HealthLink

Return to WorkSA

User Guide

16.03.2026 BP

HealthLink SmartForms for Best Practice

Welcome to HealthLink SmartForms. The smartest way for health professionals to complete an electronic Work Capacity Certificate (eWCC) to certify capacity for injured workers in South Australia.

Best Practice
An evolution in medical software

Your practice must be running Best Practice Lava SP3 or above to access the HealthLink SmartForms.

Submitting an electronic Work Capacity Certificate (eWCC) from Best Practice

Using **HealthLink SmartForms**

SmartForms enable **Best Practice** users to easily refer and engage with all HealthLink SmartForm service providers including **ReturntoWorkSA.**

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.

The electronic Work Capacity Certificate (eWCC) is used by medical practitioners to certify capacity for injured workers in South Australia. It is a prescribed form and legally required. ReturntoWorkSA partnered with HeathLink in 2021 to create a native integration for Best Practice users.

HealthLink Technical Support

Email: helpdesk@healthlink.net

Phone: 1800 125 036 Option 1

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Minimum system requirements

A **To access the forms within your Best Practice software…**

You need to be running the correct browser, Best Practice version and have completed the HealthLink Client installation..

B **HealthLink Client Installation**

Browser	IE 11 update 2929437, Edge, Chrome, Firefox
Best Practice	Best Practice 1.9.0 and above
HealthLink	HealthLink Client Installation to enable HealthLink Forms Use

B

HealthLink Client Installation
Some practices may already have access to the HealthLink Forms Library – if so, no further installation or set up is required. You will be notified when the eWCC is available for use.

If practices do not already have access to the HealthLink Forms Library this will require set up. HealthLink will contact practices that have Best Practice version 1.9.0 and above to install the HealthLink Client and enable the HealthLink Forms library.

Once this set up is complete and the ReturntoWorkSA eWCC is available in the HealthLink Forms Library it is ready to use and send actual certificates to ReturntoWorkSA which are then automatically loaded into their live system.

If the HealthLink forms library is not available in your practice or available for a particular doctor – please contact the support team on the contact details below.

Tech Support:

Phone: 1800 125 036 Option 1

Email: helpdesk@healthlink.net

Step 1:

Accessing HealthLink SmartForms

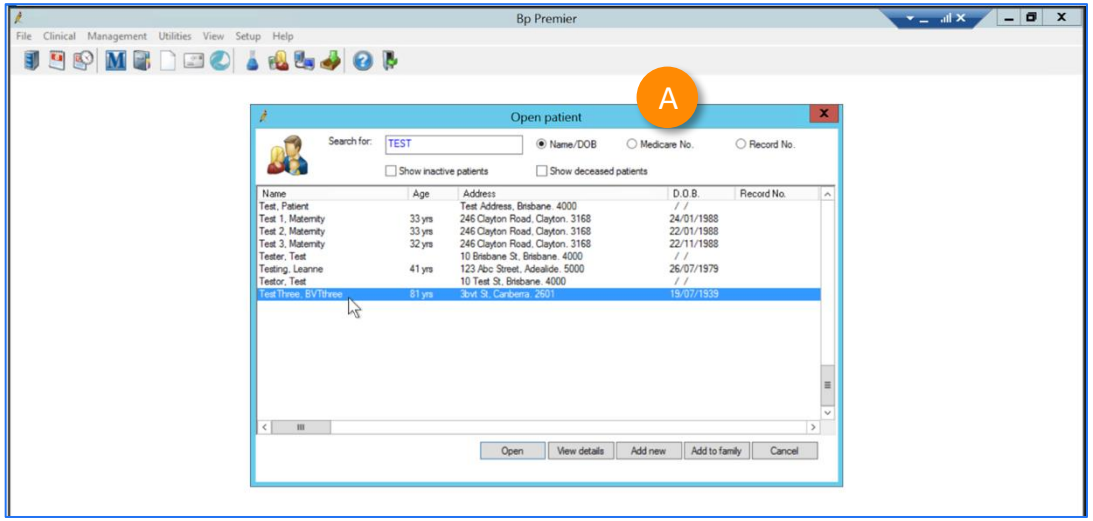
There are two ways to access the forms within your Best Practice software…

