

User Guide

25.02.2026 MHP

HealthLink SmartForms for MyHealthLink Portal

Welcome to HealthLink SmartForms. The smartest way for health professionals to refer their patients to Grampians Health.

HealthLink

Submitting eReferrals from MyHealthLink Portal

Using HealthLink SmartForms

SmartForms enable **MyHealthLink Portal** users to easily refer and engage with all HealthLink SmartForm service providers including Grampians Health, Hospitals, Private Specialist, Transport for NSW and My Aged Care.

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

HealthLink Technical Support

Email: helpdesk@healthlink.net

Phone: 1800 125 036

Step 1:

Accessing HealthLink SmartForms (eReferrals)

Step 2:

Launching a new form

Step 3:

Completing the form

Step 4:

Previewing, Submitting and Parking

Step 5:

Accessing parked and auto-saved forms

Step 6:

Accessing submitted forms

Step 7:

What happens after a referral has been made?

Step 1: Accessing HealthLink SmartForms (eReferrals)

To access the forms within
MyHealthLink Portal...

- A** **Log in** with your username and password* - Each user is given an individual log in so that their provider details are prepopulated.
- B** Once logged in you're taken to the home screen (Inbox).
- C** Click on the **Compose New Message** icon to launch the HealthLink home page.

*Note: You will need to apply for a HealthLink account where you will be issued with login details, once set up. Go the HealthLink website and click Sign Up to start this process.

Welcome! Please Login

User name

Password

Login

[Forgotten password](#)

HealthLink connecting with care Settings Help pandafiv.lwright

Inbox Filter

Received From To Patient Name

Form Status Ref ID Description

Search **Reset**

Items per page Page 1 of 0 - 0 records

Reference ID	From	To	Patient's Name	Patient's ID	Description	Date Received	Status	Action
There are no records matching your criteria. Please change your search criteria and try again.								

HealthLink connecting with care Setting

Inbox Filter

Received From

Compose New Message

Patient ID

Click on the row to view the r

Reference ID	From	To	Patient's Name	Patient's ID	Description	Date Received	Status	Action
573*HealthLi..								

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

The screenshot displays the HealthLink PRO interface. At the top, there are links for 'Create', 'Update', and 'Support'. Below this is a 'Search a Directory' section with a search bar containing 'Specialists+Referrals Refer to Private Specialist' and a 'HL HealthLink Direct' button. The main content area is divided into sections: 'Konnect NET', 'ReturnToWorkSA Work Capacity Certificate', and 'Spotlight Services'. The 'Referral Services' section is active, showing a list of services. A search bar for 'Search Referral Services' is present. A tooltip for 'Grampians Health' is visible, stating: 'The Grampians Health form can be used to send referrals to Grampians Health - Ballarat, enabling faster streamlined management of referrals. Using this form you will receive immediate confirmation of receipt by Grampians Health. Before referring to our services please visit Western Victoria Health Pathways https://westvic.communityhealthpathways.org/ or https://www.gh.org.au/services/specialist-outpatients-ballarat/ for conditions we treat.' Below the list of services, the 'Grampians Health' section is expanded, showing a list of medical specialties. A 'Facility' dropdown menu is visible, and a 'Continue' button is highlighted in the top right corner.

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**.

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.

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.

Grampians Health General Medicine - Grampians Health Ballarat

Submit Preview Park Help

Requested Information General Medicine

Form has been auto-saved.

Attachments / Reports No reports selected No files attached

Medications, Allergies, Alerts 2 long term medications specified 8 medications specified No medical warnings specified

Medical, Social and Family History Medical history specified

Patient Information MICKEY HEATLEY 800360234568835 17/12/1967

Referrer Information Sam Entwistle 889843 No Different Regular GP

Referred To* Dr Edward Ritchie

Referral Date* 19/02/2026

Referral Continuation* ☐ New ☐ Amended referral/update previously sent referral ☐ Renew expired referral

Referral Period* Indefinite

Patient's preferred contact method* SMS

Please confirm patient phone details are accurate when reviewing Patient Information tab.

