

User Guide

00.0.2026 ZM

HealthLink SmartForms for Zedmed

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



Your practice must be running Zedmed v35 or above to access the HealthLink SmartForms.

Submitting eReferrals from Zedmed

Using HealthLink SmartForms

SmartForms enable **Zedmed** 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:

**Managing SmartForms and eReferrals in
Zedmed**

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 your
Zedmed software...

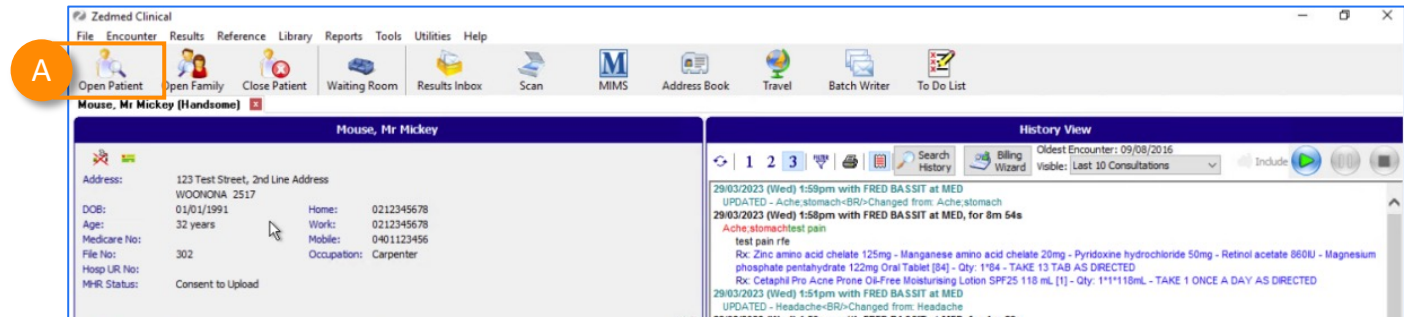
A First, search for the patient and open their
electronic medical record.
(Hotkey: F4)

Once the patient's file is open, there are
several ways to launch the HealthLink
forms page.

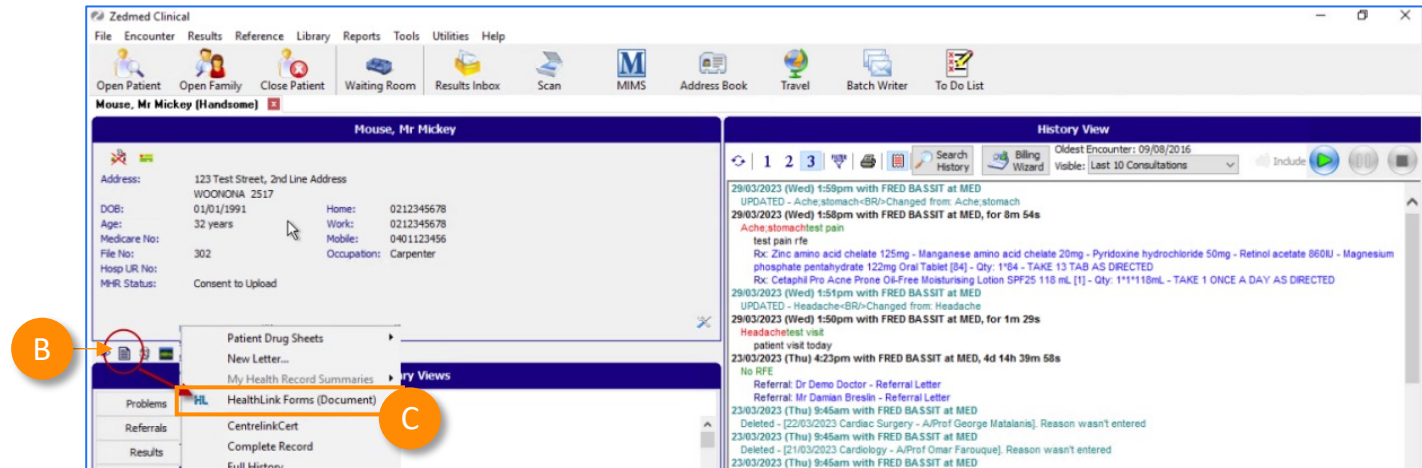
B One way is to click the **Quick Documents**
icon

C and select **HealthLink Forms (Document)**
from the pop-up menu.

Alternatives methods on the following page...



