HealthLink

User Guide

16.11.2026 BP

HealthLink SmartForms for Best Practice

Welcome to HealthLink SmartForms. The smartest way for health professionals to submit an online form to **Transport for NSW**.

SmartForms enable secure referrals and form submission to Hospitals, Private Specialists, Transport for NSW and My Aged Care. They help you deliver timely patient care, with confirmation of secure delivery and a copy saved to your Practice Software.

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

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NSW GOVERNMENT

Best Practice
An evolution in medical software

Submitting HealthLink SmartForms from Best Practice to **Transport for NSW**

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HealthLink Technical Support | Phone: 1800 125 036 | Email: helpdesk@healthlink.net

SECTION A

Accessing HealthLink SmartForms

To access the forms within your Best Practice software…

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

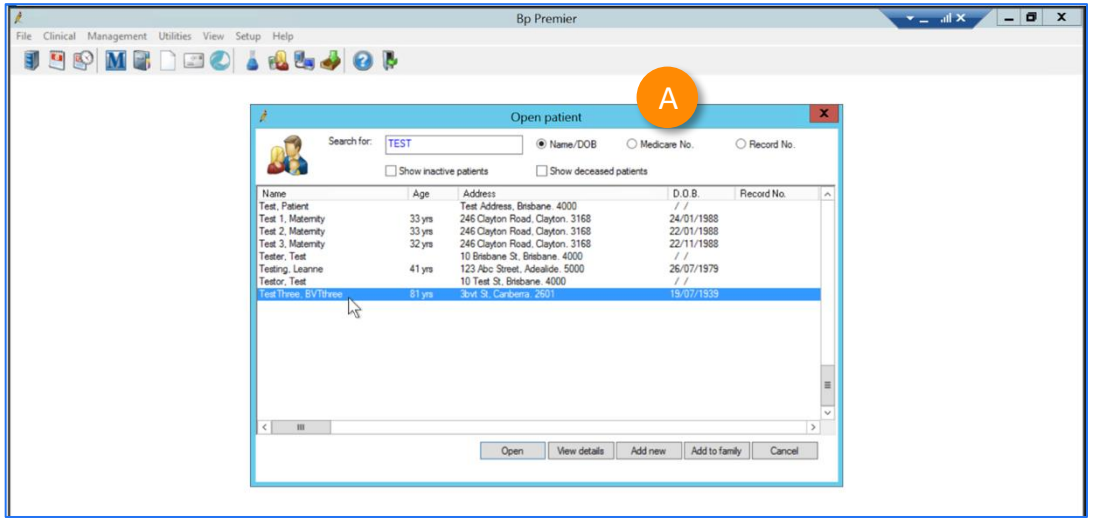
B Then click the **HealthLink icon** from the quick launch bar to launch the **HealthLink home page.**

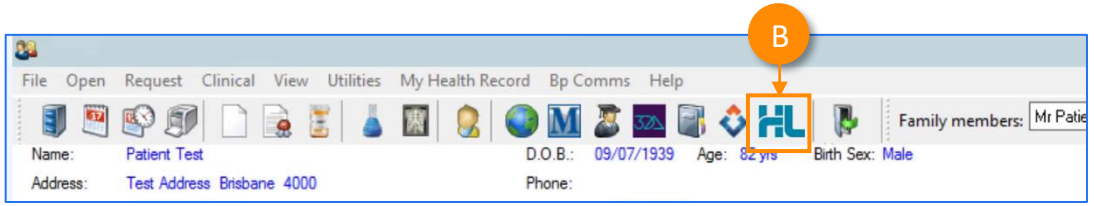
or

C Click **View** from the menu and select **HealthLink Forms.**

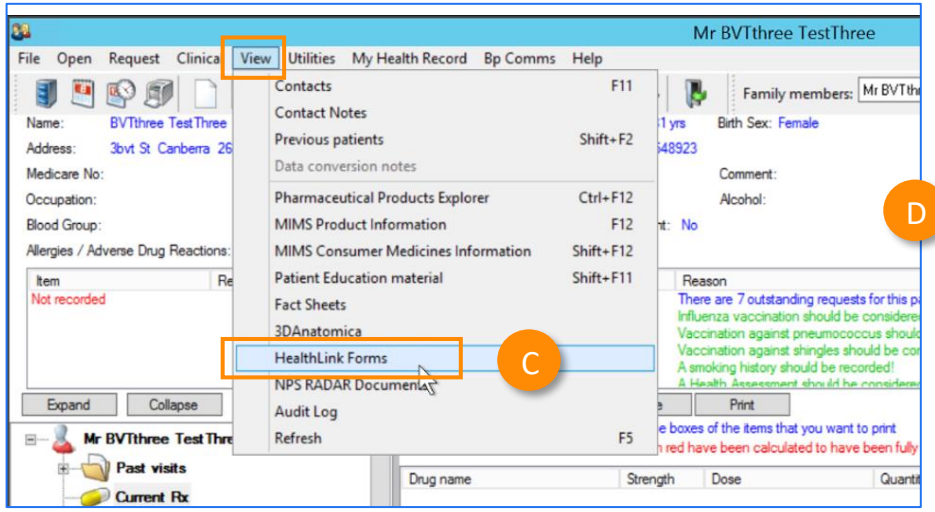
D And then click the **New Form** button to launch the **HealthLink home page.**

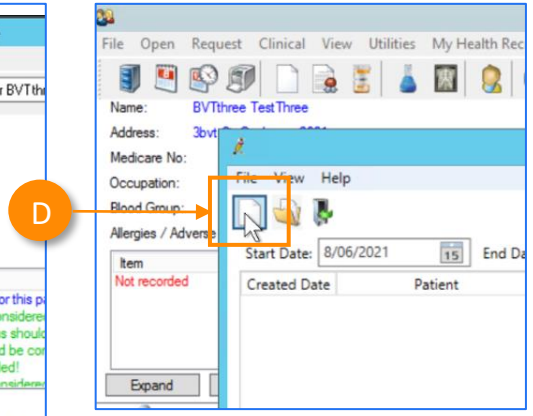
.





or





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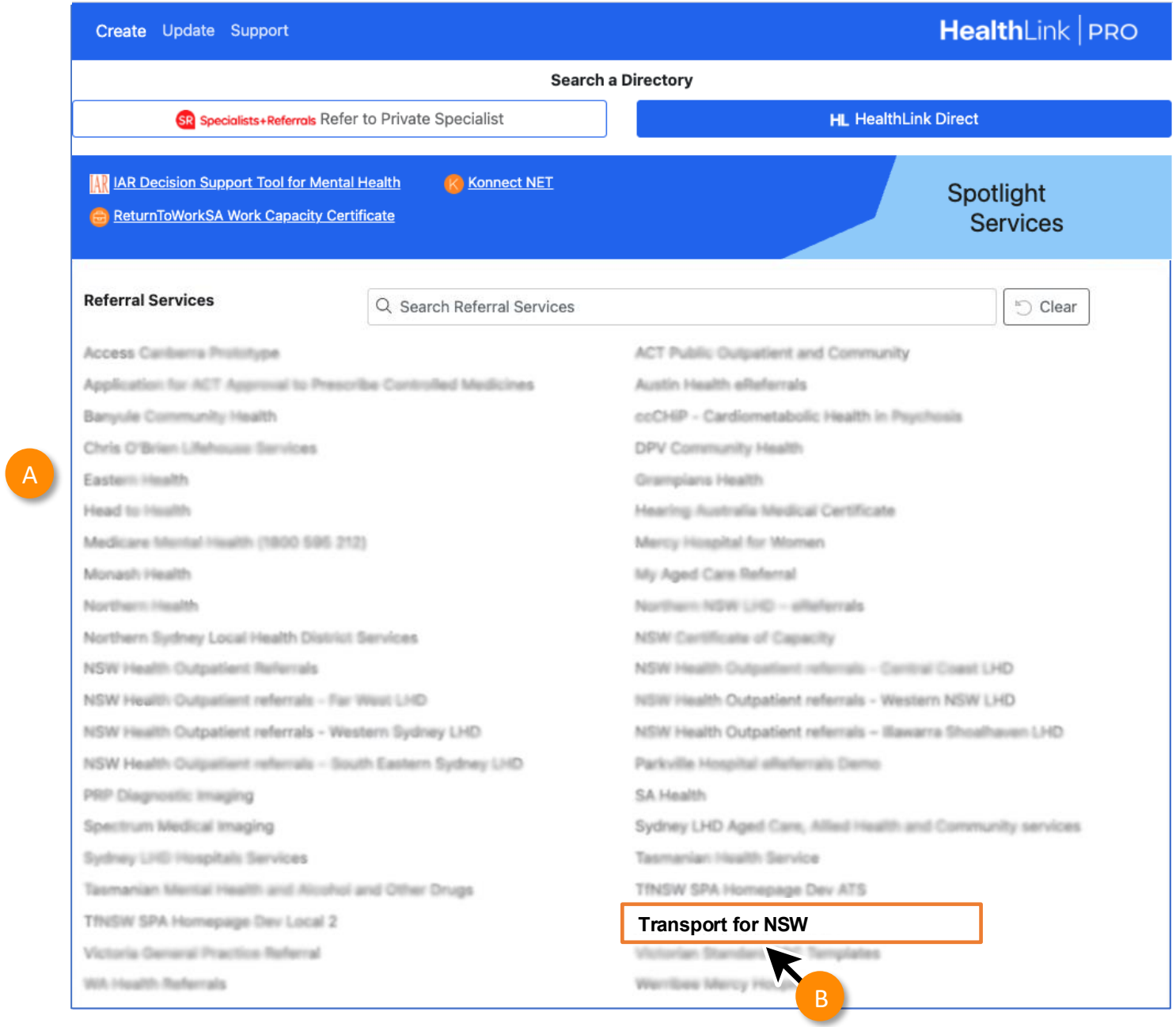
SECTION A

Launching the SmartForm

Now you're on the HealthLink home page…

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

B Within the **Referral Services** section, click on the link named **Transport for NSW**

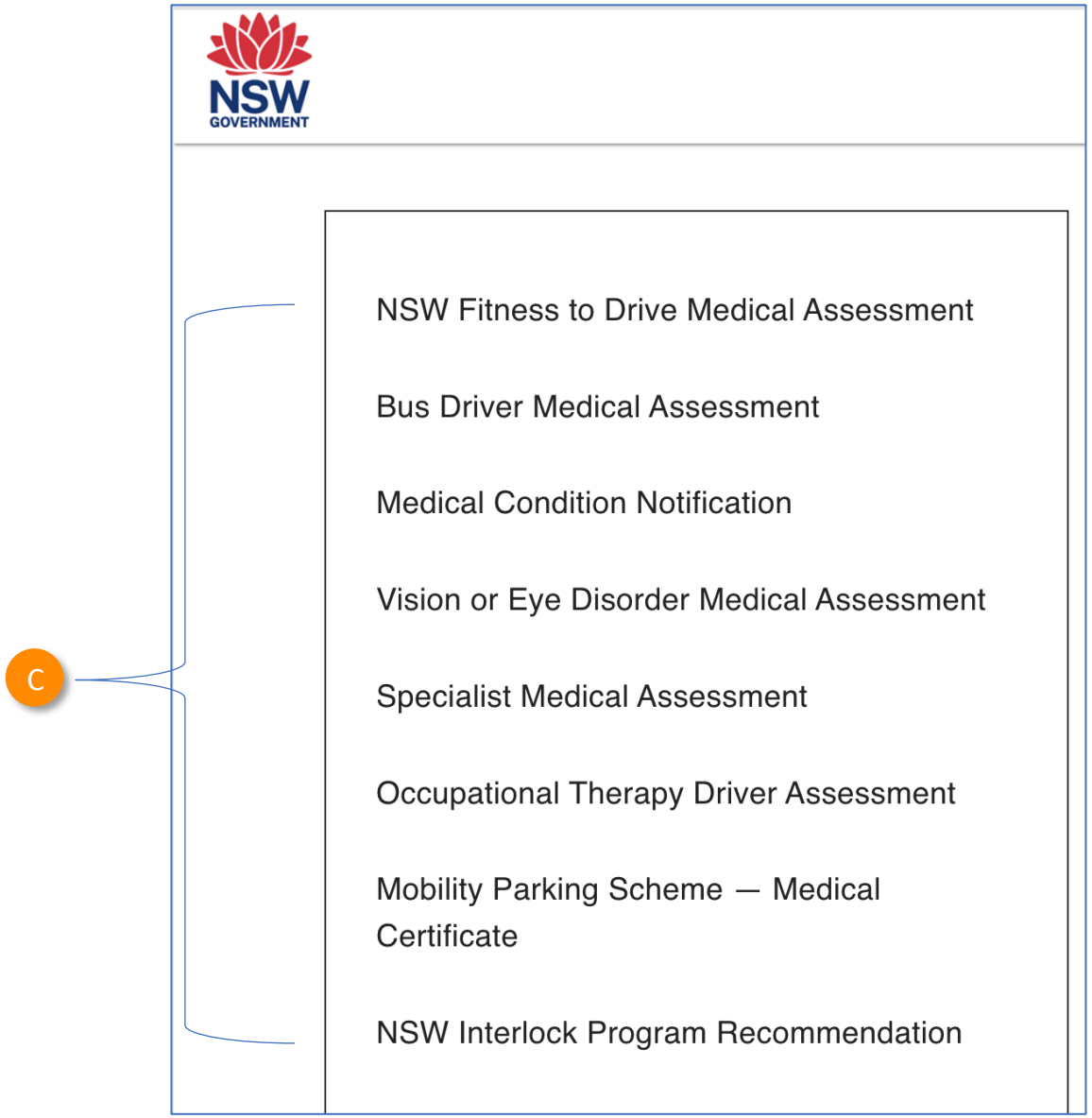


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SECTION A

Launching the SmartForm

C To launch the SmartForm, select the online form you require from the list of available forms.



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SECTION B

Part 1:

Fitness to Drive Medical Assessment

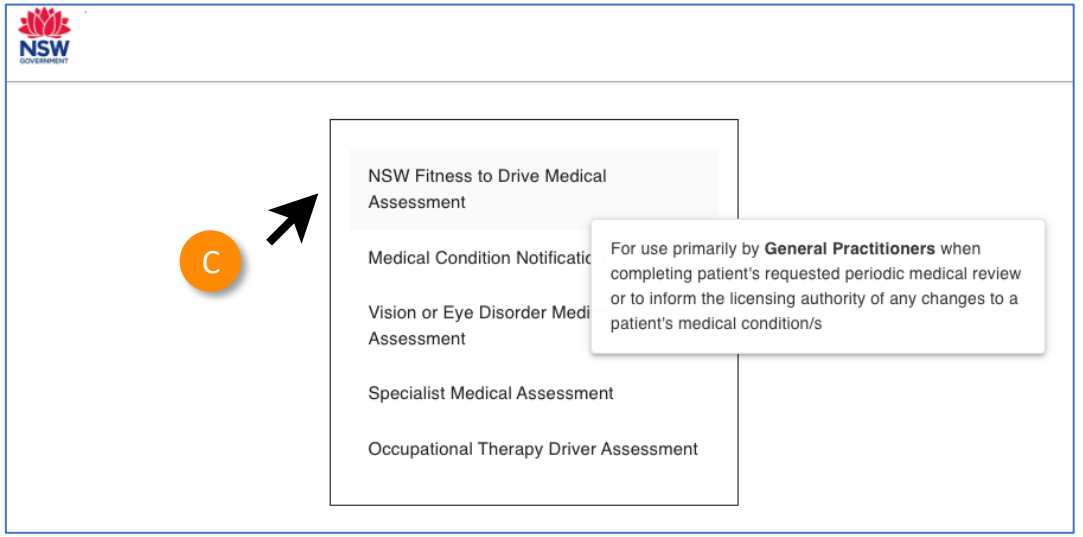
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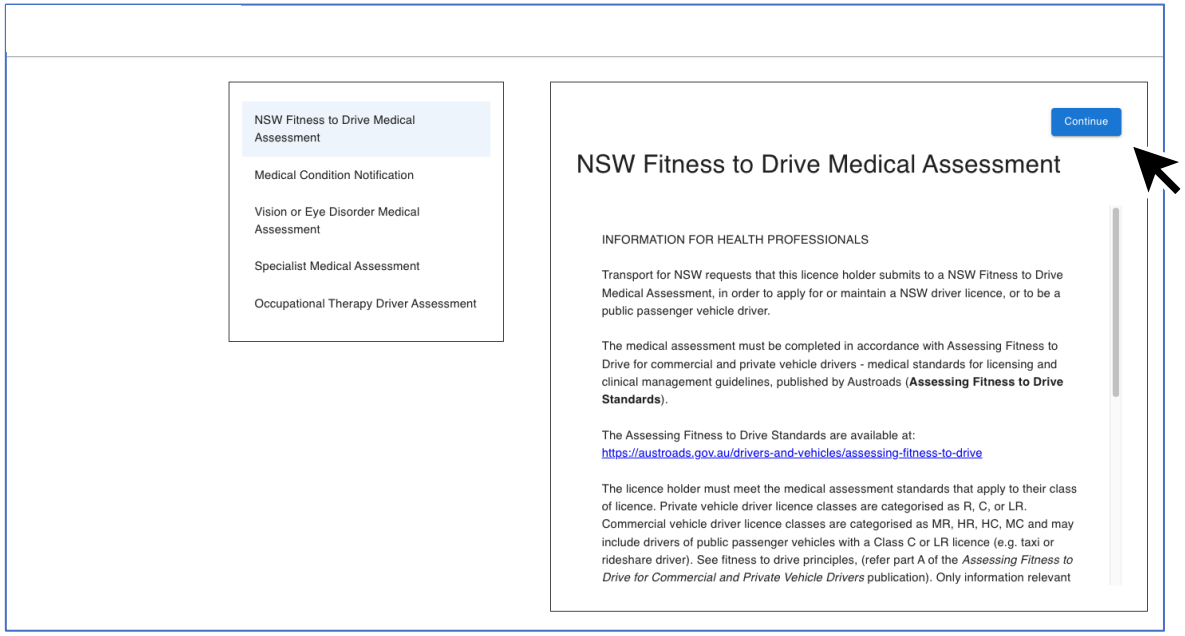
Step 1: Fitness to Drive

Launching a new form

C To launch the SmartForm, select the **NSW Fitness to Drive Medical Assessment** form from the list of available forms.

D A pop-up information box for Health Professionals will appear next. Once you have read the information, click the **continue** box.





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Step 2: Fitness to Drive

Completing the form

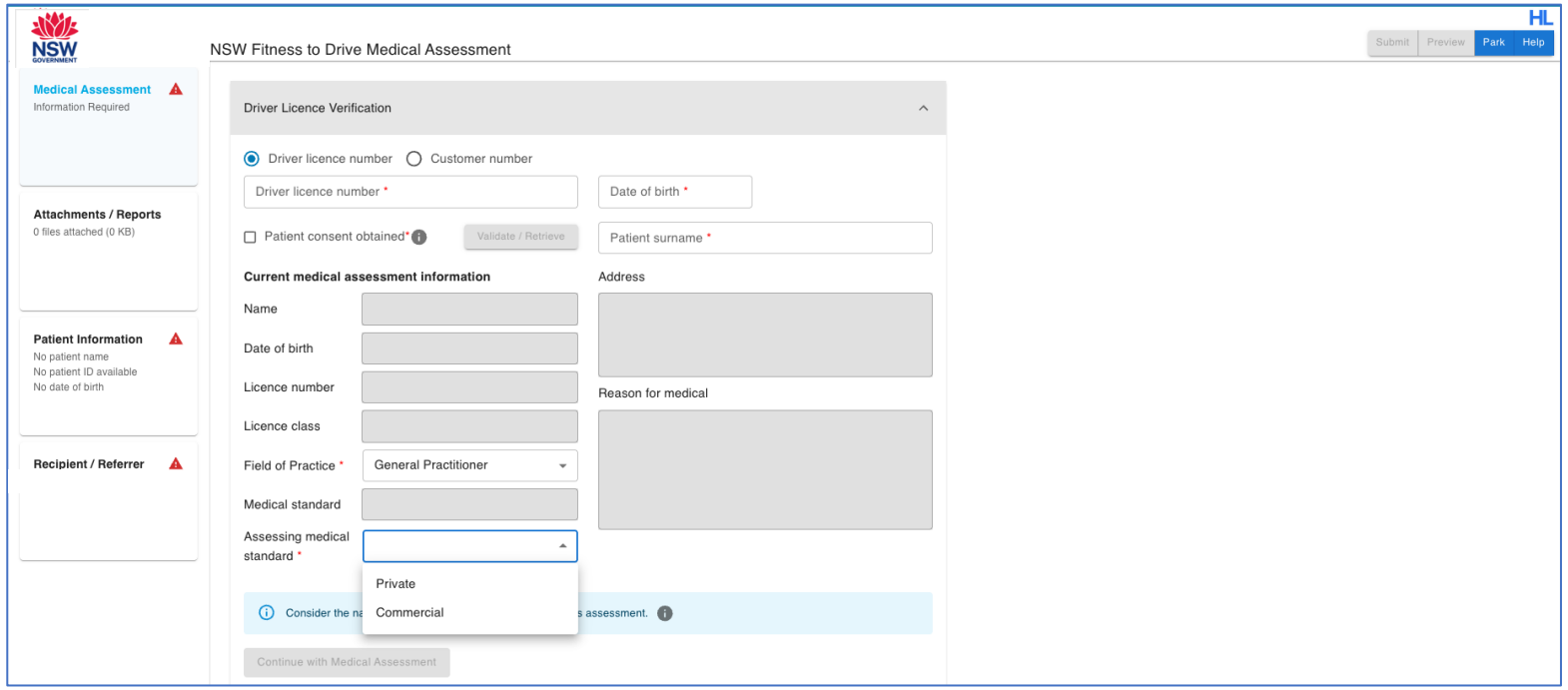
Now you've loaded the form to complete and submit.

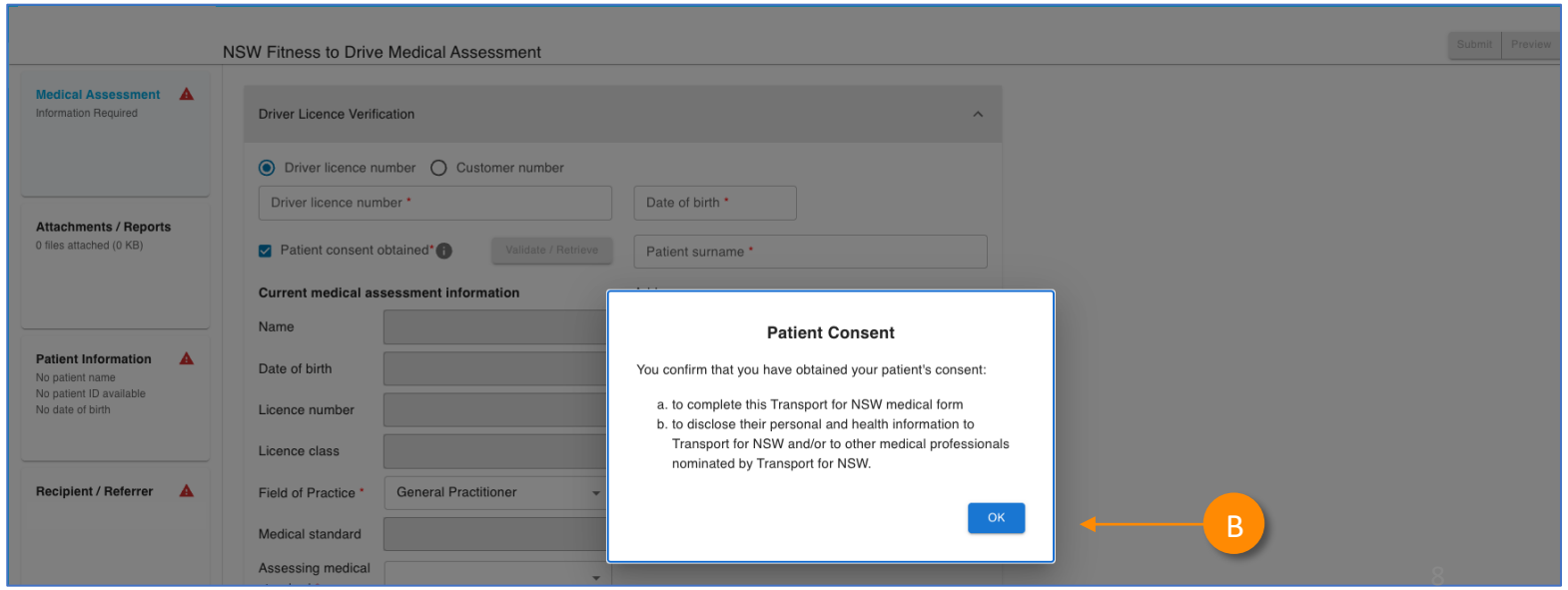
A **The SmartForm layout** provides a consistent, easy-to-use tabular structure on the left, with the main action window on the right.

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

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.

Note: Once you have ticked on the **patient consent obtained** box – the form will validate your patient's driver licence number, and you will be able to proceed to their medical assessment.



