

User Guide

06.11.2023-A-BP

HealthLink SmartForms for Best Practice

Welcome to HealthLink SmartForms. The smartest way for health professionals to refer their patients to NSW Health.

For more information on your Local Health District (LHD), go to:
<https://health.nsw.gov.au/ereferral>

Your practice must be running Best Practice Lava SP3 or above to access the HealthLink SmartForms.



Best Practice
An evolution in medical software

Submitting eReferrals from Best Practice

Using HealthLink SmartForms

SmartForms enable **Best Practice** users to easily refer and engage with all HealthLink SmartForm service providers including NSW LHDs, Transport for NSW and My Aged Care.

SmartForms are designed to speed up the service you can provide for your patients. They give you confidence that your form has been securely delivered to the service provider, and a copy has been saved to your Practice Software. And what's more, they are free for you to use.

HealthLink Technical Support

Email: helpdesk@healthlink.net

Phone: 1800 125 036

Step 1:

Accessing HealthLink SmartForms (eReferrals)

Step 2:

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Step 3:

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Step 7:

What happens after a referral has been made?


Step 8:

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Step 1: Accessing HealthLink SmartForms (eReferrals)

To access the forms within your Best Practice software...

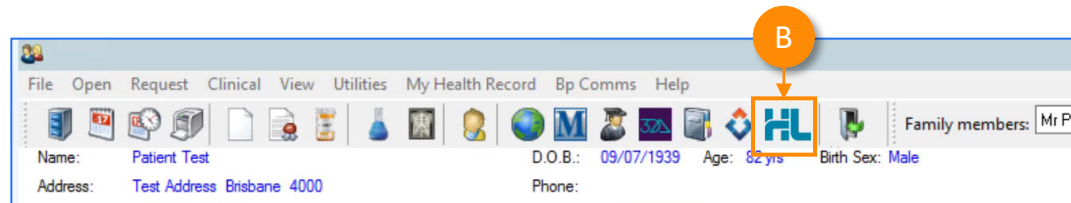
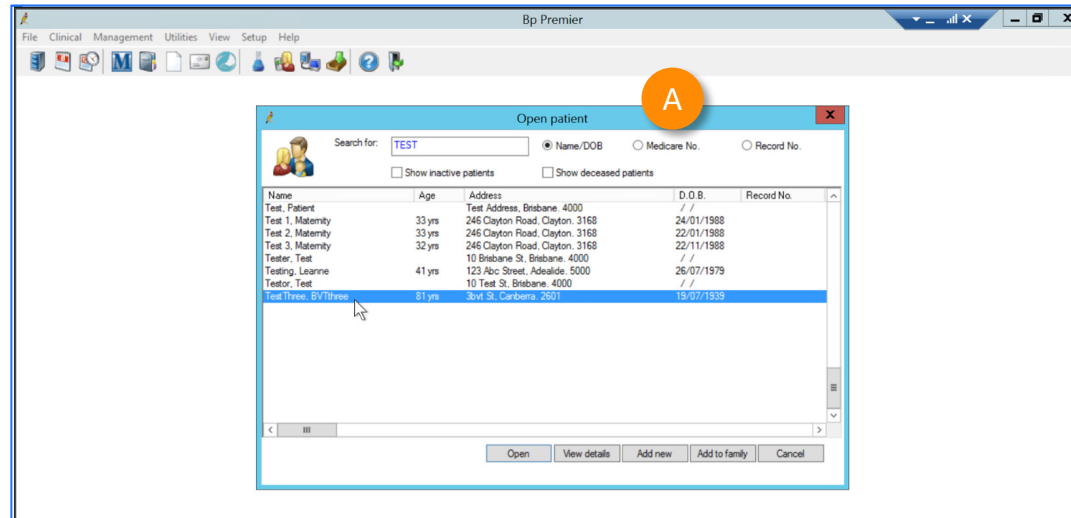
A First, search for the patient and open their electronic medical record.

B Then click the **HealthLink icon**  from the quick launch bar to launch the **HealthLink home page**.

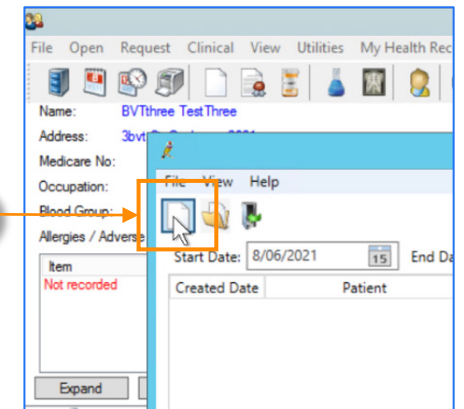
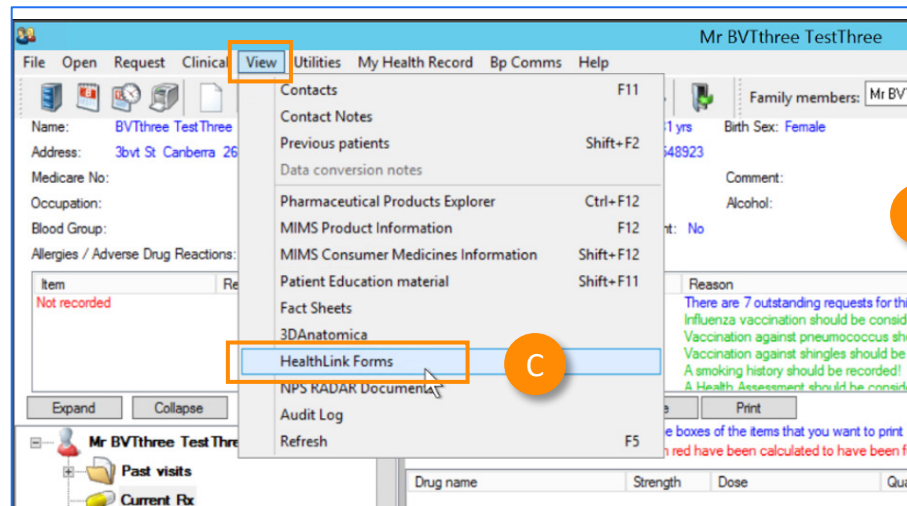
or

C Click **View** from the menu and select **HealthLink Forms**.

