

User Guide

25.02.2026 MT

HealthLink SmartForms for Medtech Artia

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



Your practice must be running Medtech Evolution 10.4.4 or above to access the HealthLink SmartForms.

Submitting eReferrals from Medtech Artia

Using HealthLink SmartForms

SmartForms enable **Medtech Artia** users to easily refer and engage with all HealthLink SmartForm service providers including Grampians Health, NSW LHDs, 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 patient forms

Step 6:

Accessing all submitted forms

Step 7:

What happens after a referral has been made?

Step 1: Accessing HealthLink SmartForms (eReferrals)

To access the forms within your
Medtech software...

- A First, search for the patient and open their electronic medical record.
- B Then from the menu click **Module**
- C **Advanced Forms > New Form**
- D Then under the **HealthLink Forms** folder select **Aduro Forms**
- E Click **OK**.

The top screenshot shows the 'Patient' menu in the Medtech Evolution software. An orange circle 'A1' highlights the 'Search' option. The bottom screenshot shows the 'Search Patient/Company' dialog box. An orange circle 'A2' highlights the search results table.

Name	Address	Prov	Age	DOB	A/c	Balance
TEST Medtech		ADM	R 64y	23 Jan 1959	P	
TEST Tester (152)	2345 Test Street	TESP	R 4y	3 Sep 2019	P	45.00

Patient record open.

The screenshot shows the patient record for '1 Testing Street, WOONONA'. The patient's name is (152). The record number is R 2428 77813 2, dated May 26. The patient is a Male Indian, born 30 Jan 1981, 42 yrs old. The balance is 0.00. The patient is a TESP P. The patient is Aboriginal but not Torres Strait Islander.

The top screenshot shows the 'Module' menu in the Medtech Evolution software. An orange circle 'B' highlights the 'Module' menu, and an orange circle 'C' highlights the 'Advanced Forms' option. The bottom screenshot shows the 'New Patient Form' dialog box. An orange circle 'D' highlights the 'Aduro Forms' option under the 'HealthLink Forms' folder. An orange circle 'E' highlights the 'OK' button.

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's a navigation bar with 'Create', 'Update', and 'Support' links, and the 'HealthLink | PRO' logo. Below this is a 'Search a Directory' section with a search bar 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 is present above the list. A tooltip is visible over the 'Grampians Health' link, 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 referral services list, the 'Grampians Health' form is shown. It has a search bar for 'Type here to search for a service' and a 'Facility' dropdown. The 'Gastroenterology' service is selected in the search results. A 'Continue' button is visible in the top right corner of 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

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

Form has been auto-saved.

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

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

Form has been auto-saved.

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

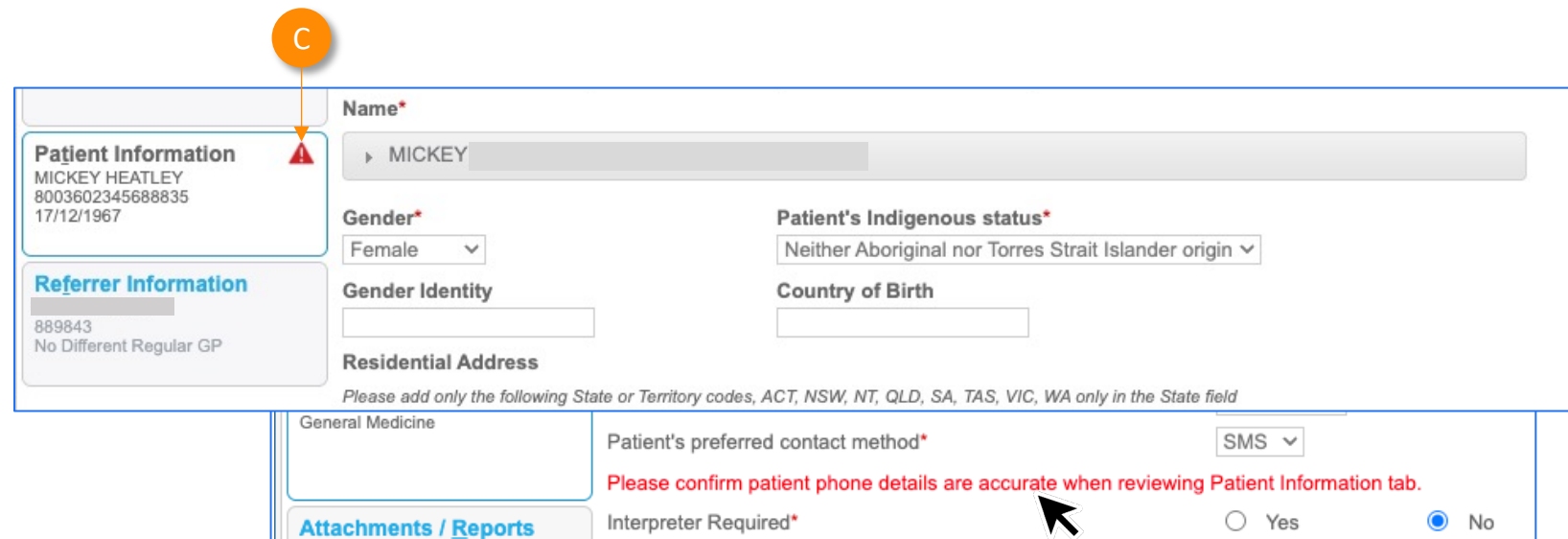
Residential Address Please add only the following State or Territory codes, ACT, NSW, NT, QLD, SA, TAS, VIC, WA only in the State field 95 Pitt Street, Apartment, Sydney, NSW, 2000

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**.