Interpreter Required* ☐ Yes ☒ No

Does the patient identify as living with a disability / disabilities?* No

Is the patient an NDIS participant?* ☐ Yes ☒ No

Additional Needs / Reasonable Adjustments Required* ☐ Yes ☒ No

Does the patient have a carer / support person?* ☐ Yes ☒ No

Is the patient appropriately equipped and enabled for Telehealth (video) consultation?* ☐ Yes ☒ No

I acknowledge that the patient has consented to the referral and to their personal and health information being shared between the referring clinician, the nominated GP, the health service staff and other health service providers as required to facilitate their treatment or care. The patient also consents to attend an MBS bulk-billed clinic if available.

☐ Patient Consent*

Grampians Health General Medicine - Grampians Health Ballarat

Submit Preview Park Help

Requested Information General Medicine

Form has been auto-saved.

Attachments / Reports No reports selected No files attached

Medications, Allergies, Alerts 2 long term medications specified 8 medications specified No medical warnings specified

Medical, Social and Family History Medical history specified

Patient Information MICKEY HEATLEY 800360234568835 17/12/1967

Referrer Information Sam Entwistle 889843 No Different Regular GP

Patient Information

Date of birth* 17/12/1967

Medicare/DVA Eligible* ☒ Yes ☐ No

Medicare number* 6288253442

DVA number QX901226

Private health fund name

Name* MICKEY Disney HEATLEY (Mmouse)

Gender* Female

Patient's Indigenous status* Neither Aboriginal nor Torres Strait Islander origin

Country of Birth

Residential Address Please add only the following State or Territory codes, ACT, NSW, NT, QLD, SA, TAS, VIC, WA only in the State field 95 Pitt Street, Apartment, Sydney, NSW, 2000

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**.



C

Name*
MICKEY

Patient Information
8003602345688835
17/12/1967

Gender*
Female

Patient's Indigenous status*
Neither Aboriginal nor Torres Strait Islander origin

Referrer Information
889843
No Different Regular GP

Gender Identity

Country of Birth

Residential Address
Please add only the following State or Territory codes, ACT, NSW, NT, QLD, SA, TAS, VIC, WA only in the State field

General Medicine

Patient's preferred contact method*
SMS

Attachments / Reports

Interpreter Required*
☐ Yes ☒ No

Please confirm patient phone details are accurate when reviewing Patient Information tab.

Medical, Social and Family History
Medical history specified

Patient Information
8003602345688835
17/12/1967

Referrer Information
889843
No Different Regular GP

Referral Guidelines
Please supply all relevant information with the referral as per the guidelines in the relevant [HealthPathways](#) and [pathways \(cancer pathways\)](#)

Urgency* **D** ☐ Patient Consent* ☐ Routine: Greater than 30 days

Referral purpose*
Please select

Referral Details*
[Browse for Consultation Notes](#)

Please indicate the presenting problem or working diagnosis

Urgency Information

High Priority
Referrals should be categorised as 'High Priority' if the patient has a condition that has the potential to deteriorate quickly with significant consequences for health and quality of life, if not managed promptly. An appointment should be scheduled within 30 calendar days of the referral being received and accepted for these patients.

Routine
Referrals should be categorised as 'Routine' if the patient's condition is unlikely to deteriorate quickly or have significant consequences for the person's health and quality of life, if specialist assessment is delayed beyond one month.

Ok

Step 3: Completing the form

Reason for referral

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

**Grampians Health**

General Medicine - Grampians Health Ballarat

Requested Information 
General Medicine

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts
2 long term medications specified
8 medications specified
No medical warnings specified

Medical, Social and Family History
Medical history specified

Patient Information
8003602345688835
17/12/1967

Referrer Information
889843
No Different Regular GP

Referral Period*
Indefinite

Patient's preferred contact method*
SMS

Please confirm patient phone details are accurate when reviewing Patient Information tab.

Interpreter Required*
☐ Yes ☒ No

Does the patient identify as living with a disability / disabilities?*
No

Is the patient an NDIS participant?* 
☐ Yes ☒ No

Additional Needs / Reasonable Adjustments Required*
☐ Yes ☒ No

Does the patient have a carer / support person?*
☐ Yes ☒ No

Is the patient appropriately equipped and enabled for Telehealth (video) consultation?* 
☐ Yes ☒ No

I acknowledge that the patient has consented to the referral and to their personal and health information being shared between the referring clinician, the nominated GP, the health service staff and other health service providers as required to facilitate their treatment or care. The patient also consents to attend an MBS bulk-billed clinic if available.