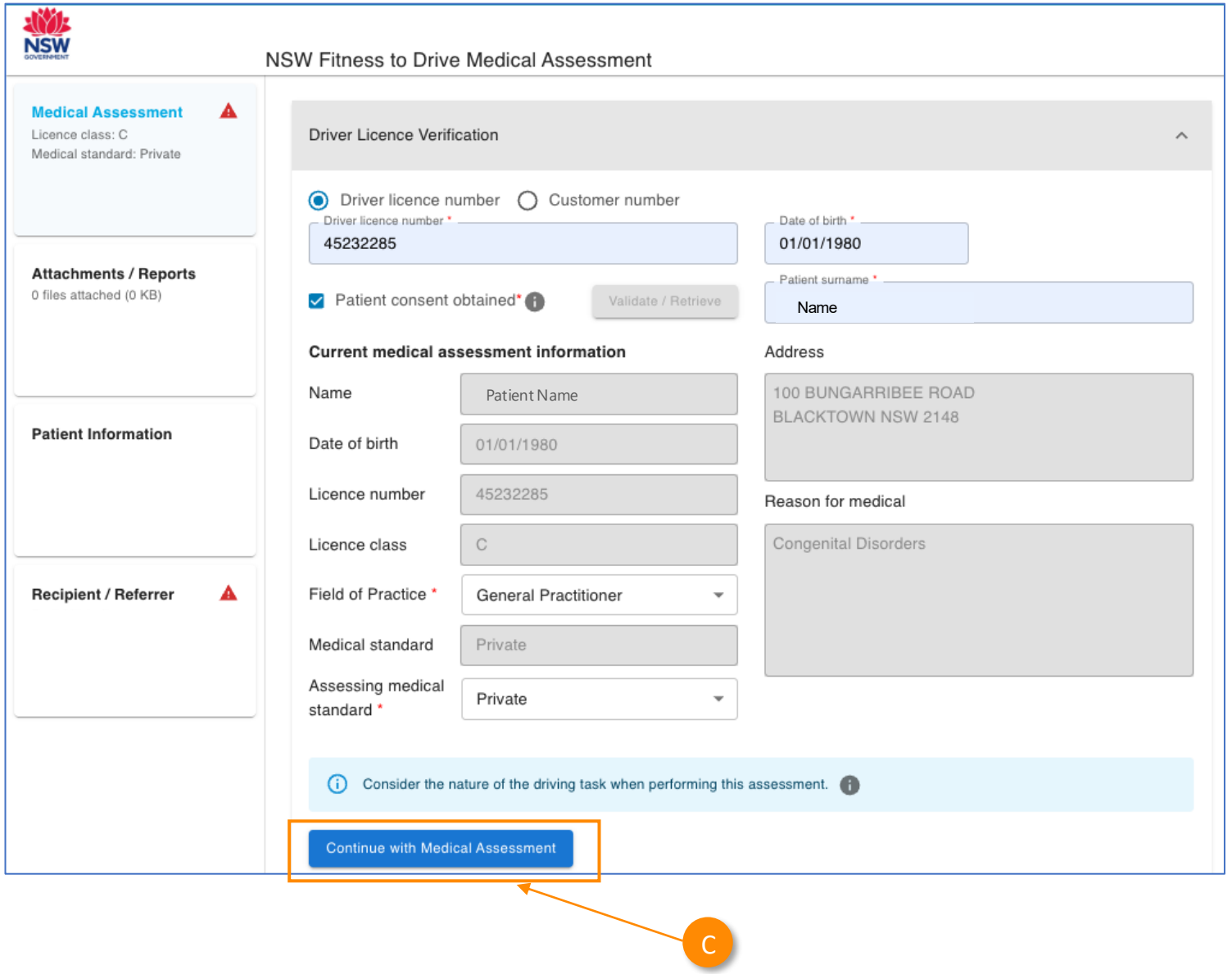


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Step 2: Fitness to Drive

Completing the form

C Once your patient's driver license number has been validated you will be able to continue with the **Medical Assessment.**



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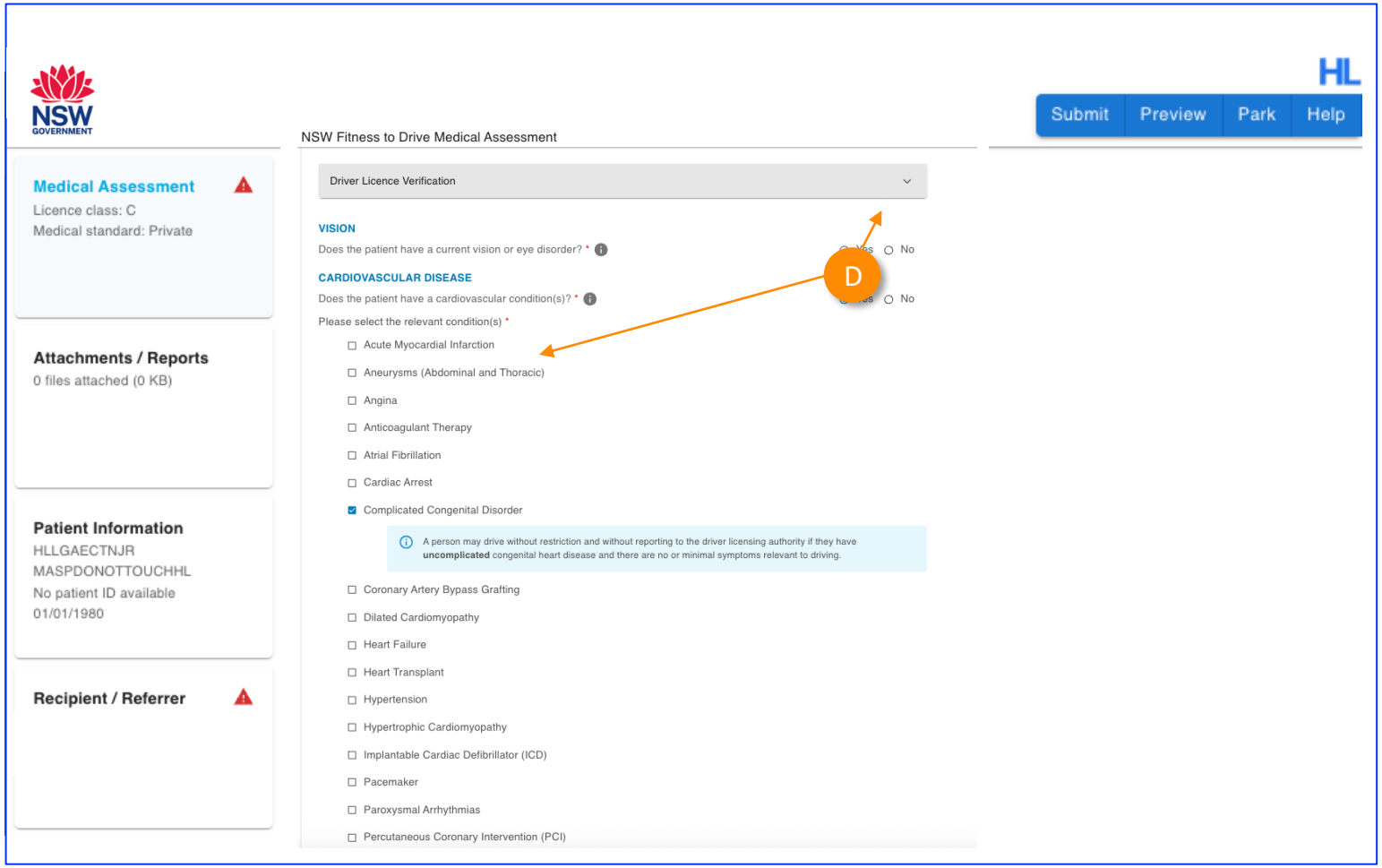
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Step 2: Fitness to Drive

Completing the form

D

The SmartForm is responsive, and it will indicate which questions are mandatory as you move through your patient's medical assessment.



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Step 2: Fitness to Drive

Completing the form

Attachments / Reports

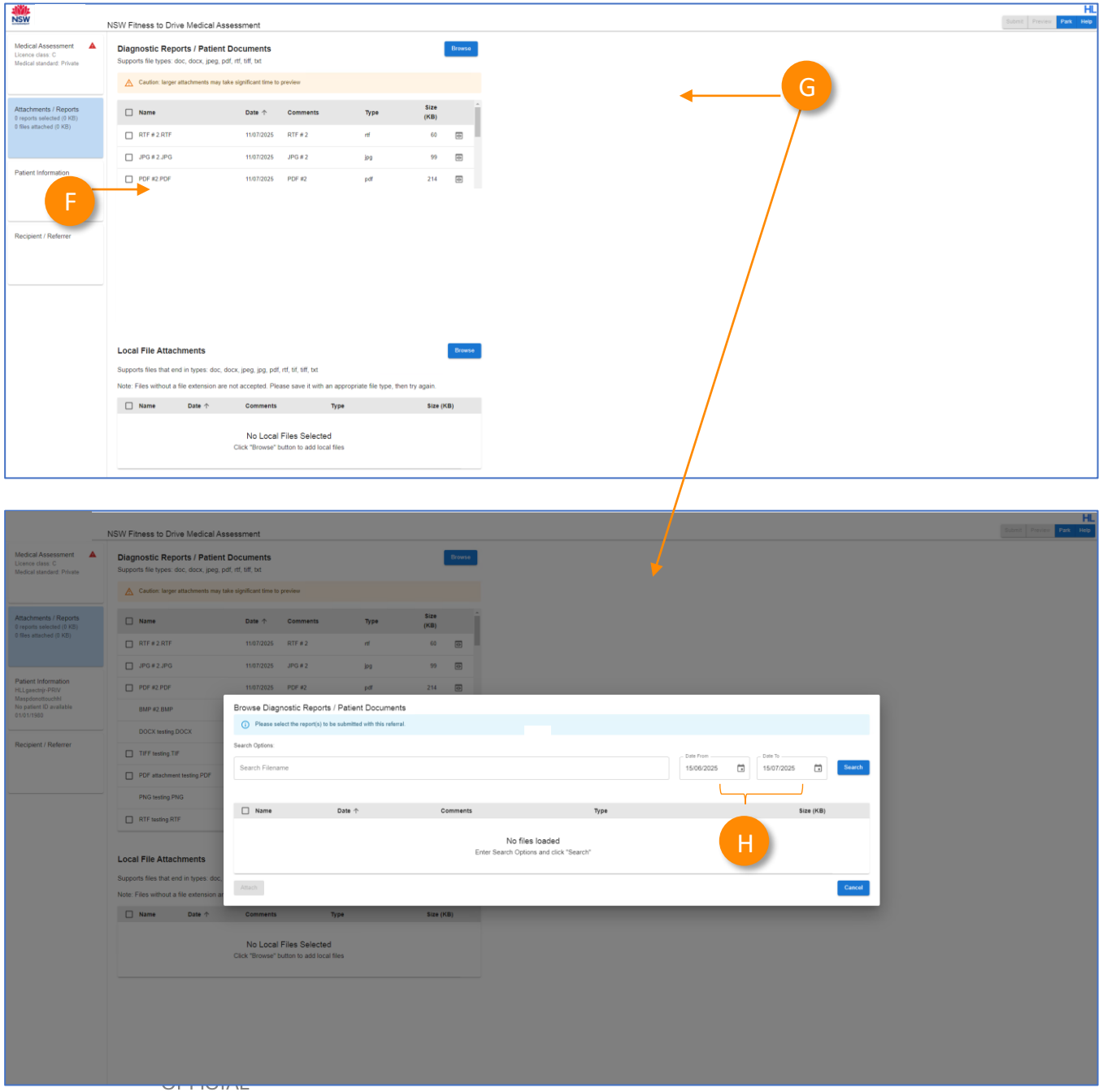
E The **Attachments / Reports** tab will give you access to all the supporting documents that you may wish to attach to the form.

F You can select any item from the **table** – showing your patient's medical records captured from the **last six months**.

Or you can **browse for files**…

G
- stored in your Practice Management Software by clicking the **Browse** button .
  - **Note:** Make sure to update the date parameters if you want to see files that are older than six months.

H



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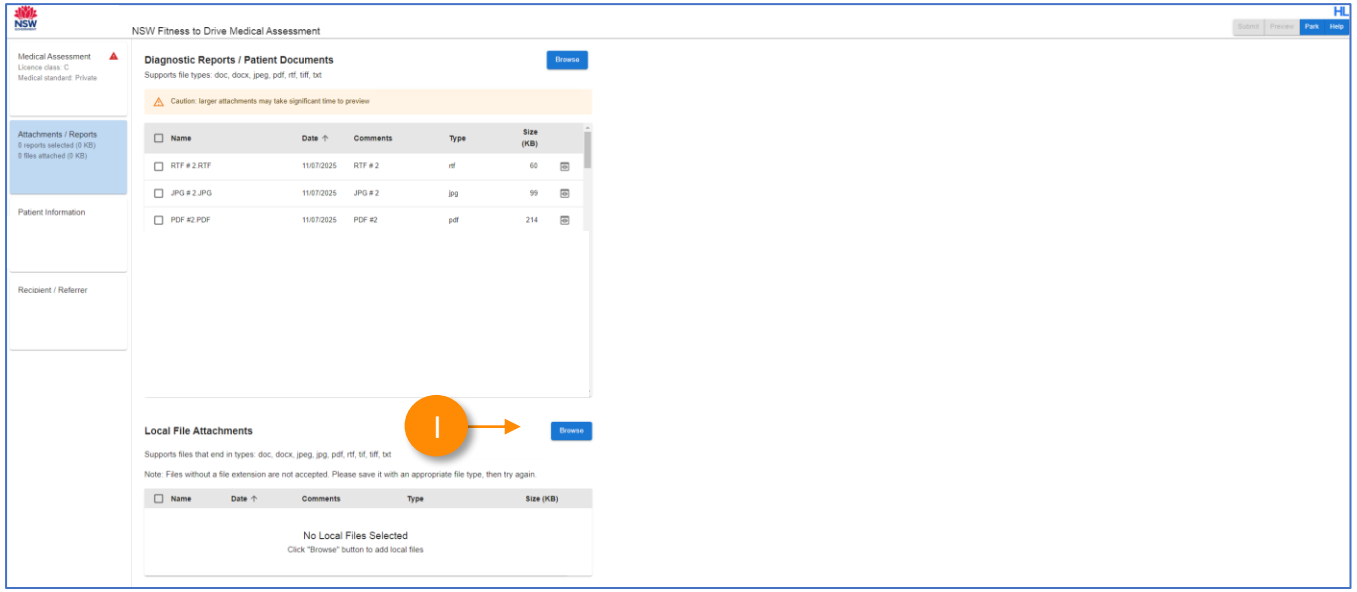
Step 2: Fitness to Drive

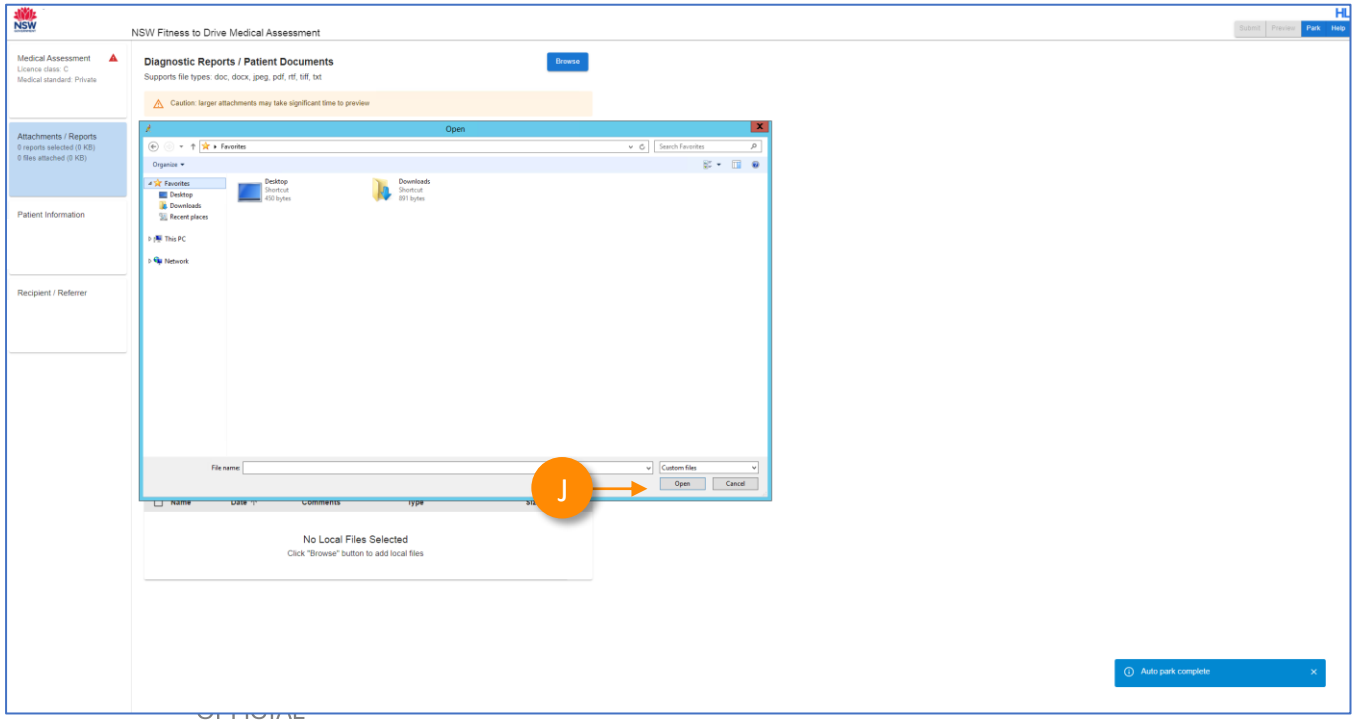
Completing the form

Attachments / Reports

I Another option to add attachments is the ability to browse for files in your local computer's file by clicking the **Browse** button.

J Select the file for your local computer file and select **Open**.





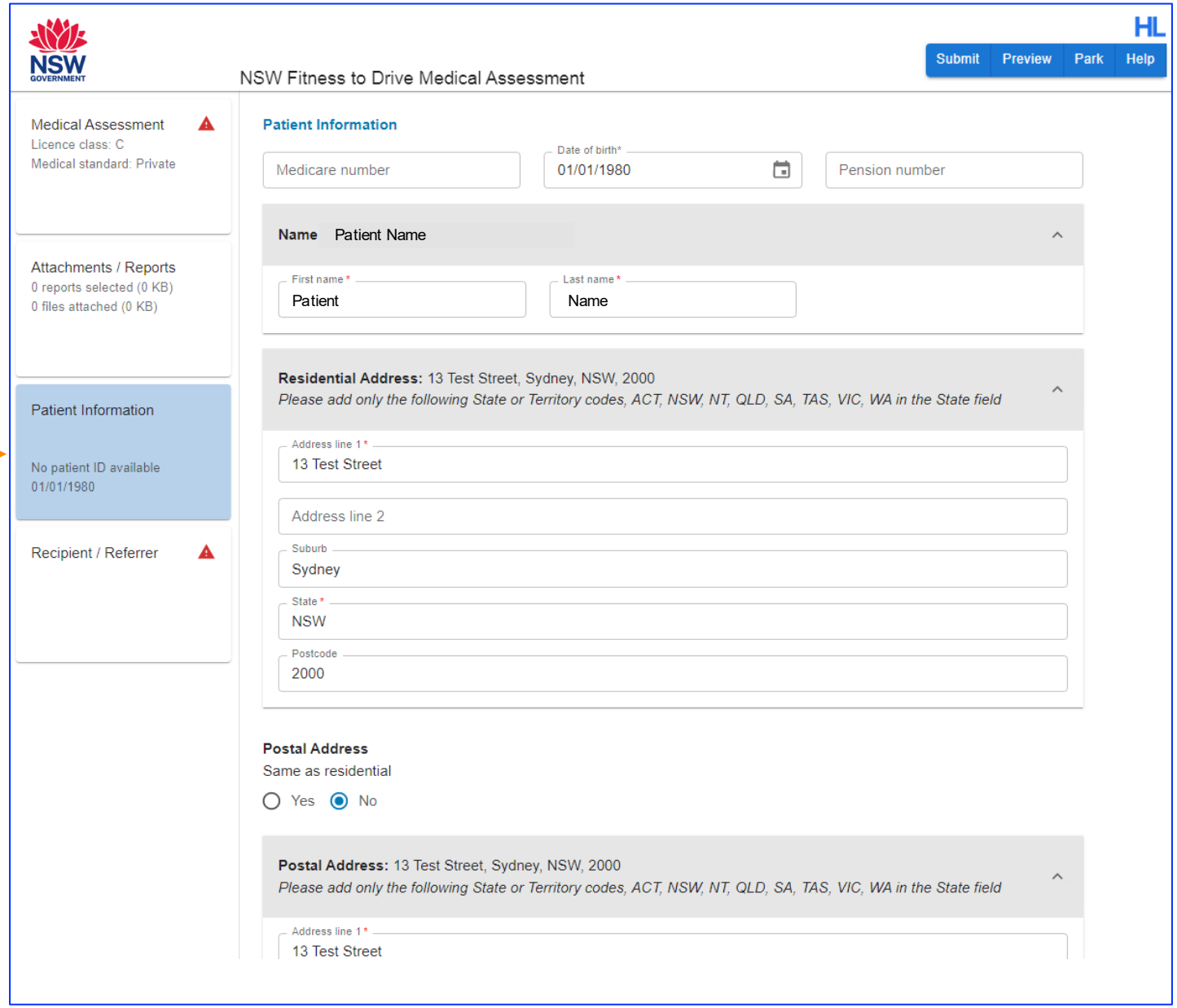
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Step 2: Fitness to Drive

Completing the form

Patient information

K Patient information will be pre-populated by the SmartForm in the **Patient information** tab.



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Step 2: Fitness to Drive

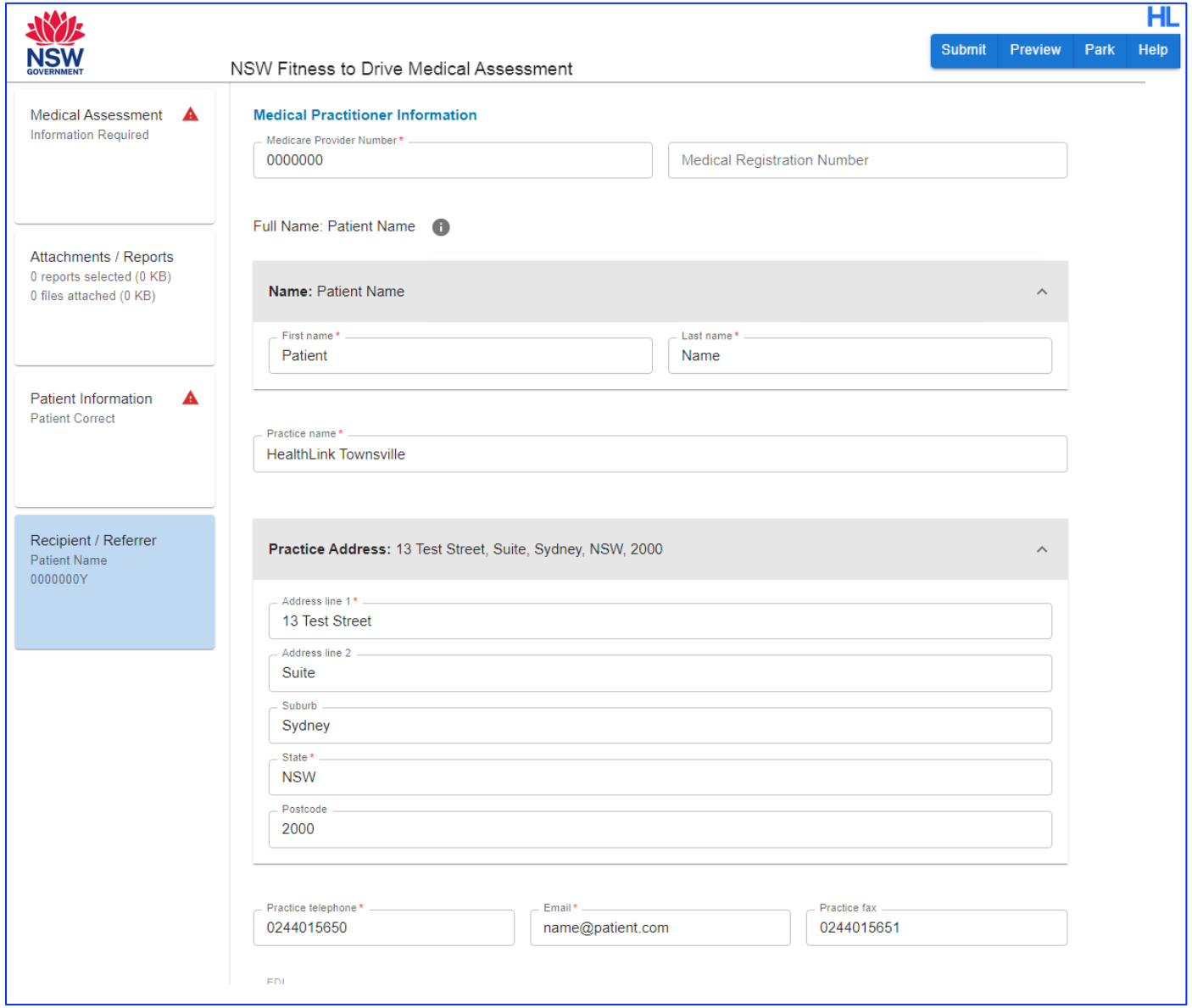
Completing the form

Recipient / Referrer

L Recipient / Referrer information will be pre-populated by the SmartForm in the **Recipient / Referrer** tab.

Note: Before submitting please double check your medical practitioner information is correct.

You can assess a person's fitness to drive in NSW if you're a registered medical practitioner or specialist. This includes general practitioners, specialists, optometrists, ophthalmologists and allied health professionals.



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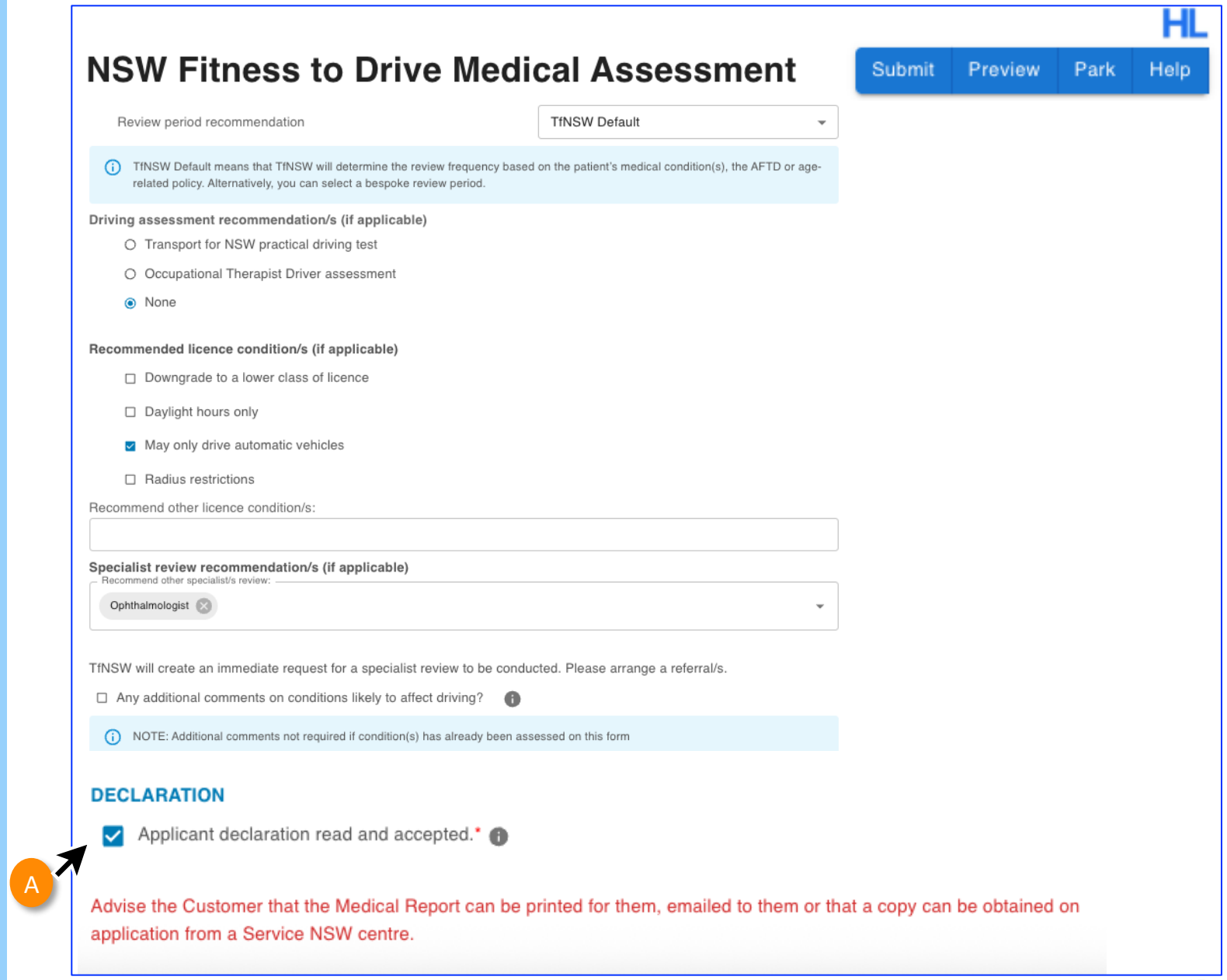
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Step 3: Fitness to Drive

Previewing, Submitting and Parking

Previewing

A When you are ready to review your form, check the **Declaration** tick box.



