

Correspondence with Healthlink

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Healthlink Correspondence Configuration

1. Create Healthlink Import Directories:

In order for our clients to setup Healthlink within CareRight, several steps need to be taken to ensure a proper configuration. The first step is to define a Healthlink Import Directory, which is done via Administration → Secure Messaging → Healthlink Import Directories.

- **Location:** Used to attach a location to incoming Healthlink messages; and,
- **EDI:** A messaging address provided to the practice by Healthlink.
- **Vendor:** Select vendor from dropdown lists.
- Check tick box to enable.

The screenshot shows the 'Healthlink Directories' configuration page. On the left is a sidebar with navigation links: 'Administration', 'Secure Messaging', 'Argus End Points', and 'HealthLink Import Dirs'. The main content area has a blue header 'Healthlink Directories' and a breadcrumb trail 'Dashboard / Administration / Secure Messaging'. Below this is a form titled 'Healthlink Directory'. The form contains fields for 'Location *' (a dropdown menu), 'EDI *' (a text input), an 'Enabled' checkbox (which is checked), and 'Vendor *' (a dropdown menu). The 'Vendor' dropdown is open, showing two options: 'healthlink-nz' and 'healthlink-au'. At the bottom left of the form is a button labeled 'Create HealthLink Import Dir'.

2. Configuring location:

Australia

No specific location setup required.

New Zealand

Add Health Provider Index Facility Code:

It is also necessary to provide a Health Provider Index Facility Code for the Location receiving Healthlink messages (issued by the Ministry of Health).

This is a 4 digit alphanumeric code issued by the New Zealand Ministry of Health.

Administration - > Location - > Edit -> Add Health Provider Index Facility Code - > Update

The screenshot shows the 'Correspondence' configuration page. It has a title 'Correspondence' and three input fields: 'Email From', 'Sms From', and 'Health Provider Index Facility Code'. The 'Health Provider Index Facility Code' field is highlighted with a red rectangle and contains the value '9999'.

3. Configuring Healthlink Messaging for Professional Contacts

To send an electronic message via Healthlink to a professional contact, they must have an EDI configured on their record in CareRight. To automatically match an incoming correspondence from Healthlink.

1. From the Dashboard, click **Professional Contacts**.
2. Click on a Contact name.
3. Click **Edit** for a contact.
4. In the Contact Details panel, ensure that the **First Name**, **Last Name** and **NZMC (New Zealand only)** fields are completed to ensure proper receipt of messages.
5. To ensure that messages are sent correctly, ensure that the **EDI** field is completed.

| | |
|-------------------------------|----------------------|
| Title | Dr - Dr |
| First Name | Sam |
| Last Name | Entwistle |
| Preferred Name for Stationery | Sam |
| Category | General Practitioner |
| Phone | |
| Fax | |
| Email | |
| Provider Number | |
| EDI | VMMED32T |
| NZMC | 889843 |

In addition to the above, we highly recommend configuring an NZMC for each Provider that will be used as sender of messages via HealthLink. This makes it easier for the receiving system to match it to the intended recipient.

4. Configuring Healthlink Messaging for Provider:

1. From the Dashboard, click **Providers**.
2. Click on a Provider name.
3. Click **Edit** for a Provider.
4. In the Secure Messaging panel, ensure that the **NZMC** field is completed for New Zealand)
5. In the Secure Messaging panel, ensure EDI field is complete for all.

6. Specifying a Patient's NHI Number (New Zealand Patients):

In New Zealand, patients are identified via a National Health Identifier (NHI). This can be specified in CareRight as follows:

1. [Search](#) for a patient.
2. Click **Show**.
3. Click **Edit**.
4. In the **CRN** (or **NHI**) field, enter or modify the identification number as needed.

Sending Letters via Healthlink

Sending a letter via Healthlink is functionality identical to [standard patient letters](#), with the following minor variations.

In the **Delivery Option** header, click on the drop-down menu and select **Healthlink**.

