HealthLink

Australian Government | myagedcare

User Guide

01.11.2025-BP

My Aged Care e-Referrals for Best Practice

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 Best Practice Lava SP3 and above to access the HealthLink SmartForms.

Submitting e-Referrals from Best Practice

Using HealthLink SmartForms

SmartForms enable **Best Practice** 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)

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 **View menu.**

C Now click on the **HealthLink Forms** button to launch the **HealthLink home page.**

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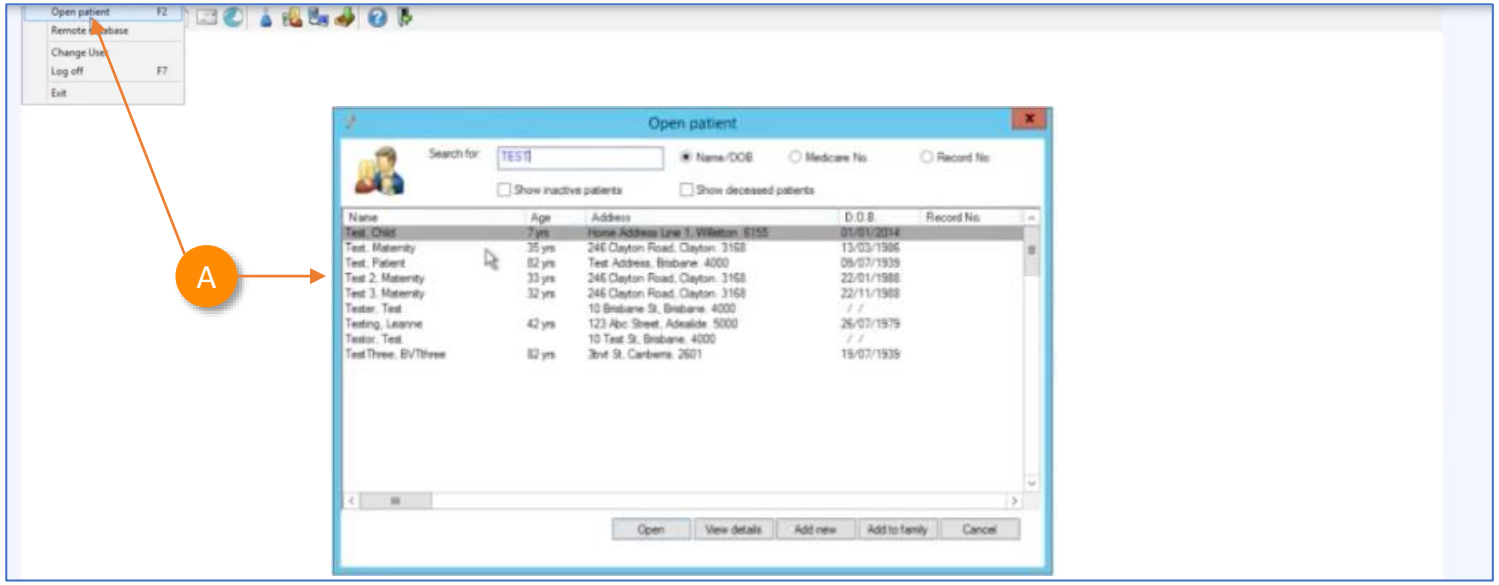

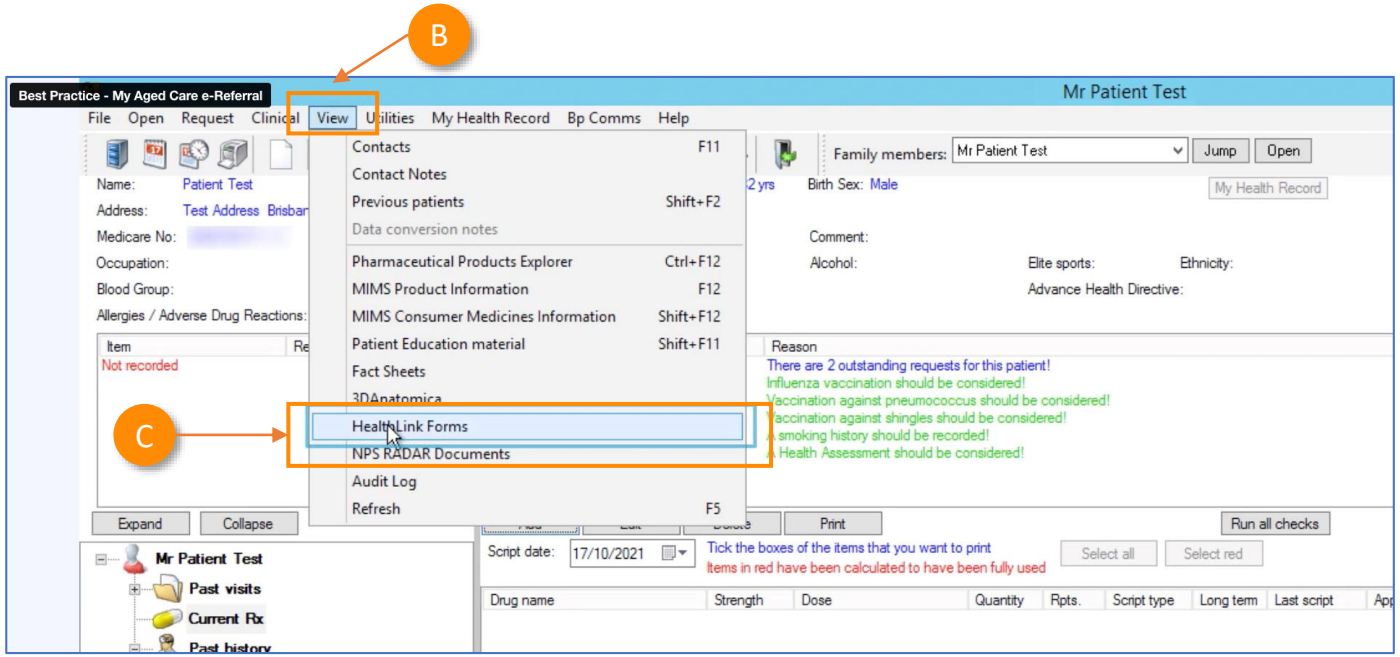

Step 1:

Accessing HealthLink SmartForms (e-Referrals)

D If you are using version Saffron SP2 or higher, you can click on the HealthLink icon from within the patient record.

E In the HealthLink Forms window click the **New Forms** button to launch the HealthLink homepage.

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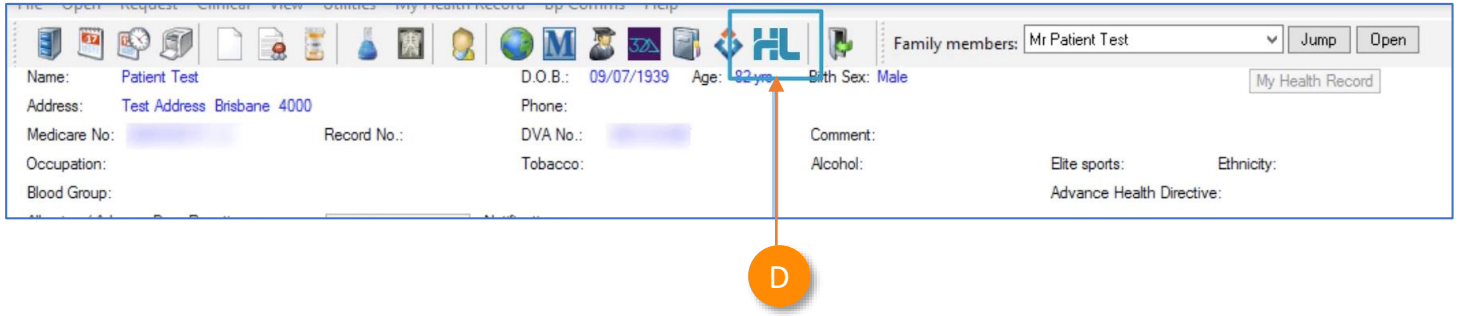
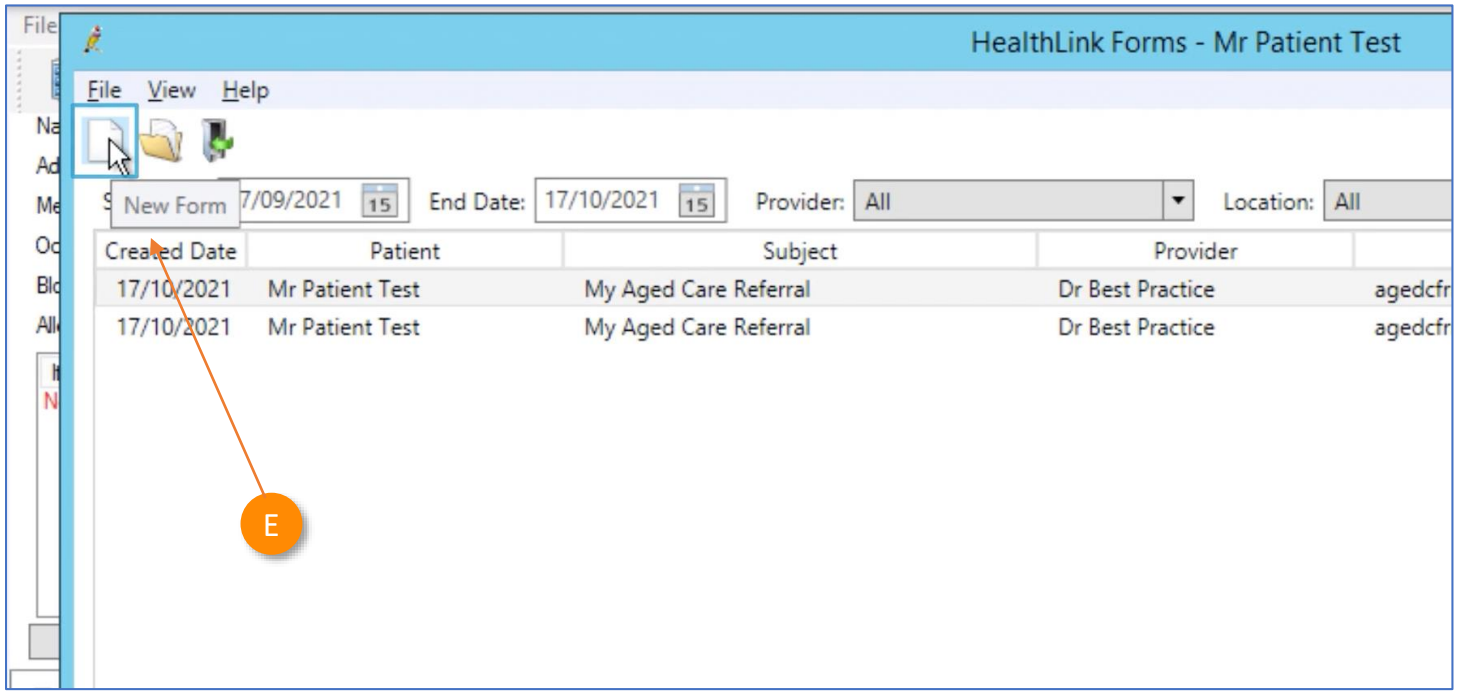




