HealthLink

Grampians Health

User Guide

25.02.2026 CC

HealthLink SmartForms for Communicare

Communicare

Enables any healthcare provider to electronically refer a patient to any other healthcare provider or related service.

All sites must be running Communicare 22.4 or greater to access the HealthLink SmartForms.

Submitting eReferrals from Communicare

Using HealthLink SmartForms

Practice management solution Communicare Clinical now has HealthLink SmartForms as part of the system. This enables Communicare users to easily refer and engage with all HealthLink SmartForms including Grampians Health, NSW LHDs, Transport for NSW and My Aged Care.

SmartForms are designed to speed up the service you can provide for yourpatients. They give you confidence that your form has been securely deliveredto the service provider, and a copy has been saved to your Practice Software.

Step 1:
Setting up HealthLink SmartForms

Step 2:
Launch HealthLink SmartForms (eReferrals)

Step 3:
Completing the form

Step 4:
Previewing, Submitting and Parking

Step 5:
Locating Parked and Submitted SmartForms

HealthLink Technical Support

helpdesk@healthlink.net

1800 125 036

Step 1:

Setting up HealthLink SmartForms

Configuration of Healthlink Smart Forms within Communicare is to be completed by Communicare technical support. This section is included for reference and support purposes only.

Open File > “System Parameters” > “Secure Messaging” and make sure all fields in the “HealthLink” section contain the correct values.

A. EDI/Mailbox: HealthLink EDI to use

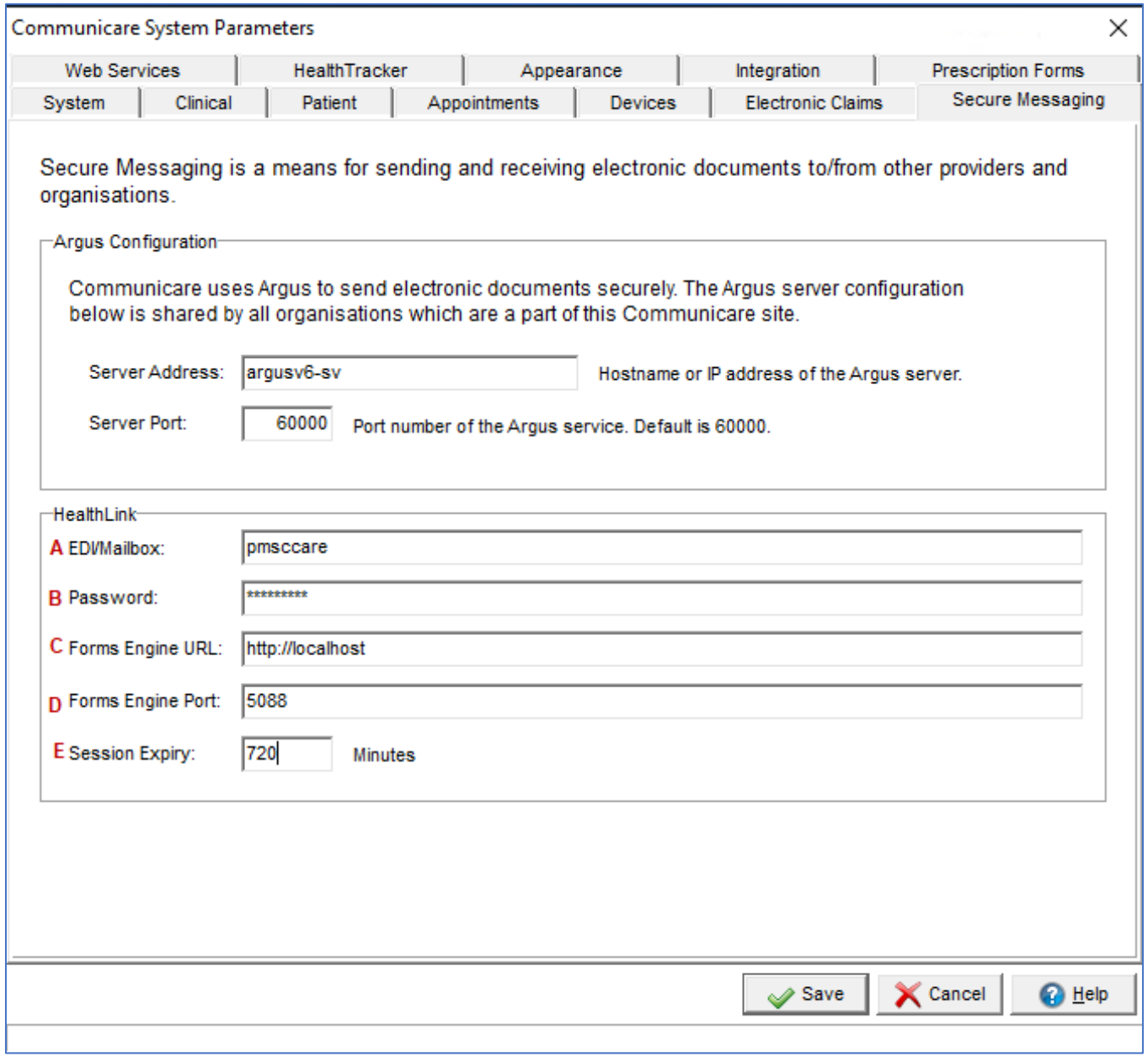
B. Password: respective ‘connection password’ for EDI, if not known contact Healthlink Helpdesk.

C. Forms Engine URL: URL of the Forms Engine, should be http://, then the IP of machine where HMS Client is running

D. Forms Engine Port: 5088, unless a different port is configured for HMS Client

E. Session Expiry: minutes after which a Smart Forms user session expires in case it was not terminated automatically when closing the Aduro Forms window.

Click “Save”, enter Access code (obtained from Communicare Support) when prompted and restart Communicare.



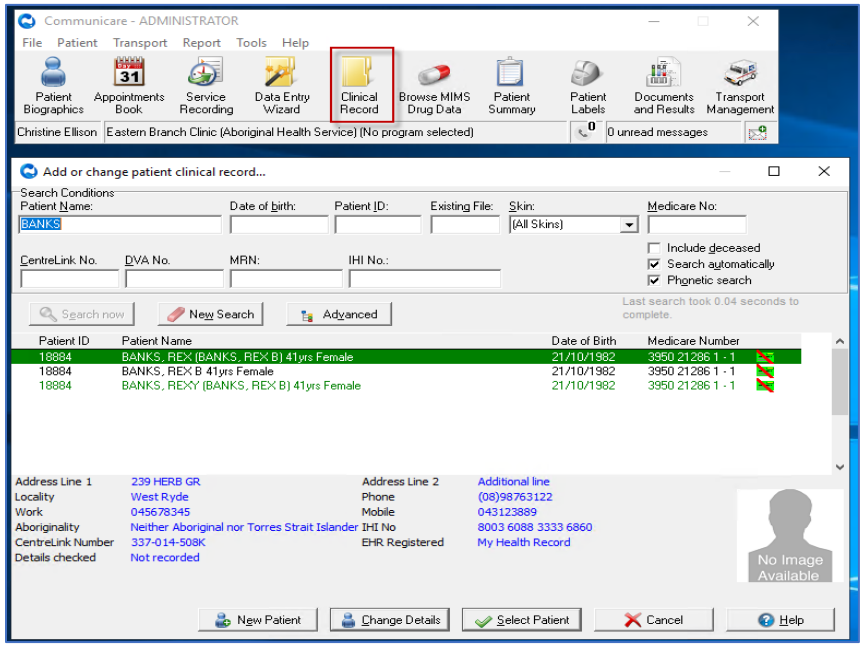
Step 2:

