QUICK START GUIDE
My Aged Care e-Referral Form

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.
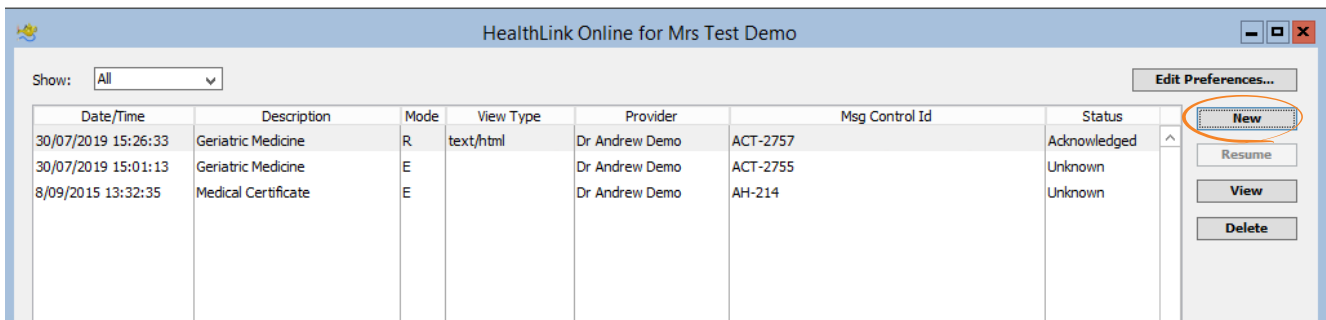
Health Link | Certainty in Care

Genie Solutions

myagedcare

1. Open the patient record

Search for the patient and open their electronic medical record. From the menu, go to Tools and then select HealthLink Online. Click the New button to launch 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.

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.

> ⚠ 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.
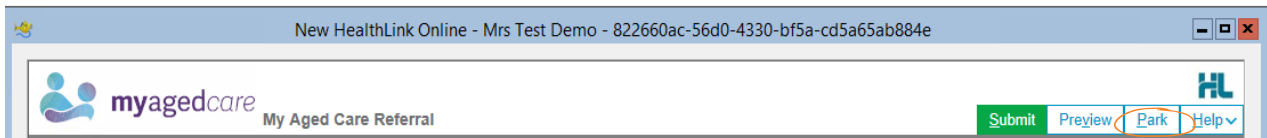
4. Include the relevant attachments

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 Genie 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. If a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it.
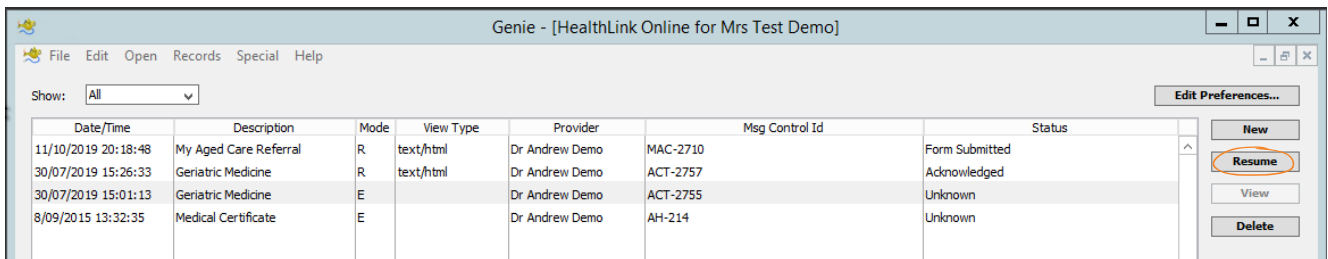
Note that you can verify that the form has been completed correctly by clicking on Preview.

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. If needed, you can print 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
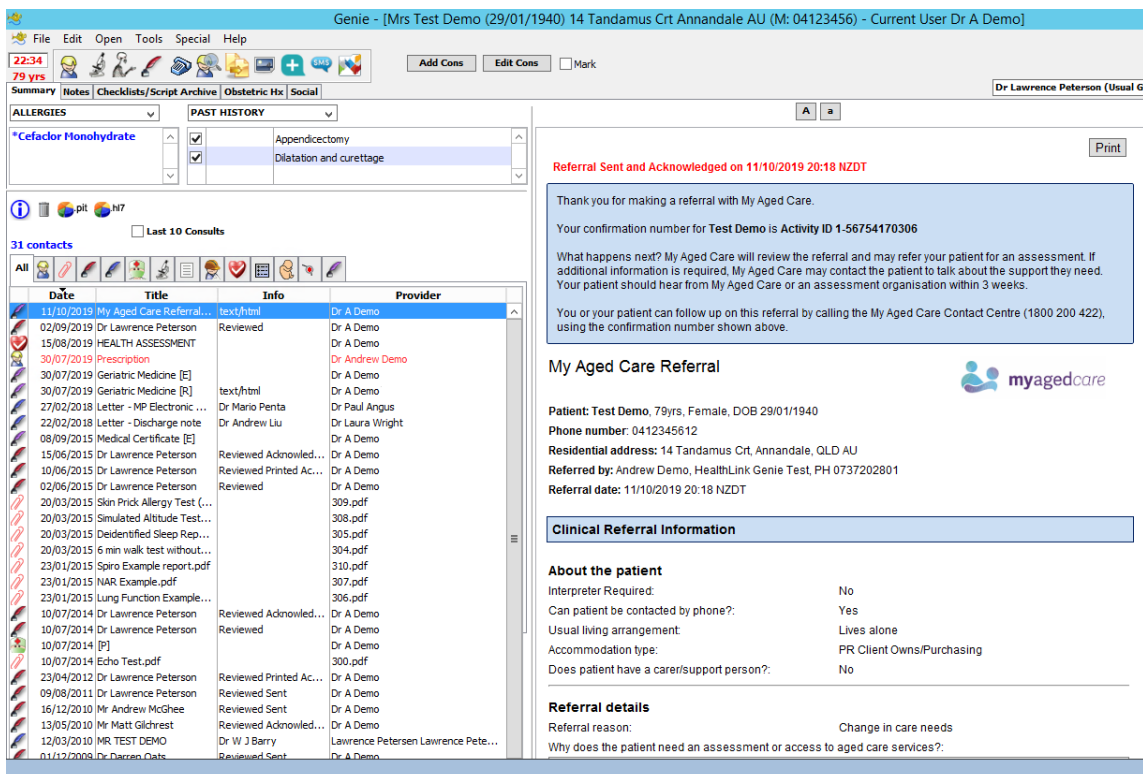
To access a parked form from the patient's record, From the menu, go to Tools and then select HealthLink Online and click **Resume** to open the parked form.

Accessing Submitted Forms

A copy of the submitted form can be found by selecting the form from the list of clinical contacts in patient clinical record. Click on the form in the list to view the submitted form. Submitted forms are indicated by a purple quill.

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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