

Fact Sheet - Secure Messaging

Support Guide

SA Health is providing more connected and seamless care with **Secure Messaging**.

Support Contacts

The following organisations have support services that you can access to maintain your practice data and troubleshoot any issues.

Health Provider Registry	Secure Messaging Provider (HealthLink)	SA Health
Contact regarding: <ul style="list-style-type: none">Add/remove/update practitioner detailsAdd/remove/update practice contact details	Contact regarding: <ul style="list-style-type: none">Obtain a secure message accountAdd/remove/update practitioner detailsUpdate practice contact detailsContact to resolve Secure Message Account issues	Contact regarding: <ul style="list-style-type: none">Notifying document received in error (Troubleshooting service issuesSecure messaging activation support
Web: www.healthproviders.com.au/ Email: hpry@summithealth.org.au phone (08) 8406 7797 or fax 1800 00 11 40	Web: https://aupd.healthlink.net/ Email: request@healthlink.net Phone 1800 125 036 (Option 1)	Web: SA Health website Email: Health.SecureMessageDeliverySupport@sa.gov.au

SA Health – Support information required

When contacting SA Health with your support enquiry please provide the following (or as many of these as you can):

- > Patient MRN
- > Patient Initials
- > Patient Date of Birth
- > Admission date
- > Discharge date
- > Hospital
- > Document ID, if visible in your practice management software

Do not email the actual clinical document itself, just email the information above.

Further Contacts and Information

Consider if your query could be managed by your practice management software company

Your Primary Health Network can also provide general secure messaging support:

- > Adelaide PHN: digitalhealthinfo@adelaidephn.com.au
- > Country PHN: support@countryphn.com.au

Refer also to the **Frequently Asked Questions (FAQs) – Support** fact sheet on the [SA Health website](#).



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