HealthLink

Return to Work SA

User Guide

24.04.2026 GE

HealthLink SmartForms for Genie

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 Genie v8.8 or above to access the HealthLink SmartForms.

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Submitting an electronic Work Capacity Certificate (eWCC) from Genie

Using **HealthLink SmartForms**

SmartForms enable **Genie** 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

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Minimum system requirements

A **To access the forms within your Genie software…**

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

B **HealthLink Client Installation**

Browser	IE 11 update 2929437, Edge, Chrome, Firefox
Genie	Version 8.8 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

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Step 1:

Accessing HealthLink SmartForms (eReferrals)

To access the forms within your Genie software…

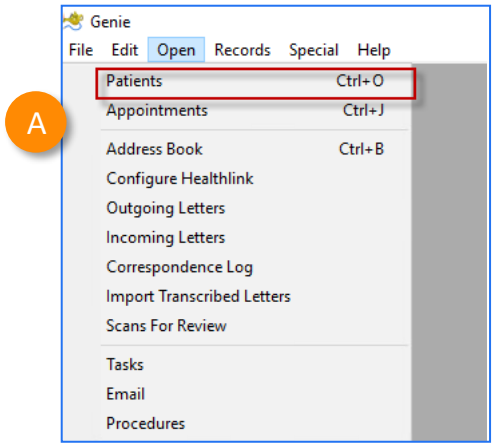
First, search for the patient and open their electronic medical record:

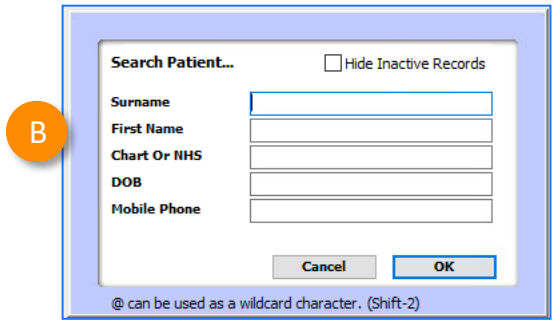
A **Open > Patients** from the main menu.

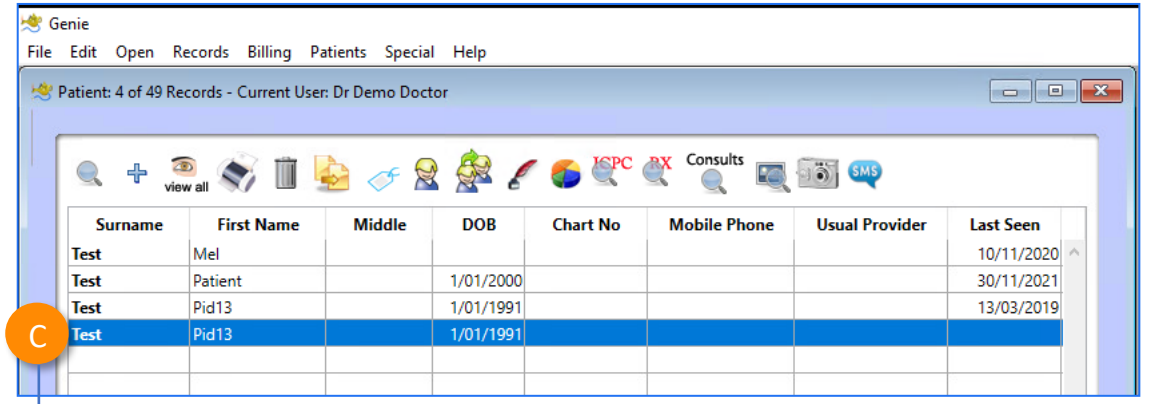
B Search for the patient you require.

C Select the patient and their record will come up.

