

User Guide

25.02.2026 CC

HealthLink SmartForms for Communicare

Enables any healthcare provider to electronically refer a patient to any other healthcare provider or related service.

All sites must be running Communicare 22.4 or greater to access the HealthLink SmartForms.



Submitting eReferrals from Communicare

Using HealthLink SmartForms

Practice management solution Communicare Clinical now has HealthLink SmartForms as part of the system. This enables Communicare users to easily refer and engage with all HealthLink SmartForms including Grampians Health, 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.

HealthLink Technical Support

helpdesk@healthlink.net

1800 125 036

Step 1:

Setting up HealthLink SmartForms

Step 2:

Launch HealthLink SmartForms (eReferrals)

Step 3:

Completing the form

Step 4:

Previewing, Submitting and Parking

Step 5:

Locating Parked and Submitted SmartForms

Step 1: Setting up HealthLink SmartForms

Configuration of Healthlink Smart Forms within Communicare is to be completed by Communicare technical support. This section is included for reference and support purposes only.

Open File > “System Parameters” > “Secure Messaging” and make sure all fields in the “HealthLink” section contain the correct values.

- A. EDI/Mailbox: HealthLink EDI to use
- B. Password: respective ‘connection password’ for EDI, if not known contact Healthlink Helpdesk.
- C. Forms Engine URL: URL of the Forms Engine, should be http://, then the IP of machine where HMS Client is running
- D. Forms Engine Port: 5088, unless a different port is configured for HMS Client
- E. Session Expiry: minutes after which a Smart Forms user session expires in case it was not terminated automatically when closing the Aduro Forms window.

Click “Save”, enter Access code (obtained from Communicare Support) when prompted and restart Communicare.

The screenshot shows the 'Communicare System Parameters' dialog box with the 'Secure Messaging' tab selected. The 'Argus Configuration' section contains the following fields:

- Server Address: Hostname or IP address of the Argus server.
- Server Port: Port number of the Argus service. Default is 60000.

The 'HealthLink' section contains the following fields:

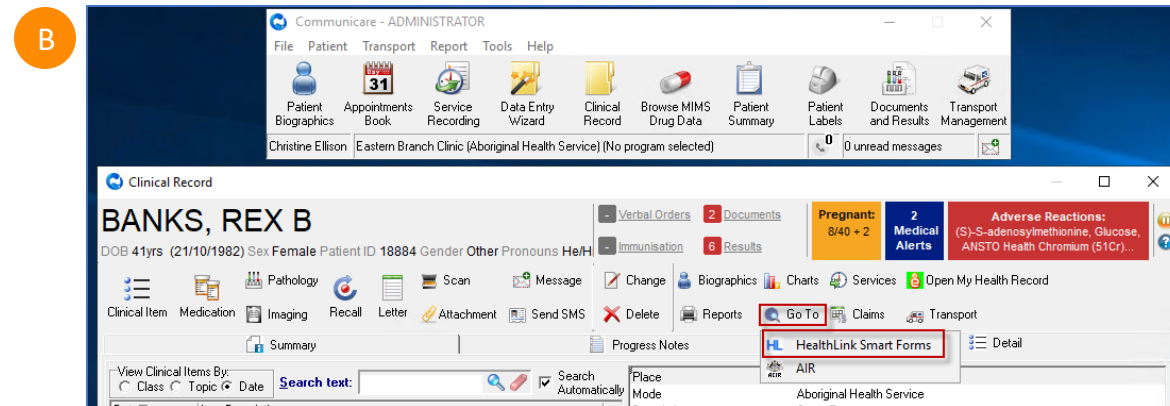
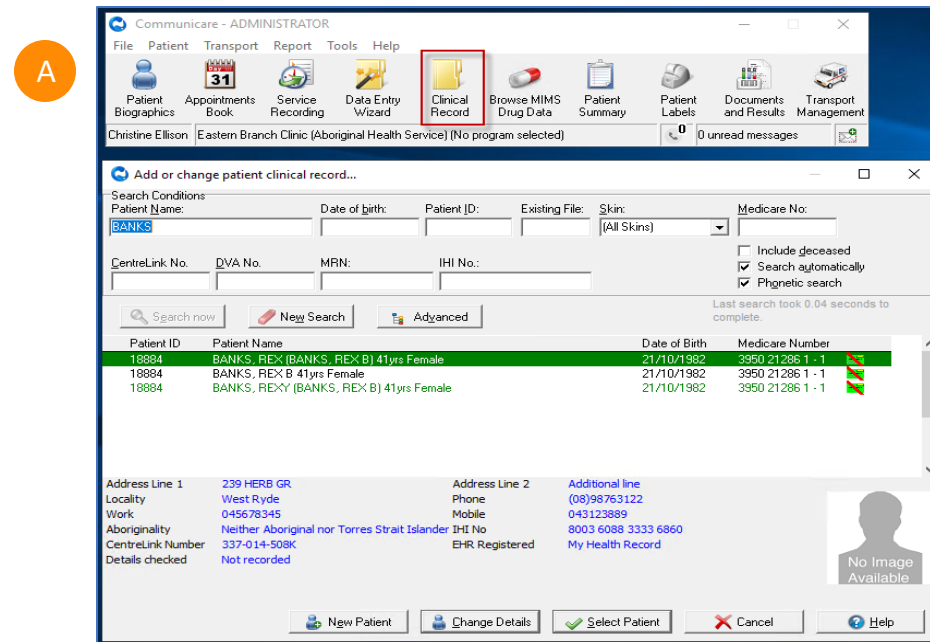
- A EDI/Mailbox:
- B Password:
- C Forms Engine URL:
- D Forms Engine Port:
- E Session Expiry: Minutes

