

User Guide

11.07.2024 MHP

HealthLink SmartForms for MyHealthLink Portal

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>

HealthLink

Submitting eReferrals from MyHealthLink Portal

Using HealthLink SmartForms

SmartForms enable **MyHealthLink Portal** 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.

HealthLink Technical Support

Email: helpdesk@healthlink.net

Phone: 1800 125 036

Step 1:

Accessing HealthLink SmartForms (eReferrals)

Step 2:

Launching a new form

Step 3:

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Step 4:

Previewing, Submitting and Parking

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Step 7:

What happens after a referral has been made?

Step 8:

What if the LHD wants additional information?

Step 1: Accessing HealthLink SmartForms (eReferrals)

To access the forms within
MyHealthLink Portal...

- A** Log in with your username and password* - Each user is given an individual log in so that their provider details are prepopulated.
- B** Once logged in you're taken to the home screen (Inbox).
- C** Click on the **Compose New Message** icon to launch the HealthLink home page.

*Note: You will need to apply for a HealthLink account where you will be issued with login details, once set up. Go the HealthLink website and click Sign Up to start this process.

Welcome! Please Login

User name
pandafiv.lwright

Password
.....

Login

[Forgotten password](#)

HealthLink connecting with care Settings Help pandafiv.lwright

Inbox Filter

Received From dd/mm/yyyy To dd/mm/yyyy Patient Name enter first and/or last name

Form Status New Ref ID enter reference ID Description enter description here

Patient ID Search Reset

Items per page 10 Page 1 of 0 - 0 records

Reference ID	From	To	Patient's Name	Patient's ID	Description	Date Received	Status	Action
There are no records matching your criteria. Please change your search criteria and try again.								

HealthLink connecting with care Settings

Inbox Filter

Received From

Compose New Message

Patient ID

Click on the row to view the r

Reference ID	F
573*HealthLi..	D

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 Settings Help

Make a referral Update referral - Tasmania

Specialists, Allied Health Providers and GPs

SR Specialists & Referrals Refer to Private Specialist Refer / Contact other health providers

Referred Services

Aged Care Referral	Medical Certificate for Insurance Claim
Cardiometabolic Health in Psychosis	NSW Health Outpatient Referrals – [LHD Name]
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	

HealthLink connecting with care Settings Help pandafiv lwright

NSW Health

Type here to search for a service Facility*

- Gastroenterology & Liver (C)
- Gynaecology

Continue (E)

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 referrer data and contain logic to request more specific patient information based on your selections.

Please note: When using the MyHealthLink portal, patient details will need to be entered manually.

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 essential referral information that's missing or needs reviewing.

D If you need more context on the questions, you can click on the **information icons**.



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.

Reason for referral* **E**

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

To browse and attach files (e.g. reports) from your local computer's file system...

- F Go to the **Attachments / Reports** tab
- G Then click the **Browse for Local File** button.

- H Then click through the remaining **Tabs** on the left to ensure all the patient information has been included, 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.

HealthLink connecting with care Settings Help

NSW Health Dermatology Clinic

Requested Information ▲ Dermatology Clinic Diagnostic Reports / Patient Documents Browse for Local File G

Attach file from Computer supports files that end in types: bmp, doc, docx, gif, htm, html, jpeg, jpg, pdf, png, rtf, tif, tiff, txt

Attachments / Reports F
No reports selected
No files attached

HealthLink connecting with care Settings Help

NSW Health Cardiology Clinic

Requested Information ▲ Cardiology Clinic

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts H
No long term medications specified
No medications specified
No medical warnings specified

Medical, Social and Family History
No medical history specified

Patient Information ▲
No patient name
No patient ID available
No date of birth

Referrer Information
Laura Wright
1000000B
No Different Regular GP

To help recipients assess the patient's medications, please provide the medication details in the Details column including the generic name, strength, brand name (where relevant) and form. You can update fields by clicking on it.

Long Term Medications i

Date	Details	Dose	Units	Instructions	
No records found.					

Other Medications i

Date	Details	Dose	Units	Instructions	
No records found.					

Medical Warnings

Date	Description	Comments	
No records found.			

