HealthLink

Integration Guide

- Direct Control Medical
- LAB2 (ORU)
- Referral, Discharge Summaries & Letters (RSD) messages
- HealthLink Messaging System (HMS 6.8.x)

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Document History

Document History						
Version	Date	PMS Version	Author	Comment		
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7/01/25

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Internal Use

1. Before You Begin

1.1 Icons used in this Guide

You will see helpful icons used in this guide to draw attention to a subject, action or information.



The light bulb icon indicates information that is likely to make your job easier.



The exclamation icon highlights a warning or an action you need to take. When you see this icon, pay attention and proceed with caution.



The '*i*' for information icon indicates an area that assists in a decision.

2. Setting up HealthLink with Direct Control Medical for receiving

Direct Control Medical can receive letters and Discharge Summaries as both RTF & PDF. The letters and Discharge Summaries can also contain hyperlinks and imbedded images.



All sites must be running Direct Control Medical V24.30.0.0 or greater for sending REF messages and to get ACKS for both RSD & LAB messages

2.1 Direct Control Medical set up to receive HL7 Pathology & Radiology LAB results & HL7 letters



The Directory to receive the Pathology, Radiology results & Letters is usually the folder \\Servername \DirectControlServerFiles\HL7\ - This Directory is always set by Direct Control Medical

2.2 Incoming LAB message configuration

1. Start by checking that the subfolders exist. If the sub folders do not exist, please proceed in creating them without Direct Control Medical's support.

Please see below screen shot for the pathway and subfolders

<u>\\servername\DirectControlServerFiles\HL7\</u>.....

HL Message Directories	>
Outgoing Messages	Incoming Messages
Outgoing Message Directory	Incoming Message Directory
\\servername\DirectControlServerFiles\HL7\HL7Out\HealthLink\LAB2	\\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\LAB2
Outgoing Message Error Directory	Incoming Message Error Directory
\\servername\DirectControlServerFiles\HL7\HL7Out\HealthLink\LAB2\rejected	\\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\rejected
Acknowledgement Messages	Archived Messages
Acknowledgement Message Directory	Outgoing Message Archive Directory
\\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\LAB2	\\servername\DirectControlServerFiles\HL7\HL7Out\HealthLink\archive
Acknowledgement Message Error Directory	Incoming Message Archive Directory
\\servername \DirectControlServerFiles \HL7\HL7In \HealthLink \rejected	\\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\archive
	Close Cancel

- 2. Set the configurations In HMS Advanced Options,
 - 1. Click Configuration then User Settings
 - 2.2 Click on the **Message Types** tab and scroll down and highlight **LAB2**
 - 2.3 Click on the Message Stores tab and click Edit/More
 - 2.4 Change path by clicking the button then type or browse to the required path as per screen shot above.
- 3. To save the changes click on Close.

On HealthLink Advanced options click File > Save All.

HealthLink — Part of Clanwilliam

Integration Guide

2.3 Incoming RSDAU Message Configuration

Direct Control Medical can receive letters and Discharge Summaries as both RTF & PDF.

The letters and Discharge Summaries can also contain hyperlinks and imbedded images. To configure follow steps below:

1. Start by checking that the subfolders exist. If the sub folders do not exist, please proceed in creating them without Direct Control Medical's support.

Please see below screen shot for the pathway and subfolders

<u>\\servername\DirectControlServerFiles\HL7\</u>.....

HL Message Directories	>
Outgoing Messages	Incoming Messages
Outgoing Message Directory	Incoming Message Directory
\\servername\DirectControlServerFiles\HL7\HL7Out\HealthLink\RSDAU	\\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU
Outgoing Message Error Directory	Incoming Message Error Directory
\\servername\DirectControlServerFiles\HL7\HL7Out\HealthLink\RSDAU\rejected	\\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU\rejected
Acknowledgement Messages	Archived Messages
Acknowledgement Message Directory	Outgoing Message Archive Directory
\\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU	\\servername\DirectControlServerFiles\HL7\HL7Out\HealthLink\RSDAU\archive
Acknowledgement Message Error Directory	Incoming Message Archive Directory
\\servername\DirectControlServerFiles\HL7\HL7\In\HealthLink\RSDAU\yejected	\\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU\archive
	Close Cancel

- 2. Set the configurations In **HMS Advanced Options**,
 - 2.1 Click **Configuration** then **User Settings**
 - 2.2 Click on the Message Types tab and scroll down and highlight LAB2
 - 2.3 Click on the Message Stores tab and click Edit/More
 - 2.4 Change path by clicking the button then type or browse to the required path as per screen shot above.
- 3. To save the changes click on Close.
 - 3.1 On HealthLink Advanced options click File > Save All.