☐ Patient Consent*

Referral Guidelines
Please supply all relevant information with the referral as per the guidelines in the relevant [HealthPathways](#) and [Optimal Care pathways \(cancer pathways\)](#)

Urgency* 
Routine: Greater than 30 days

Referral purpose* 



✓ Please select

Establish a diagnosis

Provide clinical assessment

Inform a treatment plan

Partnership care

Requesting specific tests or investigations

Requesting treatments or an intervention

Referral Details* [Browse for Consultation Notes](#)
Please indicate the presenting problem or working diagnosis

Additional information
Please include social history, patient services and any other relevant information

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.

Gastroenterology - Grampians Health Ballarat

Requested Information

Gastroenterology

Attachments / Reports

No reports selected
No files attached

Medications, Allergies, Alerts

2 long term medications specified
8 medications specified
No medical warnings specified

Medical, Social and Family History

Medical history specified

Patient Information

Patient's name
800360234568835
17/12/1967

Referrer Information

Referrer's name
889843
No Different Regular GP

Form has been auto-saved.

To help recipients assess the patient's medications, please provide the medication details in the Details column including the generic name, strength, brand name (where relevant) and form. You can update fields by clicking on it.

Long Term Medications

Date	Details	Instructions	
09/05/2014	hkl-aspirin 130 tab	1-2 once daily orally	
16/09/2013	Travatan Eye Drops 40mcg/mL Eye drops	1 nocte Instil 1 drop in each eye before retiring. Remove soft contact lenses before app	

Other Medications [Browse for More Medications](#)

Date	Details	Instructions	
09/05/2014	eye drop 2500 drops	daily	
09/05/2014	eye drop 2500 drops	prn with food	
09/05/2014	hkl-aspirin 130 tab	orally	
14/01/2013	Ceclor CD 375mg Sustained release tablets	1 mane	
09/01/2013	Ventolin CFC-free Inhaler 100mcg/dose Inhaler	As required	
17/08/2012	Accupril 5mg Tablets	1 bd	
04/05/2012	Panadeine Forte Tablets	2 every 4 hours	
14/02/2012	Roaccutane 10mg Capsules	1 with food	

Medical Warnings

Date	Description	Comments
No records found.		

Clinical Medication Comments

Attachments / Reports

No reports selected
No files attached

Medications, Allergies, Alerts

2 long term medications specified
8 medications specified
No medical warnings specified

Medical, Social and Family History

Medical history specified

Patient Information

Patient's name
800360234568835
17/12/1967

Referrer Information

Referrer's name
889843
No Different Regular GP

Medical Practitioner Information

Medicare Provider Number*
889843

HPI-I
8003611566681627

HPI-O
123456

Medical Registration Number

Name
Full name Sam Entwistle

Referrer's name

Practice name
Millstone Family Practice

Practice Address
156 George Street, Galleria, Sydney, NSW, 2000

Practice telephone*
03 9 358 0116

Practice fax
03 9 4433456

Email
zongjun@gmail.com

EDI*
ma65test

☐ Patient has a different regular GP

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.

Gastroenterology - Grampians Health Ballarat

Submit Preview Park Help

Requested Information

Attachments / Reports

Medical Practitioner Information

Medicare Provider Number*
0000000A
HPI-I
Name
Full name

Medical Registration Number

123456

Preview, not submitted copy

Submit

Gastroenterology - Grampians Health Ballarat

Patient: MICKEY HEATLEY (Mmouse), 58yrs, F, DOB 17/12/1967, PH: 0401 201 2011, Work 03 9 23423221, Home 03 9 53532221

Residential address: 95 Pitt Street, Apartment, Sydney, NSW 2000

Postal address: 9600 Pitt Street, Apartment, Sydney, NSW 2000

Referred by: Sam Entwistle, Millstone Family Practice, Prov. No. 889843, HPI-I 123456, HPI-I 8003611566681627, PH 03 9 358 0116, FAX 03 9 4433456

