

# eReferrals

## User Guide 2.0

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## Introduction

The HealthLink eReferrals solution offers you the ability to send referrals electronically to other health service providers. It integrates seamlessly with your *Patient Management System* (EMR – Electronic Medical Record) or *MyHealthLink Online Portal*.

Note: *Web eReferrals* is facilitated by *MyHealthlink Online Portal*.

The following benefits are provided by HealthLink eReferrals:

- You will be able to create a new eReferral from within your EMR or *MyHealthLink Online Portal*.
- The eReferral form will be auto populated with Patient and Referrer information already stored within your EMR. Up to ninety percent of the information required for a referral will be populated automatically. You will be able to save (“Park”) a partially completed eReferral so that it can be completed and sent later. With the auto population of the referral you should be able to complete a large percentage of referrals during the patient consultation.  
NB: if you are using *MyHealthLink Online Portal*, which does not store patient information, this will need to be entered manually.
- You will be able to validate (check for missing or incorrect information) and preview a read only copy of your referral before submission
- Reliable eReferral submission and auditing:
  - referrals are sent immediately
  - the form will wait until the recipient acknowledges receipt of the eReferral (allowing you to be sure that the eReferral has been successfully delivered)
  - a copy of the completed eReferral will be saved directly in to your EMR, or MyHealthLink Online Portal, including a time stamp recording when it was sent and received, for your later reference.

## USING THE eREFERRAL SYSTEM

### LAUNCHING THE eREFERRAL SYSTEM

The process by which an eReferral form is launched from within the EMR is specific to each EMR. Please follow the EMR's, or MyHealthLink Online Portal's, standard process for launching forms.

Once the eReferral form is launched, the **HealthLink Online** page will open and you will then be presented with a menu of online services.

### HOW TO INITIALLY LOAD AN eREFERRAL

The eReferral creation process consists of 2 connected pages;

#### Launch Page

The Launch page displays a number of quick selection options to quickly and efficiently identify data capture requirements.

#### Form Page

The Form page displays all Referral items required to complete an eReferral (The form has two parts; a general section covering general patient and provider information and a separate clinical information section whose questions are tailored to the service requested). The data entry fields are auto populated with available data from the EMR.

If you are using *MyHealthLink Online Portal*, which does not store patient information, patient's details will need to be entered manually on the **Patient Details Page**.

1. **After selecting the Referred Service on the HealthLink Home Page, the eReferral Launch Page will be displayed.**

NB-1: the Launch Page is only displayed when there are multiple service options.

N.B-2.: The primary purpose of the eReferral Launch Page is to capture the required Service information to ensure that the correct information is collected for that service, as well as identifying the correct referral recipient. The secondary purpose of the Launch page is to gather enough administration information so that once the form is launched the amount of information required to complete the eReferral is at a minimum.

2. **The following items may be displayed on the eReferral Launch Page and need to be completed before you can move to the referral form page:**

Item	Purpose
<b>Service Selection</b>	<p>This item, displays a list of available services that you can refer to;</p> <ul style="list-style-type: none"> <li>• where a plus sign is shown against a service you can click on the item to see a list of sub-services that can be chosen</li> <li>• There is also a search box above the list that allows you to enter a search string to restrict the number of possible items, e.g. typing “cardio” limits the list to “<b>Cardiology</b>” and “<b>Paediatrics – Cardiology</b>”</li> </ul>
<b>Referred For</b>	<p>This item allows you to request the action that should be completed by the recipient, e.g. outpatient appointment or Specialist Advice.</p> <p>N.B.: Some items are used for referral follow-up activities</p>
<b>Next button</b>	<p>Once you have selected all relevant details please click on next to move to the referral form screen.</p>

### 3. General Launch page usage

#### a. Complete the Service Selection option in order to proceed.

N.B.: If the Service you require does not appear in the Service list then it is not currently catered for by the eReferral Form.

Although in this scenario the form cannot be submitted and processed electronically, the form template can be used to create an eReferral to print and process as per the current manual process. To do this, simply select ‘Other’ as the service and free text the service required.

