

## User Guide

29.04.2026 MT

# HealthLink SmartForms for Medtech Artia

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.



Your practice must be running Medtech Evolution 10.4.4 or above or Medtech Artia 1.0.0 and above to access HealthLink SmartForms.

# Submitting eReferrals from Medtech Evolution and Artia

## Using HealthLink SmartForms

SmartForms enable **Medtech Evolution and Artia** 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.

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### HealthLink Technical Support

Email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

Phone: 1800 125 036 Option 1

Step 1:

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

# Minimum system requirements

A

## To access the forms within your Medtech software...

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

B

## HealthLink Client Installation

A

|            |                                                                   |
|------------|-------------------------------------------------------------------|
| Browser    | IE 11 update 2929437, Edge, Chrome, Firefox                       |
| Medtech    | Medtech Evolution 10.4 and above<br>Medtech Artia 1.0.0 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](mailto:helpdesk@healthlink.net)

## Step 1: Accessing HealthLink SmartForms (eReferrals)

To access the forms within your  
Medtech software...

- A First, search for the patient and open their electronic medical record.
- B Then from the menu click **Module**
- C **Advanced Forms > New Form**
- D Then under the **HealthLink Forms** folder select **Aduro Forms**
- E Click **OK**.

The first screenshot shows the 'Patient' menu with options: Search (F2), Family (Shift+F2), Close active patient, and Open last active patient. An arrow points from the 'Search' option to the 'Search Patient/Company' dialog box.

The 'Search Patient/Company' dialog box has a 'Quick' tab and an 'Advanced' tab. The 'Name/Pat No/Medicare No' field contains 'TEST'. There are 'Search' and 'Swipe Card' buttons. Below the search fields are checkboxes for 'Patients Only', 'A/c Holders Only', 'Companies Only', and 'Include Inactive'. A table below shows search results:

| Name              | Address          | Prov | Age   | DOB         | A/c | Balance |
|-------------------|------------------|------|-------|-------------|-----|---------|
| TEST Medtech      |                  | ADM  | R 64y | 23 Jan 1959 | P   |         |
| TEST Tester (152) | 2345 Test Street | TESP | R 4y  | 3 Sep 2019  | P   | 45.00   |

Patient record open.

The patient record is open for patient (157). The patient's name is '1 Testing Street, WOONUNA'. The patient's details are: R 2428 77813 2, May 26, TESP, P, Aboriginal but not Torres Strait. The patient's date of birth is 30 Jan 1981, 42 yrs, Male, Indian, 0.00.

The second screenshot shows the 'Module' menu with options: Accounts, Advanced Forms, Alerts, Appointments, Clinical, Extended Primary Care, Medical Device Interface, Medical Calculator (Ctrl+Alt+C), Immunisations (F4), AIR Submissions, AIR Individual Details, Inbox, Labels, Outbox, Patient Register (F3), Status Screen, Recall/Screening, Task Manager, Send SMS (Ctrl+Alt+S), Provider Dashboard (Shift+Ctrl+V), and Theatre List. An arrow points from the 'Advanced Forms' option to the 'New Patient Form' dialog box.

The 'New Patient Form' dialog box has a title bar 'New Patient Form' and a close button. The main area says 'Select the form type to create for this patient :-'. There are four folders: 'Common Forms', 'My Forms', 'Manage My Health', and 'Corporate Health Group'. Under 'HealthLink Forms' is a folder named 'Aduro Forms'. At the bottom are 'OK' and 'Cancel' buttons.