D And then click the **New Form** button to launch the **HealthLink home page**.



or



Step 2: Launching a new form

Now you're on the HealthLink home page...

- A Here you'll find a list of available services to refer patients.
- B Within the **Referred Services** section, Click on the link named **Health Outpatient Referrals -** followed by the name of the **LHD** you wish to send to.

(e.g. *Health Outpatient Referrals – Western Sydney LHD*)

To launch the smart form, **NSW Health Outpatient Referrals** require you to then:

- C • **select a specific service** and
- D • **facility** (only if there's multiple facilities for that service)
- E Then click **Continue** to launch the form.

For more information on your Local Health District (LHD), go to: <https://health.nsw.gov.au/ereferral>

HL HealthLink
connecting with care

Make a referral | Update a referral

Search a Private Specialist or Allied Health Provider to Refer Patient

Type individual / practice name, or specialty then enter | Search | Help | Clear | State: Tasmania

Referred Services

Aged Care Referral	Medical Certificate for Insurance Claim
Cardiometabolic Health in Psychosis	NSW Health Outpatient Referrals – [LHD Name]
Certificate of Capacity	Online Medical Certificate
Community Health	Outpatient and Community Referral Form
Fitness to Drive Assessment	Radiology Referrals
General Health	Regional Health Service
Health Specialist Consulting Clinics	
Hearing Medical Certificate	
Hospital Services	

NSW Health

Type here to search for a service | Facility*

- Allergy
- Antenatal
- Bariatric Surgery
- Breast Surgery
- Cardiology
- Colorectal surgery
- Dermatology
- ENT Surgery
- Endocrinology
- Gastroenterology
- General Medicine
- General Surgery**
- Gynaecology
- Haematology
- Infectious Disease
- Neurology
- Neurosurgery
- Oncology
- Orthopaedics
- Paediatric Allergy

Continue

Step 3: Completing the form

Now you've loaded the form to complete and submit.

A

The **SmartForm layout** provides a consistent, easy-to-use tabular structure on the left, with the main action window on the right.

You'll notice SmartForms are **responsive**: They will pre-populate all available patient and referrer data and contain logic to request more specific patient information based on your selections.

B

Mandatory Fields must be completed prior to submitting the SmartForm and are each highlighted with a red asterisk.

Note: Please use HealthPathways where available to identify LHD specific referral information.

NSW Health [Service] Submit Preview Park Help

Requested Information (General Surgery) Referred To* Specialist - unnamed referral

Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient

Attachments / Reports

Medications, Allergies, Alerts

Medical, Social and Family History

Patient Information

Referrer Information

Referral Date* 13/08/2023

Referral Type* New Updated Continuation

Referral Period* 12 months

Referral Priority Non-Urgent (365 days)

Patient available for appointment at short notice Yes No

Is patient suitable for virtual care? Yes No Unsure

Health insurance/third party compensable? Yes No

HealthPathways
As outlined in the NSW Health (Adult) HealthPathway linked [here](#) please attach all relevant information to this referral to assist with triaging processes.

Requested Information (General Surgery)

Attachments / Reports

Medications, Allergies, Alerts

Medical, Social and Family History

Patient Information

Referrer Information

Patient Information

Date of birth* 17/12/1941

IHI 8003602345688835

Medicare/DVA Eligible* Yes No

Medicare number* 6288253442 2

Medicare expiry

DVA number QX901226

Pension number

Private health fund name

Patient membership number

Safety net number

Country of birth

Name* MICKEY Disney HEATLEY

Gender* Male

Patient's indigenous status* Neither Aboriginal nor Torres Strait Islander origin

Residential Address 95 Pitt Street, Apartment, Sdney, NSW, 2000

Step 3: Completing the form

C It will also display a **warning** for some information taken from your Practice Management Software that needs reviewing.

For example, if a contact phone number does not include an area code.

D If you need more context on the questions, you can click on the **information icons**.



The screenshot shows a patient form with several sections: Family History, Patient Information, Referrer Information, Residential Address, Postal Address, and Contact Details. A red warning triangle icon is positioned over the Patient Information section, with an orange circle labeled 'C' above it. The Contact Details section includes a dropdown menu and four radio button options: Work, Home, Mobile, and Other. The Home option is selected, and its corresponding phone number field contains '98765432'. A mouse cursor is pointing at this field.

The screenshot shows a referral form with various fields and a sidebar on the left. The sidebar contains sections for 'Warnings / Warnings', 'History', 'Information', and 'Information'. The main form includes fields for Referral Type (New, Updated, Continuation), Referral Period (12 months), Referral Priority, Patient available for appointment at short notice, and Is patient suitable for virtual care? (with an information icon). The HealthPathways section is expanded, showing a link to NSW Health (Adult) HealthPathway link. The Reason for referral section has a 'Browse for Consultation Notes' button and a text area. An 'Information' popup window is open, displaying a list item: 'This may include telephone consultation, video conference consultation, or remote monitoring. Appropriateness will be determined by the receiving outpatient clinic.' An orange circle labeled 'D' is positioned over the information icon in the 'Is patient suitable for virtual care?' field, with an arrow pointing to the popup.

Step 3: Completing the form

Reason for referral

E In some forms there may be drop down to select the reason for referral conditions.

Tip: You can start typing the condition name in the search box to narrow the list down.