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Step 1:

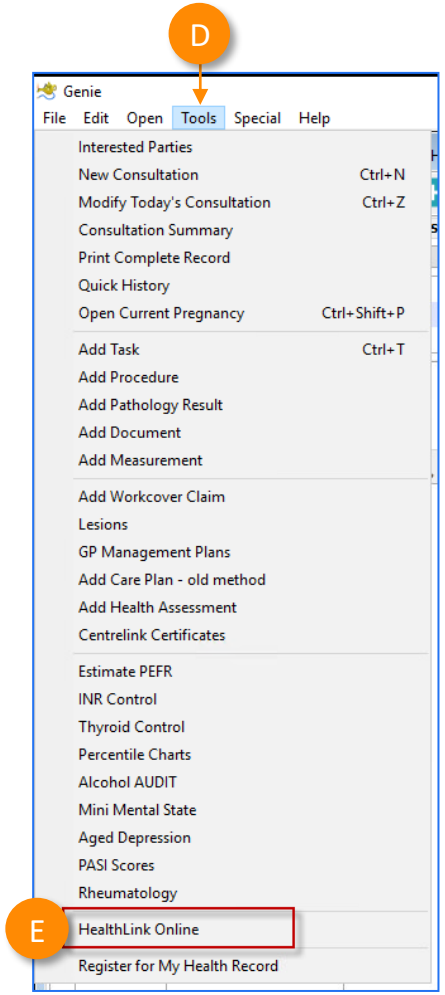
Accessing HealthLink SmartForms (eReferrals)

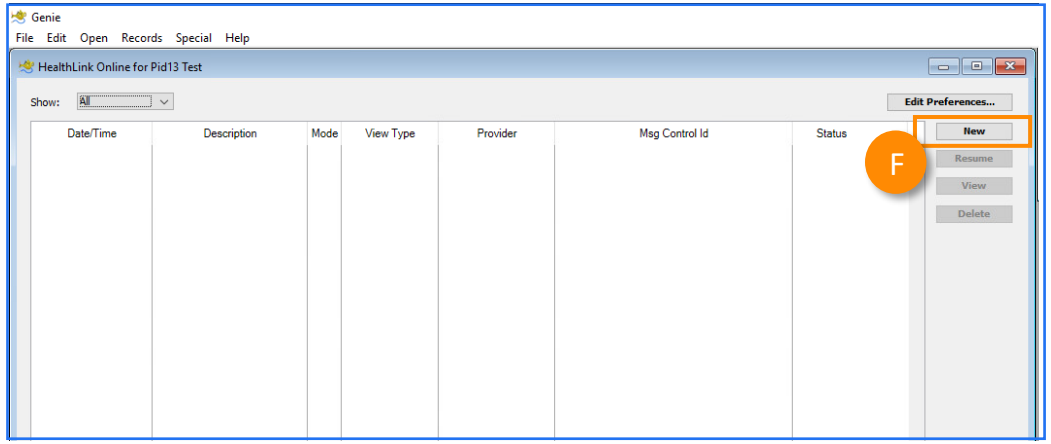
From the patient's record…

D Select **Tools**

E Then **HealthLink Online**

F Now click the **New** button to launch the HealthLink home page to create a new referral.





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Step 2:

Launching a new form

Now you're on the HealthLink home page…

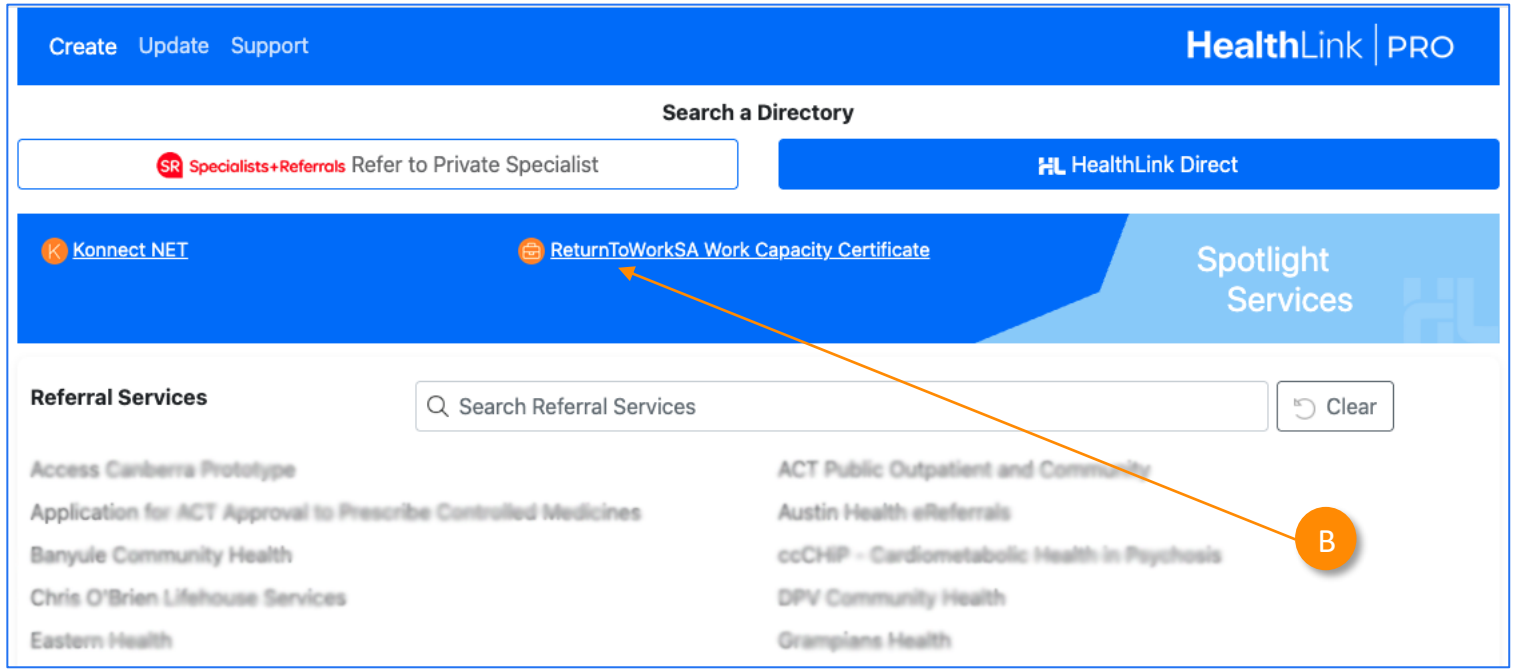
A Here you'll find a list of available services to refer patients.

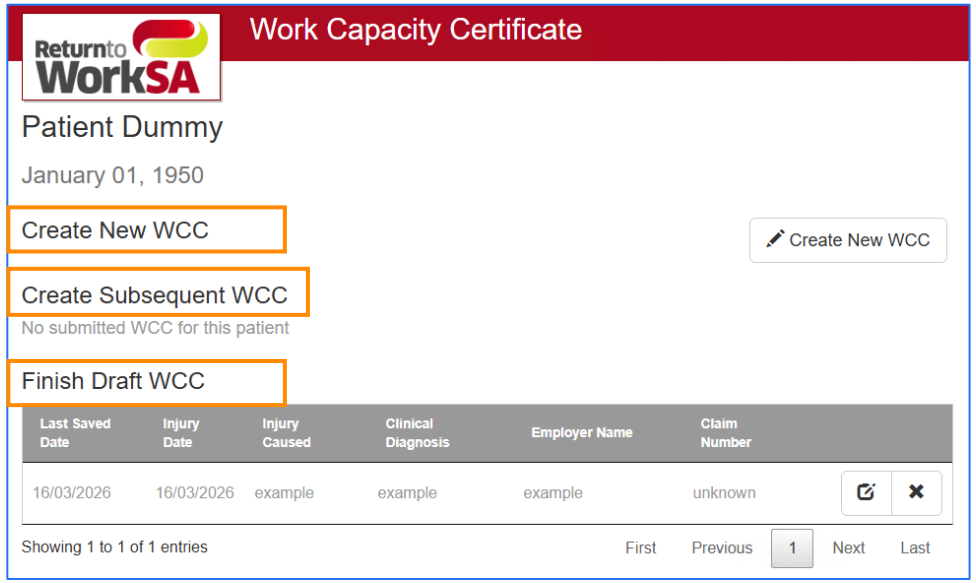
B Within the **Spotlight Services** section, click on the link named **ReturntoWorkSA Work Capacity Certificate**.

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).





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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.

