



Let's get you connected: Secure Messaging Delivery

Secure Message Delivery (SMD) allows health professionals to electronically send confidential patient communication from one health service to another.

Western Health has transitioned to HealthLink to enhance patient care and safety through accurate, timely and seamless communication.

Ensure you receive secure messages from Western Health

Step 1

Update and verify on the National Health Service Directory (NHSD)

- Register for NHSD
OR
- "Suggest an edit" on your clinics existing listing
- Add all practitioners who work at your clinic
- Ensure fax number is included in listing

Step 2

Link HealthLink EDI to all practitioners

- Register with HealthLink and configure Practice Management Software (PMS)
OR
- Log in to HealthLink Directory
- Link HealthLink EDI to all practitioners working at your clinic
- Contact HealthLink vendor for further support

Other things to consider:

- ◆ Ensure latest version of PMS software is installed
- ◆ Ensure your digital certificates are up to date
- ◆ Encourage patients to know the name of their doctor to ensure the nominated doctor receives clinical documents
- ◆ If you start to receive fax documents from Western Health – Complete Step 2 or contact Western Health

Need more assistance?

Western Health GP Integration Unit

Email: GPIU-Projects@wh.org.au

Phone: 8345 1735

HealthLink Vendor

Email: helpdesk@healthlink.net

Phone: 1800 125 036 (option 1)

Contact us

(03) 8345 6666

www.westernhealth.org.au

your Culture | your Ability | your identity

We welcome you at Western Health