## 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).

The screenshot shows the HealthLink software interface. At the top, there's a menu bar with options like File, Edit, Patient, Module, Report, Tools, Utilities, Setup, ManageMyHealth, My Health Record, Window, and Help. Below the menu bar, a patient profile is displayed for 'TEST Patient (153)' with details like '384 Stanlake Street, ABBOTSFORD, NSW 2046', 'R 0000 00000 0', 'Oct 25', '26 Mar 1992 34 yrs', 'Male', and '30.00'. The main area is titled 'Aduro Forms (HealthLink Forms)' and contains a 'Web' section with 'Create' and 'Support' links. A 'Search a Directory' box is present, followed by a 'Spotlight Services' section. An orange arrow labeled 'B' points to the 'ReturntoWorkSA Work Capacity Certificate' link in the Spotlight Services section. Below this, there's a 'Referral Services' section with a search bar and a list of services including 'Chris O'Brien Lifehouse Services', 'My Aged Care Referral', 'Hearing Australia Medical Certificate', and 'Sydney LHD Aged Care, Allied Health and Community services'. An orange arrow labeled 'A' points to the 'ReturntoWorkSA Work Capacity Certificate' link. Below the 'Referral Services' section, there's a 'Work Capacity Certificate' section with a red header. It contains the 'ReturntoWorkSA' logo and the text 'PATIENT TEST' and 'March 26, 1992'. Below this, there are three buttons: 'Create New WCC' (highlighted with an orange box and labeled 'C'), 'Create Subsequent WCC' (highlighted with an orange box), and 'Create New WCC' (with a pencil icon). Below these buttons is a table with columns: 'Submission Date', 'Injury Date', 'Injury Caused', 'Clinical Diagnosis', 'Employer Name', and 'Claim Number'. The table has one row with data: '22/04/2026', '13/04/2...', 'test', 'test', 'test', and 'unknown'. Below the table, there's a 'Create Subsequent WCC' button. At the bottom, there's a 'Finish Draft WCC' button (highlighted with an orange box) and the text 'No drafts for this patient'. Navigation controls at the bottom show 'Showing 1 to 1 of 1 entries' and buttons for 'First', 'Previous', '1', 'Next', and 'Last'.

## 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.

A

B

### Work Capacity Certificate<sup>①</sup>



#### A. Patient and employer details

|                        |                                                    |                                 |
|------------------------|----------------------------------------------------|---------------------------------|
| Family Name *          | <input type="text" value="Lane"/>                  | <input type="text"/>            |
| Given Names *          | <input type="text" value="Simon"/>                 | <input type="text"/>            |
| ReturnToWorkSA Claim # | <input type="text" value="12345678"/>              | <input type="text" value="02"/> |
|                        | <small>(if known)</small>                          |                                 |
| Other Claim #          | <input type="text"/>                               |                                 |
| Employer Name *        | <input type="text" value="DD &amp; Parj Pty Ltd"/> |                                 |
| Date of Birth *        | <input type="text" value="12/12/1987"/>            | <input type="text"/>            |

#### B. Injury details and assessment

|                     |                                         |                      |
|---------------------|-----------------------------------------|----------------------|
| I examined you on * | <input type="text" value="30/08/2016"/> | <input type="text"/> |
|---------------------|-----------------------------------------|----------------------|

#### G. Doctor's details

|                   |                                                |                      |
|-------------------|------------------------------------------------|----------------------|
| Doctor's Name *   | <input type="text" value="Dr Julianne Smith"/> | <input type="text"/> |
| Address line1 *   | <input type="text" value="Suites 1 - 4"/>      | <input type="text"/> |
| Address line2     | <input type="text" value="25 Young St"/>       | <input type="text"/> |
| Suburb *          | <input type="text" value="Unley"/>             | <input type="text"/> |
| State             | <input type="text" value="SA"/>                | <input type="text"/> |
| Postcode          | <input type="text" value="5061"/>              | <input type="text"/> |
| Phone             | <input type="text" value="0884595487"/>        | <input type="text"/> |
| Provider Number * | <input type="text" value="0319352K"/>          | <input type="text"/> |
| Email Address     | <input type="text"/>                           |                      |
| Fax               | <input type="text"/>                           |                      |
| Completion Date * | <input type="text" value="30/08/2016"/>        | <input type="text"/> |

