

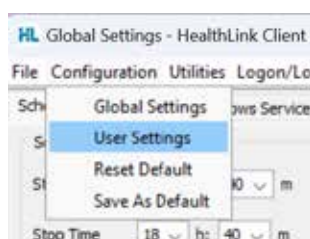
# e-Referral Set Up Guide

## 1. HealthLink Configuration

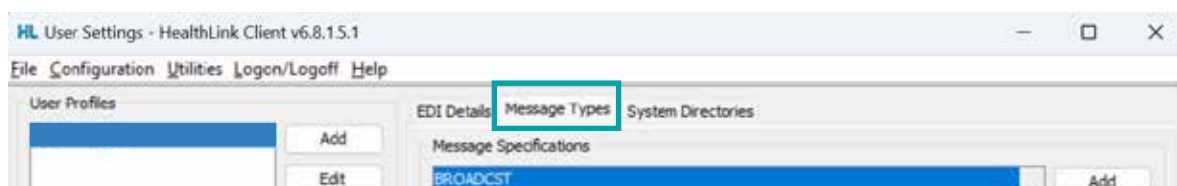
### Setting up HealthLink with eOrder Message Type

**\*\*Please note that all set up and configurations can only be performed on the practice server.**

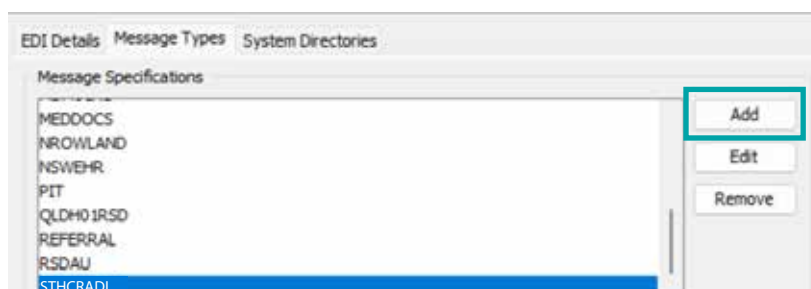
**STEP 1:** Open HealthLink Advances Options. Select '**Configuration**' and '**User Settings**'



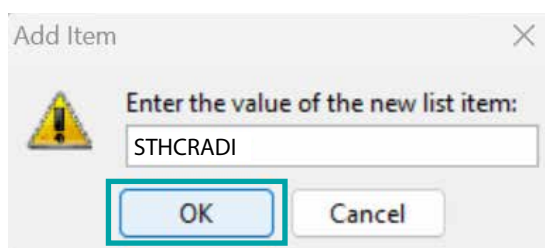
**STEP 2:** Select the '**Messages Types**' tab



**STEP 3:** Select '**Add**'



**STEP 4:** Add **STHCRADI** as a new Messaging Type and click '**OK**'



**STEP 5:** From the **Processor Parameters** section - choose '**Single Recipient**' for the Processor Parameter. Add **STHCRADI** as a Single Recipient.

The screenshot shows a software configuration window with three tabs: 'EDI Details', 'Message Types', and 'System Directories'. The 'Message Types' tab is active. On the left, there are 'Add', 'Edit', and 'Remove' buttons. The main area is titled 'Message Specifications' and contains a list of message types: STHCRADI (highlighted in blue), LAB, LAB2, LAURAVHL, MDMO1AU, MEDDOCS, NSWEHR, and PIT. To the right of this list are 'Add', 'Edit', and 'Remove' buttons. Below the list, there are three tabs: 'Options', 'Message Stores', and 'Processor' (which is highlighted with a red box). Under the 'Processor' tab, the 'Application Type' is set to 'STHCRADI'. Below this, there are two radio buttons: 'Generic File' (selected) and 'Structured File'. The 'Processor Parameters' section has a dropdown menu set to 'Single Recipient' (highlighted with a red box). Below this, there is a checkbox 'Use the filename as the messageID' which is checked. The 'Recipient' field is set to 'STHCRADI' (highlighted with a red box). At the bottom, the 'Processor Options' section has a checkbox 'Request acknowledgement messages?' with 'Yes' selected.

