

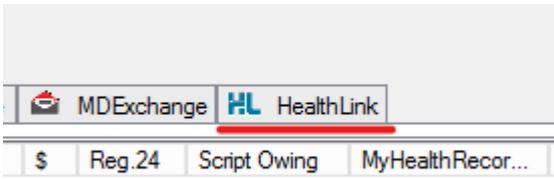
How to refer to the Tasmanian Health Service (THS) using HealthLink SmartForms in Medical Director and Best Practice software systems

1. Purpose

To outline the procedure for referring GPs on how to refer to the THS, non-GP private specialists and Allied Health services using HealthLink SmartForms. There are some handy hints throughout this document to ensure all the required information can be submitted.

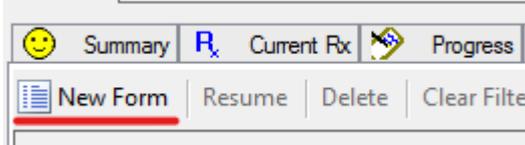
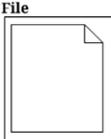
2. How to refer using HealthLink SmartForms in Medical Director and Best Practice

2.1 Find and select the HealthLink icon on the navigation bar in the patient's file

In Medical Director	In Best Practice
	

2.2 Select 'New Form'

2.2.1 Please aware a few seconds for the next screen to load

In Medical Director	Best Practice
	

3. Selecting the service

3.1 Select the required services using the following fields:

3.1.1 'Tasmanian Health Service' for THS Outpatient clinics

Specialists, Allied Health Providers and GPs

SR **Specialists & Referrals** Refer to Private Specialist

Refer / Contact other health providers

Referred Services

Chris O'Brien Lifehouse Services
My Aged Care Referral

Hearing Australia Medical Certificate
Tasmanian Health Service

3.1.2 For **THS** services, select or type in the required service in the navigation or search bar on the left-hand side of the screen

The screenshot shows the top navigation bar of the Tasmanian Health Service website. On the left, there is a search bar containing the text 'Cardiology'. Below the search bar, a vertical list of services is displayed: Allied Health, Cardiology (highlighted in blue with a red underline), Colorectal Surgery, Dermatology, Ear Nose Throat, and Gastroenterology. The Tasmanian Health Service and Tasmanian Government logos are visible at the top right of the page.

3.1.2.1 Select which hospital the patient needs to be referred to in the 'Facility' field:

The screenshot shows a form section for selecting a facility. A search bar on the left contains 'Cardiology'. To the right, a dropdown menu labeled 'Facility' is open, showing two options: 'Launceston General Hospital' (highlighted in blue) and 'Royal Hobart Hospital'. On the left side of the form, a vertical list of services is visible, with 'Cardiology' selected.

3.1.2.2 Select 'Continue' in the top right-hand corner of the screen



3.2 For **THS**, ensure all fields with a red asterisk are completed

The screenshot shows a referral form for Cardiology. The form is titled 'Cardiology' and includes the Tasmanian Health Service and Tasmanian Government logos. On the left, there are two sections: 'Requested Information' (with a red warning triangle) and 'Attachments / Reports'. The main form area contains several fields: 'Referral Date' (with a red asterisk), 'Referral Continuation' (with a red asterisk), 'Referral Period' (with a red asterisk), 'Are you the patient's usual GP?' (with a red asterisk), and 'Interpreter Required' (with a red asterisk). There are also radio buttons for 'New' and 'Continuation', a dropdown menu for 'Please Select', and radio buttons for 'Yes' and 'No'. A checkbox for 'Urgent' is also present.

3.2.1 Then select which location the referral needs to be sent to:

Dr Test Provider

Choose Location

 [HealthLink Testing](#)
HealthLink Testing: 4/49 Eyre St, Townsville QLD 4810

* Click Location Above to Select

CANCEL

4. Requested Information

4.1 For all referrals, the required information will be marked by alerts in two areas on the left-hand side of the screen

4.1.1 For this example: Requested Information and Patient Information are requested

Requested Information  Cardiology
Attachments / Reports No reports selected No files attached
Medications, Allergies, Alerts No long term medications specified No medications specified No medical warnings specified
Medical, Social and Family History Medical history specified
Patient Information  Claire Cook No patient ID available 01/05/1985
Referrer Information Test Testing 708375NJ

4.1.2 In 'Requested Information', consultation notes can be added as the reason for referral

4.1.2.1 Note: the handy links to Tasmanian Health Pathways for the medical issue in question, as well as links to contact information for the clinic being referred to.

