

## User Guide

09.07.2024 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.

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### HealthLink Technical Support

Email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

Phone: 1800 125 036

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**Accessing HealthLink SmartForms (eReferrals)**

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# Step 1: Accessing HealthLink SmartForms (eReferrals)

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

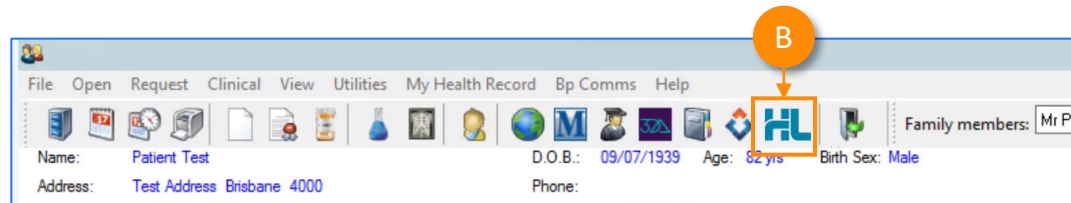
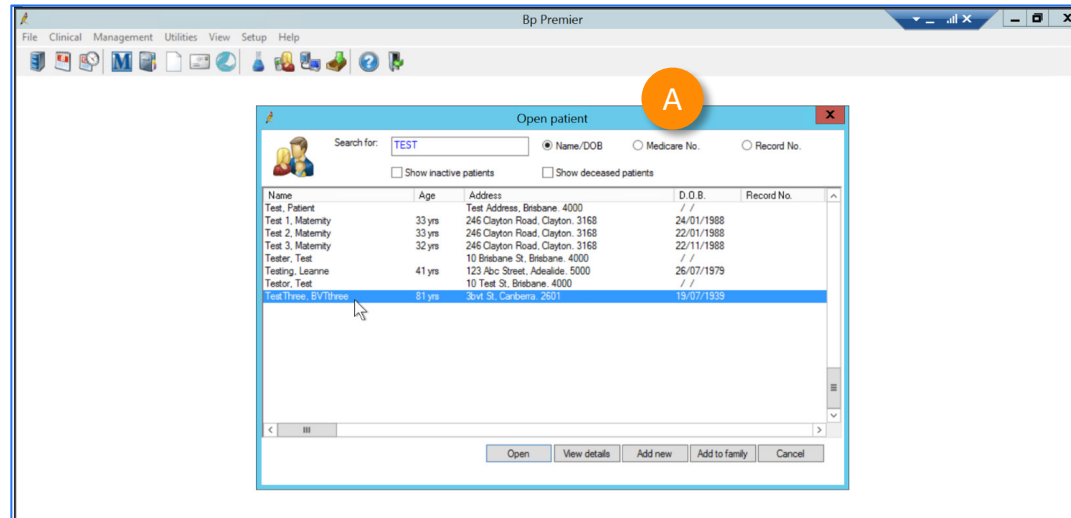
**A** First, search for the patient and open their electronic medical record.

