HealthLink

Grampians Health

User Guide

25.02.2026 MD

HealthLink SmartForms for Medical Director Clinical

MedicalDirector

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

Your practice must be running Medical Director Clinical 3.16 or above to access the HealthLink SmartForms.

Submitting eReferrals from Medical Director Clinical

Using HealthLink SmartForms

SmartForms enable **Medical Director** 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:

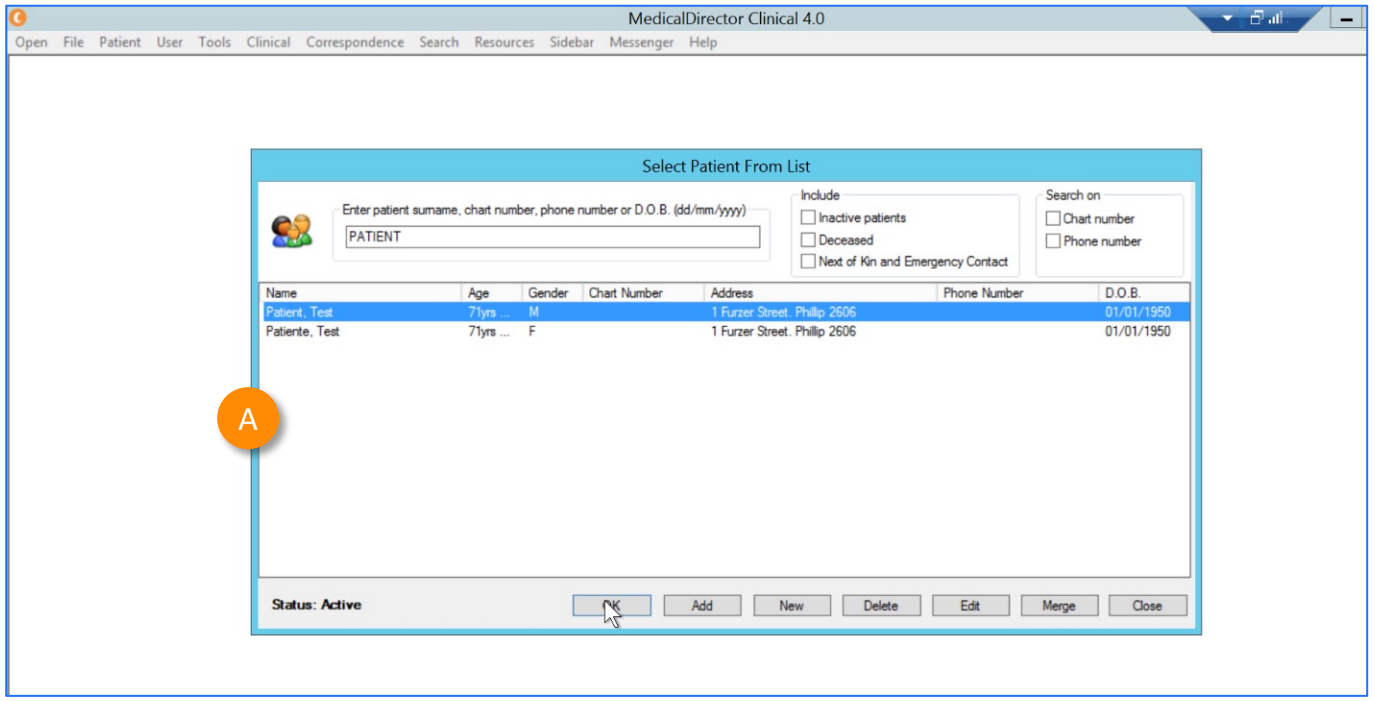
Accessing HealthLink SmartForms (eReferrals)

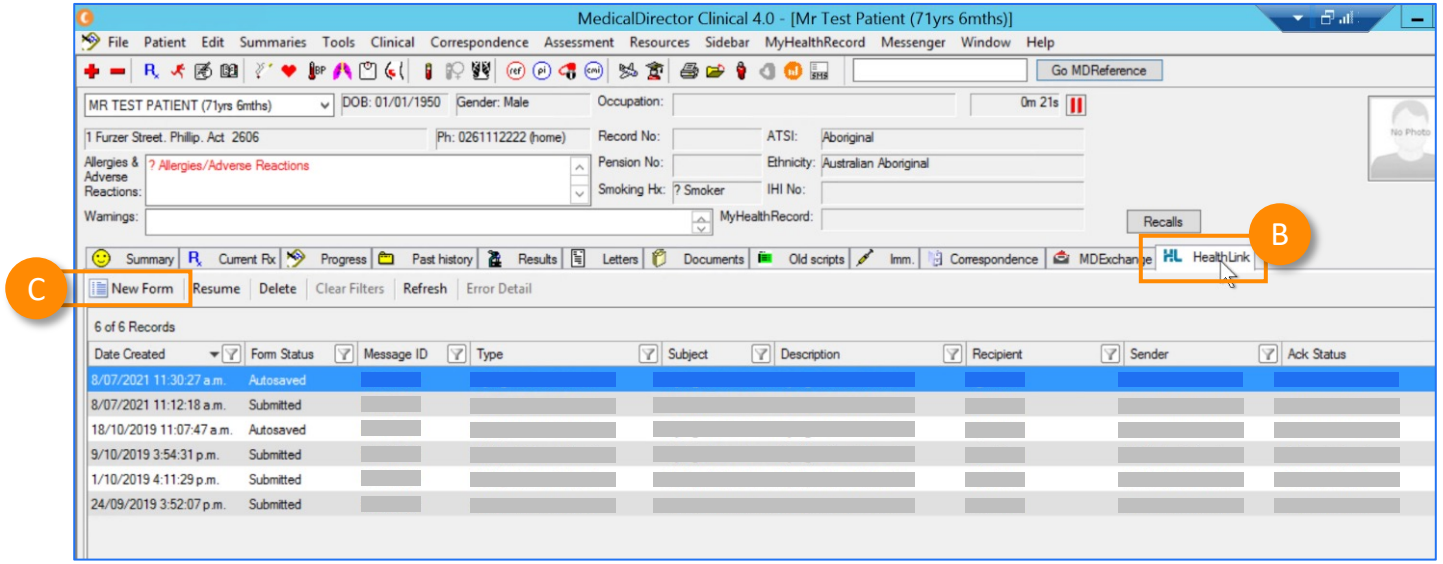
To access the forms within your Medical Director software…

A First, search for the patient and open their electronic medical record.

B Then click the **HealthLink tab.**

C Now click on the **New Form** button to launch the **HealthLink home page.**





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**.

