



Western Health

Office of Chief Medical Officer  
Footscray Hospital  
Gordon Street  
Footscray VIC 3011

30 September 2024

**To: General Practitioners and Practice Managers, NWMPHN catchment**

Dear Colleagues

**Subject: Our transition to a new Secure Messaging Delivery provider for clinical documentation**

Western Health is transitioning to HealthLink as our sole Secure Messaging Delivery (SMD) provider for clinical documentation. Starting in October 2024, we will begin the transition of patient clinical correspondence for General Practices (GPs) and clinicians to HealthLink, aiming to complete this process by the end of 2024.

### **What is Secure Messaging?**

Secure messaging facilitates the delivery of clinical documents and other information between healthcare organisations. Messages can be sent directly or through a secure messaging provider, ensuring efficient and secure communication across the healthcare system. Visit the Australian Digital Health agency to learn more about Secure Messaging at: <https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/secure-messaging>

### **About HealthLink**

Western Health already uses [HealthLink](#) for radiology reports and has expanded our agreement to include new services for transmitting clinical documentation to GPs, GP clinics and other primary healthcare providers.

### **Preparing for the Transition to HealthLink**

In July 2024, we commenced a pilot with a small group of GP clinics to test our new clinical correspondence workflows. We greatly appreciate the GP community's support for a seamless implementation that enhances patient care and safety.

We have successfully piloted the correspondence with the test group, focusing on clinician letters, cancer multi-disciplinary meetings, inpatient/emergency discharge summaries and pharmacy medication lists.

The second phase of the pilot, which has just concluded, has expanded the correspondence to include referral encounters, referral outcomes, outpatient appointments, inpatient admissions and discharges, and death notifications of inpatients and in emergency departments.

From October 2024, the documents trialled during the pilot will be made available to all GPs as part of the transition to HealthLink and the decommissioning of PulseNet. **Therefore, GPs and/or Practice Managers must take these next steps as soon as possible and no later than Friday, 15 November 2024 to ensure you receive electronic clinical documentation from Western Health.**

Our aim is to ensure there is a smooth transition, so please do not hesitate to let us know if you notice any changes or have queries about patient clinical correspondence during this process.

**\*\* Please note that once HealthLink is fully implemented, Western Health will only provide clinical correspondence electronically.\*\***

### 1. Update the National Health Services Directory (NHSD)

As an immediate action, please ensure your practice details and all providers operating at your GP practice are up to date in the National Health Services Directory (NHSD), including fax numbers. To register on the NHSD please complete the online form found by selecting the 'Register Now' button found at the bottom of the page: <https://www.healthdirect.gov.au/australian-health-services> If you have an existing listing, please email the NHSD team with any updates to [nhsd@healthdirect.org.au](mailto:nhsd@healthdirect.org.au).

### 2. HealthLink Registration and Configuration of Practice Management Software (PMS)

If your GP practice is not yet registered with HealthLink, visit the HealthLink website at <https://www.healthlink.com.au/healthlink-application/>. If your practice is already registered with HealthLink please ensure the Practice Management Software is correctly configured. The HealthLink Online Directory needs to be up to date, and all practitioners correctly linked to a clinic's HealthLink EDI (HealthLink Messaging Address). The HealthLink EDI can be accessed by following the instructions in the HealthLink Online Directory Quick Start Guide at <https://www.healthlink.com.au/wp-content/uploads/2022/12/QSG-ProviderDirectory0919v2.pdf>.

For support in registering with HealthLink, configuring Practice Management Software contact the HealthLink Help Desk at [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net) or call 1300 145 465.

### 3. GP Practices not registered with HealthLink

If your GP practice does not use PMS, or the PMS is incompatible with HealthLink, providers will continue to receive Western Health clinical correspondence via electronic facsimile, however this is **dependent upon your NHSD listing being up to date at all times**. Please follow the instructions outlined on page one of this letter to ensure you continue to receive clinical documentation from Western Health.

If as a GP practice, you require support to transition to use PMS, or a new PMS, contact the Northwest Melbourne Primary Health Care Improvement Team on [primarycare@nwmpfn.org.au](mailto:primarycare@nwmpfn.org.au) or (03) 9347 1188.

### Supporting your transition with clinical documentation

Our General Practice Integration Unit is available to help Practice Managers and clinicians transition to receiving clinical documentation from Western Health via HealthLink, along with providing general support. Please reach out to the General Practice Integration Unit on [gp@wh.org.au](mailto:gp@wh.org.au) or 03 8345 1735. For more information, visit <https://www.westernhealth.org.au/HealthProfessionals/ForGPs>.

### My Health Record

Western Health will continue to upload discharge summaries, pathology, and diagnostic reports to My Health Record, for patients who have consented for this to occur.

We will continue to keep you updated throughout the transition to HealthLink.

Yours sincerely



**Dr Abarna (Abi) Arulanandarajah**  
Chief Medical Officer



# The transition to HealthLink for clinical documentation



## 2. HealthLink Access and Configuration

Register to use HealthLink and configure it with your Practice Management Software (PMS). Ensure your listing is up to date and all clinicians are linked to your HealthLink EDI.

## 1. Update the National Health Services Directory (NHSD)

Always keep all details in the NHSD up to date, especially your fax number and the current clinicians at your practice, to ensure you continue to receive clinical documentation.

## 4. Timing of the transition

From October 2024, you will begin to receive Western Health electronic clinical documentation via HealthLink, as we discontinue use of the PulseNet system.

## 3. Practices without access to HealthLink

If your GP practice does not have a HealthLink compatible PMS or is not registered with HealthLink, you will receive clinical documentation via electronic fax if you have up to date NHSD data.

For further information visit the Western Health website at <https://www.westernhealth.org.au/HealthProfessionals/ForGPs>.

Contact our General Practice Integration Unit to assist you with the transition to receiving Western Health clinical documentation via HealthLink at [gp@wh.org.au](mailto:gp@wh.org.au) or 03 8345 1735.