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

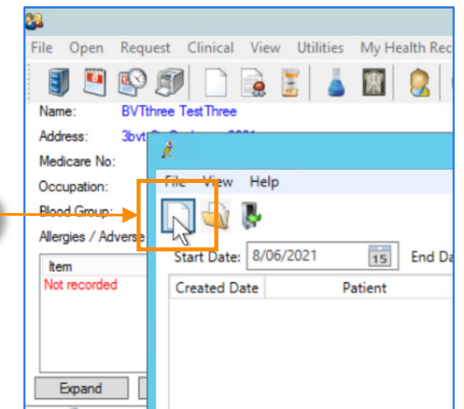
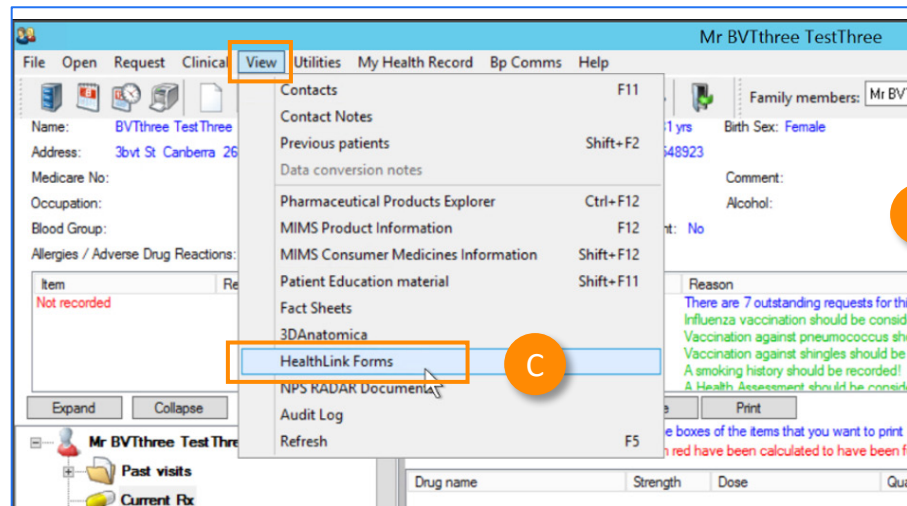
or

**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>

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	<b>NSW Health Outpatient Referrals – [LHD Name]</b>
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 triangle warning icon is present in the Patient Information section, with an orange circle 'C' and an arrow pointing to it. The Patient Information section includes fields for Name (MICKEY Disney HEATLEY), Gender (Male), Patient's indigenous status (Neither Aboriginal nor Torres Strait Islander origin), and Residential Address (95 Pitt Street, Apartment, Sydney, NSW, 2000). The Contact Details section has a dropdown menu and radio buttons for Work, Home, Mobile, and Other, with corresponding phone number input fields. The Home phone number field contains '98765432' and is highlighted with a red border.

The screenshot shows a referral form with several sections: Referral Type, Referral Period, Referral Priority, Patient available for appointment at short notice, Is patient suitable for virtual care?, Health insurance/third party compensation, HealthPathways, Reason for referral, and Additional referral information. An information icon (i) is present in the 'Is patient suitable for virtual care?' field, with an orange circle 'D' and an arrow pointing to it. An information dialog box is open, displaying the following text: 'This may include telephone consultation, video conference consultation, or remote monitoring. Appropriateness will be determined by the receiving outpatient clinic.' The dialog box has an 'Ok' button.

## 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.

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Reason for referral\* **E**

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#### 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	

(F) points to the Attachments / Reports tab. (G) points to the table. (H) and (J) point to the respective buttons.

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


(I) points to the Date from field.