Also, there will always be an option 'Other condition' if the condition you are looking for is not noted in the selection list.

HealthPathways

Please refer to HealthPathways linked [here](#) to assist you with completing this referral.

Reason for referral* **E**

Considerations / risks / barriers to access

Does the patient have primary carer / guardian?*

Interpreter required?*

Special needs/reasonable adjustments required for disability?

Are there any considerations, risks or barriers to accessing the service?

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).

Patient consent*

Please select

- Please select
- Cirrhosis (suspected or known)
- Concern for colorectal cancer (rectal bleeding or positive faecal occult blood test)
- Hepatocellular cancer (suspected or known) or liver lesion
- Inflammatory bowel disease or irritable bowel syndrome (suspected or known)
- Iron deficiency
- Liver dysfunction
- Upper gastrointestinal dysfunction
- Other gastroenterological condition

Step 3: Completing the form

Attachments

F The **Attachments / Reports** tab will give you access to all the supporting documents that you may wish to attach to the form.

G 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...**

H • stored in your Practice Management Software by clicking the **Browse for Patient Document** button .

I **Note:** Make sure to update the date parameters if you want to see files that are older than 6 months.

J • **Or** in your local computer's file system by clicking the **Browse for Local File** button.

NSW Health [Service]

Requested Information: General Surgery

Attachments / Reports

Medications, Allergies, Alerts

Medical, Social and Family History

Diagnostic Reports / Patient Documents

Browse for Patient Document (H) | Browse for Local File (J)

Attach file from EMR supports: gif, html, jpeg, doc, docx, pdf, txt, rtf, tiff
 Attach file from Computer supports files that end in types: doc, docx, gif, htm, html, jpeg, jpg, pdf, rtf, tif, tiff, txt
 Caution: larger attachments may take significant time to preview

<input type="checkbox"/>	Date	Name	Comments	Type	Size	
<input type="checkbox"/>	01/09/2021	File_123		rtf	80 KB	
<input checked="" type="checkbox"/>	01/10/2021	File_456		rtf	8 KB	
<input checked="" type="checkbox"/>	01/11/2021	File_789		rtf	90 KB	

Diagnostic Reports / Patient Documents

Browse for Patient Document | Browse for Local File

Please attach any relevant patient information (for example allied health assessments, wound care details, medication summaries and relevant medical summaries). This information will support your patient's assessment and service provision. Clinical information will be visible to all staff.

Attach File

Name:

Date from: 08/01/2019 | Date to: 08/07/2021 | Search


Attach | Cancel

<input type="checkbox"/>	Date	Name	Comments	Type	Size
	08/07/2021	File_One	Aged Care Referral	...	43 KB
	09/10/2019	File_Two	Aged Care Referral	...	52 KB
	01/10/2019	File_Three	Aged Care Referral	...	48 KB
	24/09/2019	File_Four	Aged Care Referral	...	44 KB

Step 3: Completing the form

Then click through the remaining Tabs on the left to ensure all the pre-populated patient information has been either selected, or de-selected, as appropriate to submit to the service provider.

All these features ensure you're providing a quality, and compliant submission every time, on behalf of your patients.



NSW Health

Cardiology Clinic

Requested Information ▲

Cardiology Clinic

Attachments / Reports

No reports selected
No files attached

Medications, Allergies, Alerts

7 long term medications specified
No medications specified
2 medical warnings specified

Medical, Social and Family History

Medical history specified

Patient Information

Patient's name
CX901228
20/08/1954

Referrer Information

Referrer's name
0000000Y
No Different Regular GP

Long Term Medications i

Date	Details	Dose	Units	Instructions	
	Vita-D 1000IU Gel Caps			1 Capsule Once a week on an empty stomach As directed p.r.n	✕
	Ibuprofen 100mg Tablet			1 Tablet Twice a day with meals	✕
	Betnovate 0.1% Cream			1 Application In the morning before meals As directed BP 1.8.6.776 VVT	✕
	Ventolin CFC-Free 100mcg/dose Inhaler			2 puffs Inhalation Twice a day As directed	✕
	Panadol 500mg Tablet			1 Tablet Every 4 hours with meals As directed	✕
	Panadol 500mg Tablet			1 Tablet Four times a day with meals Stat	✕
	Omnitest Plus Test Strip			½ Dose In the morning with meals As directed	✕

Other Medications i

Date	Details	Dose	Units	Instructions	
No records found.					

Medical Warnings

<input type="checkbox"/>	Date	Description	Comments
<input checked="" type="checkbox"/>	18/12/2014	Penicillin	Rash
<input checked="" type="checkbox"/>	18/12/2014	Oestradiol	Vomiting

Attachments / Reports

No reports selected
No files attached

Medications, Allergies, Alerts

7 long term medications specified
No medications specified
2 medical warnings specified

Medical, Social and Family History

Medical history specified

Patient Information

Patient's name
CX901228
20/08/1954

Referrer Information

Referrer's name
0000000Y
No Different Regular GP

Medicare Provider Number*

HPI-I

Name

Full name i

▶ Sam Entwistle

Practice name

Practice Address

▶ 155 George Street, Galleria, Sydney, NSW, 2000

Practice telephone*

Email

EDI*

Medical Registration Number

HPI-O

Practice fax

Step 4: Previewing, Submitting and Parking

Previewing

A You can verify that the form has been completed correctly by clicking **Preview** allowing you to review the details before submitting.

B Whether you click **Preview** or **Submit**, if a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it.