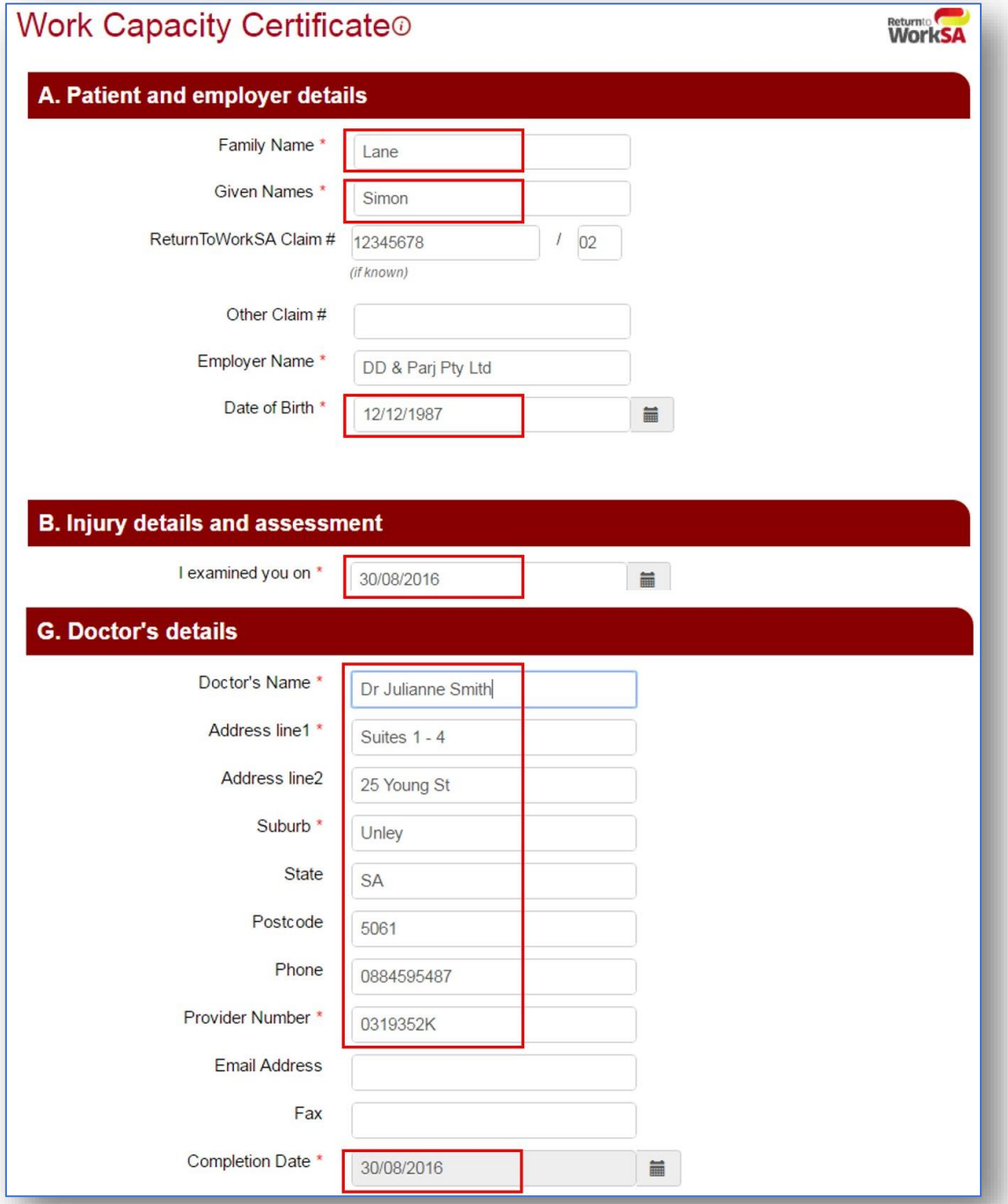
You'll notice SmartForms are **responsive**: They will pre-populate all available patient and referrer data and contain logic to request more specific patient information based on your selections.

B

Mandatory Fields must be completed prior to submitting the SmartForm and are each highlighted with a red asterisk.