Launch HealthLink SmartForms (eReferrals)

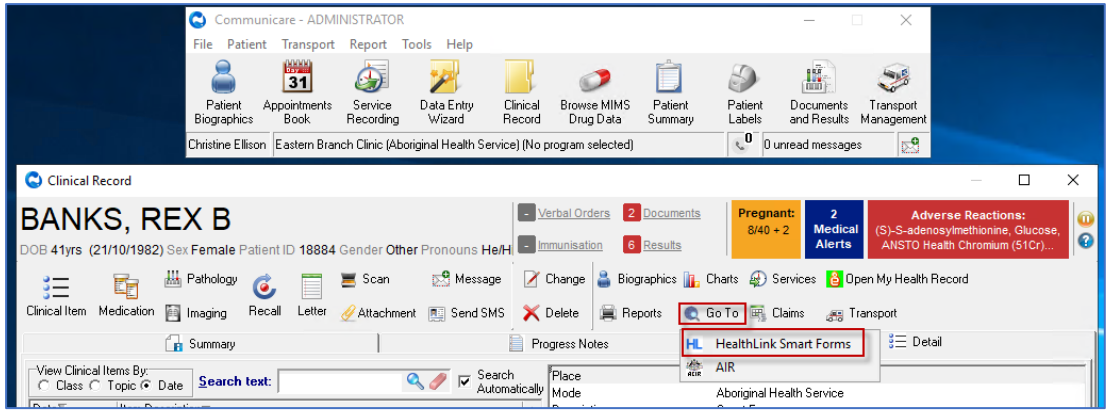
A Open the Clinical record tab and search for the required patient.

B Select “Go To” and click “Healthlink Smart Forms

A



B



Step 2:

Launching a new form

Now you're on the HealthLink home page…

A Here you'll find a list of available services to refer patients.

B Within the **Referred Services** section, Click on the link named **Grampians Health**.

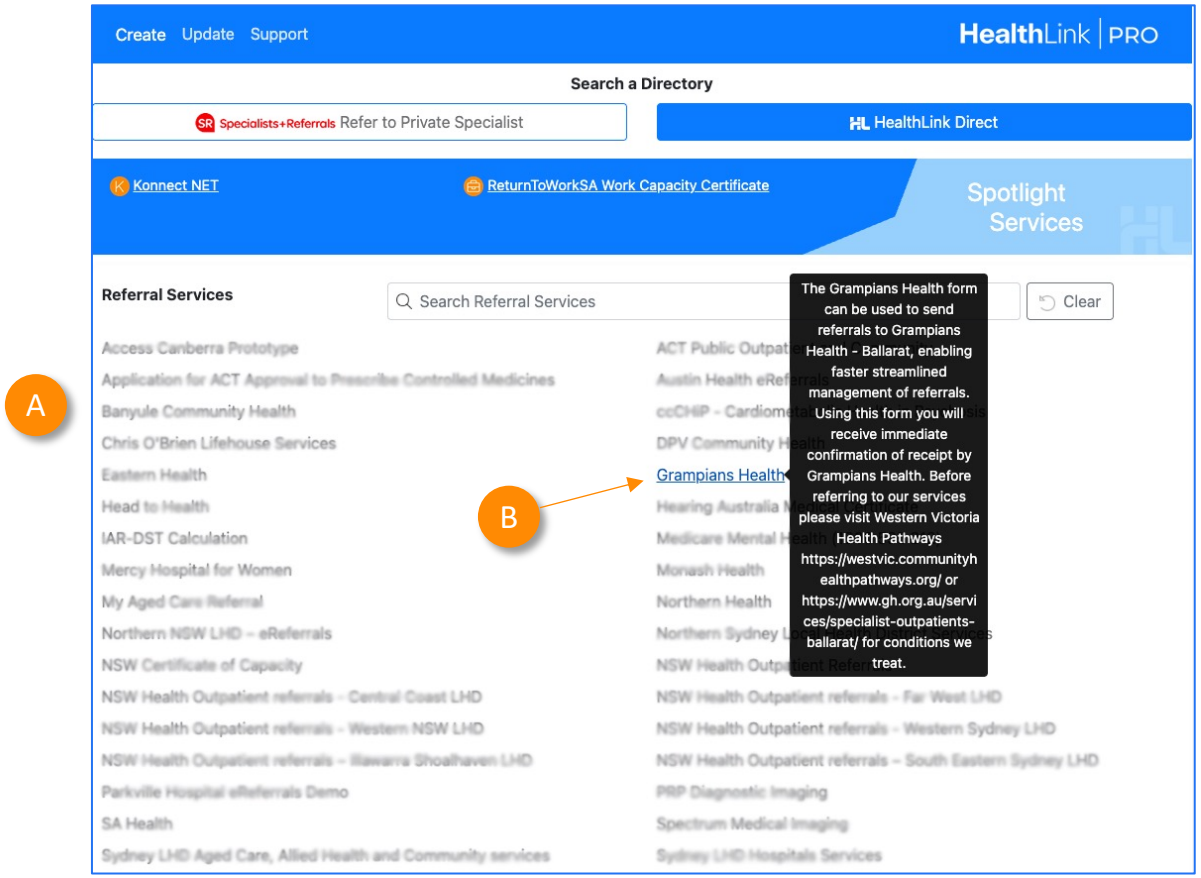
To launch the SmartForm, **Grampians Health** require you to then:

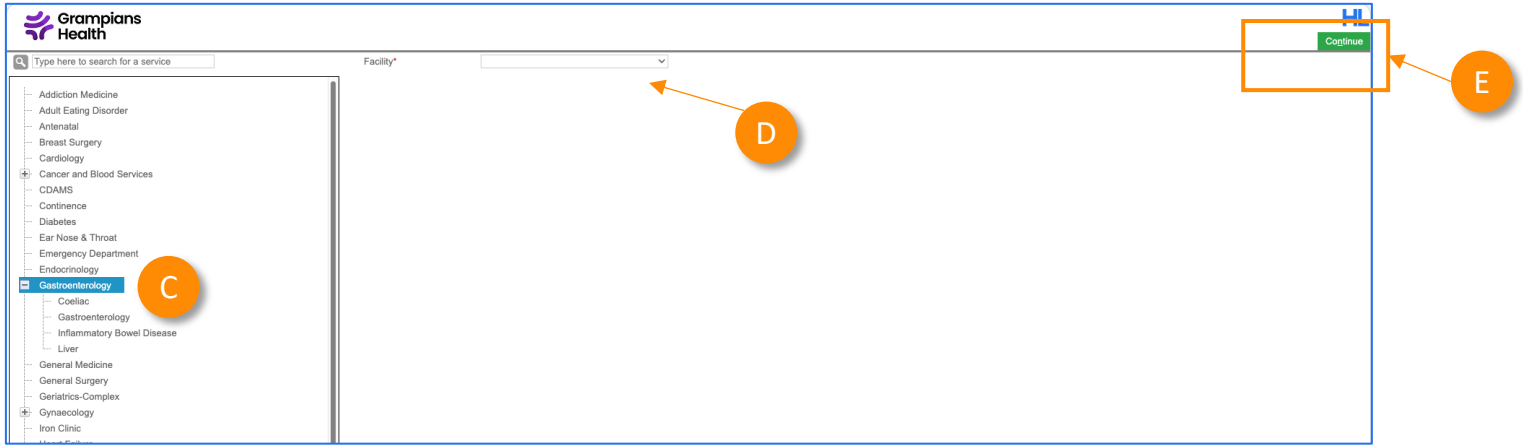
C
- **select a specific service** and

D
- **facility** (only if there's multiple facilities for that service)

E Then click **Continue** to launch the form.