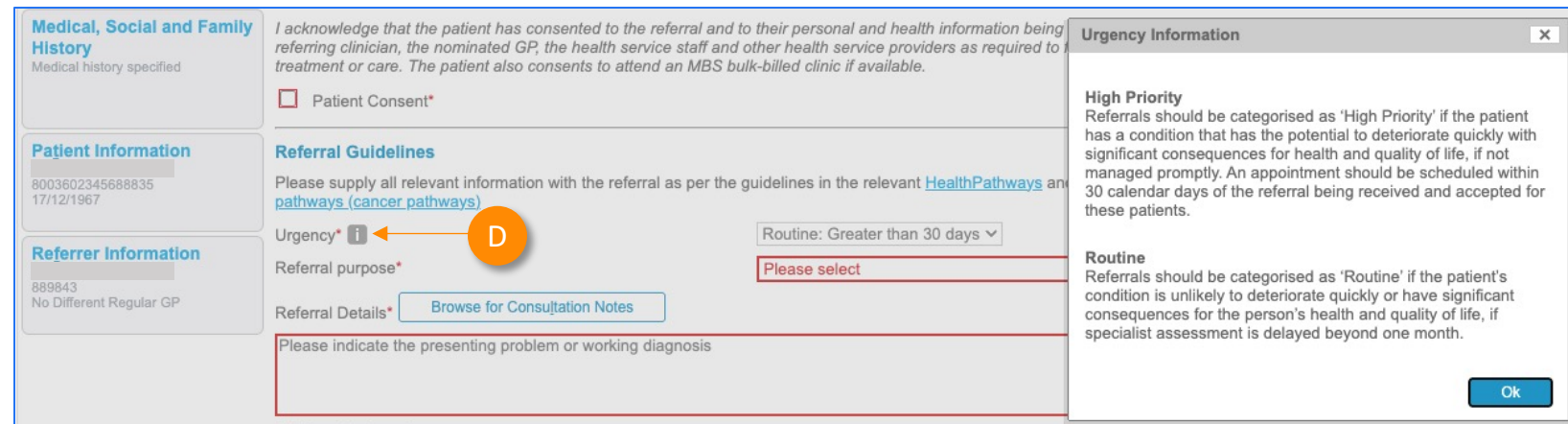
C points to a warning icon (red triangle) next to the Patient Information tab.

D points to an information icon (i) next to the Urgency field in the Referral Guidelines section.

Form Fields:

- Name***: MICKEY
- Gender***: Female
- Gender Identity**: [Empty field]
- Residential Address**: [Empty field]
- Patient's Indigenous status***: Neither Aboriginal nor Torres Strait Islander origin
- Country of Birth**: [Empty field]
- Referrer Information**: 889843, No Different Regular GP
- General Medicine**: [Empty field]
- Patient's preferred contact method***: SMS
- Attachments / Reports**: [Empty field]
- Interpreter Required***: Yes (selected)

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



C points to a warning icon (red triangle) next to the Patient Consent checkbox.

D points to an information icon (i) next to the Urgency field in the Referral Guidelines section.

Form Fields:

- 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***: Routine: Greater than 30 days
- Referral purpose***: Please select
- Referral Details***: Browse for Consultation Notes
- Urgency Information**: High Priority, Routine

Warning Message: Please indicate the presenting problem or working diagnosis

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

Referral Period* Indefinite 
Patient's preferred contact method* SMS 
Please confirm patient phone details are accurate when reviewing Patient Information tab.

Attachments / Reports
No reports selected
No files attached

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*

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

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* 
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.

Referrer Information
889843
No Different Regular GP

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

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.

The screenshot shows the 'Diagnostic Reports / Patient Documents' form. On the left, there are tabs: 'Requested Information' (General Surgery), 'Attachments / Reports' (highlighted with callout F), 'Medications, Allergies, Alerts', and 'Medical, Social and Family History'. On the right, there are buttons 'Browse for Patient Document' (callout H) and 'Browse for Local File' (callout J). Below these buttons is a table of attachments. Callout G points to the first row of the table.