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Step 4:

Saving a draft and reviewing previously submitted forms

Saving a draft

A

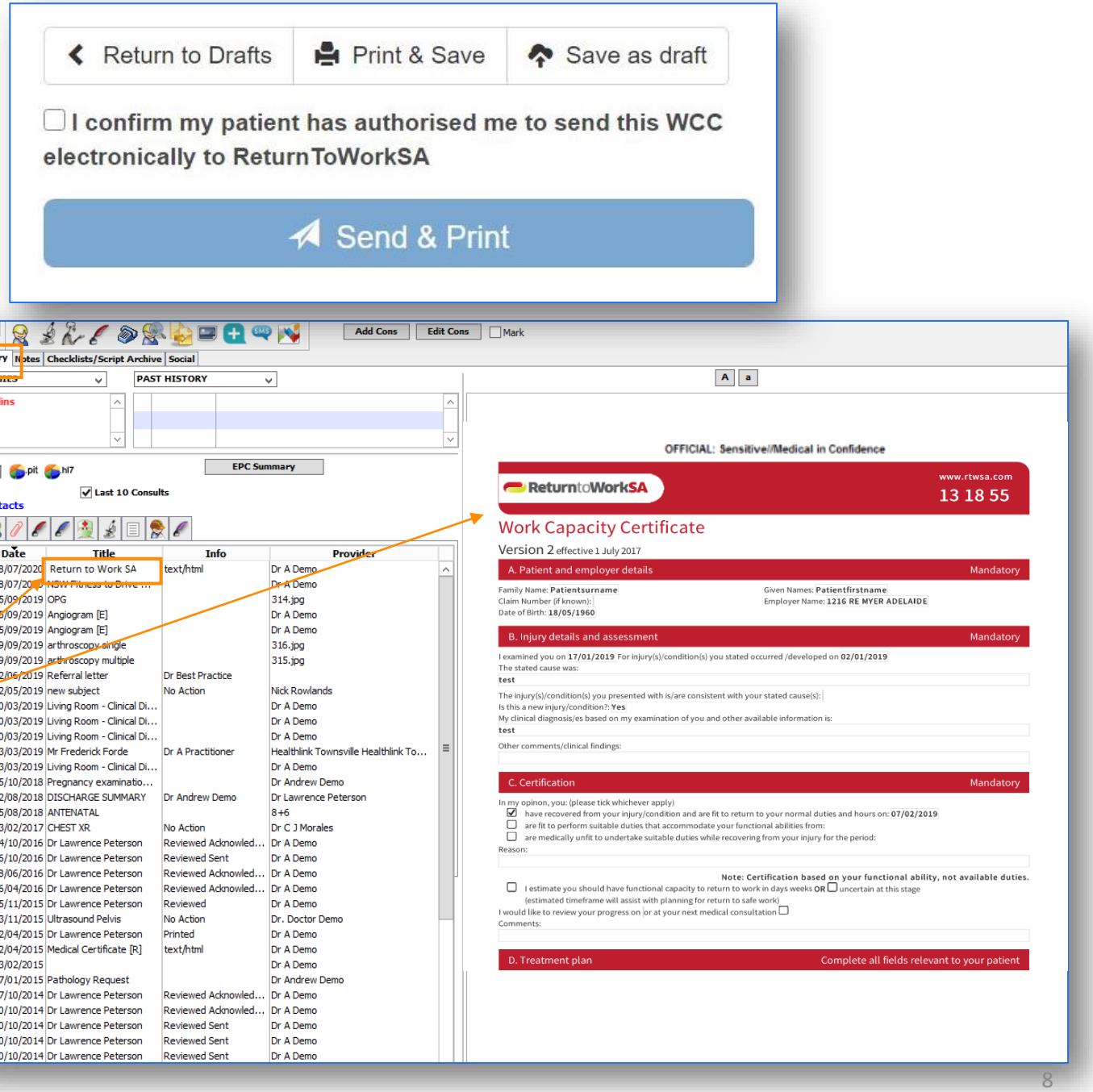
Forms can be completed and saved as a draft, saved and printed without sending, or sent and printed. Authorisation from the patient is required prior to sending electronically to ReturntoWorkSA.

