

User Guide

18.03.2026 MD

HealthLink SmartForms for MedicalDirector Clinical

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 Medical Director Clinical 3.16 or above to access the HealthLink SmartForms.

Submitting eReferrals from MedicalDirector Clinical

Using HealthLink SmartForms

SmartForms enable **MedicalDirector Clinical** 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

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Step 4:

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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 MedicalDirector software...

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

B

HealthLink Client Installation

A

Browser	IE 11 update 2929437, Edge, Chrome, Firefox
Medical Director	Version 3.16 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
Medical Director software...

A

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

B

Then click the **HealthLink** tab.

C

Now click on the **New Form** button to
launch the **HealthLink** home page.

MedicalDirector Clinical 4.3a R2

Open File Patient User Tools Clinical Correspondence Search Resources Sidebar Messenger Help

Select Patient From List

Enter patient surname, chart number, phone number, Medicare number or D.O.B. (dd/mm/yyyy)

TEST

Include

- ☐ Inactive patients
- ☐ Deceased
- ☐ Next of Kin and Emergency Contact

Search on

- ☒ Chart number
- ☐ Phone number
- ☐ Medicare number

Name	Age	Chart Number	Address	Phone Number	D.O.B.	Sex at Birth	Medicare No
Test, Conrad	11yrs ...		Address 1, Abbeyard Vic		01/01/2015	M	
Test, Mama J	71yrs ...		2 Kemode St. Athelstone 5076		01/01/1955	F	2410 24670 8
Test, Patient	38yrs ...		123 Test Street, Sydney 2000		12/12/1987	M	4040 40404 0
Test, Patient True	88yrs ...		1 Sample Street, Demotown 4444		11/02/1940	F	4382 22528 2
Test, Rabbit	77yrs ...		Na. Prahon 3181		15/08/1948	M	C
Test, Ruth J	45yrs ...		20 Jervision Street, Hanston 2914		13/01/1981	F	2487 72963 6
Test, Sanby	66yrs ...		147 Laurel Ave, New, Lismore 2480		01/01/1960	M	2951 06603 1
Test-Jr. Patient Master	56yrs ...		123 Patient Street, Berkshire Park 2765		01/01/1970	F	1234 56789 0
Testier, Daniel	77yrs ...		P.O. Box 0188, Demoville 4444		02/02/1949	M	1
Testpatient, Aama	36yrs ...		8 Smith Street, Barkstown 2200		01/01/1990	F	2568 18769 7
Testpatient, Bestpractice	15yrs ...		1 Best Practice Street, Woonona 2517		29/07/2010	M	2711 36125 1
Testpatient, Cardio	69yrs ...		563 Main Street, Garra 2605		26/09/1956	M	2711 36125
Testsmith, Selma	55yrs ...		23 / 27 Stewart St. Wollongong 2500		29/05/1970	F	2120 72651 0

Status: Active

OK Add New Delete Edit Merge Close

MedicalDirector Clinical 4.3a R2 - [Patient Test (38yrs 3mths)]

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Messenger Window Help

PATIENT TEST (38yrs 3mths) DOB: 12/12/1987 Sex at Birth: Male Gender Identity: Email: 1m 35s

123 Test Street, Sydney, New 2000

Record No: ATSI: Ethnicity: Penion No: Smoking Hx: ? Smoker IHI No: MyHealthRecord: IHI not recorded as of 18/03/2026 Occupation: Recalls

Summary R Current Rg Progress Past history Results Letters Documents Holding File Old scripts Imm Correspondence