Dr Sam Entwistle,
2 second Avenue, Wellington South NZ53

Correspondence Only
General Practitioner

Healthlink

Carbon Copy

Mr Caleb James Gray
PO Box 238, Kent Town SA 5067

Patient

Print

No Copy

Letter

Location: Rose Park Private Hospital

Provider: Dr Magus Polan

Description*

In addition, if your letter refers to either an abnormal finding or correction to a prior communication, this can be indicated:

Sir Mickey Middle Mouse

My Health Record Health and disability Mailhog Pricing

INBOX OUTBOX DRAFT ARCHIVE BULK PRINTS UNMATCHED ENQUIRIES ASSESSMENTS CREATE

Save recipient status on save

| Practitioner | Type / Profession | Delivery Option | Recipient Status |
|--|---------------------|-----------------|------------------|
| Dr Test Provider, 1234567X Level 7, 44 Market Street, Sydney NSW 2000 | Referral in Unknown | Healthlink | Original |
| Sir Mickey Middle Mouse 1 Testing Street, WOONONA NSW 2517 | Patient | Print | No Copy |

Letter

Location: Syd Loc

Provider*: Dr Demo Doctor

Description*

Upload to My Health Record is not possible at this time. Please check the below configuration warnings

Provider - Dr Demo Doctor

- HPH is missing

Client - Sir Mickey Middle Mouse

- Individual Healthcare Identifier (IHI) is missing
- Unresolved HI Service alerts

☐ Upload to My Health Record

☒ Abnormal Result

☐ Correction / amendment

Email Subject*

Letter Text

Edit Insert View Format Table

Formats B I U

After sending:

1. Message will appear in the Outbox with the status "Confirmed" and the delivery method as "Healthlink";
2. After 2-4 minutes have passed, the status will change to "Sending" — this indicates that the Clintel Uploader has received the letter and passed it on to the Healthlink system.
3. When the receiving system has acknowledged receipt of the letter, the status is changed to "Sent."

INBOX OUTBOX DRAFT ARCHIVE BULK PRINTS UNMATCHED ENQUIRIES CREATE

New Sms Custom Sms New Email New Enquiry Bulk Print

Dashboard / Patients / Mr Caleb James Gray

Correspondence

All Status All Types All Senders All Authors

| Status | Send/Sent | Type | From | To | Author | Failed | Delivery Method | |
|---------|------------------------|--------|----------------|------------------|-------------------------|--------|-----------------|--------------------|
| Sending | 18/04/2019 at 03:22 PM | Letter | Dr Magus Polan | Dr Sam Entwistle | Mr System Administrator | No | Healthlink | Show Print Actions |

Important hints:

1. The Location of the letter must match the location of the Healthlink directory;
2. If an EDI is configured, then the Healthlink option will be selected by default;
3. If the Provider has an NZMC, it will be included in the message to allow the receiving system to link the letter to the intended recipient.

Viewing Additional Letter Details

1. In the Correspondence panel, click **Show** for a letter.
2. Additional information appears:
 - a. A "message control ID" is present. This is a unique identifier (within the location's EDI) used in the Healthlink messaging system. If HealthLink is contacted to troubleshoot any issues, they will need this ID.
 - b. Below the letter text, the generated PDF that was included in the message is shown. This will show the letter as the receiver will see it, including any letter template.

| | |
|--------------------|--|
| Location | Rose Park Private Ho |
| Status | sent |
| Sent At | 20/04/2019 at 08:26 AM |
| Message Control ID | C1057 |
| | |
| Address | |
| | |
| To | Dr Sam Entwistle |
| Address | 2 second Avenue, Wellington South NZ53 |

Error Status Codes When Sending

If something goes wrong with sending a letter, the status will display:

- Confirmed: This means the Uploader has not received the letter. Possibilities:
 - The uploader is not configured properly;
 - The uploader cannot connect to CareRight over the network; and/or,
 - The letter's location doesn't match the Healthlink directory location.
- Sending: This means the Uploader has given the message to HealthLink but we have not received an acknowledgement. Possibilities:
 - HealthLink client is incorrectly configured;
 - HealthLink client cannot access the Healthlink network;
 - Receiving system is down or can't access the Healthlink network;
 - Receiving system has an error processing CareRight's message; and/or,
 - Uploader cannot connect to CareRight over the network.

A warning message will be shown when a user views a message which has not been acknowledged after one hour.