Clinical Medication Comments

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]

Requested Information: General Surgery

Medical Practitioner Information:

- Medicare Provider Number*: 0000000A
- Medical Registration Number: 123456
- HPI-I: [Field]
- HPI-O: 123456789098765
- Name: [Field]
- Dr Name: [Field]

Buttons: Submit, Preview, Park, Help

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

Requested Information: Gastroenterology & Liver Clinics

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

Referral date*: 17/10/2023

Referral type*: New, Updated

Buttons: Submit, Preview

Errors:

- 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

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, Social and Family History

Patient Information

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

Submit Preview Park Help

Print

D 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

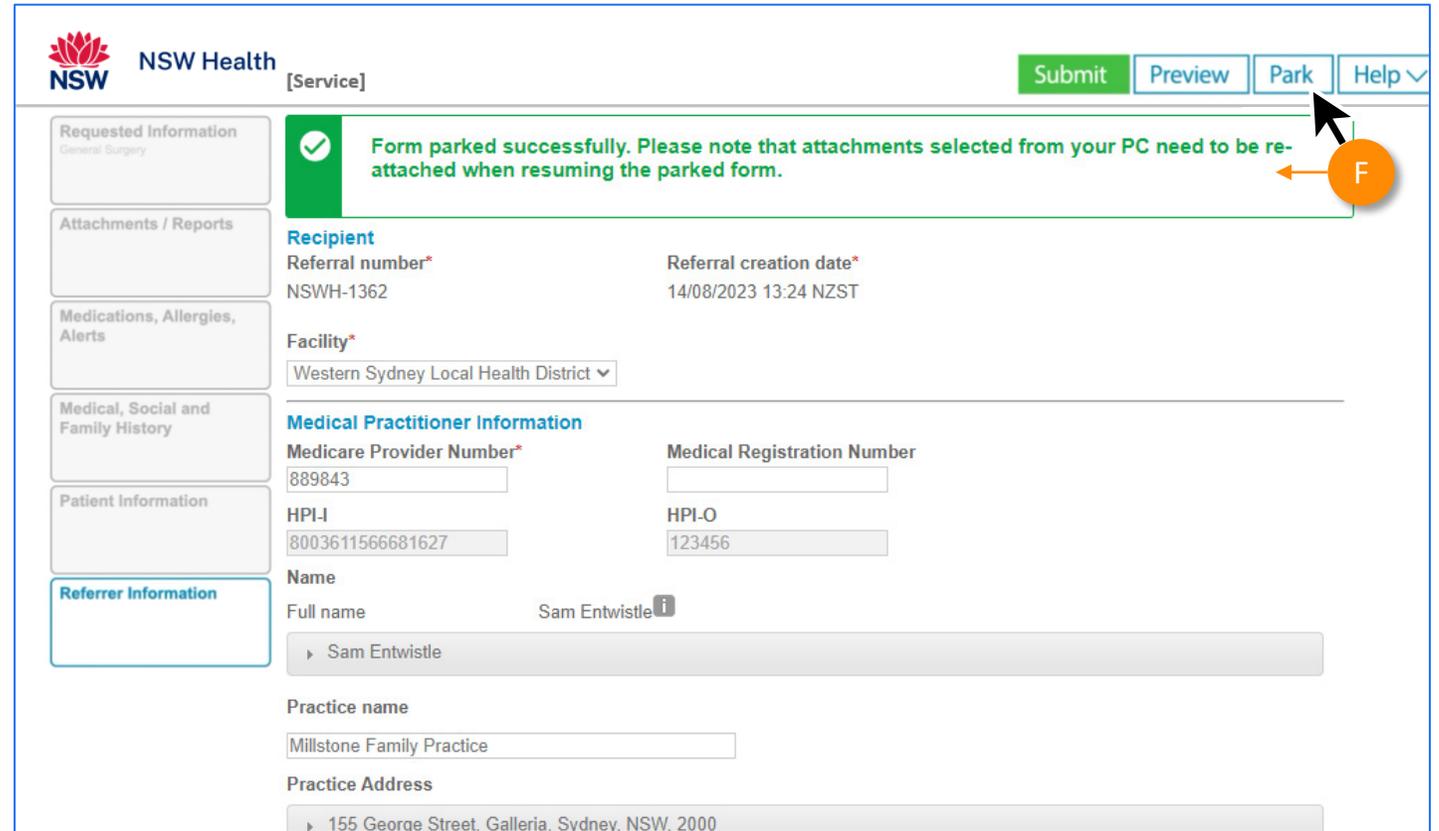
Referral Date: 14/08/2023

Referral Type: New

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 "[Service]". On the top right are buttons for "Submit", "Preview", "Park", and "Help". A green message box at the top right contains a checkmark icon and 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
 - Dropdown menu: Sam Entwistle
- Practice name**
 - Millstone Family Practice
- Practice Address**
 - Dropdown menu: 155 George Street, Galleria, Sydney, NSW, 2000

Step 5: Accessing parked and auto-saved forms

A To access parked or auto-saved forms, click on the **Parked** icon on the left-hand menu.