☐	Date	Name	Comments	Type	Size	
☐	01/09/2021	File_123		rtf	80 KB	
☒	01/10/2021	File_456		rtf	8 KB	
☒	01/11/2021	File_789		rtf	90 KB	

The screenshot shows the 'Attach File' dialog box. It has a title bar 'Attach File' and a close button. Inside, there is a text field for 'Name', and date pickers for 'Date from' (08/01/2019) and 'Date to' (08/07/2021). Callout I points to the 'Date from' field. There is a 'Search' button and 'Attach' and 'Cancel' buttons at the bottom. Below the buttons is a table of files.

☐	Date	Name	Comments	Type	Size
☐	08/07/2021	File_One	Aged Care Referral		43 KB
☐	09/10/2019	File_Two	Aged Care Referral		52 KB
☐	01/10/2019	File_Three	Aged Care Referral		48 KB
☐	24/09/2019	File_Four	Aged Care Referral		44 KB

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.


Grampians Health

Gastroenterology - Grampians Health Ballarat

Requested Information


Gastroenterology


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


Patient's name
 8003602345688835
 17/12/1967

Referrer Information

Referrer's name
 889843
 No Different Regular GP

Long Term Medications


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.

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	Medical Practitioner Information Medicare Provider Number* 889843 HPI-I 800361156681627 Name Full name Sam Entwistle  Medical Registration Number HPI-O 123456	
Medications, Allergies, Alerts  2 long term medications specified 8 medications specified No medical warnings specified	Referrer's name 	
Medical, Social and Family History Medical history specified	Practice name Millstone Family Practice Practice Address 156 George Street, Galleria, Sydney, NSW, 2000	
Patient Information  Patient's name 8003802345688835 17/12/1967	Practice telephone* 03 9 358 0116 Practice fax 03 9 4433456	
Referrer Information Referrer's name 889843 No Different Regular GP	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.

Grampians Health

Gastroenterology - Grampians Health Ballarat

Submit

Preview

Park

Help

Requested Information

General Surgery

Medical Practitioner Information

Medicare Provider Number*

0000000A

Medical Registration Number

123456

HPI-I

Name

Full name

Attachments / Reports

Preview, not submitted copy

Submit

Gastroenterology - Grampians Health Ballarat

Grampians Health

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

Grampians Health

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?*

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
General Surgery

Attachments / Reports

Medications, Allergies, Alerts

Medical, Social and Family History

Patient Information

Medical Practitioner Information

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

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*

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?*

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*

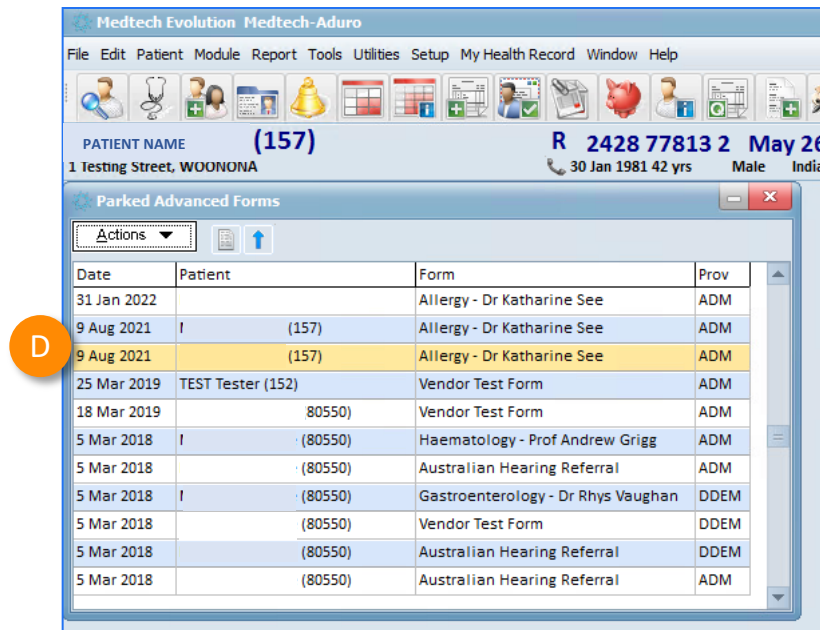
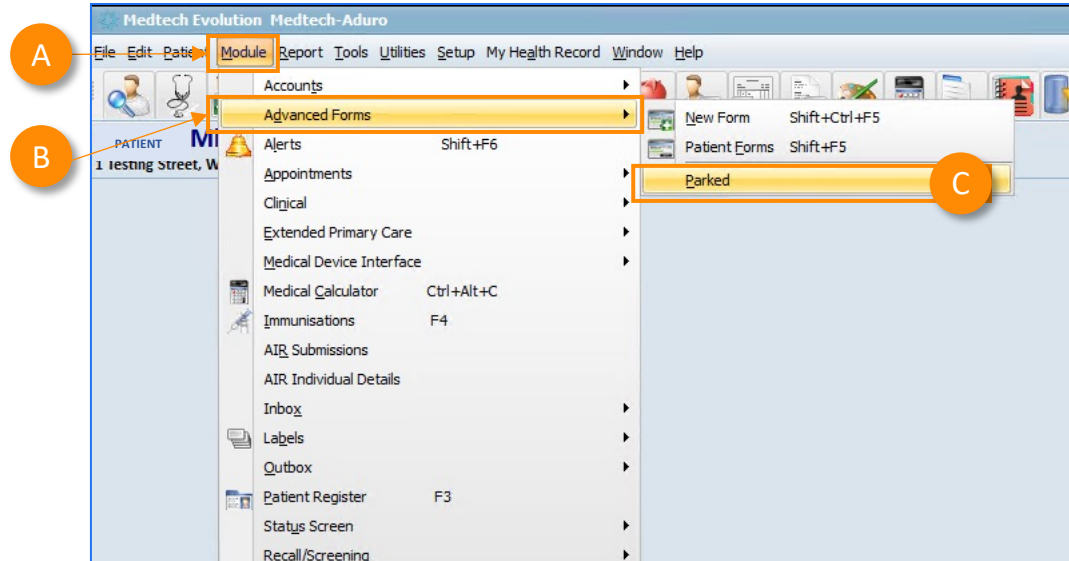
Step 5: Accessing parked and patient forms