Clinical Referral Information

Referred To:

Dr Timothy Elliot

Referral Date:

20/02/2026

Referral Continuation:

New

Gastroenterology - Grampians Health Ballarat

Submit Preview

Requested Information

Gastroenterology

Attachments / Reports

No reports selected
1 file attached

Medications, Allergies, Alerts

2 long term medications specified
8 medications specified
No medical warnings specified

Medical, Social and Family History

Medical history specified

Patient Information

Patient's name
8003602345688835
17/12/1967

Referrer Information

Referrer's name
889843
No Different Regular GP

Form has been auto-saved.

Please fix the following errors:

- Patient Consent is a required field

Referred To*

Dr Timothy Elliot

Referral Date*

20/02/2026

Referral Continuation*

☒ New
☐ Amended referral/update previously sent referral
☐ Renew expired referral

Referral Period*

Indefinite

Patient's preferred contact method*

SMS

Please confirm patient phone details are accurate when reviewing Patient Information tab.

Interpreter Required*

☐ Yes
☒ No

Does the patient identify as living with a disability / disabilities?*

☐ Yes
☒ No

Is the patient an NDIS participant?*

☐ Yes
☒ No

Additional Needs / Reasonable Adjustments Required*

☐ Yes
☒ No

Does the patient have a carer / support person?*

☐ Yes
☒ No

Is the patient appropriately equipped and enabled for Telehealth (video) consultation?*

☐ Yes
☒ No

I acknowledge that the patient has consented to the referral and to their personal and health information being shared between the referring clinician, the nominated GP, the health service staff and other health service providers as required to facilitate their treatment or care. The patient also consents to attend an MBS bulk-billed clinic if available.

☐ Patient Consent*

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.

Grampians Health Gastroenterology - Grampians Health Ballarat

Submit **Preview** **Park** **Help** ✓

Requested Information **Medical Practitioner Information**

General Surgery

Medicare Provider Number* 889843 Medical Registration Number

HPI-I 8003611566681627 HPI-O 123456

Name Full name Sam Entwistle

Practice name Millstone Family Practice

Practice Address

Attachments / Reports

Medications, Allergies, Alerts

Medical, Social and Family History

Patient Information

Form sent on 20/02/2026 09:34 AEST

Print

Gastroenterology - Grampians Health Ballarat

Grampians Health

Patient: Patient's name, 58yrs, F, DOB 17/12/1967, PH: 0401 201 2011, Work 03 9 23423221, Home 03 9 53532221

Residential address: 95 Pitt Street, Apartment, Sydney, NSW 2000

Postal address: same as residential address

Referred by: Referrer, Millstone Family Practice, Prov. No. 889843, HPI-O 123456, HPI-I 8003611566681627, PH 03 9 358 0116, FAX 03 9 4433456

Referral date: 20/02/2026 12:19 NZDT

Clinical Referral Information

Referred To: Dr Timothy Elliot

Referral Date: 20/02/2026

Referral Continuation: New

Referral Period: Indefinite

Patient's preferred contact method: SMS

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.

**Grampians Health**

Gastroenterology - Grampians Health Ballarat

Submit

Preview

Park

Help

Requested Information 
Gastroenterology

 **Form parked successfully. Please note that attachments selected from your PC need to be re-attached when resuming the parked form.**

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts 
2 long term medications specified
8 medications specified
No medical warnings specified

Medical, Social and Family History
Medical history specified

Patient Information 
Patient's name
8003602345688835
17/12/1967

Referrer Information
Referrer's name
889843
No Different Regular GP

Referred To*
Referral Date*
Referral Continuation* 

Dr Timothy Elliot
20/02/2026
☐ New
☐ Amended referral/update previously sent referral
☐ Renew expired referral

Referral Period*
Patient's preferred contact method*

Indefinite
SMS

Interpreter Required*
Does the patient identify as living with a disability / disabilities?*

☐ Yes ☒ No
No

Is the patient an NDIS participant?* 
Additional Needs / Reasonable Adjustments Required*

☐ Yes ☒ No
☐ Yes ☒ No

Does the patient have a carer / support person?*

☐ Yes ☒ No

Is the patient appropriately equipped and enabled for Telehealth (video) consultation? 

