

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.

HealthLink Technical Support

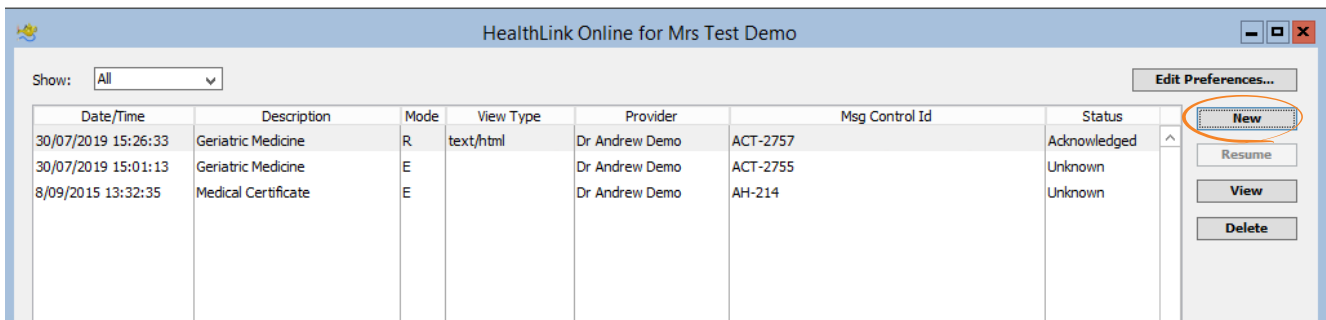
helpdesk@healthlink.net
1800 125 036

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 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.

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

- AU Radiology Referrals
- Australian Hearing Medical Certificate
- Canberra Hospital Public Outpatient and Community Referral Form
- ccCHIP - Cardiometabolic Health in Psychosis
- Demo - Certificate of Capacity
- Eastern Health
- Mater Health Referrals
- Northern Health
- Oculo Optometry Referral
- Sydney Local Health District Services

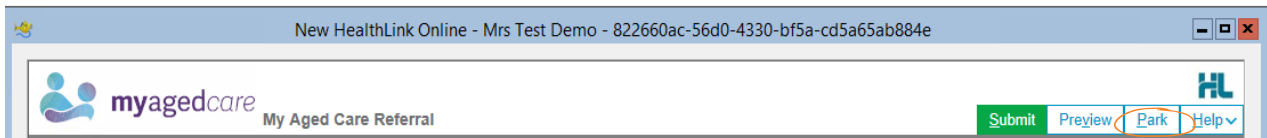
3. Complete the Form

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.

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.

<input type="checkbox"/>	Date	Name	Document Description	Type	Size	
<input type="checkbox"/>	02/09/2019	Dr Lawrence Peterson		rtf	0 KB	

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.

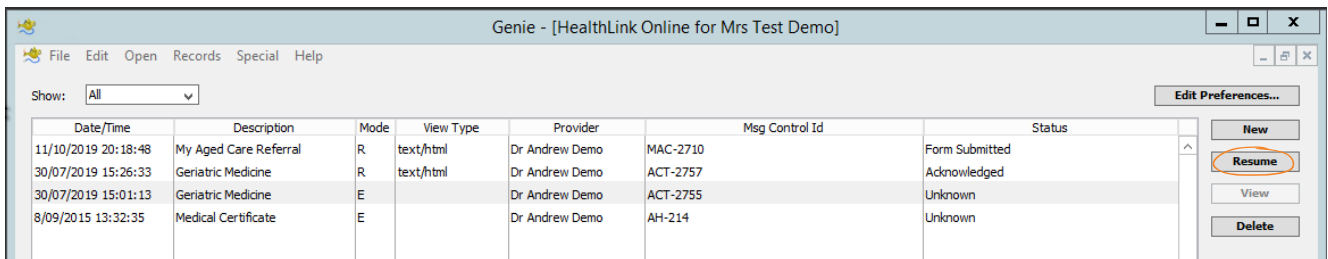
Note that you can verify that the form has been completed correctly by clicking on **Preview**.