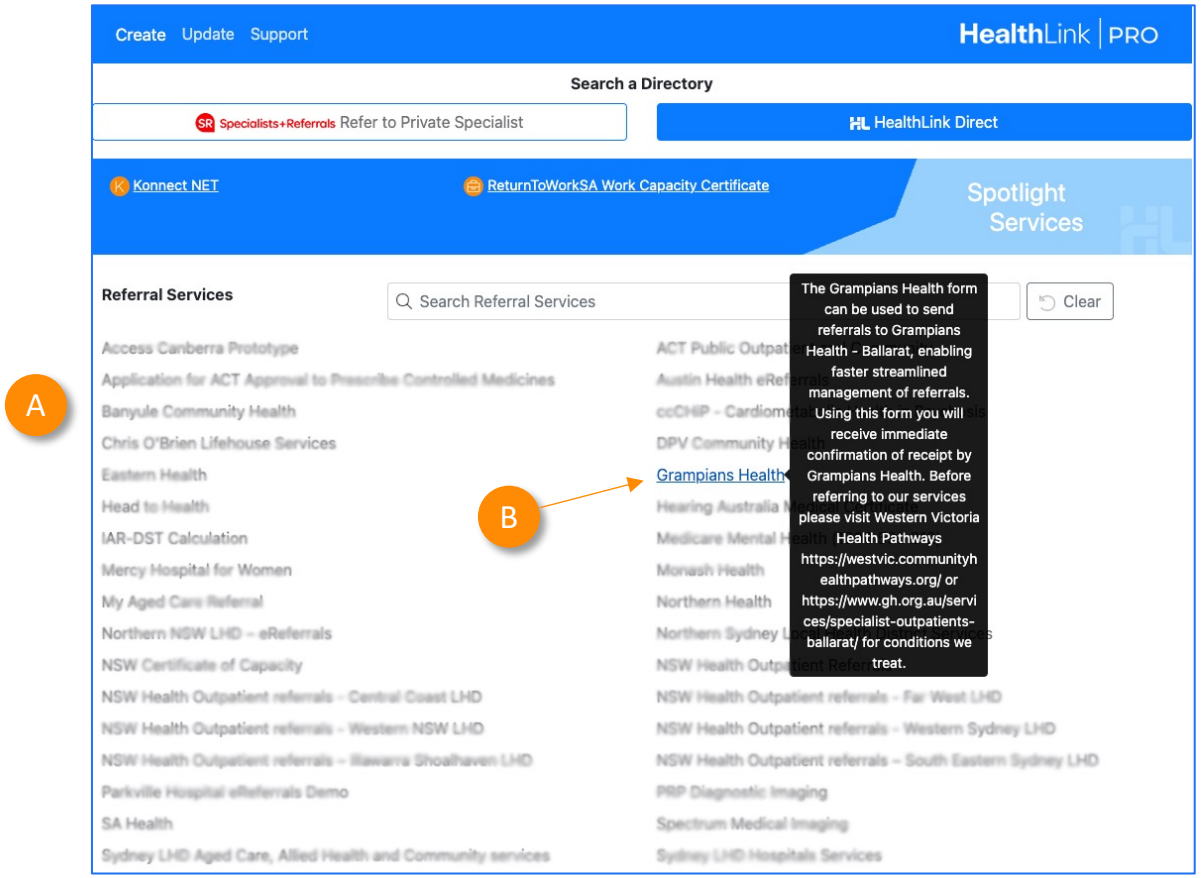
To launch the SmartForm, **Grampians Health** require you to then:

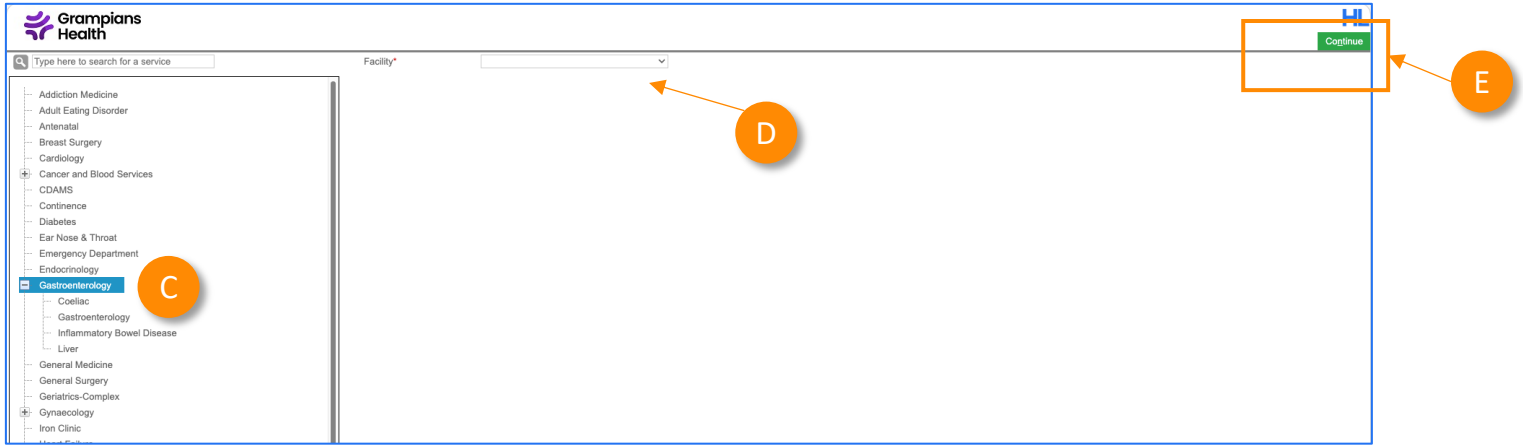
C
- **select a specific service** and

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:

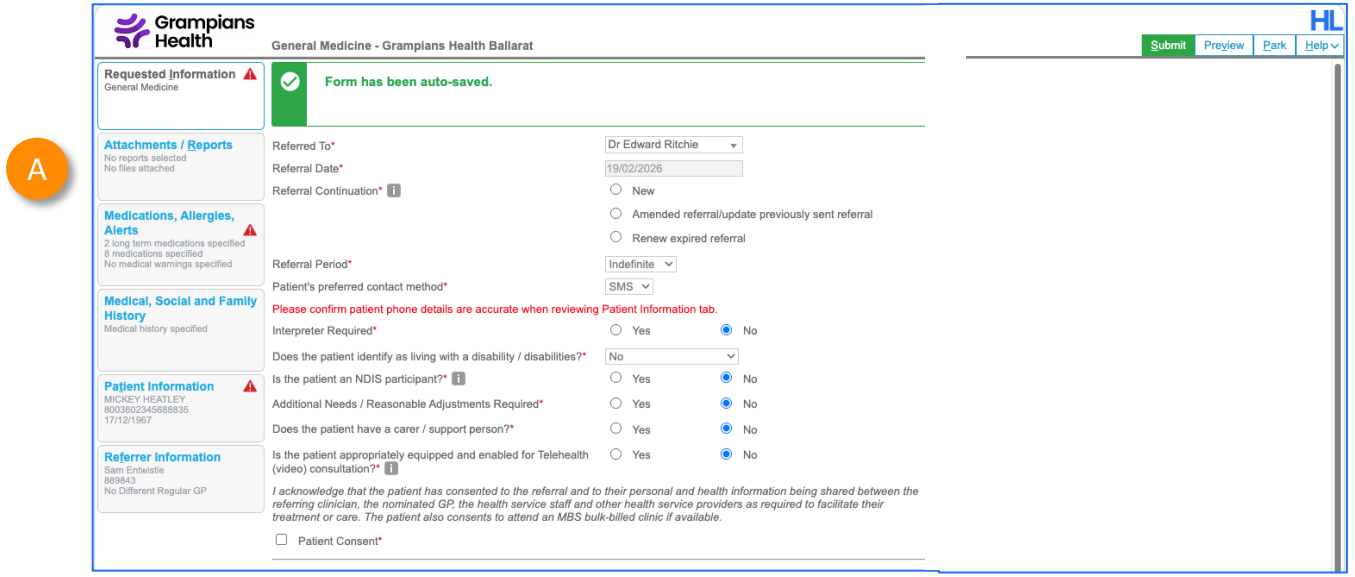
Completing the form

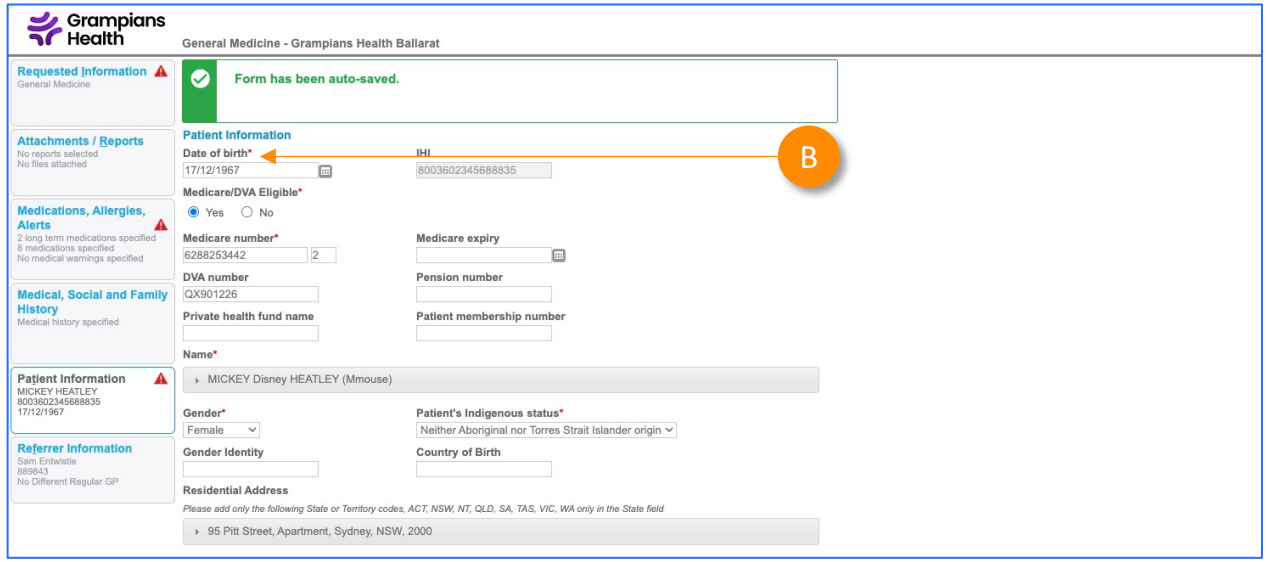
Now you've loaded the form to complete and submit.

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.





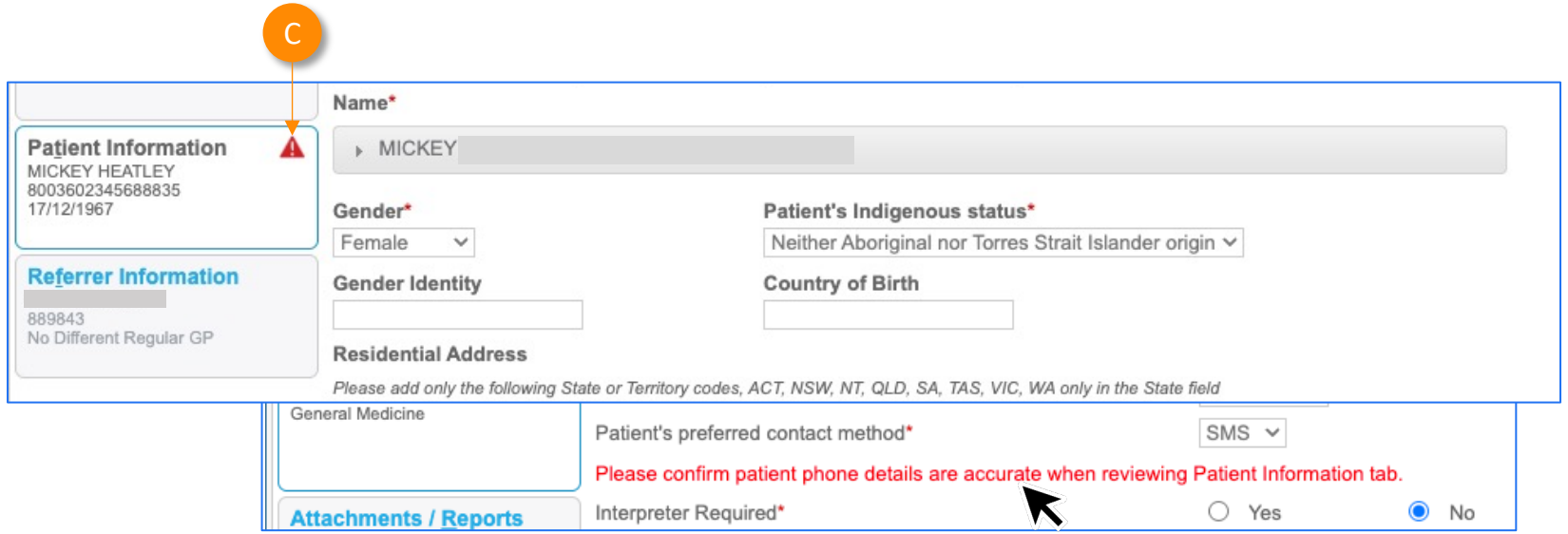
Step 3:

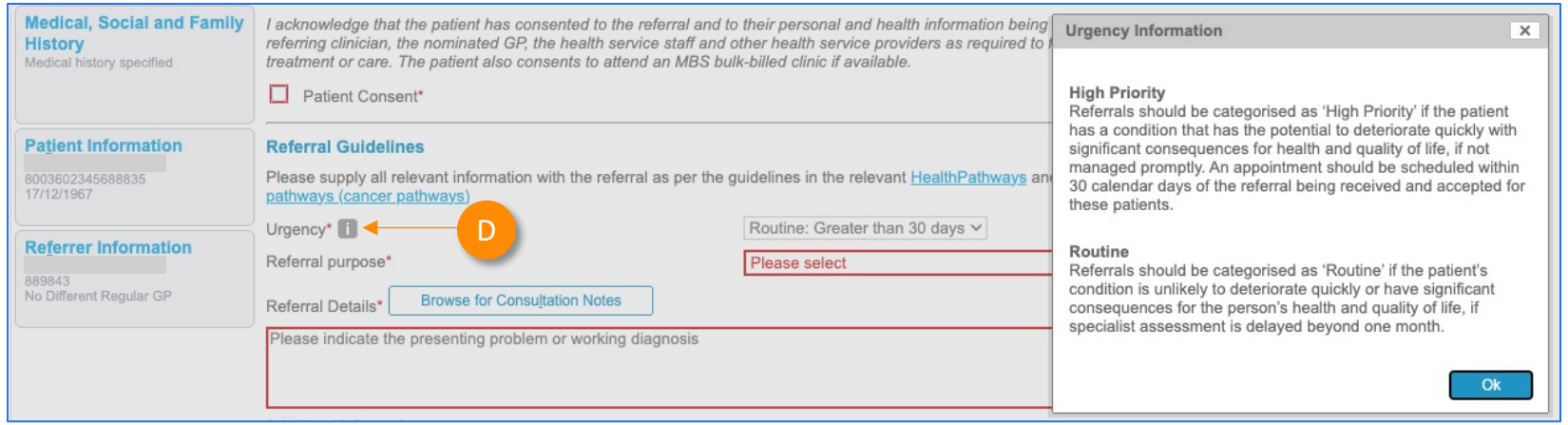
Completing the form

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**.



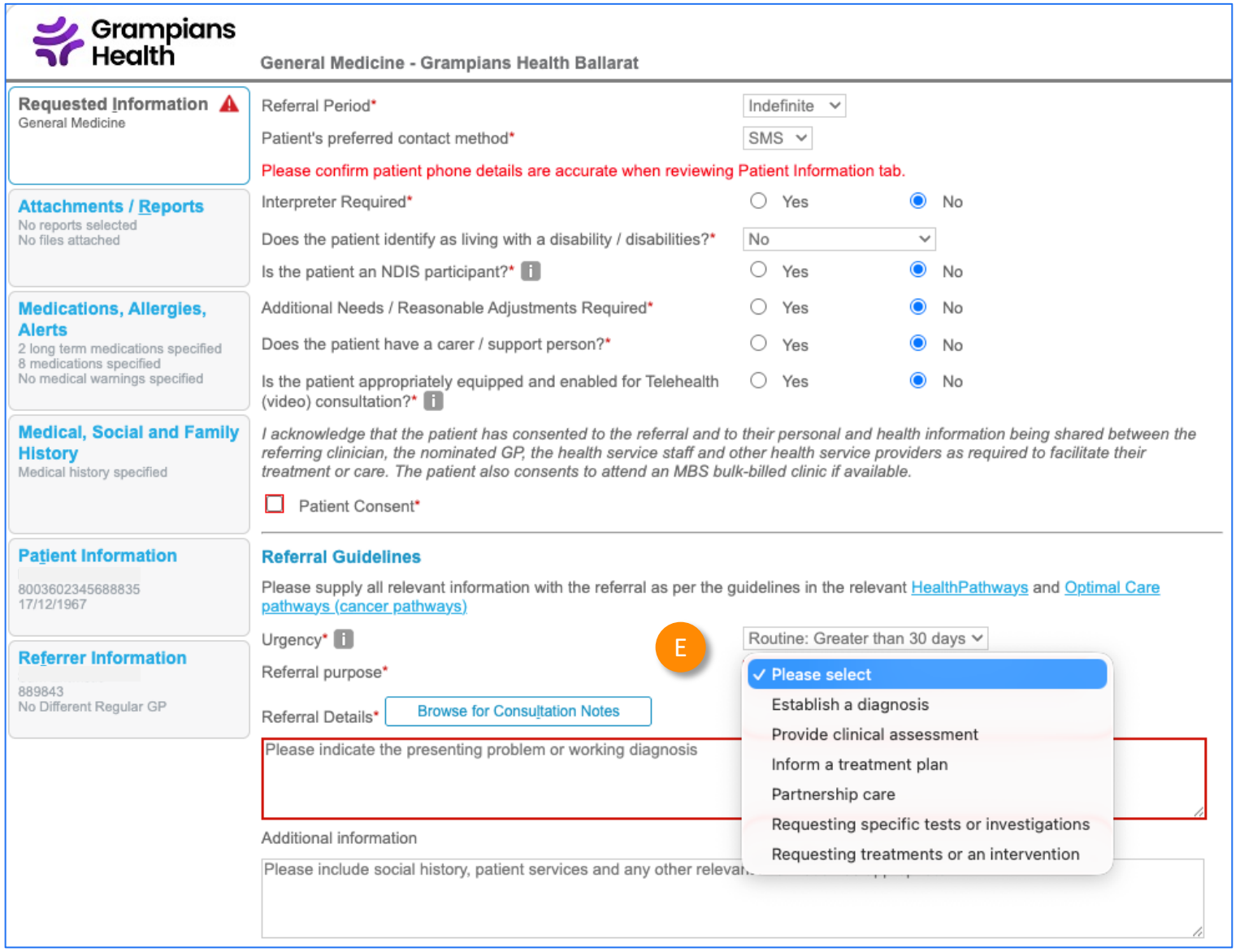


Step 3:

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.