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Step 3: Fitness to Drive

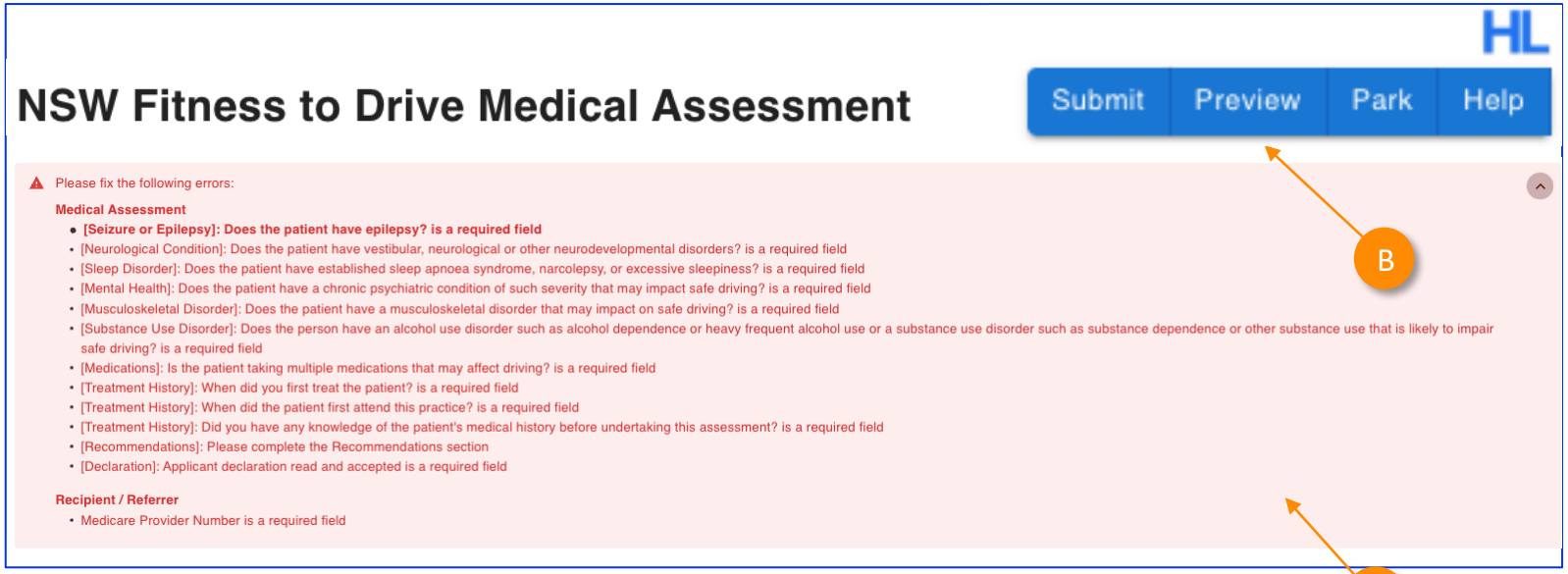
Previewing, Submitting and Parking

Previewing

B You can verify that the form has been completed correctly by clicking **Preview** allowing you to review the details before submitting.

C If a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it. You can click on each error in the **please fix the following errors** box and the form will take you directly to the required field.

D You can scroll through any errors by using the **Go to Error** function on the bottom left hand corner of the SmartForm.



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Step 3: Fitness to Drive

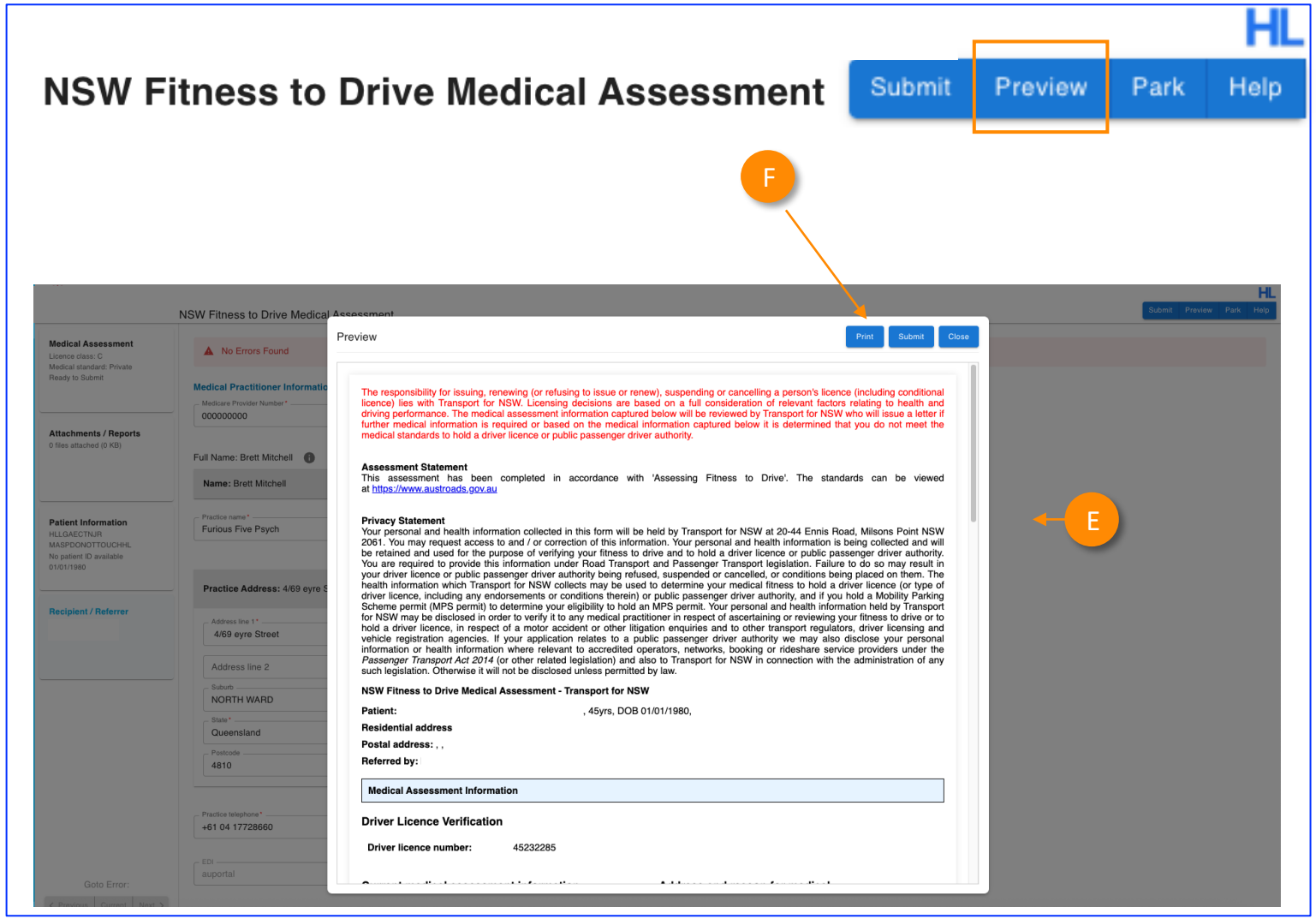
Previewing, Submitting and Parking

Previewing / Parking

E Click Preview. A pop-up **Preview** will appear for your review.

A copy of the form is saved directly to the patient file.

F And if you need more information to complete the form, you can **Park** the form to save what you've done so far and come back to it later.



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Step 3: Fitness to Drive

Previewing, Submitting and Parking

Submitting

G When you are ready to send your form, click **Submit**.

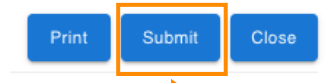
H This will safely and securely send the form electronically via HealthLink, and you will see a copy of the completed form with a **date stamp.**

There are four submission response outcomes:

1. **Straight through processing:** successfully received by Transport for NSW. The data has been processed automatically and the licence record updated.

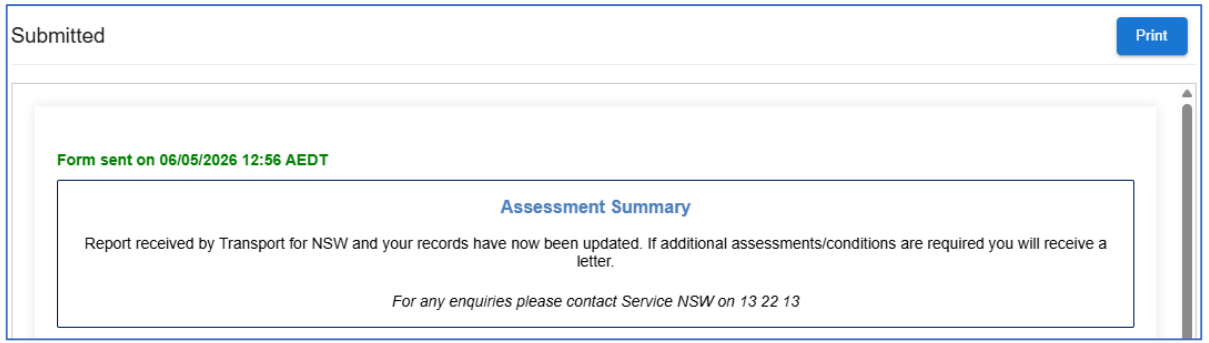
2. **Straight through processing with assessments/conditions:** successfully received by Transport for NSW. Additional Assessments to be requested based on Doctor recommendations/business rules.

A copy of the submitted form is saved directly to the patient file.



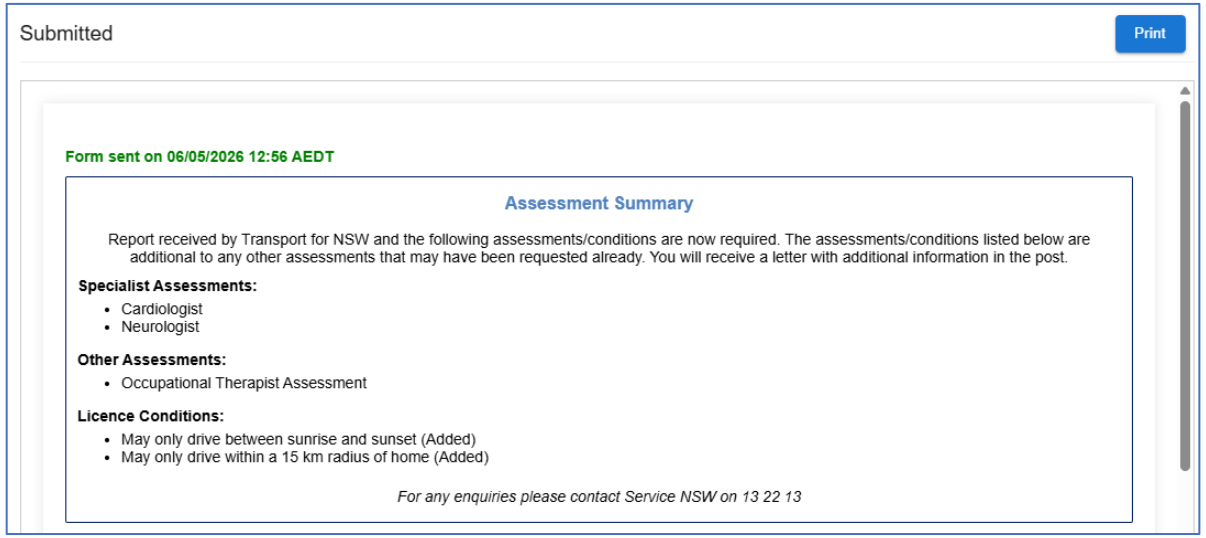
G

H



1

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Step 3: Fitness to Drive

Previewing, Submitting and Parking

Submitting continued

G When you are ready to send your form, click **Submit**.

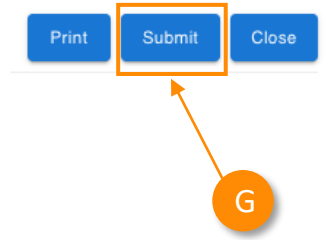
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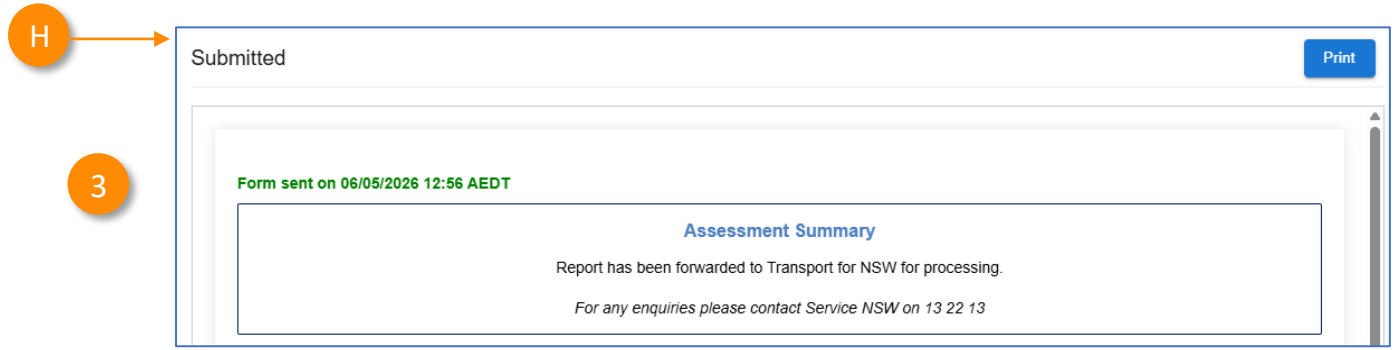
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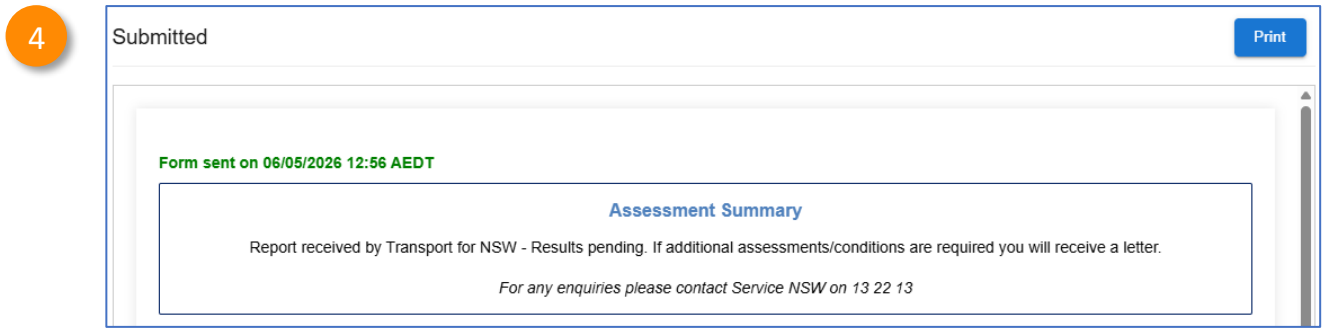
3. **Manual processing required by Transport for NSW:** successfully received by Transport for NSW and the data will be processed manually.

4. **Technical issue:** successfully received by Transport for NSW, but there was an issue with automatic processing at Transport for NSW. Transport for NSW will manually process the data.

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SECTION B

Part 2:

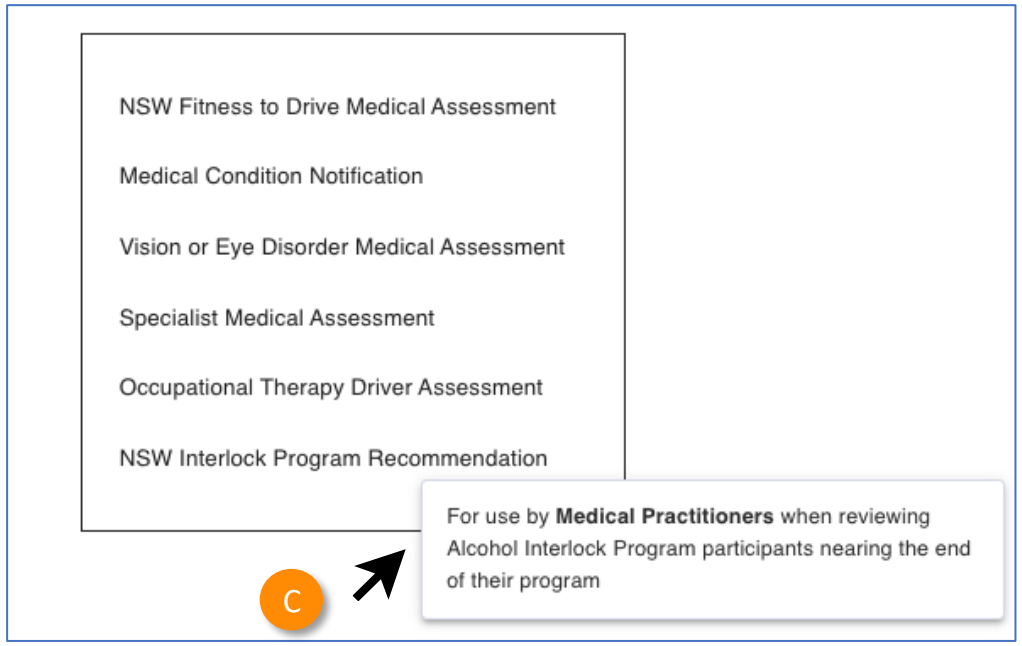
Interlock Program Recommendation

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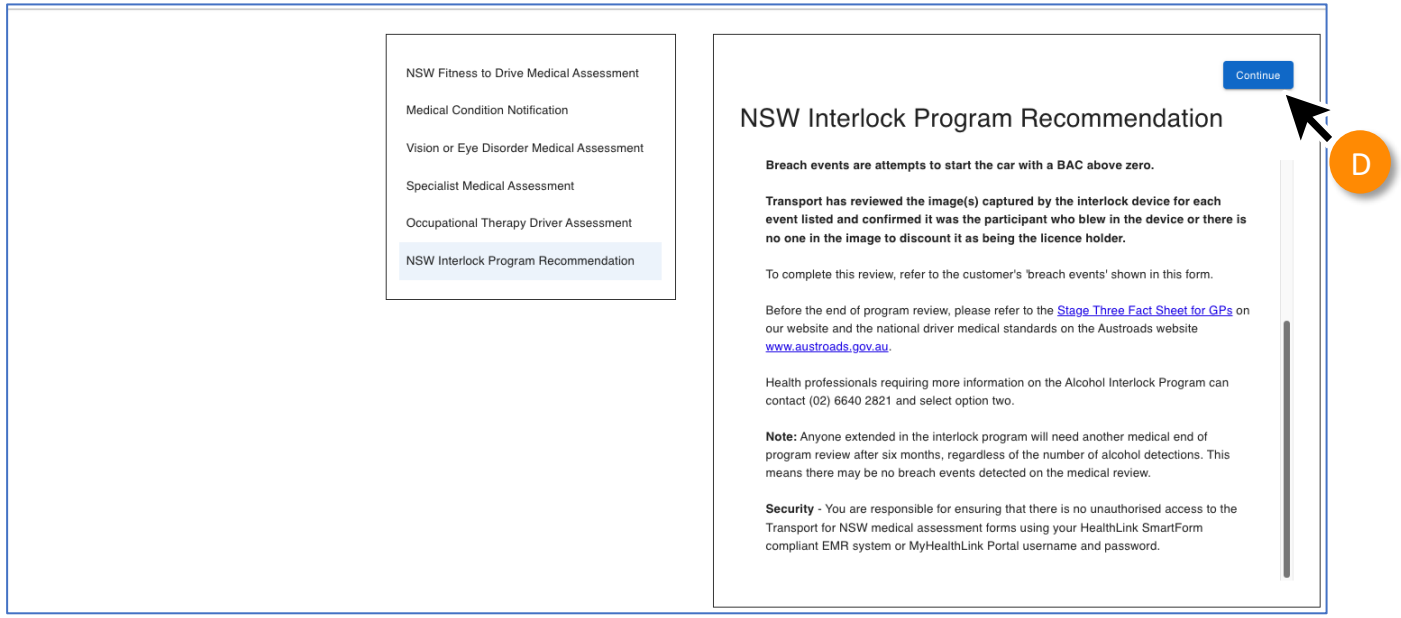
Step 1: Interlock Program Recommendation

Launching a new form

C To launch the SmartForm, select the **NSW Interlock Program Recommendation** form from the list of available forms.



D A pop-up information box for Health Professionals will appear next. Once you have read the information, click the **continue** box.



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Step 2: Interlock Program Recommendation

Completing the form

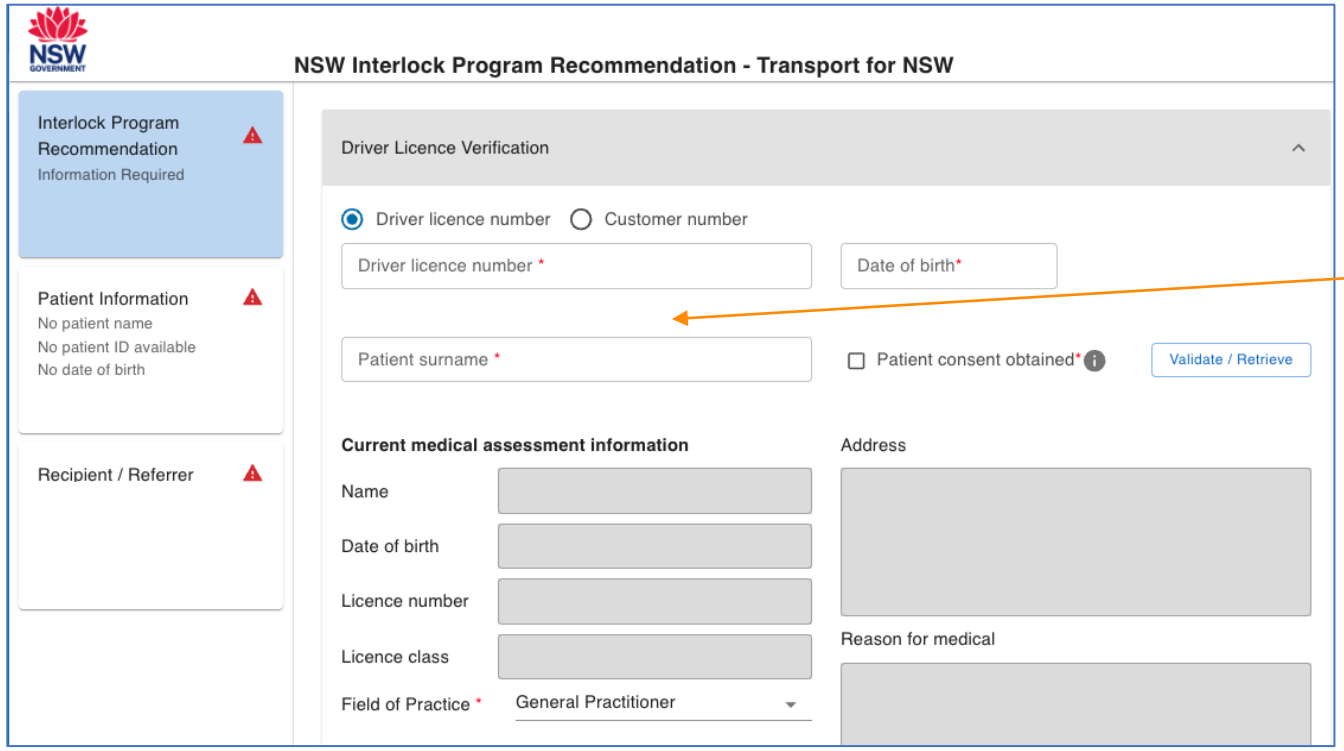
Now you've loaded the form to complete and submit.