## 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 [Browse for More Medications](#)

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\***

889843

**HPI-I**

8003611566681627

**Name**

Full name **Sam Entwistle** i

▶ Sam Entwistle

**Practice name**

Millstone Family Practice

**Practice Address**

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

**Practice telephone\***

03 9 358 0116

**Email**

zongjun@gmail.com

**EDI\***

ma65test

**Medical Registration Number**

**HPI-O**

123456

**Practice fax**

03 9 4433456

## 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 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

Buttons: 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

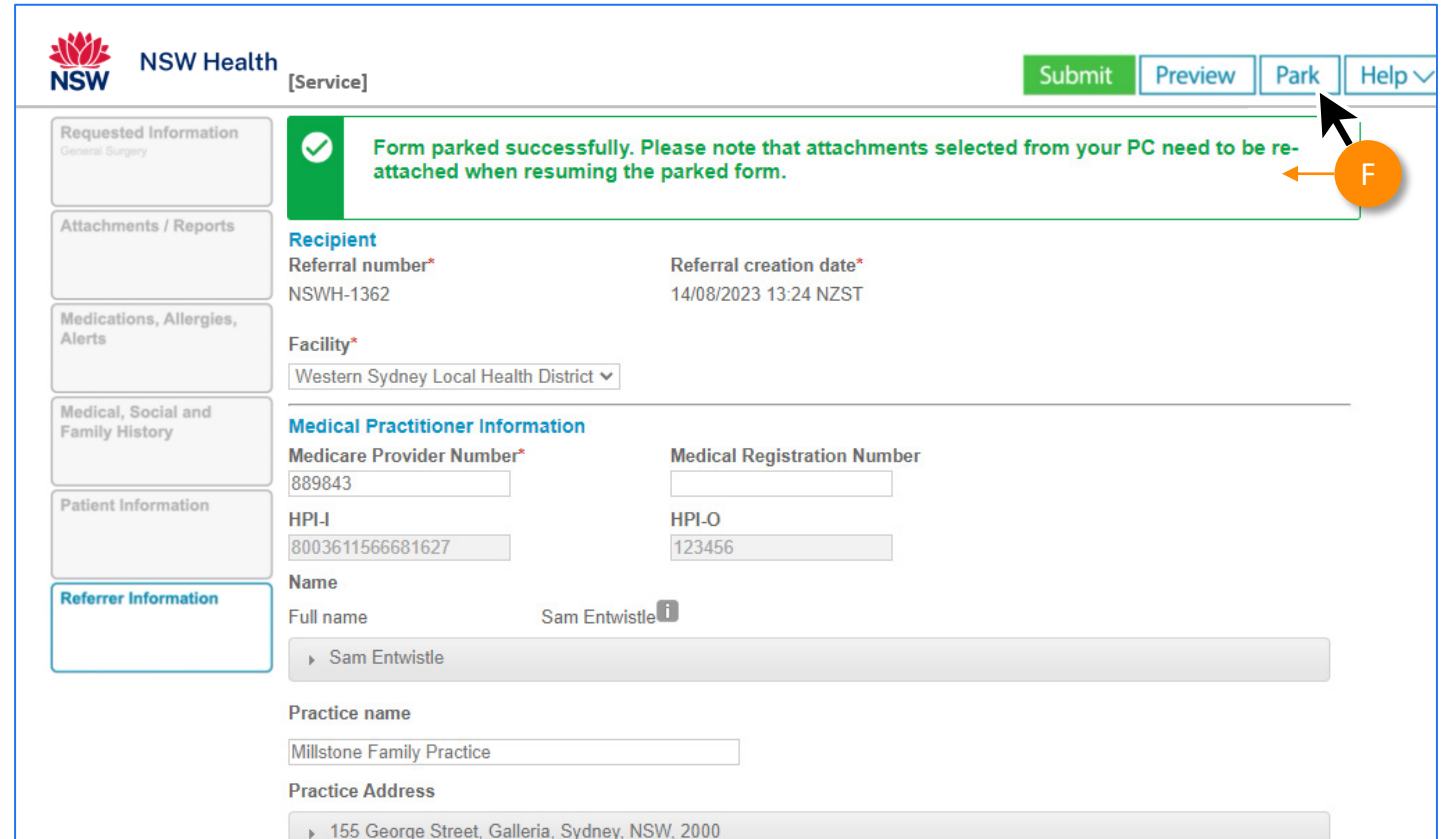
Referral Type: New

Buttons: 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 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 details, including name, address, Medicare number, and allergies, are visible on the left. The right side of the screen shows a list of reasons for visits, with a table of visit data below it.

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.

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 specific correspondence item.

**Callout A:** Points to the 'Correspondence Out' section in the left-hand navigation pane.

**Callout B:** Points to a specific message in the 'Correspondence Out' list: '21/08/2023 sldhaem Sydney Local Health District Services'.