Method 1:



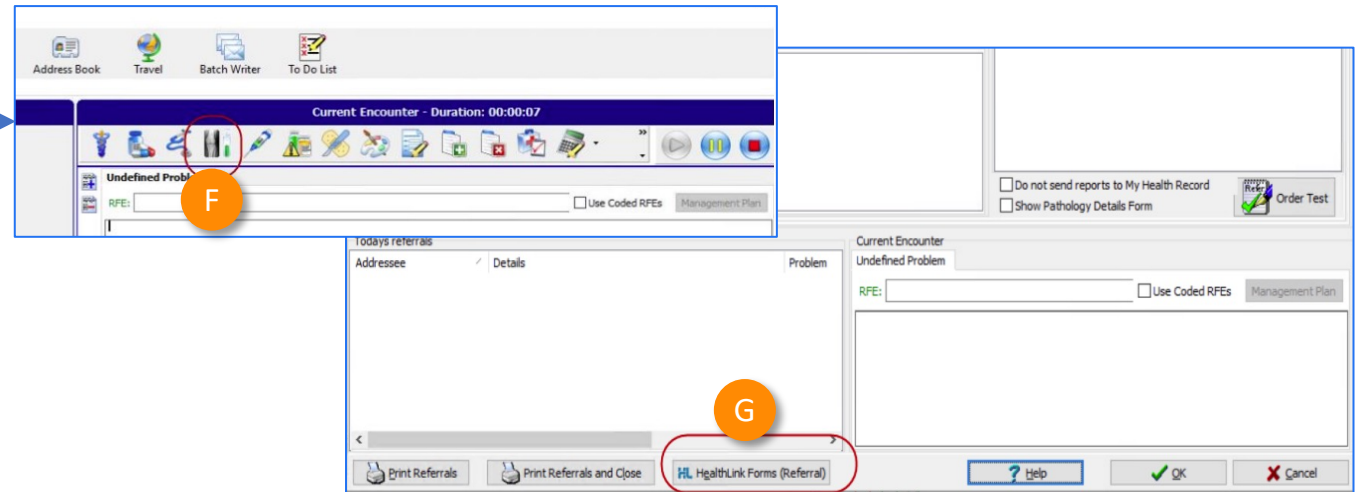
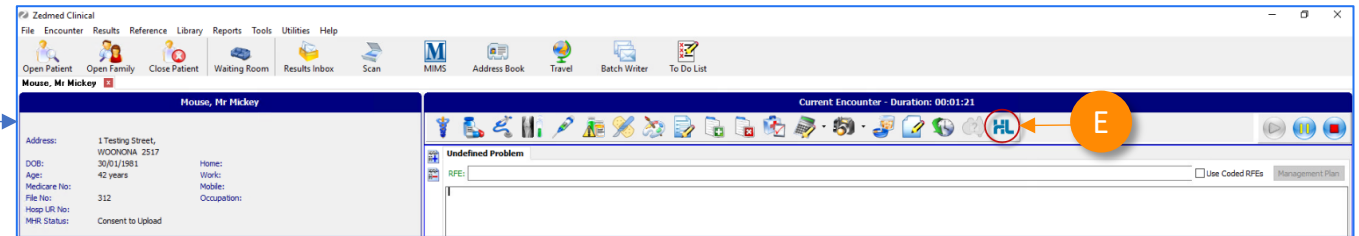
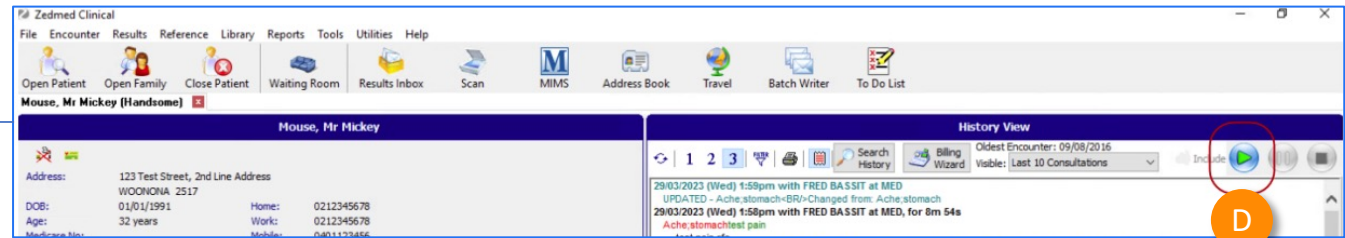
Step 1:

Accessing HealthLink SmartForms (eReferrals)

Alternatively, when you've opened the patient's medical record...

