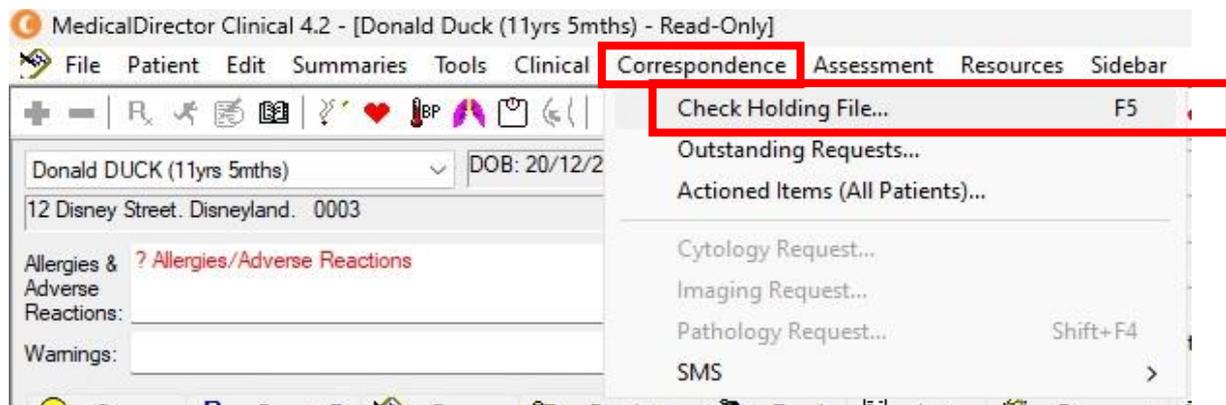# How to check for notifications and update eReferrals sent via HealthLink SmartForms in MedicalDirector Clinical

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**.

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:      39510765211
Addressee:  Dr Best Practice
Sender:     Hospital Referral Portal Colorectal Surgery


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

This is an automated response to notify you that the referral has been successfully delivered to
Colorectal Surgery.
```

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

Example of a 'Referral Accepted' message:

```
ENGAGE,      Divya
1 Blacktown Road, Blacktown.   2148
Birthdate:  13/04/1983   Sex:  F    Medicare Number:     39510765211
Addressee:  Dr Best Practice
Sender:     Hospital Referral Portal Colorectal Surgery


Patient Name: Divya ENGAGE
Date of Birth: 13-Apr-1983
Gender: Female
Address: 1 Blacktown Road, Blacktown NSW 2148
============
Service Referred To: Colorectal Surgery
Triage Clinician: Jodie  Waller            (RMS Administrator)
Status of Referral: Referral Accepted - Category 1

This referral has been triaged as Category 1 by Colorectal Surgery. Waiting times vary based on
service, please refer to the relevant service / clinic information website for further
information
============
Comments:
GP status update notification testing
```

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

Example of a 'Referral Rejected' message:

```
Engage,      Ten
11 Barker Street, Randwick.   2031
Birthdate:  01/01/1960    Sex:  M    Medicare Number:     24619500971
Addressee:  Dr Best Practice
Sender:     Hospital Referral Portal Antenatal Services


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:


```
ENGAGE,     Divya
1 Blacktown Road, Blacktown.  2148
Birthdate:  13/04/1983   Sex:  F    Medicare Number:    39510765211
Addressee:  Dr Best Practice
Sender:     Hospital Referral Portal Colorectal Surgery


Patient Name: Divya ENGAGE
Date of Birth: 13-Apr-1983
Gender: Female
Address: 1 Blacktown Road, Blacktown NSW 2148
============
Service Referred To: Colorectal Surgery
Triage Clinician: Jodie  Waller             (RMS Administrator)
Status of Referral: Referral Reviewed - Awaiting Information

Colorectal Surgery is requesting that additional information be submitted to support the
referral - please refer to the comments section for the addition information required.
Please note: Failure to provide additional/required information within clinically appropriate
time frame may result in referral being delayed or rejected
============
Comments:
JW - Testing addition script on RMS Awaiting Information GP notification 5 Apr 2024

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

Best Practice
This can be accessed via File > Open Patient > Open the Letter Editor within the Patient Record
> Click on the Blue HealthLink (HL) Icon > Click on the New Form, which is the White Page Icon >
Click on Update Referral Tab > To edit the referral, click on the green pen and paper icon in
the Action column

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
============
```

Providing further information

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.

Eighteen Engage - HealthLink Forms Browser Window

http://uat-server-bp:5088/forms-directory/FormsListing.action?aduro_formDefinitionId=forms-directory&aduroVersion=aduro_v

HealthLink
connecting with care

1800 125 036 (AUS
helpdesk@healthlir

Make a referral   Update referral

Specialists, Allied Health Providers and GPs

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

General Services

Tasmania Health

Show 10 entries

Filter

ReferralId	Sent	ReferralName	Form Description	Status	Priority	Latest Note	Action
TAS-10105	2024-04-23 15:43:07	Dr Best Practice	North West Regional Hospital - Stomal Therapy	AwaitingInformation		Raj Dhanasekaran 2024-04-23 15:43:27 Hi Dr Dani - can you please send two updates ...more	

Showing 1 to 1 of 1 entries

Previous   1   Next

TASMANIAN HEALTH SERVICE   Tasmanian Government

Johann Bruyneel - Addendum to Stomal Therapy

Requested Information ⚠	**Additional Information**
Addendum to Stomal Therapy	Reason for Update*
	○ Review of Priority
Attachments / Reports	○ Response to Information Request
No reports selected	○ Referral Cancellation
No files attached	○ Other
	Relevant details [Browse for Consultation Notes]