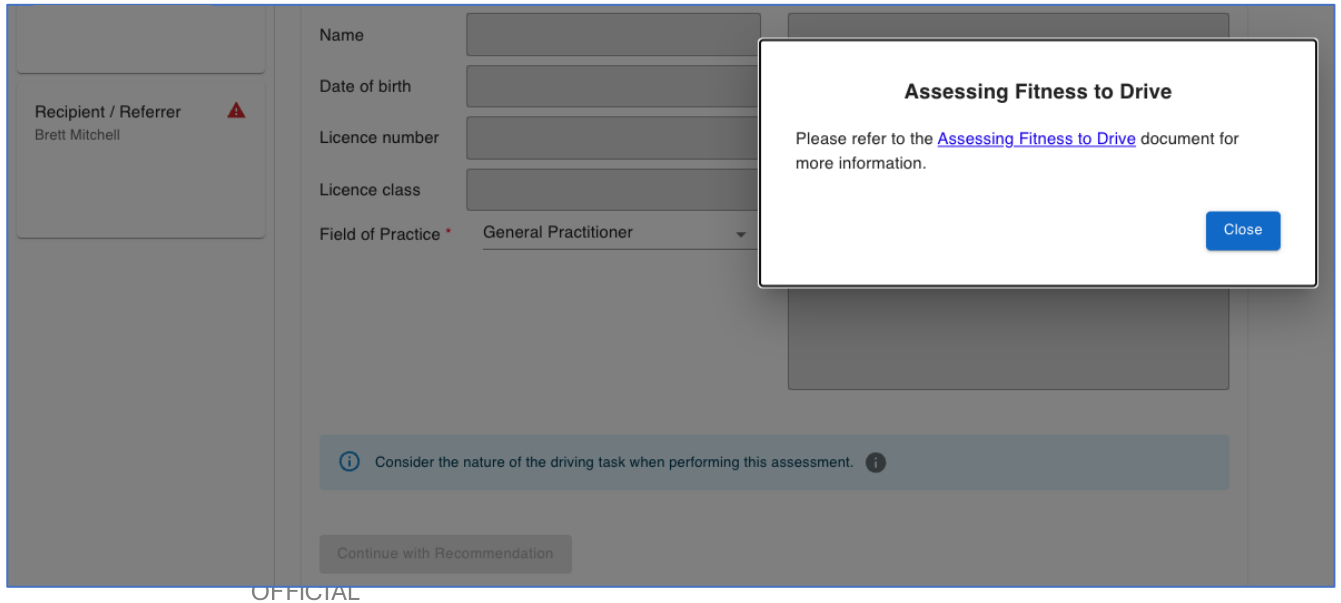
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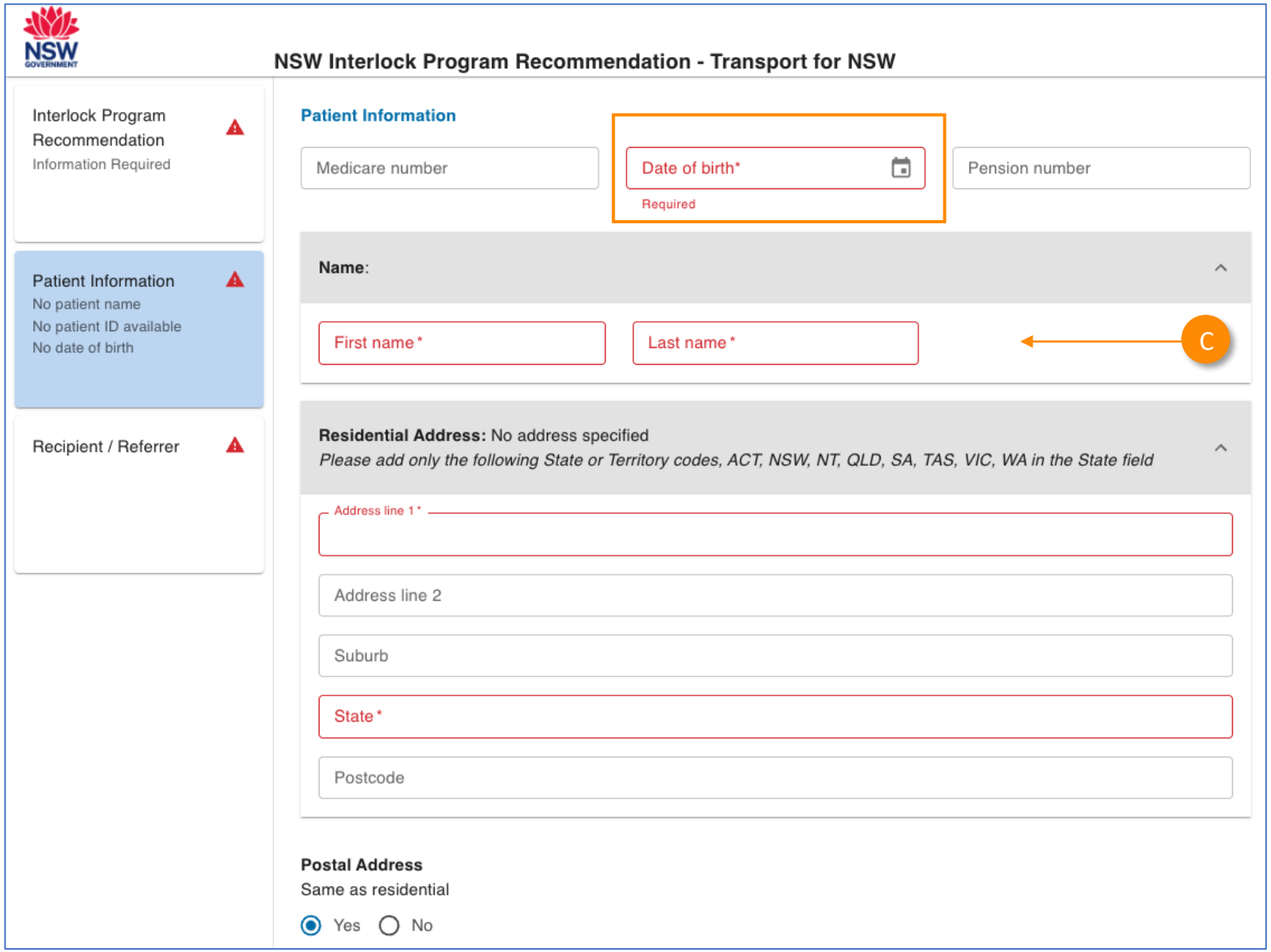


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Step 2: Interlock Program Recommendation

Completing the form

C The SmartForm is responsive, and it will indicate which questions are mandatory as you move through your patient's medical assessment.



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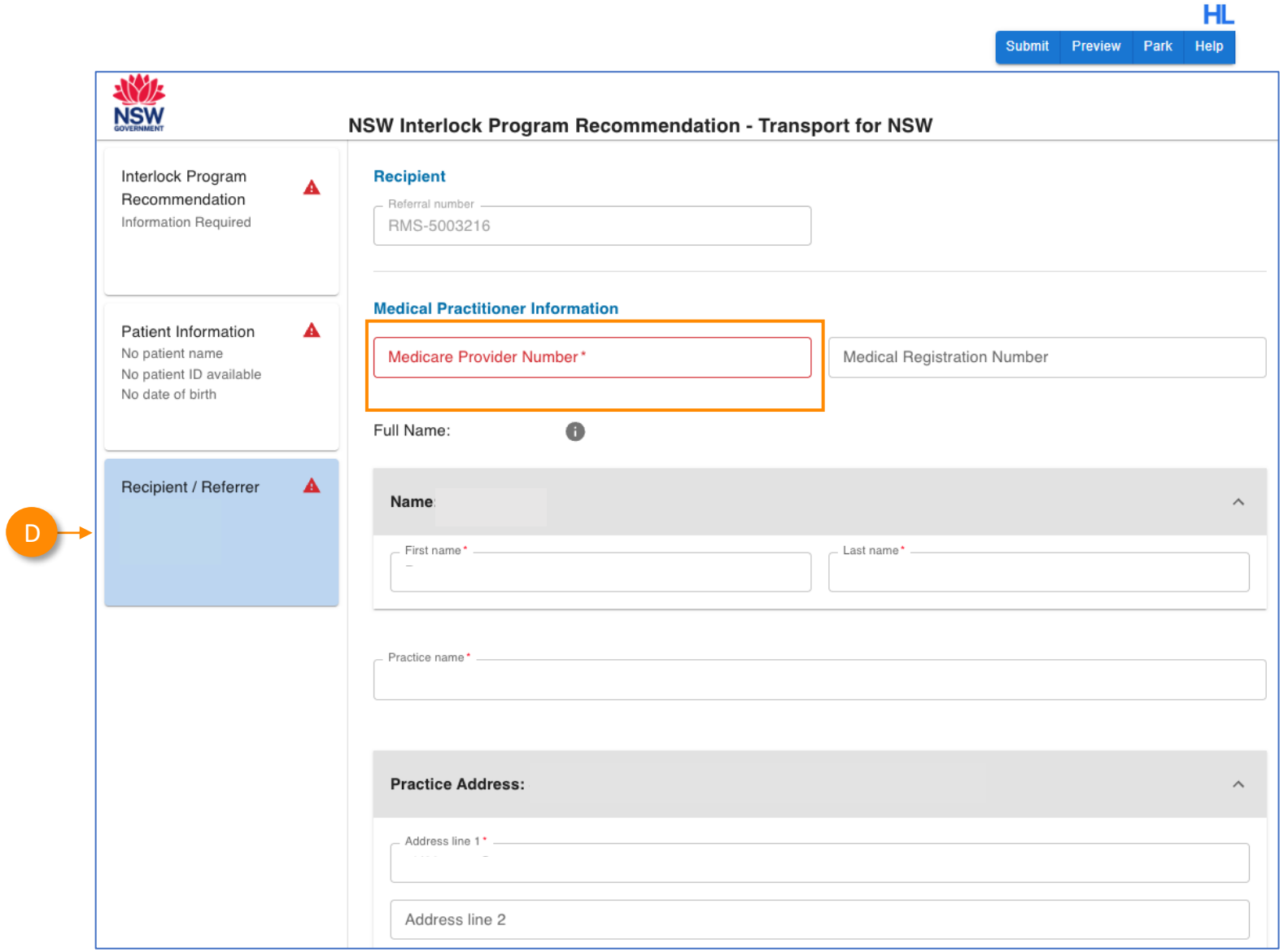
Step 2: Interlock Program Recommendation

Completing the form

Recipient / Referrer

D Recipient / Referrer information will be pre-populated by the SmartForm in the **Recipient / Referrer** tab.

Note: Before submitting please double check your medical practitioner information is correct.



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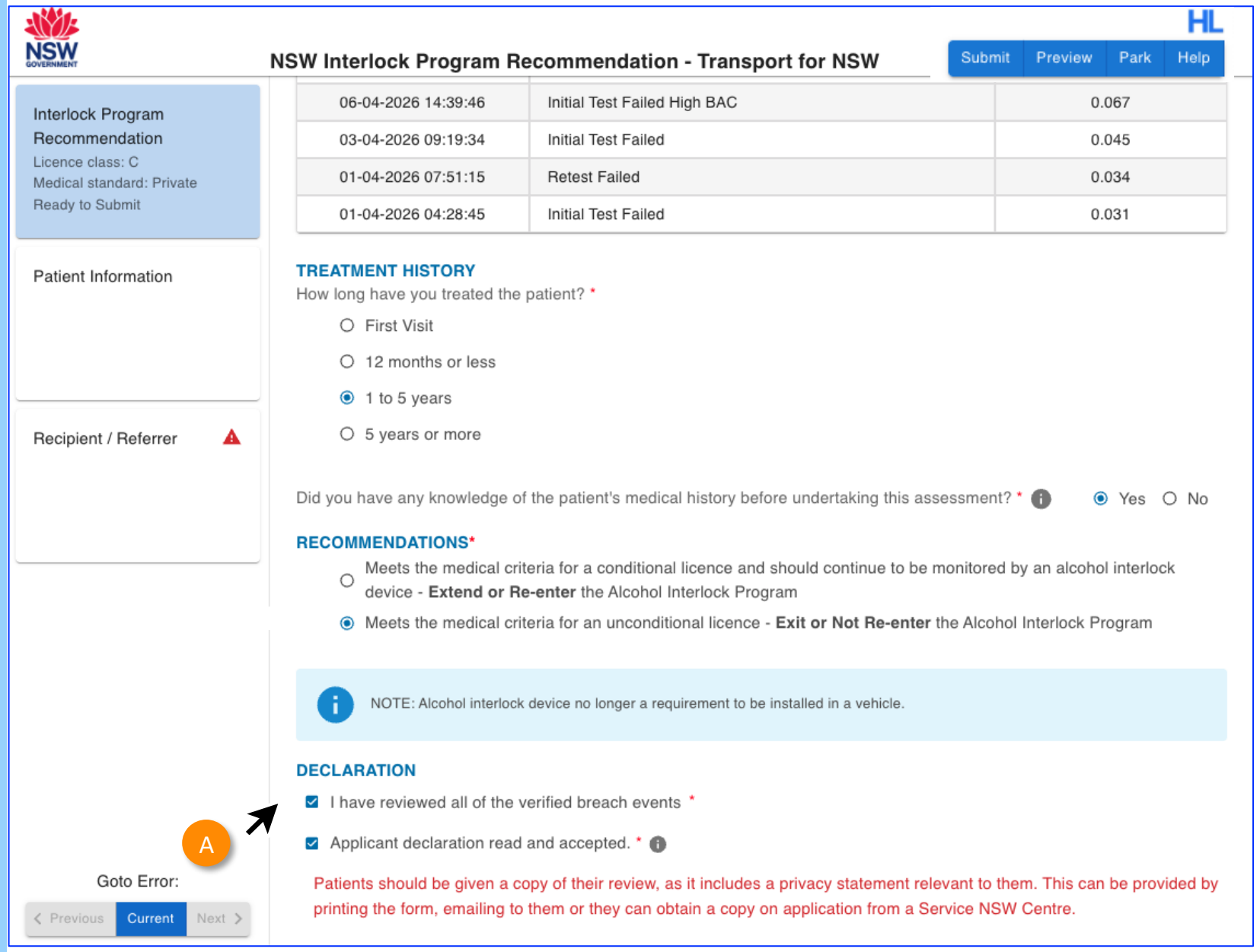
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Step 3: Interlock Program Recommendation

Previewing and Parking

Previewing

A When you are ready to review your form, check the **Declaration** tick box.



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Step 3: Interlock Program Recommendation

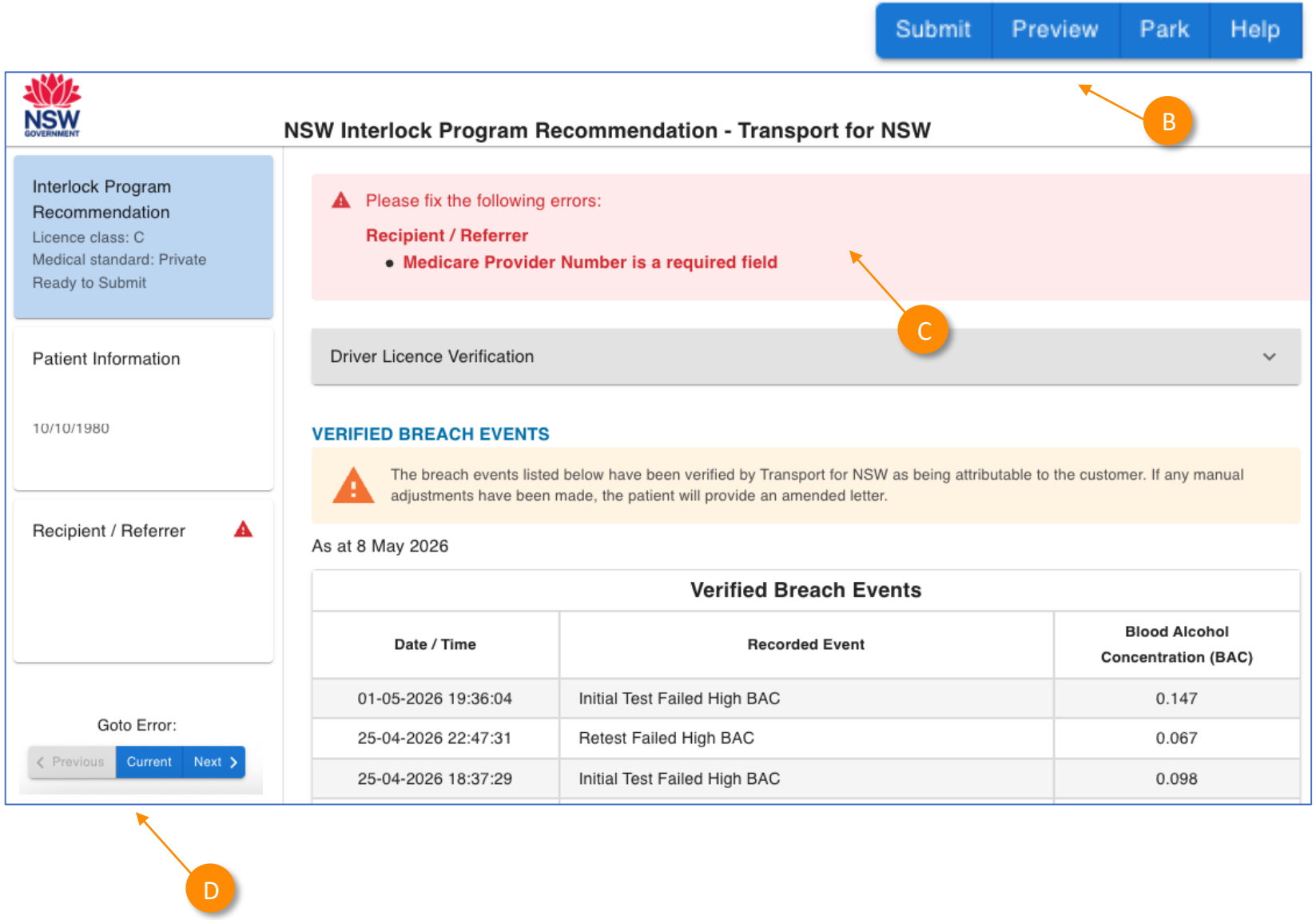
Previewing and Parking

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Step 3: Interlock Program Recommendation

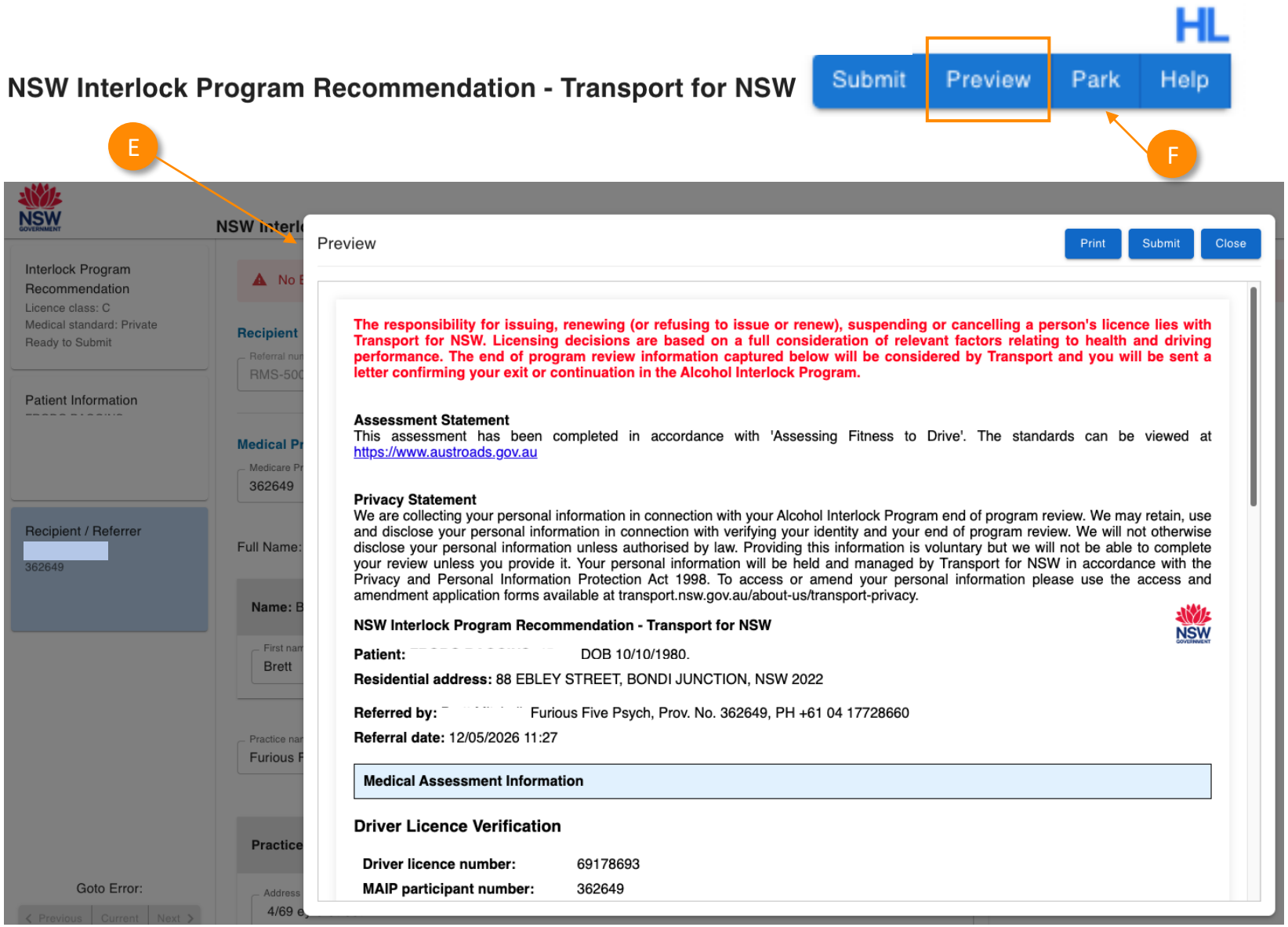
Previewing and Parking

Previewing / Parking

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Step 4: Interlock Program Recommendation

Submitting the form

Submitting

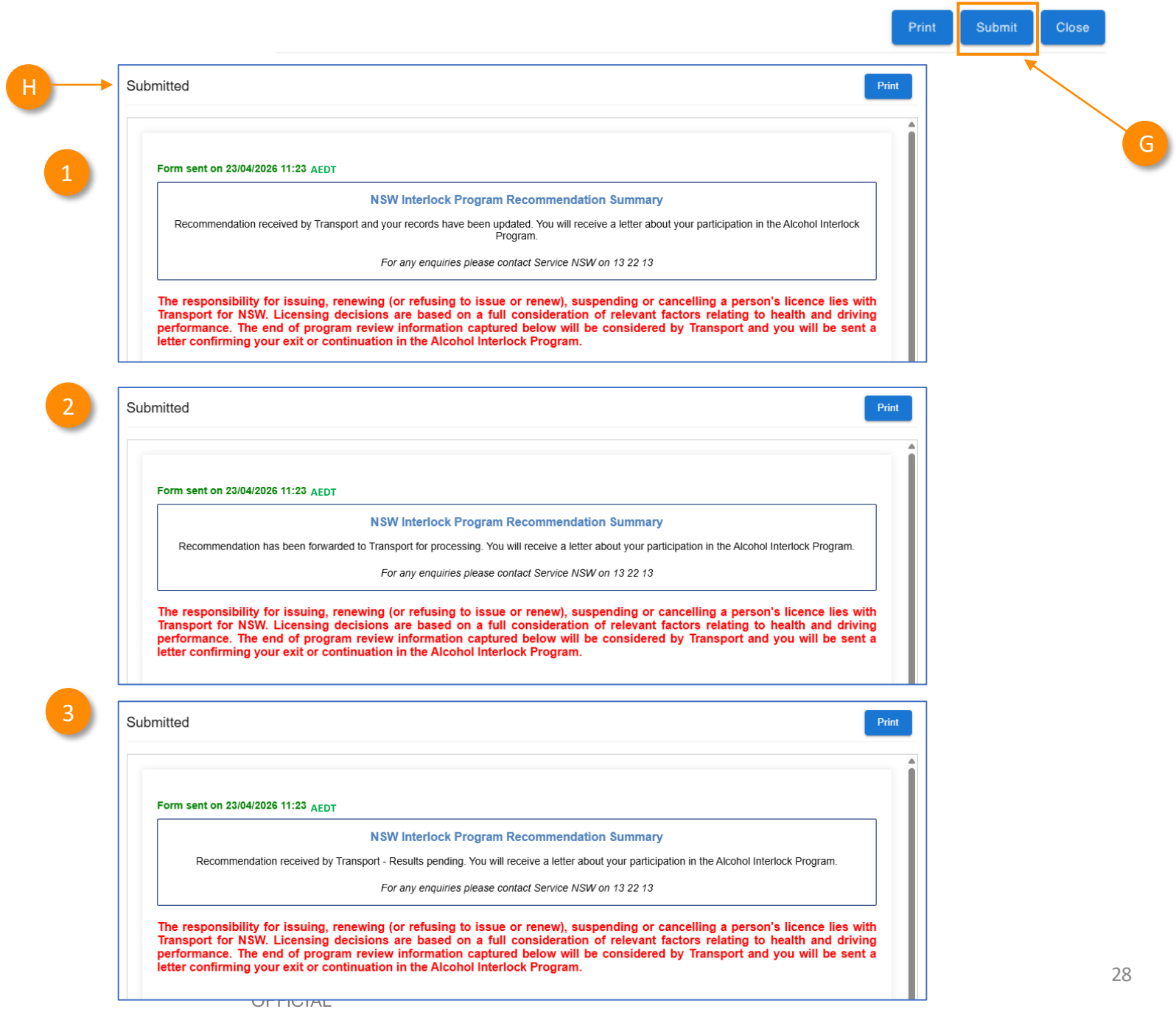
G When you are ready to send your form, click **Submit**.

H This will safely and securely send the form electronically via HealthLink, and you will see a copy of the completed form with a **date stamp.**

There are three submission response outcomes:

1. **Straight through processing: successfully received by Transport for NSW. The data has been processed automatically and the licence record updated.**
2. **Manual processing required by Transport for NSW: successfully received by Transport for NSW and the data will be processed manually.**
3. **Technical issue: successfully received by Transport for NSW, but there was an issue with automatic processing at Transport for NSW. Transport for NSW will manually process the data.**

A copy of the submitted form is saved directly to the patient file.



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SECTION B

Part 3:

Mobility Parking Scheme

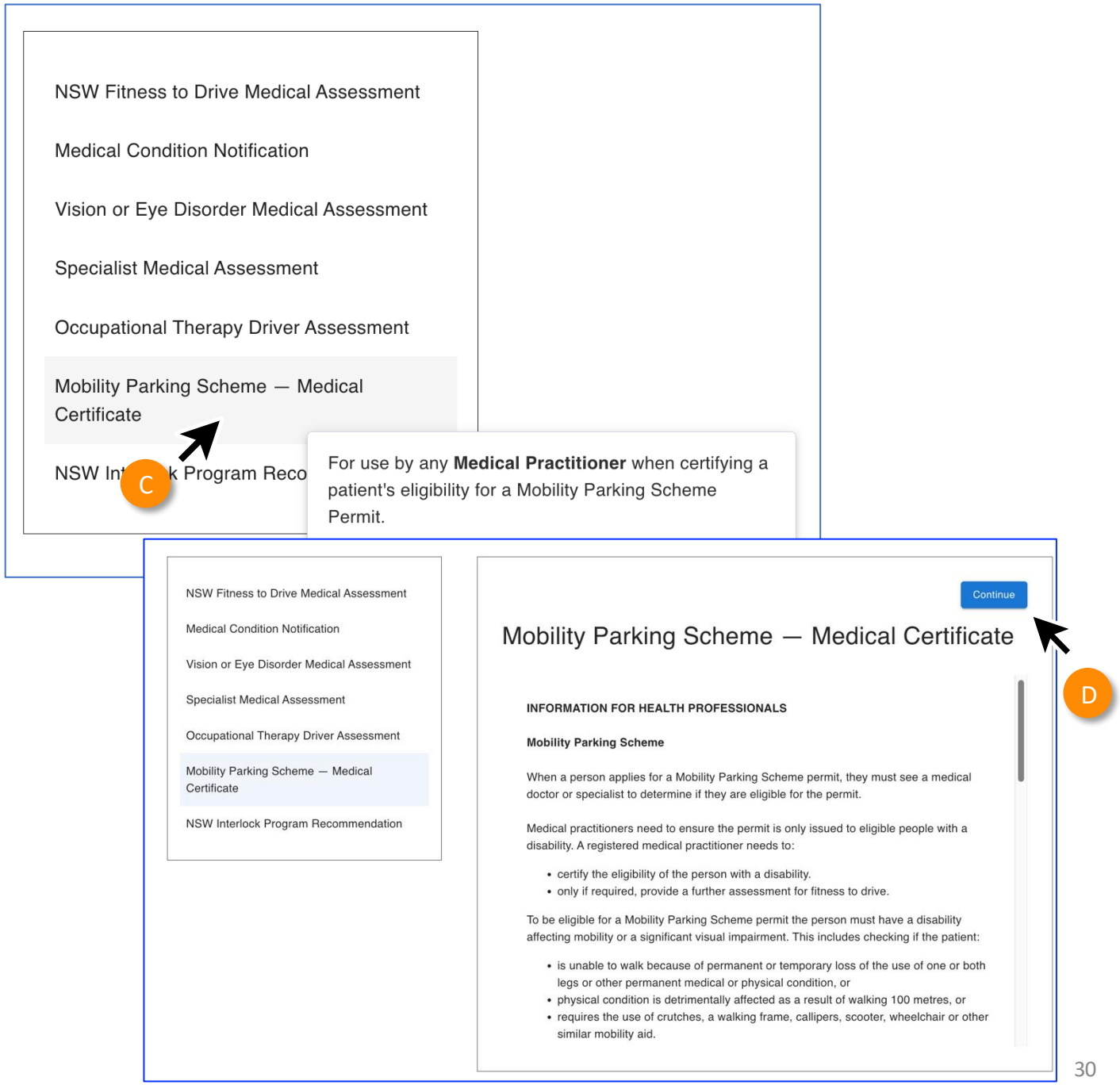
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Step 1: Mobility Parking Scheme

Launching a new form

C To launch the SmartForm, select the **NSW Mobility Parking Scheme – Medical Certificate** form from the list of available forms.