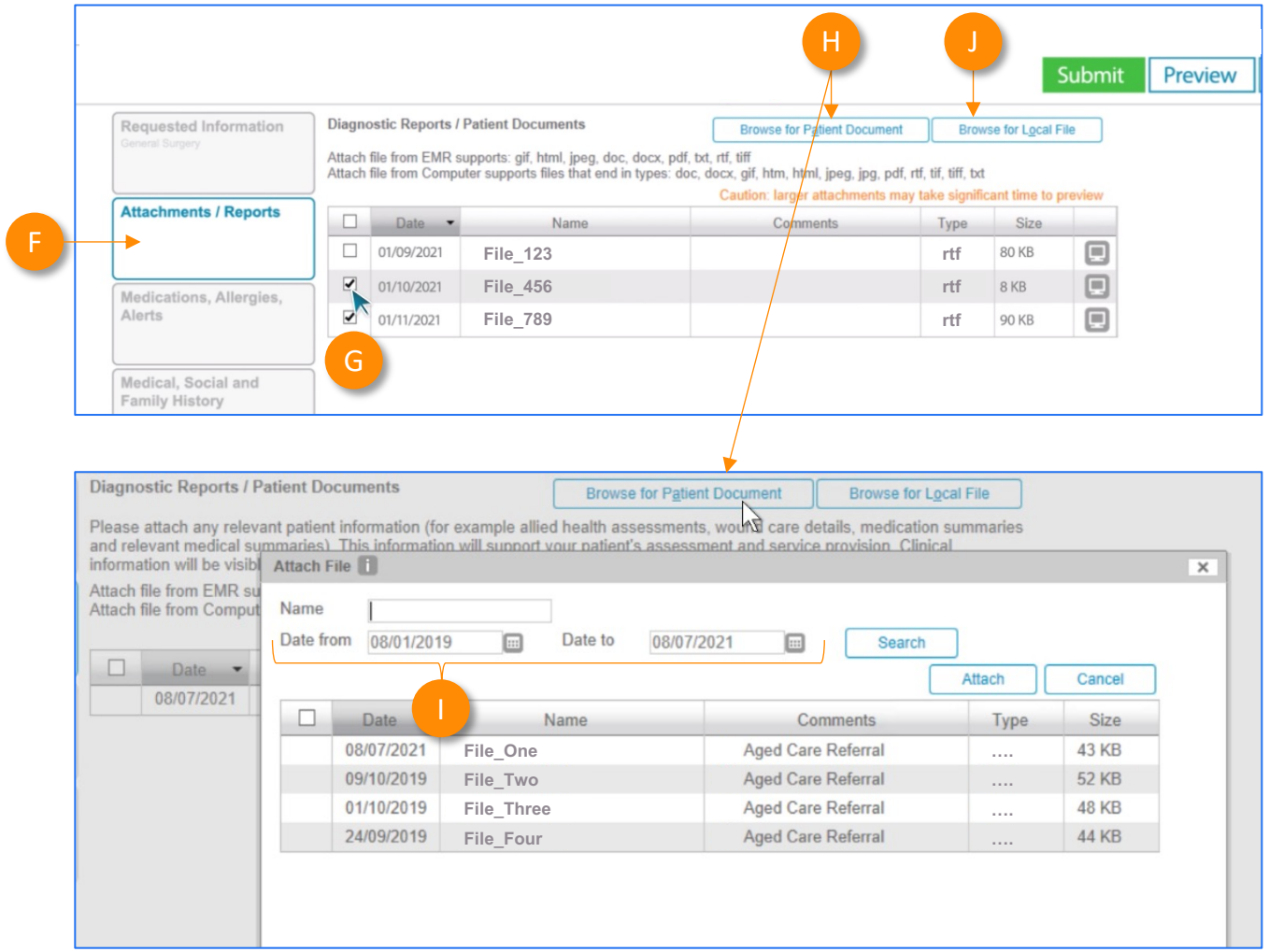
G You can select any item from the **table** – showing you patient medical records captured from the **last six months**.

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.

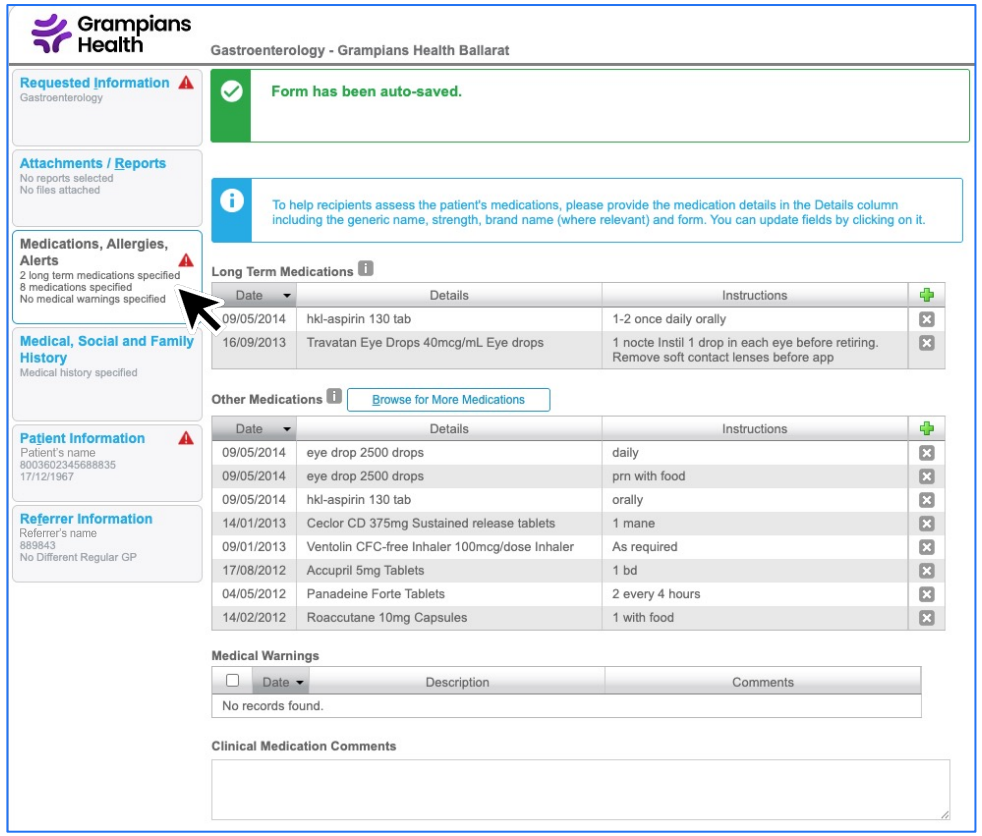


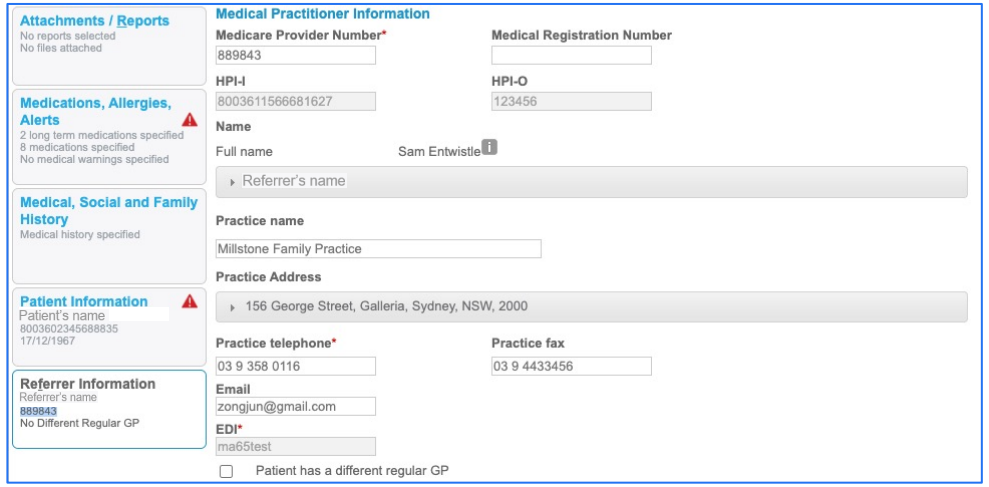
Step 3:

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.