For more information on Grampians Health referred services, go to: www.gh.org.au/services





Step 3:

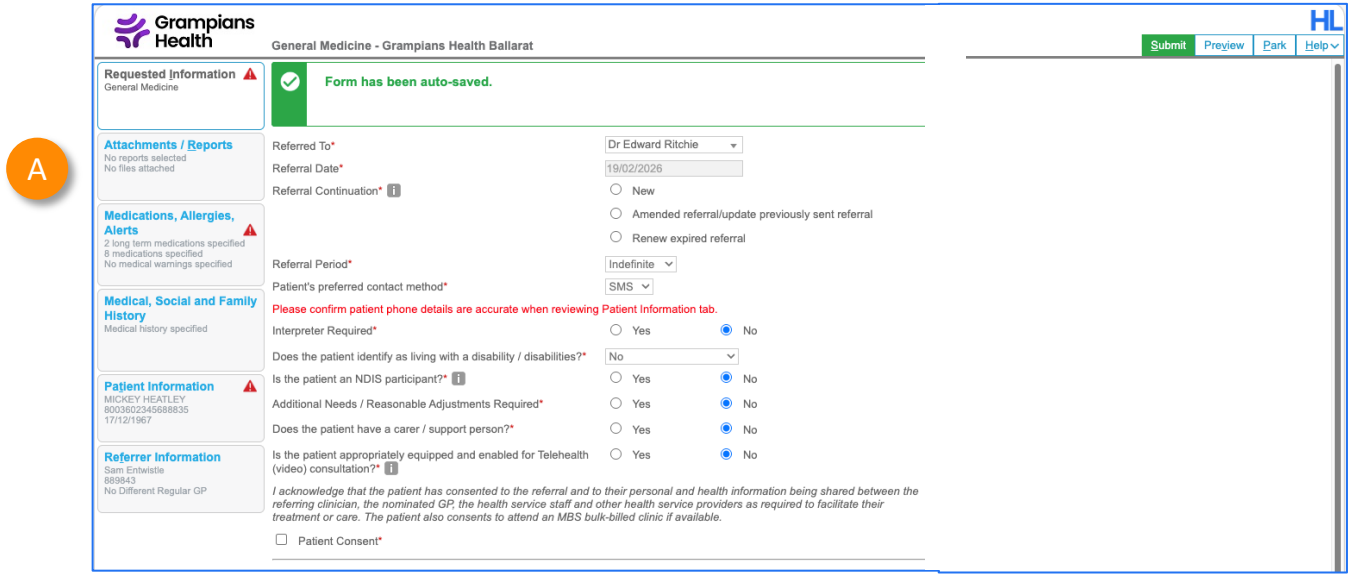
Completing the form

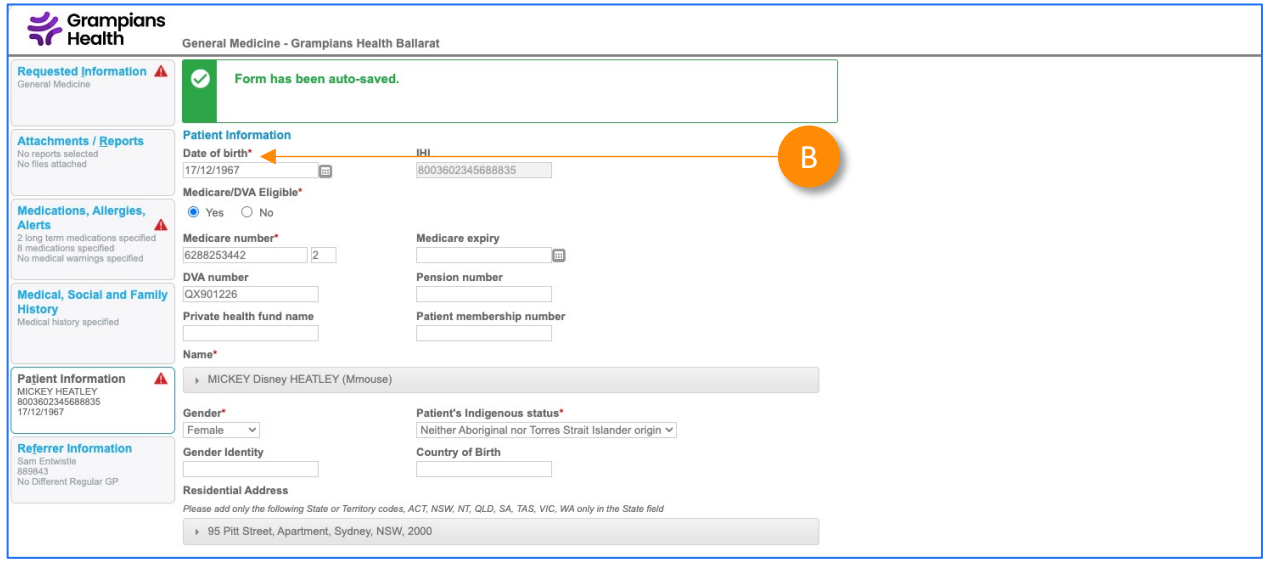
Now you've loaded the form to complete and submit.

A **The SmartForm layout** provides a consistent, easy-to-use tabular structure on the left, with the main action window on the right.

You'll notice SmartForms are **responsive**: They will pre-populate all available patient and referrer data and contain logic to request more specific patient information based on your selections.

B **Mandatory Fields** must be completed prior to submitting the SmartForm and are each highlighted with a red asterisk.