☐ Yes ☒ No

I acknowledge that the patient has consented to the referral and to their personal and health information being shared between the referring clinician, the nominated GP, the health service staff and other health service providers as required to facilitate their treatment or care. The patient also consents to attend an MBS bulk-billed clinic if available.

☐ Patient Consent*

Step 5:

Accessing parked and auto-saved forms

A To access parked or auto-saved forms, click on the **Parked** icon on the left-hand menu.



Note: when returning to a parked or auto-saved form, due to security policy, any previously added attachments will need to be re-added.

HealthLink connecting with care Settings Help pandafiv lwright

Parked Filter

Created From 28/09/2023 To dd/mm/yyyy Patient Name enter first and/or last name

Form Type Patient ID Ref ID enter reference ID Description enter description here

Search Reset

Parked (Drafts) to view the record Items per page 10 Page 1 of 1 - 1 records

Reference ID	To	Patient's Name	Patient's ID	Description	Type	Date Updated	Action
WSLH-20	nswherel			Gynaecology Clinics	nswwsilhd	28/09/2023 11:54 AEST	X

A

Parked (Drafts) to view the record

Form Type

Patient ID

Reference ID

WSLH-20

Step 6:

Accessing submitted forms

A To access submitted forms, click on the **Submitted Items** icon on the left-hand menu.

B Here you'll see a list of your submitted items.

HealthLink connecting with care Settings Help pandafivlwright

Submitted Items Filter

Sent From 28/09/2023 To dd/mm/yyyy Patient Name enter first and/or last name

Form Type Form Type Ref ID enter reference ID Description enter description here

Patient ID Search Reset

Items per page 10 Page 1 of 0 - 0 records

Reference ID To Patient's Name Patient's ID Description Type Ack Status Date Submitted

Submitted Items

There are no records matching your criteria. Please change your search criteria and try again.