Accessing all parked forms

To access all parked forms to be completed and submitted...

- A In the menu, click **Module** -
- B **Advanced Forms** -
- C Then click **Parked**.
- D You'll see a list of parked forms created for patients at your practice. Forms for the patient you have open will display first.

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



Step 5:

Accessing parked and patient forms

Accessing a specific patient's forms

To view forms for a specific patient, once the patient file is open...

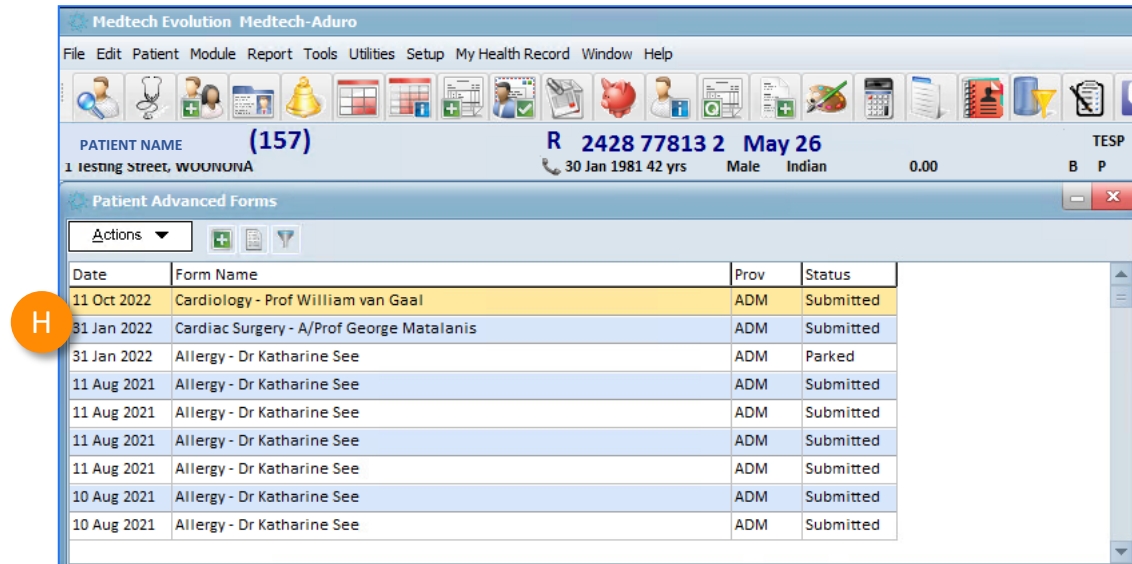
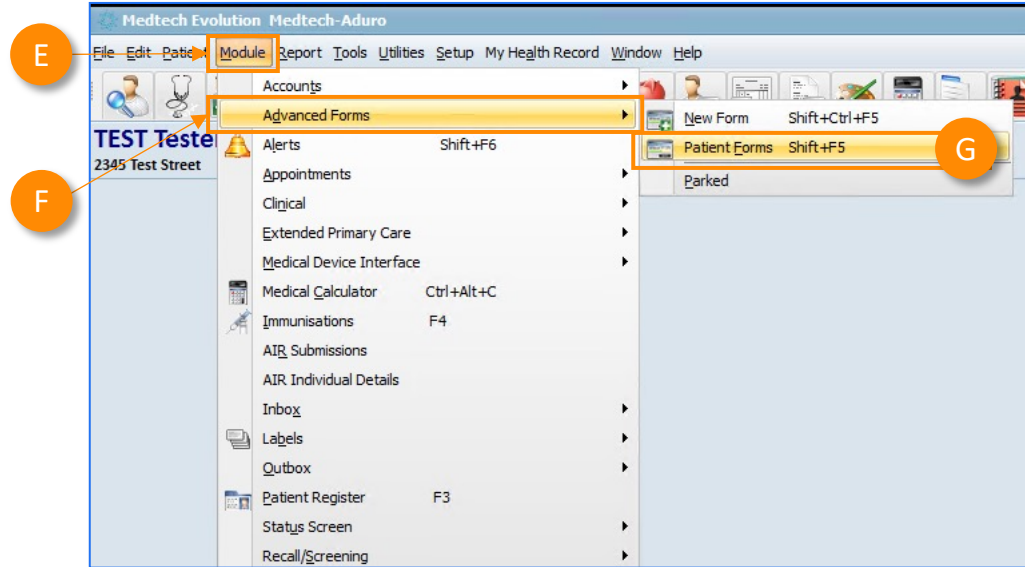
E In the menu, click **Module** -

F **Advanced Forms** -

G Then click **Patient Forms**.