#### 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

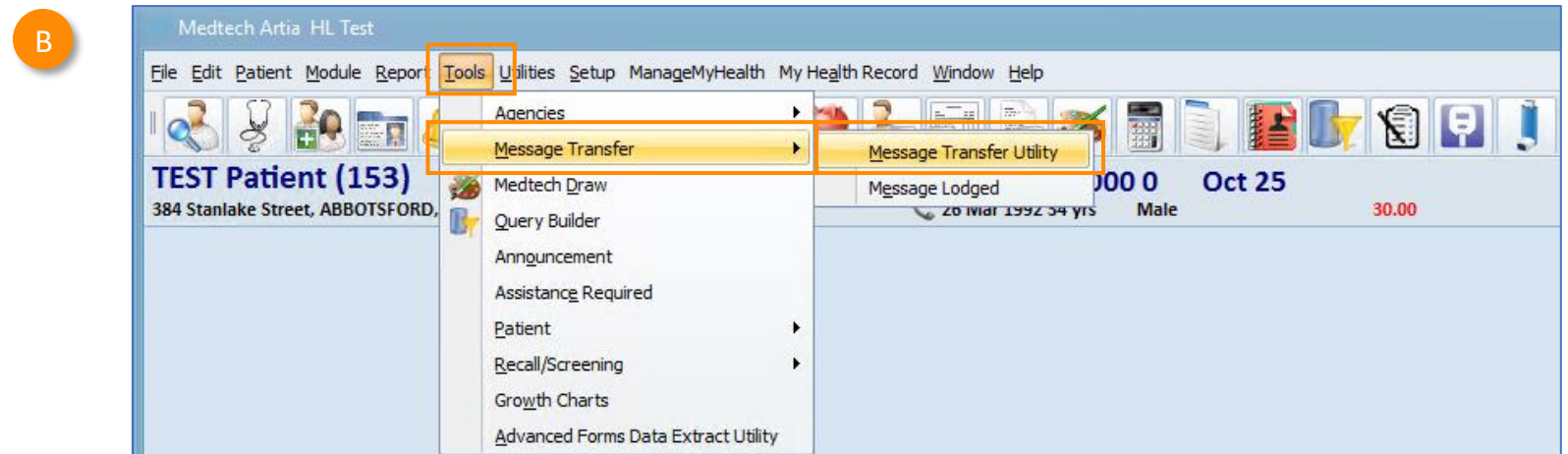
- B** To view a completed form select Tools – Message transfer – Message Transfer Utility.

**A**

Return to Drafts   Print & Save   Save as draft

☐ I confirm my patient has authorised me to send this WCC electronically to ReturnToWorkSA