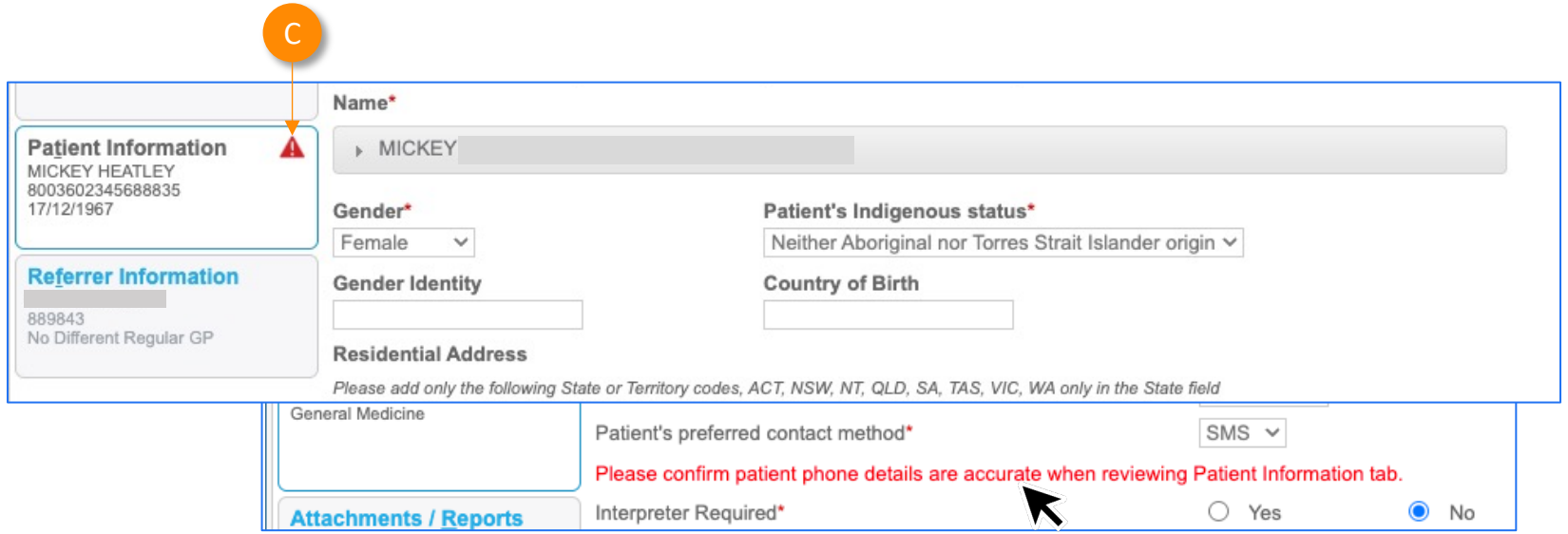
Step 3:

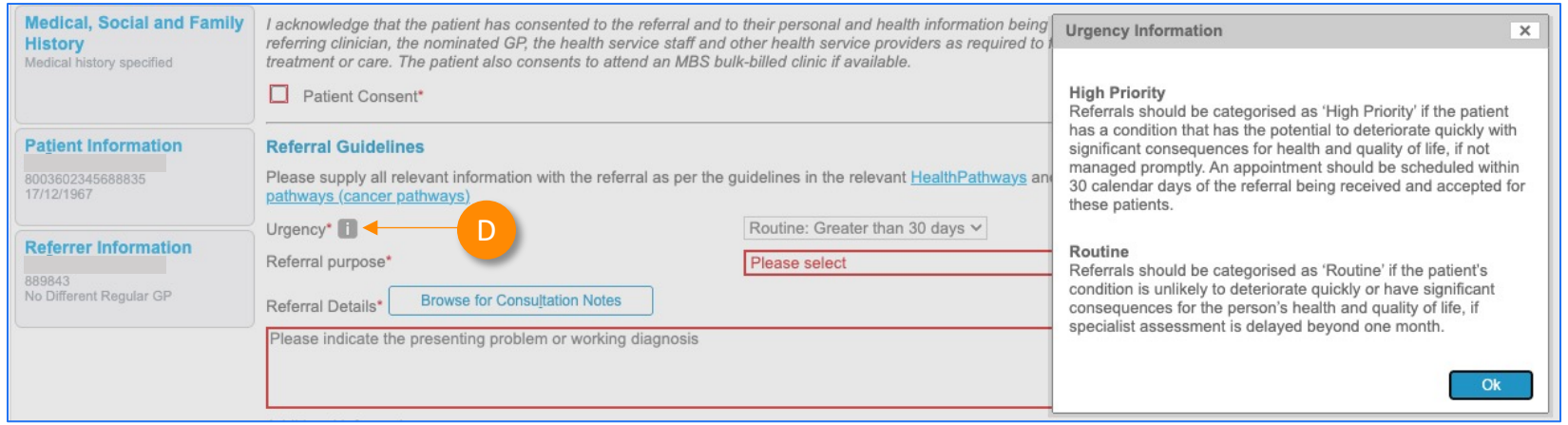
Completing the form

C It will also display a **warning** for some information taken from your Practice Management Software that needs reviewing.

For example, if a contact phone number does not include an area code.

D If you need more context on the questions, you can click on the **information icons**.