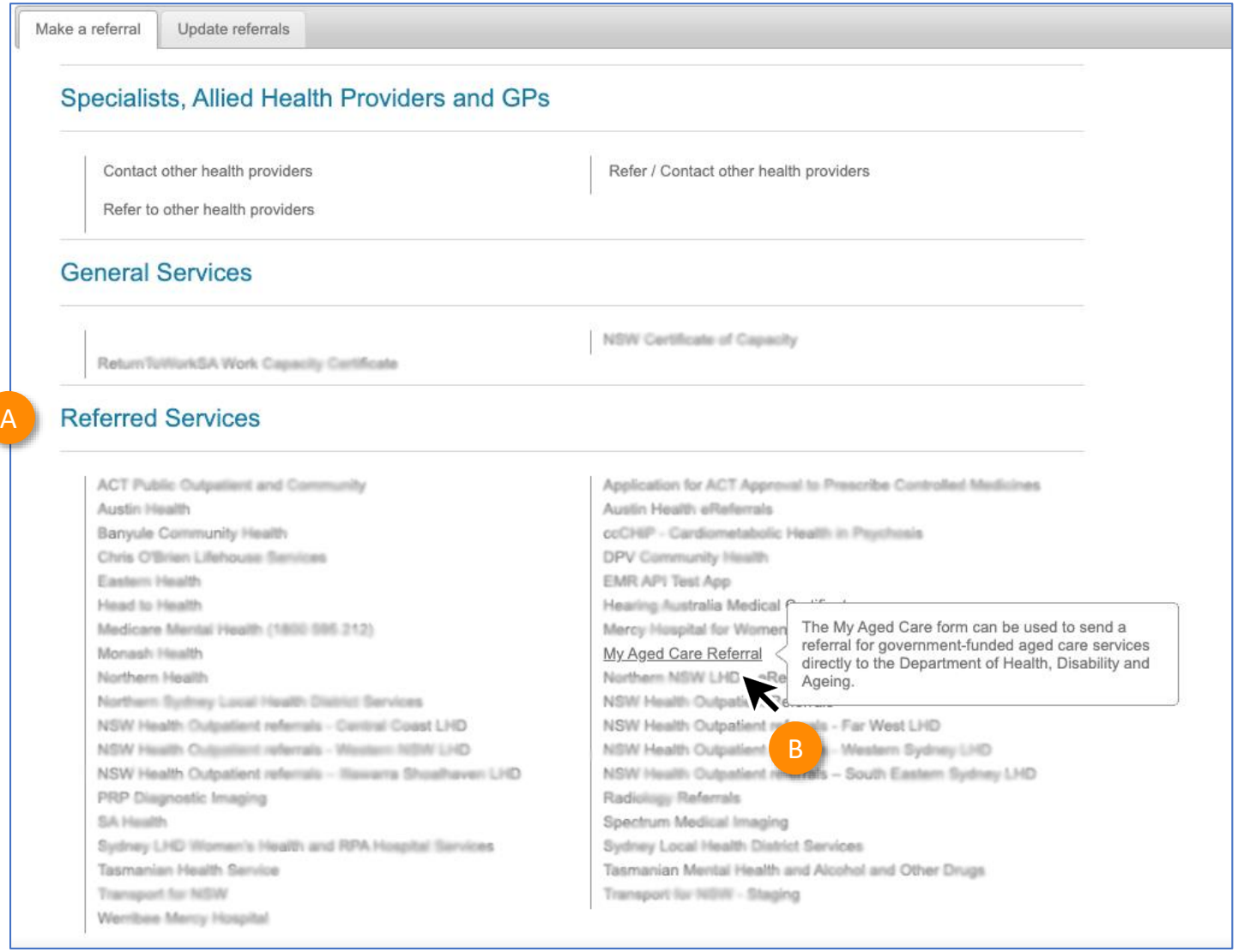
Step 2:

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.



Step 3:

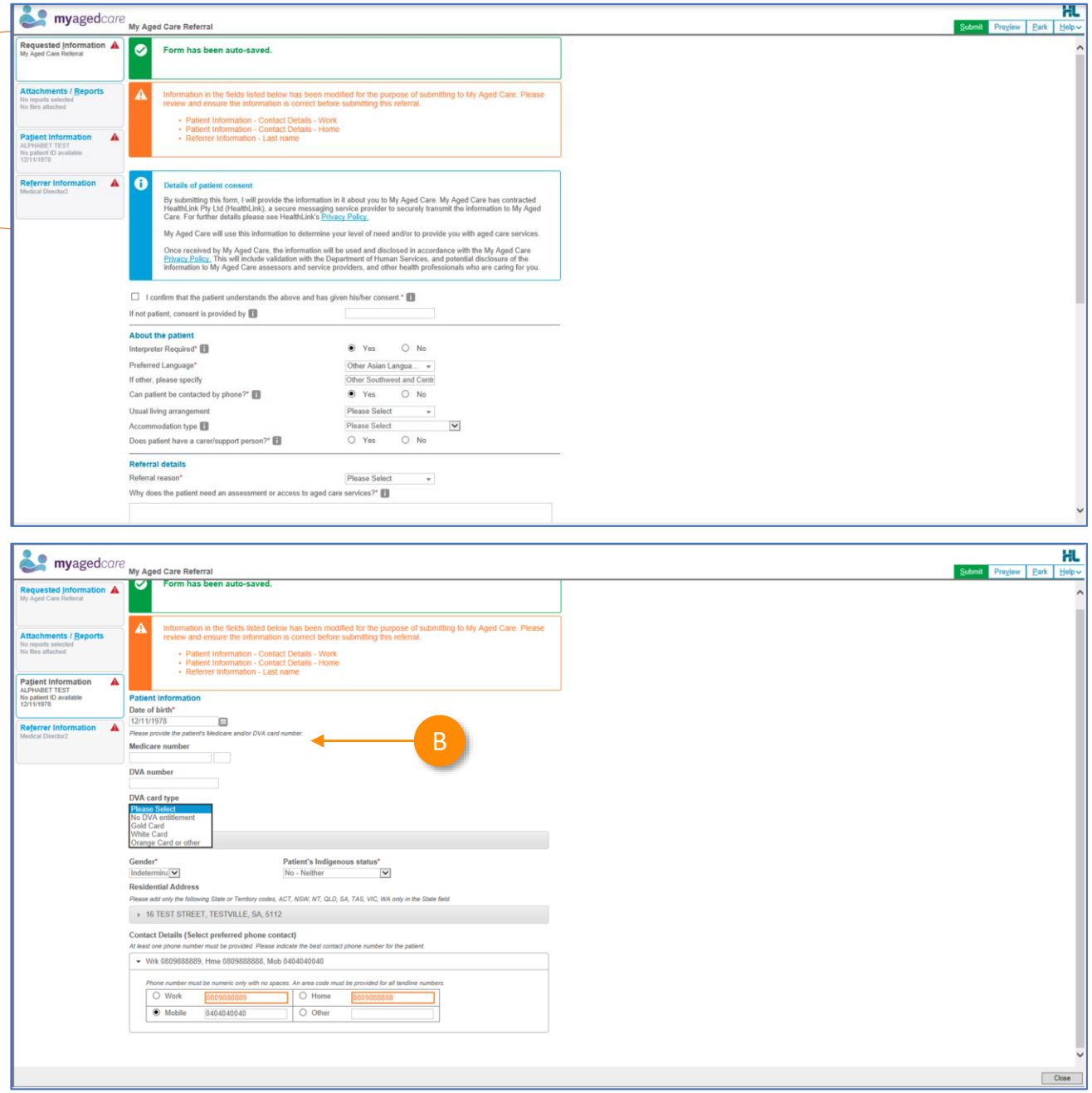
Completing the form

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.



