



# How to check for notifications and update eReferrals sent via HealthLink SmartForms in MedicalDirector Clinical

#### **Purpose**

To outline to referring GPs where to find notification Requests for More Information in MedicalDirector, and how to update referrals sent via HealthLink Smart Forms.

## **Notifications from referrals**

All response will be received into the Holding File.

🚺 MedicalDirector Clinical 4.2 - [Donald Duck (11yrs 5mths) - Read-Only] 🥱 File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar 🛊 🗕 R. 🦛 🗭 🛍 🛛 🧨 🍁 🕼 🎮 🖤 🌾 ( Check Holding File ... F5 Outstanding Requests... DOB: 20/12/2 Donald DUCK (11yrs 5mths) Actioned Items (All Patients) ... 12 Disney Street. Disneyland. 0003 Cytology Request... Allergies & ? Allergies/Adverse Reactions Adverse Imaging Request... Reactions: Pathology Request... Shift+F4 Warnings: SMS 0

#### You will be notified at several points throughout the referral journey to the THS:

'Referral Pending' status is confirmation of referral receipt by the THS service.



Important note: Requests for More Information will also be titled 'Referral Pending' – it is important to carefully check all notifications with this title as referrals may be rejected if requested information is not received in the specified timeframe.

Example of a 'Referral Received' message:

ENGAGE, Divya 1 Blacktown Road, Blacktown. 2148 Birthdate: 13/04/1983 Sex: F Medicare Number: Addressee: Dr Best Practice Sender: Hospital Referral Portal Colorectal Surger;	39510765211 Y
Patient Name: Divya ENGAGE Date of Birth: 13-Apr-1983 Gender: Female Address: 1 Blacktown Road, Blacktown NSW 2148 ================	
Service Referred To: Colorectal Surgery Status of Referral: Referral Received - Not Yet Actioned	i
This is an automated response to notify you that the ref Colorectal Surgery.	ferral has been successfully delivered to





'Referral Accepted' status is confirmation that the referral has been accepted by the THS service.



Example of a 'Referral Accepted' message:



'Referral Rejected' status is confirmation of referral rejected by the THS service.



Example of a 'Referral Rejected' message:

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Engage, Ten
11 Barker Street,
                      Randwick.
                                     2031
 Birthdate: 01/01/1960 Sex
Addressee: Dr Best Practice
                             Sex: M
                                            Medicare Number:
                                                                   24619500971
              Hospital Referral Portal Antenatal Services
 Sender:
Patient Name: Ten Engage
Date of Birth: 01-Jan-1960
Gender: Male
Address: 11 Barker Street, Randwick NSW 2031
Service Referred To: Antenatal Services
Triage Clinician: Jodie Waller
                                                   (RMS Administrator)
Status of Referral: Referral Rejected
Reason for Rejection: Other reason
_____
Comments:
Testing GP notifications
```





'Referral Pending' status if a Triaging Clinician requests further information (Referral Pending).



Example of a 'Referral Reviewed – Awaiting Information' message:



## **Providing further information**

UNCONTROLLED IF PRINTED

When a Referral Pending includes the status 'Referral Reviewed – Awaiting Information', please respond via the HealthLink eReferral System.

This can be accessed directly from the holding file 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.

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