HealthLink

User Guide
01.07.2025-MTE

My Aged Care e-Referrals for Medtech Evolution

medtech
healthier care

Welcome to My Aged Care e-Referrals via HealthLink SmartForms.
The easiest and smartest way for health professionals to refer patients to My Aged Care for an Aged Care assessment.

For more information go to:
https://www.healthlink.com.au/my-aged-care

Your practice must be running Medtech Evolution 10.4.4 and above to access the HealthLink SmartForms.

Submitting e-Referrals from Medtech Evolution

Using HealthLink SmartForms

SmartForms enable **Medtech Evolution** users to easily refer and engage with all HealthLink SmartForm service providers including 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.

HealthLink Technical Support

Email: helpdesk@healthlink.net

Phone: 1800 125 036

Step 1:
Accessing HealthLink SmartForms (e-Referrals)

Step 2:
Launching a new form

Step 3:
Completing the form

Step 4:
Parking, Previewing and Submitting

Step 5:
Accessing parked and auto-saved forms

Step 6:
View forms for a specific patient and submitted forms

Step 7:
What happens after an e-Referral has been made?

Step 1:
Accessing HealthLink SmartForms (e-Referrals)

To access the forms within your Medtech Evolution software…

(A) Load patients in Medtech Evolution by either using the **Patient>Search** menu or press **F2** on your keyboard.

(B) Load HealthLink Forms from the **Module>Advanced Forms** drop down menu.

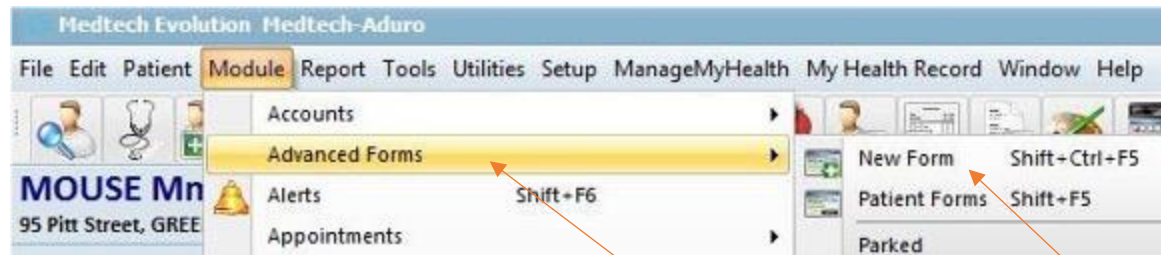**(C)** From the Advanced Forms menu, click New Form to load the Patient Forms screen.

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Step 1:

Accessing HealthLink SmartForms (e-Referrals)

D In the **Patient Forms** screen, expand the **HealthLink Forms** tree.

E From the HealthLink tree click on **Aduro Forms** to load the **HealthLink** homepage.

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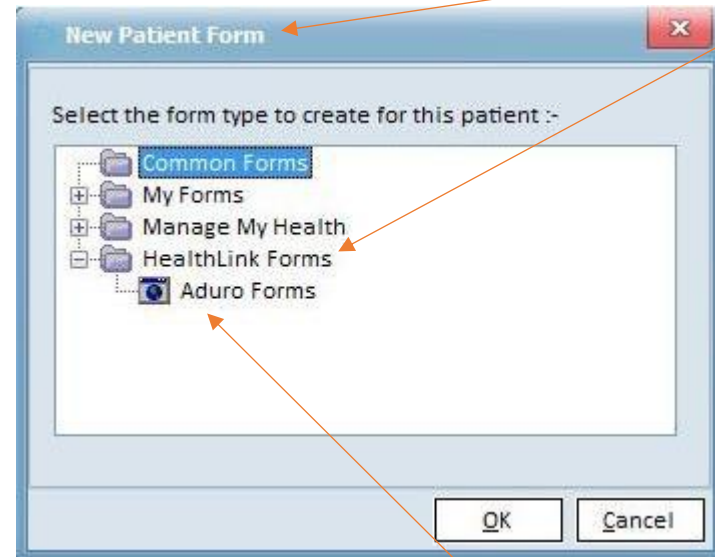
Step 2:

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 **My Aged Care Referral** to launch the SmartForm.