#### b. Choose a referral reason by selecting from the “Referred For” menu.

N.B.: Different ‘Referral for’ reasons have been created to manage different eReferral situations from an ‘Outpatient Appointment’ to a “Request for Information’ – these values are configurable per region.

#### c. Once you have entered all relevant details, click on “Next”

## FILLING OUT THE EREFERRAL

Once the launch page has been completed, the eReferrals system will retrieve the relevant information from the EMR to auto populate the generic referral information, as well as any Service specific information defined.

N.B.: Auto population of eReferral information eliminates repeated entries of available information which allows the referrer to focus on describing the service specific details.

NB: If you are using *MyHealthLink Online Portal*, which does not store patient information, patient’s details will need to be entered manually on the **Patient Details Page**.

The eReferral Form Page will then be loaded. Service template generation (a service specific template is a list of questions requested by the service – e.g. Diabetes may have questions associated to HbA1c), auto population and recipient determination will run in the background between the two pages and will be completed once the Form page has loaded.

Once the form has loaded, complete the form sections as follows in order to complete the eReferral.

## FORM SECTIONS

You will see that the eReferral form is broken up into sections. Section details are only visible when the relevant ‘tab’ for that section is selected. Each section header includes a summary of information located within that section; this allows you to get a general idea of the information and to then decide if you need to open the section for further investigation or data entry.

The screenshot shows a web form interface with several tabs on the left side, each with a summary of its content:

- Clinical Information**: No referral information provided
- Attachments / Reports**: No reports selected, No files attached
- Medications / Warnings**: 1 long term medication specified, No medications specified, 1 medical warning specified
- Medical History**: Medical history specified
- Patient Information**: MICKEY MOUSE, JDR1234, 71yrs, Disability not specified
- Recipient / Referrer**: Auckland DHB, Referred by: Sam Entwistle, No Different Regular GP

The main form area contains the following sections:

- Previously Referred**:  ACC (dropdown: Not Specified),  Urgent
- Generic Referral Details**: Reason / provisional diagnosis\*
- Relevant history & physical examination findings\***: Includes a "Browse for Consultation Notes" button.
- Measurement Details**: A table with columns for Date, Code, and Value.

On the right side, a bracket groups the tabs as "Form Tabs" and the main content area as "Form Section Detail".

Date	Code	Value	Date	Code	Value
27/09/2013	Height	170	27/09/2013	BMI	20.8
27/09/2013	Weight	60		BP	

Please then proceed through each of the below sections and complete where relevant:

## CLINICAL INFORMATION

You will initially be presented with the Clinical Information section on the referral. This is the section that you will spend most of your time working on.

The clinical information section has 2 components;

- **General clinical information:** These fields are displayed regardless of the service you request and include;
  - Previously referred
  - ACC
  - Urgent
- **Service clinical information:** These fields change depending on the service selected. Forms will have one of two sets of service clinical information fields
  - **Service Specific clinical Information:** A number of fields specific to the Service selection will be found here.

**Generic clinical information:** This is a basic form section for capturing “Measurement Details”

**Recipient's Logo** **General Medicine Referral for Outpatient Appointment** Submit Preview Park Help

**Clinical Information** No referral information provided

**Attachments / Reports** No reports selected No files attached

**Medications / Warnings** 1 long term medication specified No medications specified 1 medical warning specified

**Medical History** Medical history specified

**Patient Information** MICKEY MOUSE, JDR1234 71yrs Disability not specified

**Recipient / Referrer** Auckland DHB Referred by: Sam Entwistle No Different Regular GP

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

Previously Referred

ACC

Urgent

Generic Referral Details

Reason / provisional diagnosis\*

Relevant history & physical examination findings\*

**Measurement Details**

Date	Code	Value
27/09/2013	Height	170
27/09/2013	Weight	60

Date	Code	Value
27/09/2013	BMI	20.8
	BP	

## ATTACHMENTS / REPORTS

If you have clinical documents that are needed to support the referral, this is the section that you use to attach them.

### Laboratory / Radiology Reports

This section will be auto populated with a table of Diagnostic reports from the EMR; either the last 6 months Diagnostic reports for the Patient, or the last 15 reports, whichever is smaller.