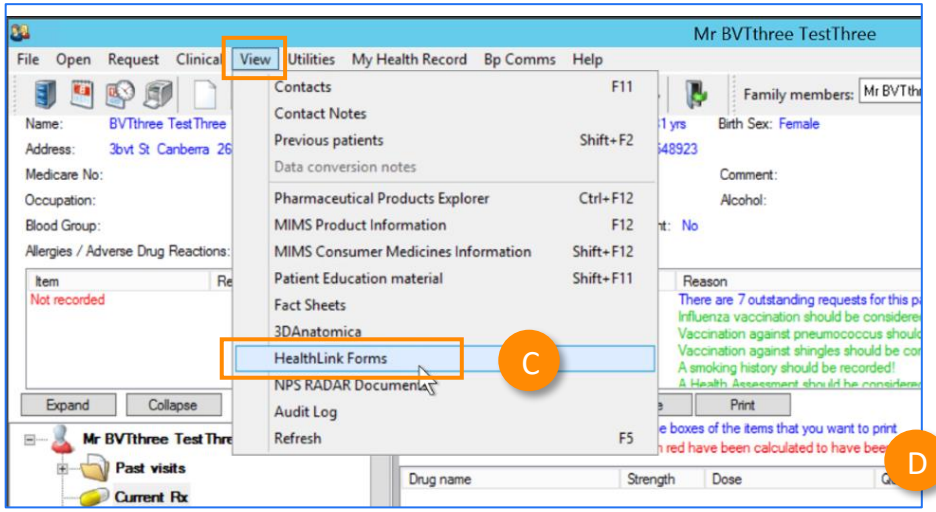
A **Option 1.Via the View Tab:** first, search for the patient and open their electronic medical record.

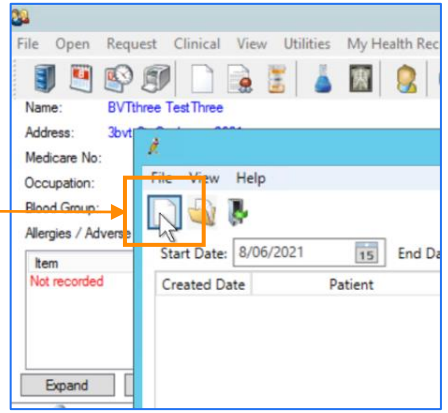
B Click **View** from the menu.

C Select **HealthLink Forms.**

D And then click the **New Form** button to launch the **HealthLink home page.**







Step 1:

Accessing HealthLink SmartForms

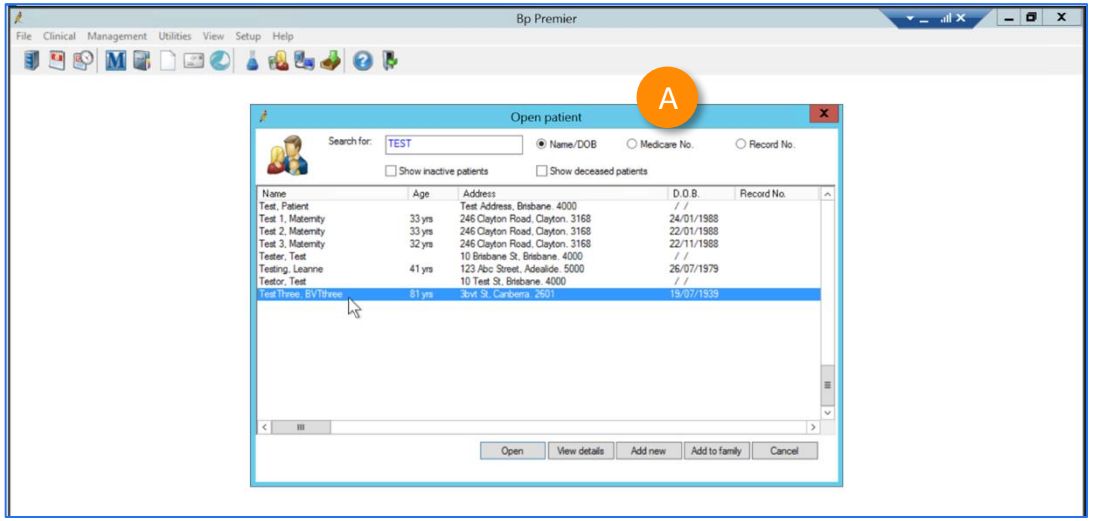
Or

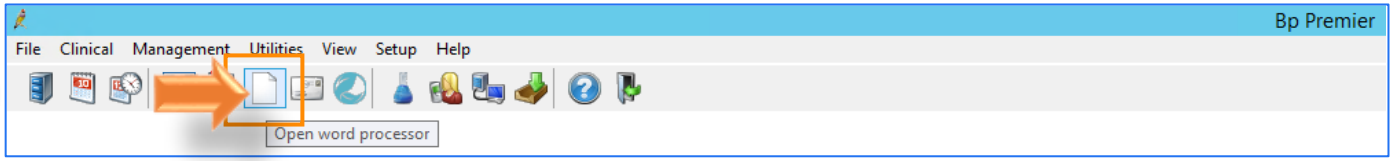
A **Option 2. Via the Open Word Processor (New Letter) Icon:** first, search for the patient and open their electronic medical record.

