

What happens to Fitness to Drive medical reviews after 31 July 2022?

- Transport for NSW (Transport) will stop sending out paper-based medical forms from 31 July 2022 as the preferred method for medical report submission is via HealthLink online.
- Transport will continue to accept paper-based forms and patients can still request one by calling Service NSW on 132 213 or visiting a service centre.
- Patients will continue to receive written notification from Transport when they are required to undertake a medical review.

How do I access the form through my medical records system?

- Each medical records system is slightly different when it comes to accessing the form. The systems that support the online form are Medical Director, Best Practice, Genie and MedTech. Helpful user guides have been created for each medical record system and these can be found at <https://au.healthlink.net/knowledge-base>.
- If you are not able to access the form using Medical Director, Best Practice, Genie and MedTech and have HealthLink, please call the HealthLink Helpdesk on 1800 125 036 and choose option four or email Helpdesk@healthlink.net
- If you do not have HealthLink, please register for an account by going to https://au.healthlink.net/au_registration/. Once you have applied, one of the HealthLink team will be in touch. Registration, installation, support and the use of the digital NSW Fitness to Drive medical assessment forms are free of charge.

Do I have to have access to a medical records system to submit an online form?

- You can still submit medical forms online without access to a medical records system by using a web-based portal. To register for a free account, please go to https://au.healthlink.net/au_registration/ and apply for registration. If you have any questions, please email request@healthlink.net. Once you have applied, one of the HealthLink team will be in touch.

Can I park the form to submit later?

- At any time before submitting the form, you have the option to park the form. This means that the details already entered into the form are saved to be submitted later.
- To park a form, click the 'Park' button which can be found in the top right-hand corner of the form near the 'Submit' button.

How do I submit a parked form?

- Once you have selected the parked form you wish to continue updating, make any changes you require and then click the green 'Submit' button which is located on the top right-hand corner.

Where do I find a parked form?

- If you are using a medical records system when you access a patient's record, in the online form section you will be able to see any parked medical forms as well as previously completed forms. Just click on the parked form you wish to amend.
- If you are using the portal, on the left-hand side there is a link called 'Parked'. This is where you will find all your patients' parked forms. Select the form you wish to continue to update. There is also a search function at the top that allows you to search for an individual patient.

Can I view/print a previous form I have submitted for a patient?

- Yes, any forms that have been submitted for a patient can be accessed and reprinted at any time.
- If you are using a medical records system when you access a patient's record, in the online form section you will be able to see any previously completed forms. Once you have located the form, click on the form and it will appear as a PDF ready to view or print.
- If you are using the portal, on the left-hand side there is a 'Submitted' link. This is where you will find all your previously submitted forms. There is also a search function at the top that allows you to search for an individual patient. Once you have located the form, click on the form and it will appear as a PDF ready to view or print.

Can I submit a form without patient consent?

- If you do not have the consent of the patient, you can still submit an online medical report; however, you will need to select and complete the 'Medical Condition Notification' form.

Can I submit a form if the patient does not have a NSW driver licence?

- Yes, if the patient does not hold a NSW driver licence, you can submit an online medical assessment by using their NSW customer number if they have one.

How do I submit a form if I do not have valid driver licence number?

- If you do not have a valid licence number, you can still submit an online form by selecting the 'Medical Condition Notification' form.

Where can I find the 'Assessing Fitness to Drive' standards?

- The standards can be found at [Assessing Fitness to Drive | Austroads](#)

Will the medical form validate with Transport for NSW records?

- If you have a valid NSW licence number or NSW customer number, the medical form will validate and retrieve the patient's current medical information recorded with Transport.

Can a Registered Nurse complete a Fitness to Drive form?

- Unfortunately, Transport does not accept medical forms completed by a Registered Nurse. For a medical report to be considered valid, it is necessary for a registered practitioner/specialist to complete the form as per the Road Transport (Driver Licensing) Regulation 2017 60 (1)(c).

How do I attach a document?

- When you are completing the form, you will see four boxes on the left-hand side. If you click on the box 'Attachments', you will then be able to add any document you wish to provide. You can either do this by searching in the documents on the medical records system or on your local drive.

How do I know that the online form has been submitted successfully?

- Once you have clicked the submit button, the system will process the form and return a real-time response. Information confirming receipt of the form will be displayed on the top of the PDF that is generated. You can also print and provide this to your patient for their records.

What are the benefits of completing the form online?

- Inbuilt guidance to help you assess your patients in line with the required licensing standards.
- Information is securely and instantly sent to Transport, and you will receive a real-time response that can be shared with your patient on the spot.
- A copy of the completed form will be saved to the patient record for future case review and completions.
- Time and costs involved in handling, distributing and duplicating paper-based patient information will be reduced, significantly improving efficiency for practices.
- Patients will no longer need to take their paper form to a Service NSW service centre for processing.