### Other clinical documents

This section also allows the attachment of additional reports / files located within your EMR, and/or on your PC to be attached to an eReferral. When doing so it always good practice to include a comment describing the attached file so that the recipient will know the attachment subject matter.

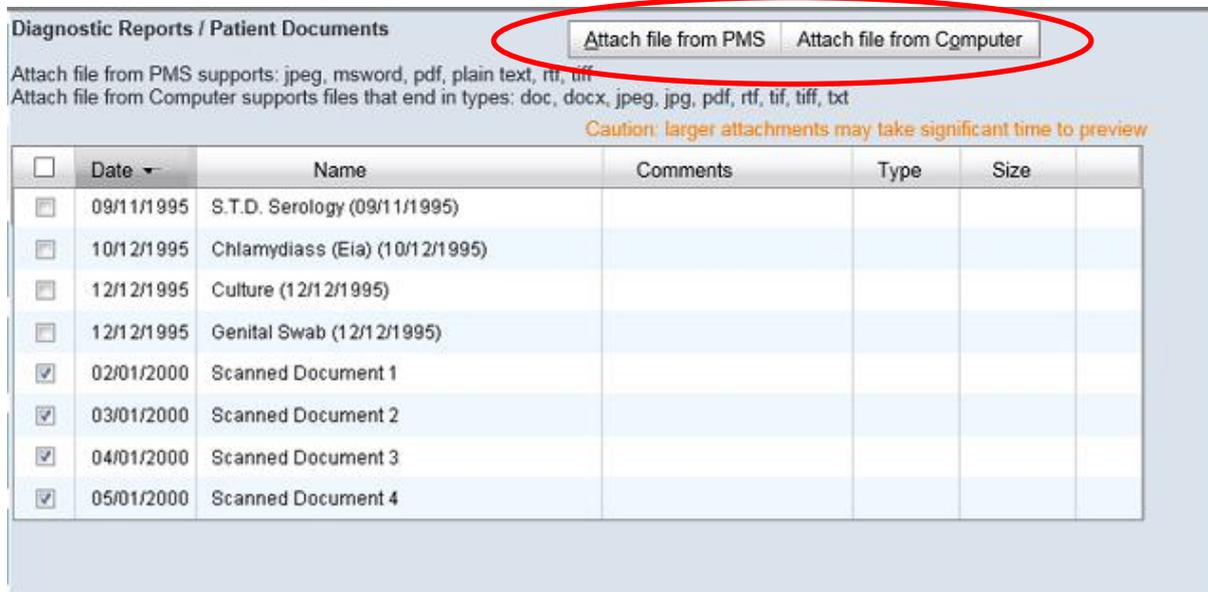
Use the ‘Browse’ buttons on the form to find the additional attachments required;

- “Browse for Patient Documents” to search within the EMR for attachments such as scanned clinical documents

NB: if you are using *MyHealthLink Online Portal*, which does not store patient information, this button will not be available

- “Browse for Local File” to search for files on your PC; use this approach for items that haven’t been included within like digital photos

Both buttons open new windows, allowing you to add further search criteria to the file you are looking for.



Where there are specific attachments required for a Service, the form will display the list in the Clinical Information section as well as the attachments section. The list does **not** mean that the reports / files are already attached, but is a reminder of what is relevant to attach.

If you are attaching files from your file system please note that only the following file types can be attached with an eReferral:

Value	Description
<b>MSWORD</b> (doc,docx)	Document file format developed by Microsoft
<b>JPEG</b> (jpg, jpeg)	Compression file format for photographic images
<b>PDF</b>	Document file format developed by Adobe Systems
<b>RTF</b>	Document file format developed by Microsoft
<b>TIFF</b> (tff, tiff)	File format for mainly photographic images

Value	Description
<b>PLAIN TEXT (txt)</b>	Plain-text file format

### MEDICATIONS / WARNINGS

All of the information in this section of the form, with the exception of the free text comments, will be auto populated by the EMR.

By default all current Medications that have been marked as ‘Long term’ or ‘Regular’ Medications within the EMR, and have a ‘Last prescribed date’ within the last 6 months will be included.