Note: when returning to a parked or auto-saved form, due to security policy, any previously added attachments will need to be re-added.

The screenshot displays the HealthLink interface. At the top, there is a header with the HealthLink logo and navigation links. Below the header is a search and filter section with various input fields and buttons. The left-hand navigation menu is visible, with the 'Parked (Drafts)' icon highlighted. A callout box points to this icon, and another callout box points to the 'Parked (Drafts)' filter option in the search bar. The main content area shows a table of parked forms with the following columns: Reference ID, To, Patient's Name, Patient's ID, Description, Type, Date Updated, and Action. The table contains one record with Reference ID WSLH-20 and Description Gynaecology Clinics.

Reference ID	To	Patient's Name	Patient's ID	Description	Type	Date Updated	Action
WSLH-20	nswwheref			Gynaecology Clinics	nswwsld	28/09/2023 11:54 AEST	✖

Step 6: Accessing submitted forms

A To access submitted forms, click on the **Submitted Items** icon on the left-hand menu.

B Here you'll see a list of your submitted items.

Submitted Items Filter

Sent From: 28/09/2023 To: dd/mm/yyyy Patient Name: enter first and/or last name
 Form Type: Ref ID: enter reference ID Description: enter description here
 Patient ID: Search Reset

Items per page: 10 Page 1 of 0 - 0 records

Submitted Items

There are no records matching your criteria. Please change your search criteria and try again.

Submitted Items Filter

Sent From: dd/mm/yyyy To: dd/mm/yyyy Patient Name: enter first and/or last name
 Form Type: Ref ID: enter reference ID Description: enter description here
 Patient ID: Search Reset

Click on the row to view the record Items per page: 10 Page 1 of 2 - 18 records

Reference ID	To	Patient's Name	Patient's ID	Description	Type	Ack Status	Date Submitted
SAH-2799	saherefs	Monica Bing	123456792	Dental - Paediatrics	sahealth	Acknowledged	08/09/2023 14:40 AEST
SR-2754	Medical Director	Laura Wright	122345452	Specialist Referral	cervinsr	Acknowledged	08/11/2022 09:54 AEST
SR-2753	Best Practice	Laura Wright	122345452	Specialist Referral	cervinsr	Acknowledged	08/11/2022 09:53 AEST
SR-2703	Genie Solutions	Laura Wright	122345452	Specialist Referral	cervinsr	Waiting for ack	07/11/2022 09:51 AEST
SR-2664	Genie Solutions	Laura Wright	122345452	Specialist Referral	cervinsr	Waiting for ack	03/11/2022 10:23 AEST

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 **MyHealthLink Portal** using the same workflows when receiving Incoming Reports and Results, and Other correspondence like Discharge Summaries.

The screenshot shows the HealthLink inbox interface. At the top, there are filter fields for 'Received From', 'Form Status', 'Patient ID', 'To', 'Ref ID', 'Patient Name', and 'Description'. Below the filters is a table with columns: Reference ID, From, To, Patient's Name, Patient's ID, Description, Date Received, Status, and Action. A message with Reference ID '195-TSTM20..' is highlighted. Callout A points to the 'Inbox' button in the sidebar. Callout B points to the highlighted message in the table. Callout C points to the filter fields. Callout D points to an attachment icon in the table.

Viewing incoming reports

- A** Go to your **inbox**.
Note: The inbox will only show messages that are directly addressed to the logged-on provider.
- B** **Unread messages** will show in bold.
- C** You can apply **filters** by using the **inbox filter** at the top and you can **sort by** date/patient/status etc. by clicking on the table headings.
- D** The inbox will also show if there are **attachments**.
- E** Click on the message to open and view the message.

The screenshot shows the details of a received message. The header indicates it's a 'Received Message: 673*HealthLink Genie Test-573 from Dr Andrew Demo to Laura Wright'. Below this, there are fields for Patient ID, Patient Name, and Status. A navigation bar includes 'Back To List', 'View Message', 'Record Activity', 'View Attachments (0)', 'Correspondence', and 'Print'. The message content includes 'From: Dr Andrew Demo', 'To: Mrs Laura Wright', 'Other Providers: Dr Test Provider', 'Date Received: 30/08/2021 16:40:10', and 'Subject: Referral MED Medical'. There are sections for 'Patient', 'Clinical Summary', and 'REFERRAL LETTER'. Callout E points to the 'View Message' button.

Note: You'll receive an email notification with every new incoming portal message.

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

Viewing incoming reports (continued)

Once you've opened a message...