Make a referral   Update referrals

Specialists, Allied Health Providers and GPs

SR **Specialists & Referrals** Refer to Private Specialist

General Services

--This is the AU UAT Environment--	NSW Certificate of Capacity
NSW Certificate of Capacity External Demo	ReturnToWorkSA Work Capacity Certificate

(A) ## Referred Services

ACT Public Outpatient and Community	Application for ACT Approval to Prescribe Controlled Medicines
Austin Health	Banyule Community Health
ccCHiP - Cardiometabolic Health in Psychosis	Chris O'Brien Lifehouse Services
Demo - Certificate of Capacity	DPV Community Health
Eastern Health	Head to Health
HealthLink Logging Service	Hearing Australia Medical Certificate
Mercy Hospital for Women	...ealth
My Aged Care Referral	...Health
Northern NSW LHD – eRe...	...Sydney Local Health District Services
NSW Health Outpatient Referrals	NSW Health Outpatient referrals - Central Coast LHD
NSW Health Outpatient referrals - Far West LHD	NSW Health Outpatient referrals - Western NSW LHD
NSW Health Outpatient referrals - Western Sydney LHD	NSW Health Outpatient referrals – Illawarra Shoalhaven LHD
NSW Health Outpatient referrals – South Eastern Sydney LHD	PRP Diagnostic Imaging
Radiology Referrals	SA Health
Spectrum Medical Imaging	Sydney Local Health District Services
Sydney Local Health District Women's Health	Tasmanian Health Service
Tasmanian Mental Health and Alcohol and Other Drugs	Transport for NSW
Werribee Mercy Hospital	

The My Aged Care form can be used to send a referral for government-funded aged care services directly to the Department of Health.

(B)

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.

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**.

Completing the form

Fixing any errors

E If any of the required information is missing or incomplete the SmartForm will notify you to correct it.

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. This is where you will find all the files in the patient record.

I • **Note:** This list displays attachments from the **last 6 months only**.

J • *Or* in your local computer's file system by clicking the **Browse for Local File** button.

Completing the form

Attachments

(K) You can select a file from your local computer's file system by clicking the **Browse for Local File** button.

Please note you should not attach pathology reports or other detailed health reports that are not specific to aged care needs.

Step 4:

Parking, Previewing and Submitting.

Parking a form

A 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.

B Attachments selected from your PC will need to be reattached when resuming filling in the parked form.

Step 4:

Parking, Previewing and Submitting.

Previewing a form

C You can verify that the form has been completed correctly by clicking **Preview** allowing you to review the details before submitting.

D You can scroll through the form to preview it.

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Step 4:

Parking, Previewing and Submitting.

Submitting a form

E When you are ready to send your form, click **Submit**.

F 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.

G 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.

Form sent on 12/09/2024 10:26 AEST

Thank you for making a referral with My Aged Care.

Your confirmation number for **LANGUAGE TEST** is **Activity ID 2-156018670231**

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 2-6 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.

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Step 5:

Accessing parked and auto-saved forms

A To access parked or auto-saved forms, from the **Module>Advanced Forms** menu click on **Parked**.