NB: if you are using *MyHealthLink Online Portal*, which does not store patient information, this section will be empty. A referrer can fill it in manually.

N.B.: To exclude medications / warnings from the final referral click on the at the far left column of the table. If there are additional medications / warnings you would like to add, click on the to add any empty row to that table so that you can enter additional information.

Current Medications					
Date	Details	Dose	Units	Instructions	
11/05/2010	Anitboitics	100	mil	3 times a day, take with food	
10/03/2009	Anitboitics	100	mil	3 times a day, take with food	
19/02/2009	5ml/100mg Paracetamol 200mg liquid	200.3	mg	take 12ml every four hours, max 4 times 24 hours	

### MEDICAL HISTORY

All information in this section of the form is expected to be auto populated from the EMR.

N.B.: if you are using *MyHealthLink Online Portal*, which does not store patient information, this section will be empty. A referrer can fill it in manually.

N.B.: Auto populated co-morbidities and Other problems / family history items are marked for inclusion with the referral; you should review these items and remove any that shouldn't be included with the referral by “unselecting” the relevant item, this can be achieved by clicking on the checkbox in the first column of the list

– this will remove the tick against the item. To add the item back into the final referral click on the checkbox again - this will re-instate the tick. Long term classifications (co-morbidities) are those classifications in the EMR that have been marked as “Long Term” or “Current Problems”.

“Other Problems and Family History” are also subsets of the classifications / problem list.

“Smoking History” is intended to provide a description of the smoking consumption behaviour of the Patient.

An example is shown below:

<b>Clinical Information</b> <small>No referral information provided</small>	<b>Long Term Classifications (Co-Morbidities)</b>			
<b>Attachments / Reports</b> <small>No reports selected No files attached</small>	<input type="checkbox"/>	Code	Description	Comments
<b>Medications / Warnings</b> <small>4 long term medications specified No medications specified 3 medical warnings specified</small>	<input checked="" type="checkbox"/>	C104.00	Diab.mell. with nephropathy	XXX
<b>Medical History</b> <small>Medical history specified</small>	<b>Patient History</b>			
<b>Patient Information</b> <small>MICKEY MOUSE, HUX8660 19yrs Disability not specified</small>	<input type="checkbox"/>	Code	Description	Comments
<b>Recipient / Referrer</b> <small>Waitemata DHB Referred by: Sam Entwistle No Different Regular GP</small>	<input type="checkbox"/>	13L3.11	Alcoholic spouse	
	<b>Family History</b>			
	<input type="checkbox"/>	Code	Description	Comments
	<input checked="" type="checkbox"/>	123.00	FH: Infectious disease	FH Infectious Disease
	<input type="checkbox"/>	1252.00	FH: Diabetes mellitus	
	<input type="checkbox"/>	124.11	FH: Cancer - *	
	<b>Smoking History and Additional Information</b>			

## PATIENT INFORMATION

It is expected that all mandatory Patient data will be auto populated from the EMR. This information is displayed and can be checked with the Patient to ensure that their details are still up to date. Patient data updated in the form will **not** update the EMR.

NB: if you are using *MyHealthLink Online Portal*, which does not store patient information, it will present a patient details page *before* the Launching Page, from which, all mandatory Patient data will be auto populated.

<a href="#">Submit</a> <a href="#">Preview</a> <a href="#">Park</a> <a href="#">Help</a>	
<b>Clinical Information</b> No referral information provided	<b>Patient Disabilities / Support Requirements</b> <input type="checkbox"/> Patient has disability / support requirements e.g. visual, communications, hearing, memory
<b>Attachments / Reports</b> No reports selected No files attached	<b>Patient Language</b> Interpreter required Not Specified
<b>Medications / Warnings</b> 1 long term medication specified No medications specified 1 medical warning specified	<b>Patient Information</b> NHI number* JDR1234 Date of birth* 01/01/1945
<b>Medical History</b> Medical history specified	<b>Name*</b> MICKEY MOUSE (MICKEY MOUSE)
<b>Patient Information</b> MICKEY MOUSE, JDR1234 71yrs Disability not specified	<b>Gender*</b> Male
<b>Recipient / Referrer</b> Auckland DHB Referred by: Sam Entwistle No Different Regular GP	<b>Patient residential DHB</b> Auckland District Health Board
	<b>Postal Address</b> 1 Princes Street, Auckland Central, Auckland, 1010
	<b>Residential Address</b> Same as postal