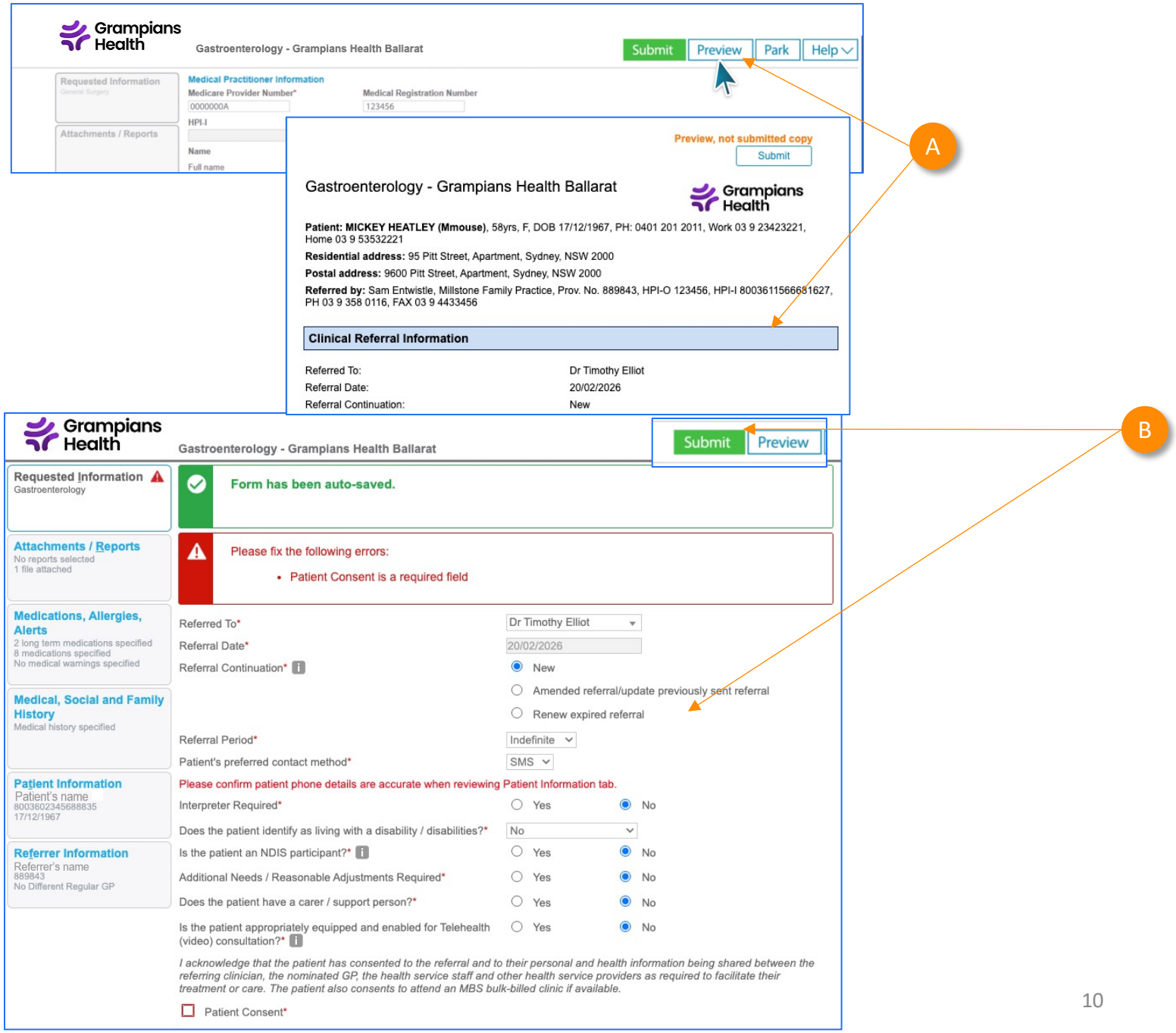
Step 4:

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

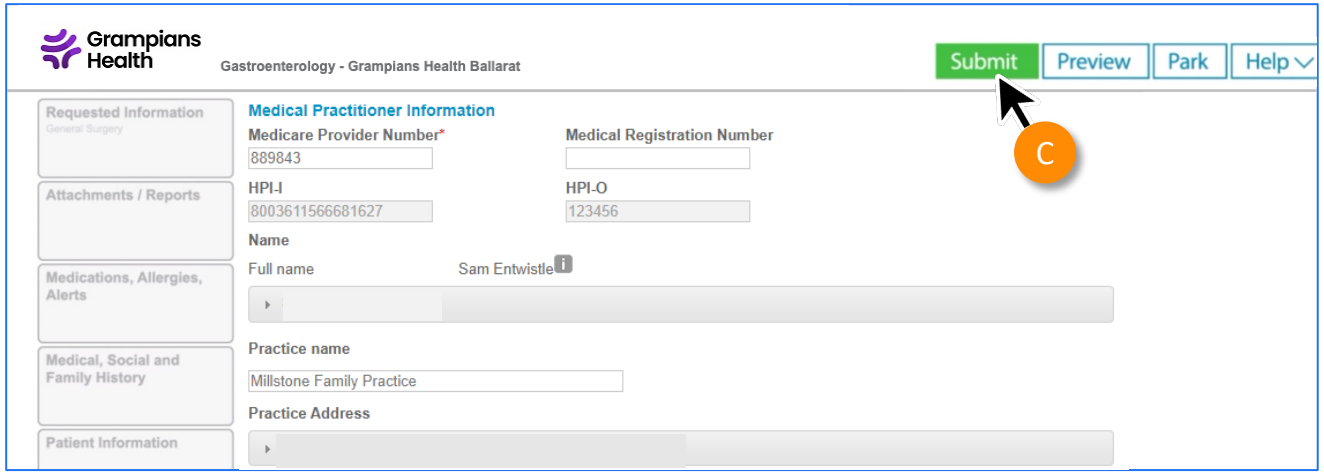
Submitting

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.