H You'll see a list of parked and submitted forms specific to this patient.

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

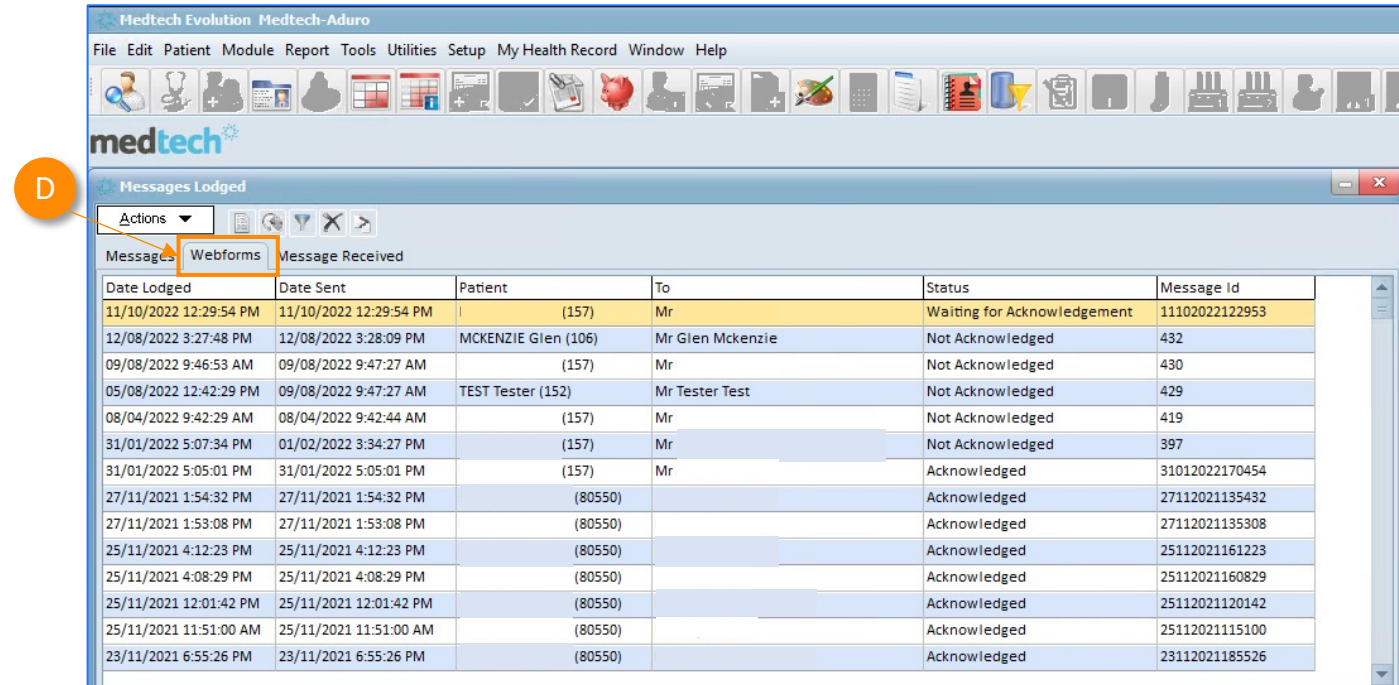
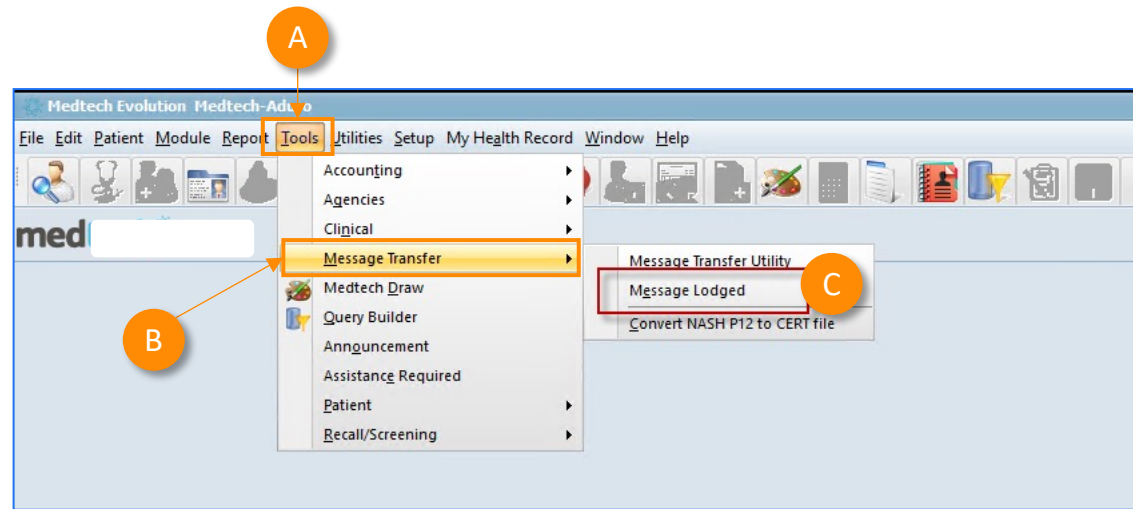