- D** Choose **Start Encounter**
- E** Then click the **HealthLink (HL)** icon
- Or
- F** Choose **Referral Icon** and
- G** Then click on the **Healthlink Forms (Referral)** Referral Module

Start Encounter



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 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 callout box highlights 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 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

MICKEY HEATLEY
8003602345688835
17/12/1967

Gender*

Female ▼

Gender Identity

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 Indigenous status*

Neither Aboriginal nor Torres Strait Islander origin ▼

Country of Birth

Referrer Information

889843
No Different Regular GP

Attachments / Reports

Interpretation Required*

☐ Yes ☒ No

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

☐ Yes ☒ No

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**

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* 

 **E**

✓ 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.

The screenshot shows the 'Diagnostic Reports / Patient Documents' form. On the left, a sidebar contains tabs: 'Requested Information' (General Surgery), 'Attachments / Reports' (highlighted with callout F), 'Medications, Allergies, Alerts', and 'Medical, Social and Family History'. The main area has two buttons: 'Browse for Patient Document' (callout H) and 'Browse for Local File' (callout J). Below these is a table of attachments. Callout G points to the table. A 'Submit' button and a 'Preview' button are at the top right.

☐	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. The main area contains a 'Name' field, 'Date from' (08/01/2019) and 'Date to' (08/07/2021) fields with calendar icons, a 'Search' button, and 'Attach' and 'Cancel' buttons. Below is a table of files. Callout I points to the table.

☐	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:

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

[Attachments / Reports](#)

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-O 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

HPI-I
8003611566681627

Name
Full name
Sam Entwistle 

Practice name
Millstone Family Practice

Practice Address

Medical Registration Number

HPI-O
123456

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

Print

Gastroenterology - Grampians Health Ballarat



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:

Referral Date:

Referral Continuation:

Referral Period:

Patient's preferred contact method:

Dr Timothy Elliot

20/02/2026

New

Indefinite

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 Any HealthLink SmartForm referral created for a patient can be viewed and interacted with in Zedmed's **Summary Views** section of the patient's record .

Locating a patient's referral/document...

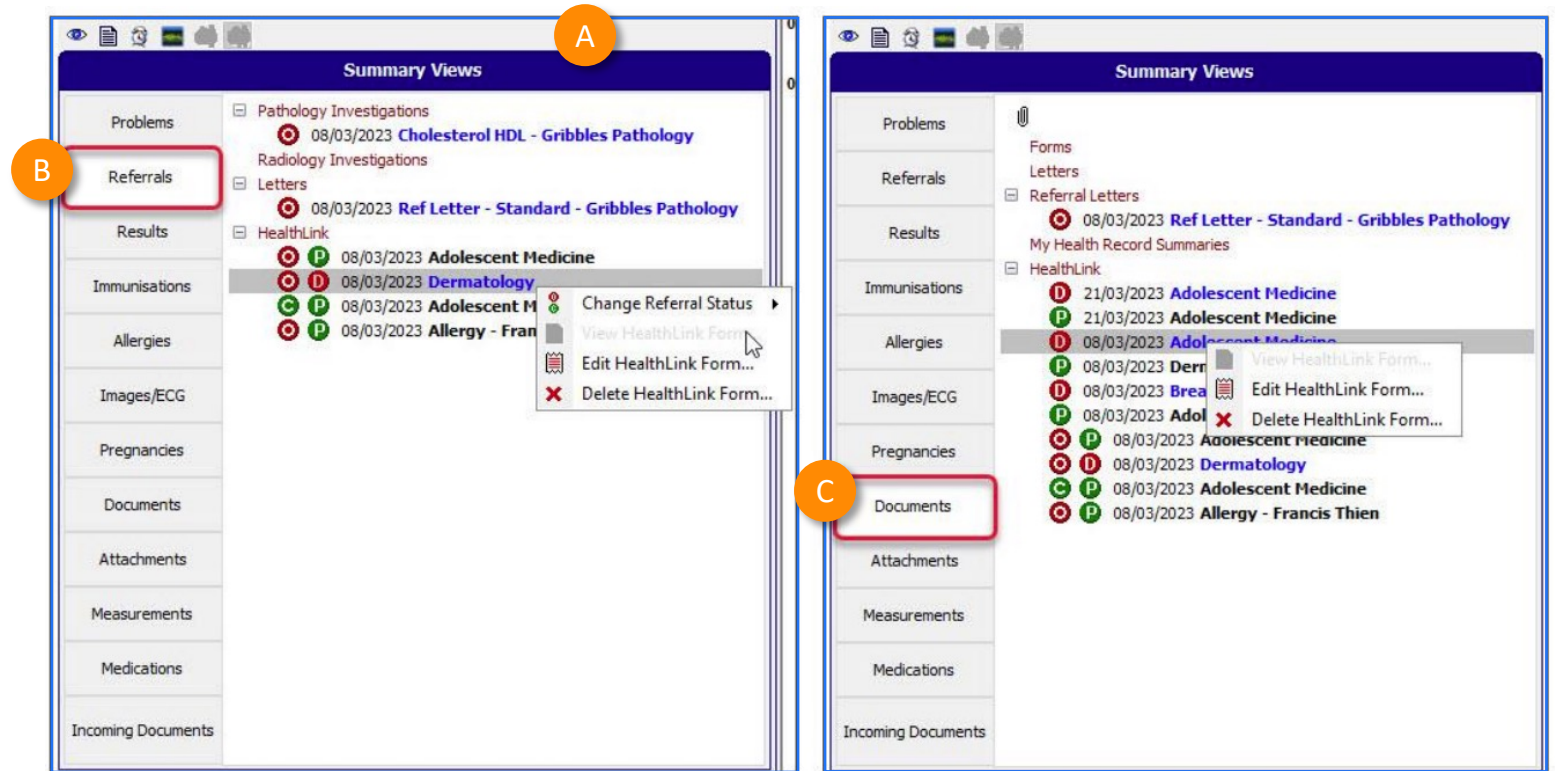
B If a referral is done through an Encounter, then it will go into the **Referrals** tab.

