

HealthLink



User Guide

25.02.2026 MHP

HealthLink SmartForms for MyHealthLink Portal

Welcome to HealthLink SmartForms. The smartest way for health professionals to refer their patients to Grampians Health.

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 Grampians Health, Hospitals, Private Specialist, 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

Email: helpdesk@healthlink.net

Phone: 1800 125 036

Step 1:
Accessing HealthLink SmartForms (eReferrals)

Step 2:
Launching a new form

Step 3:
Completing the form

Step 4:
Previewing, Submitting and Parking

Step 5:
Accessing parked and auto-saved forms

Step 6:
Accessing submitted forms

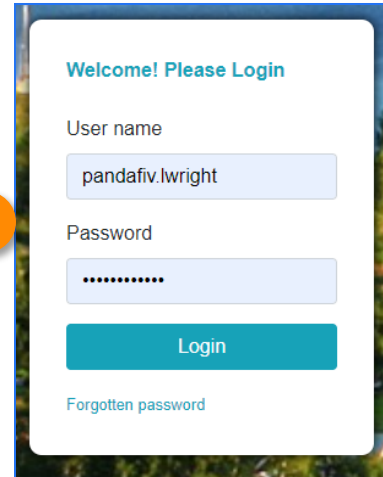
Step 7:
What happens after a referral has been made?

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.



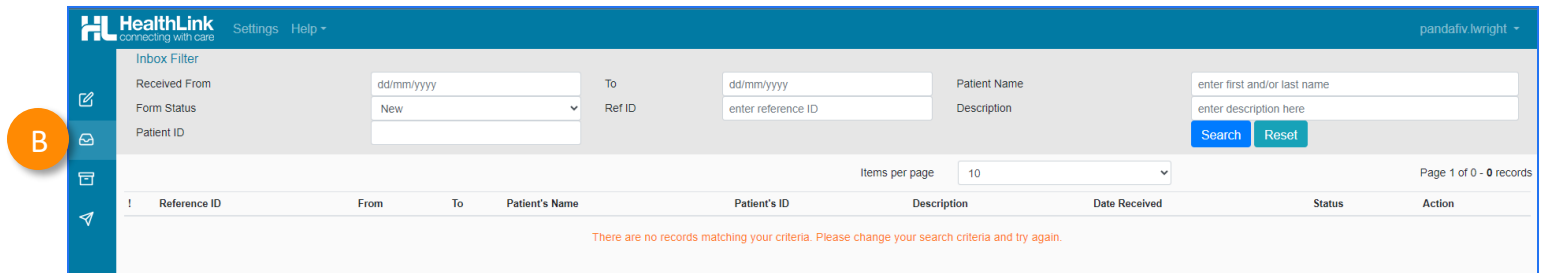
Welcome! Please Login

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 Setting

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 **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 shows the HealthLink PRO interface. At the top, there are links for 'Create', 'Update', and 'Support'. The main header is 'HealthLink | PRO'. Below this is a search bar for 'Search a Directory' with a button for 'Specialists+Referrals Refer to Private Specialist' and a button for 'HL HealthLink Direct'. The main content area is titled 'Referral Services' and contains a list of services. A search bar is present above the list. A callout box points to the 'Grampians Health' link in the list, containing the following text: '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.'

Below the referral services list, there is a section for 'Grampians Health' with a search bar and a 'Facility*' dropdown menu. A callout box points to the 'Continue' button in the top right corner of this section. The search results for 'Gastroenterology' are shown, with 'Gastroenterology' selected. A callout box points to the 'Gastroenterology' item in the search results.

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.

Grampians Health
General Medicine - Grampians Health Ballarat

Submit Preview Park Help

Requested Information General Medicine
Form has been auto-saved.

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
MICKEY HEATLEY
8003602345688835
17/12/1967

Referrer Information
Sam Entwistle
889843
No Different Regular GP

Referred To* Dr Edward Ritchie

Referral Date* 19/02/2026

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*
 Yes 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*

Grampians Health
General Medicine - Grampians Health Ballarat

Submit Preview Park Help

Requested Information General Medicine
Form has been auto-saved.

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
MICKEY HEATLEY
8003602345688835
17/12/1967

Referrer Information
Sam Entwistle
889843
No Different Regular GP

Patient Information
Date of birth* 17/12/1967

Medicare/DVA Eligible*
 Yes No

Medicare number* 6288253442
 Medicare expiry
 DVA number QX901226
 Pension number
 Private health fund name
 Patient membership number

Name* MICKEY Disney HEATLEY (Mmouse)

Gender* Female
 Patient's Indigenous status* Neither Aboriginal nor Torres Strait Islander origin

Gender Identity
 Country of Birth

Residential Address
 Please add only the following State or Territory codes, ACT, NSW, NT, QLD, SA, TAS, VIC, WA only in the State field
 95 Pitt Street, Apartment, Sydney, NSW, 2000

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**.