- F** If there are any attachments, you will be able to view them by clicking the **View Attachments** heading (this will also show the number of attachments)
- G** Once you've clicked View Attachments, it'll open a screen showing a **list of attachments**.
- H** You will need to **download** an attachment to view it.

HealthLink connecting with care Settings Help pandafiv.lwright

Received Message: SR-12-SR-1225 from Medical Director to Laura Wright

Patient ID	Patient Name	CHILD TEST	Status	Reviewed
4545454545(AUSHIC)				

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

From: Medical Director

HealthLink connecting with care Settings Help pandafiv.lwright

Received Message: SR-12-SR-1225 from Medical Director to Laura Wright

Patient ID	Patient Name	CHILD TEST	Status	Reviewed
4545454545(AUSHIC)				

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

Attachment Type	File Name	File Type	Subject	Size	download
General	TEST-CHILD--ATTACHMENT1.pdf	application/pdf	TEST-CHILD--ATTACHMENT1.pdf	68712	download

Downloads

TEST-CHILD--ATTACHMENT1 (3).pdf
[Open file](#)

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

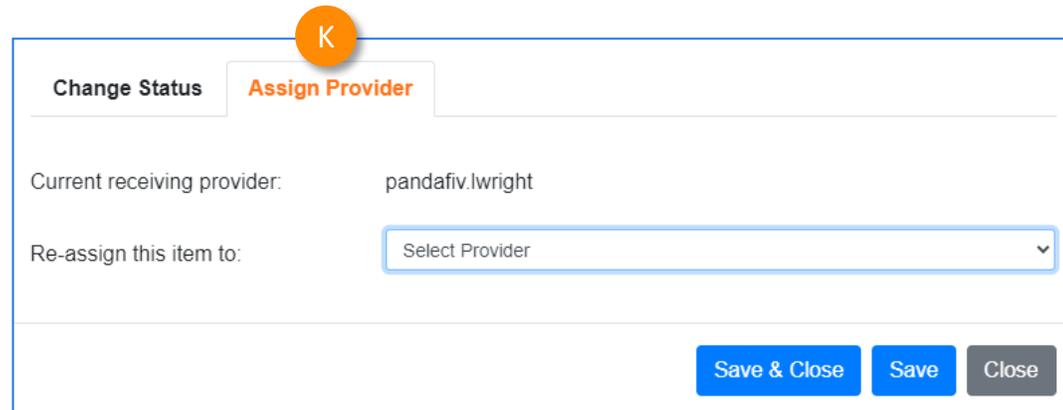
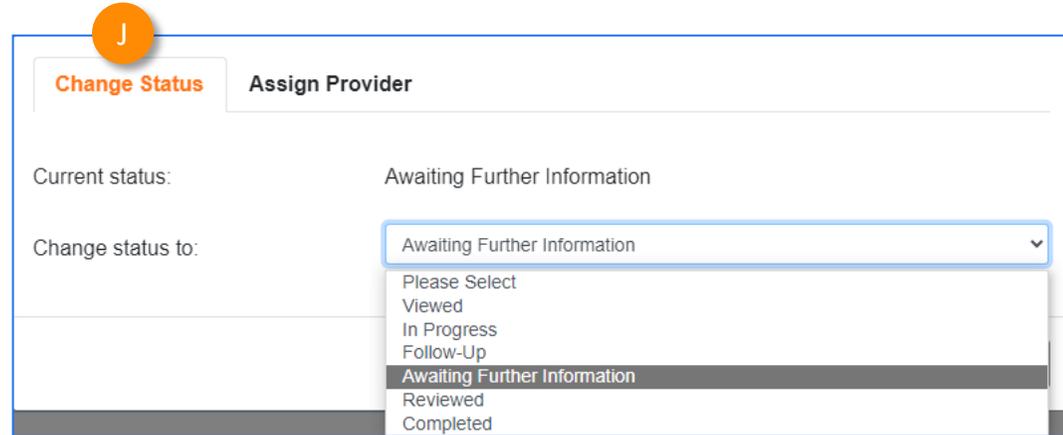
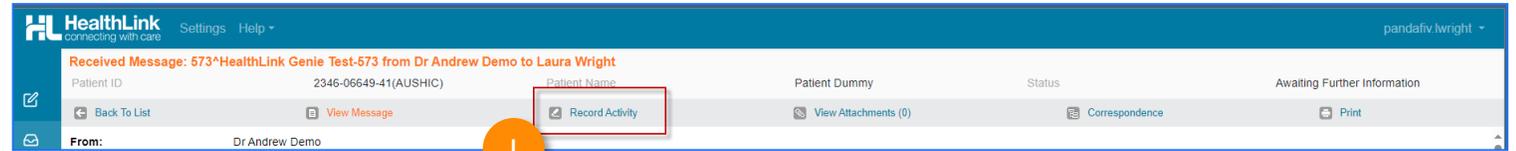
Viewing incoming reports (continued)

I When viewing a message, you can click **Record Activity...**

J This allows you to **'Change Status'** of the message

or

K **Assign** the message to another provider via the "Assign Provider" tab.