HealthLink connecting with care Settings Help pandafivlwright

Submitted Items Filter

Sent From dd/mm/yyyy To dd/mm/yyyy Patient Name enter first and/or last name

Form Type Form Type Ref ID enter reference ID Description enter description here

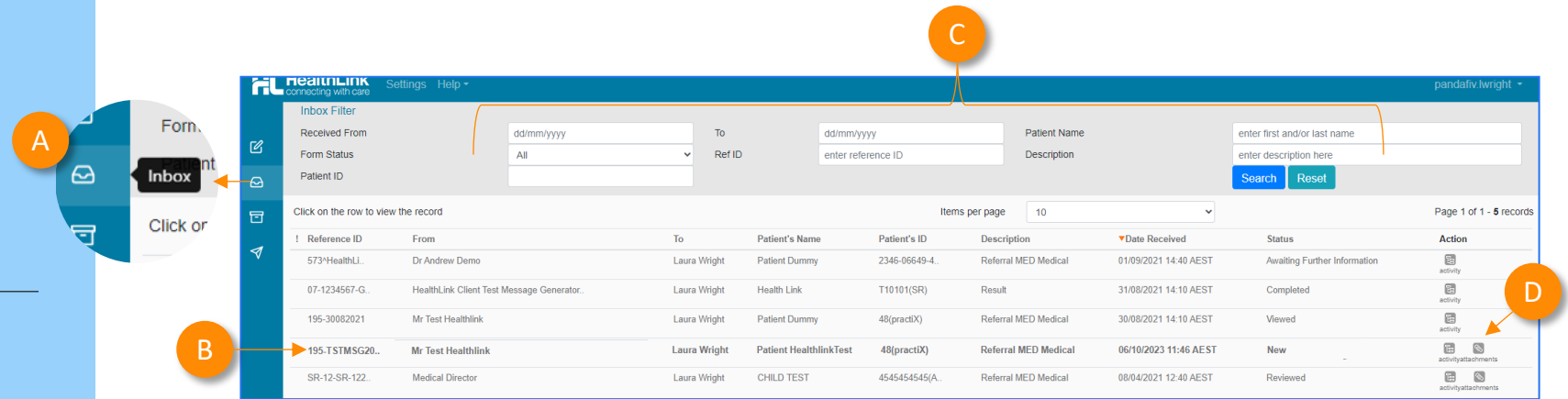
Patient ID Search Reset

Click on the row to view the record Items per page 10 Page 1 of 2 - 16 records

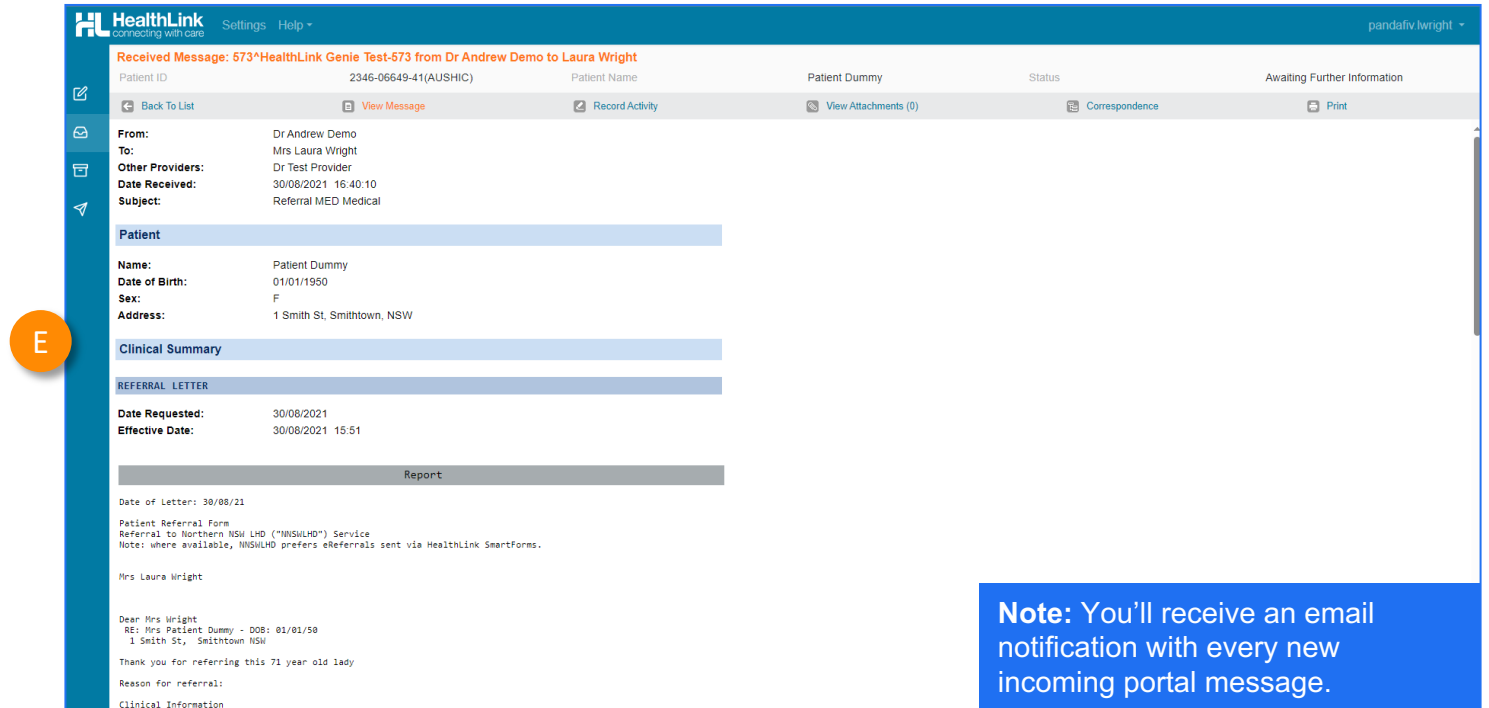
Reference ID	To	Patient's Name	Patient's ID	Description	Type	Ack Status	Date Submitted
SAH-2799	saherefs	Monica Bing	123456792	Dental - Paediatrics	sahealth	Acknowledged	08/09/2023 14:40 AEST
SR-2754	Medical Director	Laura Wright	122345452	Specialist Referral	cervinsr	Acknowledged	08/11/2022 09:54 AEST
SR-2753	Best Practice	Laura Wright	122345452	Specialist Referral	cervinsr	Acknowledged	08/11/2022 09:53 AEST
SR-2703	Genie Solutions	Laura Wright	122345452	Specialist Referral	cervinsr	Waiting for ack	07/11/2022 09:51 AEST
SR-2664	Genie Solutions	Laura Wright	122345452	Specialist Referral	cervinsr	Waiting for ack	03/11/2022 10:23 AEST