3. Testing Your Configuration

- 3.1 Generating Test Messages
 - 1. Open the HMS Advanced Options
 - 2. From the menu click on **Utilities>Test Message Generator**. The **Test Message Generator** window will appear.
 - 3. Click on Lab2 and then on Generate Test Message button.
 - 4. To generate a RSDAU message click on **RSDAU** and then click on **Generate Test Message** button.
- 3.2 Making HealthLink Connect Manually
 - 1. From the systems tray **right click** the HealthLink Icon
 - 2. Left click on **Run Now** to make the manual connection.

Stop Healthlink Messaging Service
View HealthLink Event Log
View HealthLink Error Log
Run Now

- 3. A spinning "H" icon indicates the HealthLink client has started its connection.
- 4. Once the "H" stops spinning, the HealthLink connection has been completed and the test messages are downloaded into their respective folders for **Direct Control Medical** to import.

3.3 Evidence of Acknowledgements

1. Please confirm acknowledgements have been produced and sent before moving on to the RSD sending configurations if required.

4. Checking for incoming messages in Direct Control Medical



Direct Control message import is set to 60 seconds. This can also be configured manually. See appendix for instructions.



To manually import the by restarting the HL7 Windows service. See appendix for instructions

There are multiple ways where the end user can see if the message have been imported into Direct Control Medical.

4.1 Checking incoming correspondence from in box

1. View via DCM application - under Regular Tasks - Communications / Results

✓ Contact Management
✓ Links and Support
∧ Regular Tasks
Admissions
Clients
Communications/Results
Export
IFC Management
Import
Medicare Processing
Reminders/Recalls
Transactions
✓ Reports
✓ Statistics and Extracts
✓ Utilities

