

QUICK START GUIDE

My Aged Care e-Referral Form



The electronic referral form has been designed to make it easier for you to send referrals for My Aged Care. This quick start guide has been developed to help you navigate within the new digital form.

HealthLink Technical Support

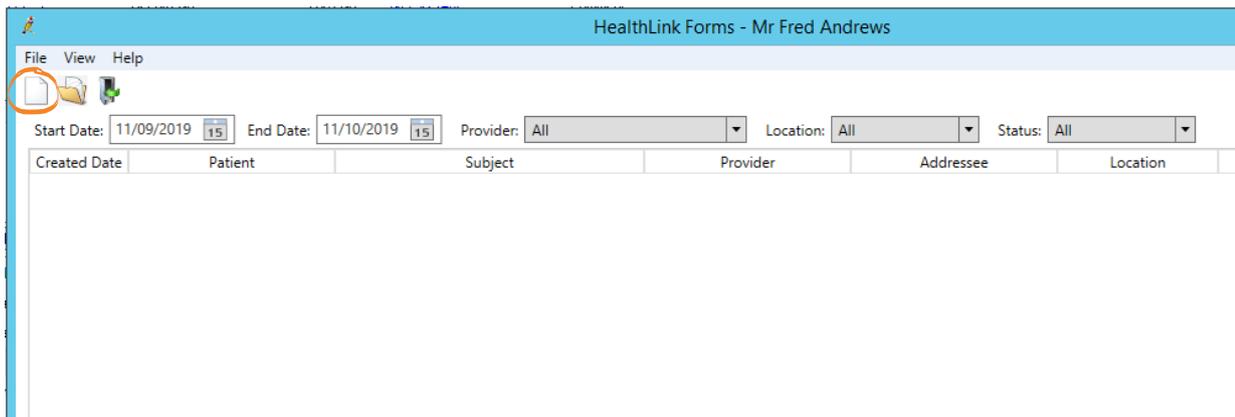
helpdesk@healthlink.net
1800 125 036

Contact

For more information about My Aged Care, including the My Aged Care e-Referral solution, please visit www.myagedcare.gov.au/health-professionals.

1. Open the patient record

Search for the patient and open their electronic medical record. From the **View Menu**, select **HealthLink Forms**. In the HealthLink Forms window, click the **New Form** button.



2. Launch the Form

Under the Referred Services section within the HealthLink Homepage, click on **My Aged Care Referral** to launch the eReferral form.

Referred Services

- Application for ACT Approval to Prescribe Controlled Medicines
- Austin Health
- Banyule Community Health
- Carrington Community Health
- Chris O'Brien Lifehouse Services
- DPV Community Health
- Heartbeat Health Summary
- My Aged Care Referral**
- Northern NSW Local Health District services
- Roads and Maritime Services
- Tasmanian Health Service

- AU Radiology Referrals
- Australian Hearing Medical Certificate
- Canberra Hospital Public Outpatient and Community Referral Form
- ccCHIP - Cardiometabolic Health in Psychosis
- Demo - Certificate of Capacity
- Eastern Health
- Mater Health Referrals
- Northern Health
- Oculo Optometry Referral
- Sydney Local Health District Services

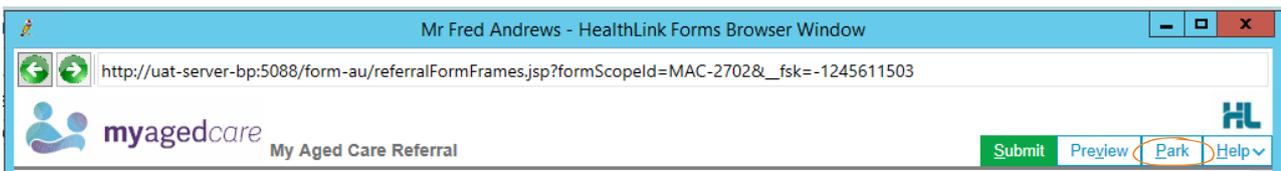
3. Complete the Form

The form will be displayed. At this point, you will have access to all the information necessary to complete the form for submission. Note that some of the information taken from Best Practice may be modified for the purpose of submitting to My Aged Care - the form will display warning information if this happens and you may be asked to review the information to ensure it is correct. An example of this will be if the practice or patient contact phone numbers do not include the area code.