## RECIPIENT/REFERRER INFORMATION

It is expected that all mandatory Recipient and Referrer information will be auto populated. Use this section to check that all the information about you as a user, and the provider you are referring to, is complete and up to date. Referrer data updated in the form will **not** update the EMR.

<a href="#">Submit</a> <a href="#">Preview</a> <a href="#">Park</a> <a href="#">Help</a>	
<b>Clinical Information</b> No referral information provided	<b>Recipient</b> Referral number* AR-1067504 Referral creation date* 20/09/2016 06:22 NZST
<b>Attachments / Reports</b> No reports selected No files attached	<b>Recipient (This list only displays DHB(s) where the service is provided)*</b> Auckland DHB
<b>Medications / Warnings</b> 1 long term medication specified No medications specified 1 medical warning specified	<b>Attention</b> Referred for* Outpatient Appointment
<b>Medical History</b> Medical history specified	<b>Referrer</b> HPI 14FLGU NZMC A88984-3
<b>Patient Information</b> MICKEY MOUSE, JDR1234 71yrs Disability not specified	<b>Name</b> Full name Dr Sam Entwistle
<b>Recipient / Referrer</b> Auckland DHB Referred by: Sam Entwistle No Different Regular GP	Practice name* Millstone Family Practice

## FORM COMPLETION TIPS

### MANDATORY FIELDS

Mandatory fields are marked with a red asterisk (\*) and are validated on 'Preview' or 'Submission' of the Form. Please be sure to complete all fields marked in this way.

### FORM HELP

Within the form there are a number of Help labels to assist you in completing the form accurately.

Help Type	Icon	Description
Hover help	n/a	Appears when the label is hovered over (place the mouse cursor on a label) for 2 seconds or more.
Information Help		An information icon on the right side of the field label and presents a pop lightbox. Clicking on this icon will display additional help information
Field Help		A question mark icon on the right side of the field label and opens a webpage. Clicking on this icon will display additional help information

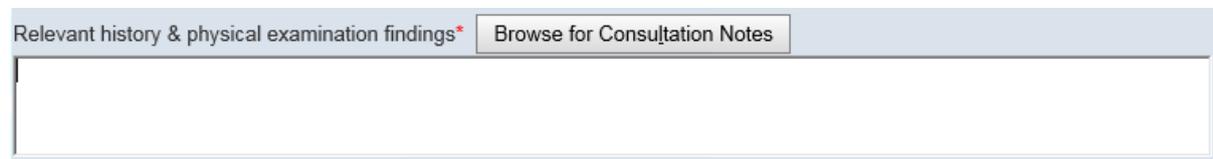
### ATTACHING LAST CONSULTATION NOTES

Both the eReferral web form and other parts of the EMR can be open at the same time.

This allows you to locate items like consultation notes that you wish to include within the eReferral. Use the standard windows copy and paste keys to complete this task.

Alternatively, there is a shortcut icon as shown below in the Form that will drop in the last consultation notes within the Clinical Information section.

NB: if you are using *MyHealthLink Online Portal*, which does not store patient information, this will need to be entered manually.



### AUTO PARK

The eReferral Form will auto-save every 30 seconds. The form will stay open and can continue to be edited. N.B.: Refer to EMR or MyHealthLink Online Portal specific instructions on how to retrieve parked forms if you inadvertently close a referral you have been working on retrieve an “auto parked” form.

### FORM MENU ACTIONS

You will find a menu on the top left that allows you to complete a number of useful tasks.



