

18 December 2024

To General Practitioners and Practice Managers, NWMPHN catchment

Dear Colleagues

Subject: Decommissioning of PulseNet and Transition to HealthLink: Clinical Documentation

Western Health has successfully transitioned to HealthLink as our provider for Secure Messaging Delivery (SMD) of clinical documentation. Since 15 October 2024, we have sent over **179,000 clinical documents** to General Practices and clinicians via HealthLink. You can find a list of these documents in my previous correspondence on the [Western Health website](#).

We sincerely thank the General Practice community for your support and enthusiasm throughout this transition.

Decommissioning of PulseNet

Effective immediately, Western Health will no longer use PulseNet to send clinical documentation due to the ongoing instability of the platform. This change affects correspondence, such as mother/baby discharge summaries, endoscopy reports and cardiology investigations.

We plan to transfer these documents to HealthLink in early 2025. Until then, they will be sent electronically via fax or File Share (email-based).

To ensure seamless correspondence, please keep your clinic and provider details up to date in the National Health Services Directory (NHSD), and the HealthLink Directory. Accurate information in both directories is critical for the successful delivery of clinical documentation.

Once fully implemented, HealthLink will replace most traditional methods of correspondence, with Western Health only sending clinical documentation electronically. Accurate NHSD and HealthLink data is essential to ensure the seamless delivery of clinical correspondence.

Next Steps for GPs and Practice Managers

1. Verify and Update Your NHSD Details

- **New registrations:** Use the “Register Now” button on the [HealthDirect website](#), to complete the [online form](#).
- **Existing listings:** Click “Suggest an edit” on your clinic’s page on the [HealthDirect website](#) and update your listing, including fax numbers, using the [online form](#).

2. Register with HealthLink or Update Your Details

- If you haven't registered, complete a [HealthLink Application](#) and configure the HealthLink client with your [Practice Management Software](#). Ensure your staff are familiar with accessing clinical documents within HealthLink.
- If you are already registered, confirm that your listing is current and link all practitioners to your clinic's HealthLink Electronic Digital Identifier (EDI). You can find your EDI in the [HealthLink Provider Directory](#).

Support for GPs and Practice Managers

Western Health's GP Integration Unit (GPIU) has already supported more than 270 GPs and Practice Managers as part of the Transition to HealthLink Improvement Project. We're here to assist with guidance and practical support to ensure you have a smooth transition.

If you have any questions or need help with clinical documentation, please contact GPIU-projects@wh.org.au or call 03 8345 1735. Additional resources are available on the [Western Health website](#).

Thank you for your ongoing collaboration, as we continue improving processes and enhancing patient care.

Yours sincerely



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