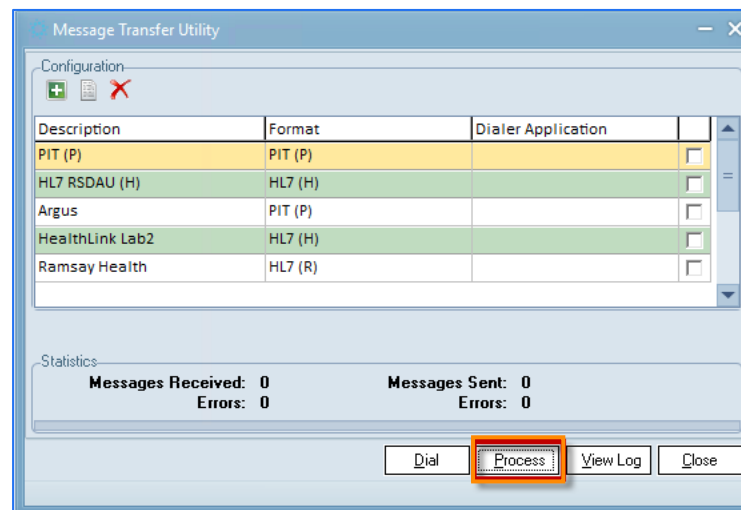
Send & Print



## Step 4: Saving a draft and reviewing previously submitted forms

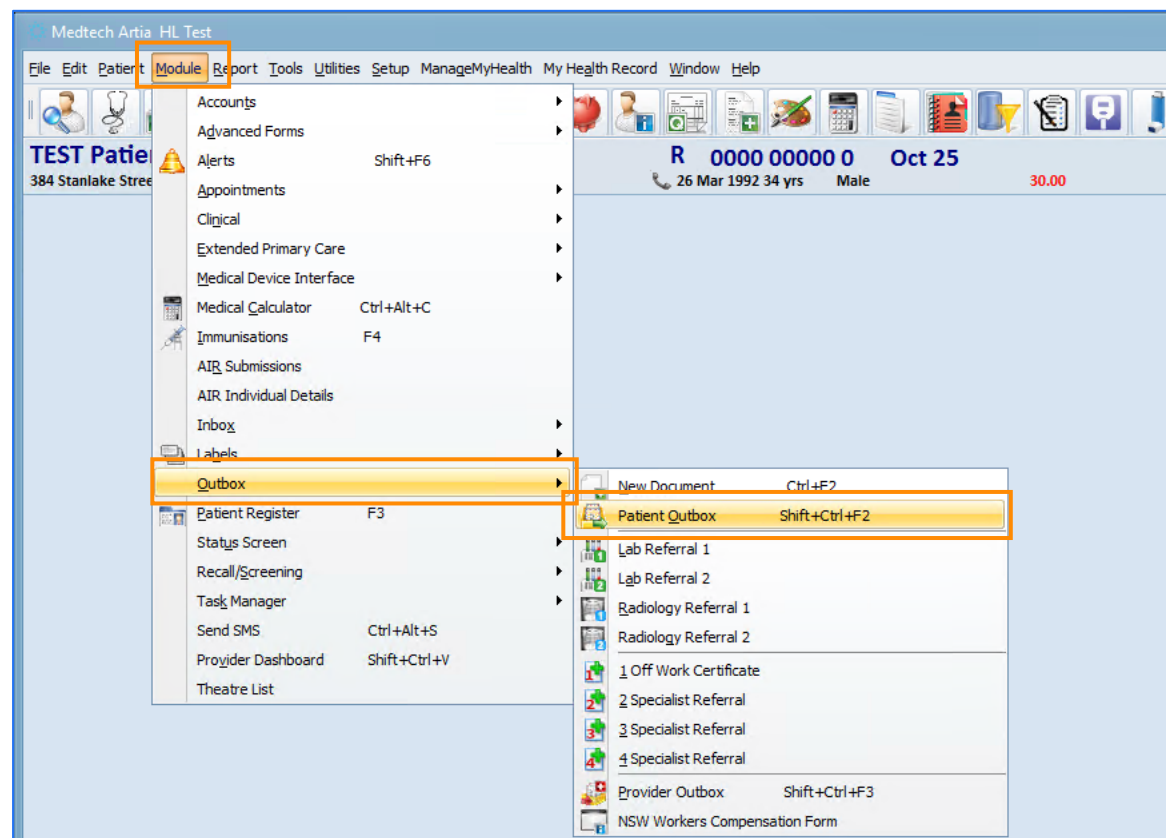
### Reviewing a previously submitted form

C Select Process.



D Once the message transfer is complete  
Select from the menu Module – Outbox –  
Patient Outbox.

Patient outbox will display the records in the  
outbox. Double click to open record.





#### Step 4:

## Saving a draft and reviewing previously submitted forms

### Reviewing a previously submitted form

- E** Patient outbox will display the records in the outbox. Double click to open record.