<a href="#">Submit</a> <a href="#">Preview</a> <a href="#">Park</a> <a href="#">Help</a>	
<b>Clinical Information</b> <small>No referral information provided</small>	<b>Recipient</b> Referral number* AR-1067504 Referral creation date* 20/09/2016 06:22 NZST
<b>Attachments / Reports</b> <small>No reports selected No files attached</small>	Recipient (This list only displays DHB(s) where the service is provided)* Auckland DHB
<b>Medications / Warnings</b> <small>1 long term medication specified No medications specified 1 medical warning specified</small>	Attention <input type="text"/> Referred for* Outpatient Appointment
<b>Medical History</b> <small>Medical history specified</small>	<b>Referrer</b> HPI NZMC 14FI GI IARR9R4-3
<b>Patient Information</b>	

## COMPLETING THE EREFERRAL

Once all relevant sections have been completed, and all mandatory fields or data items filled in, the form can be submitted. This will complete the eReferral process.

To submit the eReferral to your designated recipient, click on the **Submit** button at the top of the web page.

During the submission process the referral will be delivered to the recipient and recorded within the receiving software. This will generally be completed in a few seconds.

**Attempting to submit your referral. Please wait**
Time elapsed: 00:17

Submitting the form to your DHB server ...

N.B.: If there are large attachments this process may take slightly longer.

Once the referral has been successfully received a read-only copy of the referral will be displayed. An example of the heading of such a form is shown below. This will include a banner at the top of the referral recording when the referral was received by the recipient's EMR. A copy of the sent referral will be saved within your EMR which can be reviewed at a later point for your reference. Refer to instructions on how to access saved forms for a description on how to review saved forms.

Referral Sent and Acknowledged on 09/03/2011 at 14:23

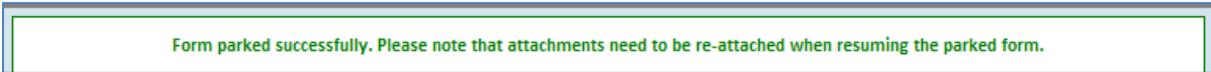
## Audiology Referral for Specialist Advice

**Patient:** Micky Mouse, 12yrs, NHI JDR1234, M, DOB 21/02/1999  
 12 Teed Street, Newmarket, Auckland 0230  
**Referred by:** Smith John, Smith's Practice, NZMC 88976 (Test Referral)

N.B.: Until the read-only version of the referral has been displayed you cannot guarantee it has been successfully sent and received.

## PARKING A REFERRAL

By clicking on the **Park** button at the top of the web form page, you will save a copy of the eReferral which you will be able to open at a later point. A message will display as shown below:



Close the eReferral Form Page by clicking on the cross at the top right corner of the screen.

When you are ready to re-commence the eReferral, retrieve the referral from your EMR or MyHealthLink Online Portal in the standard location where parked forms are saved, and complete the referral as described in this document.

## PREVIEWING THE REFERRAL FORM

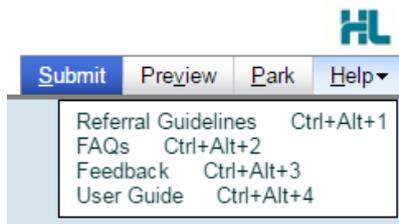
If you would like a **Preview** of the final referral output to check its content, please use this option. It displays an exact representation to the one that will be sent to the recipient.

Suggestion: **Preview** can also be used to validate the form content to check for errors prior to the final submission of the referral.

## FINDING GENERAL INFORMATION AND HELP

For general information on how to use eReferrals and additional help please click on the Help menu item.

The help action button has multiple options as a dropdown on the button;



**Referral Guidelines:** Provides URL links to pre-defined information sources such as external websites (e.g. www.moh.govt.nz) or internal data sources. Service providers using the eReferral forms define these links which HealthLink configures onto this button

**User Guide:** Link to appropriate eReferrals User Guide

**Other Help:** Link(s) to any other external help configured

## A NOTE ON VALIDATION

Forms with incomplete information (i.e. mandatory fields missing or not provided) will result in validation error(s) meaning that the eReferral cannot be previewed or submitted until these are resolved.