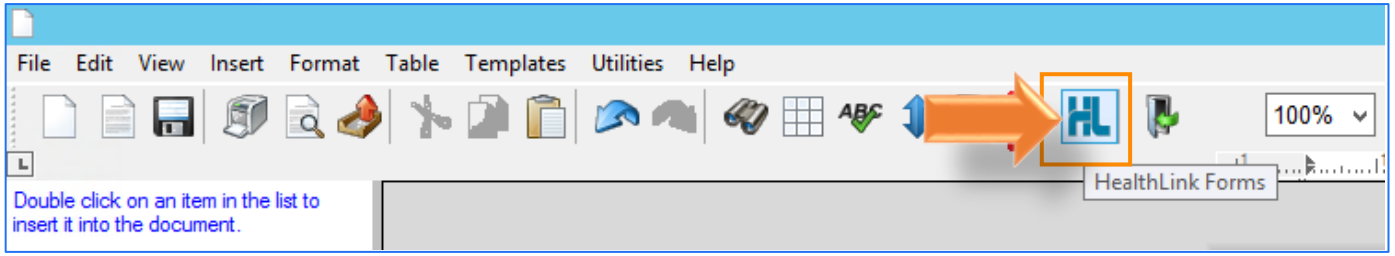
B Select the **Open Word Processor (New Letter) Icon.**

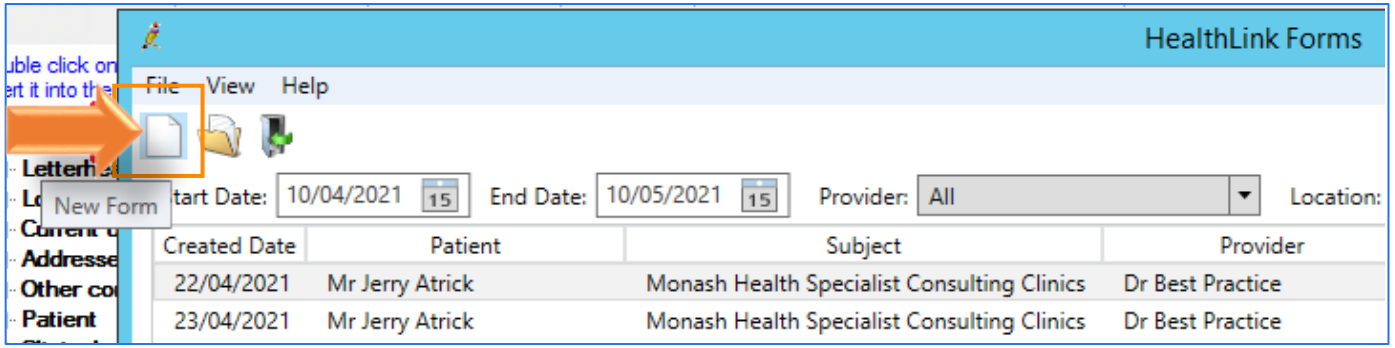
C In the toolbar, select **HealthLink Forms** icon.

D And then click the **New Form** button to launch the **HealthLink home page.**









Step 2:

Launching a new form

Now you're on the HealthLink home page…

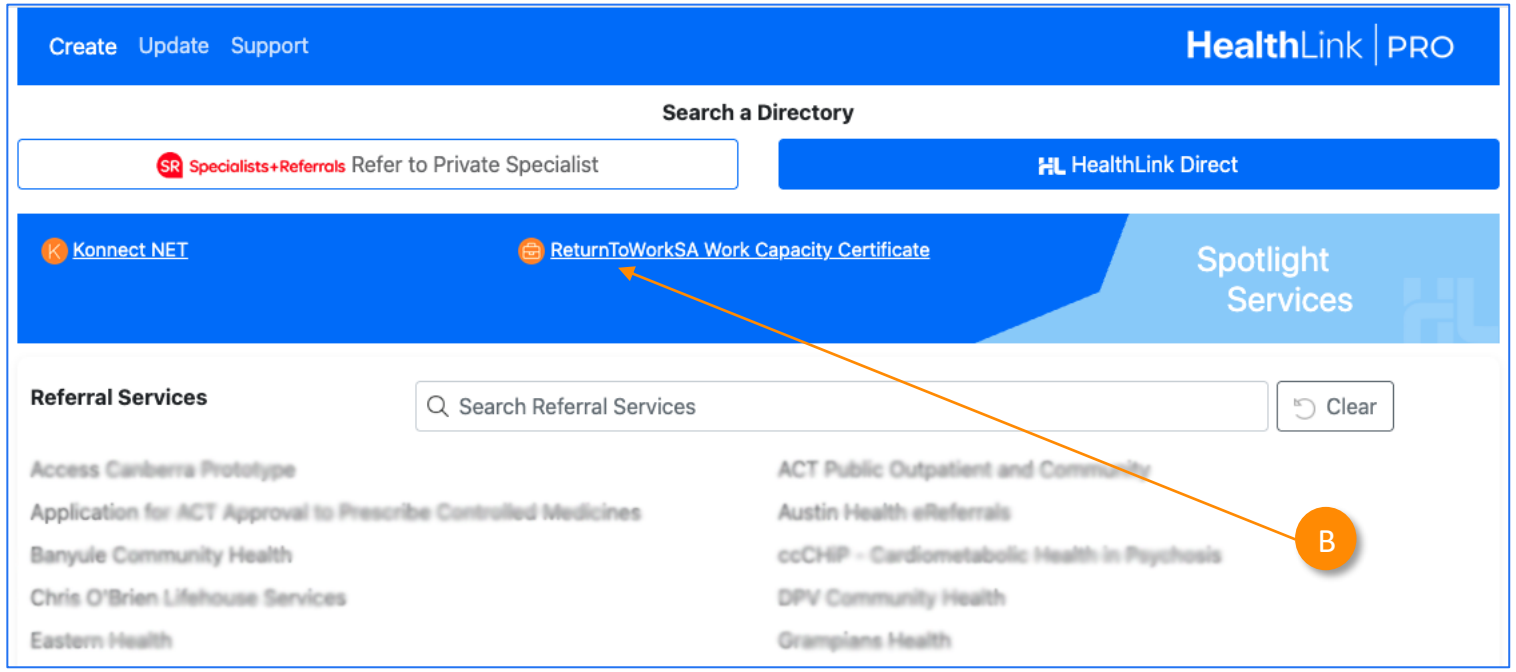
A Here you'll find a list of available services to refer patients.

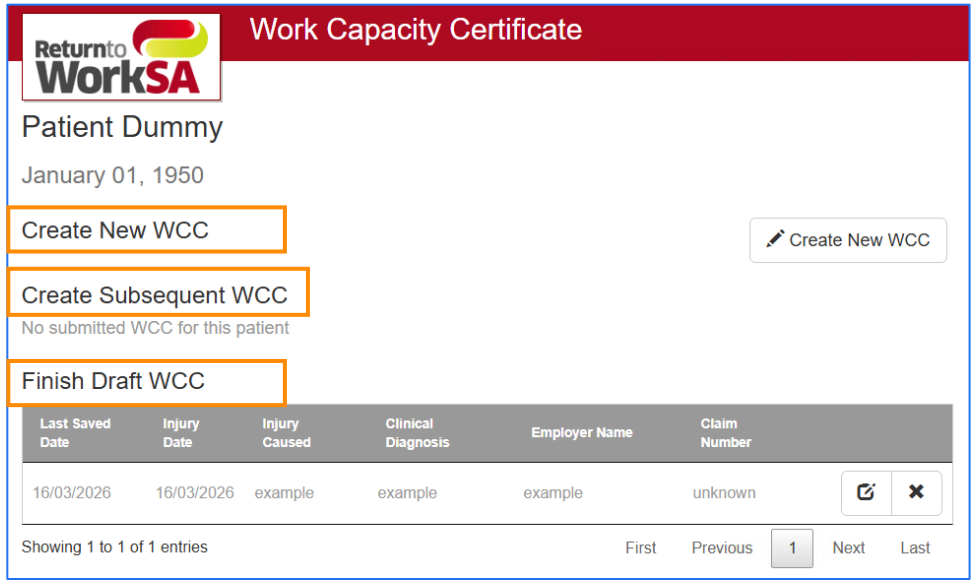
B Within the **Spotlight Services** section, click on the link named **ReturntoWorkSA Work Capacity Certificate**.

C **Medical Practitioners will now have the option of:**

- Create a New WCC
- Create Subsequent WCC
- Finish Draft WCC

These options are dependent on what has previously been completed for the patient. (See further details on this functionality in Section 5 New Functionality).





Step 3:

Completing the form

Now you've loaded the form to complete and submit.