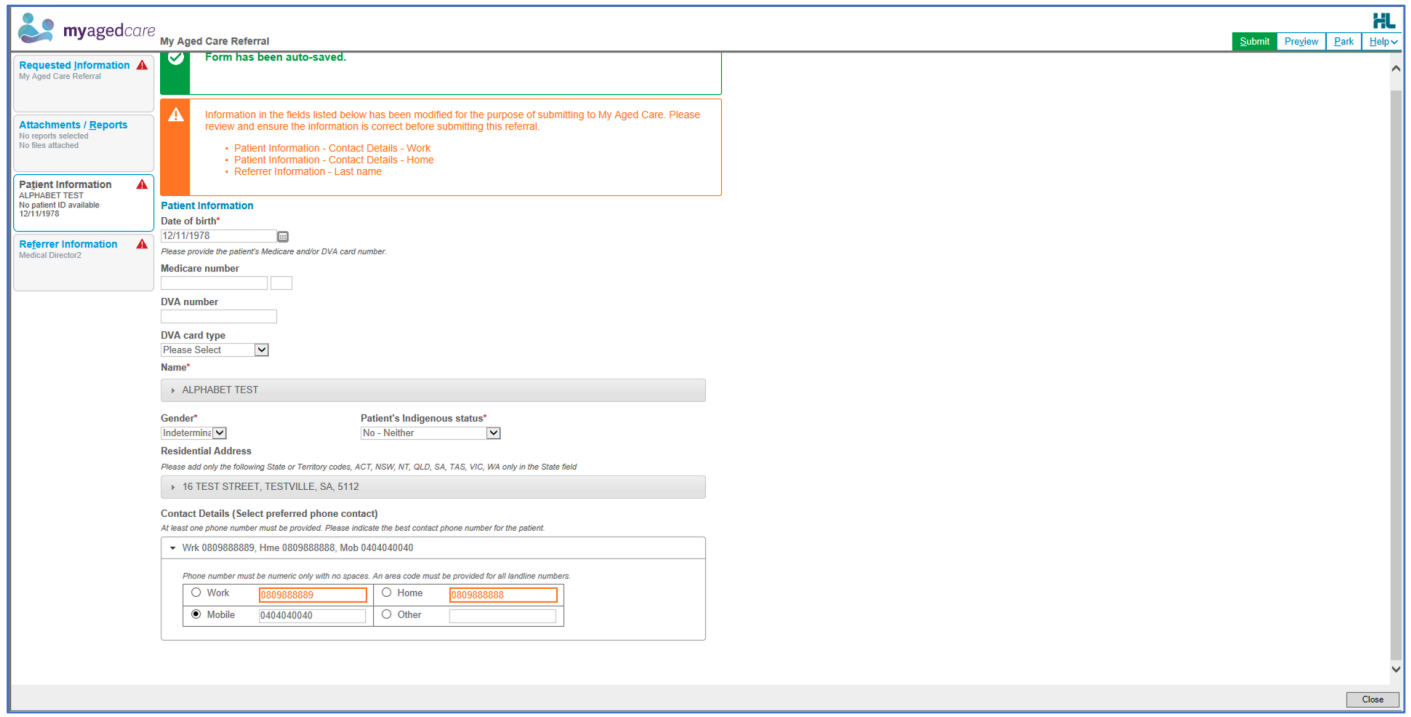
Step 3:

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**.



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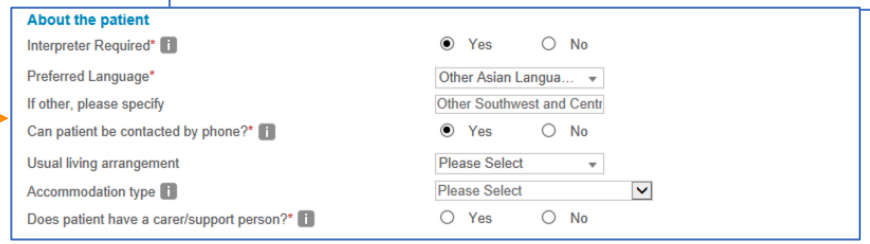
D

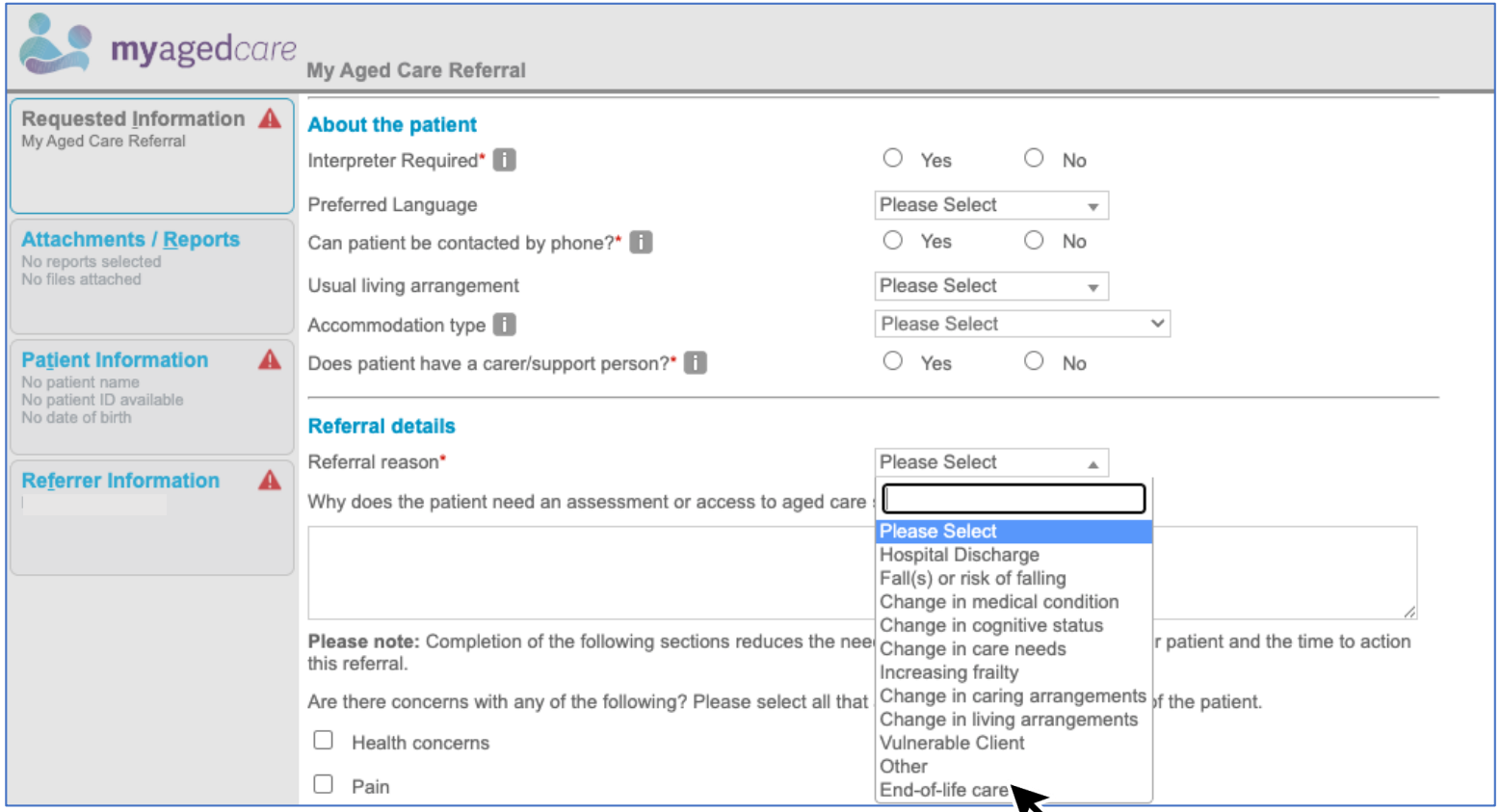


Step 3:

Completing the form

E You can now select ‘End-of-life care’ under the Support at Home program as a referral reason from the drop-down menu.

F If you select ‘End-of-life care’ you must complete and upload the ‘End-of-Life Pathway Form’ available on the Department of Health, Disability and Ageing’s website

