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. Select the HealthLink tab and click on the **New Form** option to access the HealthLink homepage.

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
- Carrington 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
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 Medical Director 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.

Information in the fields listed below has been modified for the purpose of submitting to My Aged Care. Please review and ensure the information is correct before submitting this referral:

- Patient Information - Contact Details - Home

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 Medical Director 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 acknowledgment 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 the HealthLink tab. 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 viewed by selecting the Letter tab. Double-click on the selected form, then click open externally to view the submitted referral. Or if you have the preview panel enabled, simply click the Open Externally button on the letter preview.
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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