Name*
MICKEY

Patient Information 
8003602345688835
17/12/1967

Gender*
Female

Gender Identity
[Empty field]

Residential Address
Please add only the following State or Territory codes, ACT, NSW, NT, QLD, SA, TAS, VIC, WA only in the State field

Patient's Indigenous status*
Neither Aboriginal nor Torres Strait Islander origin

Country of Birth
[Empty field]

General Medicine

Patient's preferred contact method*
SMS

Attachments / Reports

Interpreter Required*
 Yes No


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

Medical, Social and Family History
Medical history specified

Patient Information
8003602345688835
17/12/1967

Referrer Information
889843
No Different Regular GP

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

Urgency* 
Routine: Greater than 30 days

Referral purpose*
Please select

Referral Details* [Browse for Consultation Notes](#)

Please indicate the presenting problem or working diagnosis

Urgency Information

High Priority
Referrals should be categorised as 'High Priority' if the patient has a condition that has the potential to deteriorate quickly with significant consequences for health and quality of life, if not managed promptly. An appointment should be scheduled within 30 calendar days of the referral being received and accepted for these patients.


Routine
Referrals should be categorised as 'Routine' if the patient's condition is unlikely to deteriorate quickly or have significant consequences for the person's health and quality of life, if specialist assessment is delayed beyond one month.

Ok


Step 3: Completing the form

Reason for referral

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



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


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

Medical, Social and Family History
Medical history specified


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.


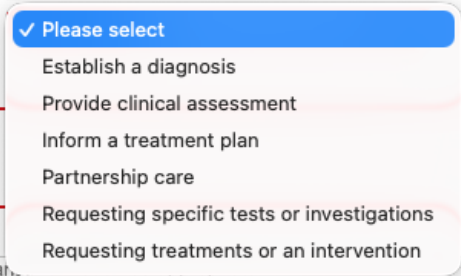
 Patient Consent*

Patient Information
8003602345688835
17/12/1967

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

Referrer Information
889843
No Different Regular GP

Urgency*  Routine: Greater than 30 days

Referral purpose*  

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

Referral Details*

Please indicate the presenting problem or working diagnosis

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

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.

The screenshot shows the 'Diagnostic Reports / Patient Documents' section of a form. On the left, there are tabs for 'Requested Information' (General Surgery), 'Attachments / Reports' (highlighted with callout F), 'Medications, Allergies, Alerts', and 'Medical, Social and Family History'. The main area contains instructions for attaching files and a table of existing attachments. Callout H points to the 'Browse for Patient Document' button, and callout J points to the 'Browse for Local File' button. The table lists three files:

<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	

Callout G points to the first checked row in the table.

The screenshot shows the 'Attach File' dialog box. It has a search bar with 'Date from' (08/01/2019) and 'Date to' (08/07/2021) fields. Below is a table of files to attach:


<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

Callout I points to the 'Date from' field.

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

✔ Form has been auto-saved.

Requested Information ▲
Gastroenterology

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

i 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 ⓘ

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	✕

Other Medications ⓘ [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	✕

Medical Warnings

<input type="checkbox"/>	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 ⓘ
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

Attachments / Reports

Medical Practitioner Information: Name, Full name

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.

Grampians Health
Gastroenterology - Grampians Health Ballarat

Submit Preview Park Help

Requested Information
General Surgery

Attachments / Reports

Medications, Allergies, Alerts

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

Print

Form sent on 20/02/2026 09:34 AEST

Gastroenterology - Grampians Health Ballarat

Grampians Health

Patient: Patient's name, 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: same as residential address

Referred by: Referrer, Millstone Family Practice, Prov. No. 889843, HPI-O 123456, HPI-I 8003611566681627, PH 03 9 358 0116, FAX 03 9 4433456

Referral date: 20/02/2026 12:19 NZDT


Clinical Referral Information

Referred To:	Dr Timothy Elliot
Referral Date:	20/02/2026
Referral Continuation:	New
Referral Period:	Indefinite
Patient's preferred contact method:	SMS

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

HL

Submit
Preview
Park
Help

✓

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

Requested Information ▲

Gastroenterology

Attachments / Reports

No reports selected
No files attached

Medications, Allergies, Alerts ▲

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

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*

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

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 shows the HealthLink interface. At the top, there is a header with the HealthLink logo and navigation links for Settings and Help. Below the header is a 'Parked Filter' section with input fields for 'Created From' (28/09/2023), 'To' (dd/mm/yyyy), 'Patient Name' (enter first and/or last name), 'Form Type', 'Ref ID' (enter reference ID), and 'Description' (enter description here). There are 'Search' and 'Reset' buttons. Below the filter is a table with columns: Reference ID, To, Patient's Name, Patient's ID, Description, Type, Date Updated, and Action. The table contains one row with Reference ID 'WSLH-20' and Description 'Gynaecology Clinics'. A callout box highlights the 'Parked (Drafts)' icon in the left-hand menu, with a tooltip that says 'Parked (Drafts) to view the record'. The 'Parked (Drafts)' menu item is also highlighted in the main table header.

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.