Field that have been unsuccessfully validated are indicated by:

- Red, framed error message at the top of each section of the form
- An icon on the section tab(s) with missing or incorrect referral information 

- Red highlighting in the fields that need correction

An example is shown below:

**Clinical Information**  
Referral information provided

**Attachments / Reports**  
No reports selected  
No files attached

**Medications / Warnings**  
No long term medications specified  
No medications specified  
No medical warnings specified

**Medical History**  
No medical history specified

**Patient Information**  
Test8 Test8, ABC1234  
17days  
Disability not specified

**Recipient / Referrer**  
Auckland DHB  
Referred by: Tricia Hurrell  
No Different Regular GP

Please fix the following errors:

- Clinical General Referral Reason is a required field

Previously Referred

ACC

Urgent

**Generic Referral Details**

Reason / provisional diagnosis\*

Relevant history & physical examination findings\*

asasas

**Measurement Details**

Date	Code	Value
	Height	
	Weight	

Date	Code	Value
	BMI	
	BP	

Should this occur, please fix all of the errors and then click Submit again.

## FREQUENTLY ASKED QUESTIONS

### WHAT IF SOMETHING GOES WRONG WITH MY EREFERRAL FORM?

Please contact the HealthLink helpdesk if you have any problems using the eReferral form. Contact details are listed at the end of this document.

### WHAT IF I ACCIDENTALLY SUBMIT AN EREFERRAL AND NEED TO CANCEL IT?

Before a Referral is parked, you can cancel the Referral by simply closing the eReferrals Form window screen. Before the screen closes you will be prompted to confirm this action i.e. "Are you sure you want to Cancel this Referral": Yes / No or similar e.g. "Would you like to save or Cancel this Referral": Cancel / Save

Once the Referral has been submitted the eReferral cannot be cancelled electronically. Manual cancellation can be completed by contacting the recipient DHB.

### WHAT IF I WANT TO SEND UPDATED INFORMATION TO INCLUDE WITH MY EREFERRAL?

To send updates to an existing eReferral, follow the same eReferral creation process.

### HOW CAN I TELL HOW BIG MY ATTACHMENTS ARE?

File attachments will display the size of the attachment as they are loaded. For Diagnostic Reports or Scanned documents from the EMR, use the 'Preview' function to generate a view which shows the individual attachment sizes on the attachments table. The form will give you an error message on submission if the total size of the attachments is too big.

### WHAT DO I DO IF MY ATTACHMENTS ARE TOO BIG?

Use the individual file size information to remove one or multiple files to reduce the size of the message.

### WHAT IF I AM NOT THE REGULAR GP?

In the "Recipient/Referrer Details" tab there is a specific question asking whether you are the regular GP. If "No" is selected, fields will be displayed that allow you to complete the details of the Patients regular GP.

Disability not specified	<input type="text"/>	665544
<b>Recipient / Referrer</b> Auckland DHB Referred by: Tricia Hurrell No Different Regular GP	<b>Name</b> Full name Ms Tricia Hurrell <span style="color: blue;">i</span> <input type="text" value="Tricia Hurrell"/>	
	<b>Practice name*</b> <input type="text" value="Healthlink Ltd"/>	
	<b>Practice Address</b> <input type="text" value="13-15 Teed Street, Newmarket, Newmarket, 1149"/>	
	<b>Practice ID*</b> <input type="text" value="HLKN02"/>	<b>Practice PHO ID</b> <input type="text"/>
	<b>Practice telephone*</b> <input type="text" value="09 844 4444"/>	<b>Practice fax*</b> <input type="text" value="+64 9 638 3801"/>
	<b>EDI*</b> <input type="text" value="caseuuaat"/>	
	<input type="checkbox"/> Patient has a different regular GP	

### WILL UPDATING MY FORM UPDATE MY EMR?

**No**, the EMR should always maintain the master data set.

### DOES THE FORM REMEMBER THE PATIENT DETAILS I ENTERED LAST TIME I CREATED A FORM FOR THIS PATIENT?

**No**, each new eReferral is reset and freshly pre-populated from the EMR or MyHealthLink Online Portal Patient Details Page.

### ERROR MESSAGE WHEN SUBMITTING A REFERRAL

After submitting your eReferral, you may encounter one of the below situations. When contacting the helpdesk, please quote the below information.