NSW Health [Service] Submit Preview Park Help

Requested Information
General Surgery

Medical Practitioner Information
 Medicare Provider Number* 0000000A
 Medical Registration Number 123456
 HPI-I
 HPI-O 123456789098765
 Name
 Full name Dr Name

Preview, not submitted copy
Submit

NSW Health

[Service]

Patient: MICKEY HEATLEY, 81yrs, M, DOB 17/12/1941, PH: 0401 201 2011, Wrk 03 9 23423221, Hme 03 9 53532221

Residential address: 95 Pitt Street, Apartment, Sydney, NSW 2000

Postal address: 9600 Pitt Street, Apartment, Sydney, NSW 2000

Referred by: Sam Entwistle, Millstone Family Practice, Prov. No. 889843, HPI-O 123456, HPI-I 8003611566681627, PH 03 9 358 0116, FAX 03 9 4433456

Clinical Referral Information

Referred To: Specialist - unnamed referral

Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient

Referral Date: 14/08/2023
 Referral Type: New
 Referral Period: 12 months

NSW Health Gastroenterology & Liver Clinics Submit Preview

Requested Information ⚠
Gastroenterology & Liver Clinics

- Patient consent is a required field
- Reason for referral is a required field
- Referred To is a required field
- Triage category is a required field

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts
4 long term medications specified
No medications specified
1 medical warning specified

Medical, Social and Family History

Referred To* Please Select

Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient

Referral date* 17/10/2023
 Referral type* New Updated

Step 4: Previewing, Submitting and Parking

Submitting

- C** When you are ready to send your form, click **Submit**.
- D** This will safely and securely send the form electronically via HealthLink, and you will see a copy of the completed form with a **date stamp**.

A copy of the submitted form is saved directly to the patient file.

- E** If you'd like to provide the patient with a copy, you can left-click the **Print** button or right-click anywhere on the submitted form and choose Print.

NSW Health [Service]

Requested Information: General Surgery

Attachments / Reports

Medical, Social and Family History

Patient Information

Medical Practitioner Information

Medicare Provider Number* 889843

Medical Registration Number

HPI-I 8003611566681627

HPI-O 123456

Name

Full name Sam Entwistle

Practice name Millstone Family Practice

Practice Address 155 George Street, Galleria, Sydney, NSW, 2000

Submit Preview Park Help

Form sent on 22/10/2023 09:34 AEST

Sensitive: Personal

[Service]

Patient: MICKEY HEATLEY, 81yrs, M, DOB 17/12/1941, PH: 0401 201 2011, Wrk 03 9 23423221

Residential address: 95 Pitt Street, Apartment, Sydney, NSW 2000

Postal address: 9600 Pitt Street, Apartment, Sydney, NSW 2000

Referred by: Sam Entwistle, Millstone Family Practice, Prov. No. 889843, HPI-O 123456, HPI-I 8003611566681627, PH 03 9 358 0116, FAX 03 9 4433456

