  
helpdesk@healthlink.net  
1800 125 036

If you have questions relating to the eReferral Program, please contact:

Plenty Valley Community Health  
cooperst@pvchs.org.au  
(03) 9409 8787

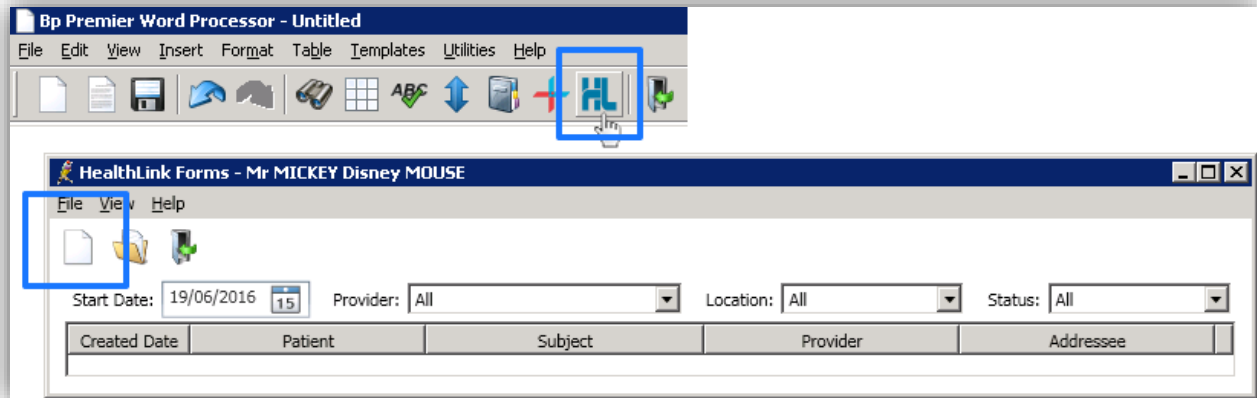
Northern Health  
ACETS.Helpdesk@nh.org.au  
1300 128 539

*The Plenty Valley Community and Northern Health Referral SmartForm has been designed to make it easier for you to refer your patients electronically for services provided by PVCH and NH. This quick start guide has been developed to help you navigate the new digital form.*