Communication Managem	nent					
Entitue (AII)	Status (All)		Paulau Mod	. 17		_
chiny. 040	- Status: VW		- Neview mod			?
elivery Method: (Al)	~					Supp
From Date: 🔲 Saturda	ay, 18 March 2023 To Date: 🔽 Monday	, 17 April 2023	Load Data			
(All) Administration Ad	imissions Calls Care Plans Clinical Custom Emails h	Annana Raterra	Annutr DAG Transacti	on Deleted Sete	test in the second s	Auu
(M) Manimizeration Ma	anizational Carlo Plana Cinical Coatoni Cinana in	reading of the terminal		our (Deleteo) fextra		
(All) Abnormal Corre	ected (C) Final/Normal (F) Unallocated	_				
Client Name	Communication Name	Date Entered	Date of Communication	Comments		
Contains:	P Contains: P	Equals: S	* Equals: 🛛 🖓	Contains:		
 Mouse, Mickey 	HTML RAD-pms3medd.HTML	22/12/2022 1:28:00 PM	26/08/2022 5:08:00 PM			
Mouse, Mickey	HTML RAD-pms3medd.HTML	22/12/2022 8:52:00 AM	26/08/2022 5:08:00 PM			
Mouse, Mickey	Plain Text Corrected RAD-pms3medd.html	22/12/2022 1:28:00 PM	26/08/2022 4:41:00 PM			
Mouse, Mickey	LETTER - Corrected DISCHARGE SUMMARY-pms3medd.PDF	11/12/2022 4:19:00 PM	26/08/2022 4:41:00 PM			
Mausa Mickey	LETTER - DISCHARGE SHMMARY.com/2mad-005	11/12/2022 4-19-00 DM	2000/2022 4-41-00 PM			_
HOUSE, MICKEY	Surray - MounAnae Summan rymsomedd.PUP		ENVOICUEZ MAILOU PM			
Mouse, Mickey	Plain Text Correected RAD-pms3medd.html	22/12/2022 8:52:00 AM	26/08/2022 4:41:00 PM			
Mouse, Mickey	LETTER - DISCHARGE SUMMARY-pms3medd.PDF	31/08/2022 8:48:00 AM	26/08/2022 4:41:00 PM			
Mouse, Mickey	LETTER - Corrected DISCHARGE SUMMARY-pms3medd.PDF	31/08/2022 8:48:00 AM	26/08/2022 4:41:00 PM			
Mouse, Mickey	Plain text letter - Corrected-pms3medd.html	31/08/2022 8:48:00 AM	26/08/2022 1:03:00 PM			
Moune Mickey	PDE with LIPL one 3medd PDE	22/12/2022 8-52-00 AM	26/08/2022 11-23-00 AM			
Manage Markey		22/12/2022 1 22 20 24	201002022 11 22 00 44			
Mouse, Mickey	PDP with UPL-pms3medd.PDP	22/12/2022 1:28:00 PM	26/06/2022 11:23:00 AM			
Mouse, Mickey	Escape Character Test-pms3medd.html	22/12/2022 1:28:00 PM	26/08/2022 11:21:00 AM			
Mouse, Mickey	Escape Character Test-pms3medd.html	22/12/2022 8:52:00 AM	26/08/2022 11:21:00 AM			
Mouse, Mickey	Displayable ASCII characters-pms3medd.html	31/08/2022 9:09:00 AM	26/08/2022 9:40:00 AM			
Mouse, Mickey	Letter - Displaying Abnormal status-pms3medd.html	31/08/2022 9:09:00 AM	26/08/2022			
Mouse Mickey	Disnlavable SSCII charactere.com/3markl.html	22/12/2022 1-28:00 PM	17/05/2022 12:43:00 PM		Click on a row on the left panel to preview the file.	
House, Hickey	programme and the second s	22/12/2022 1.20.00 1 M	17/03/2022 12:40:00 114			
Mouse, Mickey	Displayable ASCII characters-pms.3medd.html	22/12/2022 8:52:00 AM	17/05/2022 12:43:00 PM			
Familyname, Givenna	ime Consultation Note (AMCINTYRE)-Capricorn Test.rtf	29/06/2022 2:30:00 PM	06/07/2021 6:14:00 AM	2C4F1A67-137D-481		
Familyname, Givenna	me Consultation Note (AMCINTYRE)-Capricorn Test Second html	05/08/2022 10:05:00 AM	06/07/2021 6:14:00 AM			
Mouse, Mickey	FBC-pms3medd.html	22/12/2022 1:28:00 PM	05/12/2020 3:56:00 PM			
Mouse, Mickey	FBC-pms3medd.html	22/12/2022 8:52:00 AM	05/12/2020 3:56:00 PM			
Mouse, Mickey	FBC-pms3medd.nmi FBC-pms3medd.html	22/12/2022 8:52:00 AM	05/06/2020 3:56:00 PM			
Mouse, Mickey	FBC-pms3medd.html	22/12/2022 8:52:00 AM	05/05/2020 3:56:00 PM			
Mouse, Mickey	FBC-pms3medd.html	22/12/2022 1:28:00 PM	05/05/2020 3:56:00 PM			
Mouse, Mickey	OBR Date display-pms3medd.html	22/12/2022 8:52:00 AM	10/03/2020 8:03:00 AM			
Mouse, Mickey	FBC-oms3medd.html	22/12/2022 1:28:00 PM	05/03/2020 3:56:00 PM			
Mouse, Mickey	FBC-pms3medd.html	22/12/2022 8:52:00 AM	05/03/2020 3:56:00 PM			
Klingender, Jodie	Admission Request Form - Generic.docx	07/10/2019 6:09:00 PM	07/10/2019 6:09:00 PM			
Familyname, Givenna	me Ultrasound - Abdominal Wall-Capricorn Test Second.html	14/09/2022 11:47:00 AM	10/02/2017			
Familyname, Givenna Familyname, Givenna	me Ultrasound - Abdominal Wall-Capricorn Test Second HTML	27/09/2022 2:22:00 PM	10/02/2017			
Familyname, Givenna	me Ultrasound - Abdominal Wall-Capricorn Test.html	27/09/2022 2:23:00 PM	10/02/2017			I≊
Familyname, Givenna	me Ultrasound - Abdominal Wall-Capricorn Test.HTML	27/09/2022 2:25:00 PM	10/02/2017			Llearre
Familyname, Givenna	me Ultrasound - Abdominal Wall-Capricorn Test.html	27/09/2022 2:25:00 PM	10/02/2017			Requ
Familyname, Givenna Familyname, Givenna	me Uttrasound - Abdominal Wall-Capricorn Test.HTML	27/09/2022 2:27:00 PM 27/09/2022 2:27:00 PM	10/02/2017		*	
4				÷.		-