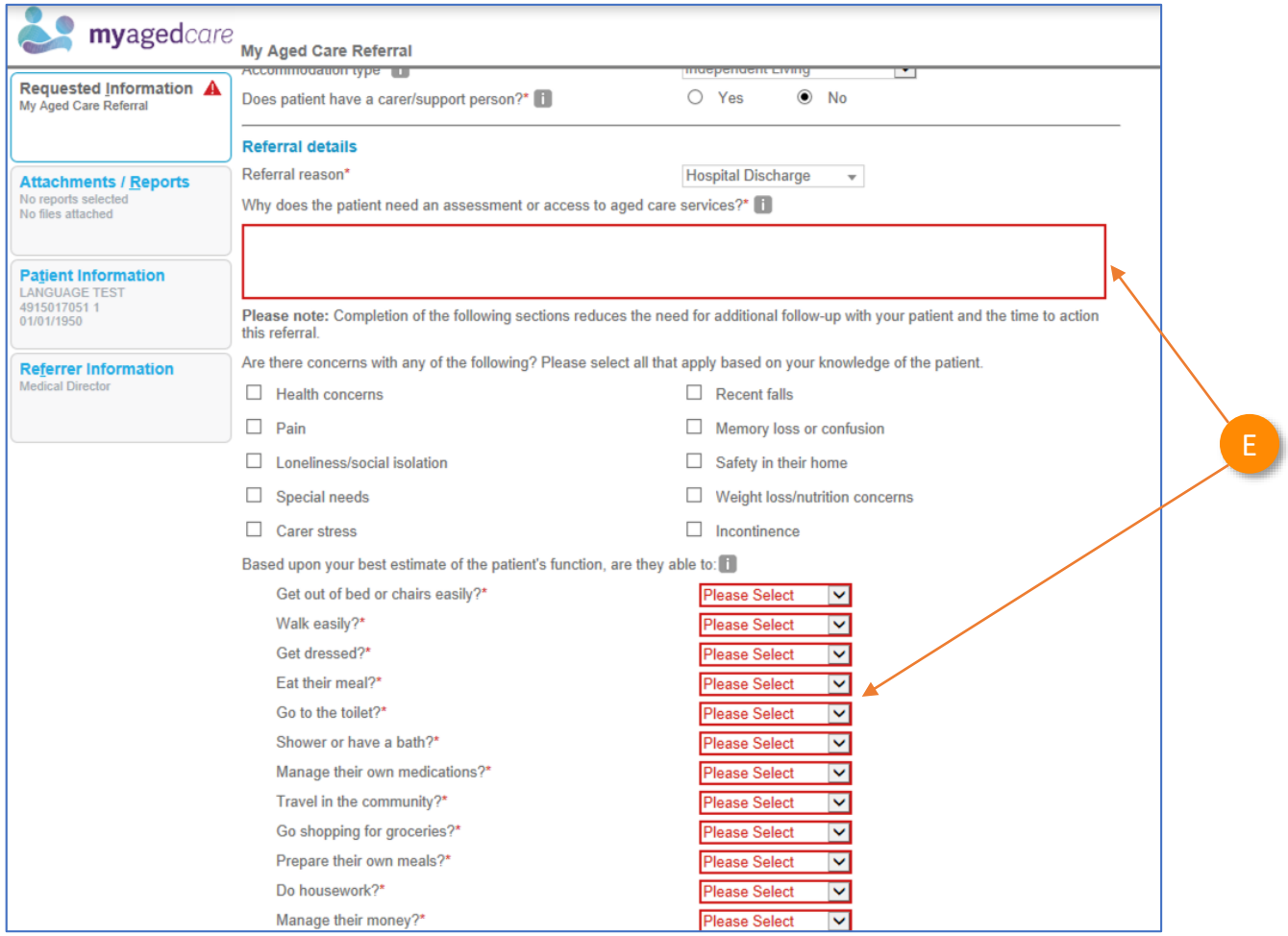


Step 3:

Completing the form

Fixing any errors

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



Step 3:

Completing the form

Attachments

H The **Attachments / Reports** tab will give you access to all the supporting documents that you may wish to attach to the form.

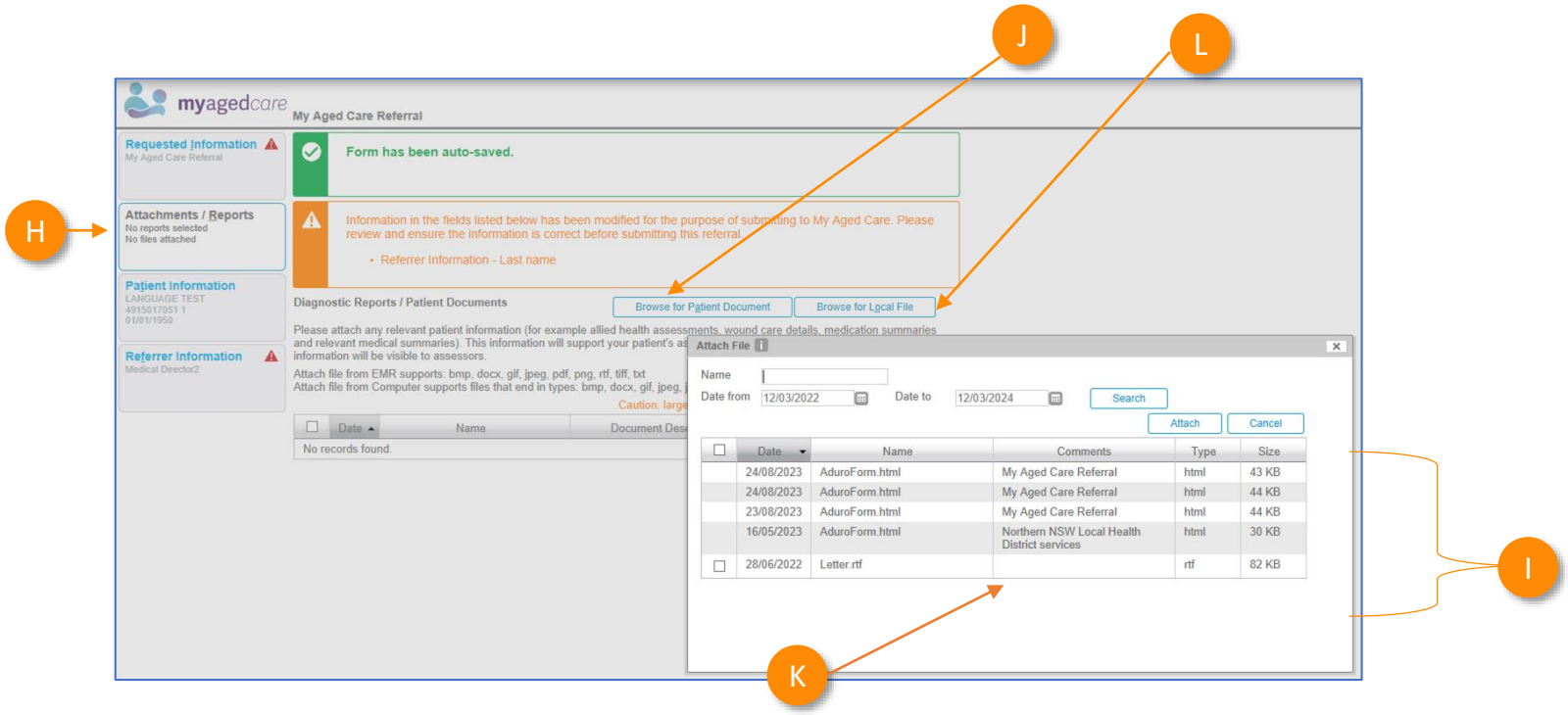
I You can select any item from the **table** – showing you patient medical records captured from the **last six months**.

Or you can **browse for files**…

J
- 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.

K
- **Note:** This list displays attachments from the **last 6 months only**.

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



Step 3:

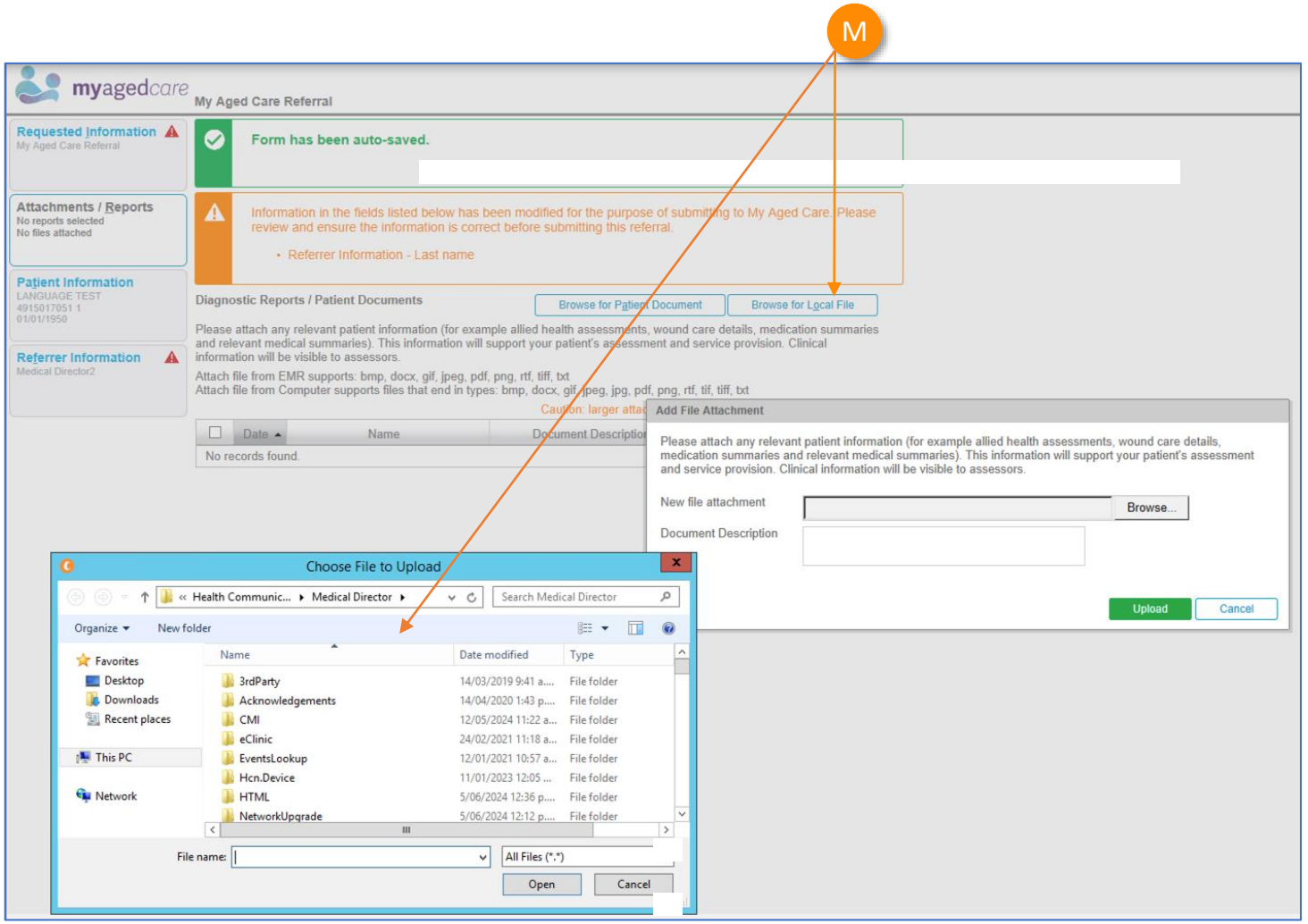
Completing the form

Attachments

M

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.