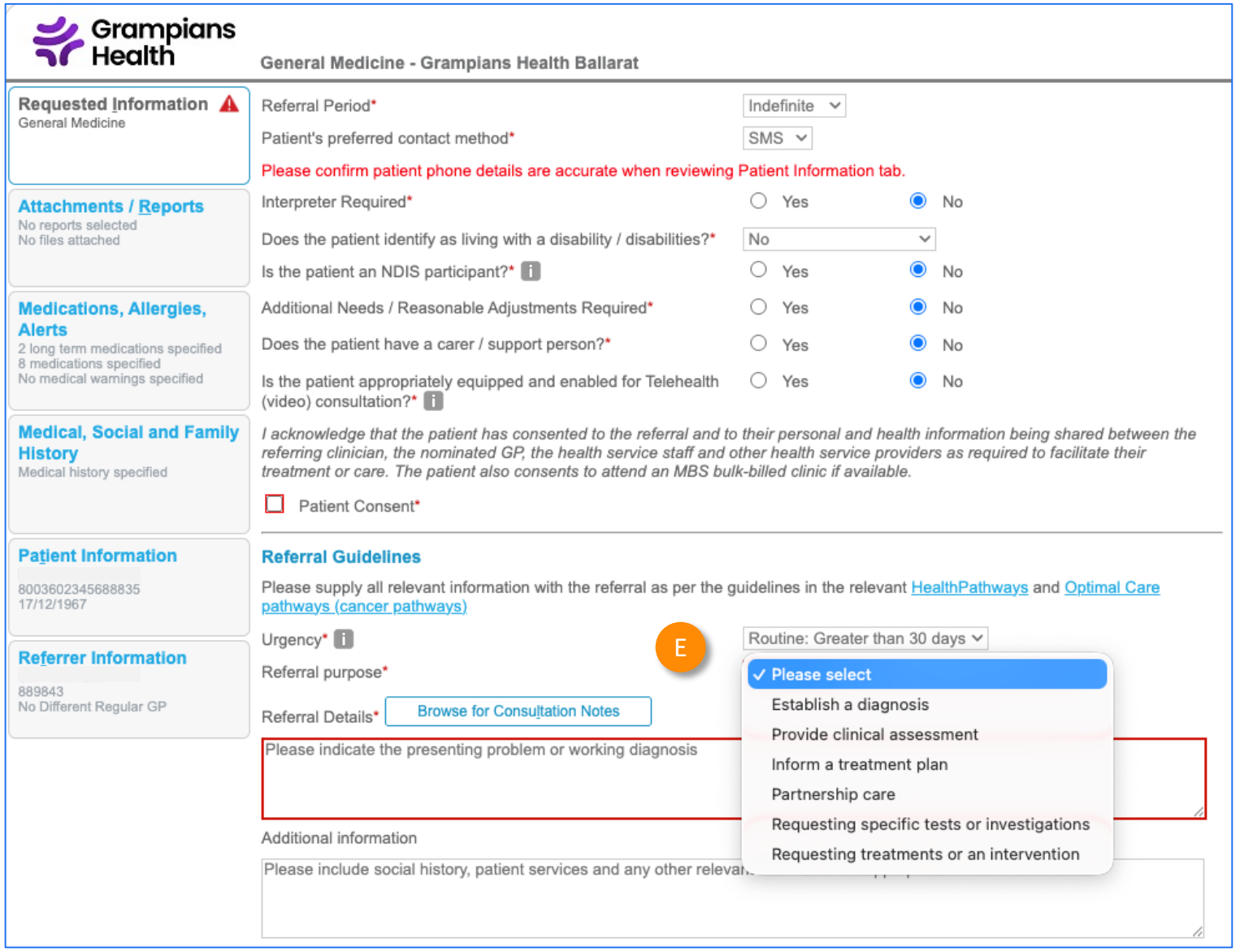


Step 3:

Completing the form

Reason for referral

E In some forms there may be a drop down to select the referral purpose.



Step 3:

Completing the form

Attachments

F The **Attachments / Reports** tab will give you access to all the supporting documents that you may wish to attach to the form.

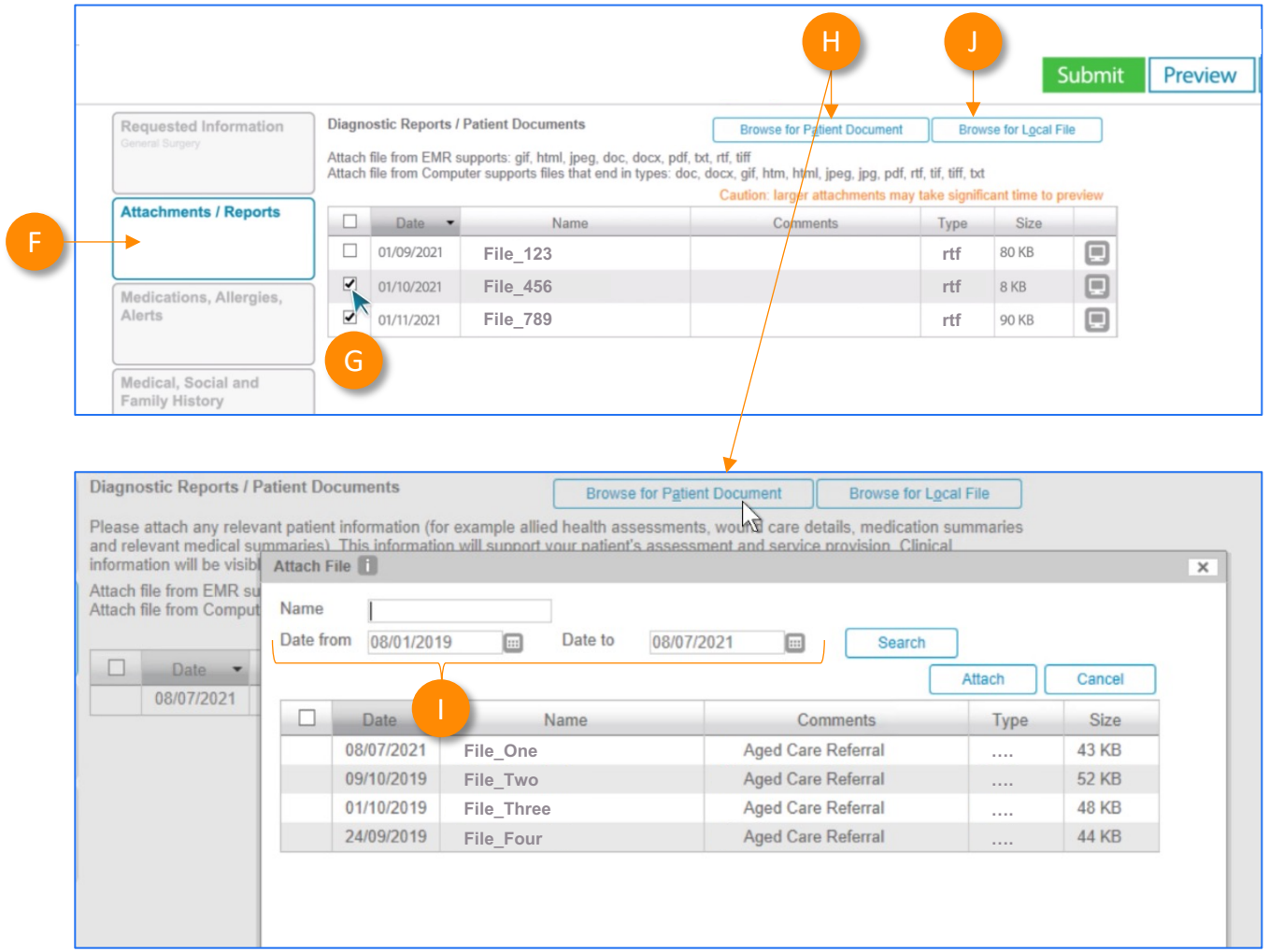
G You can select any item from the **table** – showing you patient medical records captured from the **last six months**.

Or you can **browse for files**…

H
- stored in your Practice Management Software by clicking the **Browse for Patient Document** button .

I **Note:** Make sure to update the date parameters if you want to see files that are older than 6 months.

J
- ***Or*** in your local computer's file system by clicking the **Browse for Local File** button.