**Best Practice Edition**

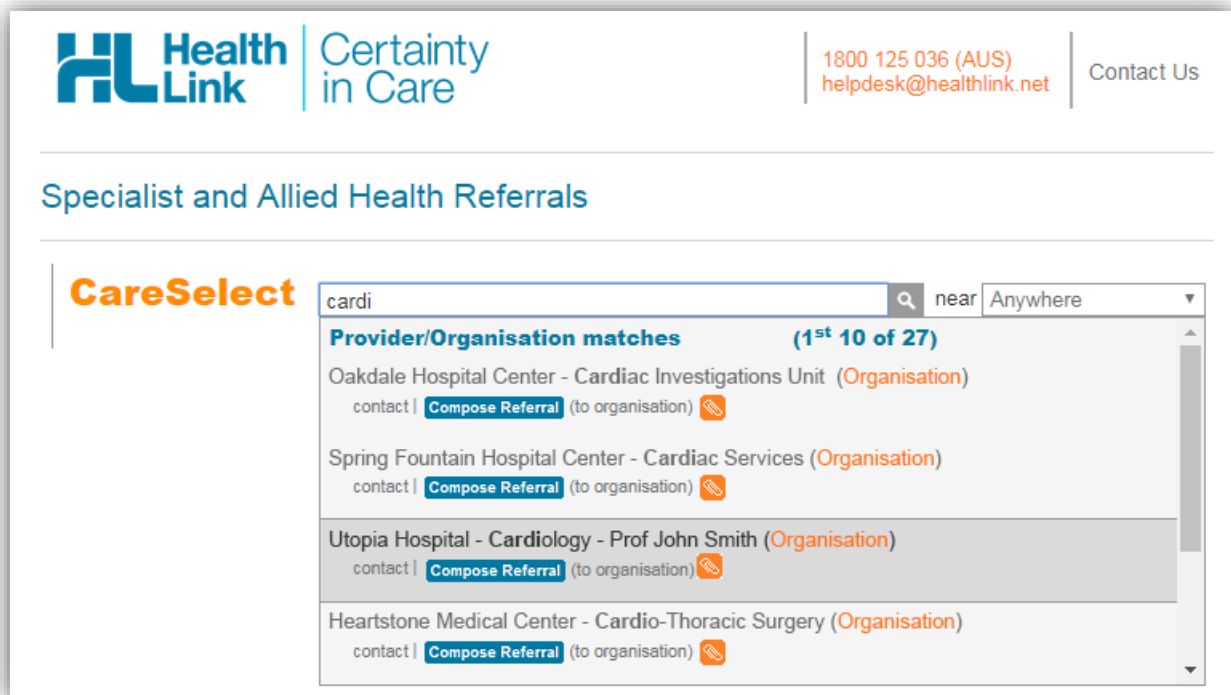
## 1. Open the patient record

Search for the patient and open their electronic medical record. Open the Best Practice Word Processor by clicking on the 'Letter' icon (or use the F4 on the keyboard). Then click on the 'HealthLink Forms' icon. In the HealthLink Forms window, click the 'New Form' button.



## 2. Launch the Form

Using the CareSelect service, search by service provider name or by the service required (e.g. cardiology). Matching search criteria will be displayed. Click on the 'Compose Referral' button to launch the form.



### 3. Complete the Form

The form will be displayed. At this point, you will have access to all the information necessary to complete the form for submission. If you need to do something else, you can 'Park' the form to save what you've currently done so far.

Depending on the selections you've made, additional fields will appear allowing you to include the relevant information necessary.

The [Browse for Consultation Notes](#) button will give you access to the clinical notes in patients' medical records. You can add clinical notes to the form by selecting the relevant records.

### 4. Include the relevant attachments

The 'Attachments / Reports' tab will give you access to all of the supporting documents that you may wish to attach to the form. You can select any item from the table – showing you patient medical records captured from the last six months. Or you can browse for files stored in Best Practice or in your local computer's file system.

	Date	Name	Comments	Size
<input checked="" type="checkbox"/>	16/08/2017	diagnostic report.jpg		260 KB

## 5. Select relevant medications, warning and medical history items

The 'Medications / Warnings' and 'Medical History' tabs will give you access to the relevant pre-populated records. Just select those records that are relevant to the referral or add your specific notes if necessary.

**Utopia Hospital** Referral to Utopia Hospital - Cardiology - Prof John Smith Submit Preview Park Help

**Requested Information**  
Cardiology - Prof John Smith

**Attachments / Reports**  
No reports selected  
1 file attached

**Medications / Warnings**  
2 long term medications specified  
1 medication specified  
No medical warnings specified

**Medical History**  
No medical history specified

**Long Term Medications**

Date	Details	Dose	Units	Instructions	
16/08/2017	COUMADIN (Warfarin sodium)		1	nocte	+
16/08/2017	FERRO-GRADUMET (Ferrous sulfate)		2	mane	x

**Other Medications** Browse for More Medications

Date	Details	Dose	Units	Instructions	
16/08/2017	SOMAC (Pantoprazole)				x

**Medical Warnings**

## 6. Ensure patient and referrer information is correct

With the Patient Information and Referrer Details tabs, you simply need to ensure that the information is correct. If a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it.

Please fix the following errors:

- Patient Date Of Birth is a required field

**Patient Information**

**Medicare Number\***  
6288253443 1

**Medicare Expiry**

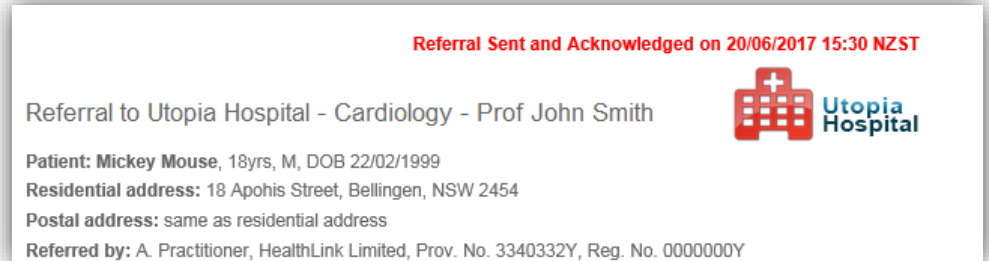
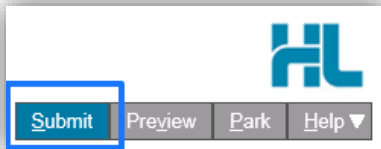
**DVA Number**