Clinical Referral Information

Referred To: Specialist - unnamed referral

Referral Date: 14/08/2023

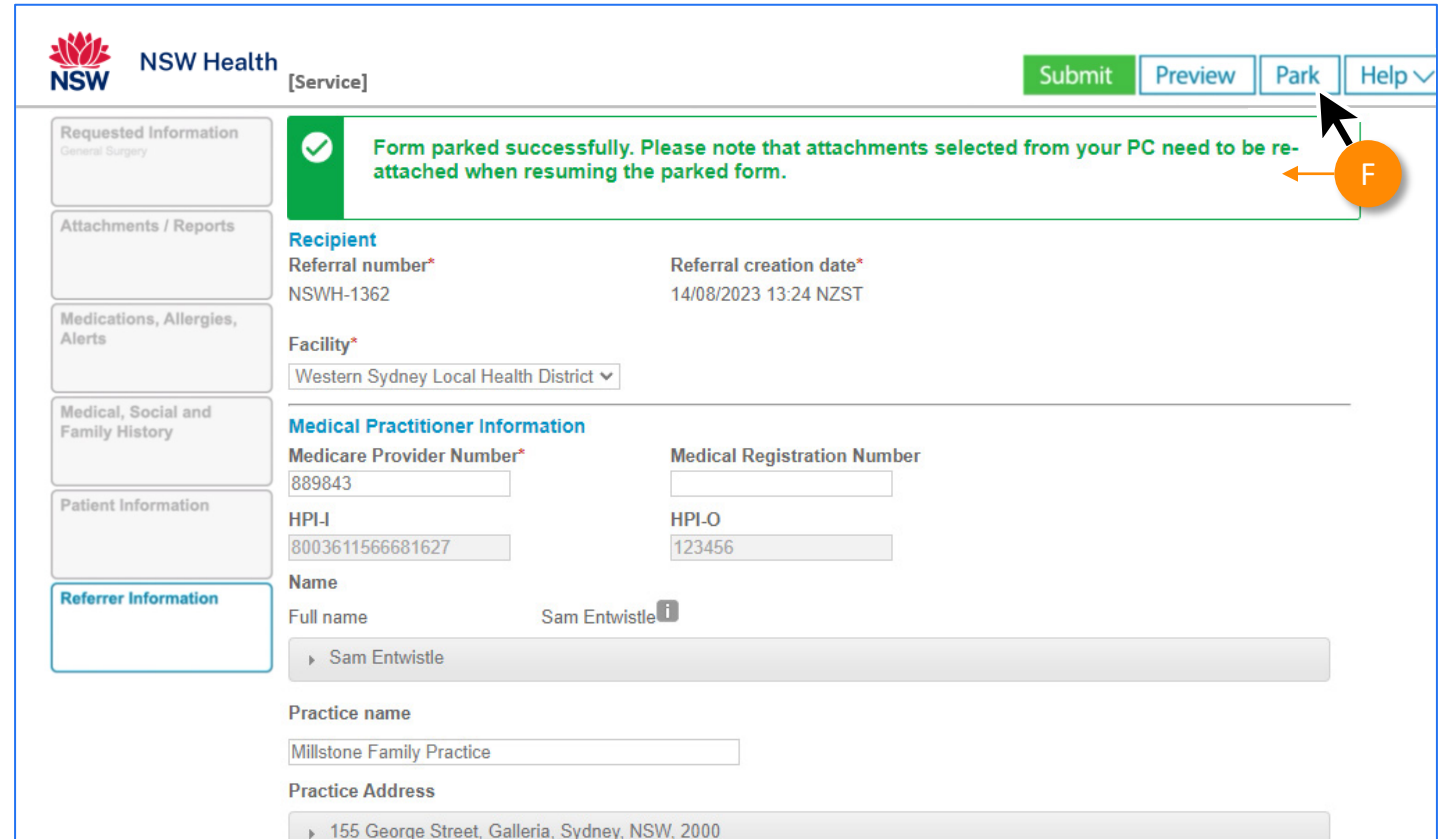
Referral Type: New

Print

Step 4: Previewing, Submitting and Parking

Parking

F And if you need more information to complete the form, you can **Park** the form to save what you've done so far and come back to it later.



The screenshot shows the NSW Health referral form interface. At the top left is the NSW Health logo and the text "NSW Health [Service]". At the top right are buttons for "Submit", "Preview", "Park", and "Help". A green message box at the top right contains a checkmark icon and the text: "Form parked successfully. Please note that attachments selected from your PC need to be re-attached when resuming the parked form." An orange circle with the letter 'F' and an arrow points to the "Park" button. The form is divided into several sections on the left: "Requested Information" (General Surgery), "Attachments / Reports", "Medications, Allergies, Alerts", "Medical, Social and Family History", "Patient Information", and "Referrer Information". The main content area displays the following information:

- Recipient**
 - Referral number*: NSWH-1362
 - Referral creation date*: 14/08/2023 13:24 NZST
 - Facility*: Western Sydney Local Health District
- Medical Practitioner Information**
 - Medicare Provider Number*: 889843
 - Medical Registration Number: [input field]
 - HPI-I: 8003611566681627
 - HPI-O: 123456
- Name**
 - Full name: Sam Entwistle
 - Practice name: Millstone Family Practice
 - Practice Address: 155 George Street, Galleria, Sydney, NSW, 2000

Step 5:

Accessing parked and auto-saved forms

A To access parked or auto-saved forms, from the patient's record, select **HealthLink Forms** under the **View** menu.

B From the available list, **double-click on the Parked or AutoSaved** form you would like to open.

Note: when returning to a parked or auto-saved form, due to security policy, any previously added attachments will need to be re-added.

C You can also use this area to see **completed and deleted** forms.

The screenshot shows the HealthLink software interface for a patient named 'Mr Patient Test'. The 'View' menu is open, and 'HealthLink Forms' is highlighted. The patient's personal information, including name, address, Medicare number, and allergies, is visible on the left. The right side of the screen shows a 'Reason' section with several green alerts: 'There are 2 outstanding requests for this patient!', 'Influenza vaccination should be considered!', 'Vaccination against pneumococcus should be considered!', 'Vaccination against shingles should be considered!', 'A smoking history should be recorded!', and 'A Health Assessment should be considered!'. Below the menu, there is a table of visits with columns for Date, Doctor, Reason, Visit type, Start, Duration, and Review.

Date	Doctor	Reason	Visit type	Start	Duration	Rev
12/05/2021	Dr Best Practice		Surgery	12:32 pm	0m	//
03/08/2021	Dr Best Practice2		Surgery	4:32 pm	0m	//
13/08/2021	Dr Best Practice2		Surgery	1:28 pm	0m	//
20/08/2021	Dr Best Practice2		Surgery	9:23 am	2m	//

The screenshot shows a list of forms in the HealthLink software. The list has columns for Created Date, Patient, Subject, Provider, Addressee, Location, Status, and Message ID. A blue box highlights the 'Status' column, and a red circle highlights the 'Parked' status. A mouse cursor is pointing at the 'Parked' status of the fourth row.

Created Date	Patient	Subject	Provider	Addressee	Location	Status	Message ID
dd/mm/yyyy	Patient Name 1	Referral 1	Dr Name 1	Addressee 1	Location 1	Completed	MAC-0001
dd/mm/yyyy	Patient Name 2	Referral 2	Dr Name 2	Addressee 2	Location 2	AutoSaved	MAC-0002
dd/mm/yyyy	Patient Name 3	Referral 3	Dr Name 3	Addressee 3	Location 3	Deleted	MAC-0003
dd/mm/yyyy	Patient Name 4	Referral 4	Dr Name 4	Addressee 4	Location 4	Parked	MAC-0004
dd/mm/yyyy	Patient Name 5	Referral 5	Dr Name 5	Addressee 5	Location 5	Completed	MAC-0005
dd/mm/yyyy	Patient Name 6	Referral 6	Dr Name 6	Addressee 6	Location 6	Deleted	MAC-0006
dd/mm/yyyy	Patient Name 7	Referral 7	Dr Name 7	Addressee 7	Location 7	Completed	MAC-0007
dd/mm/yyyy	Patient Name 8	Referral 8	Dr Name 8	Addressee 8	Location 8	Parked	MAC-0008
dd/mm/yyyy	Patient Name 9	Referral 9	Dr Name 9	Addressee 9	Location 9	Deleted	MAC-0009

Step 6: Accessing submitted forms

- A** A copy of the submitted form can be found in the **Correspondence Out** section of the clinical record for the patient. You can use the **F5** key to refresh this section.
- B** To view a submitted or saved/parked messages in the Correspondence Out section, highlight the message,
- C** Then click **View** and it will display the form.

The screenshot shows a medical software interface for a patient named Patty Smith. The interface includes a menu bar, patient details, a list of correspondence items, and a detailed view of a selected item.