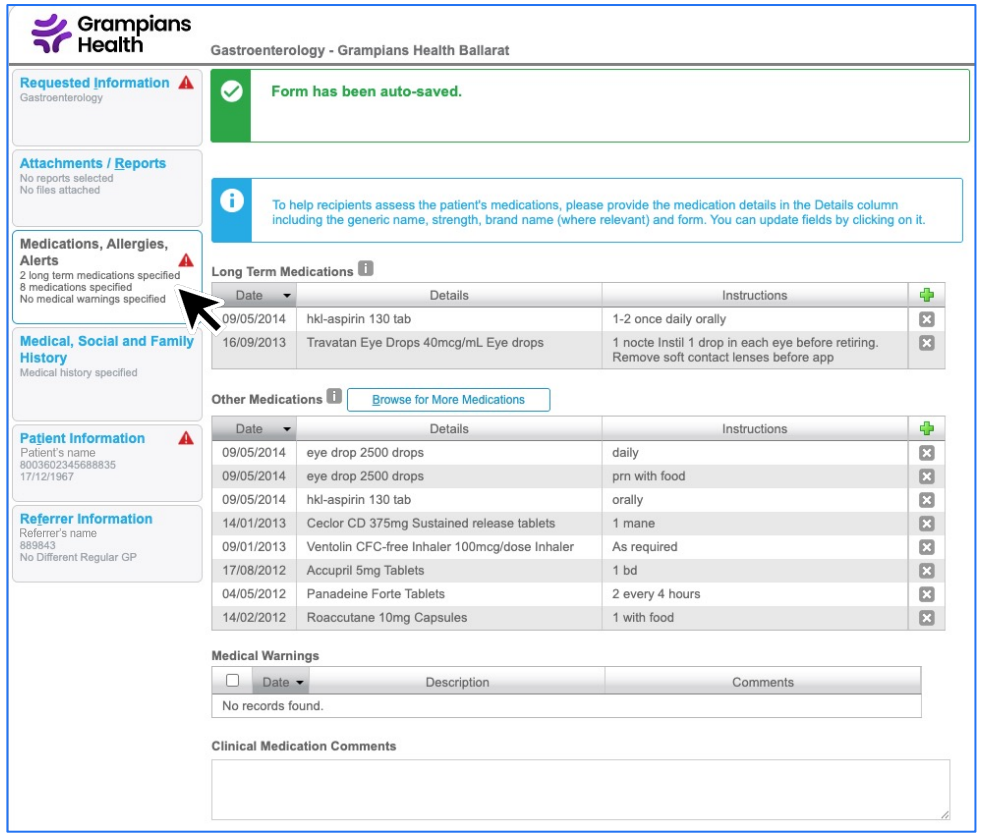


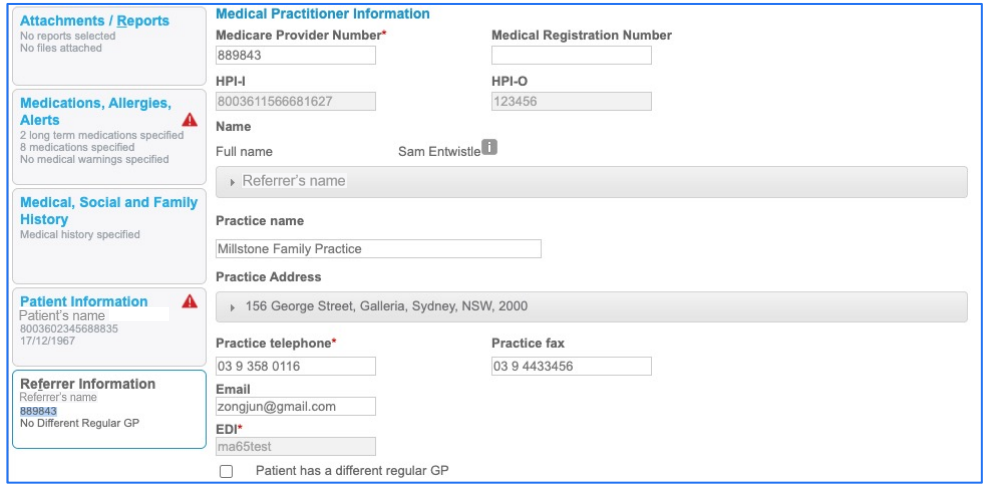
Step 3:

Completing the form

Then **click through the remaining Tabs** on the left to **ensure all the pre-populated patient information has been either selected, or de-selected, as appropriate to submit to the service provider.**

All these features ensure you're providing a quality, and compliant submission every time, on behalf of your patients.





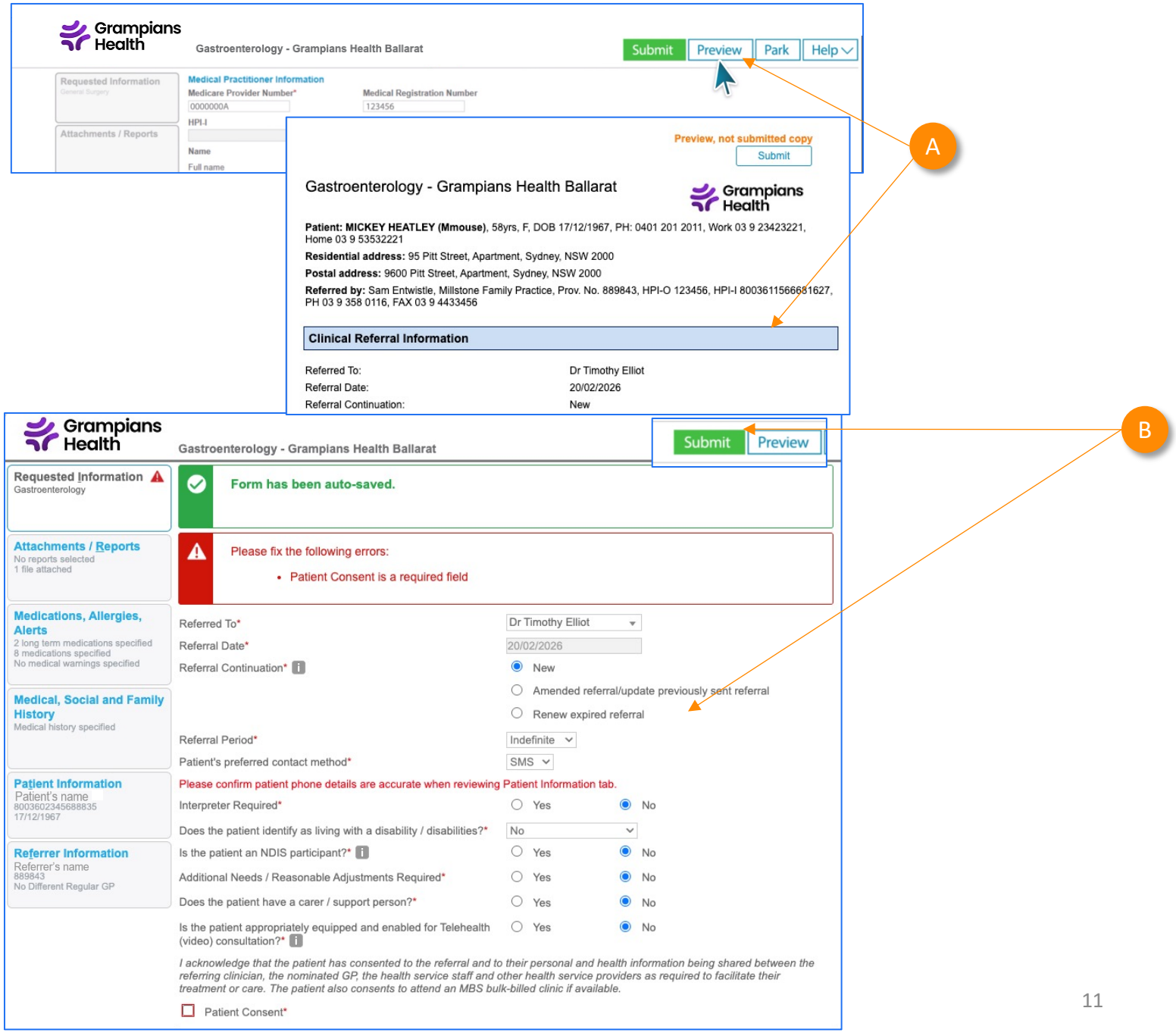
Step 4:

Previewing, Submitting and Parking

Previewing

A You can verify that the form has been completed correctly by clicking **Preview** allowing you to review the details before submitting.

B Whether you click **Preview** or **Submit**, if a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it.