4.2 Checking incoming correspondence From HL7 Folder

1. You can also check for the incoming correspondence by checking the HL7 folder:

\\/<server>\DirectControlServerFiles\HL7\HL7Log\ <date of import in yyyyMMdd format>\

erFiles	s > HL7 > HL7Log	ٽ ~			
• ^	Name		Date modified	Туре	Size
	20230412		12/04/2023 6:40 PM	File folder	
	20230411		11/04/2023 7:10 PM	File folder	
	20230404		4/04/2023 7:16 PM	File folder	
	20230331		31/03/2023 5:10 PM	File folder	
	20230329		29/03/2023 5:23 PM	File folder	
	20230325		25/03/2023 4:43 PM	File folder	
	1020224		24/02/2022 6-50 DM	File folder	

- 2. Within the selected date folder, you will see three different folders:
 - a. Errored This folder contains the HL7 files with the error. It moves the file from the HL7In folder.
 - b. Errors This folder contains the error log files. E.g. screenshot below:

230331081923_349_1.log - Notepad
File Edit Format View Help
Patient UR Number:
Insurance Fund (Grand United) name does not match Insurance Fund in DirectControl.
at DirectControlHL7Library.IN1_V231.GetClientInsuranceCSLA(IN1 in1, ClientInsurance& clientInsurance) at DirectControlHL7Library.HL7DFT_P03.UpdateInsurancesFromIN1Reps(Client client) at DirectControlHL7Library.HL7DFT_P03.UpdateDirectControlClient(MessageParsed& messageParsed) at DirectControl.Common.HL7.DirectControlHL7MessageProcessor.worker_ProcessFiles_DoWork(Object sender, DoWorkEventArgs e)

c. Processed – This folder contains the successful imported HL7 files.

H	L7Log > 20230412 > V	Ū	, Search 20230412		
^	Name		Date modified	Туре	Size
	errored		12/04/2023 6:40 PM	File folder	
	errors		12/04/2023 6:40 PM	File folder	
	processed		12/04/2023 6:40 PM	File folder	
	today.log		12/04/2023 6:40 PM	Text Document	1 KB

d. There is also a log file called 'today.log'; summary of what has been processed for the day.

5. Setting up HealthLink with Direct Control Medical Sending REF messages

Direct Control Medical can also send through REF with PDF payload messages.



All sites must be running Direct Control Medical V24.30.0.0 or greater for sending REF messages and to get ACKS for both RSD & LAB messages

5.1 Direct Control Medical set up to send HL7 REF with a PDF payload



The Directory to receive the Pathology, Radiology results & Letters is usually the folder \\Servername \DirectControlServerFiles\HL7\ - This Directory is always set by Direct Control Medical

5.2 Outgoing RSDAU Message Configuration

1. Start by checking that the required subfolders exist. If the sub folders do not exist, please proceed in creating them without Direct Control Medical's support.

The pathways should already be set up if this is a new installation as part of the receiving set up.

\\servername\DirectControlServerFiles\HL7\.....

HL Message Directories	×
Outgoing Messages Outgoing Message Directory \\servername\DirectControlServerFiles\HL7\HL7Out\HealthLink\RSDAU Outgoing Message Error Directory \\servername\DirectControlServerFiles\HL7\HL7Out\HealthLink\RSDAU\rejected	Incoming Messages Incoming Message Directory \servername\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU Incoming Message Error Directory \servername\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU\rejected
Acknowledgement Messages Acknowledgement Message Directory \\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU Acknowledgement Message Error Directory \\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU\rejected	Archived Messages Outgoing Message Archive Directory \\servername\DirectControlServerFiles\HL7\HL7Out\HealthLink\RSDAU\archive Incoming Message Archive Directory \\servername\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU\archive Chea

- 2. Set the configurations In **HMS Advanced Options**,
 - 2.1 Click Configuration then User Settings
 - 2.2 Click on the Message Types tab and scroll down and highlight LAB2
 - 2.3 Click on the **Message Stores** tab and click **Edit/More**
 - 2.4 Change path by clicking the button then type or browse to the required path as per screen shot above.
- 3. To save the changes click on Close.
 - 3.1 On HealthLink Advanced options click File > Save All.

6. Setting up Direct Control Medical for sending HL7 Letters



Direct Control Medical can send HL7 letters in PDF format.