**Callout C:** Points to the 'View' button in the toolbar above the detailed view.

**Notifications Table:**

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 List:**

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

**Form Details:**

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

**Sensitive: Personal**

**Renal Medicine**

NSW Health Sydney Local Health District

Patient: Patty Smith, 68yrs, 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	U01000	1.427	21/08/2023	U0100	1.232



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

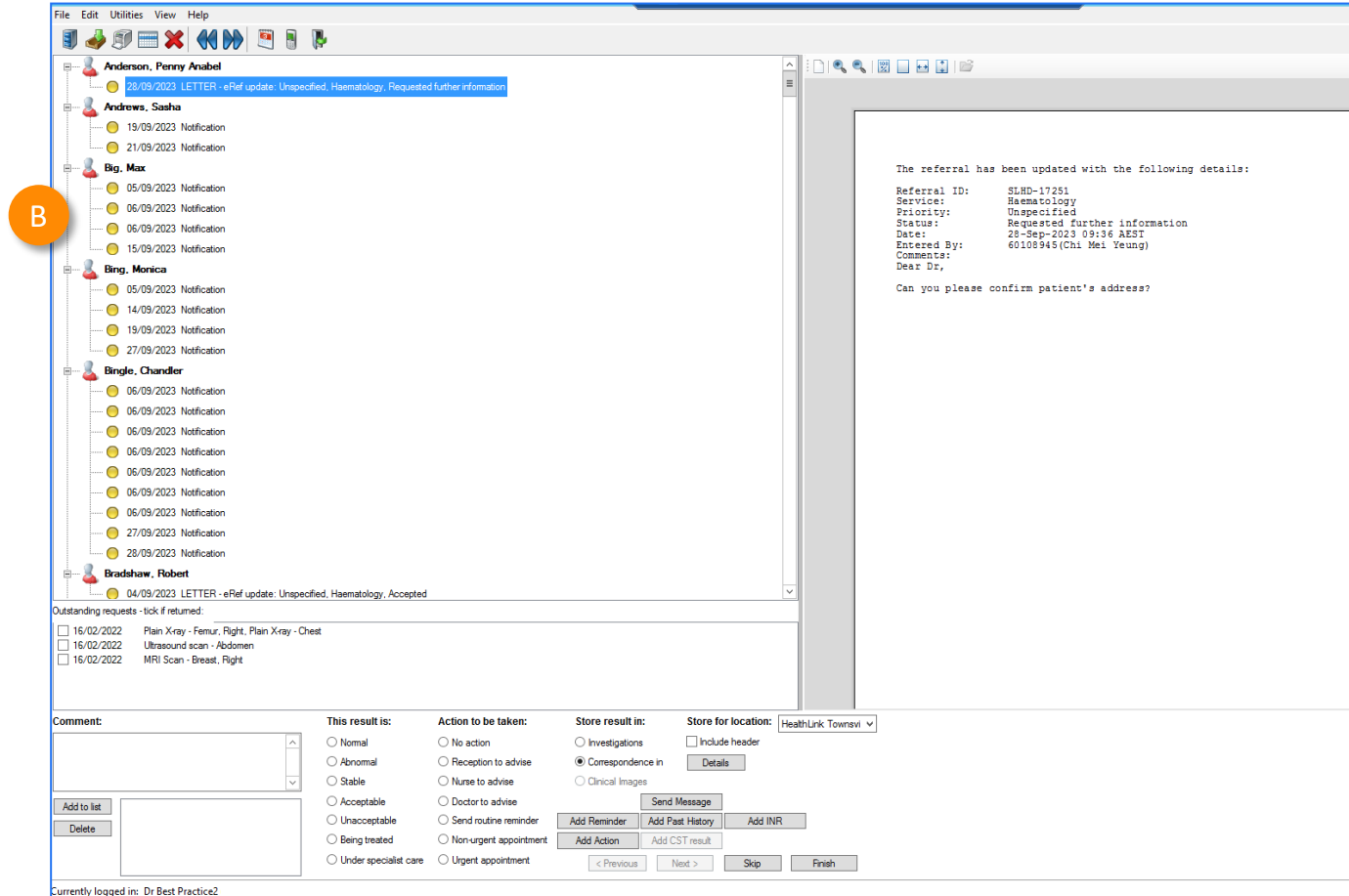
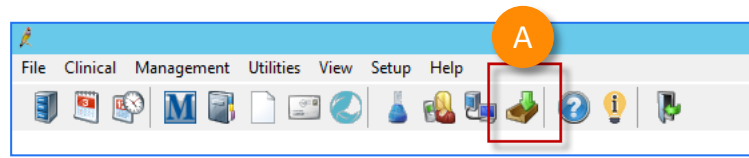
- NSW Health Outpatients will respond with a **Status Message** regarding the **Referral Acceptance** or **Referral Rejection** with reasons.
- These Status Messages will be received back into your Practice Software using the same workflows when receiving Incoming Reports and Results, and Other correspondence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