Step 4:

Previewing, Submitting and Parking

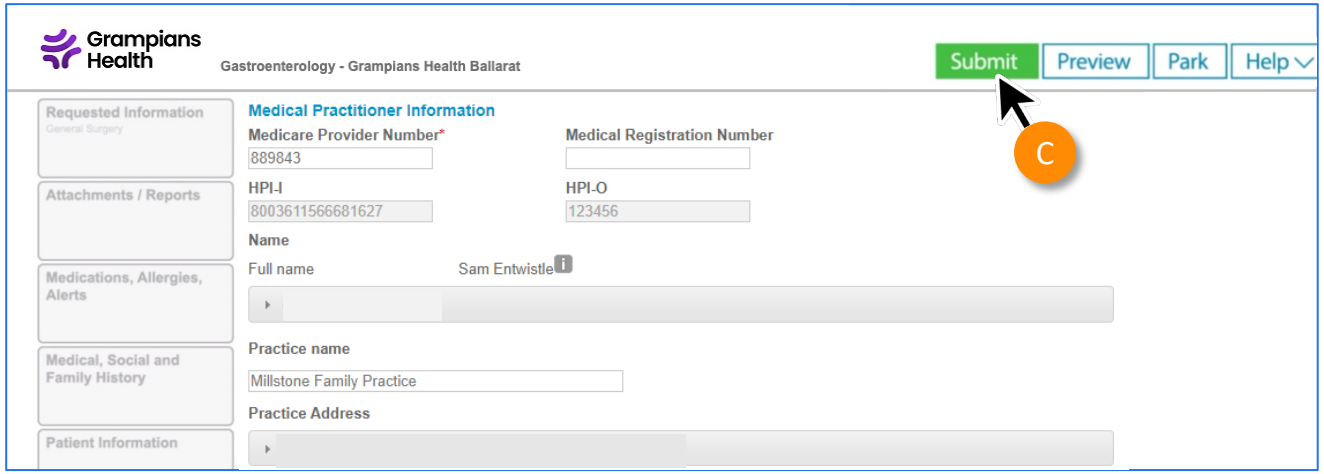
Submitting

C When you are ready to send your form, click **Submit**.

D This will safely and securely send the form electronically via HealthLink, and you will see a copy of the completed form with a **date stamp.**

A copy of the submitted form is saved directly to the patient file.

E If you'd like to provide the patient with a copy, you can left-click the **Print** button or right-click anywhere on the submitted form and choose Print.

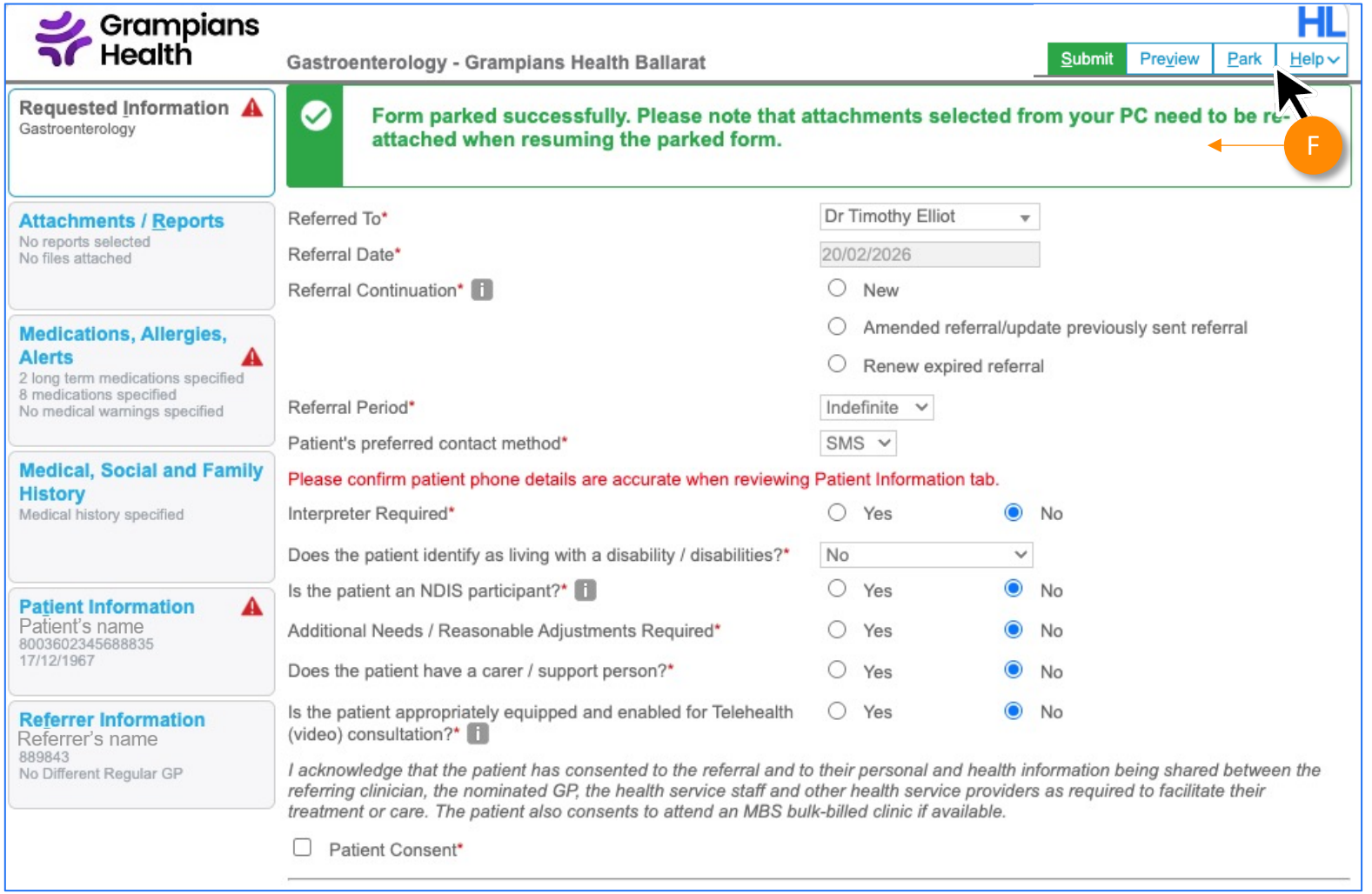


Step 4:

Previewing, Submitting and Parking

Parking

F And if you need more information to complete the form, you can **Park** the form to save what you've done so far and come back to it later.