**STEP 6:** Select 'File' in the top toolbar and 'Save all changes'. You can now close advanced options. A new set of folders will be created with the HLINK folder structure:

C:\HLINK\other\_in\STHCRADI  
C:\HLINK\other\_out\STHCRADI

#### Require Assistance?

Healthlink Helpdesk can also perform this function by contacting their Customer Care team on 1800 125 036 or via email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

# e-Referral Set Up Guide

## 2. Best Practice Configuration

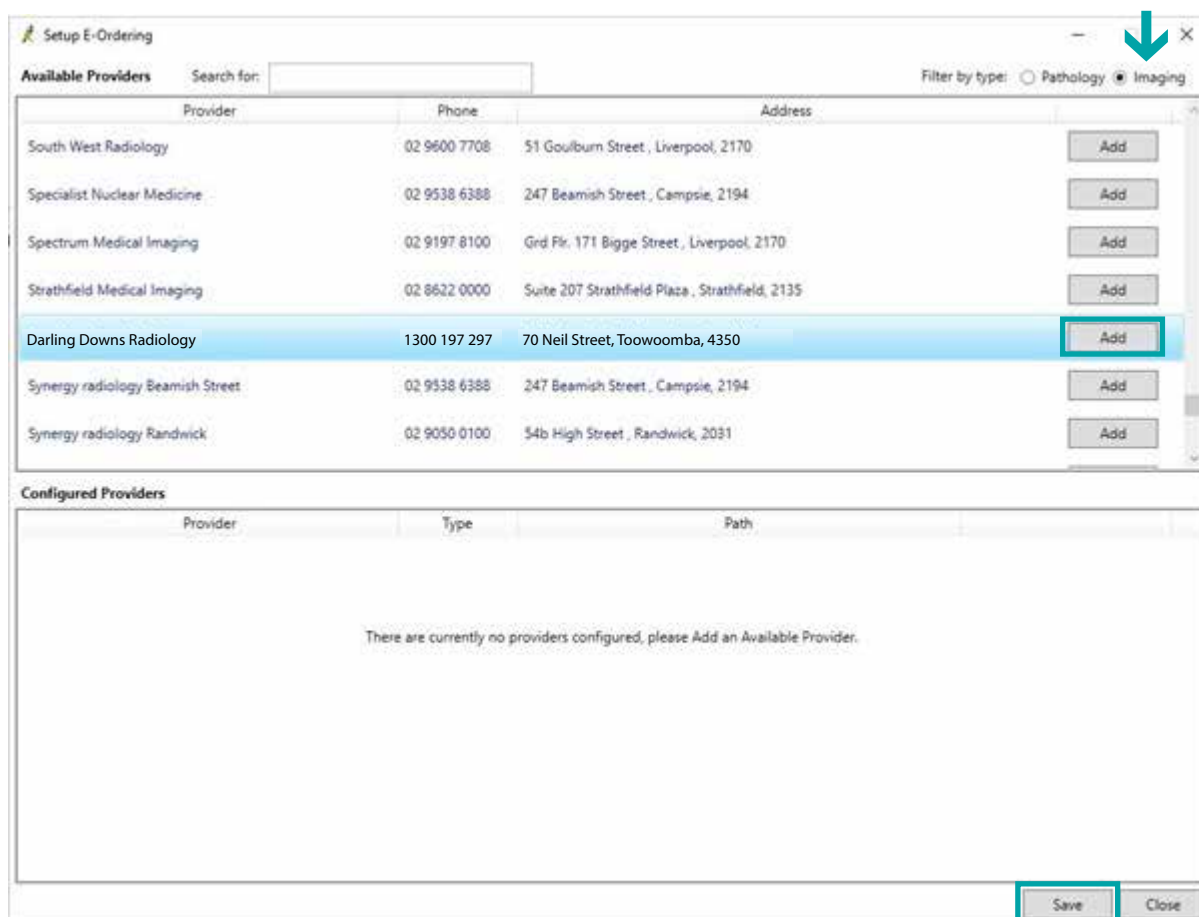
### Setting up e-Referrals to Darling Downs Radiology