At the bottom right, there are three buttons: 'Save' (with a green checkmark), 'Cancel' (with a red X), and 'Help' (with a question mark).

Step 2: Launch HealthLink SmartForms (eReferrals)

A Open the Clinical record tab and search for the required patient.

B Select “Go To” and click “Healthlink Smart Forms



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 **Grampians Health**.

To launch the SmartForm, **Grampians Health** 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 Grampians Health referred services, go to: www.gh.org.au/services

The screenshot displays the HealthLink PRO interface. At the top, there are navigation links for 'Create', 'Update', and 'Support', and the 'HealthLink | PRO' logo. Below this is a search bar for a directory, with a button for 'Specialists+Referrals Refer to Private Specialist' and a 'HL HealthLink Direct' button. The main content area is titled 'Referral Services' and contains a search bar and a list of services. A callout box highlights the 'Grampians Health' link, stating: 'The Grampians Health form can be used to send referrals to Grampians Health - Ballarat, enabling faster streamlined management of referrals. Using this form you will receive immediate confirmation of receipt by Grampians Health. Before referring to our services please visit Western Victoria Health Pathways <https://westvic.communityhealthpathways.org/> or <https://www.gh.org.au/services/specialist-outpatients-ballarat/> for conditions we treat.'

The bottom section shows the 'Grampians Health' form. It has a search bar for a service and a 'Facility' dropdown menu. The search results for 'Gastroenterology' are displayed, with 'Gastroenterology' selected. A 'Continue' button is visible in the top right corner of the form.

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**.


The screenshot shows a patient information form for Mickey Heatley. A red warning triangle icon with the letter 'C' is positioned above the Patient Information tab. The form includes fields for Name (MICKEY), Gender (Female), Patient's Indigenous status (Neither Aboriginal nor Torres Strait Islander origin), Gender Identity, Country of Birth, Residential Address, and Patient's preferred contact method (SMS). A red text warning states: "Please confirm patient phone details are accurate when reviewing Patient Information tab." Below this, there is a section for Interpreter Required with radio buttons for Yes and No (selected).


The screenshot shows a referral form. On the left, there are tabs for Medical, Social and Family History, Patient Information, and Referrer Information. The Patient Information tab is active, showing patient details for Mickey Heatley. The main form area includes a Patient Consent checkbox, Referral Guidelines, Urgency (Routine: Greater than 30 days), Referral purpose (Please select), and Referral Details (Browse for Consultation Notes). A red box highlights the Referral purpose field. An information icon with the letter 'D' is positioned above the Urgency field. On the right, an Urgency Information pop-up window is open, providing details for High Priority and Routine referrals. An 'Ok' button is at the bottom right of the pop-up.

Step 3: Completing the form

Reason for referral

E In some forms there may be a drop down to select the referral purpose.

 **Grampians Health** General Medicine - Grampians Health Ballarat

Requested Information  **General Medicine**

Referral Period* Indefinite

Patient's preferred contact method* SMS

Please confirm patient phone details are accurate when reviewing Patient Information tab.

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
8003602345688835
17/12/1967

Referrer Information
889843
No Different Regular GP


Interpreter Required* Yes No

Does the patient identify as living with a disability / disabilities?* No

Is the patient an NDIS participant?*  Yes No

Additional Needs / Reasonable Adjustments Required* Yes No


Does the patient have a carer / support person?* Yes No

Is the patient appropriately equipped and enabled for Telehealth (video) consultation?*  Yes No

I acknowledge that the patient 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. The patient also consents to attend an MBS bulk-billed clinic if available.