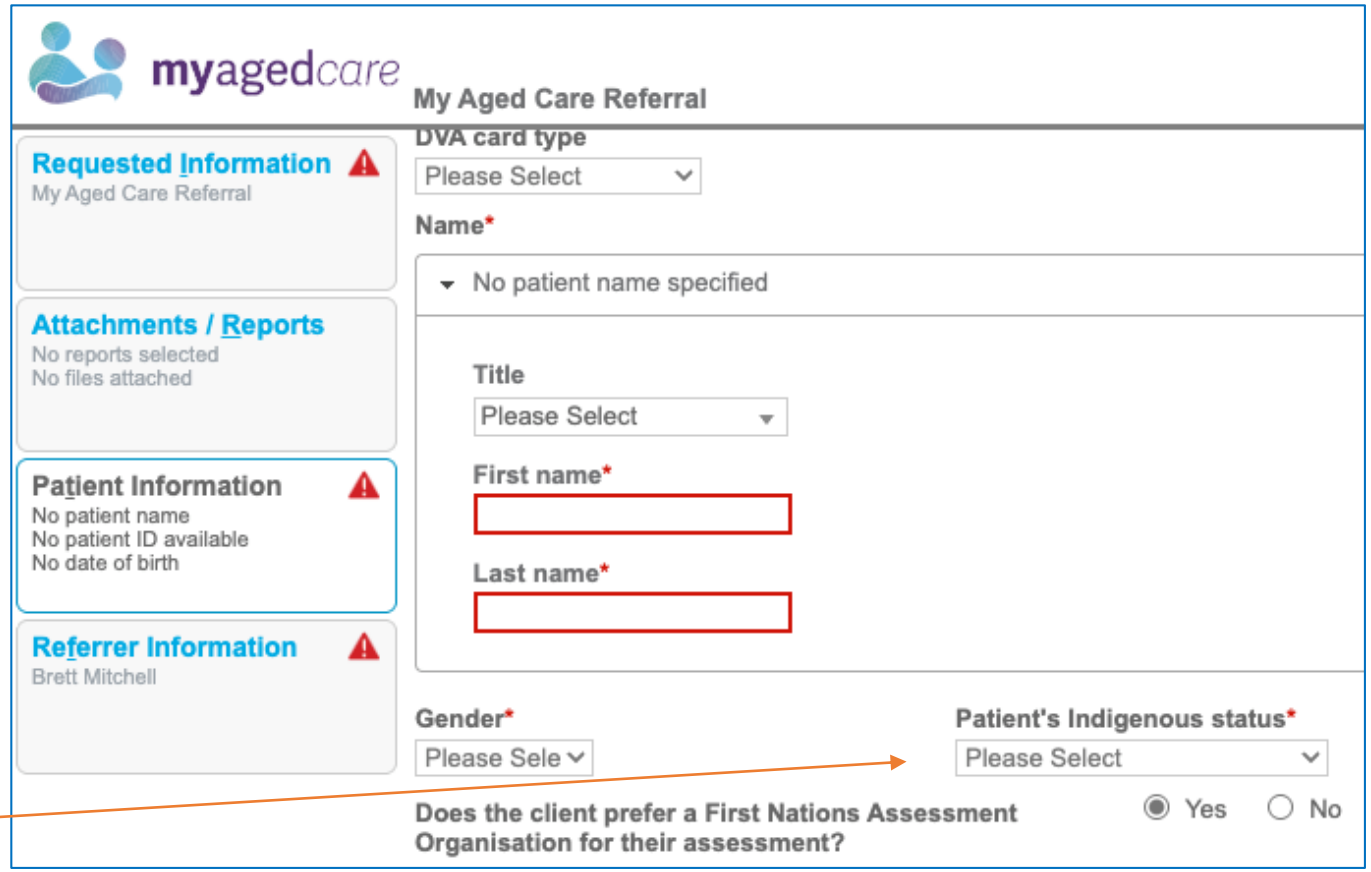


Step 3:

Completing the form

Patient Information

N If your patient is an Aboriginal or Torres Strait Islander person who is 50 or over, they can register their preference to receive an aged care assessment through an Aboriginal and Torres Strait Islander assessment organisation (if one is available in their area).



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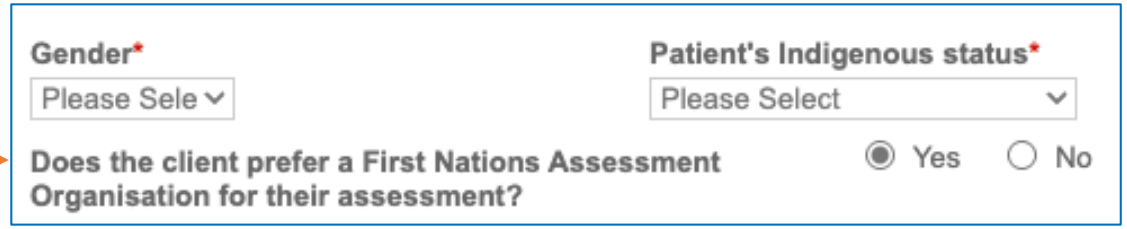


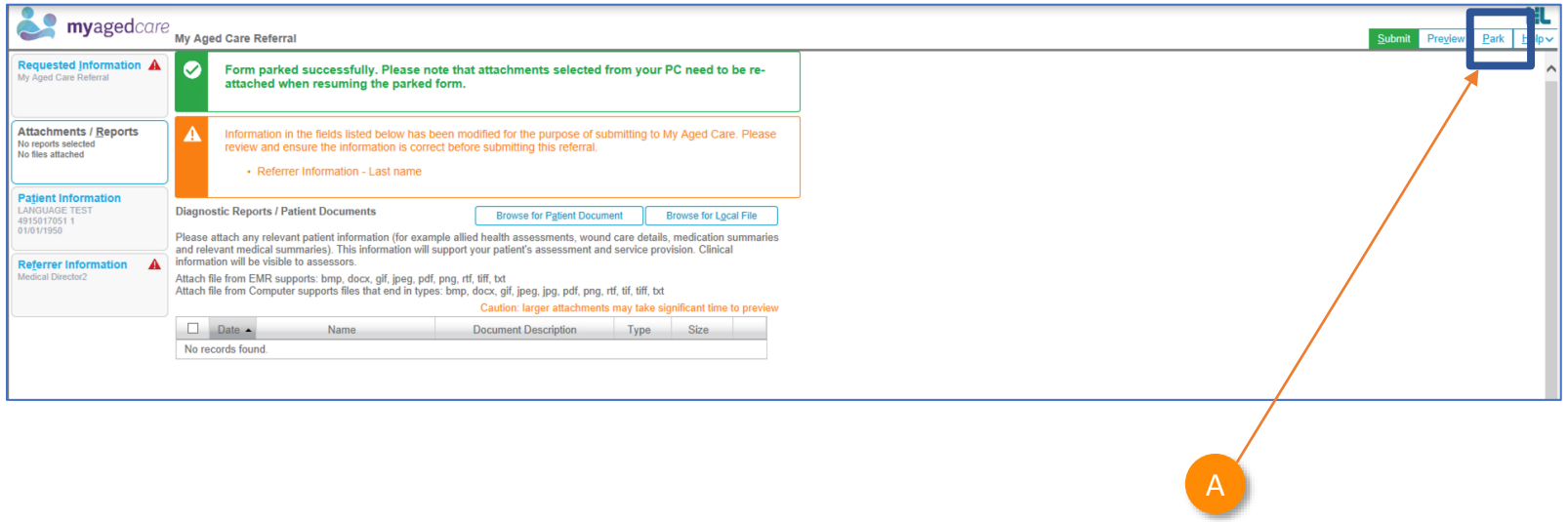
Step 4:

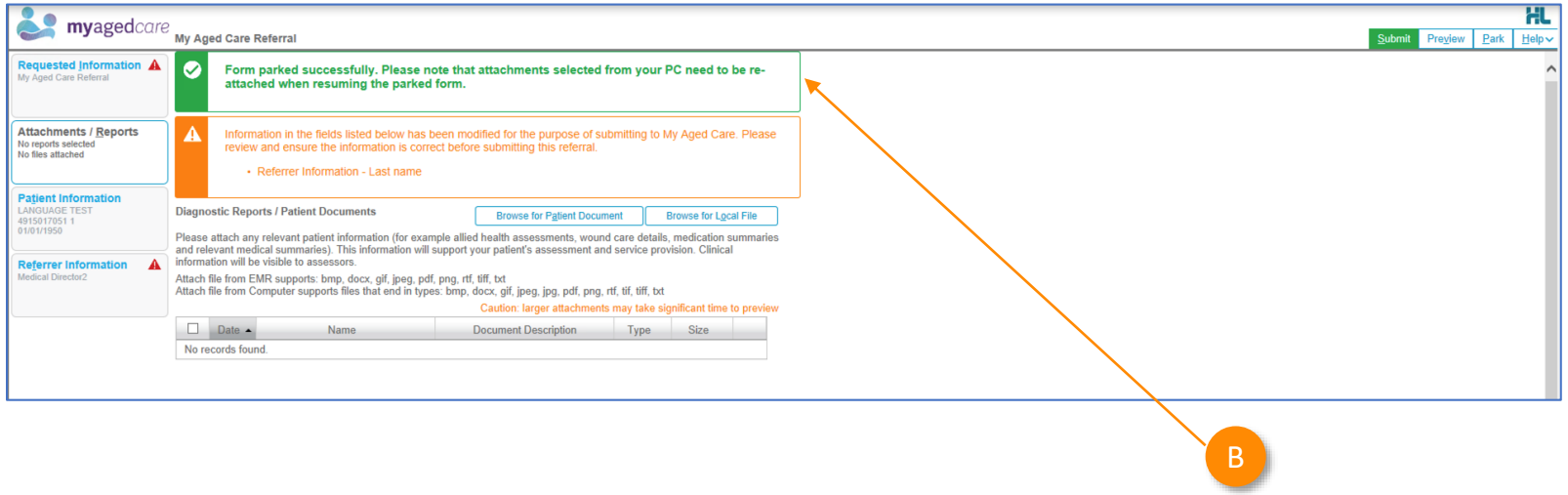
Parking, Previewing and Submitting.

