



QUICK START GUIDE

MyHealthLink Portal

MyHealthLink portal is a stand-alone, web based system designed to enable medical practices and individual healthcare providers to receive information from other healthcare providers and practices. This guide has been designed to help you through the key steps involved in receiving electronic messages within the MyHealthLink portal.

HealthLink Technical Support
helpdesk@healthlink.net
1800 125 036

Login to MyHealthLink Portal

In your preferred Web Browser go to <https://aportal.healthlink.net/hlkportal/login> and log in using your account username and password.

Welcome! Please Login

User name

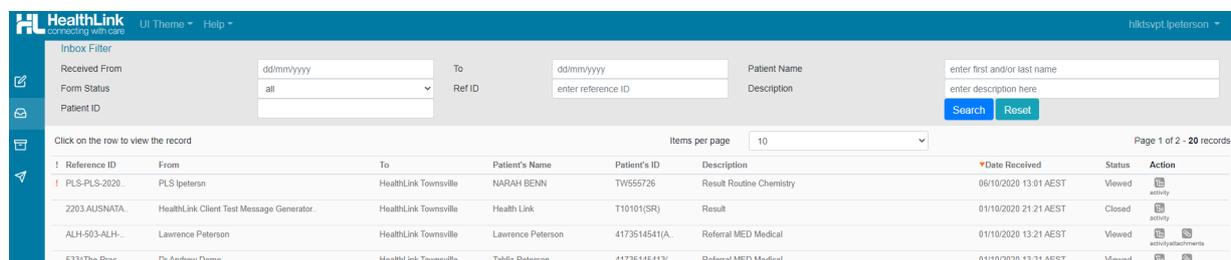
Password

Login

Forgotten password

The My HealthLink Portal Inbox

On log in, you will be presented with the Inbox that will show all messages you have received into your MyHealthLink portal account.



Reference ID	From	To	Patient's Name	Patient's ID	Description	Date Received	Status	Action
PLS-PLS-2020	PLS Ipetersn	HealthLink Townsville	NARAH BENN	TW555726	Result Routine Chemistry	06/10/2020 13:01 AEST	Viewed	
2203 AUSNATA	HealthLink Client Test Message Generator	HealthLink Townsville	Health Link	T10101(SR)	Result	01/10/2020 21:21 AEST	Closed	
ALH-503-ALH-	Lawrence Peterson	HealthLink Townsville	Lawrence Peterson	4173514541(A)	Referral MED Medical	01/10/2020 13:21 AEST	Viewed	
533*The Prac.	Dr Andrew Demo	HealthLink Townsville	Tahlia Peterson	41735145413	Referral MED Medical	01/10/2020 13:21 AEST	Viewed	

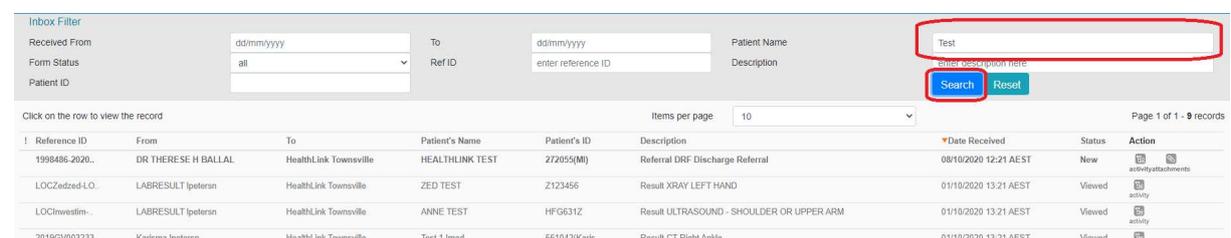
New received messages will have status **New** and be bold in the message row. If the message has been flagged as abnormal results by the Lab, or an **urgent** flag is set by the sender, you will see a red exclamation mark in the **Priority** column (!).

Note: The absence of a priority flag doesn't guarantee that the results are normal. Please rely on your own judgement and view content of all received messages.