**\*\*Before we begin, have you set up HealthLink with eOrder message type? If not, please perform this step first.**

**Please note that all set up and configurations can only be performed on the practice server.**

**STEP 1:** Log in to Best Practice on the practice server and navigate to the Best Practice home screen.  
Select View > Contacts > Setup > E-Ordering

**STEP 2:** Set up E-Ordering window will appear. Filter by type: **Imaging**.  
Search for Darling Downs Radiology in the list and select 'Add' and 'Save'



Setup E-Ordering

Available Providers Search for:

Filter by type: ☐ Pathology ☒ Imaging

| Provider                         | Phone        | Address                                        |     |
|----------------------------------|--------------|------------------------------------------------|-----|
| South West Radiology             | 02 9600 7708 | 51 Goulburn Street, Liverpool, 2170            | Add |
| Specialist Nuclear Medicine      | 02 9538 6388 | 247 Beamish Street, Campsie, 2194              | Add |
| Spectrum Medical Imaging         | 02 9197 8100 | Grd Flr, 171 Bigge Street, Liverpool, 2170     | Add |
| Strathfield Medical Imaging      | 02 8622 0000 | Suite 207 Strathfield Plaza, Strathfield, 2135 | Add |
| Darling Downs Radiology          | 1300 197 297 | 70 Neil Street, Toowoomba, 4350                | Add |
| Synergy radiology Beamish Street | 02 9538 6388 | 247 Beamish Street, Campsie, 2194              | Add |
| Synergy radiology Randwick       | 02 9050 0100 | 54b High Street, Randwick, 2031                | Add |

Configured Providers

| Provider                                                                       | Type | Path |
|--------------------------------------------------------------------------------|------|------|
| There are currently no providers configured, please Add an Available Provider. |      |      |

Save Close

**Note:** If Best Practice detects an existing Darling Downs Radiology configuration, a prompt will appear to merge the contacts. Tick the box next to Darling Downs Radiology and then click **'Merge with selected'**, and **'Save'**.

Example with Dorevitch Pathology below:

The screenshot shows the 'Setup E-Ordering' window. At the top, there's a search bar and a filter by type (Pathology selected, Imaging unselected). Below is a table of available providers:

| Provider                         | Phone        | Address                                              | Action |
|----------------------------------|--------------|------------------------------------------------------|--------|
| Barratt & Smith Pathology eOrder | 1800 653 779 | Suites 2 & 3 31 Lawson Street, Perth, 2750           | Add    |
| Capital Pathology                | 02 6285 9801 | Equinox 4, Ground Floor 70 Kent Street, Deakin, 2600 | Add    |
| Clinpath Pathology               | 08 9371 4200 | 310 Selby Street North, Osborne Park, 6017           | Add    |
| ClinPath Pathology               | 08 8366 2059 | 21 James Congdon Drive, Mile End, 5031               | Add    |
| Dorevitch Pathology              | 03 9244 0444 | 18 Banksia Street, Heidelberg, 3084                  | Add    |
| FNQHP Pathology                  | 07 4040 5800 | 274 Mulgrave Rd, Westcourt, 4870                     | Add    |
| Hobart Pathology                 |              |                                                      | Add    |

A dialog box titled 'Potential duplicates found' is overlaid on the table. It contains the text: 'Potential duplicate contacts were found in your Local Directory for the chosen provider. Please select an existing contact to merge, or click Create new to ignore the local contacts and create a new record.' Below this text is a list of existing contacts: 'Dorevitch Pathology' and '1 Brisbane St', with a checkbox next to the first one. At the bottom of the dialog are buttons for 'Create new' and 'Merge with selected'. The 'Merge with selected' button is highlighted.