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.





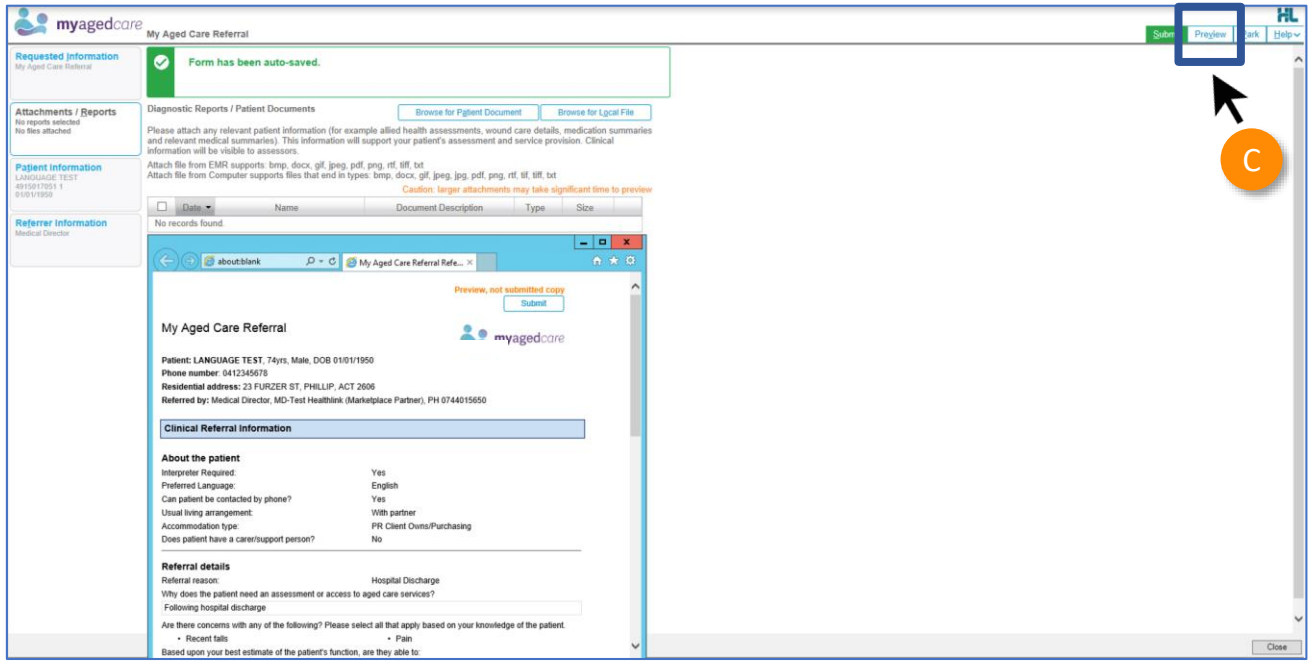
Step 4:

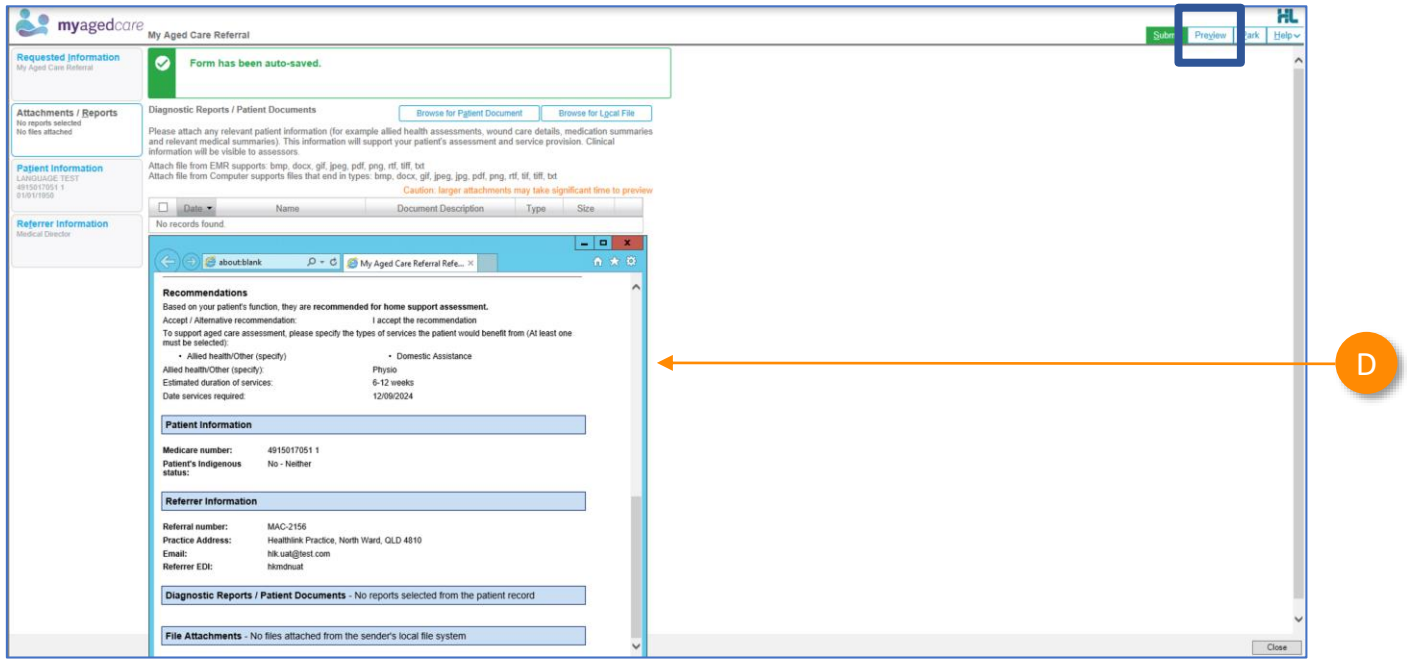
Parking, Previewing and Submitting.

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.





Step 4:

Parking, Previewing and Submitting

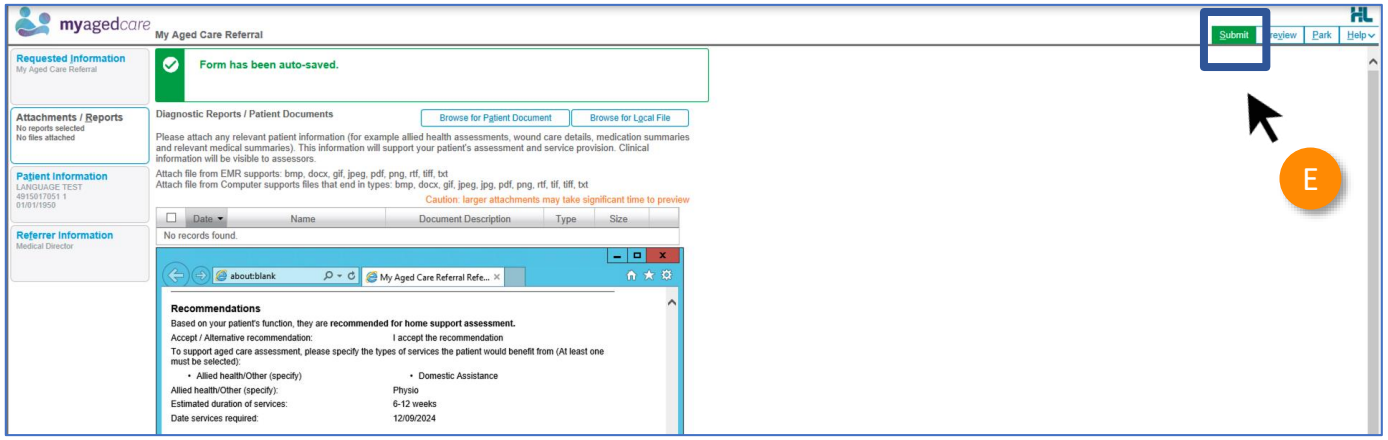
Submitting a form

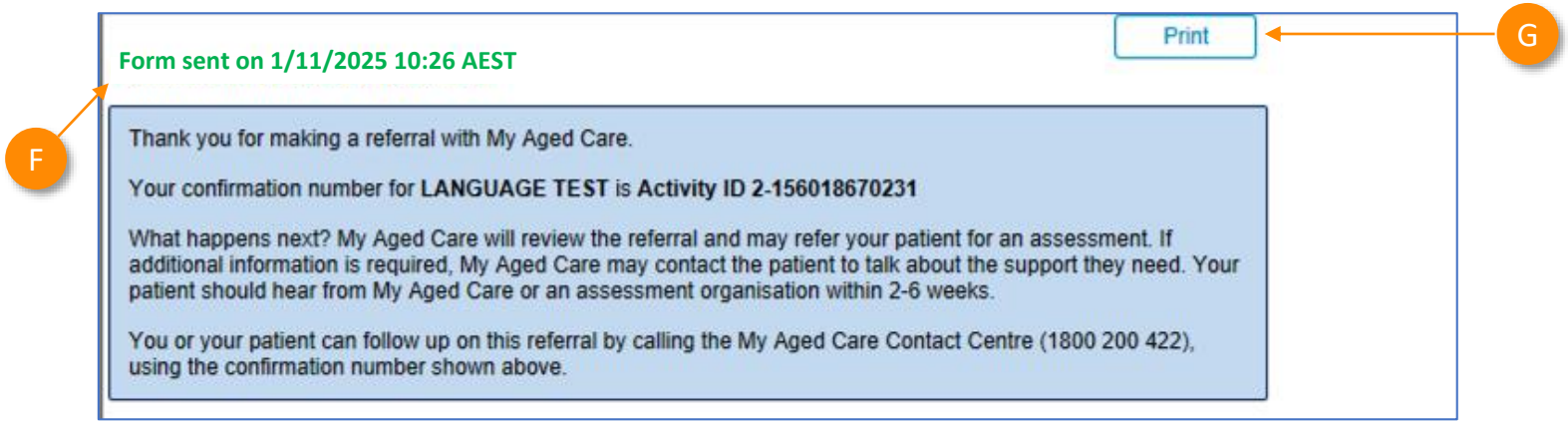
E When you are ready to send your form, click **Submit**.