Patient Details:

- Name: Patty Smith
- Address: 1 Baggot Drive, Hoppers Crossing 3029
- Medicare No.: 000000000-1
- Record No.:
- Occupation:
- Blood Group:
- D.O.B.: 25/08/1954
- Age: 69 yrs
- Birth Sex: Female
- Phone:
- Pension No.:
- Tobacco:
- Parity:
- Pregnant: No
- Elite sports:
- Ethnicity:
- Advance Care Directive:

Notifications:

Type	Due	Reason
Preventive health	03/10/2023	There are no recorded breast screenings for this patient.
Preventive health	03/10/2023	There is no record of any cervical screening for this patient.
Preventive health	03/10/2023	Influenza vaccination should be considered!
Preventive health	03/10/2023	Vaccination against shingles should be considered!
Preventive health	03/10/2023	A smoking history should be recorded!
Preventive health	03/10/2023	There are no recorded bowel screenings for this patient.

Correspondence Out:

- 28/10/2022 wemhosp Wentbee Mercy Hospital
- 23/11/2022 nswmama Transport for NSW
- 21/08/2023 slhdhaem Sydney Local Health District Services
- 21/08/2023 slhdhaem Sydney Local Health District Services
- 12/09/2023 acshepic Carerra Health Services
- 28/09/2023 slhdhaem Sydney Local Health District Services

Viewed Form:

Form sent on 21/08/2023 10:29 AEST

Sensitive: Personal

Renal Medicine

NSW Health Sydney Local Health District

Patient: Patty Smith, 69yrs, F, DOB 25/08/1954
Residential address: 1 Baggot Drive, Hoppers Crossing, VIC 3029
Postal address: same as residential address
Referred by: Best Practice, HealthLink, Townsville, Prov. No. 0000000Y, Reg. No. 1234567890, HPI-O 8003628233359905, PH 0744015650
Referral date: 21/08/2023 10:29 AEST

Clinical Referral Information

Referred To:	Renal Medicine Service
Referral Date:	21/08/2023
Referral Continuation:	New
Referral Period:	12 months
Interpreter Required:	Yes
Preferred Language:	Japanese
Compensable Status:	Not applicable

Reason for Patient Referral:
New diagnosis following hospital presentation whilst overseas.

Consider for telehealth and/or virtual care consultation: Yes
Special Needs/ Reasonable Adjustments Required for Disability: No
Does the Patient Have a Carer/ Support Person?: No

Measurement Details

Date	Code	Value	Date	Code	Value
21/08/2023	Urea	1.47	21/08/2023	CRP	1.23

Step 7:

What happens after a referral has been made?

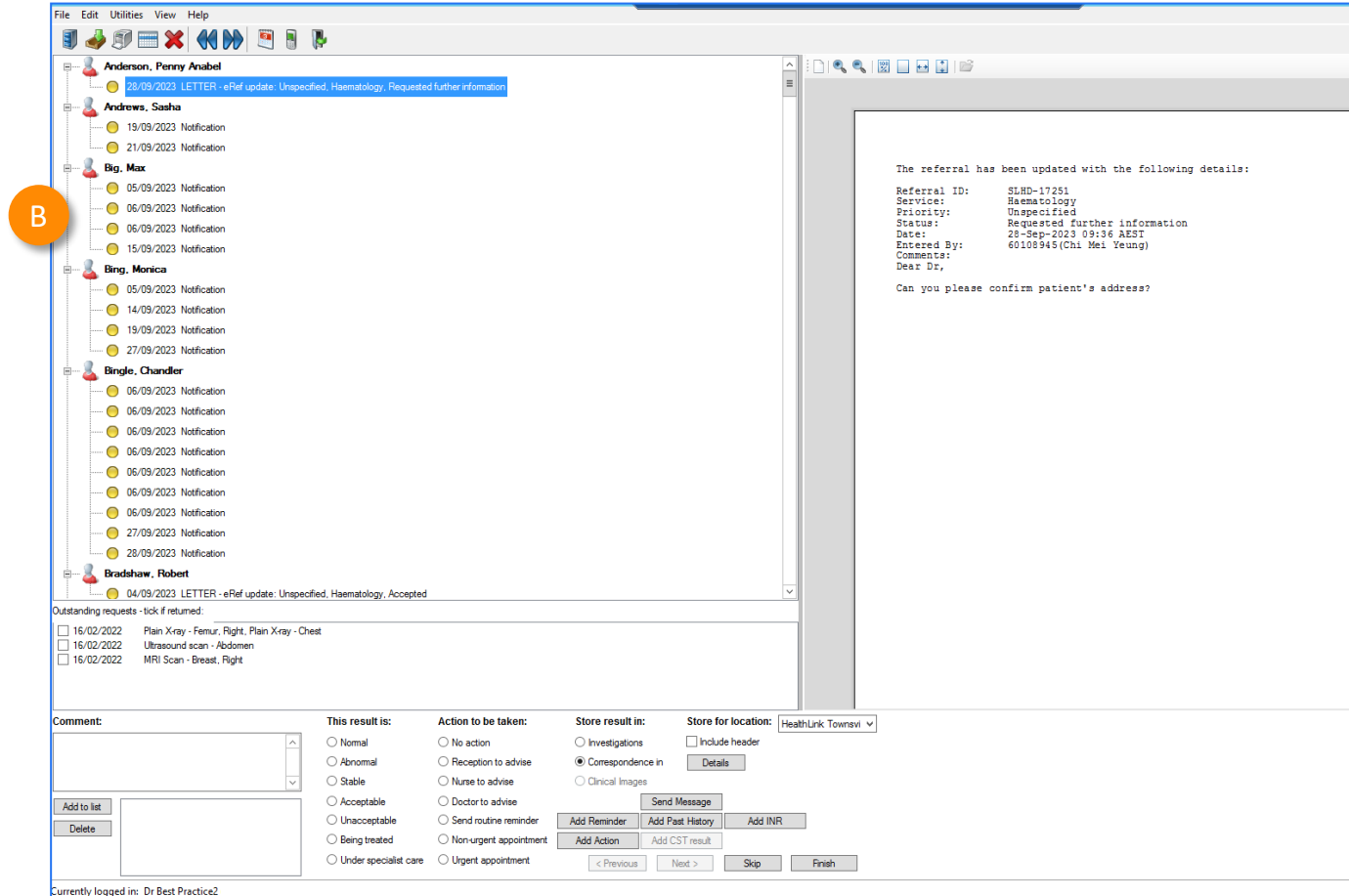
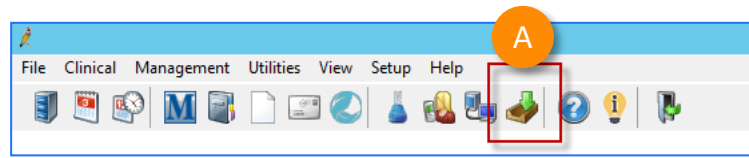
- NSW Health Outpatients will respond with a **Status Message** regarding the **Referral Acceptance** or **Referral Rejection** with reasons.
- These Status Messages will be received back into your Practice Software using the same workflows when receiving Incoming Reports and Results, and Other correspondence like Discharge Summaries.