Reviewing a previously submitted form

B

To view a completed form select “Summary” 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 Genie browser window when selected.



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Step 5:

New functionality

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

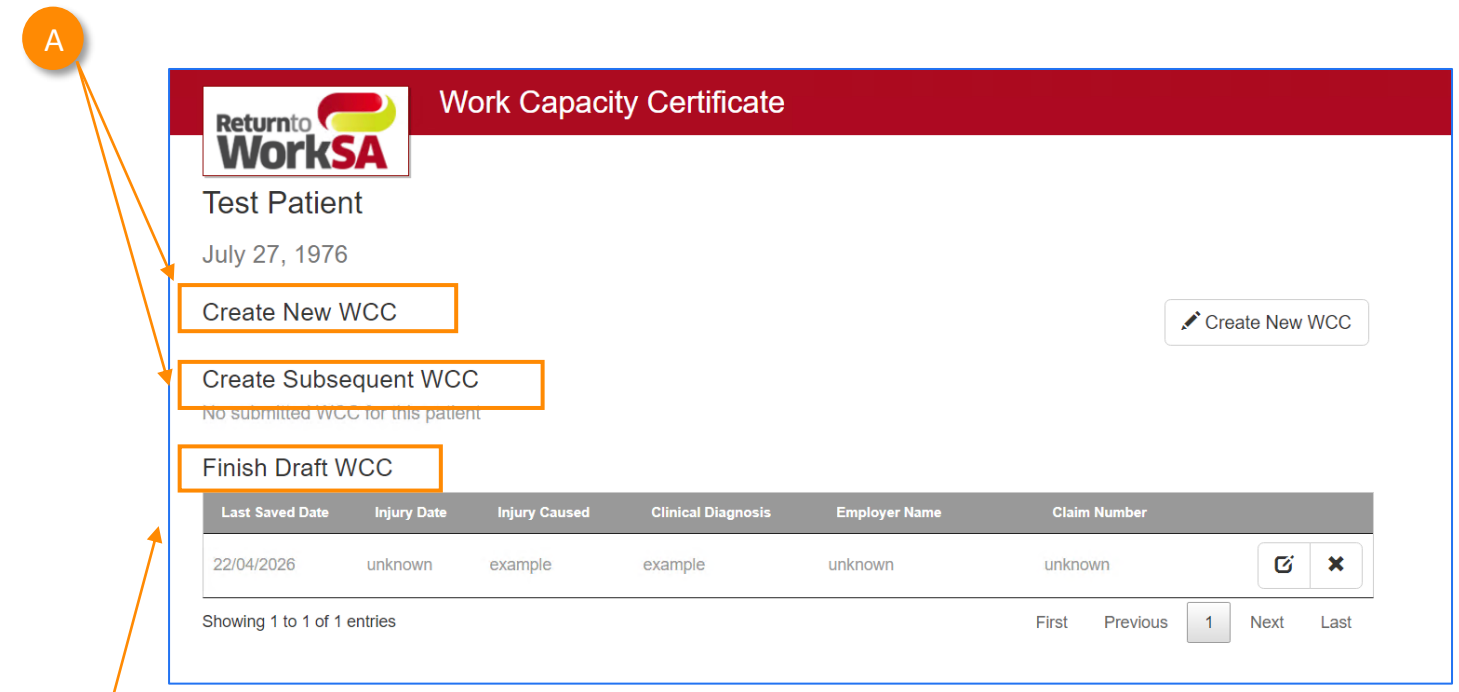
When users open the HealthLink forms library and select ReturntoWorkSA form – they will be presented with a table that lists the forms for that patient that are either in draft or saved and submitted state.

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.