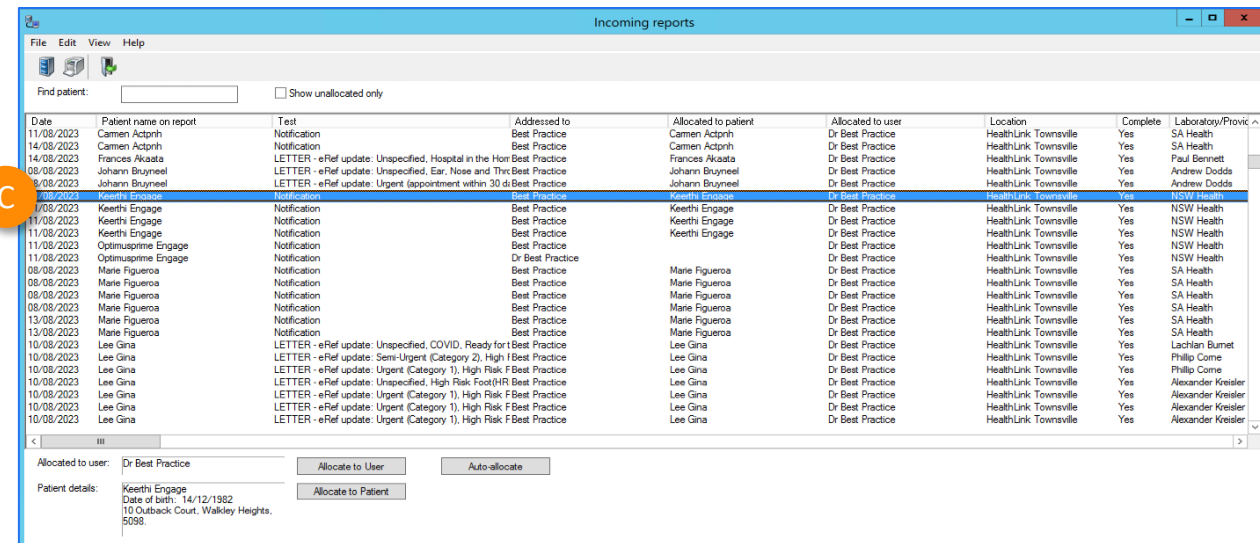
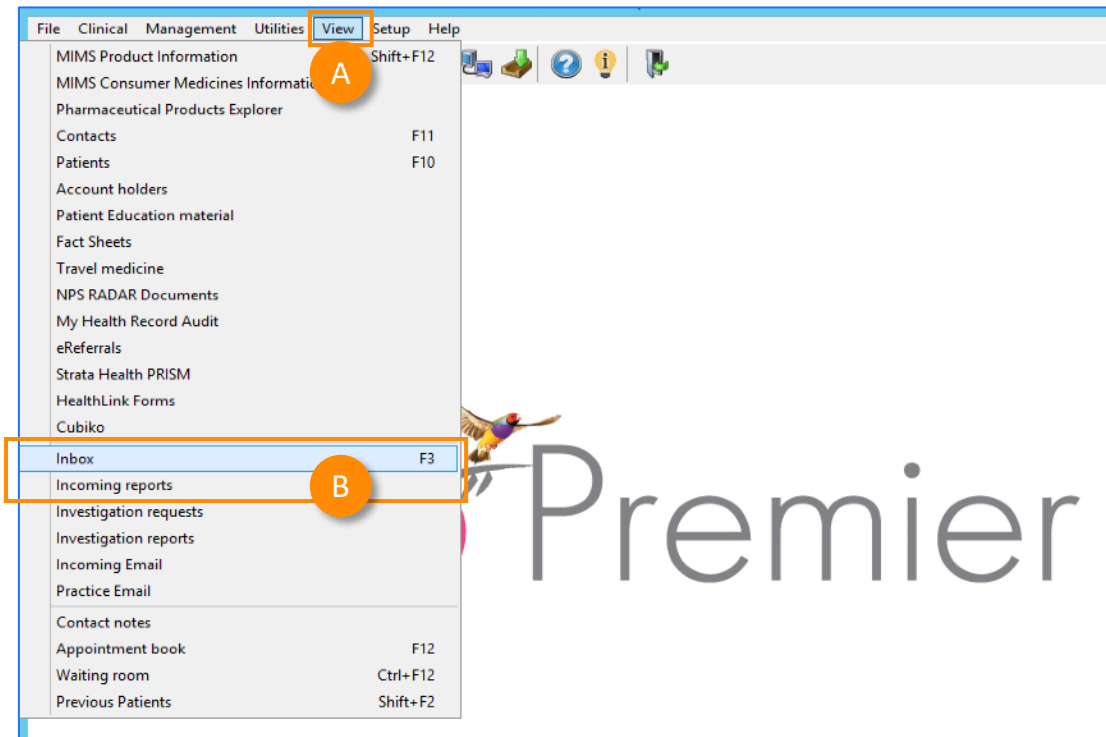


