

# SA Health eReferral

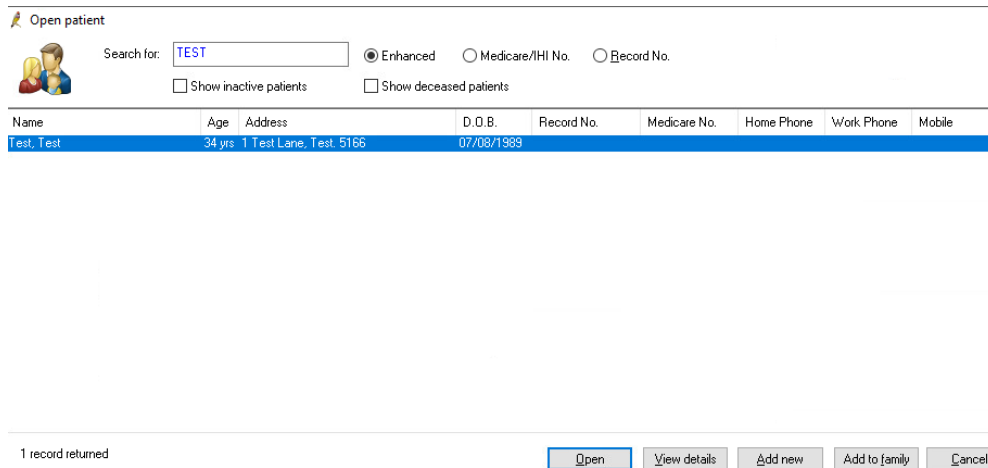
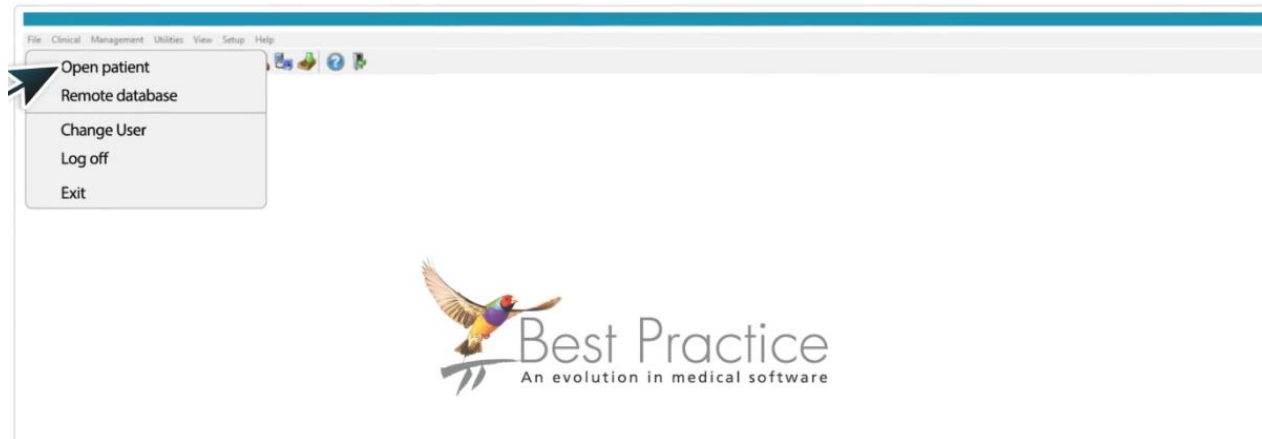
## SmartForm Quick Guide