Information in the fields listed below has been modified for the purpose of submitting to My Aged Care. Please review and ensure the information is correct before submitting this referral.

- Patient Information - Contact Details - Home

If you need to gather more information pertinent to the referral and have not received it yet, you can Park the form by **clicking the Park button on the form** to save what you've done so far, and come back to it later once you have all the required information to submit the referral.



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 eReferral. 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. You can submit files totaling up to 3.7 MB when you attach supporting documents to the e-Referral. You do not need to attach all patient information. Examples of information relevant to support an aged care assessment include: list of current medications, evidence of medical condition/ diagnosis such as specialist assessments and GP care or management plans.

You should not attach pathology reports or other detailed health reports not specific to aged care needs.

<input type="checkbox"/>	Date	Name	Document Description	Type	Size	
<input type="checkbox"/>	11/10/2019	Sinusitis.JPG		jpeg	6 KB	
<input type="checkbox"/>	11/10/2019	Anatomical Pathology.JPG		jpeg	161 KB	
<input type="checkbox"/>	06/06/2019	Sydney Local Health District Services.HTML		html	5 KB	

5. Ensure patient and referrer information is correct

With the Patient and Referrer information tabs, you simply need to ensure that the information displayed is up-to-date and correct and all mandatory fields have been completed. If a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it.

Note that you can verify that the form has been completed correctly by clicking on **Preview**.

The screenshot shows a web browser window titled "Mr Fred Andrews - HealthLink Forms Browser Window". The URL is http://uat-server-bp:5088/form-au/referralFormFrames.jsp?formScopeld=MAC-2703&_fsk=700811578. The page header includes the "myagedcare" logo and "My Aged Care Referral" text, along with navigation buttons for "Submit", "Preview", "Park", and "Help".

On the left side, there are three tabs: "Requested Information" (My Aged Care Referral), "Attachments / Reports" (No reports selected, No files attached), "Patient Information" (Fred Andrews, QPCV2140F, 23/02/1923), and "Referrer Information" (Practice Manager).

The main content area features a red error box with the message: "Please fix the following errors:" followed by a list:

- Accommodation type is a required field.
- Please indicate if you have the patient's consent to make this referral.

Below the error box is a "Details of patient consent" section. It contains a paragraph of text explaining the use of information and a consent checkbox. The checkbox is currently unchecked. Below this, there are several form fields: "If not patient, consent is provided by" (empty), "About the patient" section with "Interpreter Required" (radio buttons for Yes/No, No selected), "Preferred Language" (dropdown menu), "Can patient be contacted by phone?" (radio buttons for Yes/No, Yes selected), "Usual living arrangement" (dropdown menu with "Lives alone" selected), and "Accommodation type" (dropdown menu with "Please Select" selected).

6. 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. You may wish to provide the patient with 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 My Aged Care.

This screenshot shows the same form as above, but the "Submit" button is circled in orange, indicating it is the next step in the process.

The screenshot shows a confirmation page titled "Mr Fred Andrews - HealthLink Forms Browser Window". The URL is http://uat-server-bp:5088/form-au/referralFormFrames.jsp?formScopeld=MAC-2712&_fsk=862. The page header includes the "myagedcare" logo and "My Aged Care Referral" text, along with a "Print" button.

The main content area features a red message: "Referral Sent and Acknowledged on 12/10/2019 11:24 NZDT". Below this is a blue box containing the following text:

Thank you for making a referral with My Aged Care.

Your confirmation number for **Mr Fred Andrews** is **Activity ID 1-56792401096**

What happens next? My Aged Care will review the referral and may refer your patient for an assessment. If additional information is required, My Aged Care may contact the patient to talk about the support they need. Your patient should hear from My Aged Care or an assessment organisation within 3 weeks.

You or your patient can follow up on this referral by calling the My Aged Care Contact Centre (1800 200 422), using the confirmation number shown above.

At the bottom of the page, it says "My Aged Care Referral" and "Patient: Mr Fred Andrews, 96yrs, Male, DOB 23/02/1923". The "myagedcare" logo is also present.