Step 7: What happens after a referral has been made?

Viewing incoming reports



- A** Go to your **inbox**.
Note: The inbox will only show messages that are directly addressed to the logged-on provider.
- B** **Unread messages** will show in bold.
- C** You can apply **filters** by using the **inbox filter** at the top and you can **sort by** date/patient/status etc. by clicking on the table headings.
- D** The inbox will also show if there are **attachments**.
- E** Click on the message to open and view the message.



Note: You'll receive an email notification with every new incoming portal message.

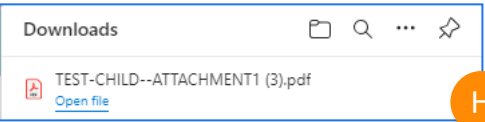
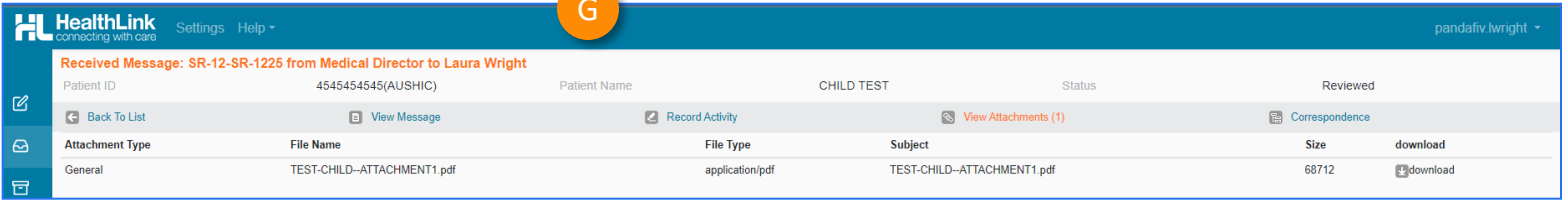
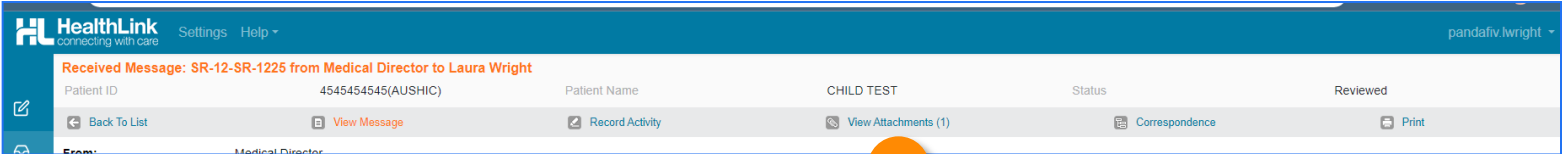
Step 7:

What happens after a referral has been made?

Viewing incoming reports (continued)

Once you’ve opened a message...