### Best Practice Edition

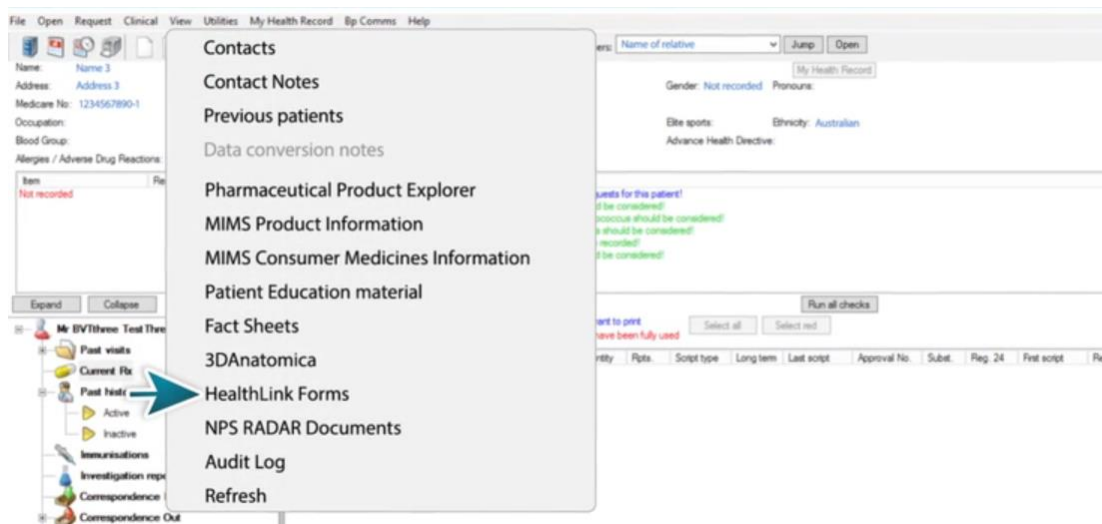
#### Acknowledgements

We would like to acknowledge the Kurna peoples who are the Traditional Custodians of the Adelaide region. We pay tribute to their physical and spiritual connection to land, waters and community, enduring now as it has been throughout time. We pay respect to them, their culture and to Elders past and present.

**Step 1. Open the patient record.**



**Step 2. From the view menu select **HealthLink Forms** OR Saffron SP2 or higher click the **HL icon** within the patient record.**



For Saffron SP2 or higher – select the **HealthLink icon** within the patient record.

File Open Request Clinical View Utilities My Health Record Bp Comms Help

Name: Carmen Actpnh D.O.B.: 12/05/1963 Age: 60 yrs Birth Sex: Female 90h 52m 43s

Address: 85 Anne St Keebra Park 4215 Phone: (h) 02 69696867 Email:

Medicare No: 63565506801 Record No.: Pension No.: Comment:

Occupation: Tobacco: Alcohol:

Blood Group: BreastFeeding: Parity: Pregnant: No

Allergies / Adverse Drug Reactions: Reactions

Item	Reaction	Severity
Not recorded		

Notifications:

Type	Due	Reason
Preventive health	10/08/2023	There are no recorded breast screenings for this pa
Preventive health	10/08/2023	There is no record of any cervical screening for thi
Preventive health	10/08/2023	Vaccination against shingles should be considered
Preventive health	10/08/2023	A smoking history should be recorded!
Preventive health	10/08/2023	There are no recorded bowel screenings for this pa

Expand Collapse

Seen by: Dr Best Practice Visit type: Surgery

Visit date: 10/08/2023 Visit time: 4:24:55 p.m. Confidential

Arial 10 b i u

Step 3. Click the **New form** icon to launch the HealthLink homepage.

HealthLink Forms - Carmen Actpnh

File View Help

Start Date: 14/07/2023 End Date: 14/08/2023 Provider: All Location: All Status: All

Created Date	Patient	Subject	Provider	Addressee	Location	Status	Message ID
10/08/2023	Carmen Actpnh	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Deleted	SAH-2546
10/08/2023	Carmen Actpnh	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	AutoSaved	SAH-2550
10/08/2023	Carmen Actpnh	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Completed	SAH-2549
21/07/2023	Carmen Actpnh	SR Referral to Sydney Breast Clinic	Dr Best Practice	sybreast	HealthLink Townsville	Deleted	SR-3701
18/07/2023	Carmen Actpnh	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Deleted	SAH-2288
10/08/2023	Carmen Actpnh	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Completed	SAH-2547

Step 4. Here you will find a list of your available services. Click on **SA Health** underneath Referred Services.

Make a referral    Update referral - Tasmania    Update referral - SA Health

## Specialists, Allied Health Providers and GPs

**SR** Specialists & Referrals Refer to Private Specialist

## General Services

--This is the AU UAT Environment--  
NSW Certificate of Capacity External Demo

NSW Certificate of Capacity  
ReturnToWorkSA Work Capacity Certificate

## Referred Services

ACT Public Outpatient and Community  
Austin Health  
ccChiP - Cardiometabolic Health in Psychosis  
DPV Community Health  
HealthLink Logging Service  
Mercy Hospital for Women  
My Aged Care Referral  
Northern NSW LHD – eReferrals  
PRP Diagnostic Imaging

Application for ACT Approval to Prescribe Controlled Medicines  
Banyule Community Health  
Chris O'Brien Lifehouse Services  
Eastern Health  
Hearing Australia Medical Certificate  
Monash Health  
Northern Health  
Northern Sydney Local Health District Services  
**SA Health**

Step 5. Click on the service and the facility you wish to refer to and select **Continue** at the top right, this will launch the SmartForm.