B

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

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Step 6:

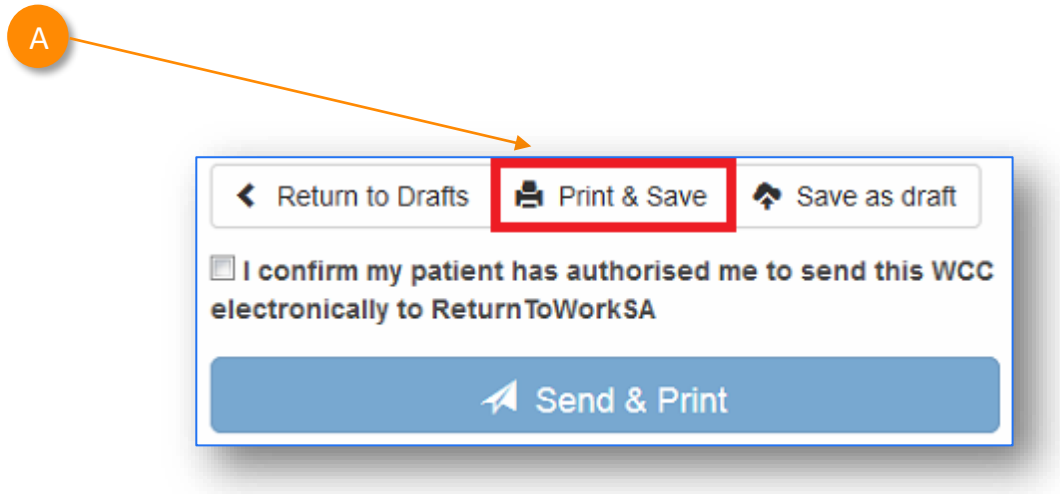
How to test without sending a certificate to ReturntoWorkSA

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.



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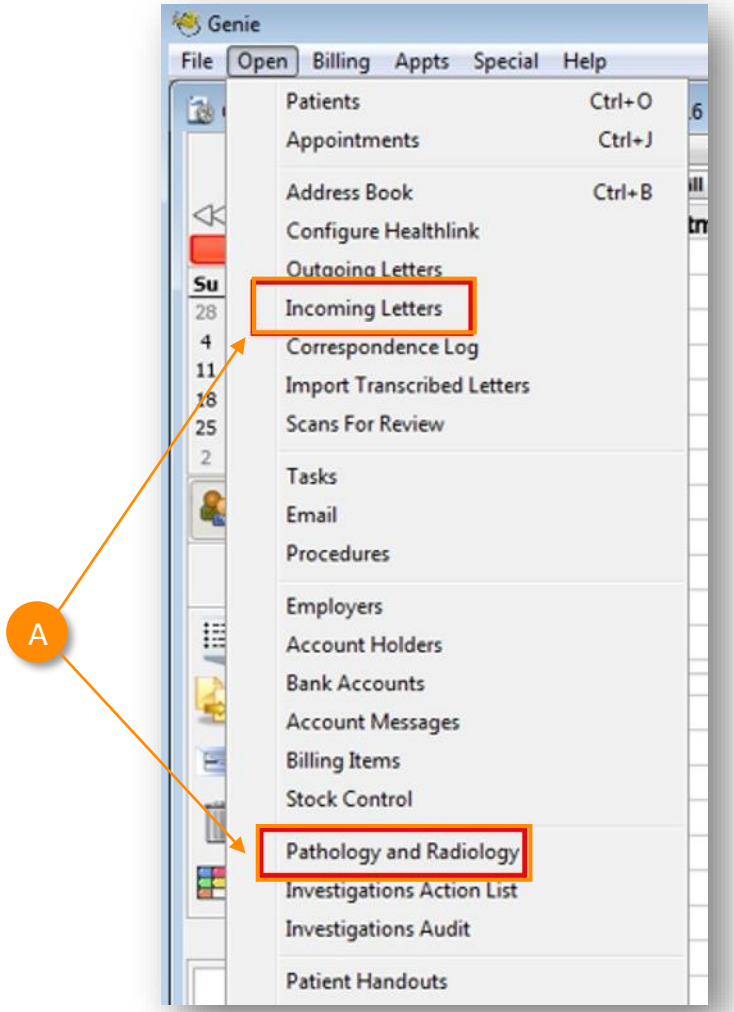
Step 7:

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

Depending on how the Genie clinical application is set up to receive secure messaging, the messages could reside in either of two locations.

A

1. Open Incoming Letters
2. Open Pathology and Radiology



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Helpdesk
Phone: 1800 125 036
Email: helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)
8:00am – 6:00pm

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