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

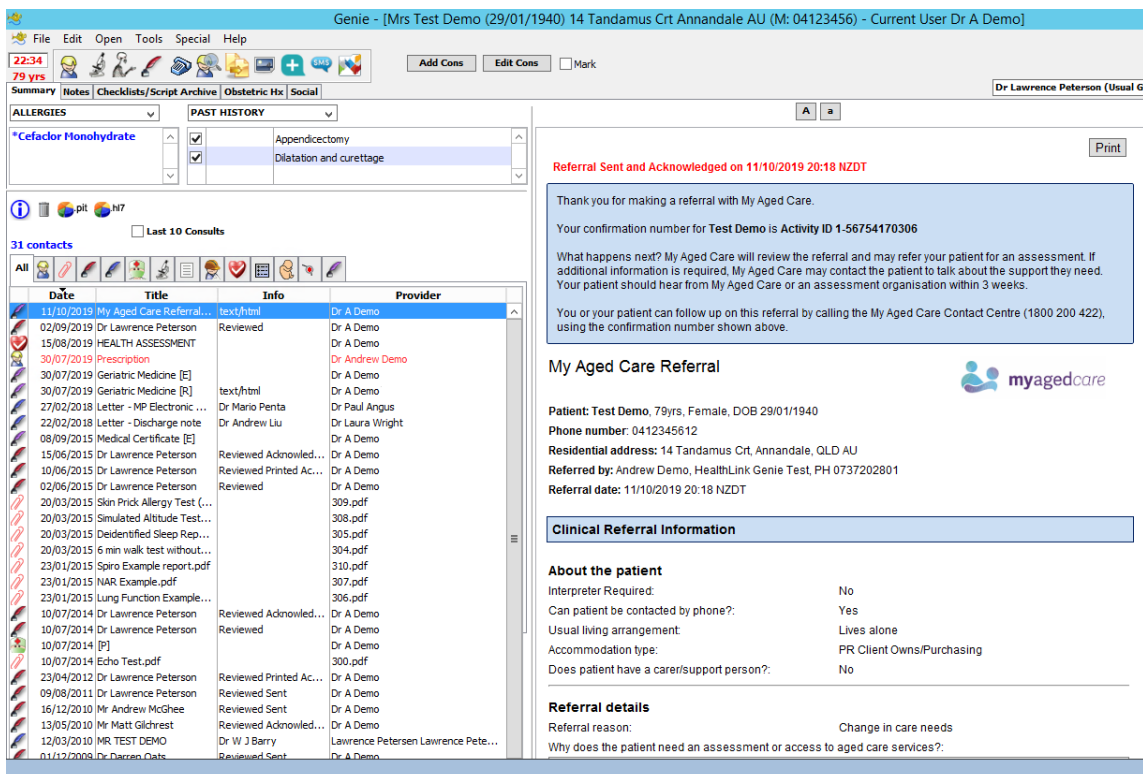
To access a parked form from the patient's record, From the menu, go to Tools and then select HealthLink Online and click **Resume** to open the parked form.



Date/Time	Description	Mode	View Type	Provider	Msg Control Id	Status
11/10/2019 20:18:48	My Aged Care Referral	R	text/html	Dr Andrew Demo	MAC-2710	Form Submitted
30/07/2019 15:26:33	Geriatric Medicine	R	text/html	Dr Andrew Demo	ACT-2757	Acknowledged
30/07/2019 15:01:13	Geriatric Medicine	E		Dr Andrew Demo	ACT-2755	Unknown
8/09/2015 13:32:35	Medical Certificate	E		Dr Andrew Demo	AH-214	Unknown

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.