## Step 7: What happens after a referral has been made?

### 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.





## Step 8: Update Referral: Adding additional information for the LHD

The **Update Referral** feature allows you to review your patient's referrals and submit additional information, if the patient's condition or circumstance changes, or in response to a request from the LHD/clinic that you referred your patient to.

**A** Follow **Step 1: Accessing HealthLink SmartForms (eReferrals)** then navigate to the **'Update Referrals'** tab (second tab on the screen).

**B** Here you'll see referrals made for the patient by you in the last 6 months, split into separate tables for each referred organisation.

**C** You can search for referrals by selecting a different date range. **Note:** Please specify a date range that is at least a day apart.

HealthLink  
connecting with care

Make a referral Update referrals

Specialists, Allied Health Providers and GPs

SR Specialists & Referrals Refer to Private Specialist

Make a referral Update referrals

Referral Status Management and Updates

Date From 27/12/2023 Date To 27/06/2024 Search Reset

NSW e-Health

Show 10 entries Filter

ReferralId	Sent	ReferralName	Form Description	Status	Priority	Latest Note	Action
CCLH-1001	2024-06-27	John Smith	MD-Test Healthlink (Marketplace Partner) -	Triage		2024-06-27 Triage	
SES-2106	2024-06-26	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-26 Received	
FWLH-955	2024-06-26	John Smith	Broken Hill Health Service - Urology Clinic	Referral processed	Rapid access	2024-06-26 Referral processed	

## Step 8: Update Referral: Adding additional information for the LHD































**D** At a glance you can see the following key information for each referral:

- **Status**
- **Priority** assigned by NSW Health Outpatients, and
- **Latest Note:** any notes added by the NSW Health Outpatients.

### Can't see your patient's referral on the list?


The following types of referrals will not appear on the list:

- Referrals made by other providers in your practice
- Referrals made by other practices, irrespective of the PMS used
- Referrals sent via other channels (e.g. fax)
- Your patient's identification details do not match with the patient's record in the hospital system

Make a referral		Update referrals		John Smith				
NSW e-Health			Show 10 entries		Filter			
ReferralId	Sent	ReferralName	Form Description	Status	Priority	Latest Note	Action	
CCLH-1001	2024-06-27	John Smith	MD-Test Healthlink (Marketplace Partner) -	Triage		2024-06-27 Triage	  	
SES-2106	2024-06-26	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-26 Received	  	
FWLH-955	2024-06-26	John Smith	Broken Hill Health Service - Urology Clinic -	Referral processed	Rapid access	2024-06-26 Referral processed	  	
SES-2002	2024-06-19	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-19 Received	  	
FWLH-876	2024-06-19	John Smith	Broken Hill Health Service - Wound Care Clinic -	Received		2024-06-19 Received	  	
ILHD-1062	2024-06-19	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-19 Received	  	
WSLH-1104	2024-06-19	John Smith	MD-Test Healthlink (Marketplace Partner) -	Post-triage Admin	Semi-urgent (90 days)	2024-06-21 Post-triage Admin	  	
ILHD-1007	2024-06-11	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-11 Received	  	
ILHD-1006	2024-06-11	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-11 Received	  	
ILHD-1005	2024-06-11	John Smith	MD-Test Healthlink (Marketplace Partner) -	Received		2024-06-11 Received	  	