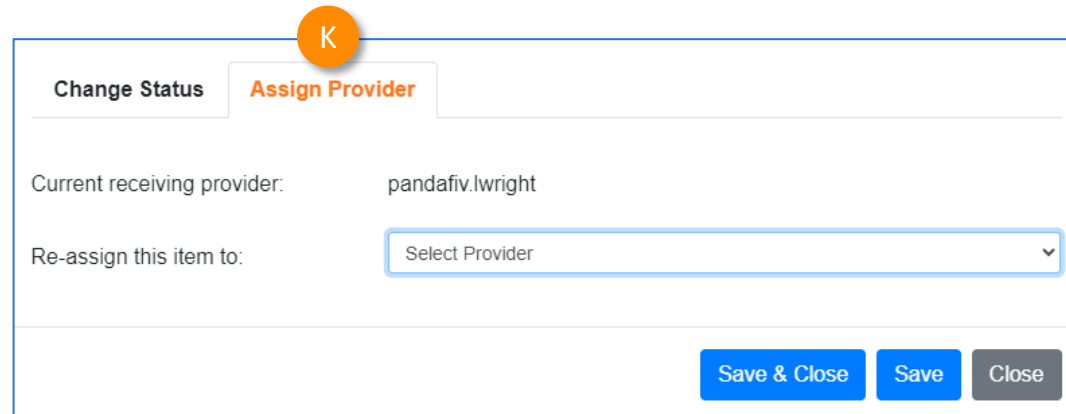
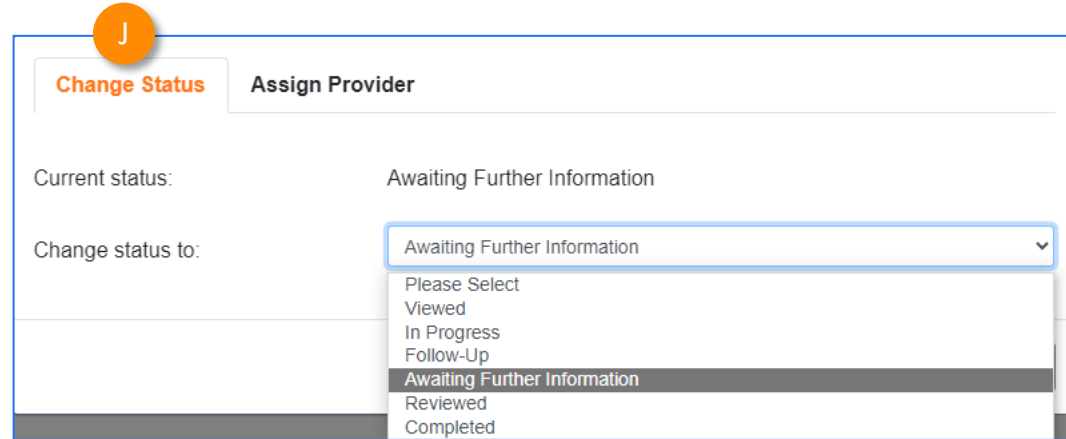
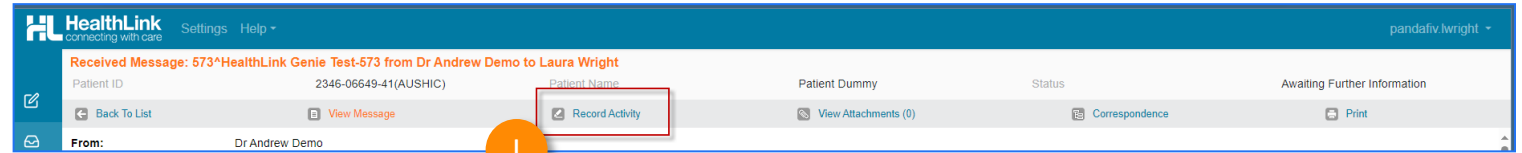
- F If there are any attachments, you will be able to view them by clicking the **View Attachments** heading (this will also show the number of attachments)
- G Once you’ve clicked View Attachments, it’ll open a screen showing a **list of attachments**.
- H You will need to **download** an attachment to view it.



Step 7: What happens after a referral has been made?

Viewing incoming reports (continued)

- I When viewing a message, you can click **Record Activity...**
- J This allows you to '**Change Status**' of the message
- or
- K **Assign** the message to another provider via the "Assign Provider" tab.



Helpdesk

Phone: 1800 125 036

Email: helpdesk@healthlink.net

Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

www.healthlink.com.au

HealthLink^{*}

HealthLink is part of Lanas, a global network of healthcare technology organisations operating across the United Kingdom, Ireland, New Zealand, Australia and India. Together, we work to deliver safer, more efficient and better-connected healthcare for everyone.