Configuration for sending within Direct Control Medical

- 1. you need to be logged into the Direct Control Medical PMS
 - a. got to Utilities > Configuration

^	Utilities
	Backup Database
	Business Details
	Certificates
	Configure
	Entities
	Lock Period
	Lookups
	Switch User
	Templates (AutoText)
	Templates (Word)
	Update Fees
	Update Mims DB
	User Preferences
	User Roles



b. HL7 > HealthLink > set up

set the path to hms_config.xml - Default installation path for HMS (C:\HLINK)

Configuration	
Advanced	HealthLink HL7 In HL7 Out
Clinical	HealthLink Interface File Path:
Digital Services	LAB2
File Locations	Outgoing Messages (Read-only)
General	Outgoing Message Directory Incoming Message Directory
HL7	Outgoing Message Error Directory Incoming Message Error Directory
Installation	
Integrations	RSDAU
International	Outgoing Messages (Read-only) Outgoing Messages Directory Incoming Messages Directory
Medicare / IHC	
Menus	Outgoing Message Error Directory Incoming Message Error Directory
Dortala	
Portais	
Printing/Scanning	
Security	
SMS	



The exclamation icon highlights a warning or an action you need to take. When you see this icon, pay attention and proceed with caution.

Dpen								×
← ÷	→ ↑ → This PC → OS (C:) → H	LINK			С	Search HLINK	م	
Organis	e 🔻 New folder					8	- 🔳 (?
•	Name	Date modified	Туре	Size				
•	testtemplates	9/09/2024 10:34 AM	File folder					
	🚞 XML_in	9/09/2024 10:37 AM	File folder					
	TML_out	9/09/2024 10:38 AM	File folder					
	hms_config.xml	25/09/2024 7:58 AM	Microsoft Edge H	13 KB				
	hmsonlineService.txt	8/04/2024 9:14 AM	Text Document	0 KB				
· ·	HMSService.txt	8/04/2024 9:14 AM	Text Document	0 KB				I
-	hms-wrapper-license.conf	8/04/2024 9:14 AM	CONF File	1 KB				
 ▼ I 	📽 i4jinst.dll	8/04/2024 9:14 AM	Application extens	175 KB				
>	🛸 msvcp71.dll	8/04/2024 9:14 AM	Application extens	492 KB				
· ·	📓 msvcr71.dll	8/04/2024 9:14 AM	Application extens	340 KB				
	quantum-wrapper-license.conf	8/04/2024 9:14 AM	CONF File	1 KB				
	File name: hms_config.xml						· · ·	-
						Open	Cancel	

The screen shot below shows the HLINK set up as C:\HLINK, but this will be \\servername\DirectControlServerFiles... folder when you are setting up a site in production.

Configuration			X
Advanced	HealthLink HL7 In HL7 Out		? Support
Clinical	HealthLink Interface File Path: C:\HLINK\hms_config.xml	Pefault path: C\/HLINK\hms_config.xml	
Digital Services	LAB2		
File Locations	Outgoing Messages (Read-only)	Incoming Messages (Read-only)	
General	Outgoing Message Directory	Incoming Message Directory	
HL7	Outgoing Message Error Directory	Incoming Message Error Directory	
	C: VHLINIK VHL /_OUT VLAB2 Vejected	C: VHLINIK VHL / _IN LLAB2 Vejected	
Installation			
Integrations	RSDAU		
	Outgoing Messages (Read-only)	Incoming Messages (Read-only)	
International	Outgoing Message Directory	Incoming Message Directory	
Medicare / IHC	C:\DirectControlServerFiles\HL7\HL7Out\HealthLink\RSDAU	C:\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU	
Medicare/ Inc	Outgoing Message Error Directory	Incoming Message Error Directory	
Menus	C:\DirectControlServerFiles\HL7\HL7Out\HealthLink\RSDAU\rejected	C:\DirectControlServerFiles\HL7\HL7In\HealthLink\RSDAU\rejected	
Portals			
Printing/Scanning			
Security			
SMS			
			Save
			Close

c. Click the save button and close.

7. Appendix

7.1 Guide to setting the import timer.

1. Go to utilities – configure.

∧ Utilities
Backup Database
Business Details
Certificates
Configure
Entities
Lock Period
Lookups
Switch User
Templates (AutoText)
Templates (Word)
Update Fees
Update Mims DB
User Preferences
User Roles