Showing 1 to 10 of 50 entries Previous **1** 2 3 4 5 Next

## Step 8: Update Referral: Adding additional information for the LHD


**E** To update a referral, click on the  icon on the referral.

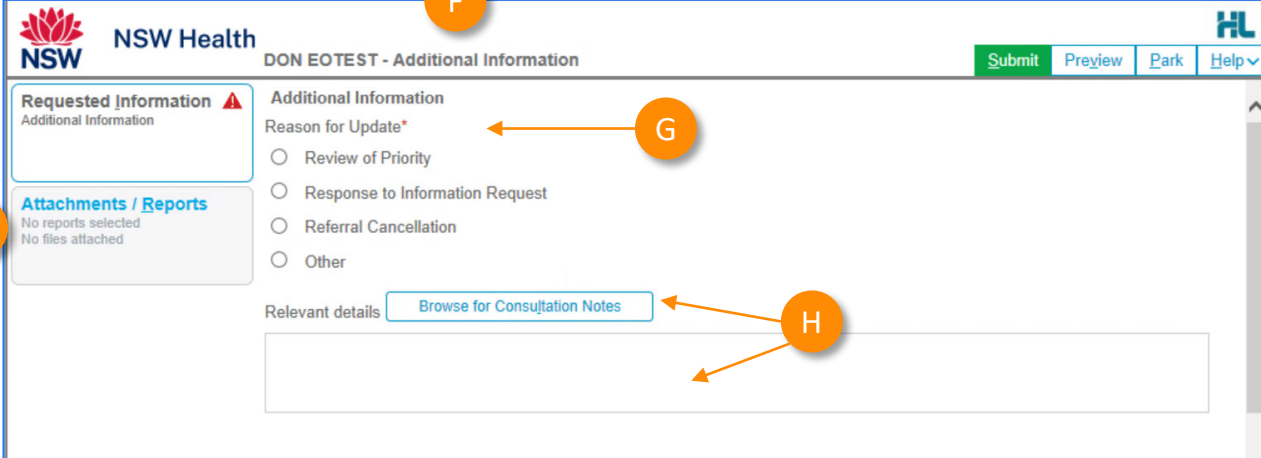
**F** The 'Additional Information' form will be displayed for you to provide your updates

**G** Select the relevant Reason for Update from the list

**H** Enter the relevant information into the 'Relevant details' field or use the 'Browse Consultation Notes' function to add consultation notes.

**I** Attach the relevant documents you would like included in the update using the 'Attachments / Reports' tab

Status	Priority	Latest Note	Action
Triage		2024-06-27 Triage	  



**F** DON EOTEST - Additional Information

**G** Reason for Update\*

**H** Browse for Consultation Notes

**I** Attachments / Reports

## Step 8:

# Update Referral: Adding additional information for the LHD

**J** When you send the update, the additional information you provide on the form will be appended to the original referral at the top and sent together to the LHD.