Viewing incoming reports (Using the shortcut)

A From the main screen within Best Practice, click the **Inbox** shortcut

B This will take the **logged-on provider** to **their inbox** and show their incoming correspondence.

This is the preferred way. They can then match and save back to patient's file.

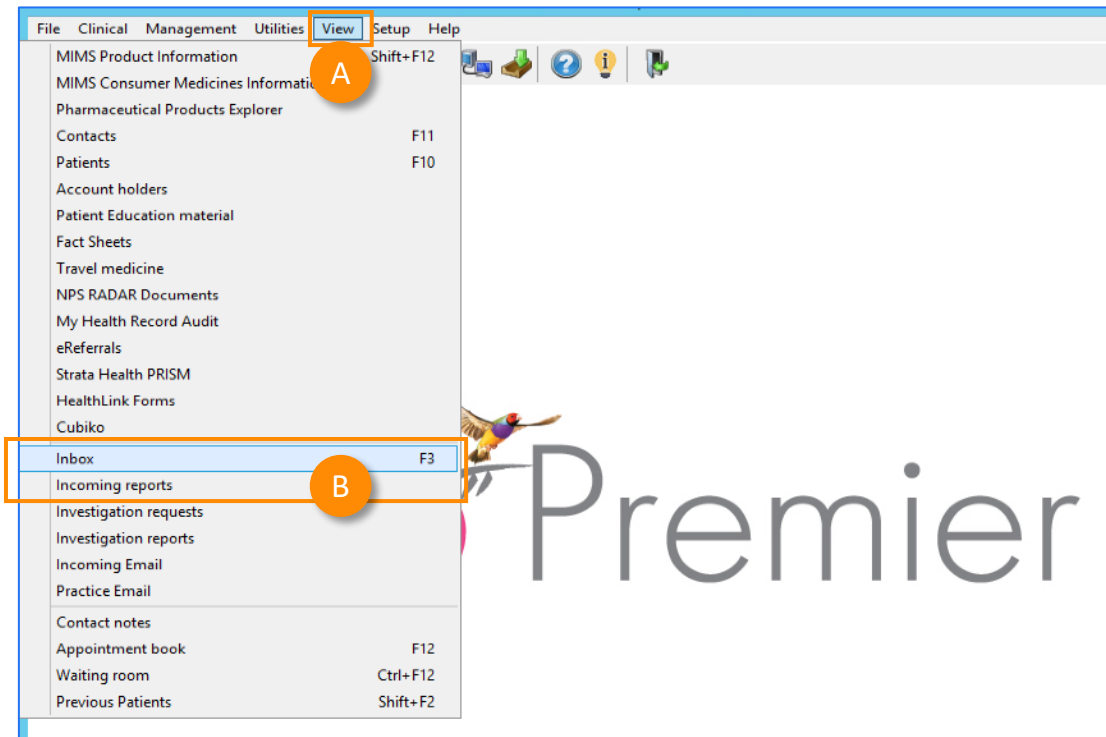


Step 7: What happens after a referral has been made?

Viewing incoming reports (via the View menu)

To view **all** incoming reports that have been received **into your practice...**

- A** Click **View** from the menu
- B** Select **Inbox** or **Incoming reports**
- C** Here you can open and view incoming reports and allocate them to other users or to the patient.