D A pop-up information box for Health Professionals will appear next. Once you have read the information, click the **continue** box.



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Step 2: Mobility Parking Scheme

Completing the form

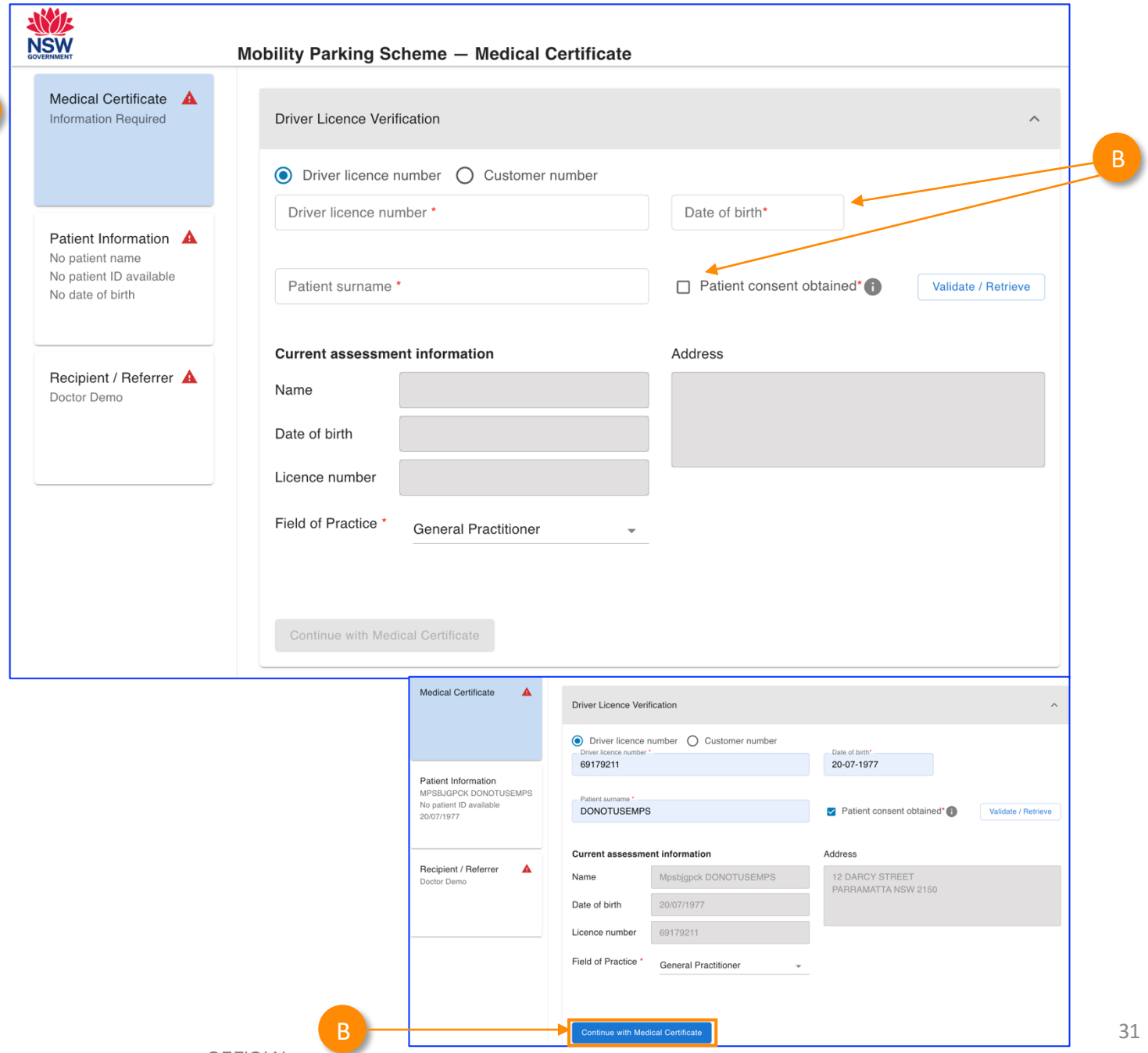
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You'll notice SmartForms are **responsive**: They will pre-populate all available patient and referrer data and contain logic to request more specific patient information based on your selections.

Note: Once you have ticked on the **patient consent obtained** box – the form will validate your patient's TfNSW details, and you will be able to proceed to click the **Continue with Medical Certificate** button.



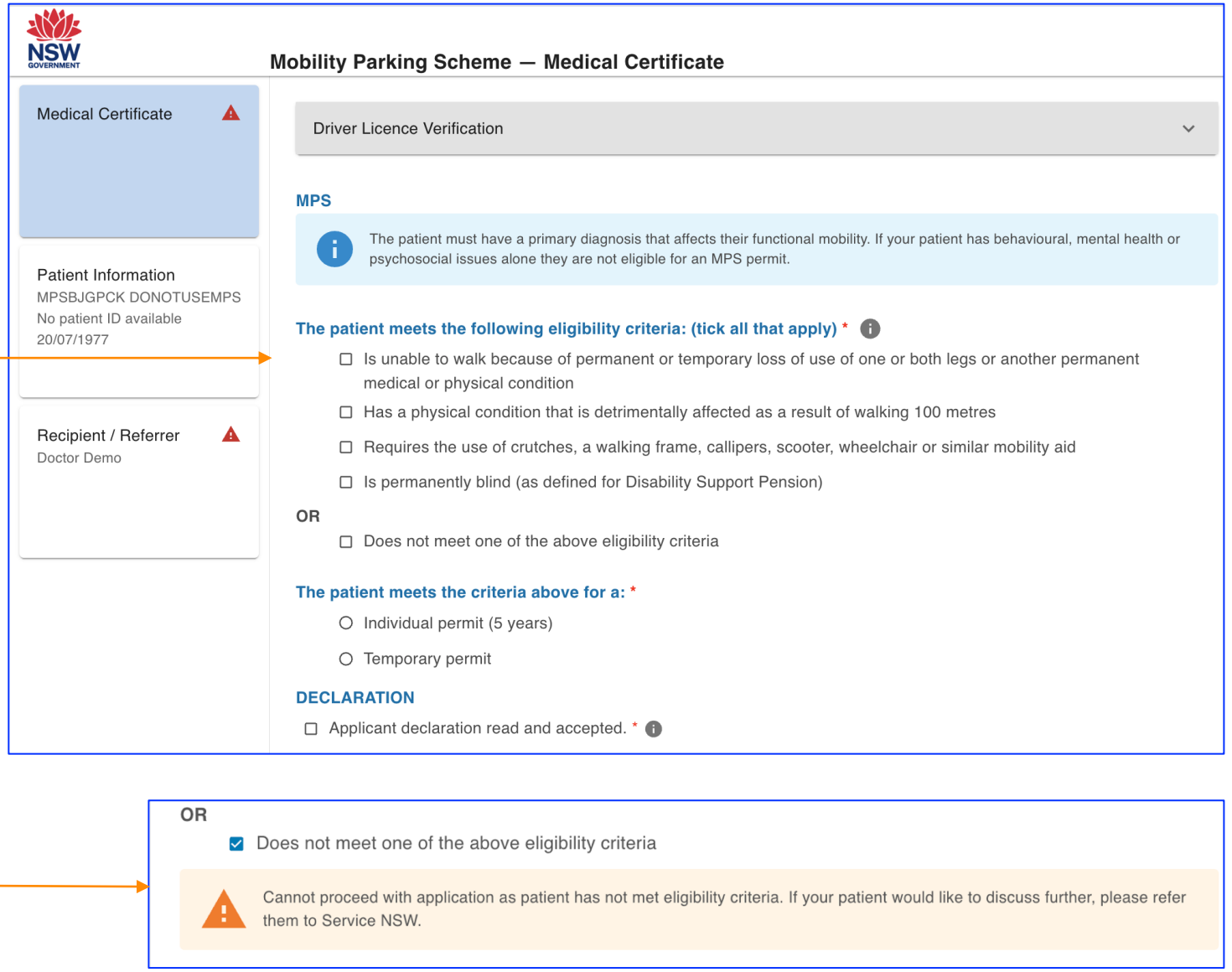
©HealthLink

Step 2: Mobility Parking Scheme

Completing the form

C In order to apply for a Mobility Parking Scheme permit, your patient must meet the **eligibility criteria**.

D If your patient does not meet one of the eligibility criteria, the application cannot proceed.



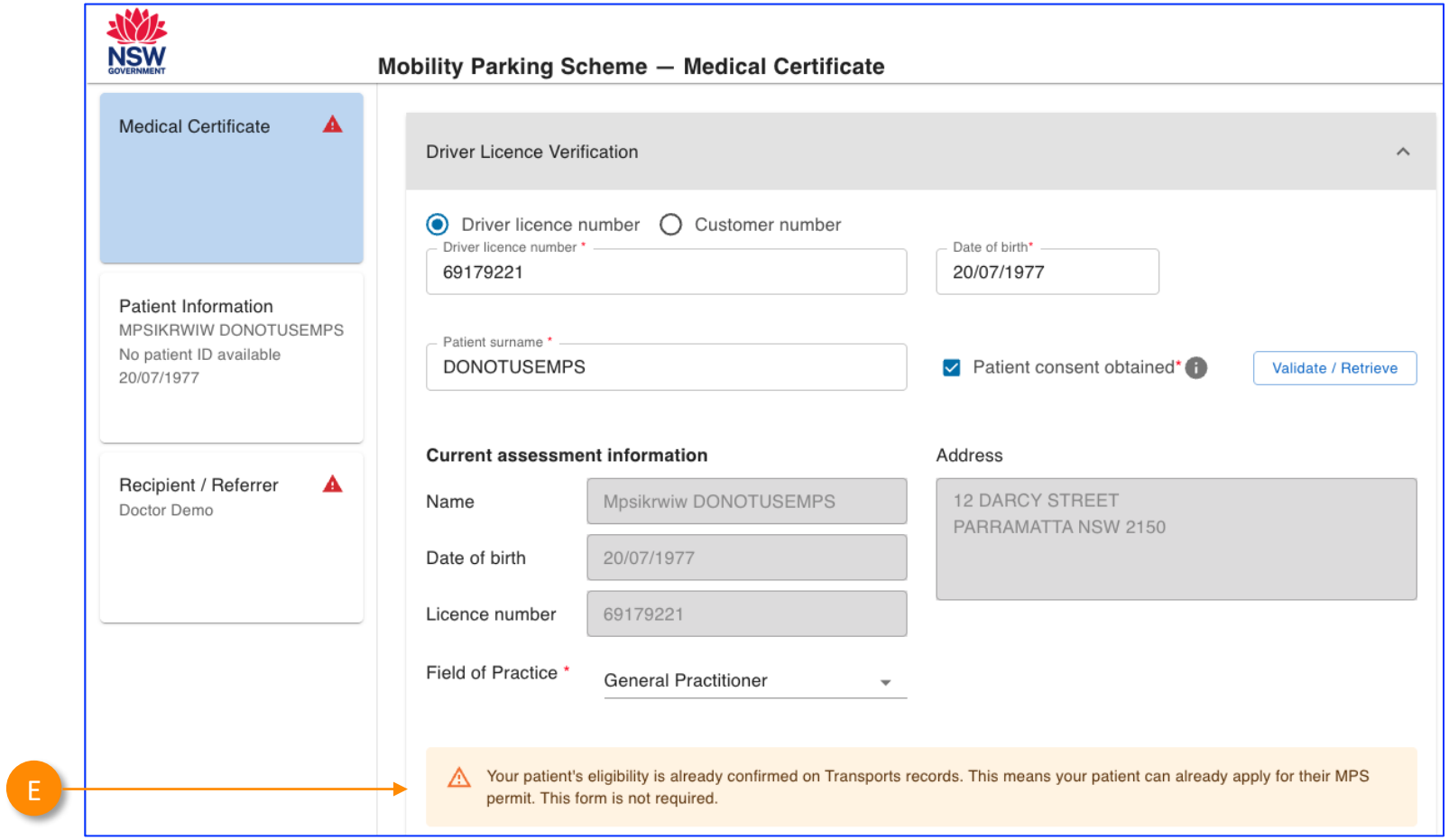
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Step 2: Mobility Parking Scheme

Completing the form

E If your patient's **eligibility** is already confirmed by Transport for NSW, they can apply for a Mobility Parking Scheme Permit through Service NSW and do not need a Medical Certificate.



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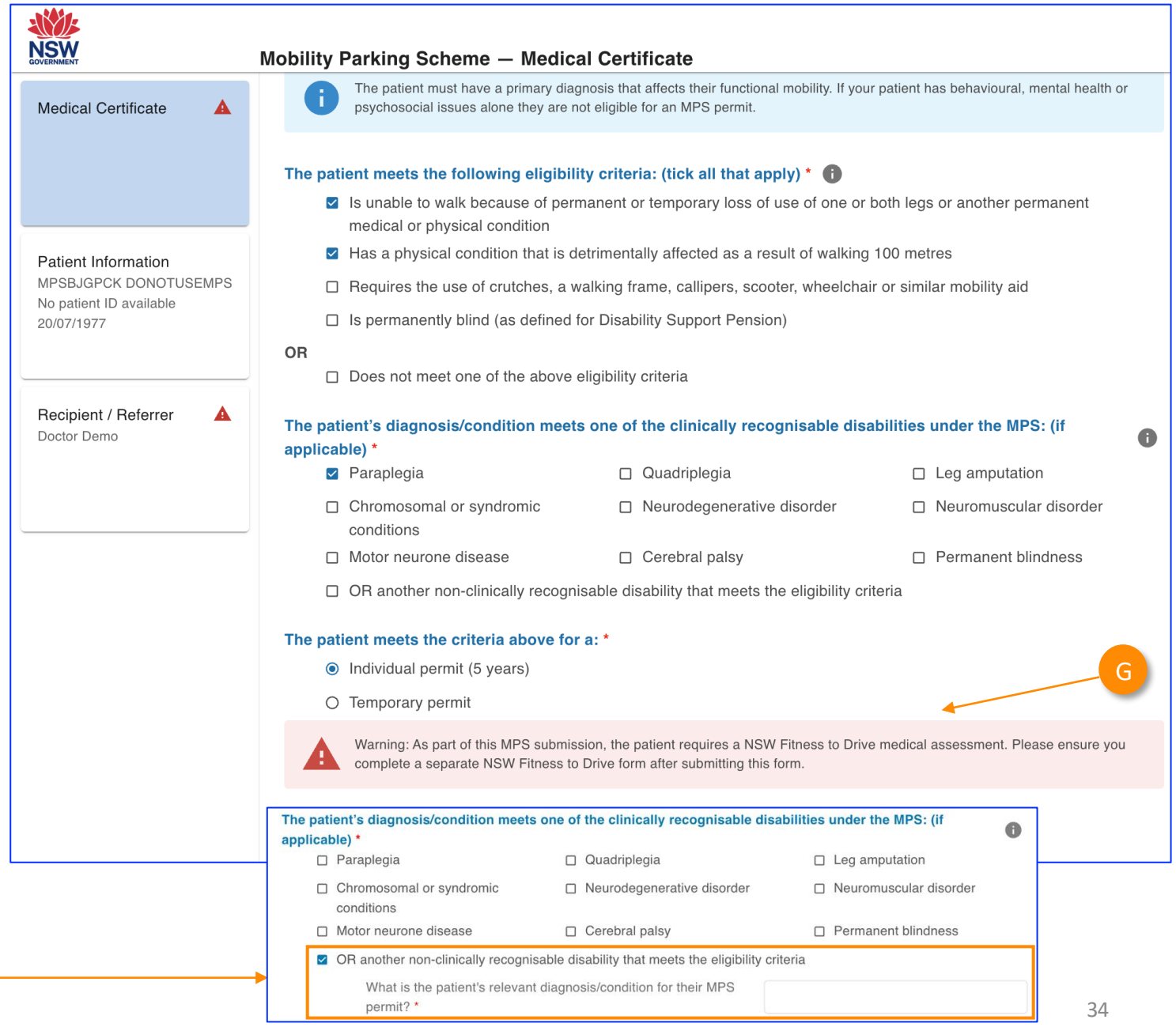
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Step 2: Mobility Parking Scheme

Completing the form

F Use the check boxes to complete your patient's diagnosis/condition. If you select **OR another non-clinically recognisable disability that meets the eligibility criteria**, you will be asked to add in the relevant diagnosis/condition to the free text box.

G If your patient requires a Fitness to Drive medical assessment, you need to go back and complete the assessment form separately once you have submitted your patient's Mobility Parking Scheme – Medical Certificate.



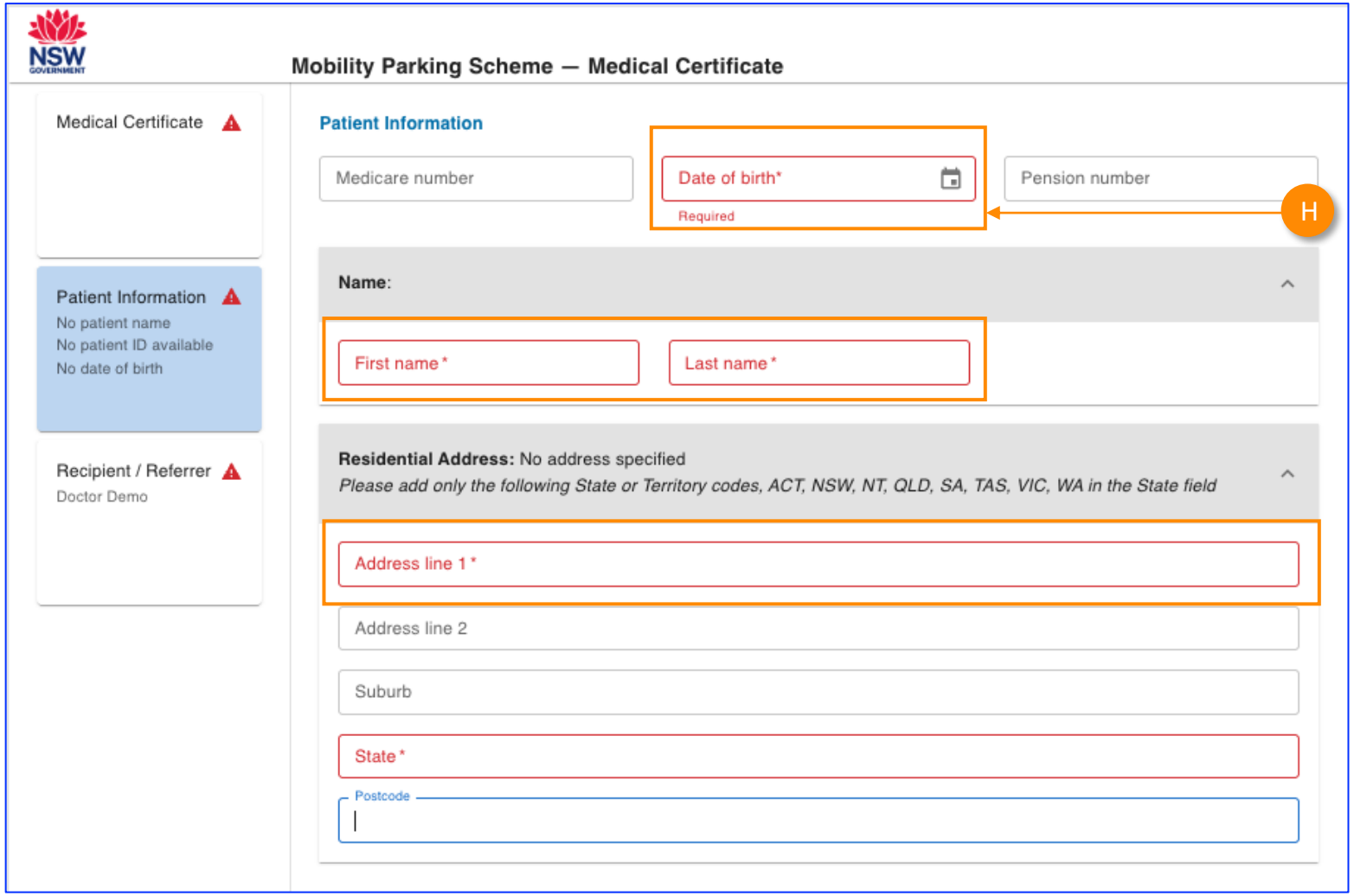
©HealthLink

Step 2: Mobility Parking Scheme

Completing the form

Patient Information

H The SmartForm is responsive, and it will indicate which questions are mandatory as you move through your patient's medical assessment.



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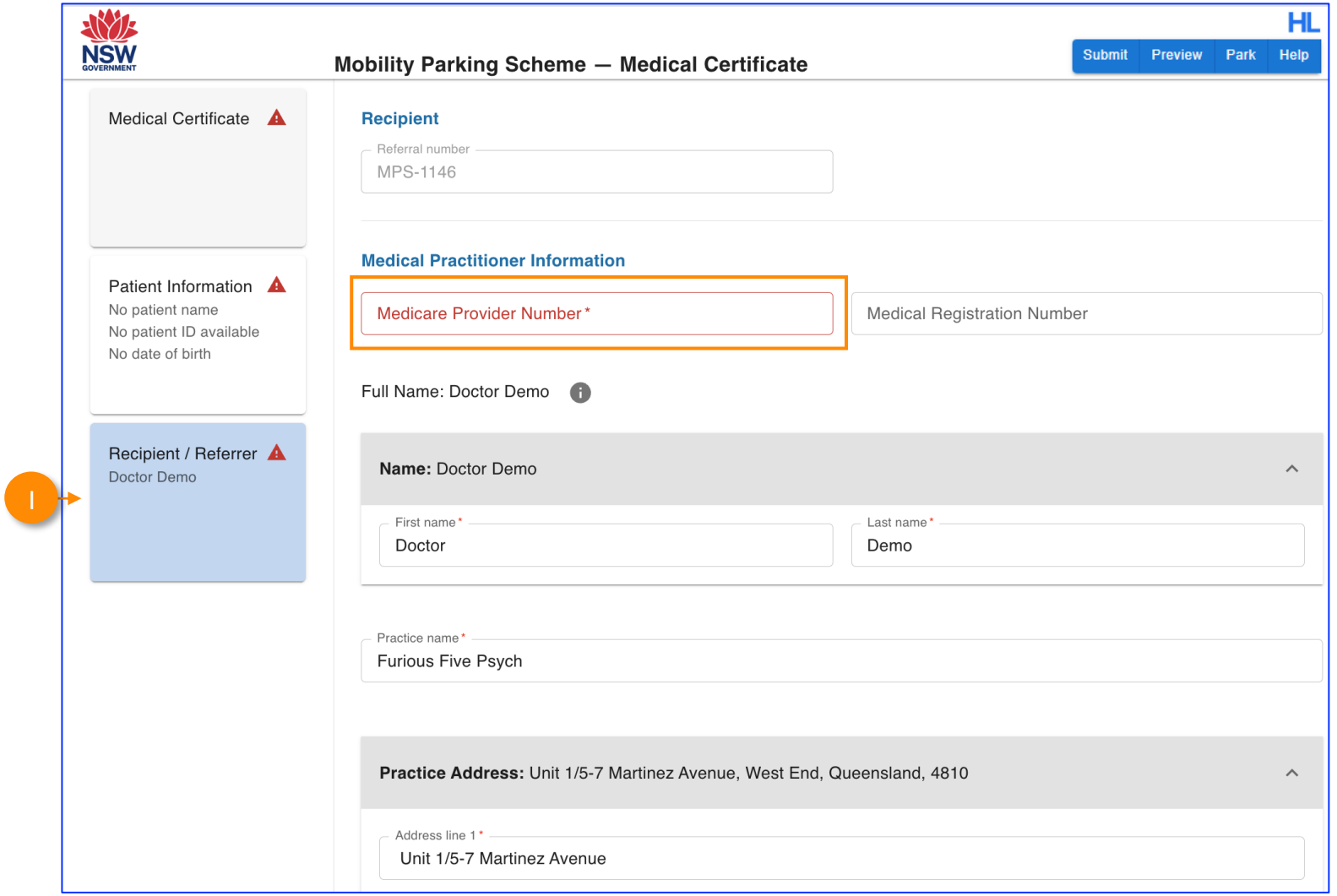
Step 2: Mobility Parking Scheme

Completing the form

Recipient / Referrer

Recipient / Referrer information will be pre-populated by the SmartForm in the **Recipient / Referrer** tab.

Note: Before submitting please double check your medical practitioner information is correct.