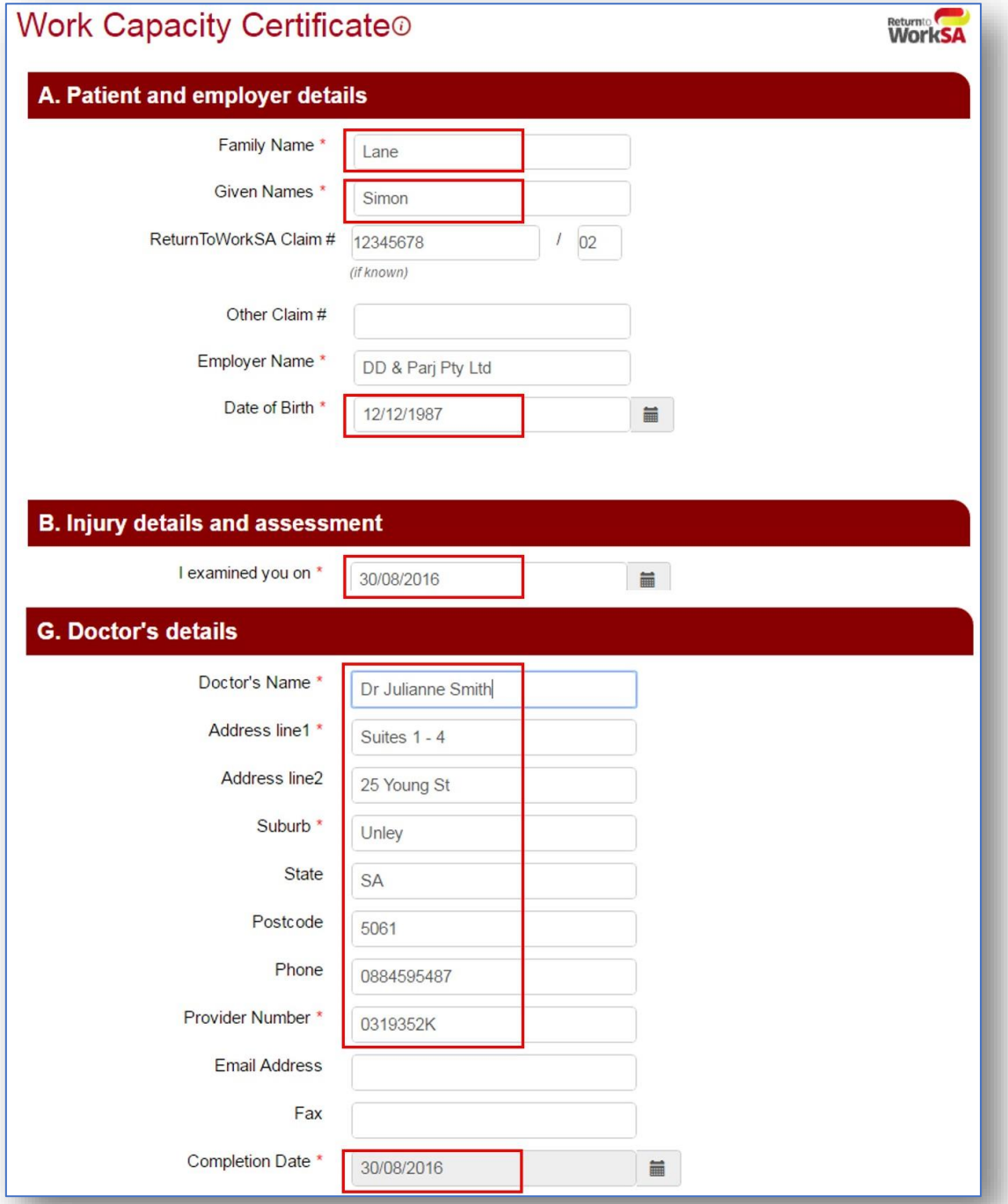
A

The form will load and prepopulate the required fields. Highlighted below for sections A. B. & G. of the form.

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 4:

Saving a draft and reviewing previously submitted forms

Saving a draft

A

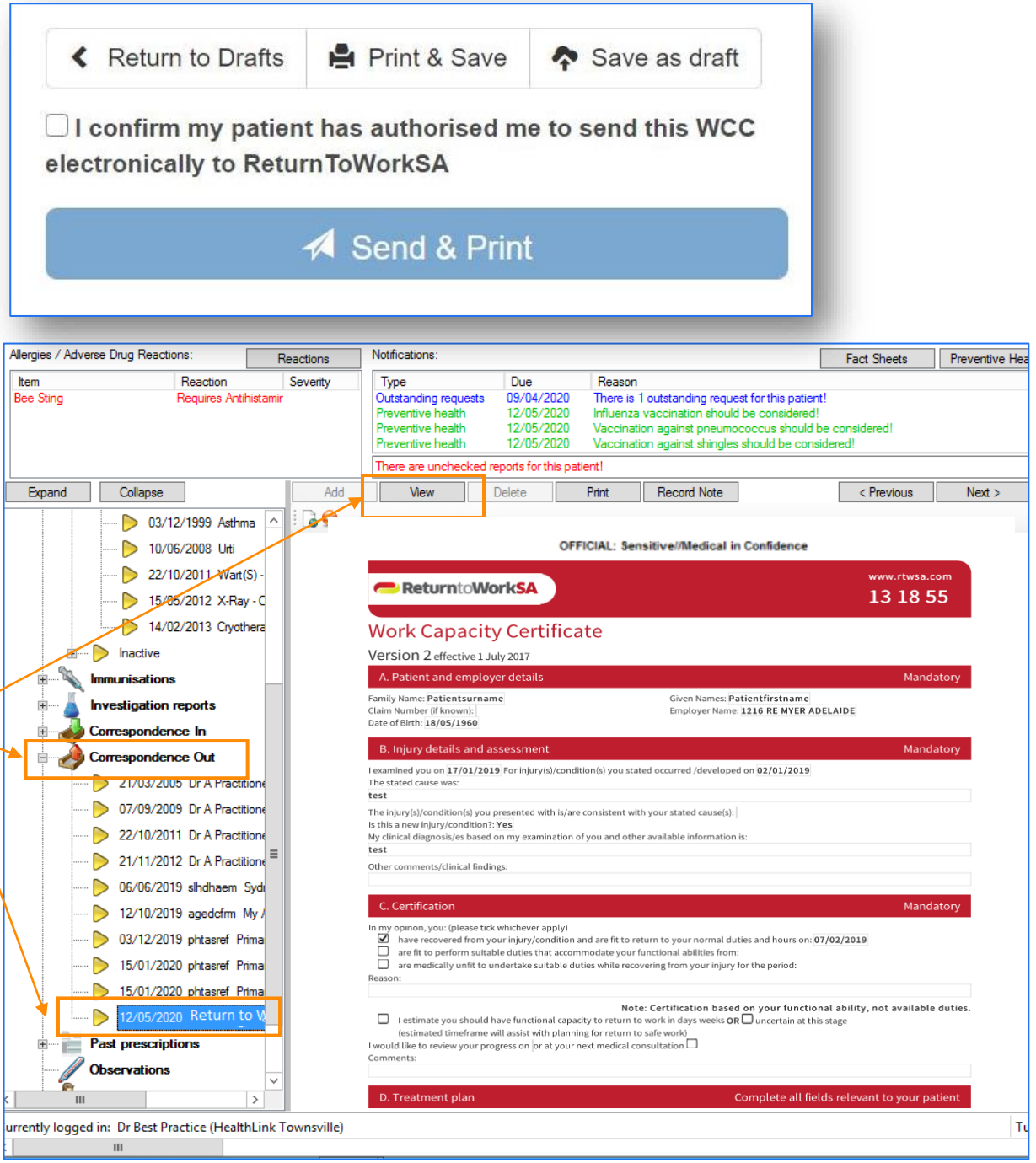
Forms can be completed and saved as a draft, saved and printed without sending, or sent and printed. Authorisation from the patient is required prior to sending electronically to ReturntoWorkSA.

Reviewing a previously submitted form

B

An alternate way to view previously submitted forms, open the patient record, select “Correspondence Out” and choose the eWCC.

Click on “View” to see the full form.



Step 5:

New functionality

Medical Practitioners can retrieve certificates that have either been saved as a draft or previously saved and submitted.