Step 6:

Accessing all submitted forms

To view all submitted forms...

- A In the menu, go to **Tools**
- B Then **Message Transfer**
- C Now click **Message Lodged**
- D From Message Lodged screen click on **Webforms** tab to view list of all submitted forms.

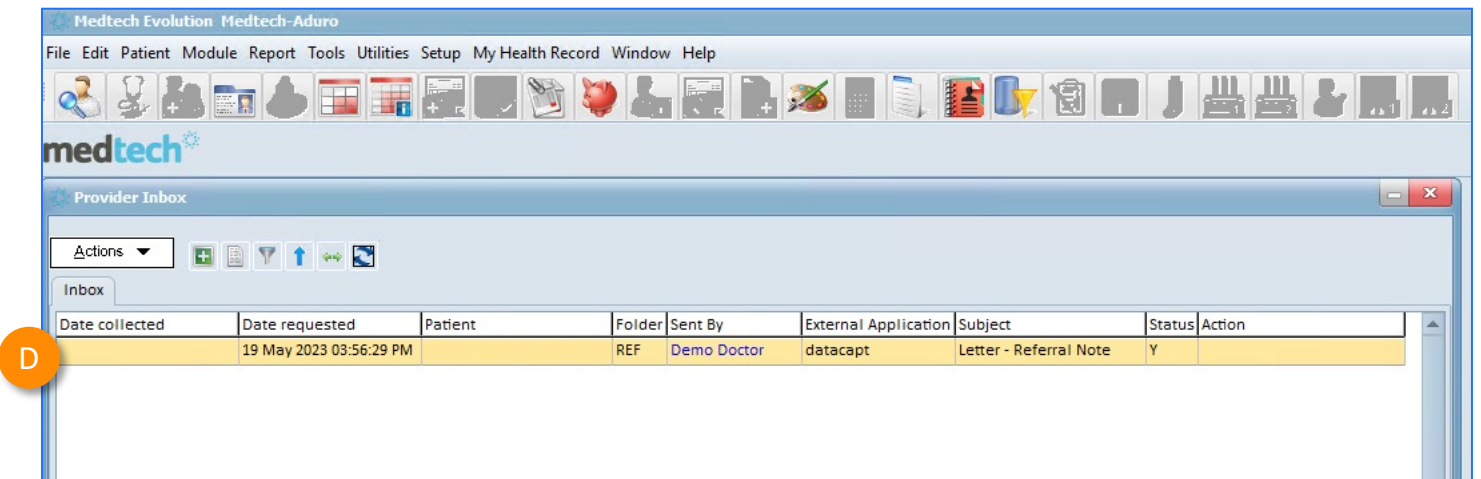
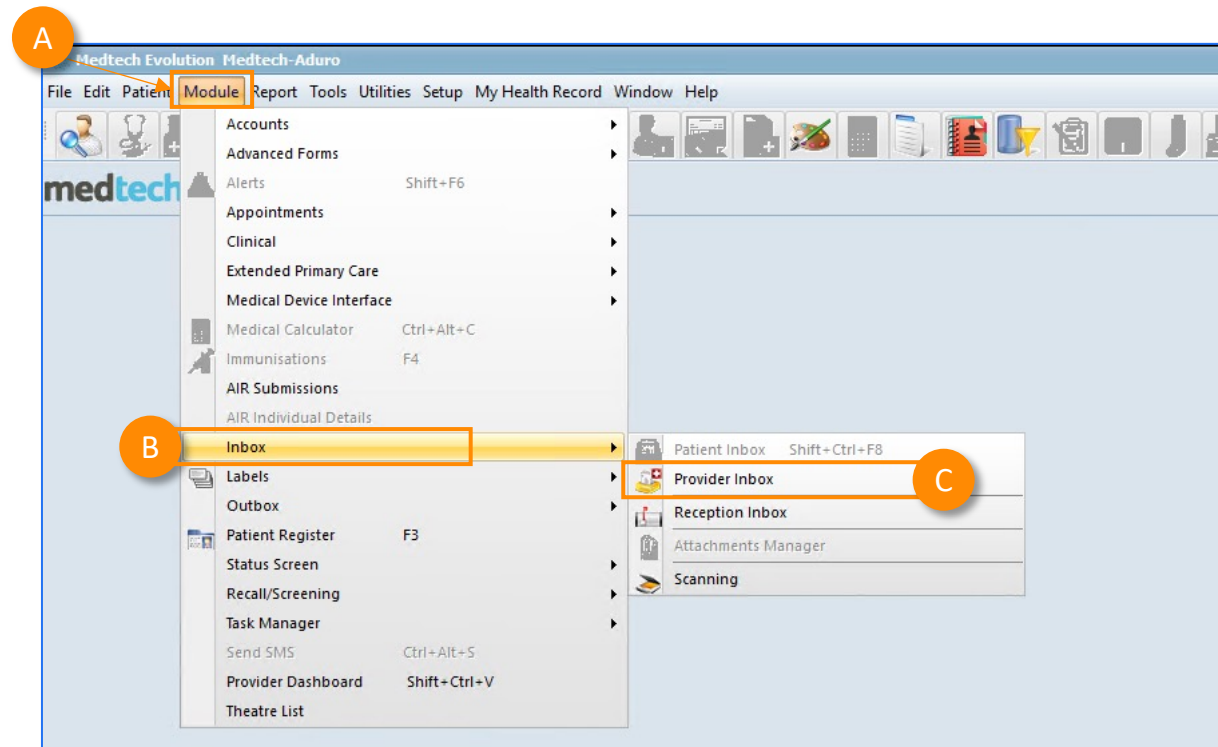