Step 8:

What if the LHD wants additional information?

If you receive a correspondence from the LHD to send additional information, please send a new referral through with the additional information:

A Launch a **new HealthLink form** for the patient.

B In the new form, for **Referral type**, select **'Continuation'**

Then complete the form with the additional information that was requested by the LHD.



HealthLink connecting with care

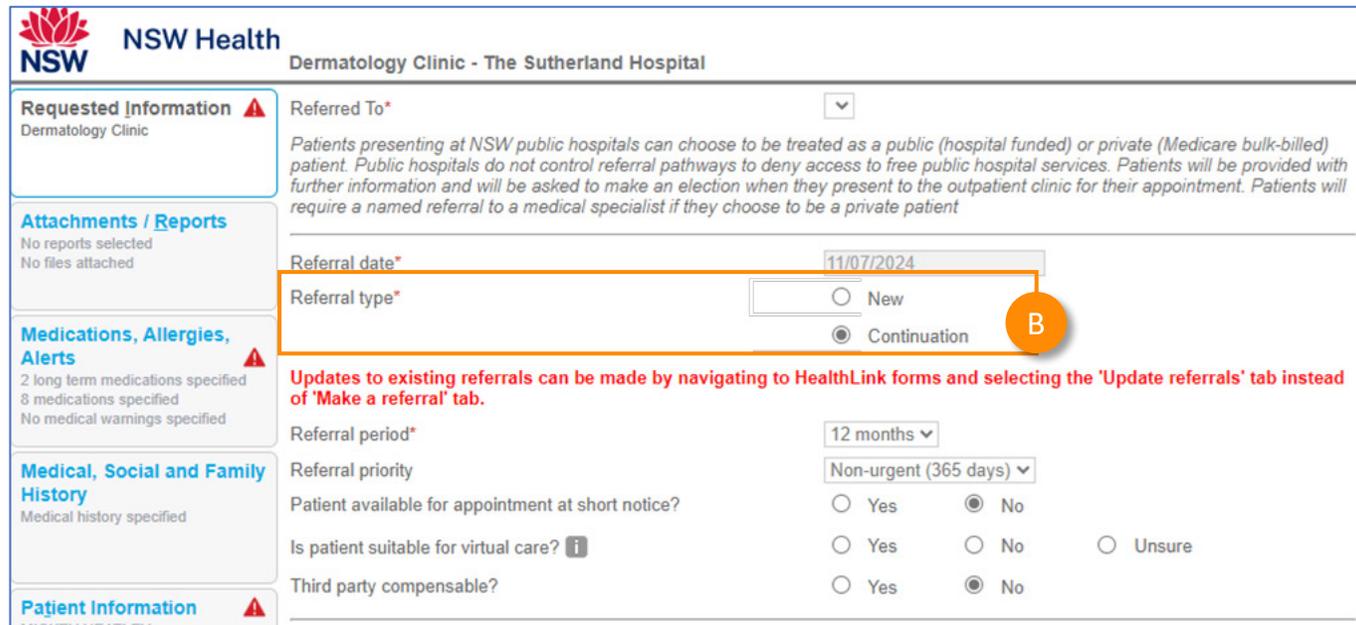
Make a referral | Update a referral

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	NSW Health Outpatient Referrals - [LHD Name]
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	



NSW Health

Dermatology Clinic - The Sutherland Hospital

Requested Information  Referred to* 

Dermatology Clinic

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

No reports selected
No files attached

Medications, Allergies, Alerts 

2 long term medications specified
8 medications specified
No medical warnings specified

Medical, Social and Family History

Medical history specified

Patient Information 

MCKEY HEATLEY

Referral date* 11/07/2024

Referral type* New Continuation **B**

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

Third party compensable? Yes No

Updates to existing referrals can be made by navigating to HealthLink forms and selecting the 'Update referrals' tab instead of 'Make a referral' tab.

Customer Care

Phone: 1800 125 036

Email: helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

www.healthlink.com.au

HealthLink* — Part of
Clanwilliam

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