Reference ID	From	To	Patient's Name	Patient's ID	Description	Date Received	Status	Action
1998486-2020	DR THERESE H BALLAL	HealthLink Townsville	HEALTHLINK TEST	272055(M)	Referral DRF Discharge Referral	08/10/2020 12:21 AEST	New	
PLS-PLS-2020	PLS Ipetersn	HealthLink Townsville	NARAH BENN	TW555726	Result Routine Chemistry	06/10/2020 13:01 AEST	Viewed	
2203 AUSNATA	HealthLink Client Test Message Generator	HealthLink Townsville	Health Link	T10101(SR)	Result	01/10/2020 21:21 AEST	Closed	

You can refine the list of messages displayed in the Inbox by selecting one or more parameters in the filter section above the inbox (e.g. Received Date, Status, Patient's ID etc). To do this, enter your search criteria in the space provided and click on the **Search** button. You can reset the filter selection by clicking on the **Reset** button and then click the **Search** button again.



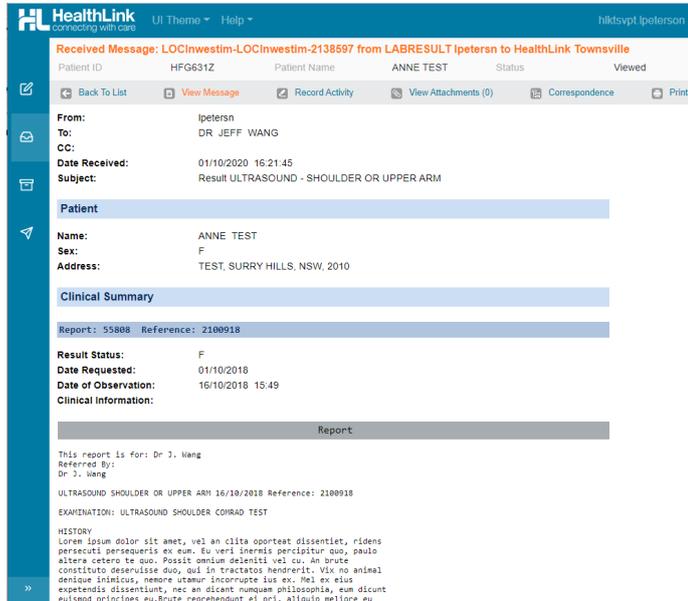
Reference ID	From	To	Patient's Name	Patient's ID	Description	Date Received	Status	Action
1998486-2020	DR THERESE H BALLAL	HealthLink Townsville	HEALTHLINK TEST	272055(M)	Referral DRF Discharge Referral	08/10/2020 12:21 AEST	New	
LOC2edred-LO	LABRESULT Ipetersn	HealthLink Townsville	ZED TEST	Z123456	Result XRAY LEFT HAND	01/10/2020 13:21 AEST	Viewed	
LOCInwestim-	LABRESULT Ipetersn	HealthLink Townsville	ANNE TEST	HFG631Z	Result ULTRASOUND - SHOULDER OR UPPER ARM	01/10/2020 13:21 AEST	Viewed	
2019GV003233	Karlisma Ipetersn	HealthLink Townsville	Test 1 Imed	561042/Karis	Result CT Right Ankle	01/10/2020 13:21 AEST	Viewed	

You can also sort results in your Inbox by clicking on any column header. By default, all received messages will be sorted in a chronological order with latest messages on top.

View an incoming Report

You can view the content of a report by clicking on it. To print it, select the Print icon within the view page. To go back to the inbox once you have reviewed the report, click the **Back To List** link at the top of the report.

With a simple plain text report, you will see the content of the report in the Report section of the Clinical Summary display area.



HealthLink connecting with care | UI Theme | Help | hiktstpt | lpeterson

Received Message: LOCIwestim-LOCInwestim-2138597 from LABRESULT lpetersn to HealthLink Townsville

Patient ID	HFG631Z	Patient Name	ANNE TEST	Status	Viewed
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Back To List | View Message | Record Activity | View Attachments (0) | Correspondence | Print

From: lpetersn
To: DR JEFF WANG
CC:
Date Received: 01/10/2020 16:21:45
Subject: Result ULTRASOUND - SHOULDER OR UPPER ARM

Patient

Name: ANNE TEST
Sex: F
Address: TEST, SURRY HILLS, NSW, 2010

Clinical Summary

Report: 55808 Reference: 2100918

Result Status: F
Date Requested: 01/10/2018
Date of Observation: 16/10/2018 15:49
Clinical Information:

Report

This report is for: Dr J. Wang
 Referred By: Dr J. Wang

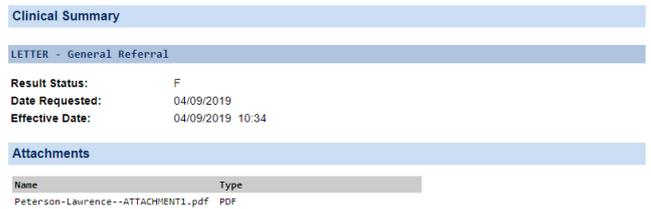
ULTRASOUND SHOULDER OR UPPER ARM 16/10/2018 Reference: 2100918
 EXAMINATION: ULTRASOUND SHOULDER COHRAD TEST