4.2 In the 'Presenting Complaint/ Clinical Summary' field, you can drag the corner bottom right to extend the box, for improved visibility:

Presenting Complaint / Clinical Summary (include examination findings e.g. heart sounds, pitting edema etc)*

[Browse for Consultation Notes](#)

5. Supporting documentation

5.1 Including pathology and letters, be attached to the referral under 'Attachments / Reports'

Attachments / Reports

No reports selected
No files attached

5.1.1 Documents can be attached by browsing through the patient's record or through a local file

5.1.1.1 Documents can be previewed by selecting the computer icon, which is highlighted in yellow below

Diagnostic Reports / Patient Documents

[Browse for Patient Document](#)

[Browse for Local File](#)

Attach file from EMR supports: doc, docx, gif, html, jpeg, pdf, txt, rtf, tiff

Attach file from Computer supports files that end in types: doc, docx, gif, htm, html, jpeg, jpg, pdf, rtf, tif, tiff, txt

Caution: larger attachments may take significant time to preview

<input type="checkbox"/>	Date	Name	Comments	Type	Size	
<input type="checkbox"/>	24/11/2022	Letter.rtf	Poor letter	rtf	1 KB	
<input type="checkbox"/>	09/11/2022	AtsiHealthCheck.rtf	ATSI Health Assessment	rtf	23 KB	

5.1.2 Ensure the date parameters have been set correctly to ensure all documents are available to be attached

Attach File

Name

Date from

24/05/2020

Date to

01/12/2022

[Search](#)

[Attach](#)

[Cancel](#)

<input type="checkbox"/>	Date	Name	Comments	Type	Size
<input type="checkbox"/>	24/11/2022	Letter.rtf	Poor letter	rtf	1 KB
<input type="checkbox"/>	09/11/2022	AtsiHealthCheck.rtf	ATSI Health Assessment	rtf	23 KB

6. Medication, Allergies, Alerts and History

6.1 Further information on medications, allergies, alerts, and history can be added through the below fields:

Medications, Allergies, Alerts

No long term medications specified
No medications specified
No medical warnings specified

Medical, Social and Family History

Medical history specified

6.1.1 The form will auto-populate the patient's current long-term medications. If you want to include a short-term medication, search, and select it using the 'Browse for More Medications' button. Note: If you click in the 'Comments' area you can add free text.

7. Preview or Park the referral

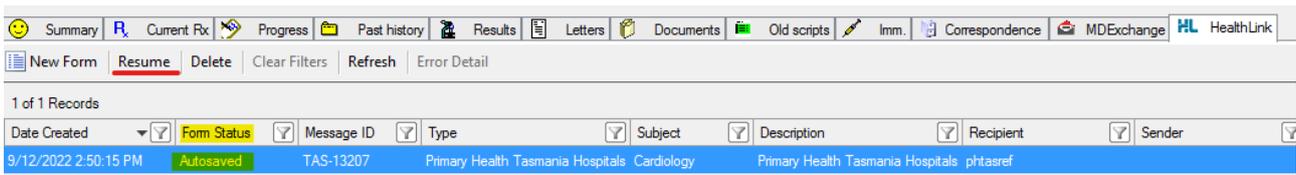
7.1 Once all relevant information has been added, select 'Preview' in the top right-hand corner of the screen

7.1.1 The referral can be 'Parked' if information needs to be added at a later time, but will not be sent to the referred service. Please note: Parked referrals will detach attachments.

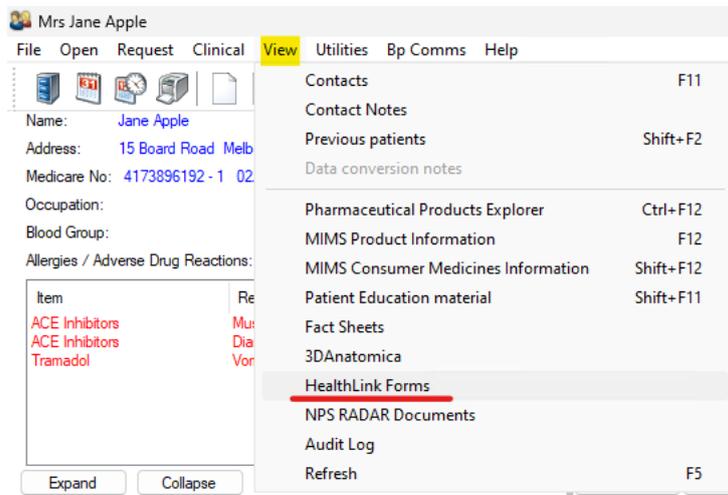


7.1.2 In Medical Director, Parked forms can be found in the patient's file under the HealthLink tab, please refer to the form status, parked forms will have 'Autosaved', while submitted referrals will have 'Submitted'.