Cardiology

Facility\*

Queen Elizabeth Hospital  
Royal Adelaide Hospital

- Allied Health
- Anesthesia
- Bariatric Assessment
- Breast
- Burns
- COVID-19
- Cancer
- Cardiology
  - Cardiology
  - Cardiology - Paediatrics
- Cardiothoracic
- Cardiothoracic - Surgery
- Child Development Unit
- Child Protection Services
- Child and Adolescent Mental Health Services (CAMHS)
- Chronic Pain
- Cleft and Craniofacial
- Colorectal
- Critical Pain

Step 6. An example of the form below will be displayed. Complete all fields that have an asterisk (\*). Patient data will be pre-populated from your clinical software where available.

Please Note: HealthLink is aware the Medication Dose and Unit Value does not prepopulate. Please review and adjust where appropriate prior to submitting the eReferral SmartForm.

Government of South Australia  
SA Health

ENT & Maxillary Facial - Paediatrics

Submit Preview **Park** Help

**Requested Information** ENT & Maxillary Facial - Paediatrics

The Department of Health and Wellbeing supports the right of our patients to choose to be treated as either a private (Medicare Bulkbilled) or public (hospital funded) patient. Patients attending the clinic with a named referral will be booked in with an appropriate specialist who will have oversight of their treatment. If the patient chooses to be a private patient, the doctor will be able to bulk-bill Medicare for the services they provide. Patients attending the clinic with an un-named referral will be seen by the attending doctor in the clinic and will be a public patient, funded by the hospital. There is no cost to the patient for either option. Triage and appointment scheduling is based on clinical need for all patients.

**Attachments / Reports**  
No reports selected  
No files attached

**Medications, Allergies, Alerts**  
No long term medications specified  
No medications specified  
No medical warnings specified

**Medical, Social and Family History**  
No medical history specified

**Patient Information**  
Carmen Actpnh  
No patient ID available  
12/05/1963

**Referrer Information**  
Best Practice  
0000000Y  
No Different Regular GP

Treated as public or private\*  Public  Private

Referral Date\* 10/08/2023

Referral Continuation\*  New  Amended referral/update previously sent referral  Renew expired referral

Referral Period\* 12 months

Urgent Access Referral

In the opinion of the referring clinician this patient may require review more expediently than can be managed with an Urgent (category 1) triage category.

Referral Details\* [Browse for Consultation Notes](#)

Interpreter Required\*  Yes  No

Is this person available for telehealth (video conference) consultation?\*  Yes  No  Unknown

Special Needs / Reasonable Adjustments for Disability\*  Yes  No  Unknown

Is the patient under the Guardianship of the Minister?\*  Yes  No  Unknown

If you need to gather more information pertinent to the referral or need to complete the form later, you can **Park** the SmartForm by clicking the **Park** button at the top right.

Government of South Australia  
SA Health

ENT & Maxillary Facial - Paediatrics

Submit Preview **Park** Help

**Requested Information** ENT & Maxillary Facial - Paediatrics

Form parked successfully. Please note that attachments selected from your PC need to be re-attached when resuming the parked form.

Step 7. A warning sign




will notify you if there are incomplete/incorrect information.

Government of South Australia  
SA Health

ENT & Maxillary Facial - Paediatrics

Submit Preview Park Help

**Requested Information**  ENT & Maxillary Facial - Paediatrics

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**Attachments / Reports**  
No reports selected  
No files attached

Treated as public or private\*  Public  Private

Referral Date\* 10/08/2023


Referral Continuation\*  New  Amended referral/update previously sent referral  Renew expired referral

Referral Period\* 12 months

Urgent Access Referral

In the opinion of the referring clinician this patient may require review more expediently than can be managed with an Urgent (category 1) triage category.

**Medical, Social and Family History**  
No medical history specified

**Patient Information**   
Carmen Actpnh  
No patient ID available  
12/05/1963


Referral Details\* [Browse for Consultation Notes](#)


Step 8. You can review the form before submitting by clicking **Preview**. The form will prompt you of any missing information.