New Form Resume Delete Clear Filters Refresh Error Detail

Date Created	Form Status	Message ID	Type	Subject	Description	Recipient	Sender	Ack Status	Ack Date	User Name	Date Updated
1/06/2023 11:58:56 AM	Autosaved	EH-174643	Eastern Health Referral	Allergy - Francis T.	Eastern Health Referral Form	easthco				Dr Test User	1/06/2023 11:58
14/01/2022 8:26:16 AM	Submitted	SR-56266	SR Referral to Mickey Mouse	Specialist Referral	SR Referral to Mickey Mouse	cervind	Dr Test User	Waiting		Dr Test User	14/01/2022 8:26
18/02/2021 1:01:13 PM	Autosaved	EH-5264	Eastern Health Referral	Urology - Caroline	Eastern Health Referral Form	easthco				Dr Test User	18/02/2021 1:01
7/01/2020 7:36:43 AM	Autosaved	EH-24001	Eastern Health Referral	Allergy - Frank Th.	Eastern Health Referral Form	easthco				Dr Test User	7/01/2020 7:36
20/07/2017 10:56:52 AM	Autosaved	AUST-1056	Austin Health Referral	Oncology - Prof J.	Austin Health Referral Form	ahrefst				Dr Test User	20/07/2017 10:5
20/07/2017 10:55:15 AM	Autosaved	AUST-1055	Austin Health Referral	Liver Transplant	Austin Health Referral Form	ahrefst				Dr Test User	20/07/2017 10:5
20/07/2017 10:47:16 AM	Autosaved	AUST-1054	Austin Health Referral	Colorectal Surgery	Austin Health Referral Form	ahrefst				Dr Test User	20/07/2017 10:4
20/07/2017 10:43:41 AM	Autosaved	AUST-1053	Austin Health Referral	Plastic Surgery	Austin Health Referral Form	ahrefst				Dr Test User	20/07/2017 10:4
20/07/2017 10:35:34 AM	Autosaved	AUST-1052	Austin Health Referral	General Surgery	Austin Health Referral Form	ahrefst				Dr Test User	20/07/2017 10:3
19/07/2017 2:50:31 PM	Autosaved	RMS-1752	Roads and Maritime Services	Vision or eye diso	NSW Fitness to Drive Medical A	rowmama				Dr Test User	19/07/2017 2:50

Website Feedback Help

Medical Certificate Custom #1 Custom #2

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

K Konnect NET ReturnToWorkSA Work Capacity Certificate Spotlight Services

Referral Services Search Referral Services Clear

Access Canberra Prototype ACT Public Outpatient and Community
Application for ACT Approval to Prescribe Controlled Medicines Austin Health eReferrals
Banyule Community Health ccCHIP - Cardiometaabolic Health in Psychosis
Chris O'Brien Lifehouse Services DPV Community Health
Eastern Health Grampians Health

ReturntoWorkSA Work Capacity Certificate

Patient Dummy
January 01, 1950

Create New WCC 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
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[Ⓢ]



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 You can view previously submitted forms via two routes in MedicalDirector.

1. Within the **Letters** section of the patient record.

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

MedicalDirector Clinical 4.3a R2 - [Patient Test (38yrs 3mths)]

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Messenger Window Help

PATIENT TEST (38yrs 3mths) DOB: 12/12/1987 Sex at Birth: Male Gender Identity: 4m 10s

123 Test Street, Sydney, NSW 2000 Record No: ATSI: Email: Mobile: No Photo

Allergies & Adverse Reactions: Pension No: Ethnicity: Work: Home: Occupation: Recalls

Warnings: Smoking Hx: ? Smoker IHI No: MyHealthRecord: IHI not recorded as of 18/03/2026

Summary Current Rx Progress Past history Results **Letters** Documents Holding File Qld scripts Imm Correspondence MDExchange HL HealthLink

Preview - Right Hide Preview Clear Filters Move Location Document Details Send SA Send Email Scan Import Print Add Delete Search Clear Search Refresh Send To MyHealthRecord Remove From MyHealthRecord Send Via MDX

2 of 2 Records

Date Created	Subject	Recipient/Doctor	Description	Comment	Type	Sender/Provider	Notes	Date Check	Checked By	Date Collected	Date Notified	Notified By	Date Requested	Complete	Source
18/03/2026	RTWSA Health eWCC	RTWSA Health eWCC	Letter		Letter	Dr Test User				18/03/2026					HealthLink

