

### No Secure Messages are arriving

- Check the latest version of your clinical software is installed
- Ensure your digital certificates are up to date
  - ✓ Medicare PKI Certificate
  - ✓ NASH PKI Certificate (expires every 2 years)
- Contact your Secure Messaging Vendor
  - ✓ Is your software configured correctly?
  - ✓ Do you have the correct details registered in their address book?

### Secure Messaging Vendor Contacts



Argus  
ph. 1800 952 282

Medical Objects  
ph. 07 5456 6000

HealthLink  
ph. 1800 125 036

### Software Vendor Contacts



Best Practice  
ph. 1300 40 111

Medical Director  
Ph. 1300 300 161

Genie  
Ph. 1300 889 362

### A specific Discharge Summary has not arrived

- Encourage patients to know the name of their General Practitioner and General Practice. The GP nominated by the patient will be the one who receives the Discharge Summary.
- Check details and identifiers on a printed discharge summary provided to the patient, or contact the Medical Records Department at the relevant hospital to request a copy. At the request of the GP, incorrect details for GPs can be updated via the Medical Records Department.
- If the patient has a My Health Record, the patient's My Health Record may contain a copy of the hospital Discharge Summary.

For further assistance contact the Sydney North Health Network Digital Health team  
digitalhealth@snhn.org.au  
02 9432 8250