**Date of birth\***  
IHI

**Pension Number**

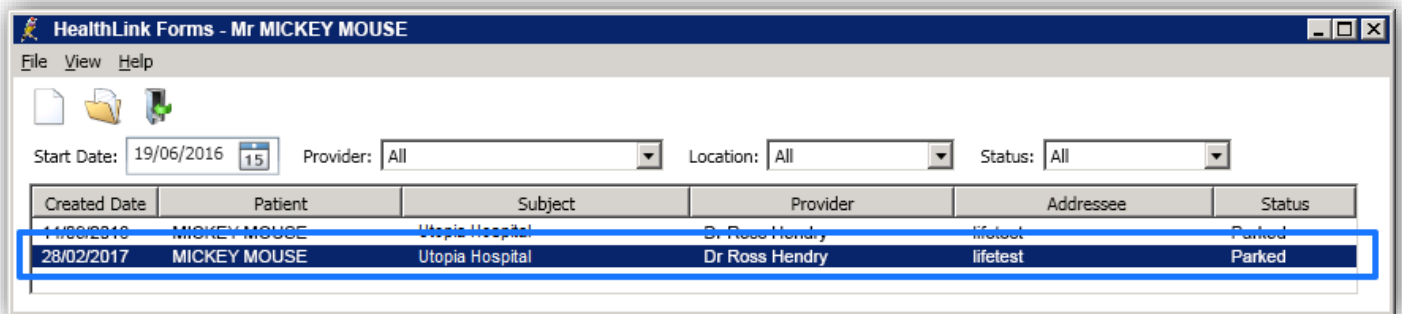
## 7. Submit the Form

Click on 'Submit' when you are ready to send your form. This will safely and securely send the form electronically via HealthLink and you will see a copy of the completed form containing an acknowledgement of receipt. If needed, you can print a copy by right-clicking on any area of the submitted forms and choosing 'Print'. Note that it is not necessary for the printed copy to be sent or taken to the hospital.



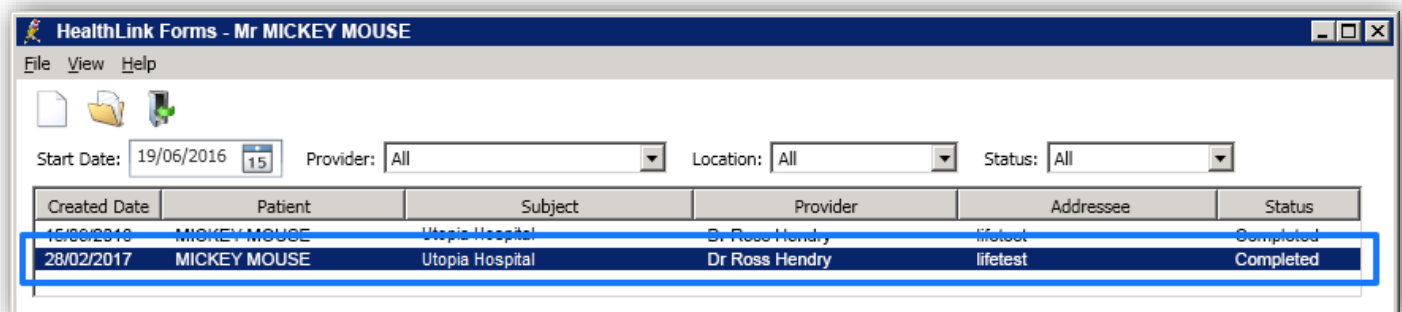
## Accessing Parked Forms

To access a parked form from the patient's record, select 'HealthLink Forms' under the 'View' menu. From the available listing, double-click on the parked form you would like to open.



## Accessing Submitted Forms

A copy of the submitted form can be found by selecting 'HealthLink Forms' under the 'View' menu. To open, double click the selected form.



For all queries, please call the  
HealthLink Customer Support Line:

Monday to Friday (except public holidays) 8am- 6pm  
Phone 1800 125 036 Support email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)



HealthLink  
Level 3, 13-15 Teed Street  
Newmarket, Auckland 1023  
New Zealand

[www.healthlink.net](http://www.healthlink.net)  
[helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

HealthLink helps over 30,000 healthcare practitioners deliver certainty in care by enabling them to exchange patient information quickly, reliably and securely.

1800 125 036 (AU)  
0800 288 887 (NZ)