Step 5:

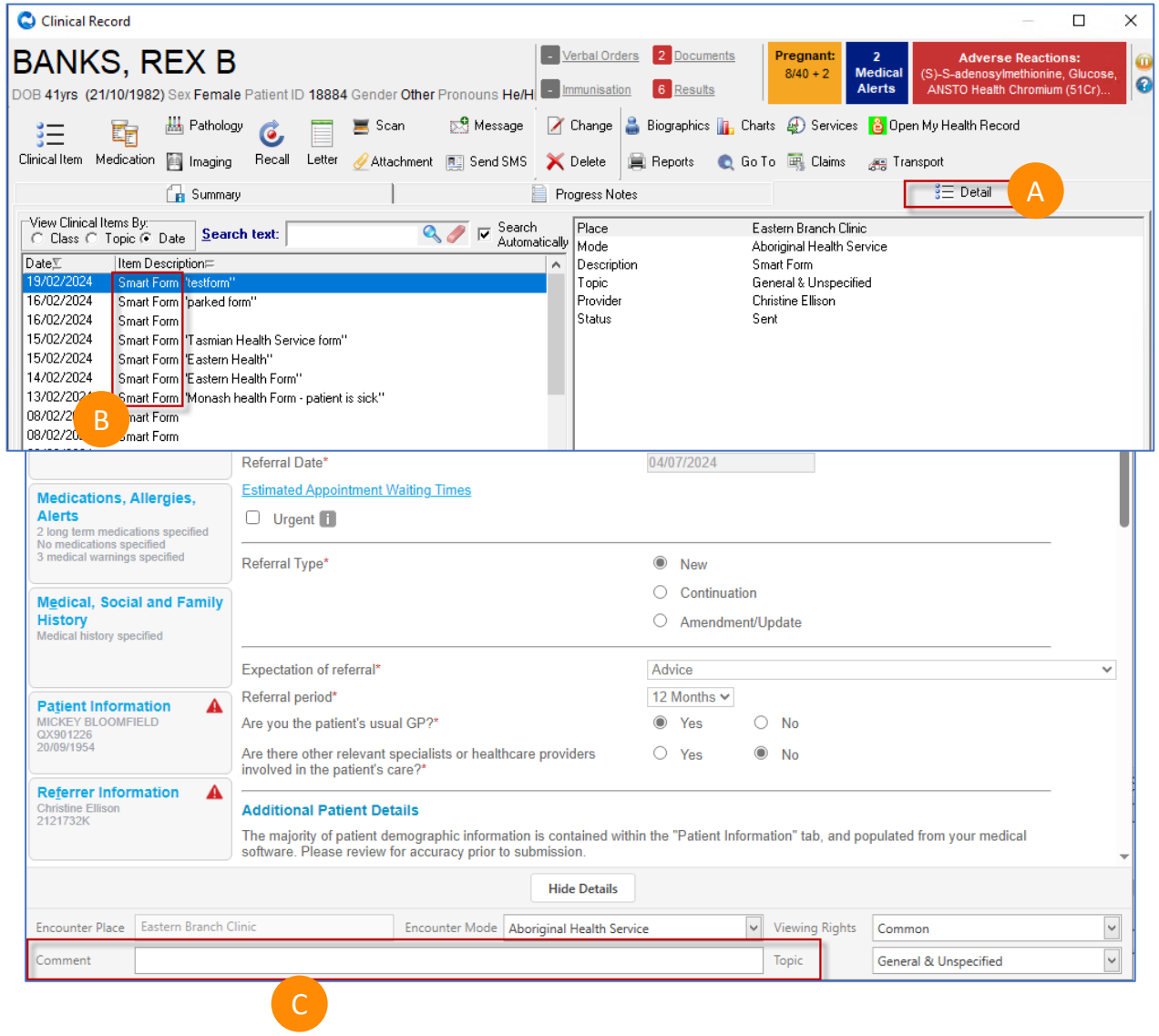
Locating Parked and Submitted SmartForms

Submitted and parked Smart Forms can be found in two locations within Communicare:

A Within the Details tab of a patient's Clinical Record.

B Due to Communicare's naming convention SmartForms will all display with Item Description "Smart Form"…

C …followed by what had been entered within the "Comments" field at the bottom of the Form screen (Shown in the screenshot above).

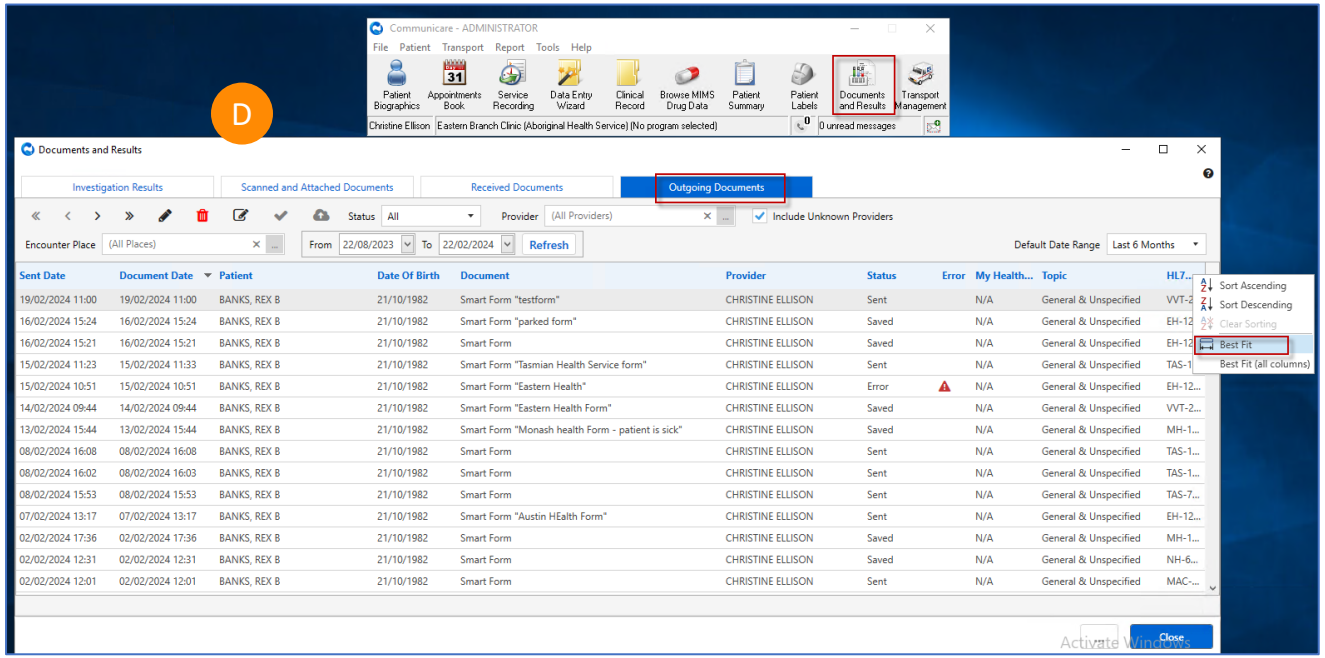


Step 5:

Locating Parked and Submitted SmartForms

Continued…

D Smart Forms for all patients can be located within the “Documents and Results” tab under the “Outgoing Documents heading. To better view the Message ID right click the “HL7 ID” tab and select “Best Fit”. (this may be changed in the future)



Outgoing Document Status	Meaning
Saved	Form has been parked or auto-saved
Sent	Synchronous forms: Successfully submitted via the Message Gateway Asynchronous forms: Submitted and acknowledged through Message Exchange
Pending	Asynchronous forms only : Submitted through Message Exchange but not yet acknowledged
Error	Submitted through Message Exchanged and rejected or error response was received
Error- Dealt-with	User has marked and form with “Error” status as “Dealt with” – Usually after form has been resubmitted

Helpdesk
1800 125 036
helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)
8:00am – 6:00pm

www.healthlink.com.au

HealthLink

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