



Western Health

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

29 October 2024

To: General Practitioners and Practice Managers, NWMPHN catchment

Dear Colleagues

Subject: Our transition to HealthLink and the planned decommissioning of PulseNet for clinical documentation

Since 15 October 2024, Western Health has successfully used HealthLink as our new messaging provider for Secure Messaging Delivery (SMD) of clinical documentation. We now send over **5,000 clinical documents daily** to General Practices and clinicians through HealthLink, including:

- Clinician letters
- Cancer multi-disciplinary meeting notes
- Inpatient and emergency discharge summaries
- Pharmacy discharge medication lists
- Referral encounters and outcomes
- Outpatient appointments
- Inpatient admissions and discharges
- Death notifications for inpatients and emergency departments

Throughout both the pilot phase and since our recent Go-Live, HealthLink has consistently proven to be reliable and efficient, delivering clinical documentation via Practice Management Software and electronic facsimile. Starting **Thursday, 31 October 2024**, we will stop sending the above documents through PulseNet. Practices registered with both PulseNet and HealthLink will no longer receive duplicates of these documents, which some clinics may have experienced over the last two weeks.

We appreciate the patience and support of the General Practice community throughout this transition. Please note that other documents not listed above – such as mother/baby discharge summaries, endoscopy reports and cardiology investigations – will continue to be sent via PulseNet until their transition to HealthLink by early 2025.

Next Steps for GPs and Practice Managers

To ensure you receive clinical documentation from Western Health without interruption, please update your National Health Services Directory (NHSD) and HealthLink Directory listings. Complete the steps outlined in our previous correspondence dated [30 September](#) and [14 October](#), available on the Western Health website. **We encourage you to take these steps as soon as possible.**

Some practices are registered with HealthLink but may need to configure it with their practice management software to view incoming documents. Please ensure your staff know how to access clinical documents from Western Health in HealthLink.

Support to General Practitioners and Practice Managers

To support the GP community, our General Practice Integration Unit (GPIU) has launched a dedicated **Transition to HealthLink Improvement Project**. In the coming weeks, our Support Officers will reach out to GP clinics to offer assistance.

If you need support or have any queries related to clinical documentation, please don't hesitate to contact our GPIU team at gp@wh.org.au or call 03 8345 1735. For more information, visit [Western Health's website](#).

Thank you again for your support, as we transition to HealthLink.

Yours sincerely



Dr Abi Arul
Chief Medical Officer