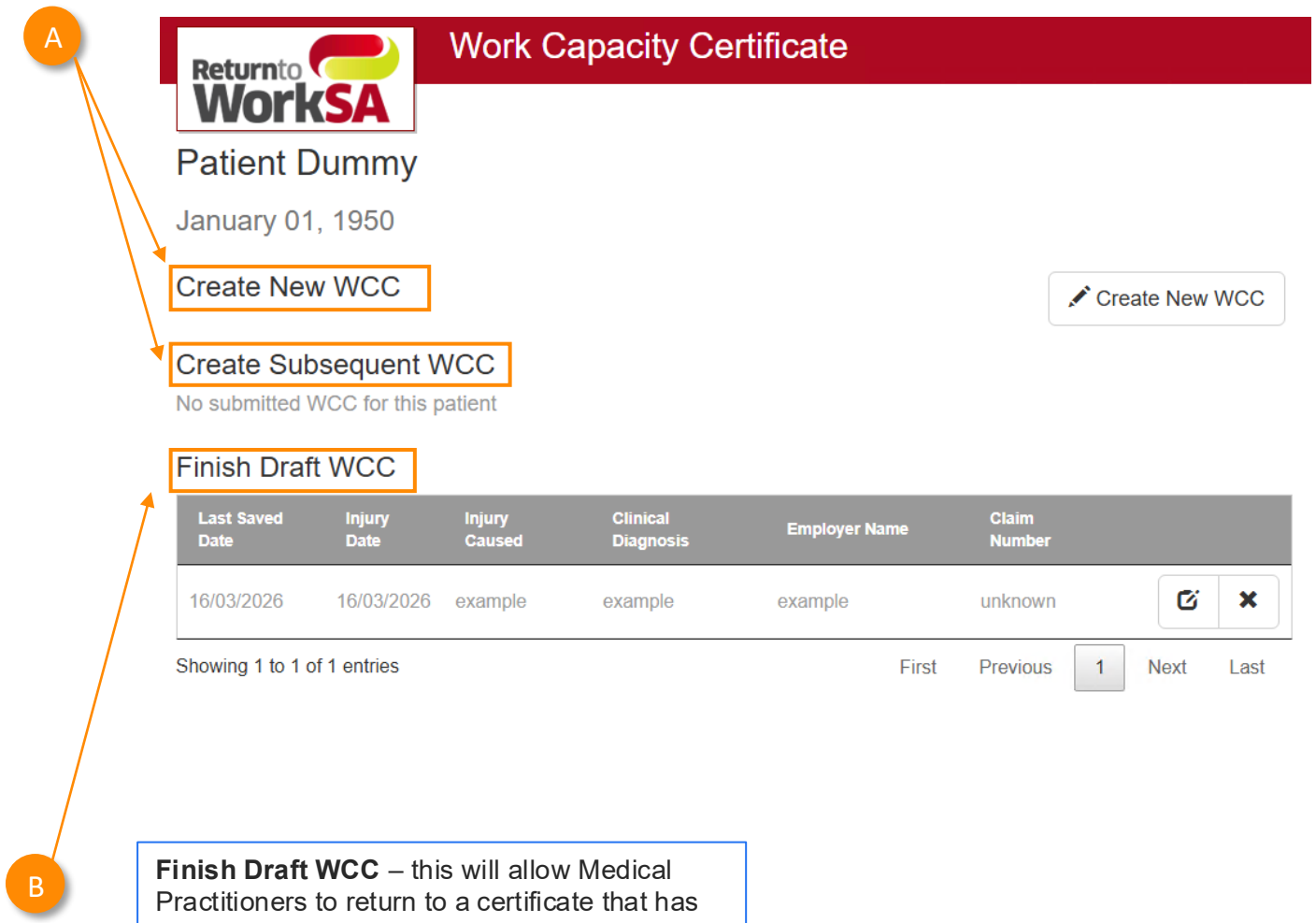
When users open the HealthLink forms library and select ReturntoWorkSA form – they will be presented with a table that lists the forms for that patient that are either in draft or saved and submitted state.

A

Medical Practitioners will have the option to:
- **Create New WCC** – this will launch a new WCC form with only the required prepopulated fields.
- **Create Subsequent WCC** – below this heading will be a table that lists all of that patients previous WCC certificates with the following details in the table:

- Submission Date
- Injury Date
- Injury Caused
- Clinical Diagnosis
- Employer Name
- Claim Number

Medical Practitioners will be able to select one of these certificates to clone and resubmit as a new certificate.



Step 6:

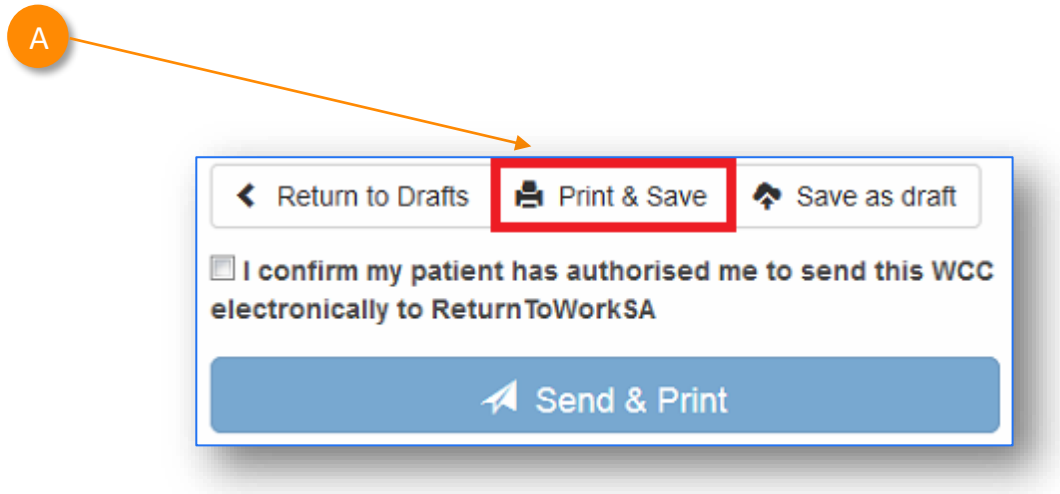
How to test without sending a certificate to ReturntoWorkSA

A

Once access is available to the HealthLink Forms Library, the electronic Work Capacity Certificate (eWCC) is ready to send actual certificates to ReturntoWorkSA and these are automatically loaded into their live system. Consequently, it is important that you **DO NOT SEND** a 'test' certificate if you wish to test.