C If a referral is done through Quick Documents, it will show in the **Documents** tab.

Note: You can locate 'parked' and 'auto-saved' forms here too.

Note: Users need to right click on the item they want to edit / update.

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



Zedmed status options manually selected by doctor:

- O** Open - referral not been actioned or discussed with the patient.
- C** Closed - referral has been discussed with the patient or no action is required.

HealthLink status options:

- D** Draft - the referral/document has not been submitted.
- P** Processed - the referral/document has been submitted.
- A** Awaiting Acknowledgement – the referral has been submitted, waiting for an Acknowledgement from the Referred To service.

Step 6: Accessing submitted forms

A A copy of the submitted form can be found in the **Summary View > Referrals** section

B Or the **Summary View > Documents** section

The screenshot displays the Zedmed Clinical software interface for a patient named Mickey Mouse. The top menu bar includes File, Encounter, Results, Reference, Library, Reports, Tools, Utilities, and Help. Below the menu is a toolbar with icons for Open Patient, Open Family, Close Patient, Waiting Room, Results Inbox, Scan, MIMS, Address Book, Travel, Batch Writer, and To Do List. The patient's name, Mickey Mouse, is displayed at the top of the main window. The left sidebar shows a list of Summary Views: Problems, Referrals, Results, Immunisations, Allergies, Images/ECG, Documents, Attachments, Measurements, Medications, and Incoming Documents. The Referrals and Documents sections are highlighted with orange boxes and labeled A and B respectively. The main window displays a list of referrals for Mickey Mouse, including dates, times, and locations. The bottom of the window shows a list of documents, including a referral letter from Dr. Rahul Sonar (HL) dated 14/11/2018.

Mouse, Mr Mickey

Address: 123 Test Street, WOONONA 2517
DOB: 01/01/1991 Home: 0212345678
Age: 32 years Work: 0212345678
Medicare No: Mobile: 0401123456
File No: 302 Occupation:
Hosp UR No:
MHR Status: Consent to Upload

Summary Views

- Problems
- Referrals**
- Results
- Immunisations
- Allergies
- Images/ECG
- Documents**
- Attachments
- Measurements
- Medications
- Incoming Documents

14/11/2018 Referral Letter - Dr Rahul Sonar (HL)
14/11/2018 Referral Letter - Dr Rahul Sonar (HL)
12/11/2018 Referral Letter - Standard - Dr Rahul Sonar (HL)
12/07/2018 Referral Letter - Dr Alex Joseph
17/05/2018 Referral Letter - Mr Colin Wilce
09/02/2018 Referral Letter - Rajab Nabi
11/10/2017 Referral Letter - Dr Test Specialist
31/05/2017 Referral Letter - Central Referral Service
29/05/2017 Referral Letter - Central Referral Service
14/12/2016 Referral Letter - Mr Damian Breslin
23/11/2016 Referral Letter - Kyle Macdonald (HL)

My Health Record Summaries
HealthLink
30/05/2023 Eastern... Thien

View HealthLink Form...
Edit HealthLink Form...
Delete HealthLink Form...