Date	Patient name on report	Test	Addressed to	Allocated to patient	Allocated to user	Location	Complete	Laboratory/Provinc
11/08/2023	Carmen Actprh	Notification	Best Practice	Carmen Actprh	Dr Best Practice	HealthLink Townsville	Yes	SA Health
14/08/2023	Carmen Actprh	Notification	Best Practice	Carmen Actprh	Dr Best Practice	HealthLink Townsville	Yes	SA Health
14/08/2023	Frances Akaata	LETTER - eRef update: Unspecified, Hospital in the Hon	Best Practice	Frances Akaata	Dr Best Practice	HealthLink Townsville	Yes	Paul Bennett
08/08/2023	Johann Bruyneel	LETTER - eRef update: Unspecified, Ear, Nose and Throat	Best Practice	Johann Bruyneel	Dr Best Practice	HealthLink Townsville	Yes	Andrew Dodds
08/08/2023	Johann Bruyneel	LETTER - eRef update: Urgent appointment within 30 d	Best Practice	Johann Bruyneel	Dr Best Practice	HealthLink Townsville	Yes	Andrew Dodds
08/08/2023	Keerthi Engage	Notification	Best Practice	Keerthi Engage	Dr Best Practice	HealthLink Townsville	Yes	NSW Health
11/08/2023	Keerthi Engage	Notification	Best Practice	Keerthi Engage	Dr Best Practice	HealthLink Townsville	Yes	NSW Health
11/08/2023	Keerthi Engage	Notification	Best Practice	Keerthi Engage	Dr Best Practice	HealthLink Townsville	Yes	NSW Health
11/08/2023	Optimusprime Engage	Notification	Best Practice	Optimusprime Engage	Dr Best Practice	HealthLink Townsville	Yes	NSW Health
11/08/2023	Optimusprime Engage	Notification	Dr Best Practice	Optimusprime Engage	Dr Best Practice	HealthLink Townsville	Yes	NSW Health
08/08/2023	Marie Figueroa	Notification	Best Practice	Marie Figueroa	Dr Best Practice	HealthLink Townsville	Yes	SA Health
08/08/2023	Marie Figueroa	Notification	Best Practice	Marie Figueroa	Dr Best Practice	HealthLink Townsville	Yes	SA Health
08/08/2023	Marie Figueroa	Notification	Best Practice	Marie Figueroa	Dr Best Practice	HealthLink Townsville	Yes	SA Health
08/08/2023	Marie Figueroa	Notification	Best Practice	Marie Figueroa	Dr Best Practice	HealthLink Townsville	Yes	SA Health
13/08/2023	Marie Figueroa	Notification	Best Practice	Marie Figueroa	Dr Best Practice	HealthLink Townsville	Yes	SA Health
10/08/2023	Lee Gina	LETTER - eRef update: Unspecified, COVID, Ready for	Best Practice	Lee Gina	Dr Best Practice	HealthLink Townsville	Yes	SA Health
10/08/2023	Lee Gina	LETTER - eRef update: Semi-Urgent (Category 2), High I	Best Practice	Lee Gina	Dr Best Practice	HealthLink Townsville	Yes	Lachlan Burnet
10/08/2023	Lee Gina	LETTER - eRef update: Urgent (Category 1), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink Townsville	Yes	Philip Come
10/08/2023	Lee Gina	LETTER - eRef update: Urgent (Category 1), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink Townsville	Yes	Philip Come
10/08/2023	Lee Gina	LETTER - eRef update: Unspecified, High Risk, Foot(4R)	Best Practice	Lee Gina	Dr Best Practice	HealthLink Townsville	Yes	Alexander Kreisler
10/08/2023	Lee Gina	LETTER - eRef update: Urgent (Category 1), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink Townsville	Yes	Alexander Kreisler
10/08/2023	Lee Gina	LETTER - eRef update: Urgent (Category 1), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink Townsville	Yes	Alexander Kreisler
10/08/2023	Lee Gina	LETTER - eRef update: Urgent (Category 1), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink Townsville	Yes	Alexander Kreisler

Allocated to user: Dr Best Practice [Allocate to User] [Auto-allocate]

Patient details: Keerthi Engage
Date of birth: 14/12/1982
10 Outback Court, Walkley Heights, 5099. [Allocate to Patient]

Step 8:

What if the LHD wants additional information?

If you receive a correspondence from the LHD to send additional information, please send a new referral through with the additional information:

A Launch a **new HealthLink form** from the patient's file.

B In the new form, for **Referral type***, Select **'Updated'**

Then complete the form with the additional information that was requested by the LHD.

The screenshot shows the HealthLink interface with the 'Referred Services' section. A search bar at the top contains the text 'Type individual / practice name, or specialty then enter' and a dropdown menu set to 'Tasmania'. Below the search bar, a list of services is displayed. The service 'NSW Health Outpatient Referrals - [LHD Name]' is highlighted in yellow, and a red circle with the letter 'A' and an arrow points to it.

Referred Services	
Aged Care Referral	Medical Certificate for Insurance Claim
Cardiometabolic Health in Psychosis	NSW Health Outpatient Referrals - [LHD Name]
Certificate of Capacity	Online Medical Certificate
Community Health	Outpatient and Community Referral Form
Fitness to Drive Assessment	Radiology Referrals
General Health	Regional Health Service
Health Specialist Consulting Clinics	

The screenshot shows the NSW Health referral form for Gastroenterology & Liver Clinics. The form is titled 'NSW Health Gastroenterology & Liver Clinics' and has buttons for 'Submit', 'Preview', and 'Park'. The 'Requested Information' section is expanded, showing 'Gastroenterology & Liver Clinics'. The 'Referral type*' field is highlighted with a red box and a red circle with the letter 'B'. The 'Referral type*' field has three radio button options: 'New', 'Updated' (which is selected), and 'Continuation'. Other fields include 'Referral date*' (17/10/2023), 'Referral period*' (12 months), 'Referral priority' (Non-urgent (365 days)), 'Patient available for appointment at short notice?' (No), 'Is patient suitable for virtual care?' (No), and 'Third party compensable?' (No). The 'Patient Information' section shows 'Test ERMS', '6950539691 1', and '01/02/1982'. The 'Reason for referral*' field is set to 'Please select'.

Requested Information ⚠️
Gastroenterology & Liver Clinics

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts
No long term medications specified
No medications specified
2 medical warnings specified

Medical, Social and Family History
No medical history specified

Patient Information ⚠️
Test ERMS
6950539691 1
01/02/1982

Referral Information

Referred To* Please Select

Referral date* 17/10/2023

Referral type*
 New
 Updated
 Continuation

Referral period* 12 months

Referral priority Non-urgent (365 days)

Patient available for appointment at short notice? Yes No

Is patient suitable for virtual care? ⓘ Yes No Unsure

Third party compensable? Yes No

HealthPathways
Please refer to HealthPathways linked [here](#) to assist you with completing this referral.

Reason for referral* Please select

Customer Care

Phone: 1800 125 036

Email: helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

www.healthlink.com.au

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