Below the table, there's a 'Configured Providers' section with a list of providers: 'Castlereagh Imaging' and 'Douglass Henry Moir Pat'. Each provider has 'Edit' and 'Remove' buttons.

At the bottom of the window are 'Save' and 'Close' buttons.

**STEP 3:** Select the GP username you are wanting to configure e-referrals for.  
**If you are wishing to configure e-referrals for all GPs in the practice, skip this step.**

The screenshot shows the 'Setup E-Ordering' window. At the top, there's a logo for 'DARLING DOWNS RADIOLOGY'. Below the logo is the 'Laboratory Details' section:

Laboratory Details

User name: Dr Frederick Findacure

Preferred laboratory: ☐

Request layout:

Available layouts:

- ☐ Plain paper
- ☒ Default

Buttons: Add, Edit, Delete

Apply to all users

E-Order Details

Enter the path where the exported orders are to be created:

C:\HLINK\other\_out\STHCRADI

Buttons: Save, Cancel

**STEP 4:** Select the available layout as **Default**. The pre-printed stationery co-ordinate information will be pre-populated. E-order details path should display as C:\HLINK\other\_out\STHCRADI

**STEP 5:** If you skipped step 6, click '**Apply to all users**' and '**Save**'.

**STEP 6:** Darling Downs Radiology should now appear in the Configured Providers section. Click '**Save**'.

The screenshot shows the 'Setup E-Ordering' window. The 'Available Providers' section lists several providers with their details and an 'Add' button. The 'Configured Providers' section shows 'Darling Downs Radiology' with its type and path, and 'Edit' and 'Remove' buttons. The 'Save' button is highlighted at the bottom right.

| Provider                         | Phone        | Address                                         |     |
|----------------------------------|--------------|-------------------------------------------------|-----|
| Specialist Nuclear Medicine      | 02 9538 6388 | 247 Beamish Street , Campsie, 2194              | Add |
| Spectrum Medical Imaging         | 02 9197 8100 | Grd Flr 171 Bigge Street , Liverpool, 2170      | Add |
| Strathfield Medical Imaging      | 02 8622 0000 | Suite 207 Strathfield Plaza , Strathfield, 2135 | Add |
| Synergy radiology Beamish Street | 02 9538 6388 | 247 Beamish Street , Campsie, 2194              | Add |
| Synergy radiology Randwick       | 02 9050 0100 | 54b High Street , Randwick, 2031                | Add |
| Tasmania Imaging                 | 03 6364 3866 | 64 York Street , Launceston, 7250               | Add |
| The Radiology Clinic             | 07 5391 0366 | 8/31-33 Plaza Parade , Maroochydore, 4558       | Add |

| Provider                | Type    | Path                        |             |
|-------------------------|---------|-----------------------------|-------------|
| Darling Downs Radiology | Imaging | C:\HLINK\other_out\STHCRADI | Edit Remove |

Save Close

# e-Referral Set Up Guide

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## 3. Testing Configuration

### Testing to Confirm Set Up is Correct

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**STEP 1:** Open a test patient record from the Best Practice main menu

**STEP 2:** From within the patient record, select '**Imaging Request**'

**STEP 3:** Under the provider dropdown, select Darling Downs Radiology

**STEP 4:** Populate Region and Clinical Details fields, and click '**Print & Send**'

The e-order will be sent through to the outgoing folder and to be picked up and send through HealthLink.  
The request will appear in the daily record of the patient and the notification section of the payment.  
The request will appear in the patient consultation notes.

**STEP 5:** Please email our Business Support Team on [ereferrals@scr.com.au](mailto:ereferrals@scr.com.au) to confirm your e-referral has been received by Darling Downs Radiology.

**If e-referral has been unsuccessful, please contact your dedicated Referrer Relationship Specialist for further troubleshooting.**

Darling Downs Radiology  
Referrer Relationship Specialist:

**Cherrish Marks**

m: 0448 604 987

e: [cmarks@scr.com.au](mailto:cmarks@scr.com.au)