**E**

The screenshot shows the Medtech Artia HL Test software interface. The main window displays patient information for 'TEST Patient (153)' with address '384 Stanlake Street, ABBOTSFORD, NSW 2046'. The patient's date of birth is '26 Mar 1992', age is '34 yrs', gender is 'Male', and a fee of '30.00' is listed. The 'Patient Outbox' window is open, showing a table of records. The table has columns: 'Task', 'Date', 'Document', 'Subject', 'Folder', 'Prov', 'To', 'Exam No', and 'Status'. One record is visible, dated '22 Apr 2026', with document 'ADURO' and subject 'RTWSA Health eWCC'. The record is highlighted with an orange border, and a double-click action is indicated by a small icon in the 'Task' column.

| Task | Date        | Document | Subject           | Folder | Prov | To | Exam No | Status |
|------|-------------|----------|-------------------|--------|------|----|---------|--------|
|      | 22 Apr 2026 | ADURO    | RTWSA Health eWCC | N/A    | ADM  |    |         |        |

## 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.

**ReturntoWorkSA** Work Capacity Certificate

**PATIENT TEST**  
March 26, 1992

**Create New WCC** **Create Subsequent WCC**

| Submission Date | Injury Date | Injury Caused | Clinical Diagnosis | Employer Name | Claim Number |
|-----------------|-------------|---------------|--------------------|---------------|--------------|
| 22/04/2026      | 13/04/2...  | test          | test               | test          | unknown      |

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

**Finish Draft WCC**  
No drafts for this patient

B

**Finish Draft WCC** – this will allow Medical Practitioners to return to a certificate that has not been completed or submitted to complete.

## Step 6:

# How to test without sending a certificate to ReturntoWorkSA

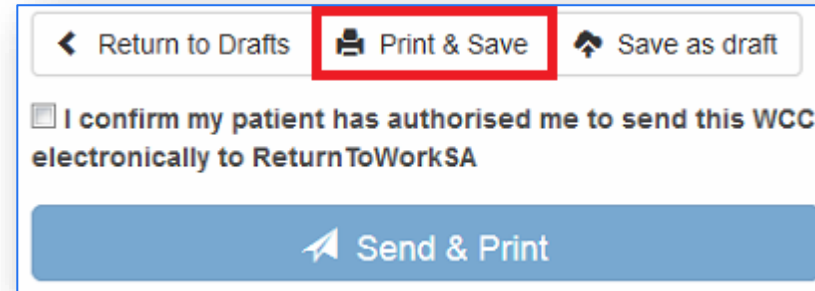
A

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.

A



Return to Drafts **Print & Save** Save as draft

☐ I confirm my patient has authorised me to send this WCC electronically to ReturnToWorkSA

Send & Print

## Step 7:

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

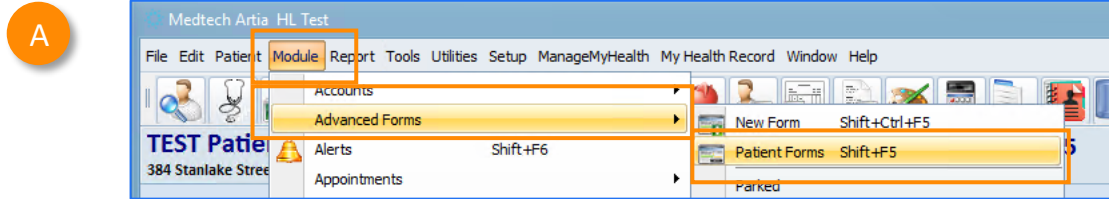
Once the form has been sent or printed a PDF copy of this form is sent to the incoming messages section of the clinical applications listed below.

A

Select form Module> Advanced Forms menu – click on Patient Forms.

B

Patient submitted will be listed in Patient Advanced Forms



B

Patient Advanced Forms

Actions

| Date        | Form Name         | Prov | Parked | Status    |
|-------------|-------------------|------|--------|-----------|
| 22 Apr 2026 | RTWSA Health eWCC | ADM  |        | Submitted |

## Helpdesk

Phone: 1800 125 036

Email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

[www.healthlink.com.au](http://www.healthlink.com.au)

# HealthLink<sup>\*</sup>

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.