Step 7:

What happens after a referral has been made?

Viewing incoming reports

- A In the menu, click **Module**
- B Select **Inbox**
- C And choose **Provider Inbox**
- D Any messages waiting to be reviewed will be shown – click on the message to view it.

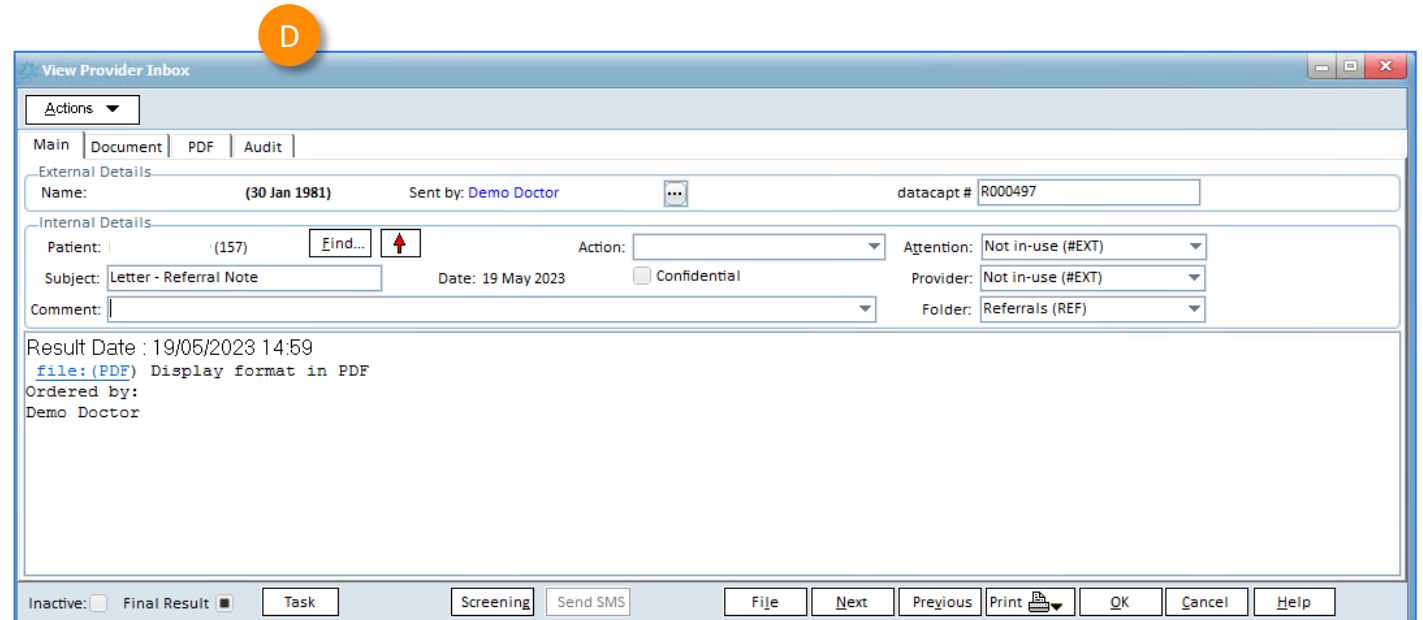
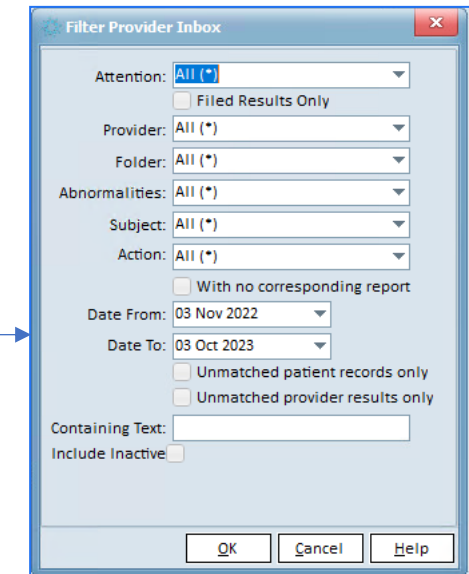
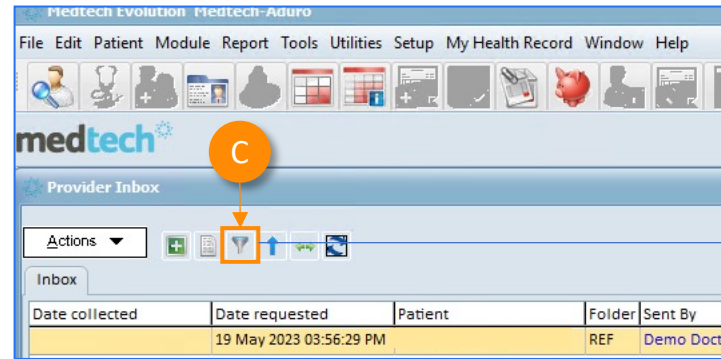