Patient Consent*

Referral Guidelines
Please supply all relevant information with the referral as per the guidelines in the relevant [HealthPathways](#) and [Optimal Care pathways \(cancer pathways\)](#)

Urgency*  Routine: Greater than 30 days

Referral purpose* **E**

Referral Details*

Please indicate the presenting problem or working diagnosis

Additional information
Please include social history, patient services and any other relevant information.

Please select

- Establish a diagnosis
- Provide clinical assessment
- Inform a treatment plan
- Partnership care
- Requesting specific tests or investigations
- Requesting treatments or an intervention

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.


<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

<input type="checkbox"/>	Date	Name	Comments	Type	Size
<input type="checkbox"/>	08/07/2021	File_One	Aged Care Referral	43 KB
<input type="checkbox"/>	09/10/2019	File_Two	Aged Care Referral	52 KB
<input type="checkbox"/>	01/10/2019	File_Three	Aged Care Referral	48 KB
<input type="checkbox"/>	24/09/2019	File_Four	Aged Care Referral	44 KB

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.


Gastroenterology - Grampians Health Ballarat

Requested Information ▲

✓ Form has been auto-saved.

Attachments / Reports

i

No reports selected
No files attached

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.

Medications, Allergies, Alerts ▲
Long Term Medications i

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

Date	Details	Instructions	
09/05/2014	hkl-aspirin 130 tab	1-2 once daily orally	✕
16/09/2013	Travatan Eye Drops 40mcg/mL Eye drops	1 nocte Instil 1 drop in each eye before retiring. Remove soft contact lenses before app	✕

Medical, Social and Family History
Other Medications i

Medical history specified

[Browse for More Medications](#)

Date	Details	Instructions	
09/05/2014	eye drop 2500 drops	daily	✕
09/05/2014	eye drop 2500 drops	prn with food	✕
09/05/2014	hkl-aspirin 130 tab	orally	✕
14/01/2013	Ceclor CD 375mg Sustained release tablets	1 mane	✕
09/01/2013	Ventolin CFC-free Inhaler 100mcg/dose Inhaler	As required	✕
17/08/2012	Accupril 5mg Tablets	1 bd	✕
04/05/2012	Panadeine Forte Tablets	2 every 4 hours	✕
14/02/2012	Roaccutane 10mg Capsules	1 with food	✕

Patient Information ▲

Patient's name
8003602345688835
17/12/1967

Referrer Information

Referrer's name
889843
No Different Regular GP

Medical Warnings

Date Description Comments

No records found.

Clinical Medication Comments

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 ▲

Patient's name
8003602345688835
17/12/1967

Referrer Information

Referrer's name
889843
No Different Regular GP

Medical Practitioner Information

Medicare Provider Number*
889843

HPI-I
8003611566681627

Name
Full name Sam Entwistle i

Referrer's name

Practice name
Millstone Family Practice

Practice Address
156 George Street, Galleria, Sydney, NSW, 2000

Practice telephone*
03 9 358 0116

Email
zongjun@gmail.com

EDI*
ma65test

Patient has a different regular GP

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.

Grampians Health Gastroenterology - Grampians Health Ballarat

Submit Preview Park Help

Requested Information: General Surgery

Medical Practitioner Information: Medicare Provider Number* 0000000A, Medical Registration Number 123456, HPI-I, Name, Full name

Attachments / Reports

Preview, not submitted copy Submit

Gastroenterology - Grampians Health Ballarat

Grampians Health

Patient: MICKEY HEATLEY (Mmouse), 58yrs, F, DOB 17/12/1967, PH: 0401 201 2011, Work 03 9 23423221, Home 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 8003611566661627, PH 03 9 358 0116, FAX 03 9 4433456

Clinical Referral Information

Referred To: Dr Timothy Elliot
Referral Date: 20/02/2026
Referral Continuation: New

Grampians Health Gastroenterology - Grampians Health Ballarat

Submit Preview

Requested Information **▲** Gastroenterology **✓** Form has been auto-saved.

Attachments / Reports No reports selected 1 file attached **▲** Please fix the following errors:
• Patient Consent is a required field

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 Patient's name 800360234568835 17/12/1967

Referrer Information Referrer's name 889843 No Different Regular GP

Referred To* Dr Timothy Elliot

Referral Date* 20/02/2026

Referral Continuation* **i** New Amended referral/update previously sent referral Renew expired referral

Referral Period* Indefinite

Patient's preferred contact method* SMS

Please confirm patient phone details are accurate when reviewing Patient Information tab.

Interpreter Required* Yes No

Does the patient identify as living with a disability / disabilities?* Yes No

Is the patient an NDIS participant?* **i** Yes No

Additional Needs / Reasonable Adjustments Required* Yes No

Does the patient have a carer / support person?* Yes No

Is the patient appropriately equipped and enabled for Telehealth (video) consultation?* **i** Yes No

I acknowledge that the patient 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. The patient also consents to attend an MBS bulk-billed clinic if available.