Zoom: 100% Open Externally

OFFICIAL: Sensitive//Medical in Confidence

ReturnToWorkSA www.rtwsa.com 13 18 55

Work Capacity Certificate

Version 2 effective 1 July 2017

A. Patient and employer details Mandatory

Family Name: TEST Given Names: PATIENT
Claim Number (if known): Employer Name: Test
Date of Birth: 12/12/1987

B. Injury details and assessment Mandatory

I examined you on 18/03/2026 For injury(s)/condition(s) you stated occurred/developed on 17/03/2026
The stated cause was:

Previous Next Reassign Patient Assign Recipient Notify Action Add Recall Add Comment View Signature Audit History

Website Feedback Help

Activate Windows Go to Settings to activate Windows

Medical Certificate Custom #1 Custom #2

Step 4: Saving a draft and reviewing previously submitted forms

Reviewing a previously submitted form

C

2. Within the **Correspondence** section of the patient record.

C

MedicalDirector Clinical 4.3a R2 - (Patient Test (38yrs 3mths))

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Messenger Window Help

PATIENT TEST (38yrs 3mths) DOB: 12/12/1987 Sex at Birth: Male Gender Identity: Record No: ATSI: Email: 2m 20s
123 Test Street, Sydney, NSW 2000 Pension No: Ethnicity: Mobile: Work: Home: Occupation: Recalls

Warnings: MyHealthRecord: IHI not recorded as of 18/03/2026

Summary R Current Rg Progress Past history Results Letters Documents Imaging Files Get scripts Jobs Correspondence IDExchange HL HealthLink

Preview - Right Hide Preview Clear Filters Move Location Document Details Send SMS Send Email Scan Import Print Add Delete Search Near Search Refresh Send To MyHealthRecord Remove From MyHealthRecord Send Via MDX

5 of 5 Records

Date Created	Subject	Description	Type	Notation	Comment	Recipient/Doctor	Date Collected	Location	Date Requested	Date Checked	Checked By	Sender/Provider
18/03/2026	RTWSA Health eWCC	RTWSA Health eWCC	Letter				18/03/2026	Letter				Dr Test User
1/06/2023	X-RAY CHEST,US ABDOMEN,CT BRAIN W/OUT ...	X-RAY CHEST,US ABDOM ...	Radiology	No action		DR PROMEDICUS (CORLT...	12/09/2019	Result	12/09/2019	1/06/2023	DR TEST USER	I-MED Radiology

Zoom 100% Open Externally

OFFICIAL: Sensitive//Medical in Confidence

ReturntoWorkSA www.rtwsa.com 13 18 55

Work Capacity Certificate
Version 2 effective 1 July 2017

A. Patient and employer details Mandatory

Family Name: TEST Given Names: PATIENT
Claim Number (if known): Employer Name: TEST
Date of Birth: 12/12/1987

B. Injury details and assessment Mandatory

I examined you on 18/03/2026 For injury(s)/condition(s) you stated occurred (developed on 17/03/2026)

Previous Next Reassign Patient Assign Recipient Notify Cumulative Results Action Add Recall Add Comment View Signature Audit History

Website Feedback Help

Activate Windows
Go to Settings to activate Windows
Medical Certificate Custom #1 Custom #2

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 Dummy

January 01, 1950

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	
16/03/2026	16/03/2026	example	example	example	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

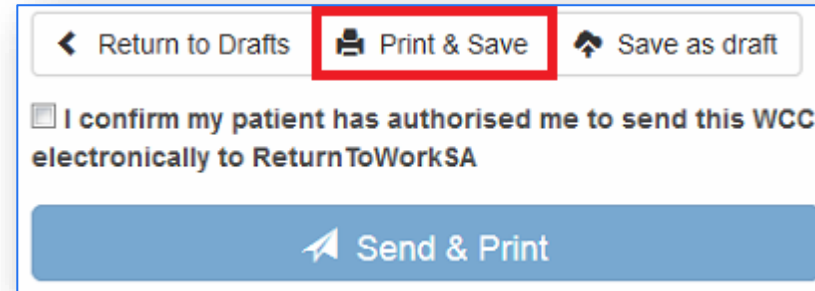
A

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.

