

User Guide

29.04.2026 ZM

HealthLink SmartForms for Zedmed

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 Zedmed v35 or above to access the HealthLink SmartForms.

Submitting an electronic Work Capacity Certificate (eWCC) from Zedmed

Using HealthLink SmartForms

SmartForms enable **Zedmed** 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.

HealthLink Technical Support

Email: helpdesk@healthlink.net

Phone: 1800 125 036 Option 1

Step 1:

**Minimum System Requirements and
Accessing HealthLink SmartForms**

Step 2:

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Step 3:

Completing the form

Step 4:

**Saving a draft and reviewing previously
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Step 6:

**How to test without sending a certificate to
ReturntoWorkSA**

Step 7:

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

Minimum system requirements

A

To access the forms within your Zedmed software...

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

B

HealthLink Client Installation

A

Browser	IE 11 update 2929437, Edge, Chrome, Firefox
Zedmed	Zedmed version 35 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 (eReferrals)

To access the forms within your
Zedmed software...

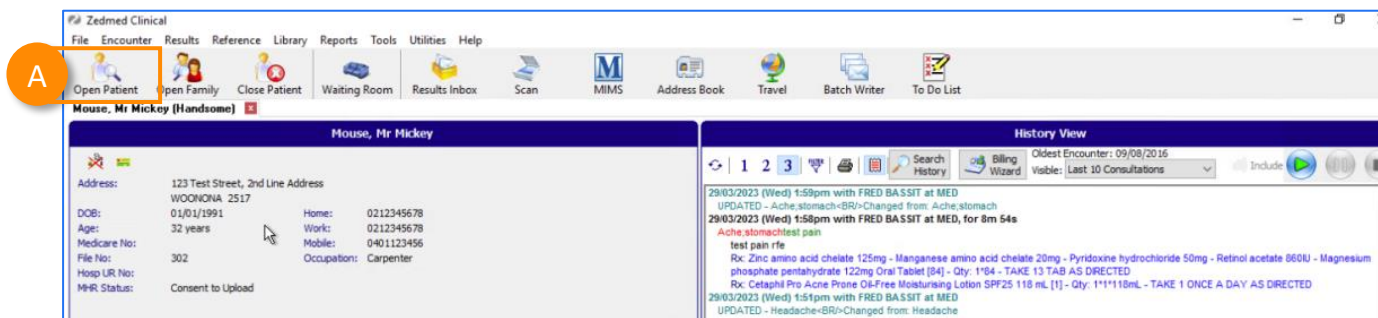
A First, search for the patient and open their
electronic medical record.
(Hotkey: F4)

Once the patient's file is open, there are
several ways to launch the HealthLink
forms page.

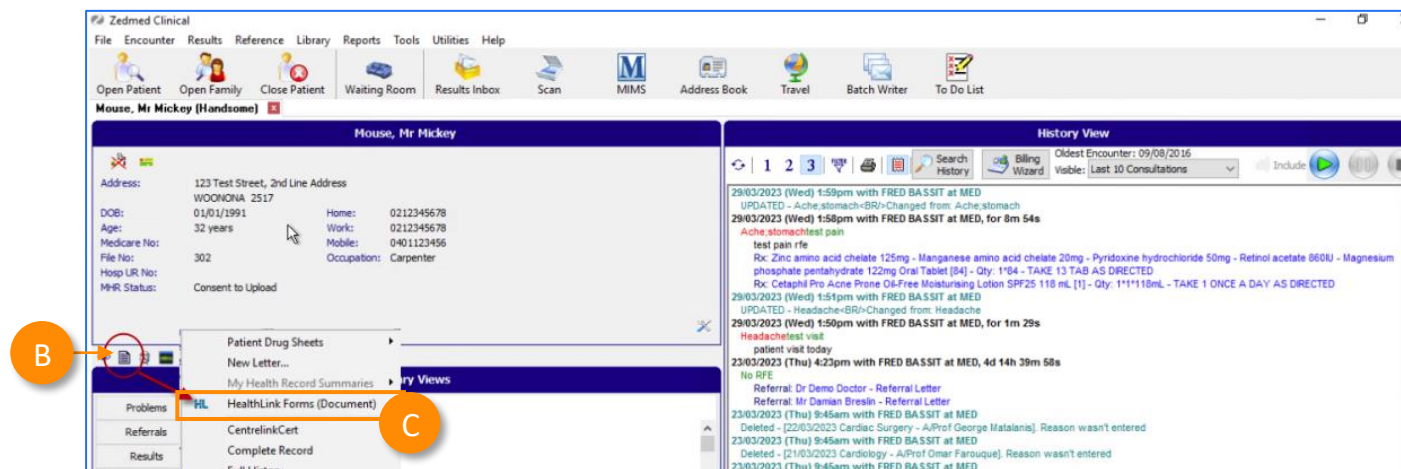
B One way is to click the **Quick Documents**
icon

C and select **HealthLink Forms (Document)**
from the pop-up menu.

Alternatives methods on the following page...



Method 1:



Step 1:

Accessing HealthLink SmartForms (eReferrals)

Alternatively, when you've opened the patient's medical record...