Patient Consent*

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.


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.



Gastroenterology - Grampians Health Ballarat



Submit
Preview
Park
Help ▾

Requested Information ▲
 Gastroenterology

✔ **Form parked successfully. Please note that attachments selected from your PC need to be re-attached when resuming the parked form.**

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 ▲
Patient's name
8003602345688835
17/12/1967

Referrer Information
Referrer's name
889843
No Different Regular GP

Referred To* Dr Timothy Elliot ▾

Referral Date* 20/02/2026

Referral Continuation*
 New
 Amended referral/update previously sent referral
 Renew expired referral

Referral Period* Indefinite ▾

Patient's preferred contact method* SMS ▾

Please confirm patient phone details are accurate when reviewing Patient Information tab.

Interpreter Required*
 Yes No

Does the patient identify as living with a disability / disabilities?* No ▾

Is the patient an NDIS participant?*
 Yes No

Additional Needs / Reasonable Adjustments Required*
 Yes No

Does the patient have a carer / support person?*
 Yes No

Is the patient appropriately equipped and enabled for Telehealth (video) consultation?*
 Yes No

I acknowledge that the patient 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. The patient also consents to attend an MBS bulk-billed clinic if available.

 Patient Consent*

©HealthLink

13

Step 5: Locating Parked and Submitted SmartForms

Submitted and parked Smart Forms can be found in two locations within Communicare:

- A Within the Details tab of a patient's Clinical Record.
- B Due to Communicare's naming convention SmartForms will all display with Item Description "Smart Form"...
- C ...followed by what had been entered within the "Comments" field at the bottom of the Form screen (Shown in the screenshot above).

Clinical Record
BANKS, REX B
DOB 41yrs (21/10/1982) Sex Female Patient ID 18884 Gender Other Pronouns He/H

Verbal Orders 2 Documents
Pregnant: 8/40 +2 2 Medical Alerts
Adverse Reactions: (S)-S-adenosylmethionine, Glucose, ANSTO Health Chromium (51Cr)...

Clinical Item Medication Pathology Imaging Recall Letter Attachment Send SMS
Change Biographics Charts Services Open My Health Record
Delete Reports Go To Claims Transport

Summary Progress Notes **Detail** A

View Clinical Items By: Class Topic Date Search text: Search Automatically

Date	Item Description
19/02/2024	Smart Form "testform"
16/02/2024	Smart Form "parked form"
16/02/2024	Smart Form
15/02/2024	Smart Form "Tasman Health Service form"
15/02/2024	Smart Form "Eastern Health"
14/02/2024	Smart Form "Eastern Health Form"
13/02/2024	Smart Form "Monash health Form - patient is sick"
08/02/2024	Smart Form
08/02/2024	Smart Form

Place: Eastern Branch Clinic
Mode: Aboriginal Health Service
Description: Smart Form
Topic: General & Unspecified
Provider: Christine Ellison
Status: Sent

Referral Date* 04/07/2024
Estimated Appointment Waiting Times
 Urgent i

Referral Type*
 New
 Continuation
 Amendment/Update

Expectation of referral* Advice
Referral period* 12 Months v
Are you the patient's usual GP?*
 Yes No
Are there other relevant specialists or healthcare providers involved in the patient's care? Yes No

Additional Patient Details
The majority of patient demographic information is contained within the "Patient Information" tab, and populated from your medical software. Please review for accuracy prior to submission.

Hide Details

Encounter Place: Eastern Branch Clinic Encounter Mode: Aboriginal Health Service Viewing Rights: Common
Comment: Topic: General & Unspecified

Step 5: Locating Parked and Submitted SmartForms *Continued...*

D Smart Forms for all patients can be located within the “Documents and Results” tab under the “Outgoing Documents heading. To better view the Message ID right click the “HL7 ID” tab and select “Best Fit”. (this may be changed in the future)

Outgoing Document Status	Meaning
Saved	Form has been parked or auto-saved
Sent	Synchronous forms: Successfully submitted via the Message Gateway Asynchronous forms: Submitted and acknowledged through Message Exchange
Pending	Asynchronous forms only : Submitted through Message Exchange but not yet acknowledged
Error	Submitted through Message Exchanged and rejected or error response was received
Error- Dealt-with	User has marked and form with “Error” status as “Dealt with” – Usually after form has been resubmitted

Helpdesk

1800 125 036

helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

www.healthlink.com.au

HealthLink*

HealthLink is part of Lanas, a global network of healthcare technology organisations operating across the United Kingdom, Ireland, New Zealand, Australia and India. Together, we work to deliver safer, more efficient and better-connected healthcare for everyone.