The electronic referral form has been designed to make it easier for you to send referrals for My Aged Care. This quick start guide has been developed to help you navigate within the new digital form.

HealthLink Technical Support
helpdesk@healthlink.net
1800 125 036

Contact
For more information about My Aged Care, including the My Aged Care e-Referral solution, please visit www.myagedcare.gov.au/health-professionals.
1. Open the patient record

Search for the patient and open their electronic medical record. From the View Menu, select HealthLink Forms. In the HealthLink Forms window, click the New Form button.

2. Launch the Form

Under the Referred Services section within the HealthLink Homepage, click on My Aged Care Referral to launch the eReferral form.

Referred Services

- Application for ACT Approval to Prescribe Controlled Medicines
- Austin Health
- Banyule Community Health
- Canberra Community Health
- Chris O’Brien Lifehouse Services
- DPV Community Health
- Heartbeat Health Summary
- My Aged Care Referral
- Northern NSW Local Health District services
- Roads and Maritime Services
- Tasmanian Health Service
- AU Radiology Referrals
- Australian Hearing Medical Certificate
- Canberra Hospital Public Outpatient and Community Referral Form
- cCHIP - Cardiometabolic Health In Psychosis
- Demo - Certificate of Capacity
- Eastern Health
- Mater Health Referrals
- Northern Health
- Oculo Optometry Referral
- Sydney Local Health District Services
3. Complete the Form

The form will be displayed. At this point, you will have access to all the information necessary to complete the form for submission. Note that some of the information taken from Best Practice may be modified for the purpose of submitting to My Aged Care - the form will display warning information if this happens and you may be asked to review the information to ensure it is correct. An example of this will be if the practice or patient contact phone numbers do not include the area code.

If you need to gather more information pertinent to the referral and have not received it yet, you can Park the form by clicking the Park button on the form to save what you’ve done so far, and come back to it later once you have all the required information to submit the referral.

4. Include the relevant attachments

The Attachments / Reports tab will give you access to all of the supporting documents that you may wish to attach to the eReferral. You can select any item from the table – showing you patient medical records captured from the last six months. Or you can browse for files stored in Best Practice or in your local computer’s file system. You can submit files totaling up to 3.7 MB when you attach supporting documents to the e-Referral. You do not need to attach all patient information. Examples of information relevant to support an aged care assessment include: list of current medications, evidence of medical condition/diagnosis such as specialist assessments and GP care or management plans.

You should not attach pathology reports or other detailed health reports not specific to aged care needs.
5. Ensure patient and referrer information is correct

With the Patient and Referrer information tabs, you simply need to ensure that the information displayed is up-to-date and correct and all mandatory fields have been completed. If a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it.

Note that you can verify that the form has been completed correctly by clicking on Preview.

6. Submit the Form

Click on Submit when you are ready to send your form. This will safely and securely send the form electronically via HealthLink and you will see a copy of the completed form containing an acknowledgement of receipt. You may wish to provide the patient with a copy by right-clicking on any area of the submitted forms and choosing Print. Note that it is not necessary for the printed copy to be sent or taken to My Aged Care.
Access parked forms

To access a parked form from the patient's record, select **HealthLink Forms** under the **View** menu. From the available listing, double-click on the **Parked** form you would like to open. You can also use this area to see previously submitted or deleted forms.

Accessing Submitted Forms

A copy of the submitted form can be found in the Correspondence Out section of the clinical record for the patient. Please note that to preview the referral before exiting the patient record one must click on the Correspondence Out section heading and use the F5 button on the keyboard to refresh the correspondence view.
HealthLink helps over 60,000 healthcare practitioners deliver certainty in care by enabling them to exchange patient information quickly, reliably and securely.

For all queries, please contact HealthLink Customer Care on 1800 125 036 or email helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)
8:00 am - 6:00 pm (All Time Zones)

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