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.

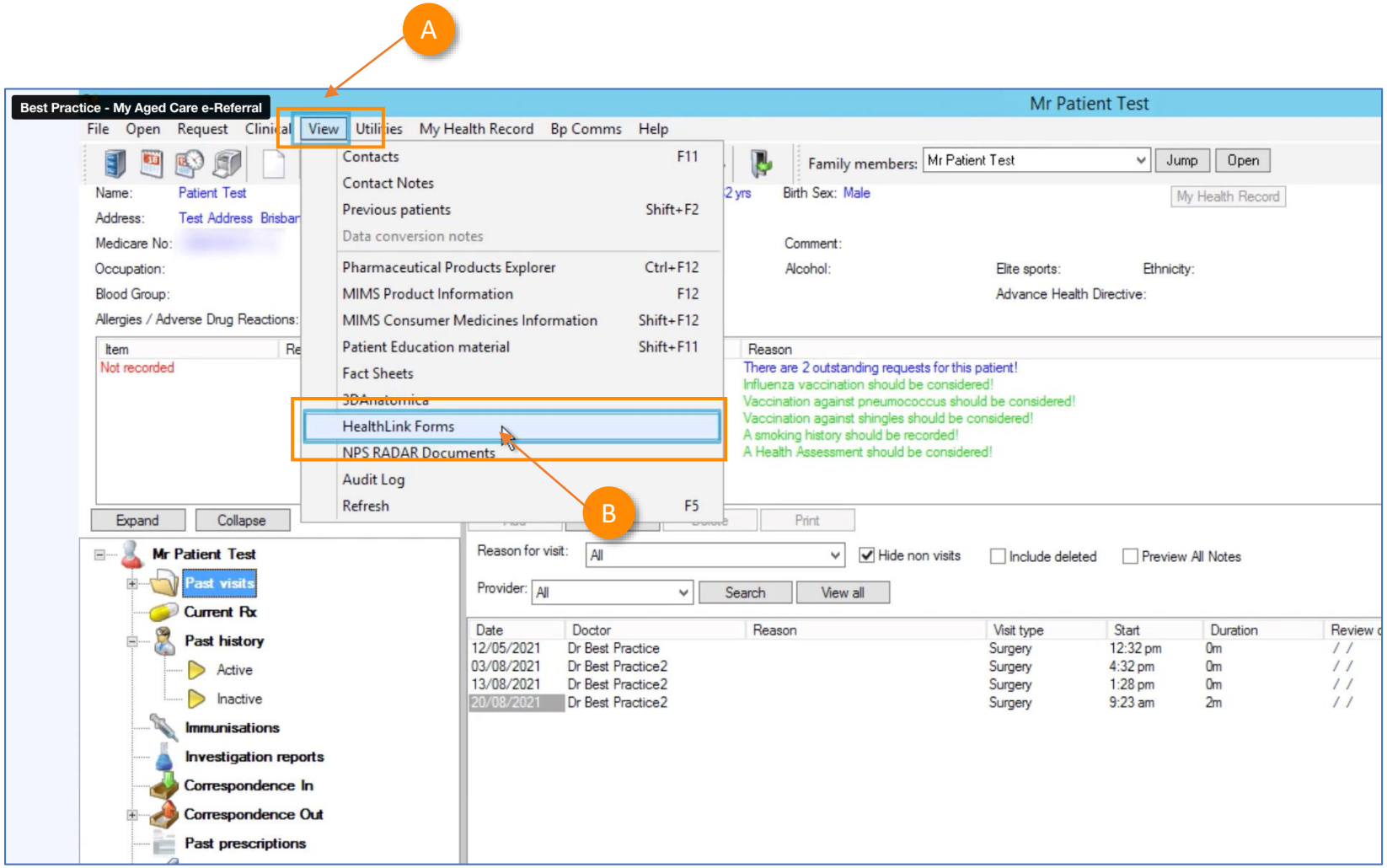




Step 5:

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



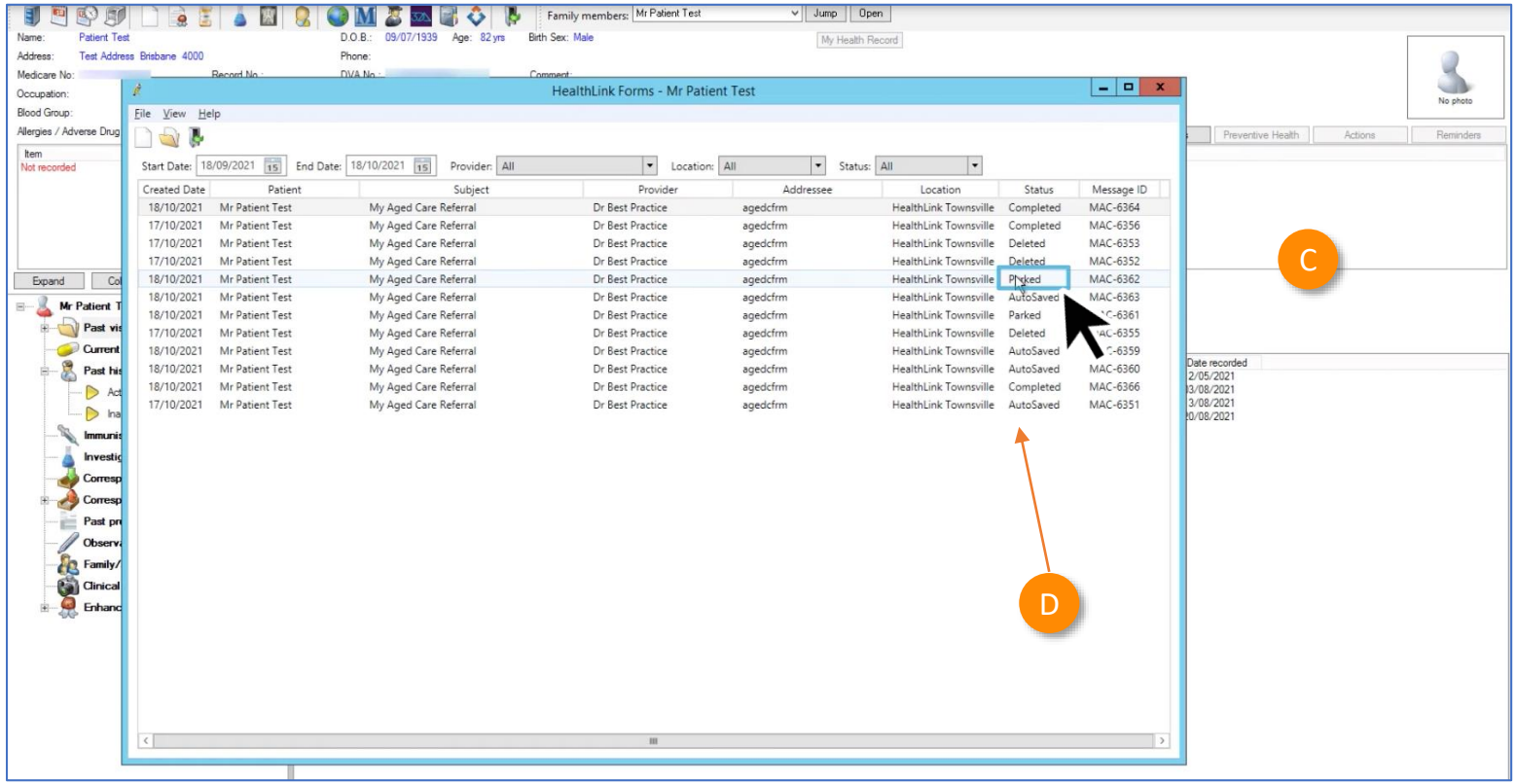
Step 5:

Accessing parked and auto-saved forms

C 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.

D You can also use this area to see previously **submitted** forms**.**



Step 5:

Accessing parked and auto-saved forms

E To access parked or auto-saved forms, from the patient's record, select the **HealthLink tab.**

F 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.