Step 7:

What happens after a referral has been made?

Viewing incoming reports (continued)

- C** You can use the filters to sort incoming correspondence.
- D** This is how a message is viewed

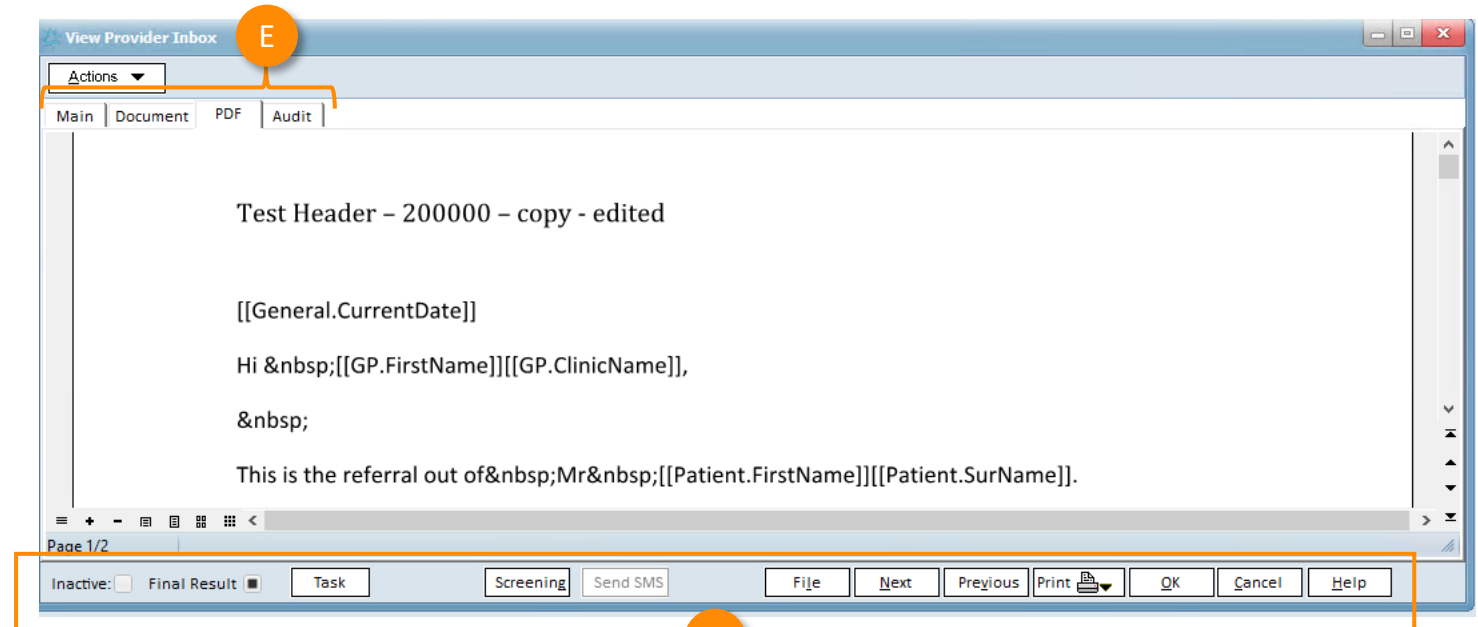


Step 7:

What happens after a referral has been made?

Viewing incoming reports (continued)

- E** Depending on the message type that is sent through, you can use the tabs at the top to change the message view e.g. PDF, Plain Text, etc.
- F** From this screen you can process the message as required e.g. File, Print etc.



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.