HISTORY
 Lorem Ipsum dolor sit amet, vel an clita oporteat dissentiet, ridens persequi persequeris ex nam. Eu veri inermis percipitur duo, paulo altera retro te non. Possit omnium delentit vel cu, an brute constituto deseruisse duo, qui in tractatos hendrerit. Vix no animal denique indicus, memore utatur incorrupte sus ex. Nea ex eius expetendis dissentiunt, nec an dicant numquam philosophia, eum dicunt euismod principes eu.Brute reprehendunt ei pri, aliquo meliore eu

View Report Attachments

With a complex formatted report, you will see an **Attachments** section in the Clinical Summary display instead or in addition to the **Report section** indicating the report is in an attachment area to be viewed.

The number of attached reports, or documents to be viewed is displayed by the **Attachment** link in the report toolbar at the top of the report. To view the attachment(s), click on the **attachment** text in the toolbar, then click the download button next to the respective attachments. This will download the report locally to your computer for viewing into your default downloads directory (e.g. c:\users\user\downloads) where they can be opened, printed or saved into another location for longer term storage.



Clinical Summary

LETTER - General Referral

Result Status: F
Date Requested: 04/09/2019
Effective Date: 04/09/2019 10:34

Attachments

Name	Type
Peterson-Laurence--ATTACHMENT1.pdf	PDF



Received Message: ALH-503-ALH-503 from Lawrence Peterson to HealthLink Townsville

Patient ID	4173514541(AUSHIC)	Patient Name	Lawrence Peterson	Status	Viewed
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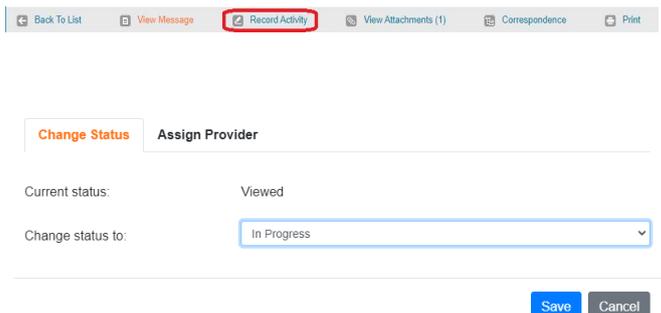
Back To List | View Message | Record Activity | View Attachments (1) | Correspondence | Print

Set or Change a Status of the Report

The MyHealthLink Portal has a basic status feature which allows referrals, reports and results to be given a status of Viewed, In Progress, or Closed. This allows the practice or provider the ability to show at which stage the referral or report is at in the review or followup process.

A status of Viewed occurs without any user intervention where the report is viewed, but the status is not specifically set to another status.

To change the status of the report or referral, click on the **Record Activity** link, choose the status you wish to assign to the report from the **Change Status to:** drop down list, and click save.



Back To List | View Message | Record Activity | View Attachments (1) | Correspondence | Print

Change Status | Assign Provider

Current status: Viewed

Change status to:

Save Cancel

Hints & Tips

Forgotten password or username

If you forget your password or username, select the **Forgotten password** option on the Log in screen, enter your user name into the space provided and click reset password.

Please note that the reset password will be sent to the main email address as provided to us at time of registration

When you receive the password reset link in your email, please click on the link and then enter your password where prompted and click update password.

The image shows two screenshots of the Health Link user interface. The top screenshot is the login page, titled "Welcome! Please Login". It features a "User name" label above a text input field, a "Password" label above another text input field, a teal "Login" button, and a "Forgotten password" link below the button. The bottom screenshot is the password reset page, titled "Please enter your username to reset password". It features a "User name" label above a text input field, a teal "Reset Password" button, and a "Return to Login Page" link below the button.

To learn more, please call customer support on 1800 125 036 or email helpdesk@healthlink.net.

Health link delivers certainty in care to over 65,000 healthcare practitioners by integrating their computer systems and enabling them to exchange data, quickly, reliably and securely.

To learn more about how HealthLink can help you exchange patient information quickly, reliably and securely, contact customer service on 1800 125 036.

HealthLink

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