#### EMR web service not available:

On-Screen message:

'Saving the form data to PMS ... failed'

SOAP: Fault Occurred: http://www.healthlink.net/formsdirector [0] Failed to send a request to http://hlkvm-smx2:8087/mypractice?WSDL: Connection refused: connect [inner most] Connection refused: connect'

Solution:

Please ask the helpdesk to ensure that the web service is running properly.

#### Server Route not available:

On-Screen message:

'Submitting the form to your DHB server ....failed'

SOA: Fault Occurred: Server Failed to deliver the message..... ConnectionException: Connection refused:connect

Parking the form data to PMS ... succeeded  
Please try later to submit the parked form.'

Solution:

Please ask the helpdesk to ensure that the server route is running.

**HMS Quantum not available:**

On-Screen Message:

'Internet Explorer cannot display the webpage'

Solution:

Please ask the helpdesk to ensure that your Quantum NT service is started.

**Endpoint web service not available:**

On-Screen Message:

'Submitting the form to your DHB server ... failed'

Error Response received. Response code: 500

- applicationResponseCode: TEMPORARYFAIL
- applicationResponseMessage: AklRegionalReferralExClient: Error occurred while invoking remote service. [0] SOAPFaultException: Marshalling Error: Connection timed out: connect [1] Fault: Marshalling Error: Connection timed out: connect [2] MarshalException: null [3] ConnectException: Connection timed out: connect
- receivingSystemId: null
- data: TEMPORARYFAIL

Parking the form data to PMS ... succeeded.

Please try later to submit the parked form.'

Solution:

Please ask the helpdesk to ensure that the web service is running properly

## CONTACT HEALTHLINK

### New Zealand

Phone: 0800 288 887

HealthLink can be contacted between 8am – 6pm Monday to Friday - (New Zealand Standard Time)

Fax: 0800 288 885

Email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

Web: [www.healthlink.net](http://www.healthlink.net)

N.B.:

If calling regarding a problem using the eReferral form, please include as part of your problem description that it is related to eReferrals, the intended recipient and what you were doing when the problem occurred. If you are requesting assistance via fax or email please also include a copy of the error message if available.

## APPENDIX A: AUCKLAND REGION eREFERRALS

The following information is specific to the Auckland Regional eReferrals (CareConnect) solution.

### FREQUENTLY ASKED QUESTIONS

#### HOW IS THE eREFERRAL RECIPIENT DETERMINED?

The referral recipient is determined primarily on the Patient residential address i.e. the DHB catchment area in which the Patient lives is the DHB that will receive the eReferral.

However, in some instances the Service selected is only offered in specific locations, in this instance the recipient will default to the nearest alternative DHB where the Service is offered.

The intended recipient can be easily identified on the form page by the logo on the top left of the form page and in the “Recipient / Referrer” tab.

#### WHAT IF I WANT TO SEND MY PATIENT TO THE NON-DEFAULT DHB?

If the Patient is required to be seen by a different facility than that selected by eReferrals, use the “Recipient” dropdown in the Recipient / Referrer tab to update. This will prompt a “Change of recipient reason” field, which is -mandatory.

<b>Clinical Information</b> No referral information provided	<b>Recipient</b> <b>Referral number*</b> AR-596623	<b>Referral creation date*</b> 22/09/2016 13:50 NZST
<b>Attachments / Reports</b> No reports selected No files attached	<b>Recipient (This list only displays DHB(s) where the service is provided)*</b> Auckland DHB	
<b>Medications / Warnings</b> 4 long term medications specified No medications specified 3 medical warnings specified	<b>Attention</b> <input type="text"/>	
<b>Medical History</b> Medical history specified	<b>Change of recipient reason *</b> <input type="text"/>	
<b>Patient Information</b> MICKEY MOUSE, HUX8660 19yrs Disability not specified	<b>Referred for*</b> Outpatient Appointment	
<b>Recipient / Referrer</b> Auckland DHB Referred by: Sam Entwistle No Different Regular GP	<b>Processing ID*</b> T	