Sending and Receiving via HealthLink

If CareRight is configured to integrate with HealthLink, then letters can be sent and received via HealthLink.

HealthLink integration with CareRight is currently only available in New Zealand and Australia (as of CR Version 6.97).

Configuration - Professional Contacts

To add or edit a Professional Contact so that they can receive messages via HealthLink:

1. Navigate to: Dashboard > Professional Contacts
2. Locate the contact, or click New
3. Enter the EDI (all providers) and NZMC (New Zealand only) for the contact

These details will be used for routing when sending a letter and also for matching when receiving a letter.

Configuration - Providers

New Zealand

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.

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.

Configuration - Patients

New Zealand

In New Zealand, the CRN field must be used to store the patient NHI (National Health Identifier) value.

Sending Letters

To send a letter via HealthLink, follow the steps in Create a Contact Letter. Professional contacts who can receive letters via HealthLink will have "HealthLink" as the default delivery option.

1. When the message is sent from CareRight to the HealthLink client, the correspondence status will change from "Confirmed" to "Sending".

2. When an acknowledgement is received from the receiving system, the correspondence status will change from "Sending" to "Sent".

Abnormal result

If a letter is sent in relation to an abnormal result or finding. this can be indicated. User will get check box to mark while sending letters.

Corrections and amendments

If a letter is sent as a correction to a previous communication, this can be indicated. User will get check box to mark while sending letters.

Letter

Location	SA
Provider	Dr LESLEY ARTHUR
Description	Referral Letter
My Health Record Document ID	*Not uploaded to My Health Record*
Abnormal Result	Yes
Correction / amendment	Yes
Letter Text	15/03/2024

Receiving Letters

Letters received via HealthLink will appear in a Correspondence Inbox associated with the default location configured in CareRight.
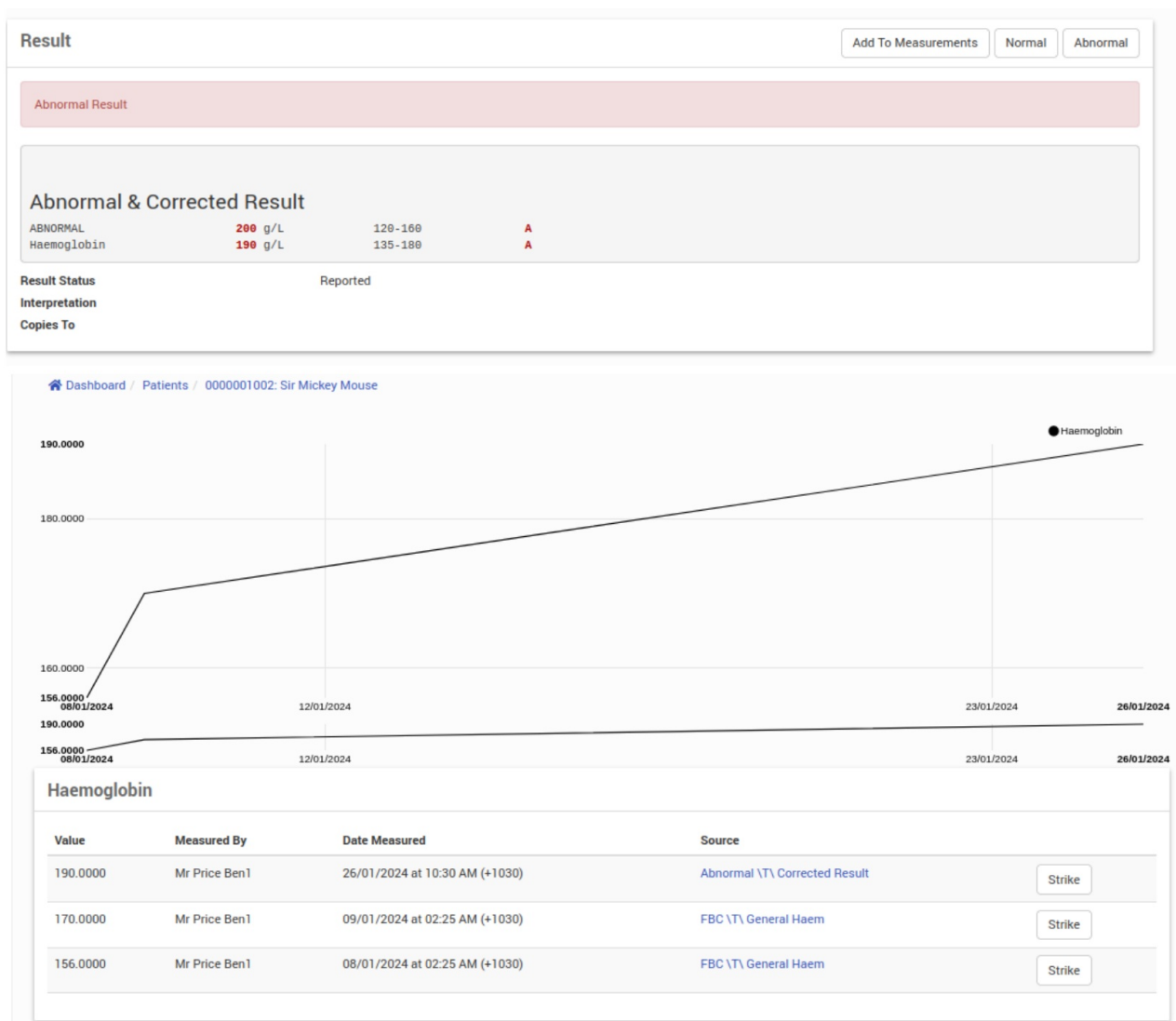
If the letter was able to be matched to a patient and a provider, they will also be visible on the patient record and the provider correspondence page.

If either the patient or the provider were not matched, then the letter will appear under the **Unmatched** tab on the location, or on the dashboard correspondence page.

Letters including results

Where a Letter is received and the corresponding metrics are configured in the system, with the appropriate https://loinc.org/ we've enhanced our support for graphing results.

Note: to add a result to measurements, *all metrics must be configured in the system; with the corresponding LOINC coding.*

Result Add To Measurements Normal Abnormal

Abnormal Result

Abnormal & Corrected Result

| ABNORMAL | **200** g/L | 120-160 | A |
| Haemoglobin | **190** g/L | 135-180 | A |

Result Status   Reported
Interpretation
Copies To

🏠 Dashboard / Patients / 0000001002: Sir Mickey Mouse

● Haemoglobin

190.0000

180.0000

160.0000

156.0000
190.0000

156.0000
08/01/2024   12/01/2024   23/01/2024   26/01/2024

Haemoglobin

Value	Measured By	Date Measured	Source	
190.0000	Mr Price Ben1	26/01/2024 at 10:30 AM (+1030)	Abnormal \T\ Corrected Result	Strike
170.0000	Mr Price Ben1	09/01/2024 at 02:25 AM (+1030)	FBC \T\ General Haem	Strike
156.0000	Mr Price Ben1	08/01/2024 at 02:25 AM (+1030)	FBC \T\ General Haem	Strike

Troubleshooting

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.

Administration

Refer to Healthlink in the Systems Administration Manual.