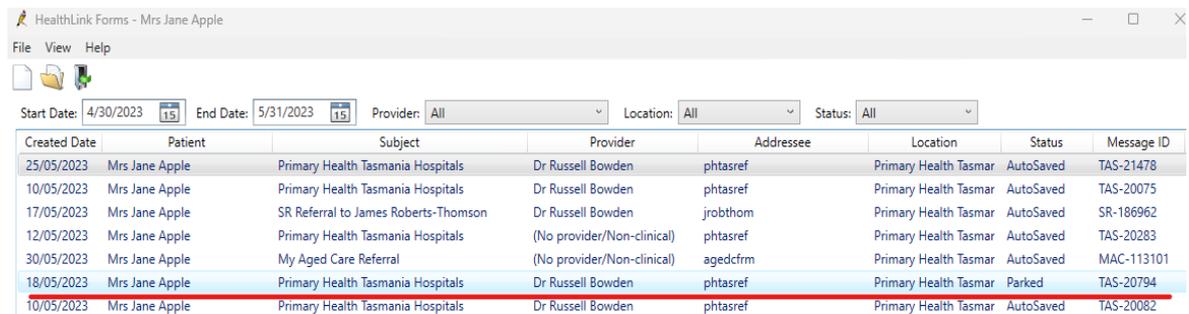
7.1.2.1 Parked referrals can be edited by selecting 'Resume'.



7.1.3 In Best Practice, Parked forms can be found in 'View', then select 'HealthLink Forms'



7.1.4 The below screen will pop up, where you can double-click on any 'parked' referral. A second screen will open the referral to resume.



7.1.5 Please note, any attachment will need to be re-attached before submitting the referral.



Form parked successfully. Please note that attachments selected from your PC need to be re-attached when resuming the parked form.

7.2 All errors will be fixed before the referral can be submitted.



Please fix the following errors:

- Medicare/DVA Eligible is a required field
- Referral Period is a required field
- At least one Reasons for Patient Referral is required
- Presenting complaint (include examination findings e.g: heart sounds, pitting edema etc) is a required field

8. Submit the referral

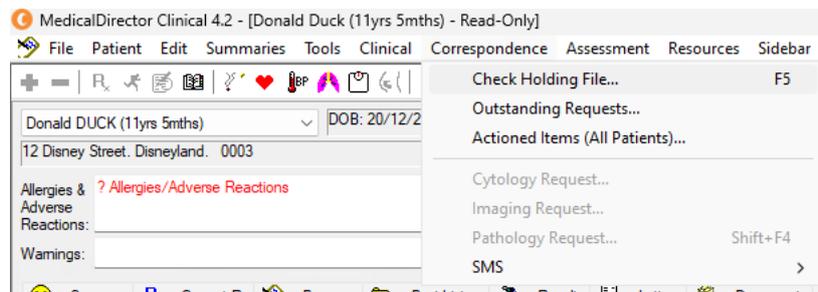
8.1 Once the referral is ready to be sent, select 'Submit' in the top right-hand corner of the screen



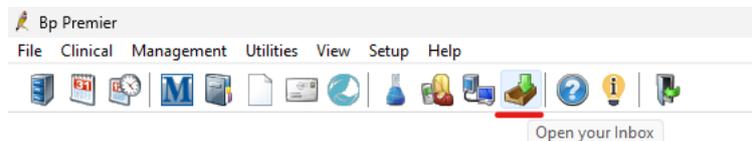
9. Notifications from referrals

9.1 The THS will accept, request further information, or reject the referral (due to service not being available, etc.)

9.1.1 For Medical Director users, all response will be received into the doctor's holding file.



9.1.2 For Best Practice users, all responses will be received into the doctor's inbox.



10. Providing further information

10.1 To respond to this request for Additional Information, please respond via the HealthLink eReferral System

10.1.1 For Best Practice, this can be accessed via 'File', then 'Open Patient' > Click on the 'Blue HealthLink (HL) Icon' > Click on 'Update Referral Tab' > To edit the referral, click on the 'green pen and paper icon' in the 'Action' column.

10.1.2 For Medical Director, this can be accessed via 'Patient' > 'Open Patient' (shortcut is Alt + O) > Click on the 'Blue HealthLink (HL) Tab' > Click on 'New Form' > Click on 'Update Referral' Tab > To edit the referral, click on the 'green pen and paper icon' in the Action column.