Receiving Letters via Healthlink

If a letter is received via Healthlink it will appear on the patient's correspondence page in the **Inbox** tab. If the message contained a PDF, the PDF will be displayed when **Show** is clicked. Otherwise the text of the message will be shown. The Healthlink Message Control ID is also displayed.

The screenshot shows the Healthlink interface. On the left is a sidebar with a list of medical functions: Admissions, Alerts and Allergies, Appointments, Assessments, Cancer Notifications, Cases, Clinical Notes, Correspondence (highlighted), Diagnosis & History, Documents, Events, Followups, Image Gallery, Invoices & Credits, Measurements, and Medications. The top navigation bar has tabs: INBOX, OUTBOX, DRAFT, ARCHIVE, BULK PRINTS, UNMATCHED, ENQUIRIES, and CREATE. Below these are buttons for New Sms, Custom Sms, New Email, New Enquiry, Print, Mark Unread, Archive, and Comment. The main content area shows a breadcrumb trail: Dashboard / Patients / Mr Caleb James Gray. Below this, a summary box displays: Location: Rose Park Private Ho, Status: read, Received At: 18/04/2019 at 02:22 PM, and Message Control ID: TestHL72.4.2. The main part of the screen shows a PDF document titled 'DISCHARGE SUMMARY Cover Sheet' from Wakefield Hospital. The document includes the hospital's logo, name, address (Private Bag 7909, 6242), telephone (04-3818100), facsimile (04-3818102), and patient information (NHR: HUX3660, Name: Michelle MOUSE, Episode #: 80049350944, DOB: 01 Jan 2001 (Female), Address: 13 Teed Street Auckland, Phone: 1234567, Mobile:).

Unmatched Correspondence

If a correspondence is received via Healthlink and it cannot be automatically linked to a patient and a provider, it will be shown as "Unmatched Correspondence" on the **Unmatched** tab.

Via Global view:

1. From the Dashboard,
2. Click **Correspondence**.
3. Click **Unmatched**.

Via Location view:

1. From the Dashboard, click **Location**.
2. Click **Correspondence**.
3. Click **Unmatched**.

The screenshot shows the Healthlink interface with the 'Unmatched' tab selected. The left sidebar lists various medical functions: Admission Coding, Assessments, Banking, Batch Claims, Correspondence (highlighted), Documents, and Events. The top navigation bar has tabs: INBOX, OUTBOX, DRAFT, HELD, ALL, BULK PRINTS, UNMATCHED (highlighted), and ENQUIRIES. Below these is a 'New Enquiry' button. The main content area shows a breadcrumb trail: Dashboard / Locations / Rose Park Private Hospital. Below this, a section titled 'Unmatched Correspondence' displays a table with columns 'Created At' and 'Unmatched Recipient Name'. A row shows the date '18/04/2019 14:22' and the name 'Dr Magus Polan (NZMC 222333)'. A 'Match' button is visible next to the entry.

Save Recipient Status On Save (v6.68 Enhancement)

It can be difficult to change recipient status when in the middle of a letter

If required users can tick a Save Recipient Status on Save while creating / editing a letter.

All the professional contacts shown to the user will have their recipient Statuses saved back to the referral record for next letter generated.

To do this -

1. From the Dashboard Click Patients
2. Choose patient and click Show
3. Click Correspondence
4. Select an option for the new contact or patient letter and click New
5. Select the recipients
6. Click Save Recipient Status on Save

Dashboard / Patients / Rufus Bastian

Address

☐ Show expired and No Copy practitioners

☐ Save Recipient Status on Save

| Practitioner | Type / Profession | Delivery Option | Recipient Status |
|---|-------------------------------------|-----------------|------------------|
| Dr Vivian Mortier [Dr V Mortier], 2121331W 45 Treagar Avenue, Alice Springs NT 0870 | Referral In Cardiologist | Print | Original |
| Dr Brenda Reed [Dr B Reed], 2054781W 22 Second Avenue, Stepney SA 5069 | Referral In General Practitioner | Print | Carbon Copy |
| Dr Very Caring [Dr Caring], 2345678F Your Local GP Unit5, Level3, 45 Sixth Avenue, St Peters SA, 5072 | Referral In General Practitioner | Print | Carbon Copy |