

STEP 1

Find contact details

Access the relevant secure messaging directory and search for the provider you are wanting to communicate with. Take note of their contact address.

TIP: copy and paste to reduce error

STEP 2

Create an address book entry

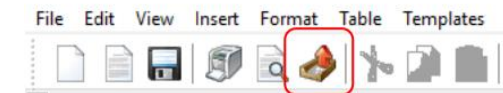
- Open Best Practice *Contacts Database* (F11)
- Select **Add > New or Edit** to modify an existing entry
- Enter the providers details
- Highlight the practices address and click **Add**
- Ensure that **Accepts CDA eReferrals** is ticked
- Select the relevant *Messaging Provider*
- Enter the *EDI or Address in Account ID*
- Save**

The screenshot shows a 'Contact details' window with various fields. The 'Add' button in the 'Addresses' section is highlighted with a red box. The 'Messaging provider' dropdown menu and the 'Account ID: (if applicable)' field are also highlighted with red boxes.

STEP 3

Send message

- Open patient file (F2)
- Open **Word Processor** (F4)
- Select a relevant template and make changes to the letter as required
- Select **'Send as HL7'** button on Toolbar



- Highlight to select a contact from the list presented and press the **Use Contact** button


★ indicates that this contact can receive eReferrals via Secure Messaging

- Fill out the Document details and select **Save** to send the message

The screenshot shows a 'Document details' window with fields for 'From:', 'To:', 'Subject:', and 'Comment:'. The 'Save' button at the bottom is highlighted with a red box.

Checking your inbox

1. From the main menu select **Open your Inbox**
2. Highlight the result (top left of screen)
3. Action the result:



Best Practice

File Clinical Management Utilities View Setup Help

Open your Inbox

This result is:

Normal

Abnormal

Stable

Acceptable

Unacceptable

Being treated

Under specialist care

Action to be taken:

No action

Reception to advise

Nurse to advise

Doctor to advise

Send routine reminder

Non-urgent appointment

Urgent appointment

Store result in:

Investigations

Correspondence in

Clinical Images

Store for location: Main surgery

Include header

Details

Add Reminder Add Past History

Add Action Add Smear Add INR

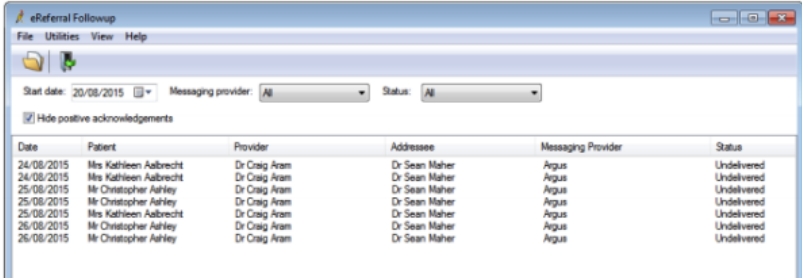
< Previous Next > Skip Finish

Checking for Sent Messages

1. Select **View > eReferrals**

By default: all referrals sent in the last week that have not been acknowledged will be displayed

2. Use the filters to modify the search criteria to view only unsuccessful eReferrals so these can be followed up



eReferral Followup

File Utilities View Help

Start date: 20/08/2015 Messaging provider: All Status: All

Hide positive acknowledgements

Date	Patient	Provider	Addressee	Messaging Provider	Status
24/08/2015	Mrs Kathleen Aalbrecht	Dr Craig Aram	Dr Sean Maher	Argus	Undelivered
24/08/2015	Mrs Kathleen Aalbrecht	Dr Craig Aram	Dr Sean Maher	Argus	Undelivered
25/08/2015	Mr Christopher Ahlley	Dr Craig Aram	Dr Sean Maher	Argus	Undelivered
25/08/2015	Mr Christopher Ahlley	Dr Craig Aram	Dr Sean Maher	Argus	Undelivered
25/08/2015	Mrs Kathleen Aalbrecht	Dr Craig Aram	Dr Sean Maher	Argus	Undelivered
26/08/2015	Mr Christopher Ahlley	Dr Craig Aram	Dr Sean Maher	Argus	Undelivered
26/08/2015	Mr Christopher Ahlley	Dr Craig Aram	Dr Sean Maher	Argus	Undelivered

Best Practice is set to check and send messages every 20 minutes, so you need to wait until the message has been picked up before you review for any unsent messages and errors



Argus
ph. 1800 952 282

HealthLink
ph. 1800 125 036

Best Practice
ph.1300 401 111

For further assistance contact the Sydney North Health Network Digital Health team
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