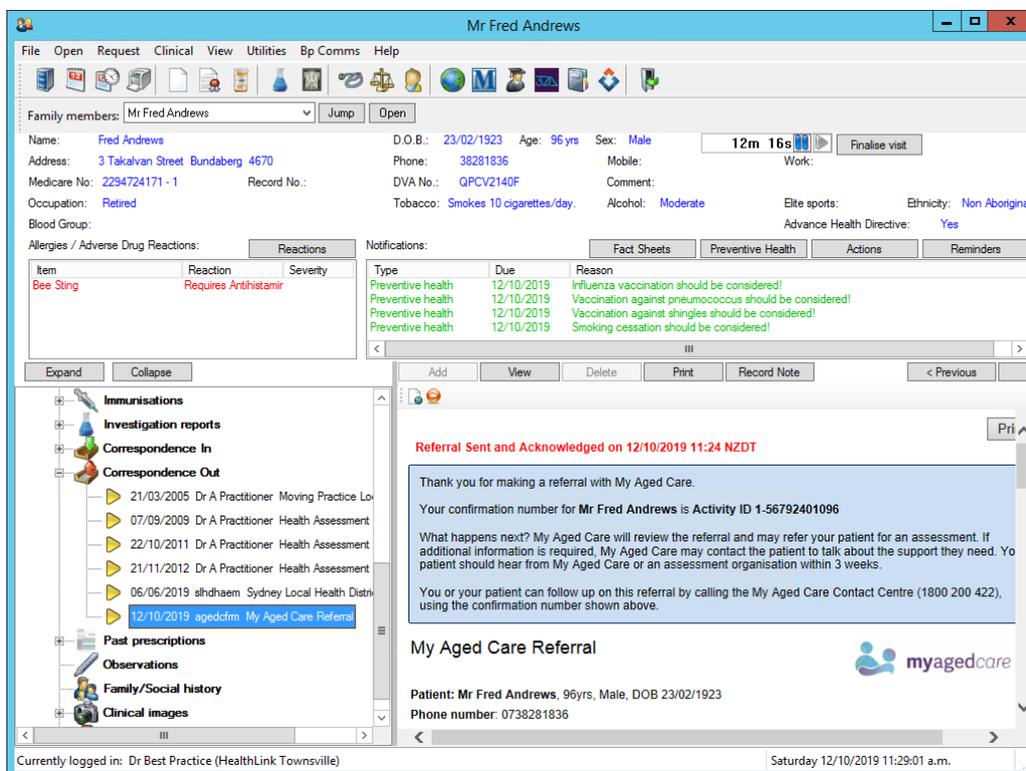
Access parked forms

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. You can also use this area to see previously submitted or deleted forms.

Created Date	Patient	Subject	Provider	Addressee	Location	Status	Message ID
23/04/2019	Maureen Andrews	Mater Health Services	Dr Best Practice	materfrm	HealthLink Townsville	Parked	MHS-2351
23/04/2019	Maureen Andrews	Oculo Optometry Referral	Dr Best Practice	oculoref	HealthLink Townsville	AutoSaved	OCL-271
09/07/2019	Maureen Andrews	My Aged Care Referral	Dr Best Practice	agedcfm	HealthLink Townsville	Parked	MAC-1111

Accessing Submitted Forms

A copy of the submitted form can be found in the Correspondence Out section of the clinical record for the patient. **Please note that to preview the referral before exiting the patient record one must click on the Correspondence Out section heading and use the F5 button on the keyboard to refresh the correspondence view.**



The screenshot shows the patient record for Mr Fred Andrews. The 'Correspondence Out' section is expanded, showing a list of correspondence items. The most recent item, dated 12/10/2019, is a 'My Aged Care Referral' form. The form content is as follows:

Referral Sent and Acknowledged on 12/10/2019 11:24 NZDT

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My Aged Care Referral

Patient: Mr Fred Andrews, 96yrs, Male, DOB 23/02/1923
Phone number: 0738281836

HealthLink helps over 60,000
healthcare practitioners deliver
certainty in care by enabling them
to exchange patient information
quickly, reliably and securely.

For all queries, please contact HealthLink
Customer Care on 1800 125 036 or email
helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)
8:00 am - 6:00 pm (All Time Zones)

HealthLink

Level 17, 9 Castlereagh Street, Sydney NSW 2000
helpdesk@healthlink.net | au.healthlink.net