Step 7:

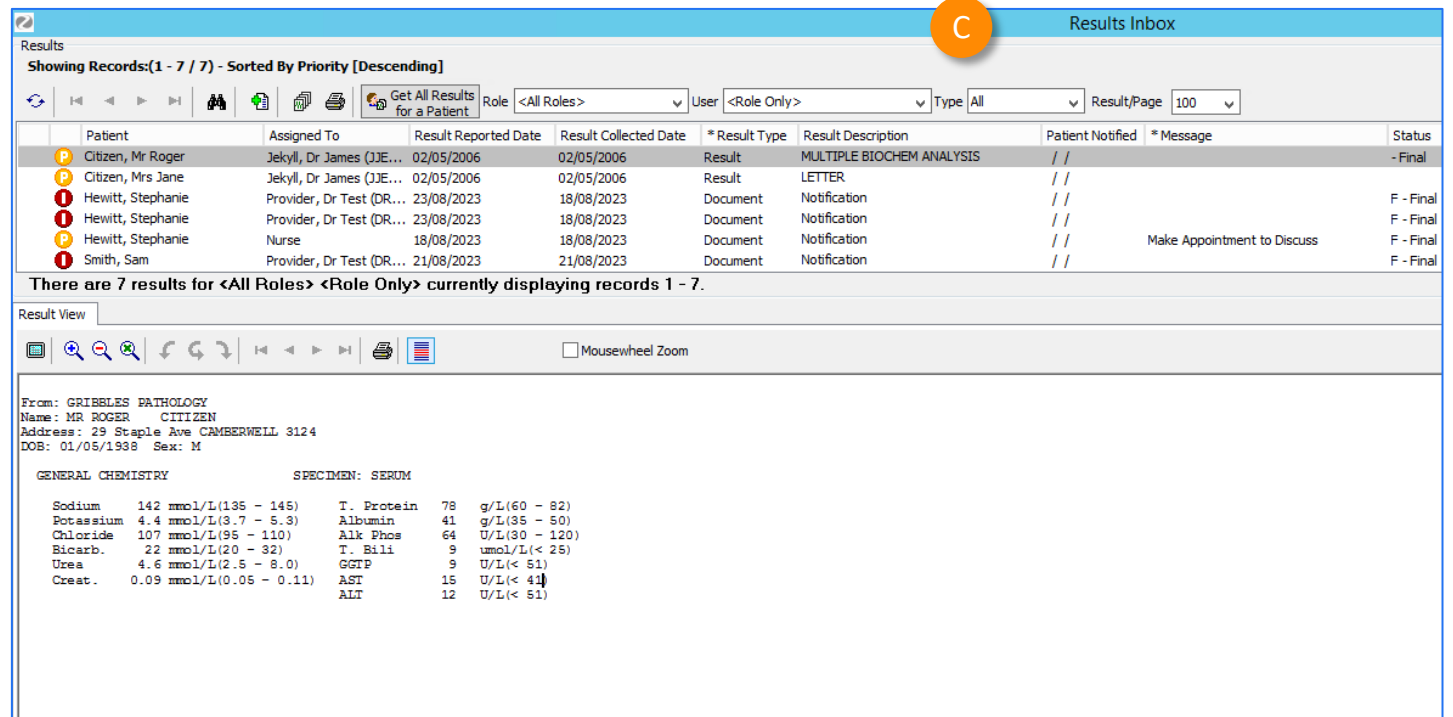
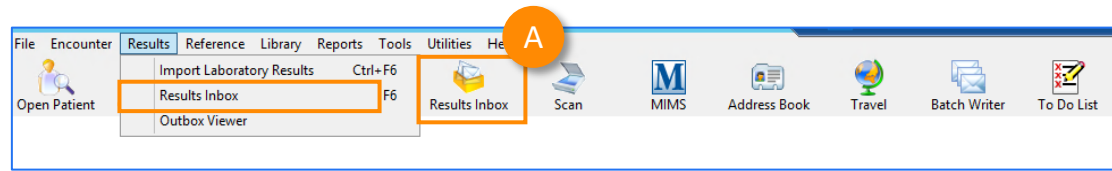
What happens after a referral has been made?

Viewing incoming reports

A Click on 'Results Inbox' or go Results > Results Inbox.

B Use the selection tool bar to filter results such as choosing 'Role' and 'User'.

C This will bring up a list of results for the selected filters.



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.