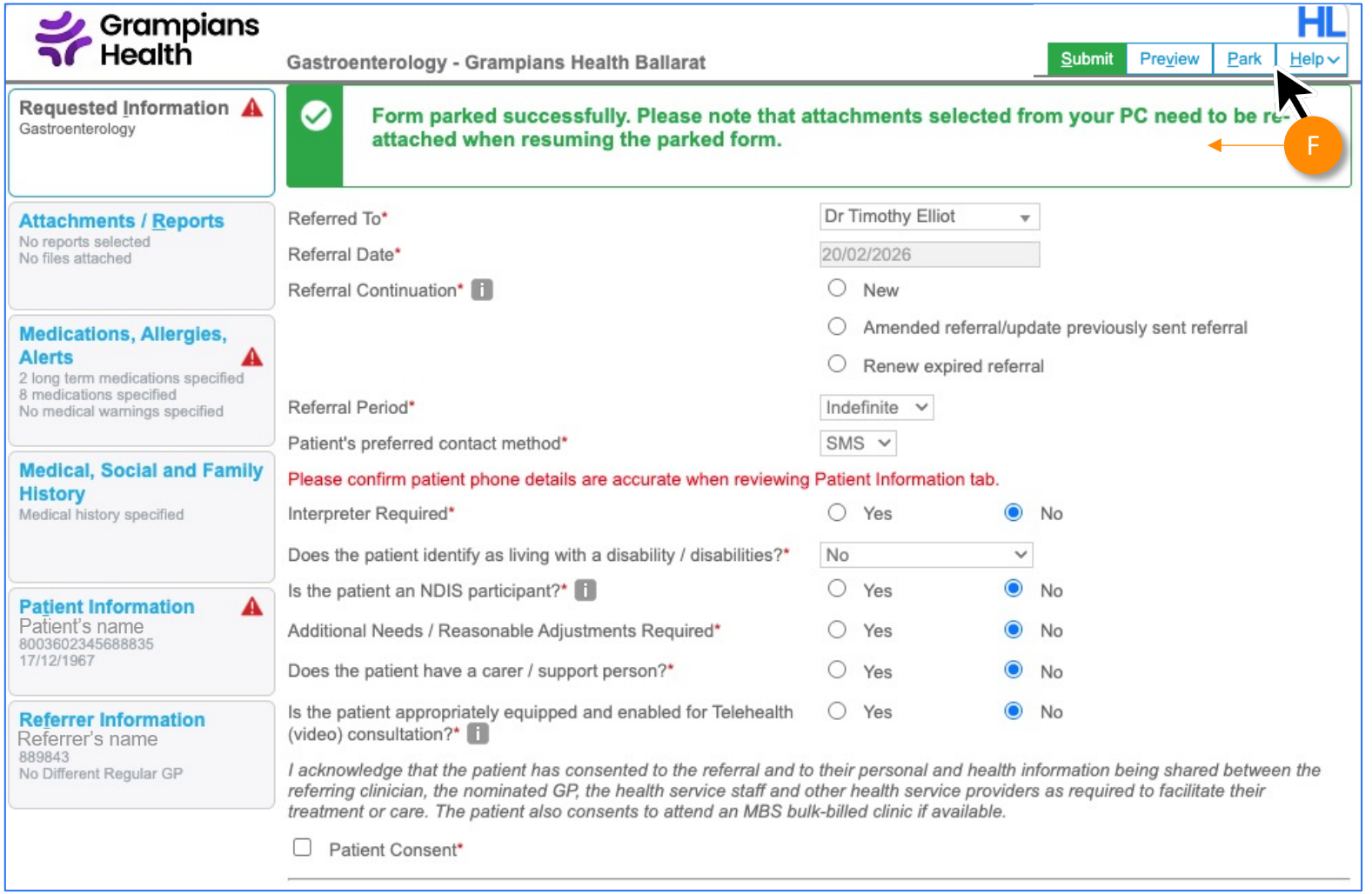


Step 4:

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:

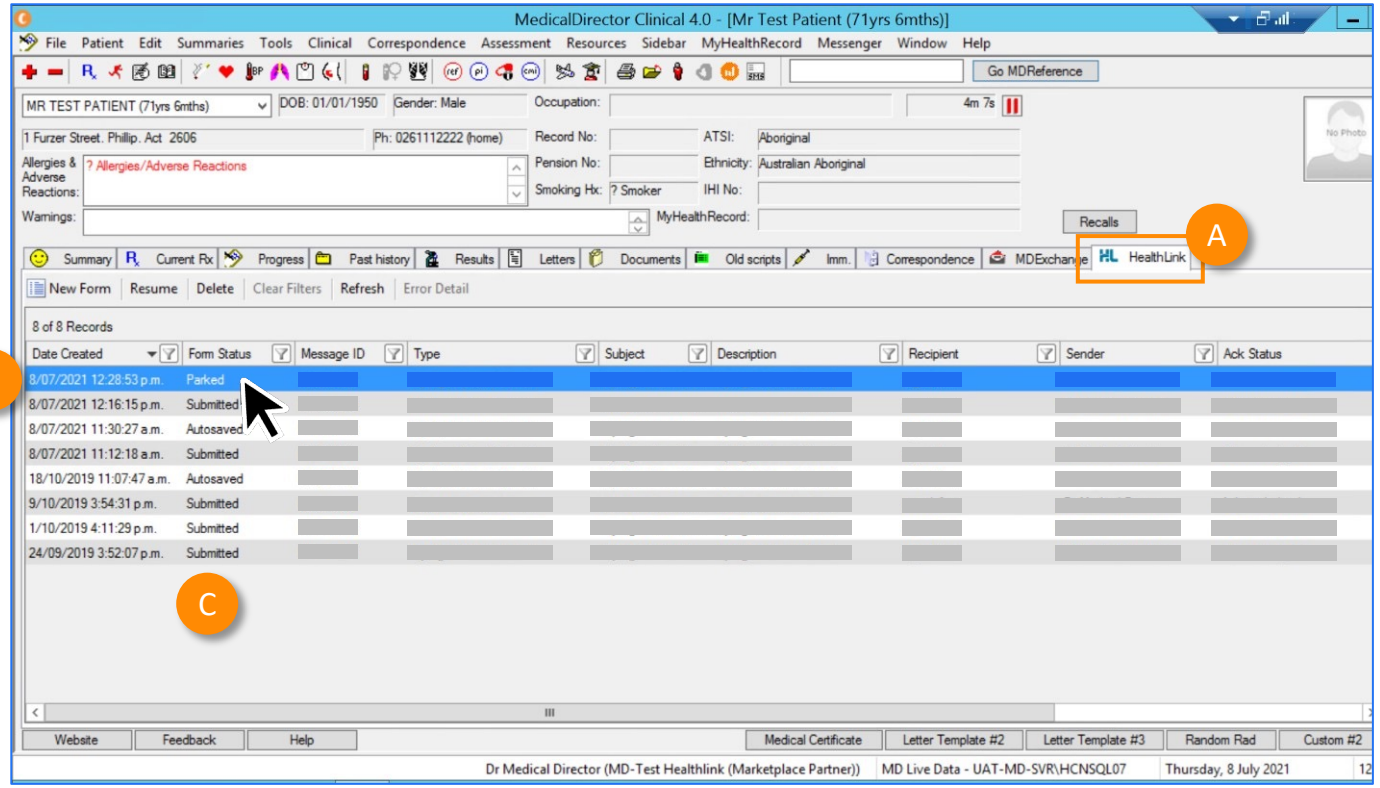
Accessing parked and auto-saved forms

A To access parked or auto-saved forms, from the patient's record, select the **HealthLink tab.**

B From the available list, **double-click on the Parked** or **AutoSaved** form you would like to open.