Government of South Australia  
SA Health

ENT & Maxillary Facial - Paediatrics

Submit **Preview** Park Help

**Requested Information**  ENT & Maxillary Facial - Paediatrics

 Please fix the following errors:

- Patient Id Medicare Number must be no more than 10 characters long
- Medicare reference number is a required field
- **Patient Consent** is a required field
- Treated as public or private is a required field
- Referral Continuation is a required field
- Referral Details is a required field

**Attachments / Reports**  
No reports selected  
No files attached

**Step 9. Once all the information has been entered and you have previewed the referral, click **submit**. This will safely and securely send the form electronically via HealthLink.**

Preview, not submitted copy

Submit

## ENT & Maxillary Facial - Paediatrics



Government of South Australia  
SA Health

Patient: Carmen Actpnh, 60yrs, F, DOB 12/05/1963, PH: Hme 02 69696867

Residential address: 85 Anne St, Keebra Park, QLD 4215

Postal address: same as residential address

Referred by: Best Practice, HealthLink Townsville, Prov. No. 0000000Y, Reg. No. 1234567890, HPI-O 8003628233359965, PH 0744015650

### Clinical Referral Information

The Department of Health and Wellbeing supports the right of our patients to choose to be treated as either a private (Medicare Bulkbilled) or public (hospital funded) patient. Patients attending the clinic with a named referral will be booked in with an appropriate specialist who will have oversight of their treatment. If the patient chooses to be a private patient, the doctor will be able to bulk-bill Medicare for the services they provide. Patients attending the clinic with an un-named referral will be seen by the attending doctor in the clinic and will be a public patient, funded by the hospital. There is no cost to the patient for either option. Triage and appointment scheduling is based on clinical need for all patients.

Treated as public or private:	Public
Referral Date:	10/08/2023
Referral Continuation:	New
Referral Period:	12 months

In the opinion of the referring clinician this patient may require review more expediently than can be managed with an Urgent (category 1) triage category.

**Step 10. Once submitted, a date and time stamp and details of the referral will be listed on the form.**

Print

Form sent on 10/08/2023 16:07 AEST

## ENT & Maxillary Facial - Paediatrics



Government of South Australia  
SA Health

Patient: Carmen Actpnh, 60yrs, F, DOB 12/05/1963, PH: Hme 02 69696867

Residential address: 85 Anne St, Keebra Park, QLD 4215

Postal address: same as residential address

Referred by: Best Practice, HealthLink Townsville, Prov. No. 0000000Y, Reg. No. 1234567890, HPI-O 8003628233359965, PH 0744015650

Referral date: 10/08/2023 16:07 AEST

### Clinical Referral Information

The Department of Health and Wellbeing supports the right of our patients to choose to be treated as either a private (Medicare Bulkbilled) or public (hospital funded) patient. Patients attending the clinic with a named referral will be booked in with an appropriate specialist who will have oversight of their treatment. If the patient chooses to be a private patient, the doctor will be able to bulk-bill Medicare for the services they provide. Patients attending the clinic with an un-named referral will be seen by the attending doctor in the clinic and will be a public patient, funded by the hospital. There is no cost to the patient for either option. Triage and appointment scheduling is based on clinical need for all patients.

Treated as public or private:	Public
Referral Date:	10/08/2023
Referral Continuation:	New
Referral Period:	12 months

**Step 11. A copy of the submitted form is saved directly to the patient file in the **Correspondence Out** section.**

***\*Please note by clicking F5 you can refresh the correspondence out view\****

Group: Advance Health Directive:

Reactions / Adverse Drug Reactions: Reactions

Item	Reaction	Severity	Type	Due	Reason
Not recorded			Preventive health	10/08/2023	A smoking history should be recorded!

Expand Collapse    Add View Delete Print Record Note Details Import

Search

Date	Subject	Addressee	Sender	Status
10/08/2023	South Australian Health Referral	saherefs	Dr Best Practice	Final