B

C From the **Parked Advanced Forms** list, double click on the required form to complete and submit.
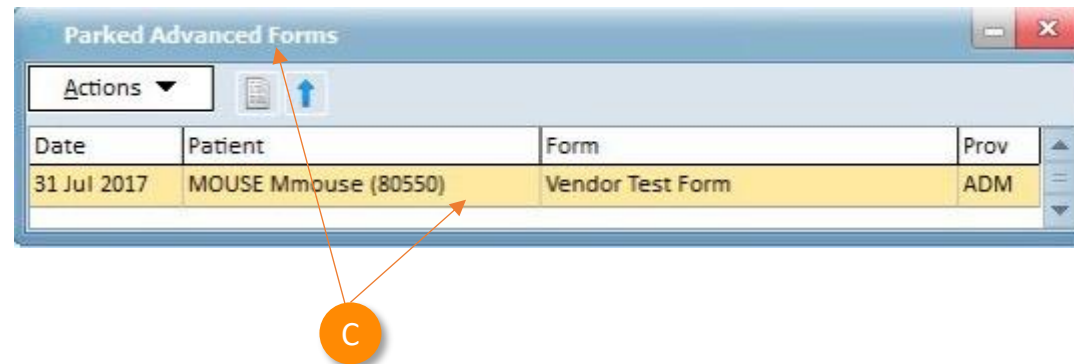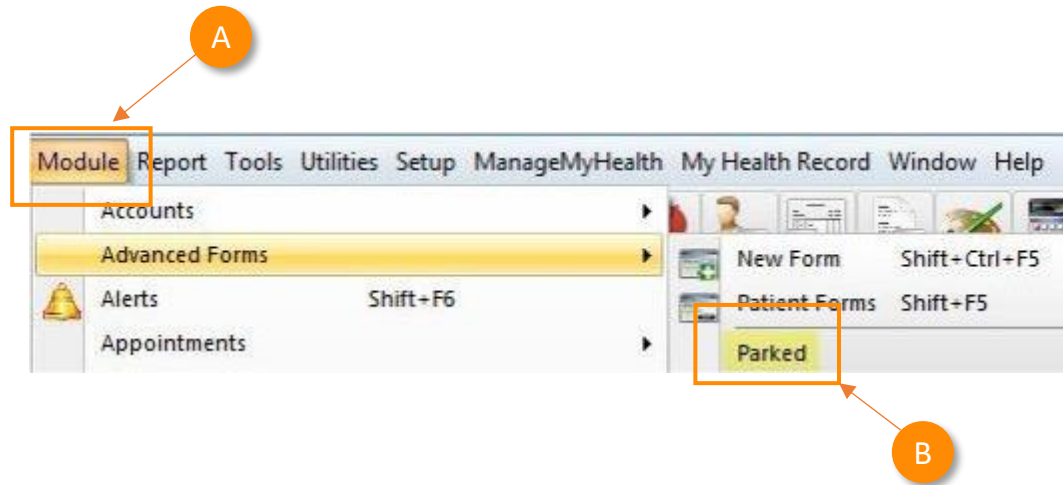
Step 6:

View forms for a specific patient and submitted forms

Load patients in Medtech Evolution by either using the **Patient>Search** menu or press **F2** on the keyboard.

A From the **Module>Advanced Forms** menu click on **Patient Forms**. **B**

C The patient's **submitted** and **parked forms** will be listed in **Patient Advanced Forms**
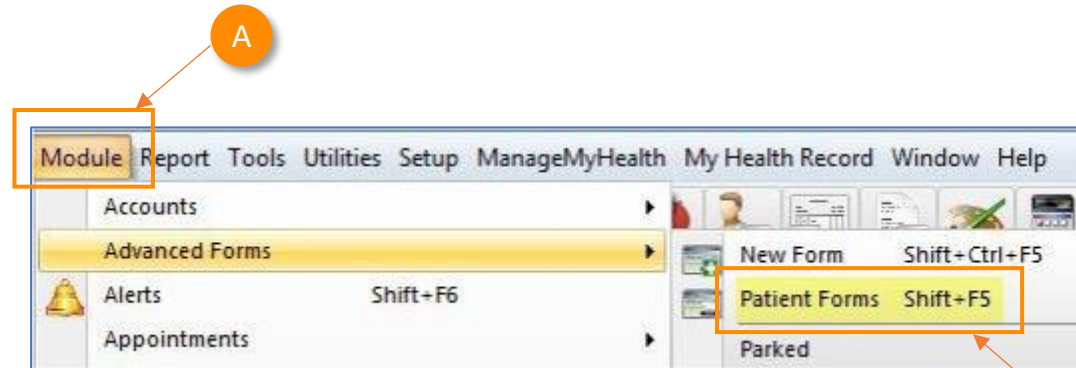
Step 6:
View all submitted forms

D You can view a list of all submitted forms from the **Tools>Message Transfer>Message Lodged** menu. **E**

F From the Messages Lodged screen click on the Webforms tab to view a list of all submitted forms.