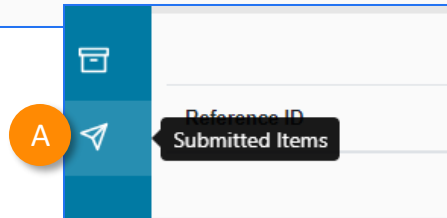
HealthLink connecting with care Settings Help pandafiv.lwright

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

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



HealthLink connecting with care Settings Help pandafiv.lwright

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 - 16 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?

Viewing incoming reports

The screenshot shows the HealthLink inbox interface. At the top, there are search filters for 'Received From', 'Form Status', 'Patient ID', 'To', 'Ref ID', 'Patient Name', and 'Description'. Below the filters is a table of messages. The message with subject '195-TSTMSG20..' is highlighted in bold. To the right of the table, there are icons for 'activity' and 'attachments'.

- 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 message. At the top, it says 'Received Message: 673*HealthLink Genie Test-673 from Dr Andrew Demo to Laura Wright'. Below this, there are fields for 'Patient ID', 'Patient Name', and 'Status'. A navigation bar contains buttons for 'Back To List', 'View Message', 'Record Activity', 'View Attachments (0)', 'Correspondence', and 'Print'. The main content area shows the message header, patient details, clinical summary, and the body of the referral letter.

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

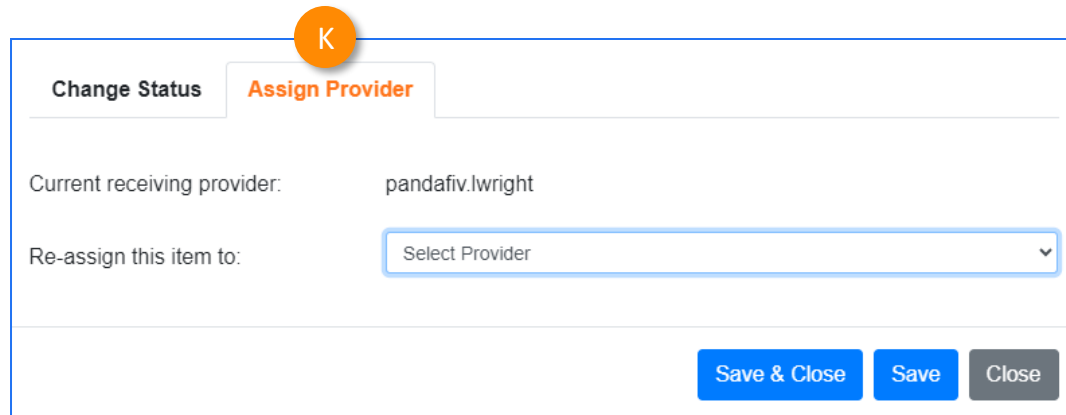
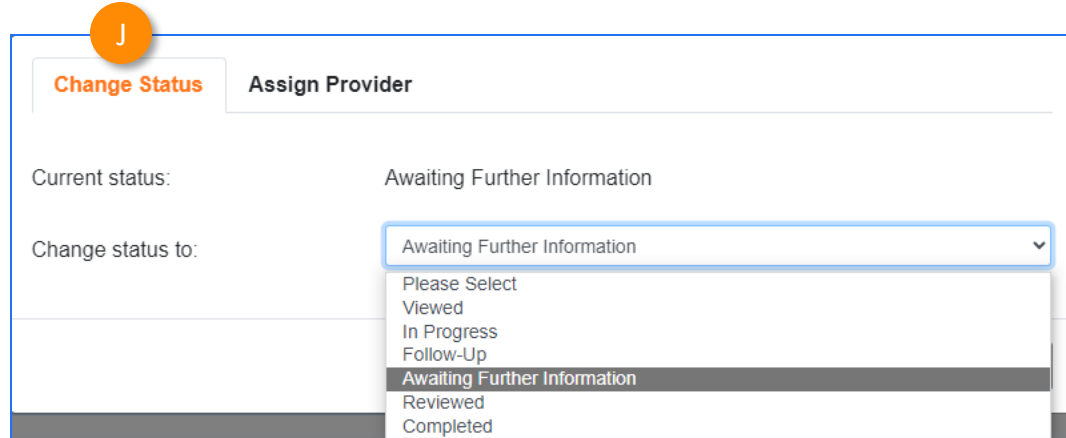
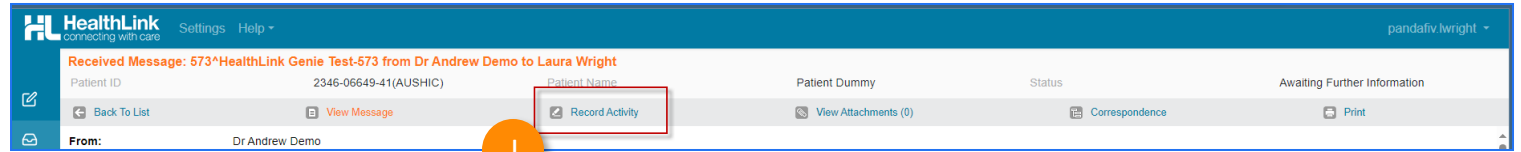
Viewing incoming reports (continued)

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.



Helpdesk

Phone: 1800 125 036

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Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

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