A Once the form has been submitted its status can be tracked under the HealthLink tab within the patient record.

The screenshot displays the MedicalDirector Clinical 4.3a R2 software interface. The top menu bar includes File, Patient, Edit, Summaries, Tools, Clinical, Correspondence, Assessment, Resources, Sidebar, MyHealthRecord, Messenger, Window, and Help. The main window shows a patient record for 'PATIENT TEST (38yrs 3mths)' with various fields for personal and medical information. A red box highlights the 'HealthLink' tab in the top right corner. Below the patient information, a table lists 11 records. The first record is highlighted with a red box, showing a 'Submitted' status and a 'Date Updated' of 18/03/2026 8:20:42 AM. The table columns include Date Created, Form Status, Message ID, Type, Subject, Description, Recipient, Sender, Ack Status, Ack Date, User Name, and Date Updated.

Date Created	Form Status	Message ID	Type	Subject	Description	Recipient	Sender	Ack Status	Ack Date	User Name	Date Updated
18/03/2026 8:20:42 AM	Submitted	RTWSA-000000	RTWSA Health eWCC	RTWSA Health e...	RTWSA Health eWCC	RTWSA (via Healthlink)	Dr Test User	Acknowledged	18/03/2026 8:20:42 AM	Dr Test User	18/03/2026 8:20:42 AM
14/01/2022 8:26:16 AM	Submitted	SR-56266	SR Referral to Mickey Mouse	Specialist Referral	SR Referral to Mickey Mouse	cervind	Dr Test User	Waiting		Dr Test User	14/01/2022 8:26:16 AM
18/02/2021 1:01:13 PM	Autosaved	EH-5264	Eastern Health Referral	Urology - Caroline...	Eastern Health Referral Form	easthda	Dr Test User			Dr Test User	18/02/2021 1:01:13 PM
7/01/2020 7:36:43 AM	Autosaved	EH-24001	Eastern Health Referral	Allergy - Frank Th...	Eastern Health Referral Form	easthda	Dr Test User			Dr Test User	7/01/2020 7:36:43 AM
20/07/2017 10:56:52 AM	Autosaved	AUST-1056	Austin Health Referral	Oncology - Prof J...	Austin Health Referral Form	ahrefat	Dr Test User			Dr Test User	20/07/2017 10:56:52 AM
20/07/2017 10:55:15 AM	Autosaved	AUST-1055	Austin Health Referral	Liver Transplant ...	Austin Health Referral Form	ahrefat	Dr Test User			Dr Test User	20/07/2017 10:55:15 AM
20/07/2017 10:47:16 AM	Autosaved	AUST-1054	Austin Health Referral	Colorectal Surger...	Austin Health Referral Form	ahrefat	Dr Test User			Dr Test User	20/07/2017 10:47:16 AM
20/07/2017 10:43:41 AM	Autosaved	AUST-1053	Austin Health Referral	Plastic Surgery - ...	Austin Health Referral Form	ahrefat	Dr Test User			Dr Test User	20/07/2017 10:43:41 AM
20/07/2017 10:35:34 AM	Autosaved	AUST-1052	Austin Health Referral	General Surgery - ...	Austin Health Referral Form	ahrefat	Dr Test User			Dr Test User	20/07/2017 10:35:34 AM
19/07/2017 2:50:31 PM	Autosaved	RMS-1752	Roads and Maritime Services	Vision or eye diso...	NSW Fitness to Drive Medical A...	newmama	Dr Test User			Dr Test User	19/07/2017 2:50:31 PM

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.