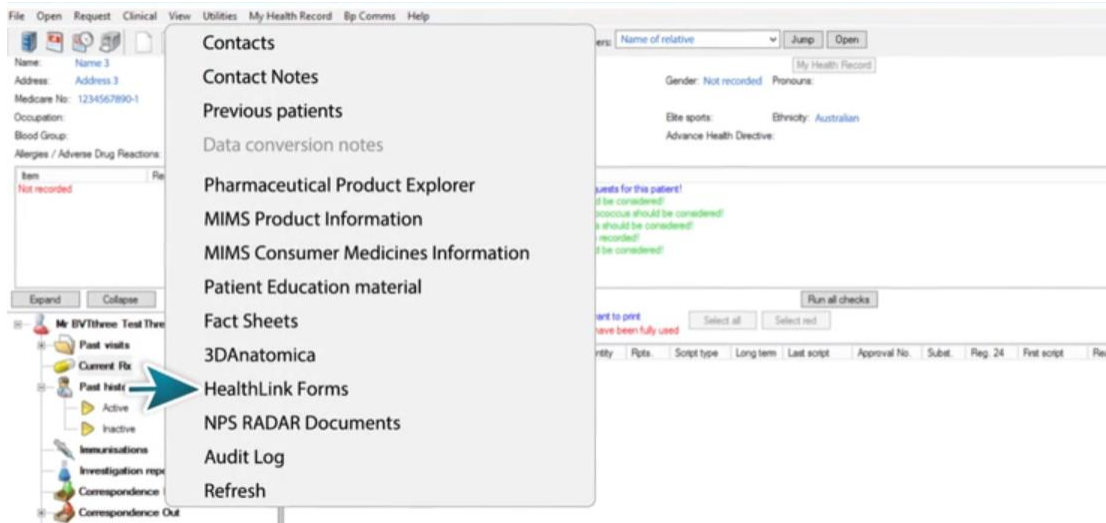
Chong Ip Adult

- Today's notes
- Past visits
- Current Rx
- Past history
  - Active
  - Inactive
- Immunisations
- Investigation reports
- Correspondence In
- Correspondence Out**



# Accessing Parked SmartForm Referral Forms

Step 1. To access Parked SmartForm Referral Forms select **View** then **HealthLink Forms**.

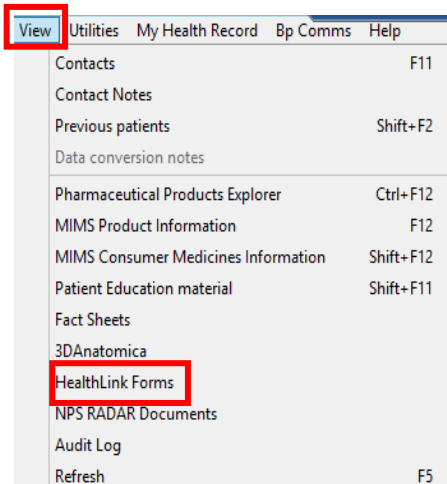


Step 2. Double click on the form with the status listed as **Parked**. This will re-open the SmartForm for you to complete.

Created Date	Patient	Subject	Provider	Addressee	Location	Status	Message ID
10/08/2023	Carmen Actpnh	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Deleted	SAH-2546
10/08/2023	Carmen Actpnh	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Parked	SAH-2550
10/08/2023	Carmen Actpnh	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Completed	SAH-2549
10/08/2023	Carmen Actpnh	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Completed	SAH-2547

# Viewing Acknowledgements for Submitted SmartForm Referrals

Step 1. To view the Acknowledgement of a submitted referral, select **View** then **HealthLink Forms**.



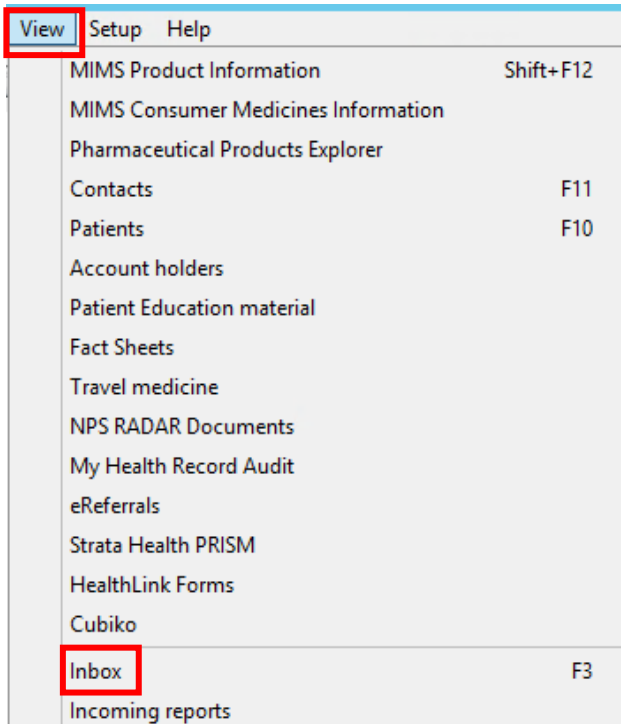
Step 2. From the list, select the referral you wish to follow up. Under the **Status** column you will see **Complete** and that indicates the referral has been received and is Acknowledged.