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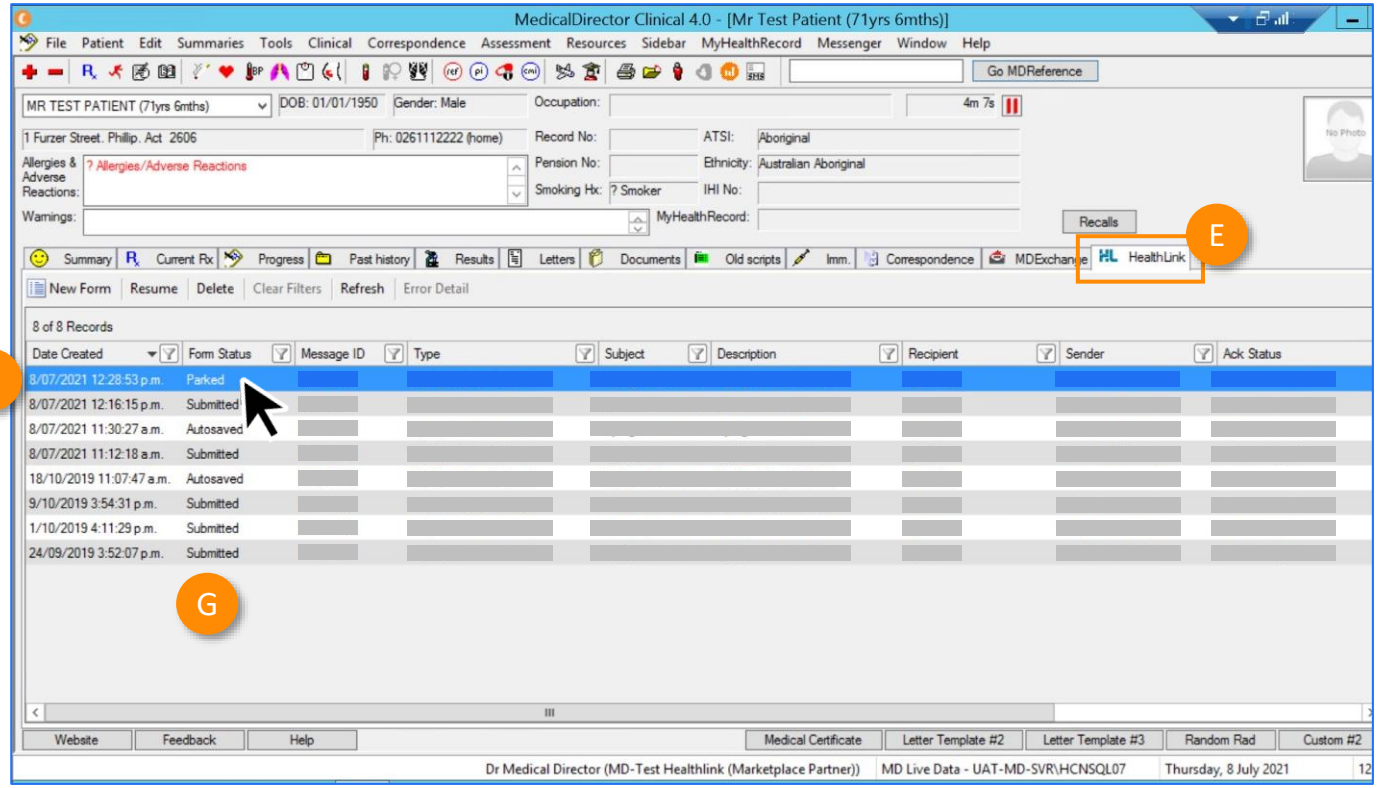
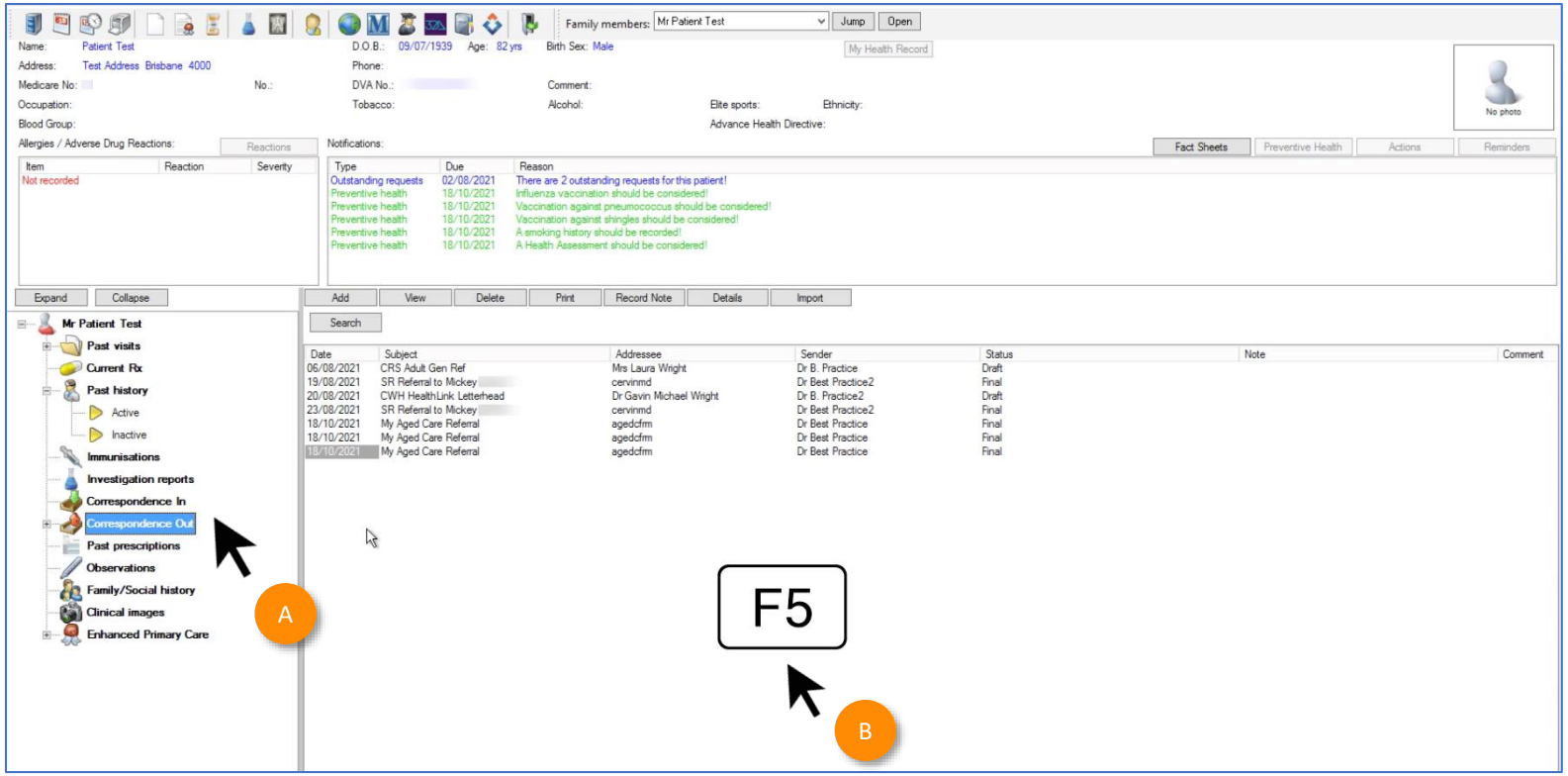


Step 6:

Accessing submitted forms

A A copy of the submitted form can be viewed by clicking on the **Correspondence Out** section of the clinical record for the patient.

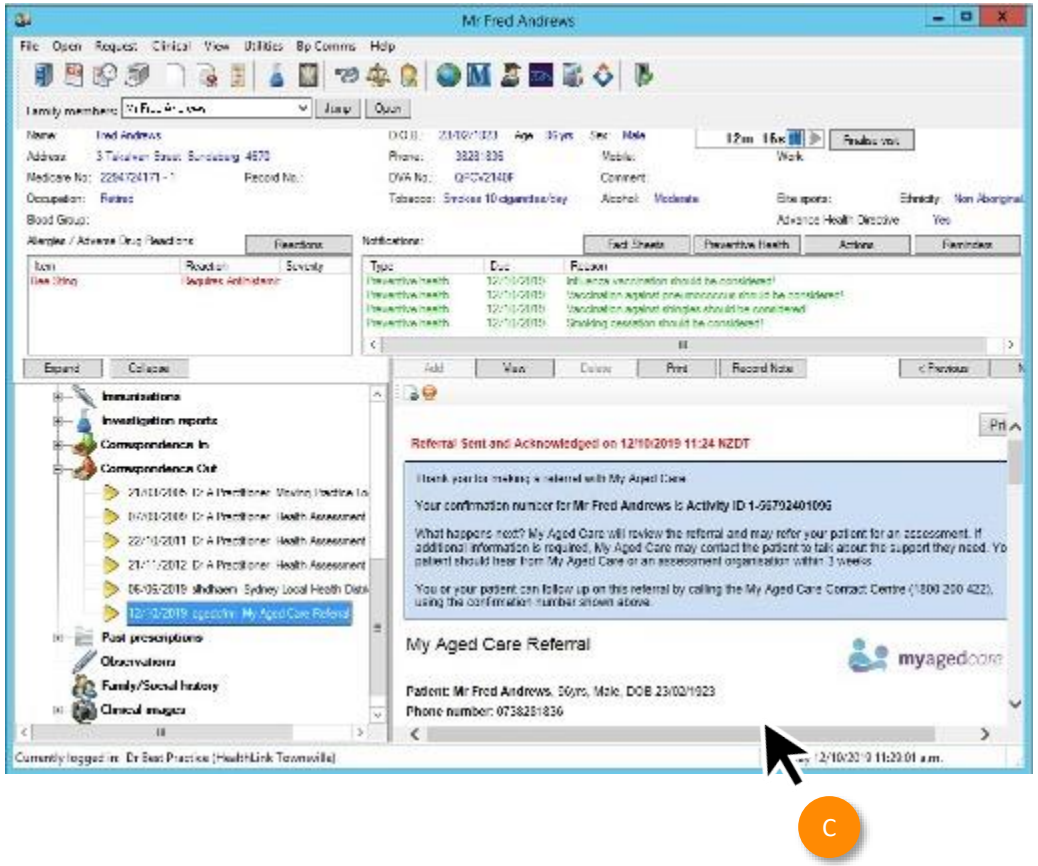
B Use the F5 button on the keyboard to refresh the correspondence view.



Step 6:

Accessing submitted forms

C A copy of the submitted form can be viewed in the preview pane.



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

Helpdesk
Phone: 1800 125 036
Email: helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)
8:00am – 6:00pm

www.healthlink.com.au

HealthLink

HealthLink is part of Clanwilliam, a vast network of healthcare enterprises spanning across the United Kingdom, Ireland, New Zealand, Australia, and India. Together, we're working collectively to create safer, more efficient and better healthcare for everyone.