2. HL7 - timer interval.

Configuration		X
Advanced	HL7 In HL7 Out HL7 Service Status :: Installed on computer DC-DEMO1 :: Service RUNNING	? Support
Clinical	First time here? Click to load the defaults to help with initial setup:	
Disited Consister	HL7 Service HL7 Install Location: \\dc-demo1\DCDEMO4\DirectControlServerFiles\HL7\HL7Install\ _ Install/Upgrade	
Digital Services	Start Stop Please stop and start service to apply changes below Un-install	
File Locations	HL7 Service Name: DirectControlHL7	
	HL7 Basic Setup	
General	HL7 In Location: \\dc-demo1\DCDEMO4\DirectControlServerFiles\HL7\HL7\n\	
HL7	HL7 Log Location: \\dc-demo1\DCDEMO4\DirectControlServerFiles\HL7\HL7Log\ Web Server Port: 12010	
	Read File Extension: HL7 Error Message Recipients:	
Installation	Timer Interval: 60 seconds	
Integrations	Benefit Levels: 0=in Room;1=in Hospital Error Message Body:	
	Default Entity Name: Eeles, Claudius V	
International	Default Location: Southport ~	
Medicare / IHC	Default Billing Rate: Master Demographic Sending App:	
Monur	MO Scan Folder:	
Wenus		
Portals	ADT	
	Ave Appointmentstaus: Placeholder External ID:	
Printing/Scanning	A03 AppointmentStatus: Match Items by External ID:	
	Suppress Dummy ADT Appointments (A08,A28,A31): Use Doctor Fee from Message:	
SMS	Custom Segment Fields Service Time:	
	Proprietary segments (Zox) etc FORMAT: segment,rep,field,component (EG: ZCH,2,0,0,0) Include provider # as part of invoice ID:	
	Equipment ID: Use full item number length:	
	Use New Zealand Rate Structure:	
	Entity custom location(FT1-20):	
	Always read item number for FT1-7:	
	Deverse fact base Deta (DET) Use PU3 Admit Deatwith the F11 transaction Date:	
	Vise the latest Service Date as the Transaction Date	- PA_
		Save
		Close

HL7 messages can also be manually imported by copying the HL7 messages to this folder \\<server>\DirectControlServerFiles\HL7\HL7In\ and wait for the timer to process the message, or you can also restart the HL7 Windows service:

7.2 Guide to manually importing messages

1. Restarting the HL7 Windows service.

🎑 Services								
File Action View	Help							
	🗟 📝 📷 🕨 🔲 II 🕪							
🤍 Services (Local)	O Services (Local)							
	DirectControlHL7	Name	Description	Status	Startun Tyne	Log On As		
	Stop the copies	DirectControlHL7	Direct Control HL7 Message Processor	Running	Automatic	Local System	Start	
	Restart the service	Display Enhancement Service	A service for managing display enhancement s	Running	Manual (Trig	Local Sy	Start	
	restore the service	🎑 Display Policy Service	Manages the connection and configuration of I	Running	Automatic	Local S	Stop	
		Distributed Link Tracking Cli	Maintains links between NTFS files within a co	Running	Automatic	Local Sy	Pause	
	Description: Direct Control HL7 Message Processor	🖏 Distributed Transaction Coo	Coordinates transactions that span multiple res		Manual	Networ	Resume	
		Client DNS Client	The DNS Client service (dnscache) caches Dom	Running	Automatic (T	Networ	Restart	
		🎑 Downloaded Maps Manager	Windows service for application access to down		Automatic (Networ		
		🍓 Embedded Mode	The Embedded Mode service enables scenarios		Manual (Trig	Local Sy	All Tasks	>
		🍓 Encrypting File System (EFS)	Provides the core file encryption technology us	Running	Manual (Trig	Local Sy	Refresh	
		Enterprise App Managemen	Enables enterprise application management.		Manual	Local Sy	Refresh	
		Extensible Authentication P	The Extensible Authentication Protocol (EAP) se		Manual	Local Sy	Properties	
		🗛 Fax	Enables you to send and receive faxes, using fax		Manual	Networ		
		Service File History Service	Protects user files from accidental loss by copyi		Manual (Trig	Local Sy	нер	

8. Direct Connect Medical Support Contact Details

Direct Control Medical

PHONE: 1300 557 550

E-mail: support@directcontrol.com.au

Web Page: www.directcontrol.com.au

Support Hours: 7:00am to 6:00pm EST Monday to Friday excluding Public Holidays.

New Zealand Phone toll free: 0800 288 887 8.00am – 5.00 pm Monday-Friday

Australia Phone toll free: 1800 125 036 7.00am – 7.00 pm Monday-Friday (AEST)

Email helpdesk@healthlink.net

If there is a communication problem.

Make it our problem.

www.healthlink.net