- D** Choose **Start Encounter**
- E** Then click the **HealthLink (HL)** icon
- Or
- F** Choose **Referral Icon** and
- G** Then click on the **Healthlink Forms (Referral)** Referral Module

Start Encounter

The first screenshot shows the 'Zedmed Clinical' application window with the 'Mouse, Mr Mickey' patient record open. The 'History View' tab is active, showing a list of encounters. A red circle labeled 'D' highlights the 'Start Encounter' button (a green play icon) in the top right corner of the history view.

The second screenshot shows the 'Current Encounter' window for 'Mouse, Mr Mickey'. A red circle labeled 'E' highlights the 'HealthLink (HL)' icon in the top right corner of the encounter toolbar.

The third screenshot shows the 'Current Encounter' window with the 'Referral' icon (a green play icon) highlighted in a red circle labeled 'F'. Below this, a 'Today's referrals' dialog box is open, showing a list of referrals. A red circle labeled 'G' highlights the 'HL HealthLink Forms (Referral)' button at the bottom of the dialog box.

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).

Create Update Support

HealthLink | PRO

Search a Directory

SR Specialists+Referrals Refer to Private Specialist

HL HealthLink Direct

Konnect NET

ReturnToWorkSA Work Capacity Certificate

Spotlight Services

Referral Services

Search Referral Services

Clear

Access Canberra Prototype

Application for ACT Approval to Prescribe Controlled Medicines

Banyule Community Health

Chris O'Brien Lifeline Services

Eastern Health

ACT Public Outpatient and Community

Austin Health eReferrals

ccCHIP - Cardiomatabolic Health in Psychosis

DPV Community Health

Grampians Health

ReturntoWorkSA Work Capacity Certificate

Patient Dummy

January 01, 1950

Create New WCC

Create Subsequent WCC

Finish Draft WCC

No submitted WCC for this patient

Last Saved Date	Injury Date	Injury Caused	Clinical Diagnosis	Employer Name	Claim Number
16/03/2026	16/03/2026	example	example	example	unknown

Showing 1 to 1 of 1 entries

First Previous 1 Next 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^①



A. Patient and employer details

Family Name *	Lane	
Given Names *	Simon	
ReturnToWorkSA Claim #	12345678	02
	(if known)	
Other Claim #		
Employer Name *	DD & Parj Pty Ltd	
Date of Birth *	12/12/1987	

B. Injury details and assessment

I examined you on *	30/08/2016	
---------------------	---	----------------------

G. Doctor's details

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

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 “Documents” from the patient record and locate the form in question to view

Previously sent forms will be easily identifiable to practitioners as a “ReturnToWorkSA” form and viewable in the Zedmed browser window when selected.

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](#)

B

Patient, Test ×

Patient, Test

Address: ,

DOB: 01/01/1986 **Home:**

Age: 40 years **Work:**

Medicare No: **Mobile:**

File No: 288 **Occupation:**

Hosp UR No:

MHR Status: No IHI, Consent to Upload

Next Appt: None scheduled

Summary Views

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Immunisations

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Images/ECG

Documents

Attachments

Measurements

Medications

Incoming Documents

Forms

Letters

Referral Letters

My Health Record Summaries

HealthLink

22/04/2026 RTWSA Health eWCC: RTWSA Health eWCC

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.

A

ReturntoWorkSA Work Capacity Certificate

Test Patient

July 27, 1976

Create New WCC

Create Subsequent WCC

No submitted WCC for this patient

Finish Draft WCC

Last Saved Date	Injury Date	Injury Caused	Clinical Diagnosis	Employer Name	Claim Number
22/04/2026	unknown	example	example	unknown	unknown

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

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

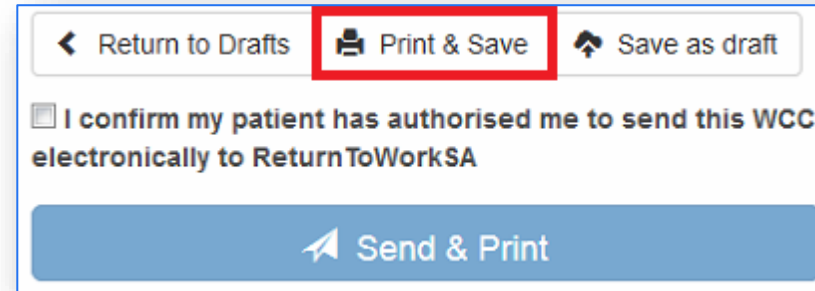
A

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.

To view a completed form, select “Documents” from the patient record and locate the form in question to view

Previously sent forms will be easily identifiable to practitioners as a “ReturntoWorkSA” form and viewable in the Zedmed browser window when selected.

Patient, Test [Close]

Patient, Test

Address: ,

DOB: 01/01/1986 Home:
Age: 40 years Work:
Medicare No: Mobile:
File No: 288 Occupation:
Hosp UR No:
MHR Status: No IHI, Consent to Upload

Next Appt: None scheduled

Summary Views

- Problems
- Referrals
- Results
- Immunisations
- Allergies
- Images/ECG
- Documents**
- Attachments
- Measurements
- Medications
- Incoming Documents

Forms
Letters
Referral Letters
My Health Record Summaries
HealthLink
22/04/2026 RTWSA Health eWCC: RTWSA Health eWCC

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 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.