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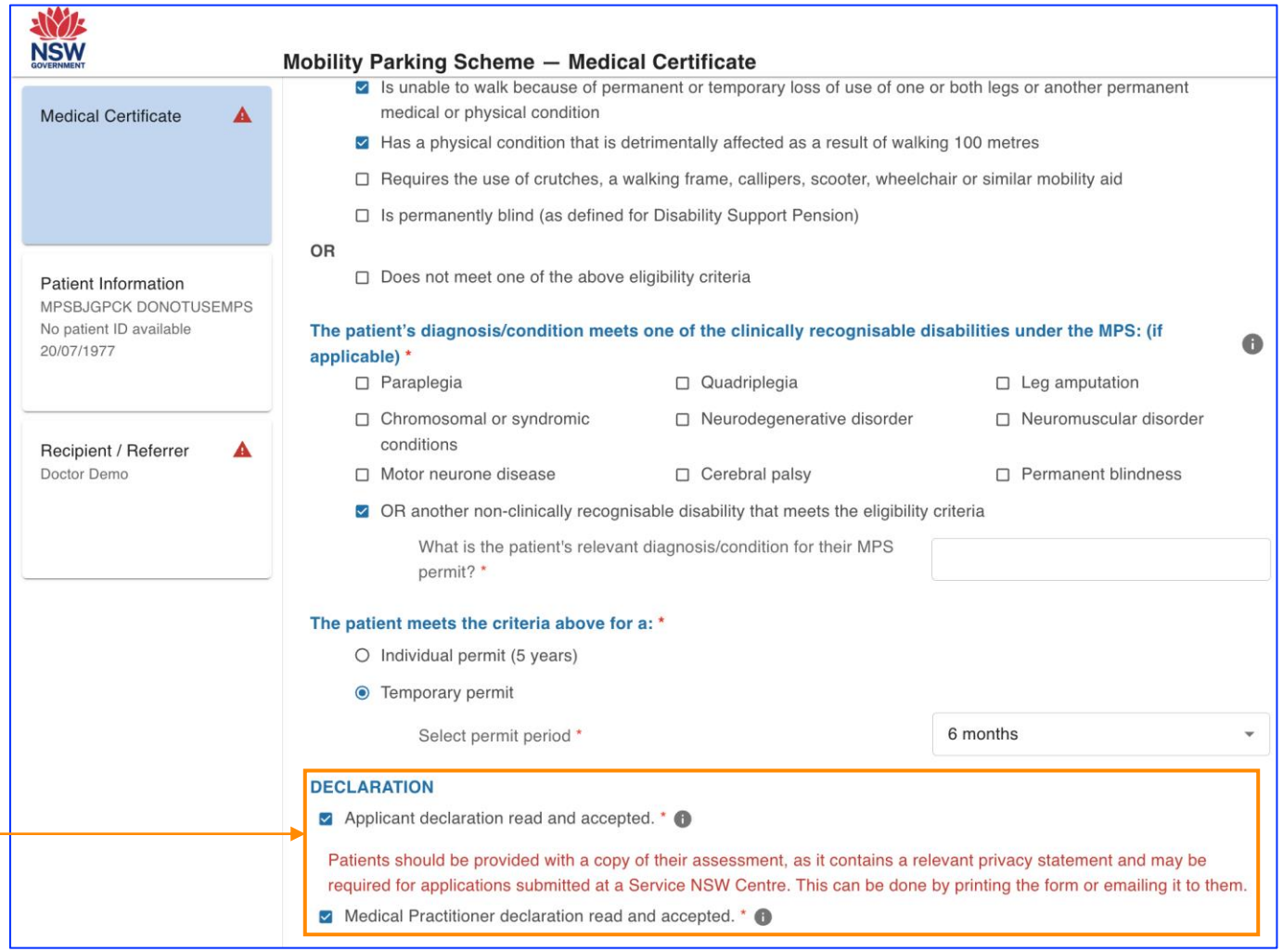
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Step 2: Mobility Parking Scheme

Completing the form

J Once the form is completed, read and accept the applicant and Medical Practitioner declarations.

Note: Please provide your patient with a copy of their assessment.



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Step 3: Mobility Parking Scheme

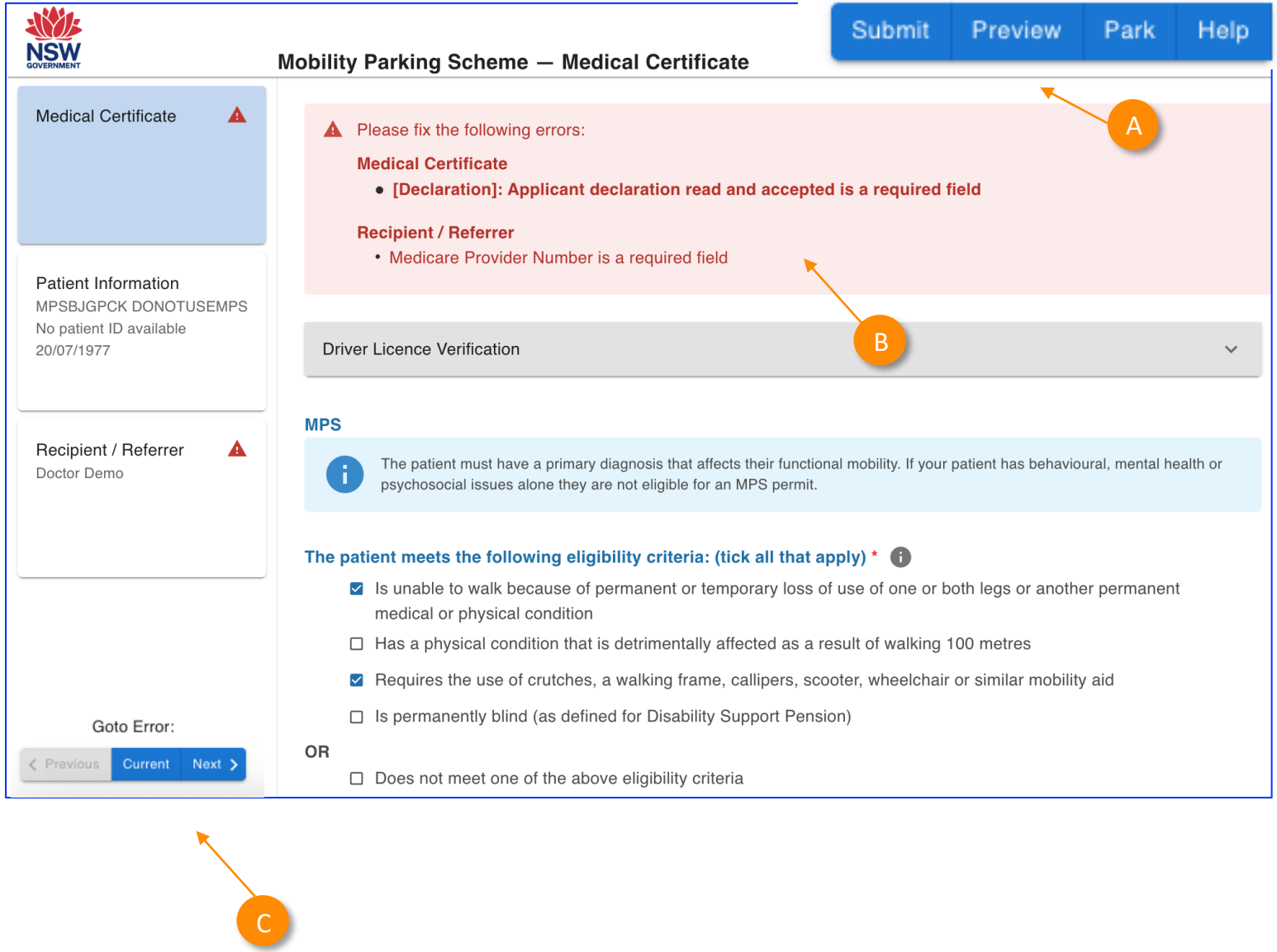
Previewing and Parking the form

Previewing

A You can verify that the form has been completed correctly by clicking **Preview** allowing you to review the details before submitting.

B If a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it. You can click on each error in the **please fix the following errors** box and the form will take you directly to the required field.

C You can scroll through any errors by using the **Go to Error** function on the bottom left hand corner of the SmartForm.



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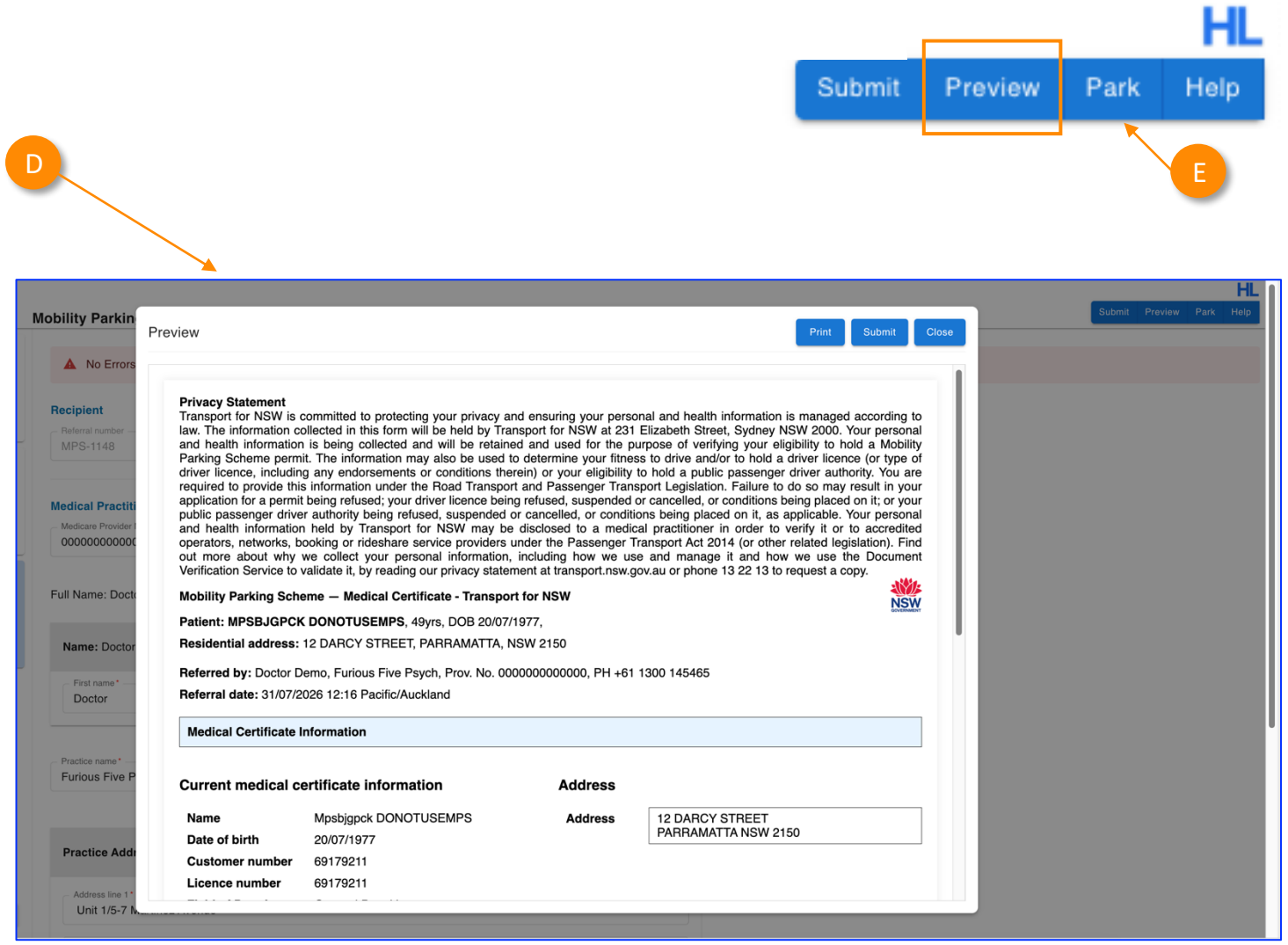
Step 3: Mobility Parking Scheme

Previewing and Parking the form

Previewing / Parking

D Click Preview. A pop-up **Preview** will appear for your review.

E And if you need more information to complete the form, you can **Park** the form to save what you've done so far and come back to it later.



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Step 4: Mobility Parking Scheme

Submitting the form

Submitting

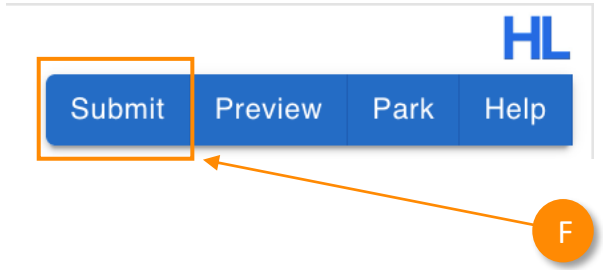
F When you are ready to send your form, click **Submit**.

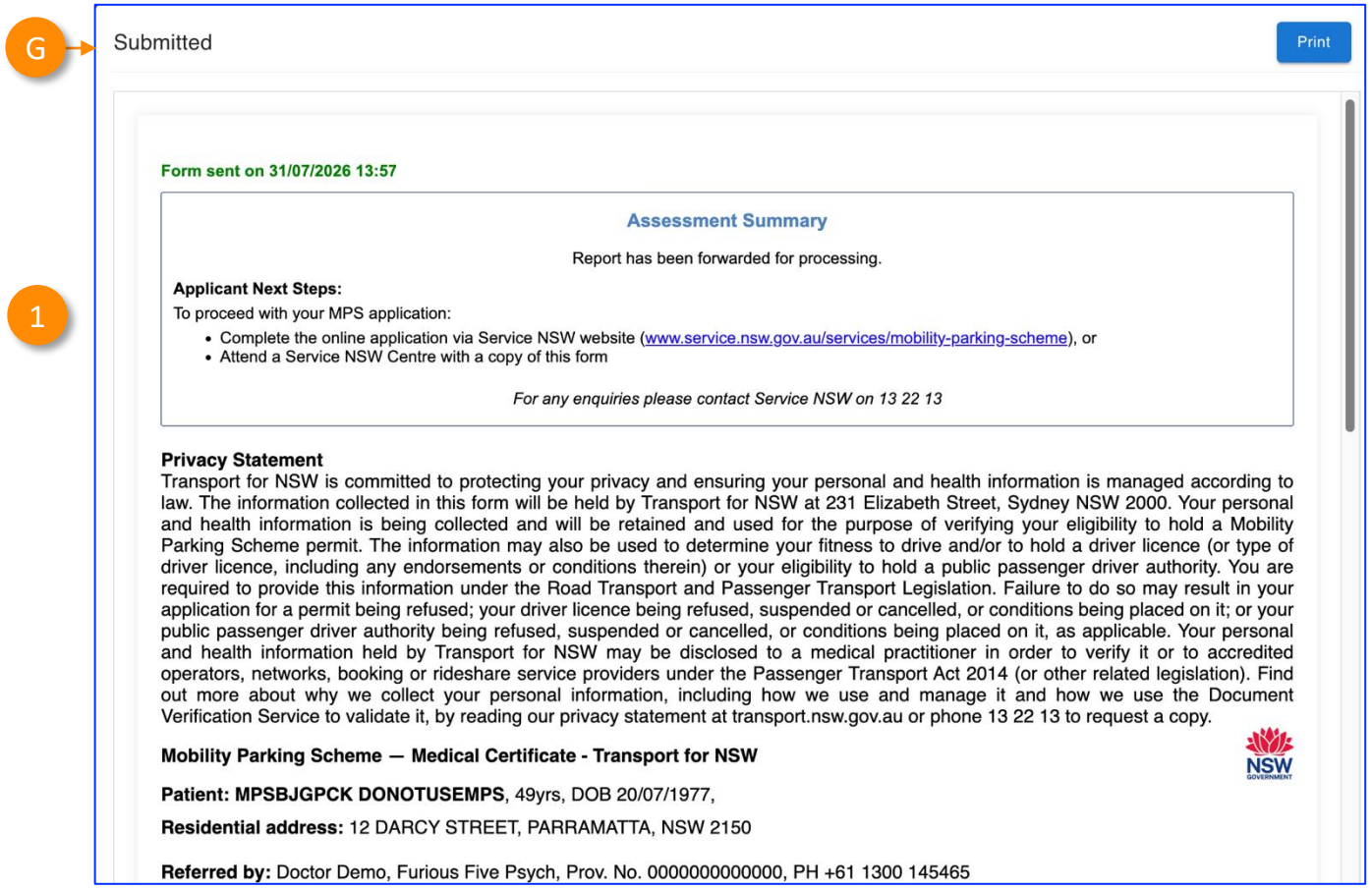
G This will safely and securely send the form to TfNSW electronically via HealthLink, and you will see a copy of the completed form with a **date stamp.**

There are two submission response outcomes:

1. **Straight through processing: Mobility Parking Scheme – Medical Certificate successfully received by Transport for NSW. The customer may now complete their MPS application online via the Service NSW website or attend a Service NSW Centre with a copy of their medical certificate.**

A copy of the submitted form is saved directly to the patient file.





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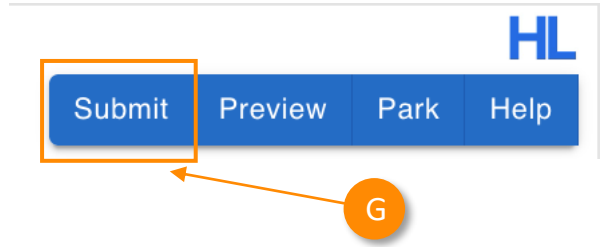
Step 4: Mobility Parking Scheme

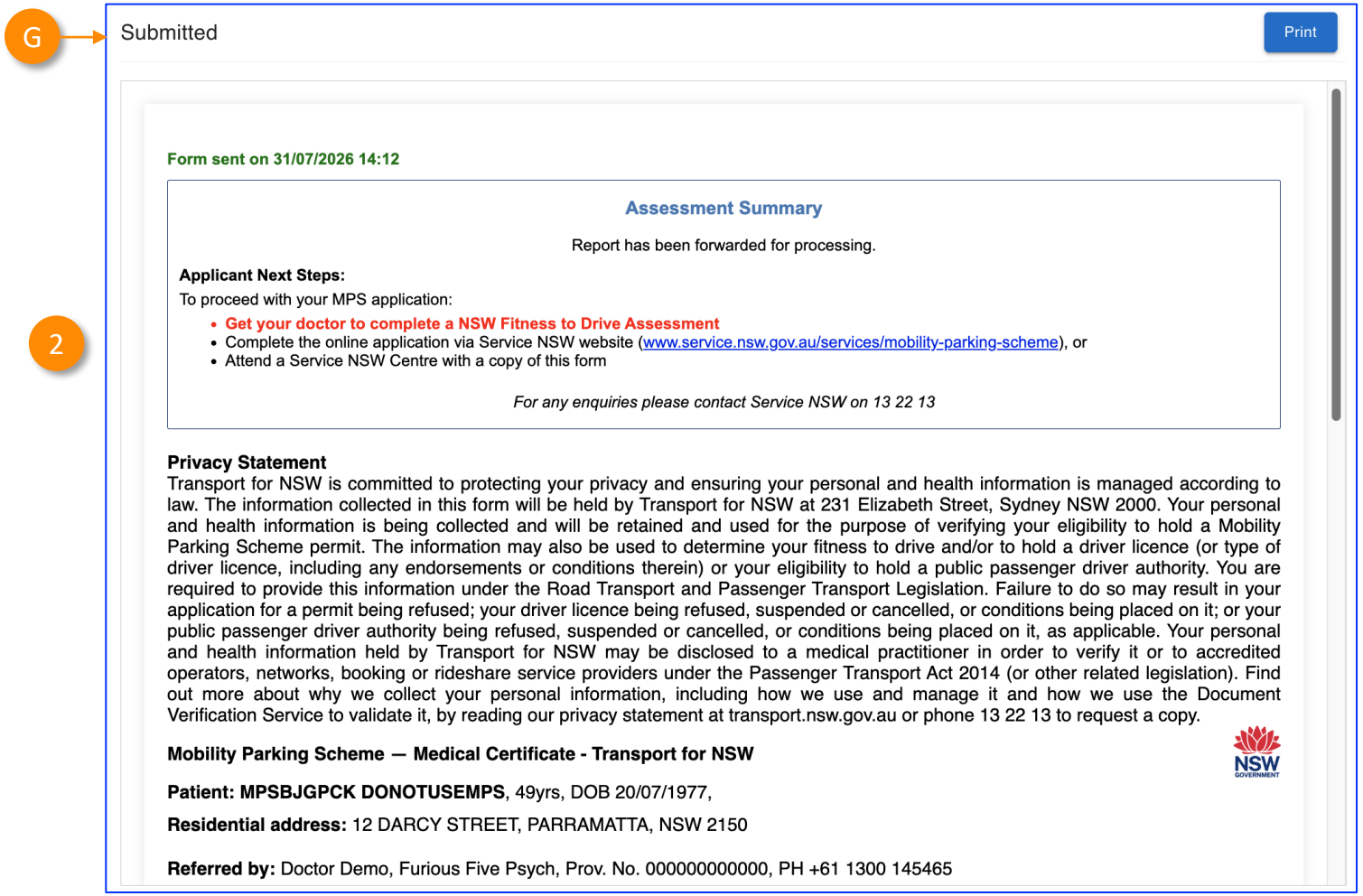
Submitting the form

Submitting

G **2. Additional information required: Mobility Parking Scheme – Medical Certificate successfully received by Transport for NSW, but the patient requires a Fitness to Drive Assessment to be completed before they complete their MPS application online via the Service NSW website or attend a Service NSW Centre with a copy of their medical certificate.**

A copy of the submitted form is saved directly to the patient file.





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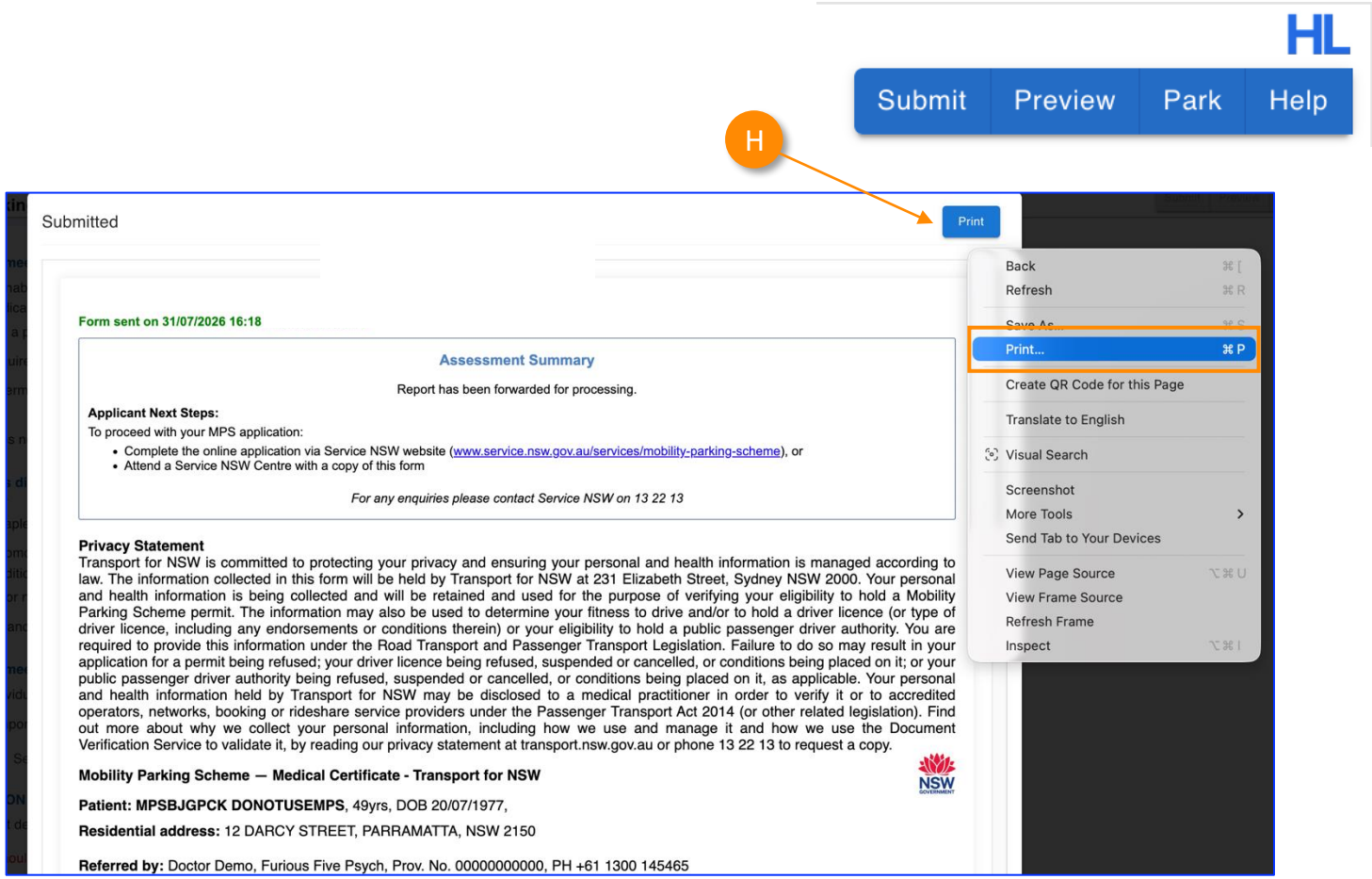
Step 5: Mobility Parking Scheme

Printing

Printing

H

You can print a copy of your patient's Mobility Parking Scheme – Medical Certificate by clicking the Print button after the form is submitted or by right-clicking anywhere on the form.



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SECTION B

Part 4:

Bus Driver Medical Assessment

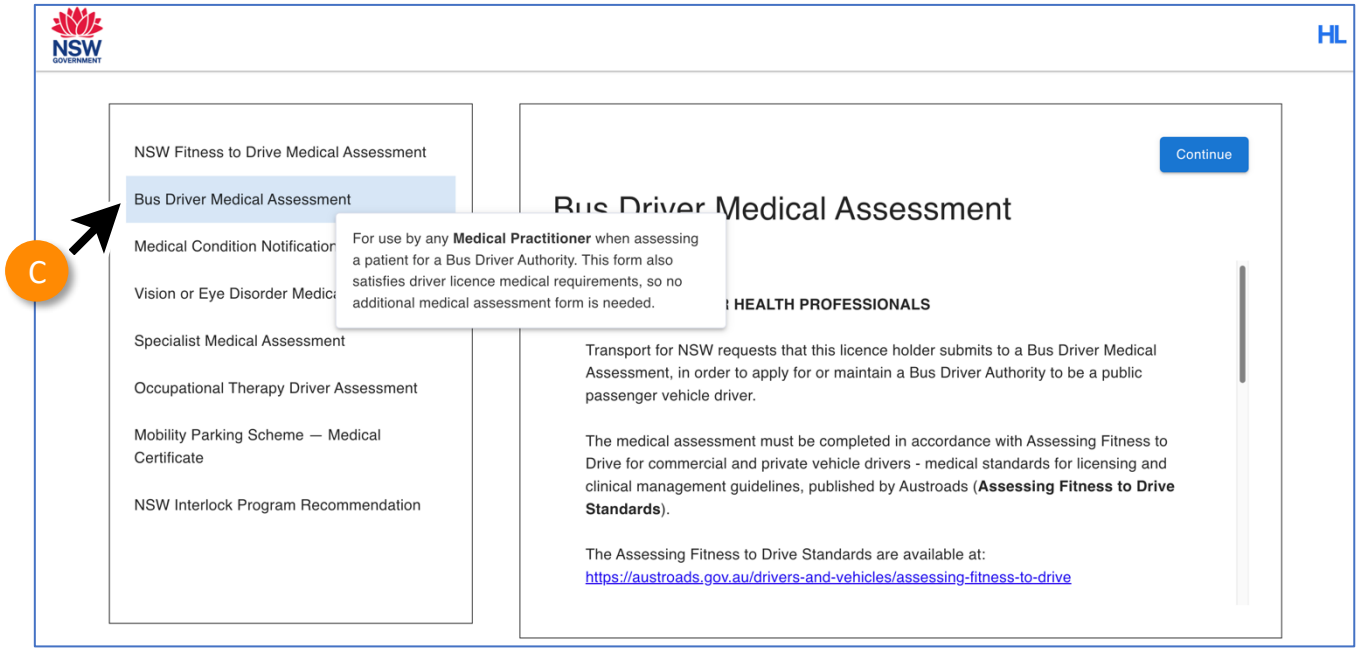
©HealthLink

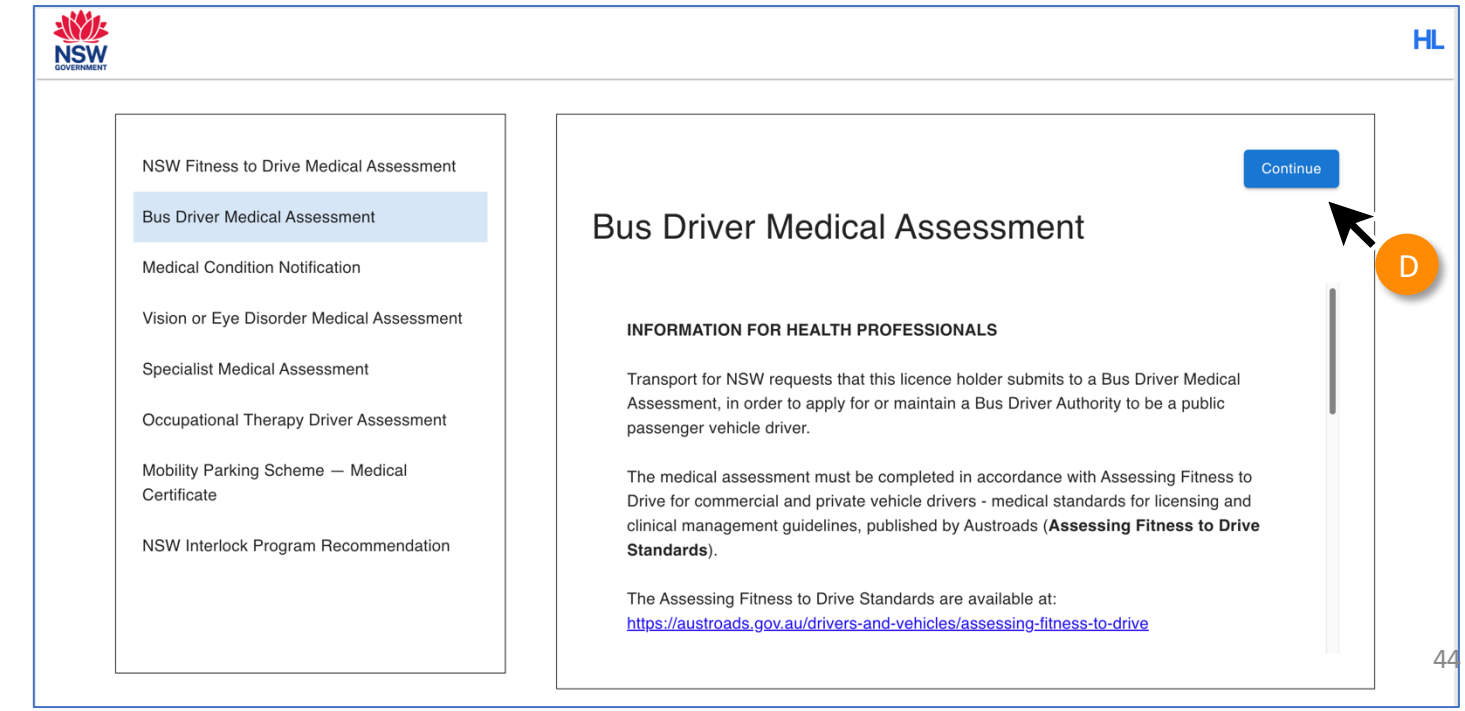
Step 1: Bus Driver Medical Assessment

Launching a new form

C To launch the SmartForm, select the **Bus Driver Medical Assessment** form from the list of available forms.