If you want to test that the eWCC solution is working correctly, select a test patient record in your practice management software and run through the steps above -, completing required fields in the eWCC. At this point you can finalize testing by clicking the **PRINT & SAVE** button.

This will display a PDF copy of the form and place a copy of the PDF form into the incoming message section of your clinical application to be filed against the patient record. If all completes as expected, then you can be confident that your system is setup correctly when you need to send through the first real patient data.



Step 7:

Where to find your copy of the eWCC form in your clinical application.

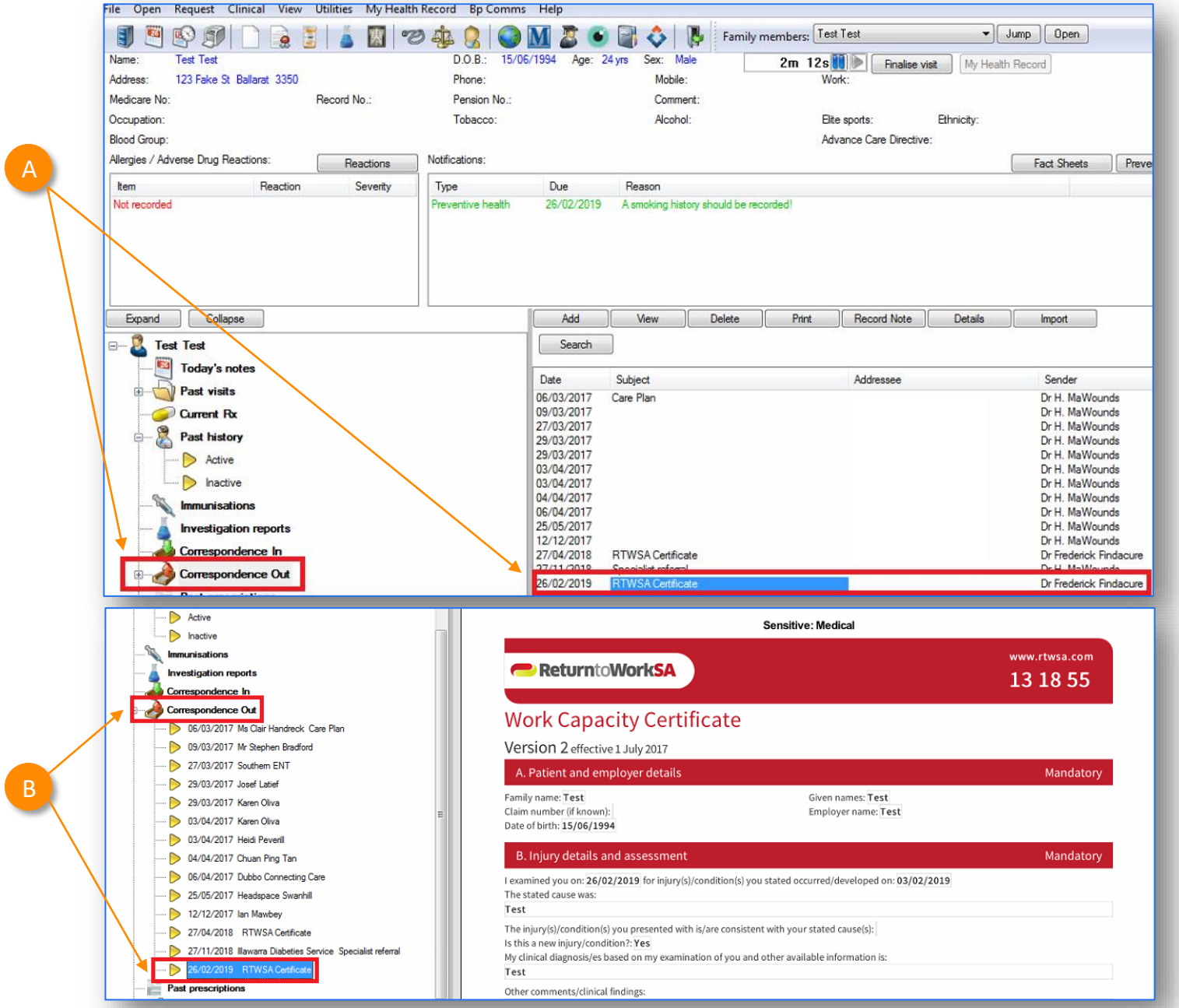
Once the form has been sent or printed a PDF copy of this form is sent to the incoming messages section of the clinical applications listed below.

A

1. After an eWCC is sent the saved copy will automatically appear in the Correspondence Out section of the specific patient file after the patient file is closed and re-opened.
2. **Double Click** the **RTWSA Certificate** in the list of correspondence.

B

3. Alternatively expand the **Correspondence Out** selection and select the **RTWSA Certificate**.



Technical Support

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 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.