Step 7:

What happens after an e-Referral has been made?

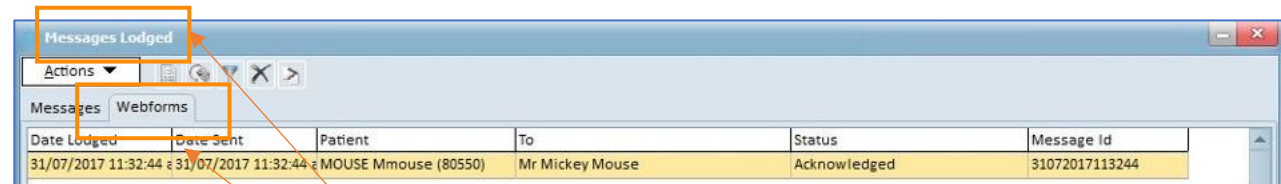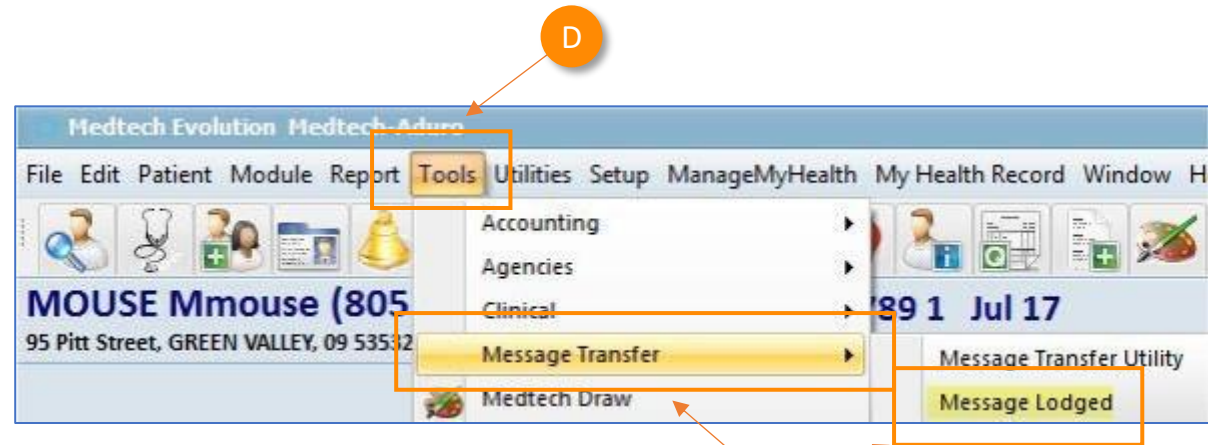- If a completed referral is received by My Aged Care, the information can be sent directly to an assessor who will then call your patient to discuss and organise an assessment.

- Make sure your patient is aware that they may be contacted by My Aged Care or an assessor.

- Your patient should hear from My Aged Care or an assessment organisation within two to six weeks.

- If the referral is incomplete, My Aged Care will contact you to confirm the information provided.

- After an e-Referral is submitted to the Department of Health, Disability and Ageing, the client and their representatives can track its progress through myGov (https://my.gov.au). They will also receive a My Aged Care welcome pack in the mail containing helpful information and outlining what their next steps will be. This information is not sent back to their referring Doctor/ General Practitioner.

- You can follow up on your referral by calling the My Aged Care industry line on 1800 836 799 (option 1). **A**

myagedcare
1800 836 799
(Option 1)

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