D A pop-up information box for Health Professionals will appear next. Once you have read the information, click the **continue** box.





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Step 2: Bus Driver Medical Assessment

Completing the form

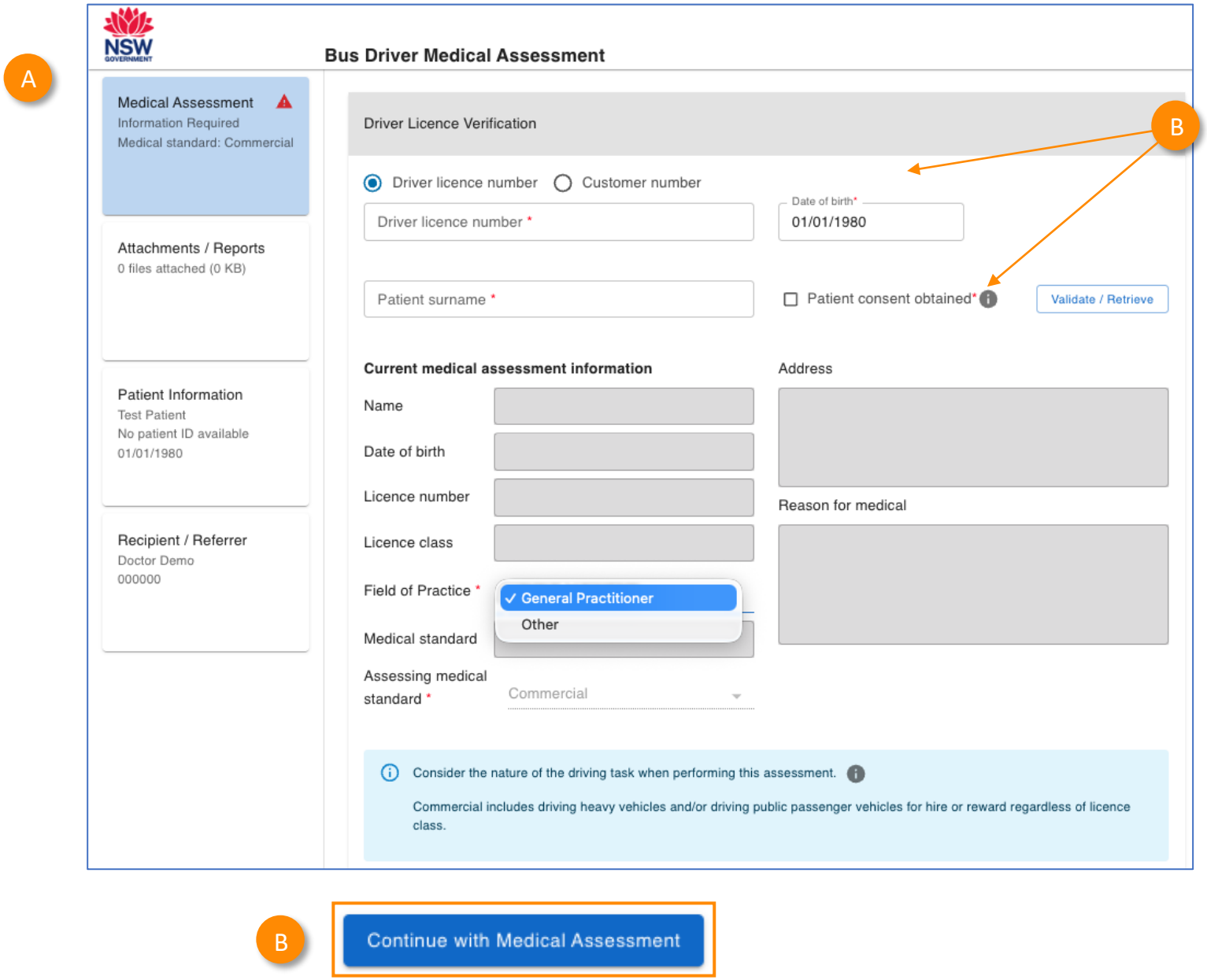
Now you've loaded the form to complete and submit.

A **The SmartForm layout** provides a consistent, easy-to-use tabular structure on the left, with the main action window on the right.

B **Mandatory Fields** must be completed and are each highlighted with a red asterisk.

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.

Note: Once you have ticked on the **patient consent obtained** box – the form will validate your patient's TfNSW details, and you will be able to proceed to click the **Continue with Medical Assessment** button.



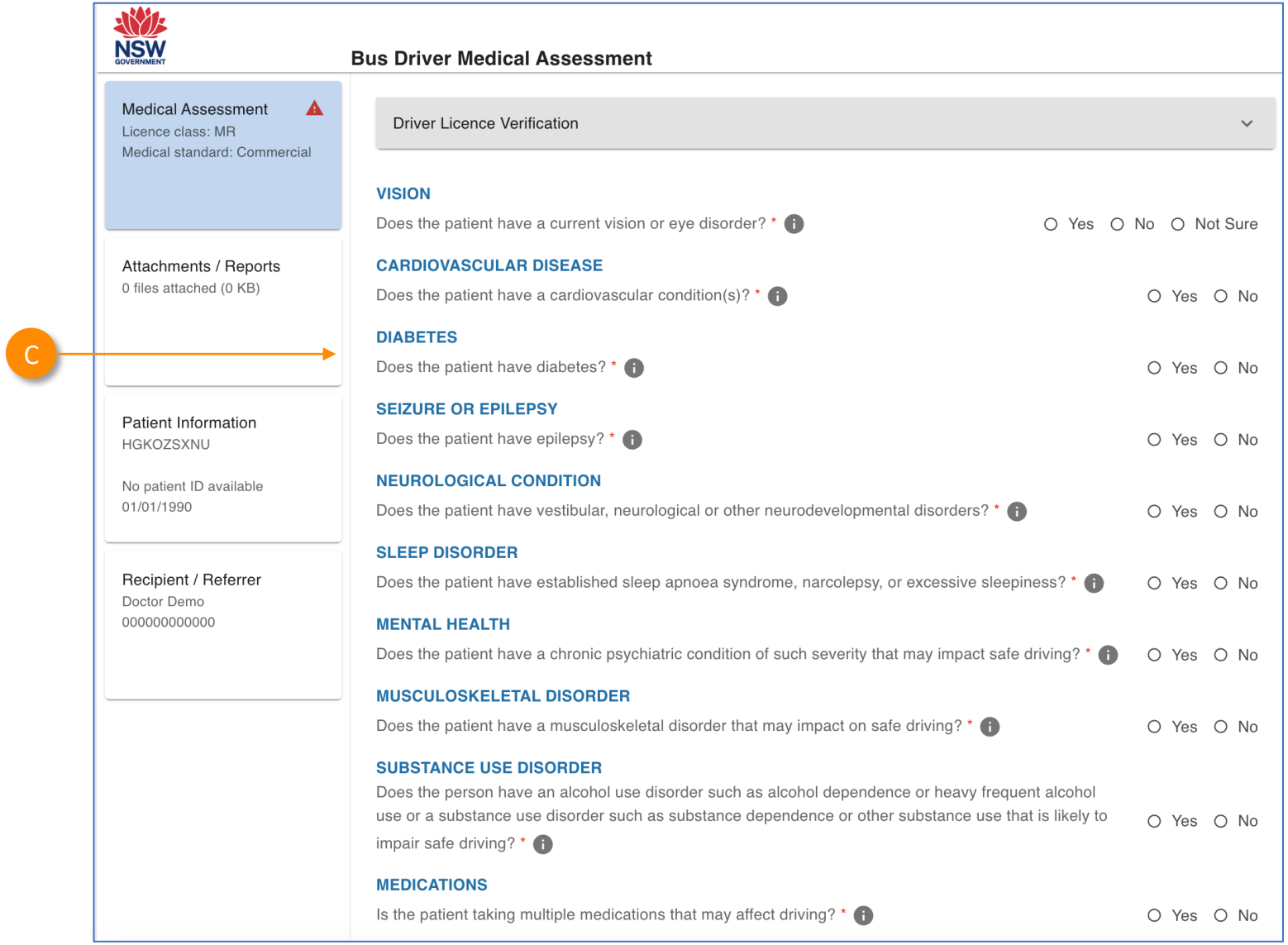
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Step 2: Bus Driver Medical Assessment

Completing the form

C The SmartForm is responsive, and it will indicate which questions are mandatory as you move through your patient's medical assessment.



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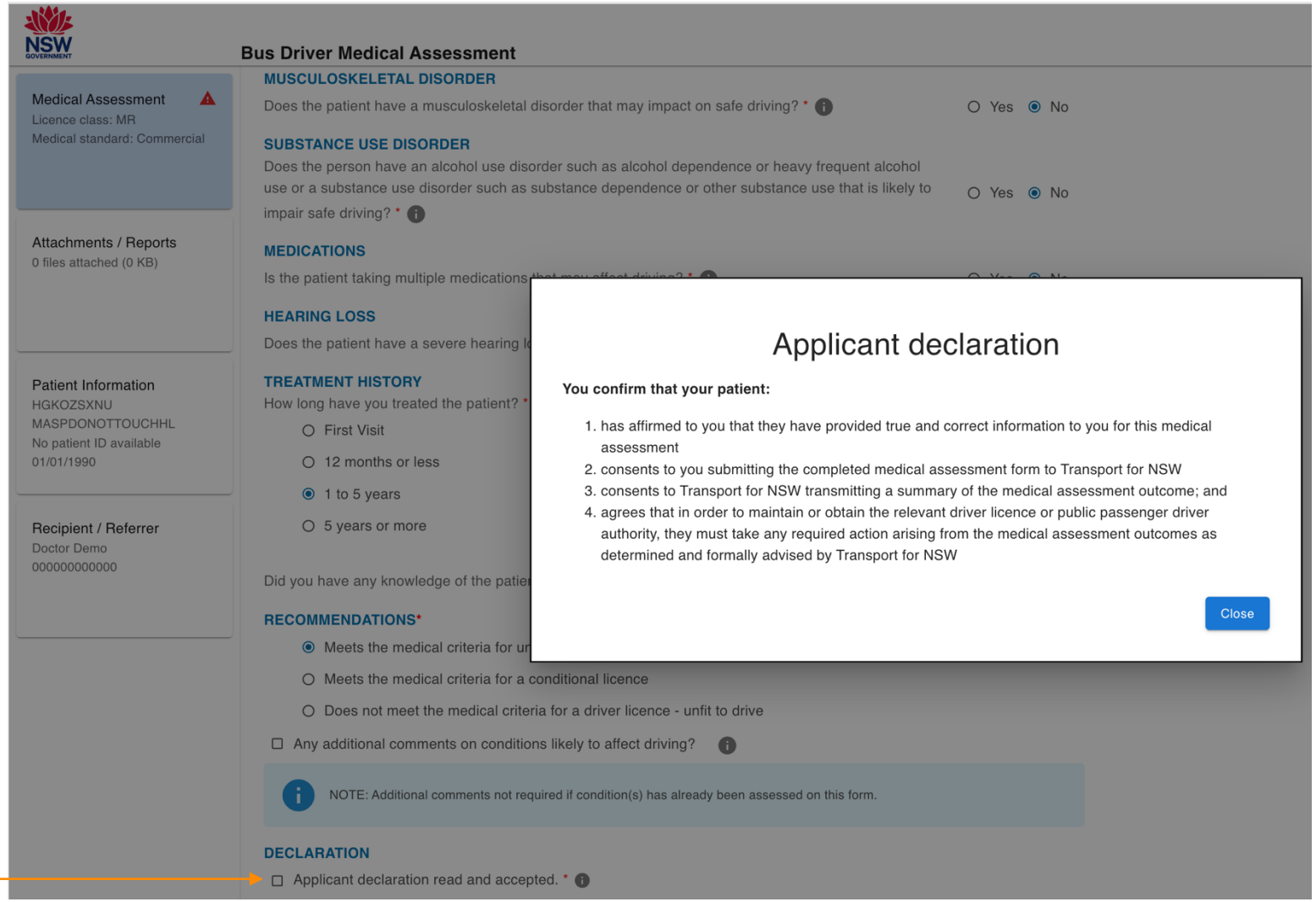
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Step 2: Bus Driver Medical Assessment

Completing the form

D Once you have completed your patient's medical assessment, you will be required to confirm that the Applicant declaration has been read and accepted.

Note: Patients should be given a copy of their assessment, as it includes a privacy statement relevant to them. This can be provided by printing the form, emailing it to them or they can obtain a copy on application from a Service NSW Centre.



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Step 2: Bus Driver Medical Assessment

Completing the form

Attachments / Reports

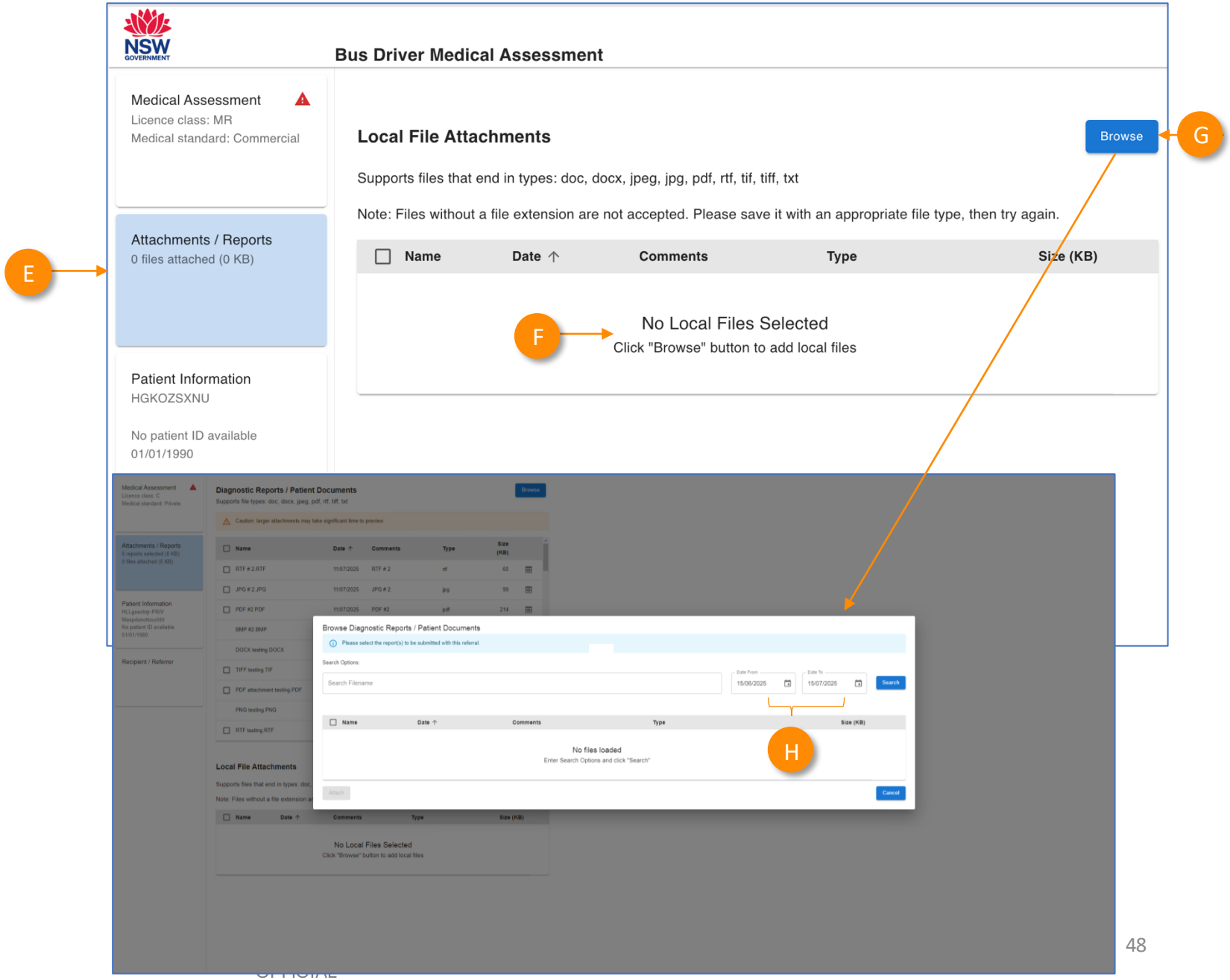
E The **Attachments / Reports** tab will give you access to all the supporting documents that you may wish to attach to the form.

F You can select any item from the **table** – showing you patient's medical records captured from the **last six months**.

Or you can **browse for files**…

G
- stored in your Practice Management Software by clicking the **Browse** button .
  - **Note:** Make sure to update the date parameters if you want to see files that are older than six months.

H



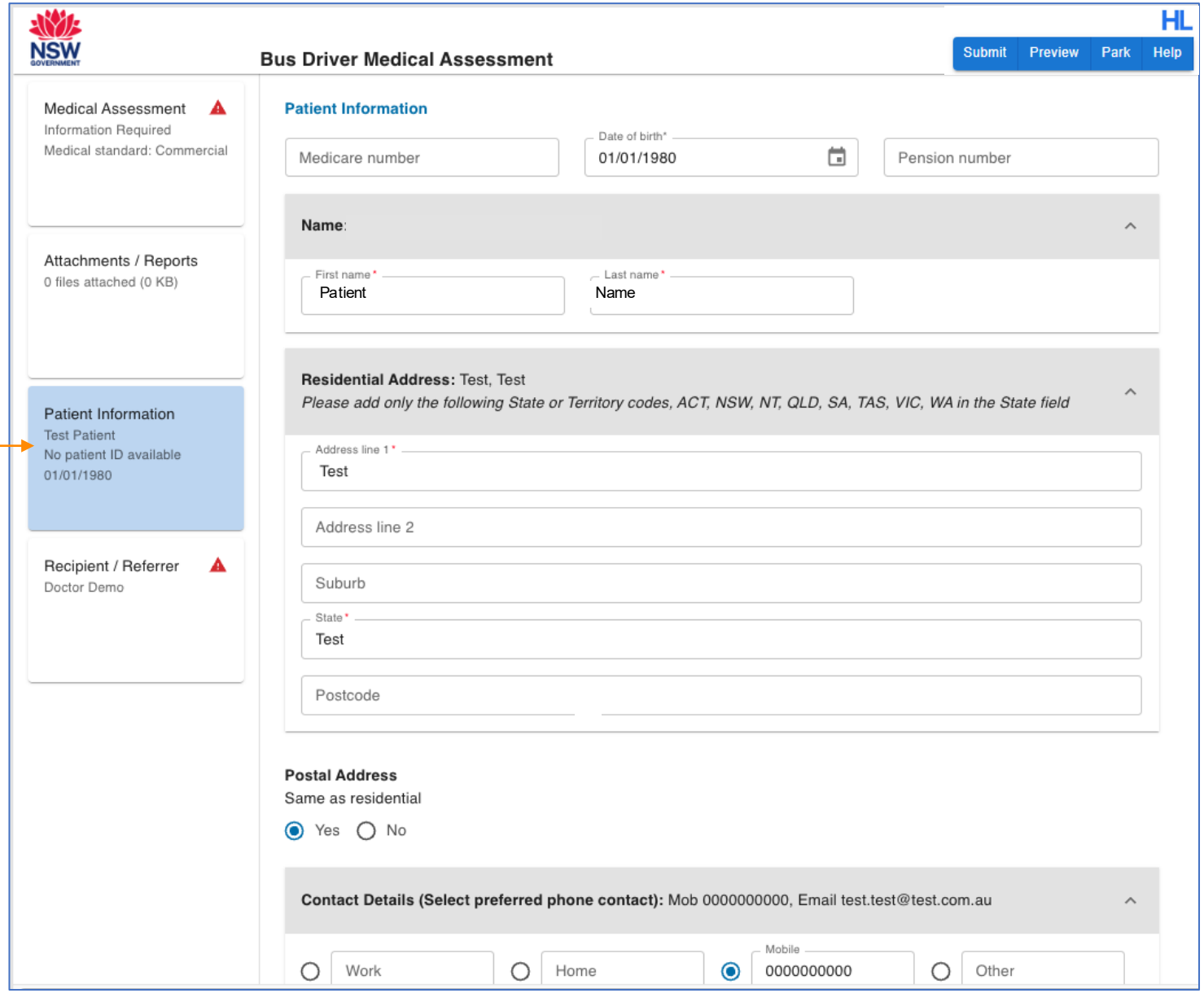
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Step 2: Bus Driver Medical Assessment

Completing the form

Patient information

Patient information will be pre-populated by the SmartForm in the **Patient information** tab.



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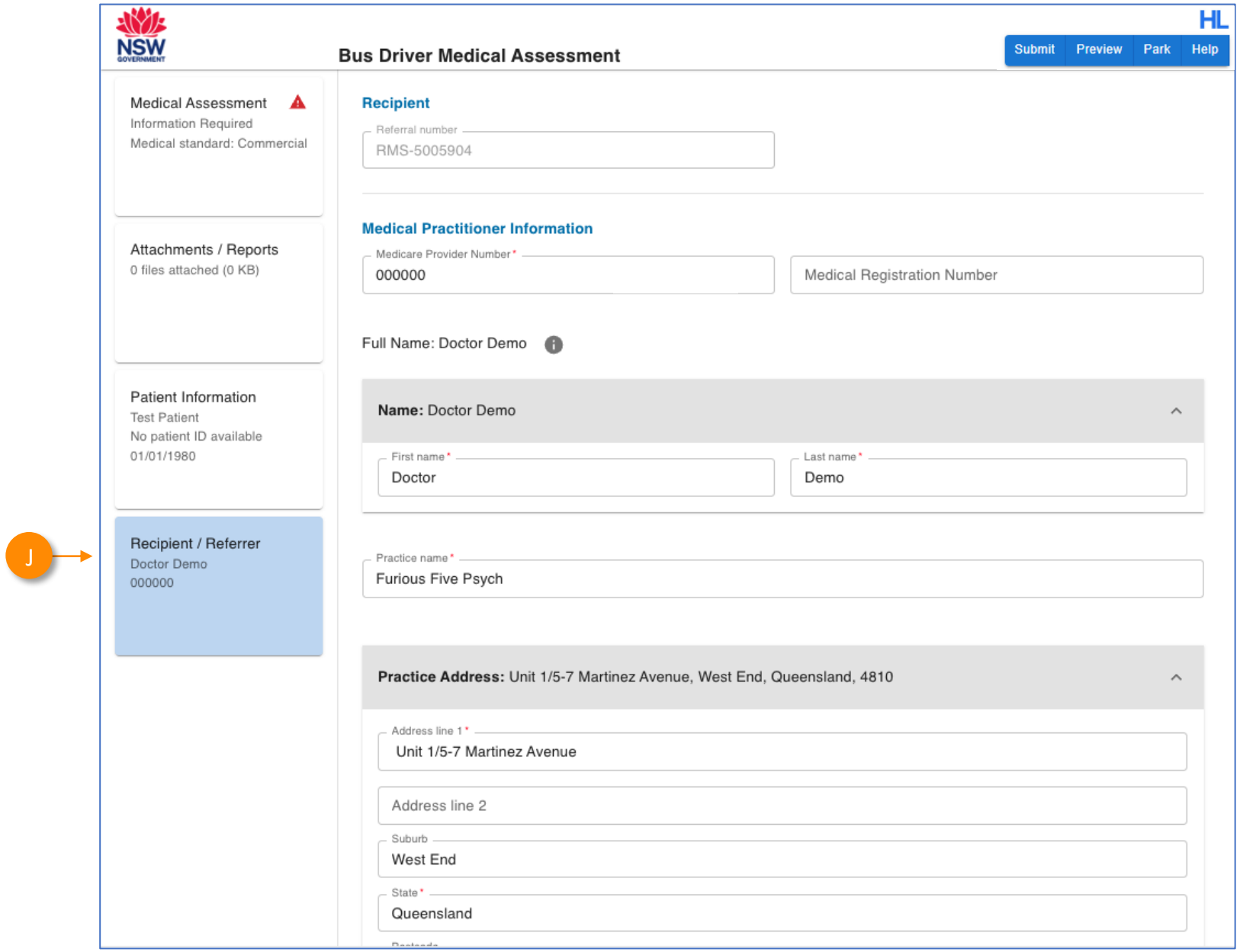
Step 2: Bus Driver Medical Assessment

Completing the form

Recipient / Referrer

J Recipient / Referrer information will be pre-populated by the SmartForm in the **Recipient / Referrer** tab.