- If there are multiple updates sent for a referral, they will be displayed in order of the most recent first.
- Just as with other forms, you can Park an Additional Information form. Parked and Autosaved referral updates can be found in your patient's record (See **Step 5 Accessing parked and auto-saved forms**)

**J**

### Additional Referral Information

**Referrer**

Referral number: FWLH-876:02  
Referred by: John Smith  
HPI-O: 8003629900026770  
Medicare Provider Number: 0000000Y

**Clinical Referral Information**

**Additional Information**  
Reason for Update: Response to Information Request  
Relevant details:  
Attached requested pathology report


**Diagnostic Reports / Patient Documents**

Date	Name	Comments	Size
17/05/2024	PATIENT BLOOD RESULTS		1 KB

**Local File Attachments - No files attached from the sender's local file system**

**Sensitive: Personal**

Wound Care Clinic




Patient: DON EOTEST, 34yrs, F, DOB 16/07/1989, PH: 09 8881 8881, Wrk 02 8881 8882  
Residential address: ?18 TEST STREET, TESTVILLE, SA 5112  
Postal address: ?same as residential address  
Referred by:  John Smith, MD-Test Healthlink (Marketplace Partner), Prov. No. 2426622L, HPI-O 8003629900026770, HPI-I 8003619900033421, PH 0744015650, FAX 0744015651  
Referral date: 19/08/2024 16:11 AEST

**Clinical Referral Information**

Referred To: Specialist - unnamed referral  
Referral date: 19/08/2024


## Step 9: Viewing more information on submitted referrals

[View a submitted referral](#)

- A** To view a submitted referral from the Update Referral page, click on the  icon on the referral.
- If a referral had updates provided to it, the original referral and updates will be displayed.

Status	Priority	Latest Note	Action
Triage		2024-06-27 Triage	   <span style="color: orange; font-weight: bold; border: 1px solid orange; border-radius: 50%; padding: 2px 5px;">A</span>

**Sensitive: Personal**

**Wound Care Clinic**  **NSW Health**

**Patient:** DON EOTEST, 34yrs, F, DOB 16/07/1989, PH: 09 8881 8881, Wrk 02 8881 8882  
**Residential address:**?16 TEST STREET, TESTVILLE, SA 5112  
**Postal address:**?same as residential address  
**Referred by:** John Smith, MD-Test Healthlink (Marketplace Partner), Prov. No. 2426622L, HPI-O 8003629900026770, HPI-I   
 8003619900033421, PH 0744015650, FAX 0744015651  
**Referral date:** 19/06/2024 16:11 AEST

---

**Clinical Referral Information**

Referred To: Specialist - unnamed referral  
 Referral date: 19/06/2024  
 Referral type: New   
 Referral period: Indefinite  
 Referral priority: Rapid access  
 Patient available for appointment at short notice? No  
 Third party compensable? No  
**Reason for referral :**  
 test

---


**Considerations / risks / barriers to access**

Does the patient have primary carer / guardian? No  
 Interpreter required? No  
 Special needs/reasonable adjustments required for disability? No  
 Are there any considerations, risks or barriers to accessing the service? No

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).

## Step 9: Viewing more information on submitted referrals

### View a referral history

**C** To view the history of a referral, click on the  icon for the referral.

**D** The Referral History page shows you a summary of the referral's history as provided by NSW Health Outpatients. Activities in the history are shown with the most recent activities first.

**Note:** The version number shown indicates the number of updates made within the LHD rather than version numbers of the referral.

Status	Priority	Latest Note	Action
Triage		2024-06-27 Triage	

**D**

Referral History									
Referral history for: FWLH-955									
Show <input type="text" value="10"/> entries <span style="float: right;">Filter <input type="text"/></span>									
Version	Last Updated	Event Type	Last Updated By	Status	Priority	Facility	Service	Latest Note	
1	2024-06-26	Received	-	-	-	-	-	-	
2	2024-06-26	Screening	-	-	-	-	-	-	
3	2024-06-26	Response to Information Request	-	-	-	-	-	-	
4	2024-06-26	Triage	-	-	-	-	-	-	
5	2024-06-26	Other, Additional referral letter requested	-	-	-	-	-	-	
6	2024-06-26	Post-triage Admin	-	-	-	-	-	-	
7	2024-06-26	Referral processed	-	-	-	-	-	-	

Showing 1 to 7 of 7 entries Previous  Next

## Customer Care

Phone: 1800 125 036

Email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

[www.healthlink.com.au](http://www.healthlink.com.au)

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