The screenshot shows a software application window with a menu bar (File, View, Help) and a toolbar. Below the toolbar, there are filters for Start Date, End Date, Provider, Location, and Status. The main area displays a table of referrals. The row for the referral with status 'Completed' is highlighted in red.

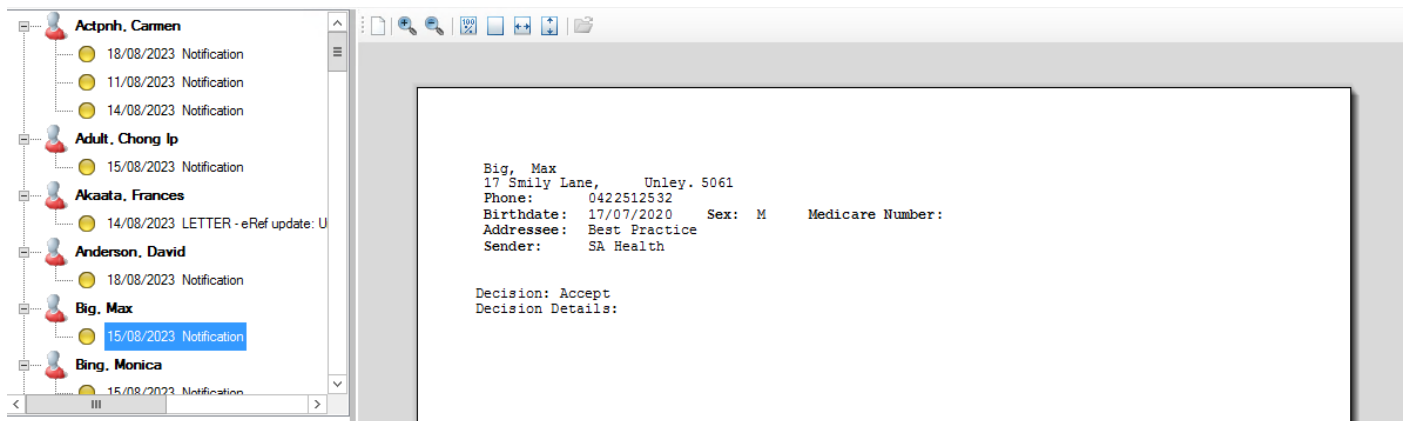
Created Date	Patient	Subject	Provider	Addressee	Location	Status	Message ID
31/07/2023	Miss Monica Bing	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Parked	SAH-2361
25/07/2023	Miss Monica Bing	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Parked	SAH-2332
02/08/2023	Miss Monica Bing	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Completed	SAH-2460
31/07/2023	Miss Monica Bing	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	Parked	SAH-2367
03/08/2023	Miss Monica Bing	South Australian Health Referral	Dr Best Practice	saherefs	HealthLink Townsville	AutoSaved	SAH-2476

# Viewing Notifications received for Submitted SmartForm Referrals

Step 1. To view any notifications for a submitted referral, select **View** then **Inbox**.



Step 2. From the Inbox, select the Patient. The notification will appear on the right.



### Step 3. Allocate the notification to the patient record.

The screenshot shows a patient list on the left with 'Big, Max' selected. The main window displays patient details and a decision to accept. A red box highlights the allocation options at the bottom.

**Big, Max**  
 17 Smily Lane, Unley. 5061  
 Phone: 0422512532  
 Birthdate: 17/07/2020 Sex: M Medicare Number :  
 Addressee: Best Practice  
 Sender: SA Health

Decision: Accept  
 Decision Details:

**Allocation Options:**

- 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:** HealthLink Townsvi
  - Include header
  - Details

Buttons: Add Reminder, Add Past History, Add INR, Add Action, Add CST result, Send Message, < Previous, Next >, Skip, Finish.

### Step 4. Once allocated, the notification will appear under **Correspondence In**

The screenshot shows the 'Correspondence In' section selected in the left-hand menu. The main window displays a table of notifications.

Date	From	Category	Subject
08/08/2023	SA Health	Notification	Notification
15/08/2023	SA Health	Notification	Notification