Genie - [Mrs Test Demo (29/01/1940) 14 Tandamus Crt Annandale AU (M: 04123456) - Current User Dr A Demo]

File Edit Open Tools Special Help

22:34 79 yrs Summary Notes Checklists/Script Archive Obstetric Hx Social

ALLERGIES

- *Cefaclor Monohydrate

PAST HISTORY

- Appendectomy
- Dilatation and curettage

31 contacts

Date	Title	Info	Provider
11/10/2019	My Aged Care Referral...	text/html	Dr A Demo
02/09/2019	Dr Lawrence Peterson	Reviewed	Dr A Demo
15/08/2019	HEALTH ASSESSMENT		Dr A Demo
30/07/2019	Prescription		Dr Andrew Demo
30/07/2019	Geriatric Medicine [E]		Dr A Demo
30/07/2019	Geriatric Medicine [R]	text/html	Dr A Demo
27/02/2018	Letter - MP Electronic ...		Dr Mario Penta
22/02/2018	Letter - Discharge note		Dr Andrew Liu
08/09/2015	Medical Certificate [E]		Dr A Demo
15/06/2015	Dr Lawrence Peterson	Reviewed Acknowled...	Dr A Demo
10/06/2015	Dr Lawrence Peterson	Reviewed Printed Ac...	Dr A Demo
02/06/2015	Dr Lawrence Peterson	Reviewed	Dr A Demo
20/03/2015	Skin Prick Allergy Test (...)	309.pdf	Dr A Demo
20/03/2015	Simulated Altitude Test...	308.pdf	Dr A Demo
20/03/2015	Deidentified Sleep Rep...	305.pdf	Dr A Demo
20/03/2015	6 min walk test without...	304.pdf	Dr A Demo
23/01/2015	Spiro Example report.pdf	310.pdf	Dr A Demo
23/01/2015	NAR Example.pdf	307.pdf	Dr A Demo
23/01/2015	Lung Function Example...	306.pdf	Dr A Demo
10/07/2014	Dr Lawrence Peterson	Reviewed Acknowled...	Dr A Demo
10/07/2014	Dr Lawrence Peterson	Reviewed	Dr A Demo
10/07/2014	[P]		Dr A Demo
10/07/2014	Echo Test.pdf	300.pdf	Dr A Demo
23/04/2012	Dr Lawrence Peterson	Reviewed Printed Ac...	Dr A Demo
09/08/2011	Dr Lawrence Peterson	Reviewed Sent	Dr A Demo
16/12/2010	Mr Andrew McGhee	Reviewed Sent	Dr A Demo
13/05/2010	Mr Matt Gildrest	Reviewed Acknowled...	Dr A Demo
12/03/2010	MR TEST DEMO	Dr W J Barry	Lawrence Petersen Lawrence Pete...
01/12/2009	Dr Darren Oats	Reviewed Sent	Dr A Demo

Referral Sent and Acknowledged on 11/10/2019 20:18 NZDT

Thank you for making a referral with My Aged Care.

Your confirmation number for Test Demo is **Activity ID 1-56754170306**

What happens next? My Aged Care will review the referral and may refer your patient for an assessment. If additional information is required, My Aged Care may contact the patient to talk about the support they need. Your patient should hear from My Aged Care or an assessment organisation within 3 weeks.

You or your patient can follow up on this referral by calling the My Aged Care Contact Centre (1800 200 422), using the confirmation number shown above.

My Aged Care Referral

Patient: Test Demo, 79/ys, Female, DOB 29/01/1940
Phone number: 0412345612
Residential address: 14 Tandamus Crt, Annandale, QLD AU
Referred by: Andrew Demo, HealthLink Genie Test, PH 0737202801
Referral date: 11/10/2019 20:18 NZDT

Clinical Referral Information

About the patient

Interpreter Required:	No
Can patient be contacted by phone?:	Yes
Usual living arrangement:	Lives alone
Accommodation type:	PR Client Owns/Purchasing
Does patient have a carer/support person?:	No

Referral details

Referral reason: Change in care needs
 Why does the patient need an assessment or access to aged care services?:

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)

HealthLink

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