Note: Before submitting please double check your medical practitioner information is correct.



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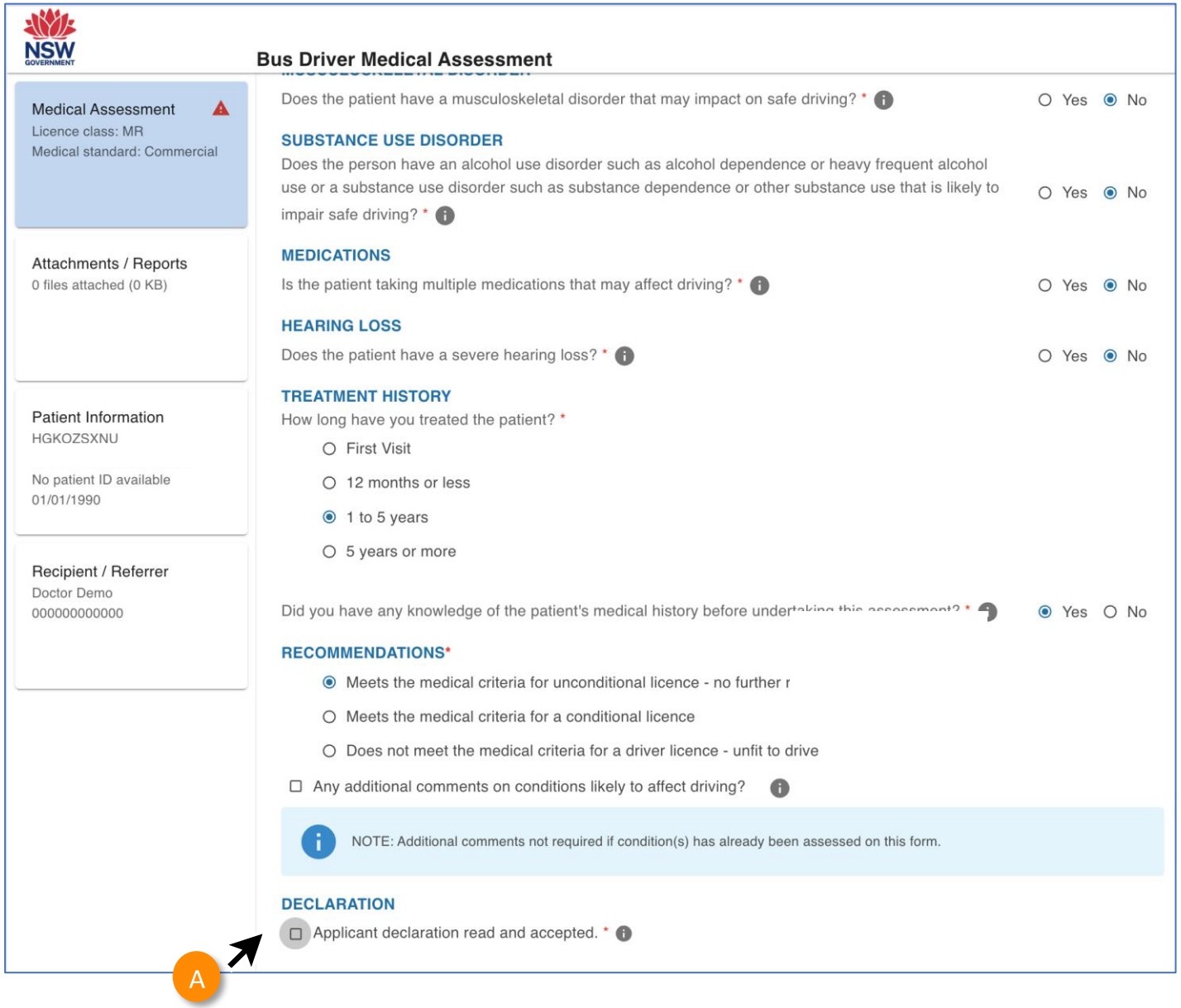
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Step 3: Bus Driver Medical Assessment

Previewing, Submitting and Parking

Previewing

A Once you have checked the **Declaration** tick box, you can review your form.



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Step 3: Bus Driver Medical Assessment

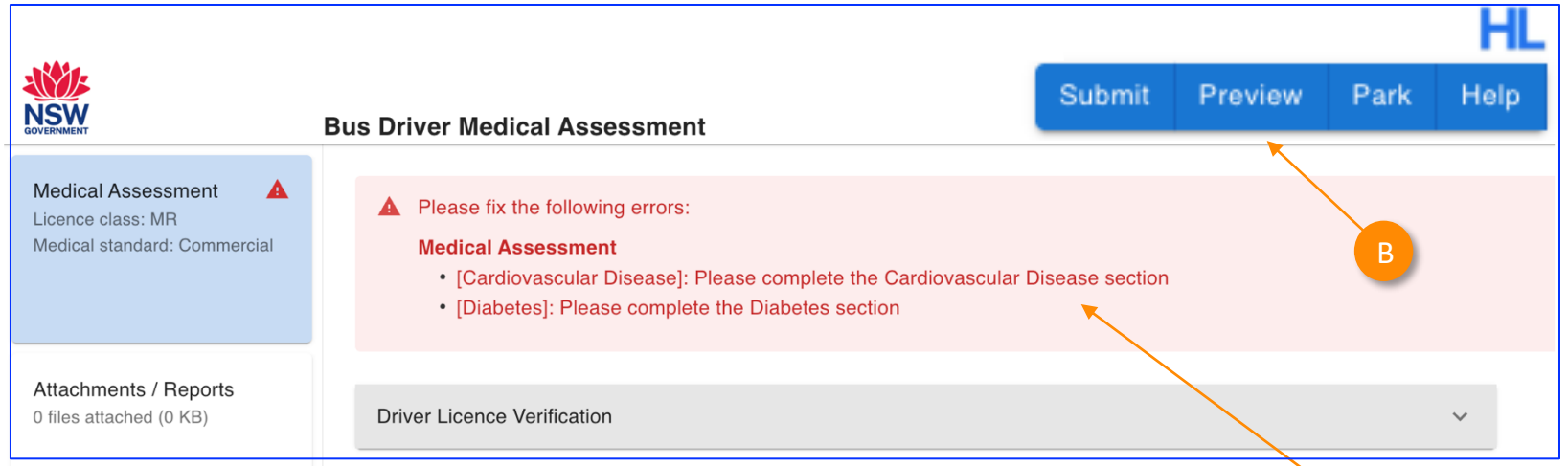
Previewing, Submitting and Parking

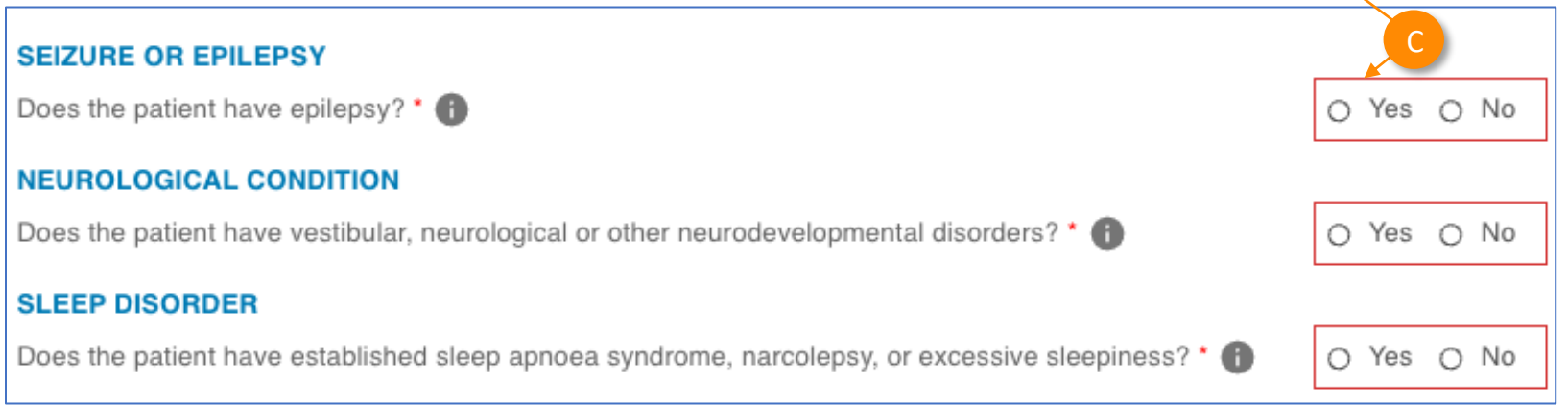
Previewing

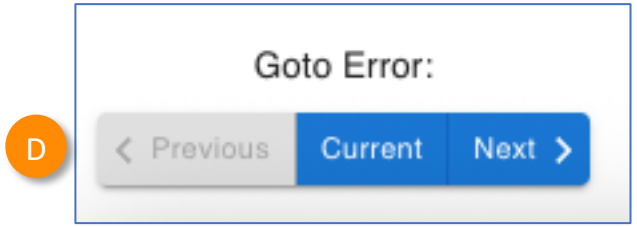
B You can verify that the form has been completed correctly by clicking **Preview** allowing you to review the details before submitting.

C If a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it. You can click on each error in the **please fix the following errors** box and the form will take you directly to the required field.

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Step 3: Bus Driver Medical Assessment

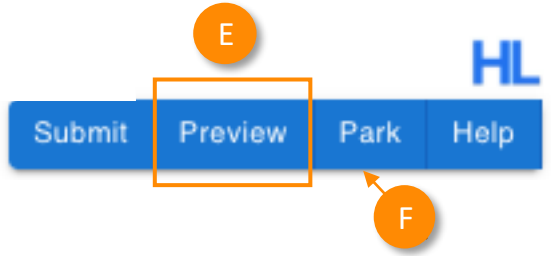
Previewing, Submitting and Parking

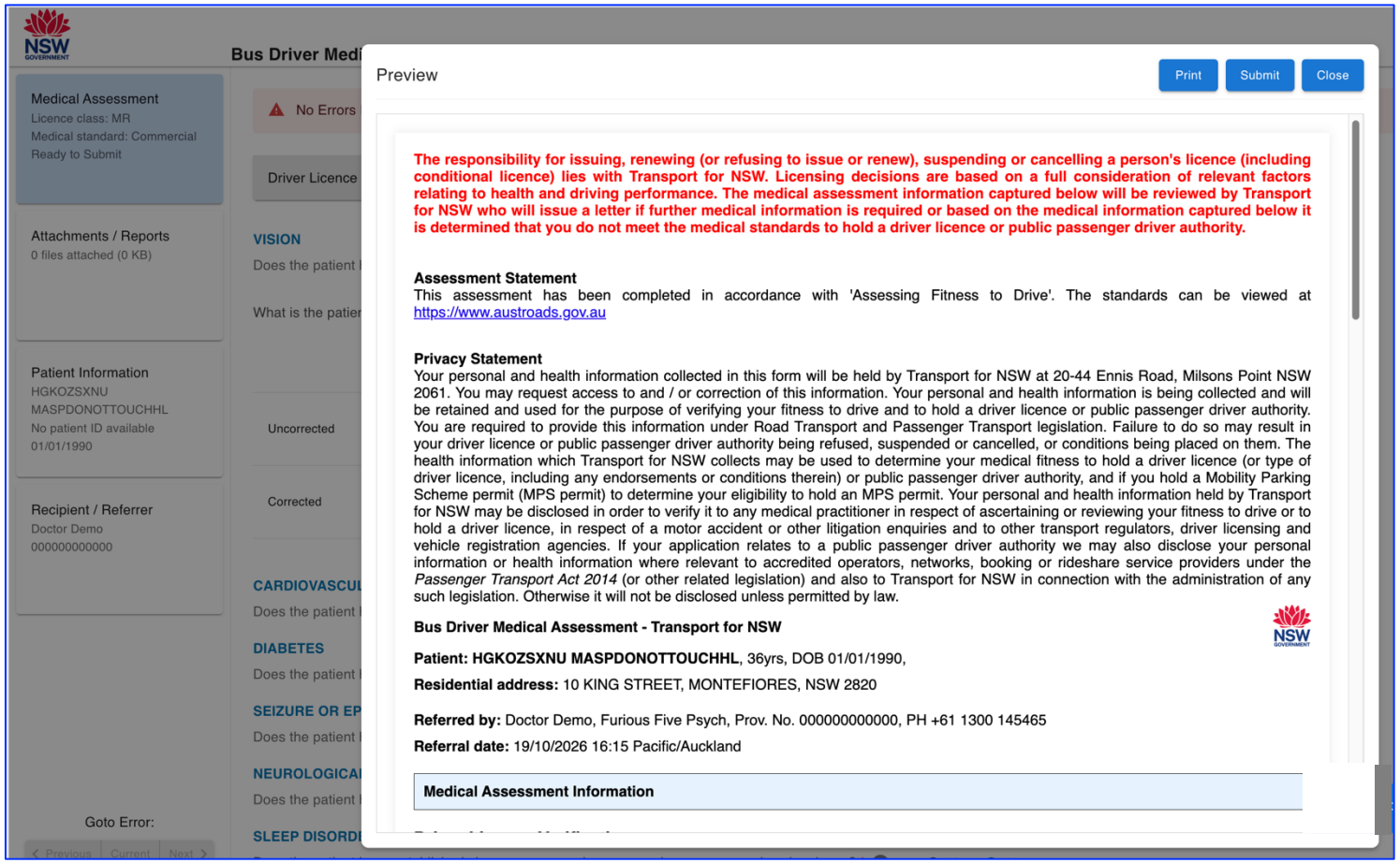
Previewing / Parking

E Click Preview. A pop-up **Preview** will appear for your review.

A copy of the form is saved directly to the patient file.

F And if you need more information to complete the form, you can **Park** the form to save what you've done so far and come back to it later.





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Step 3: Bus Driver Medical Assessment

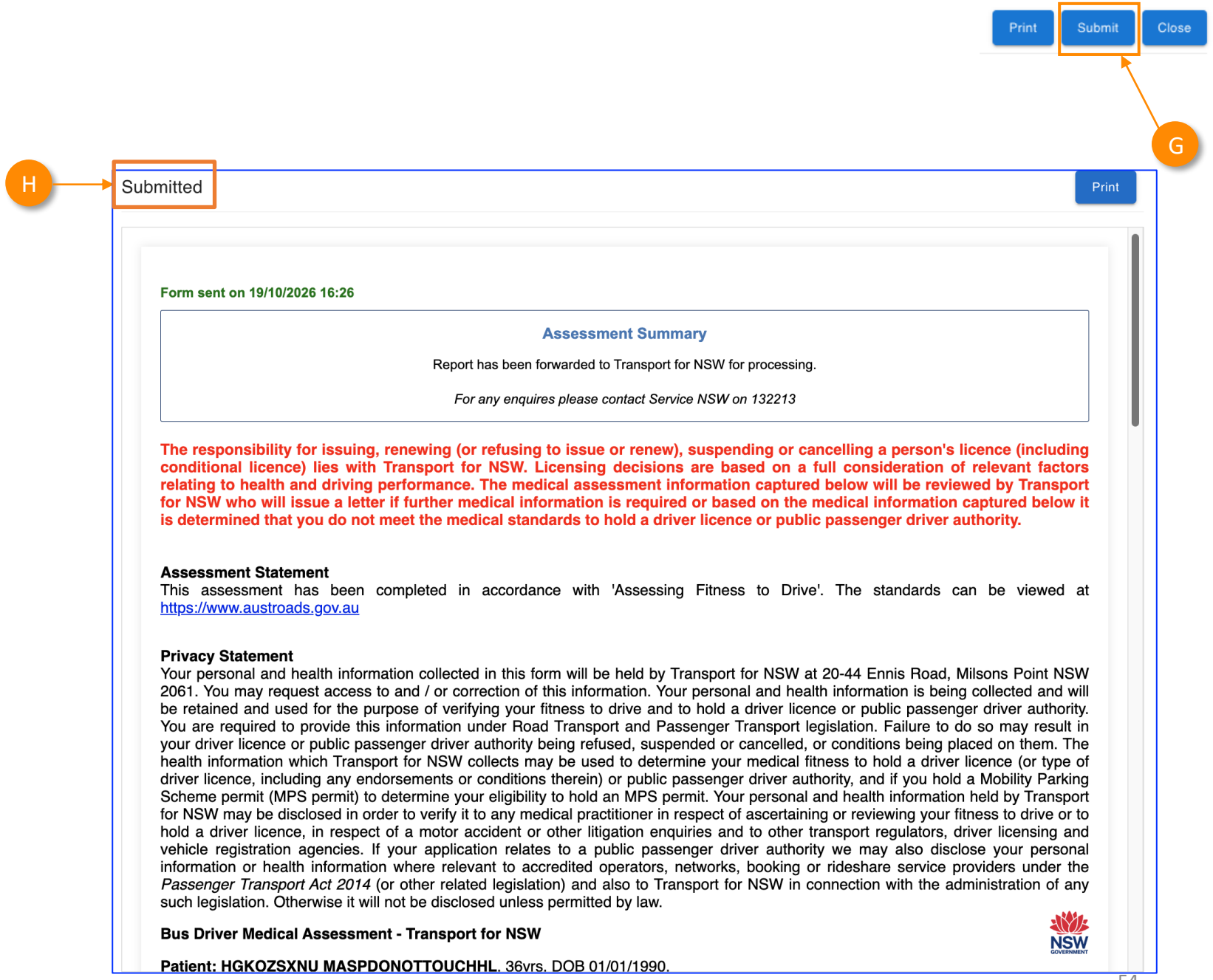
Previewing, Submitting and Parking

Submitting

G When you are ready to send your form, click **Submit**.

H This will safely and securely send the form electronically via HealthLink, and you will see a copy of the completed form with a **date stamp.**

A copy of the submitted form is saved directly to the patient file.



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SECTION C

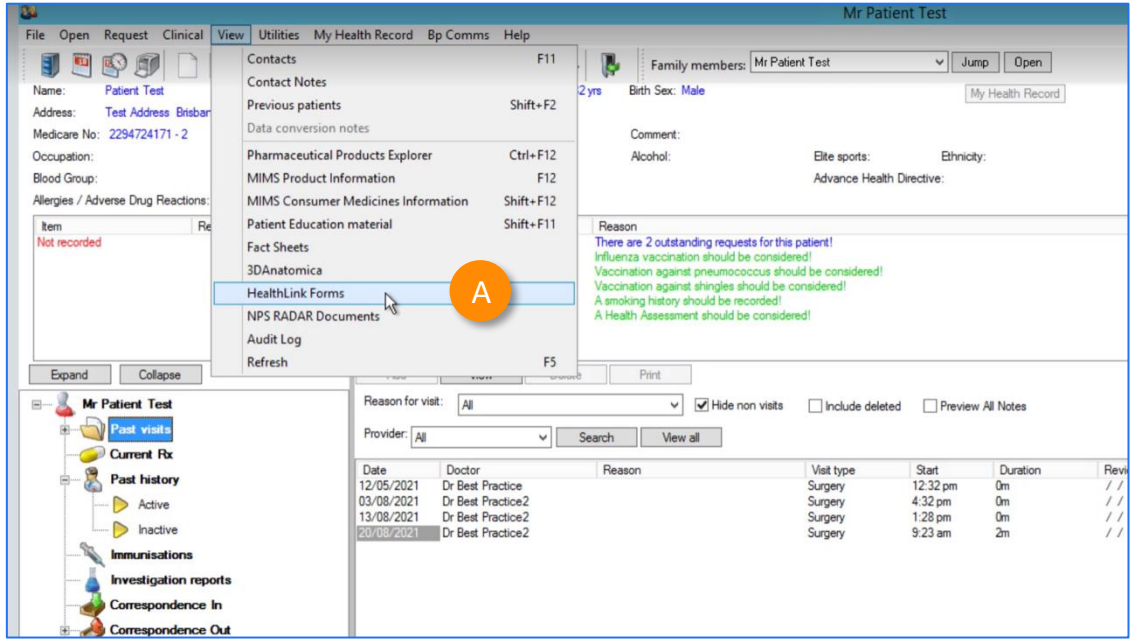
Accessing parked and auto-saved forms

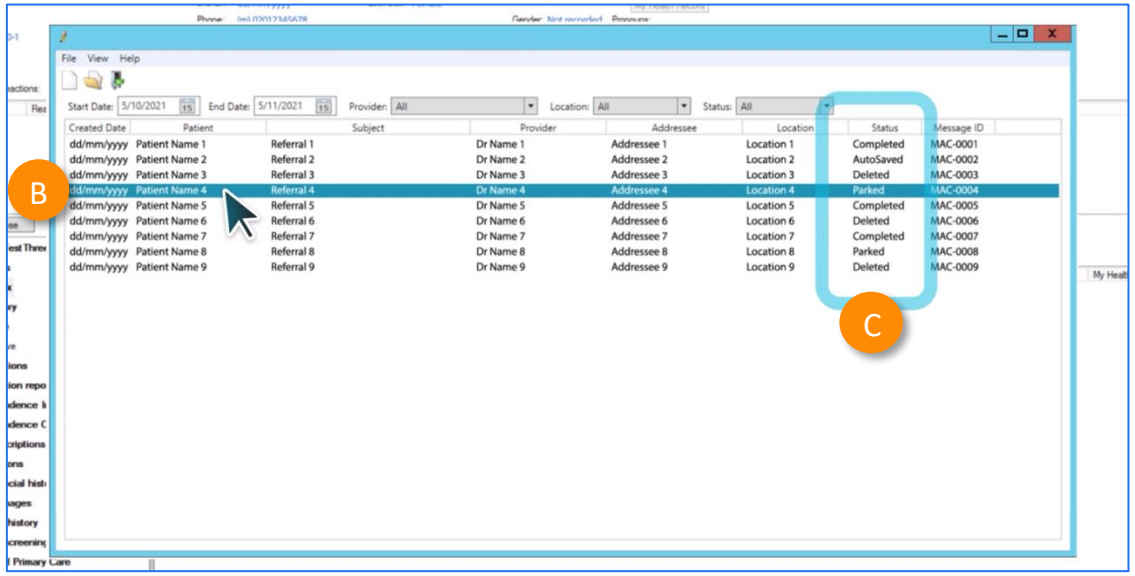
A To access parked or auto-saved forms, from the patient's record, select **HealthLink Forms** under the **View** menu.

B From the available list, **double-click on the Parked** or **AutoSaved** form you would like to open.

Note: when returning to a parked or auto-saved form, due to security policy, any previously added attachments will need to be re-added.

C You can also use this area to see **completed** and **deleted** forms.





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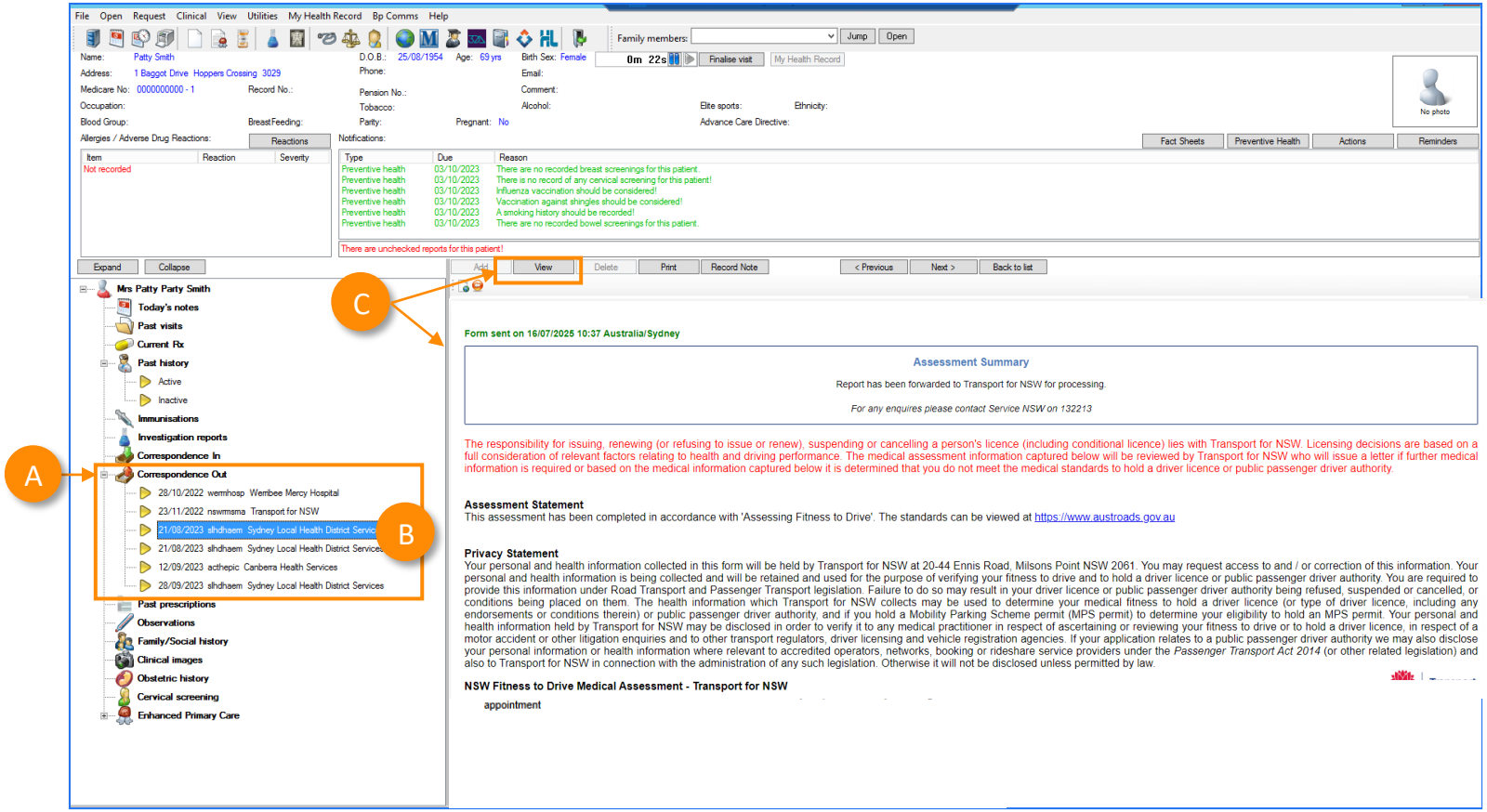
SECTION D

Accessing submitted forms

A. A copy of the submitted form can be found in the **Correspondence Out** section of the clinical record for the patient. You can use the **F5** key to refresh this section.

B. **To view a submitted or saved/parked** messages in the Correspondence Out section, **highlight the message**,

C. Then click **View** and it will display the form.



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

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

www.healthlink.com.au

HealthLink

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