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

C You can also use this area to see previously **submitted** forms.



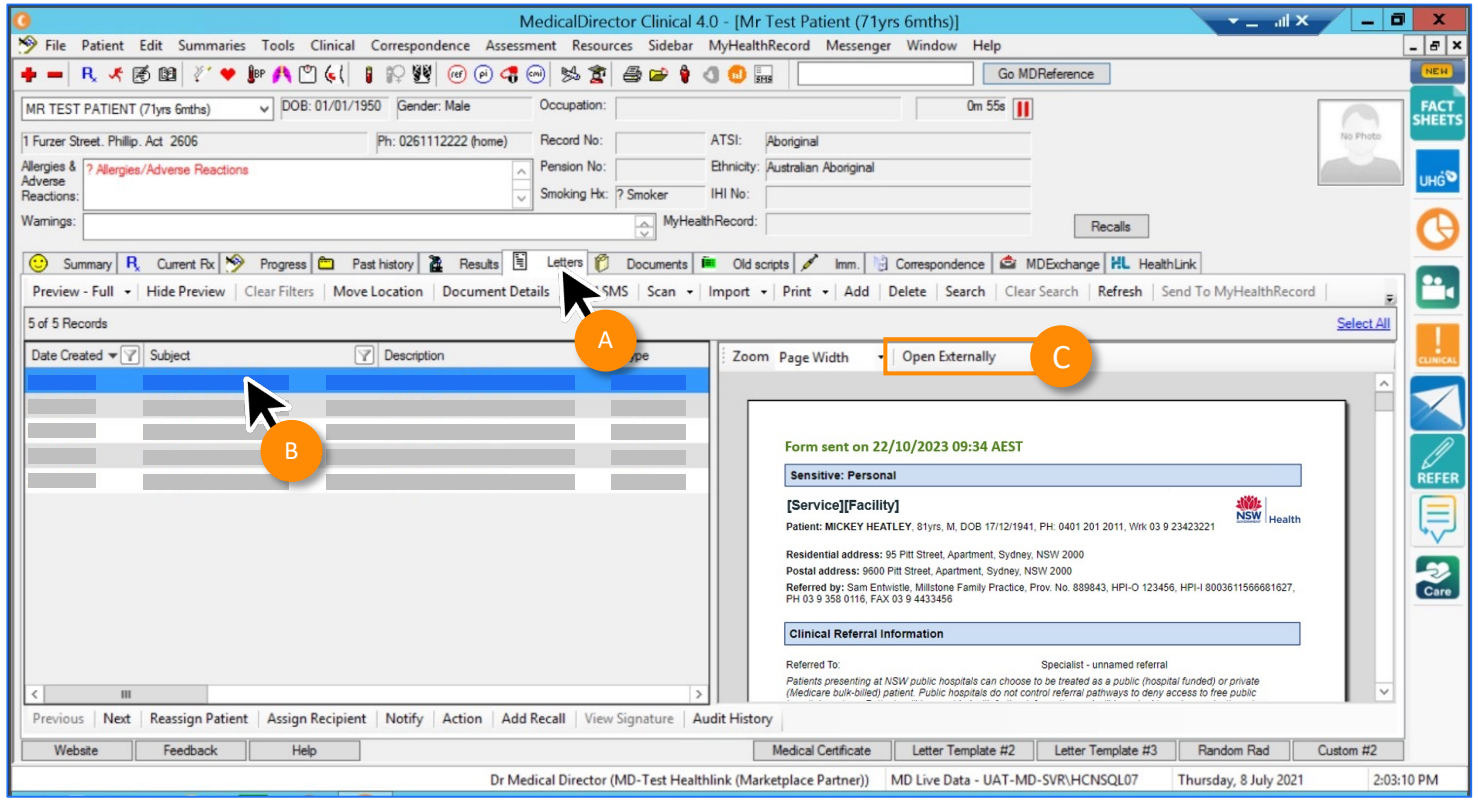
Step 6:

Accessing submitted forms

A A copy of the submitted form can be viewed by selecting the **Letters** tab

B and then **Double-clicking the submitted form**.

C Alternatively, if you have the preview panel enabled, simply click the **Open Externally** button on the letter preview.



Step 7:

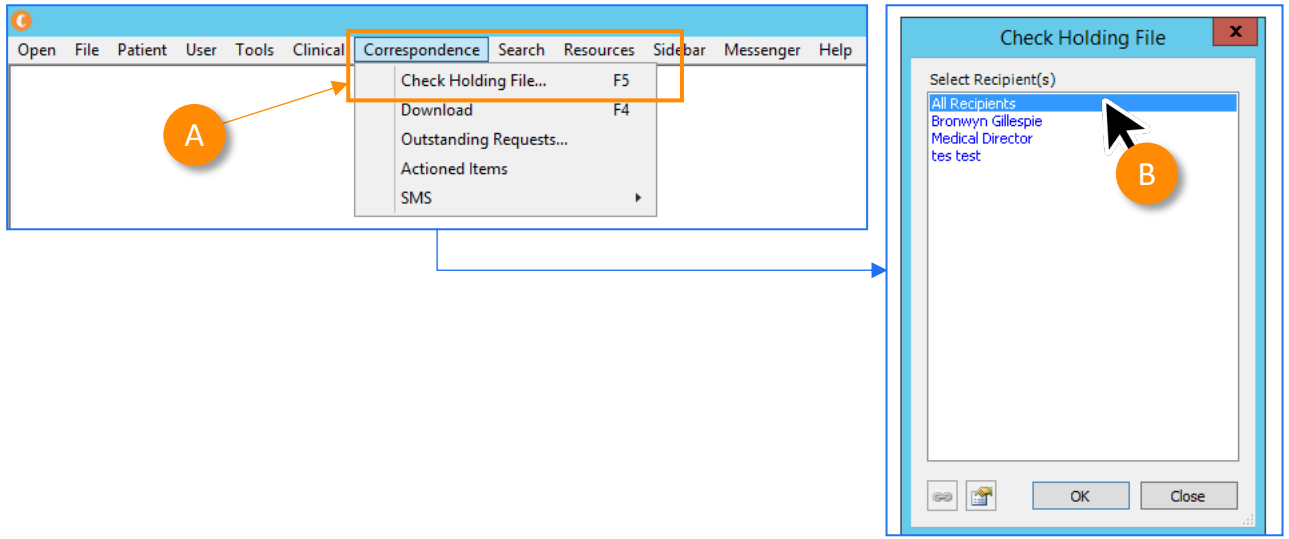
What happens after a referral has been made?

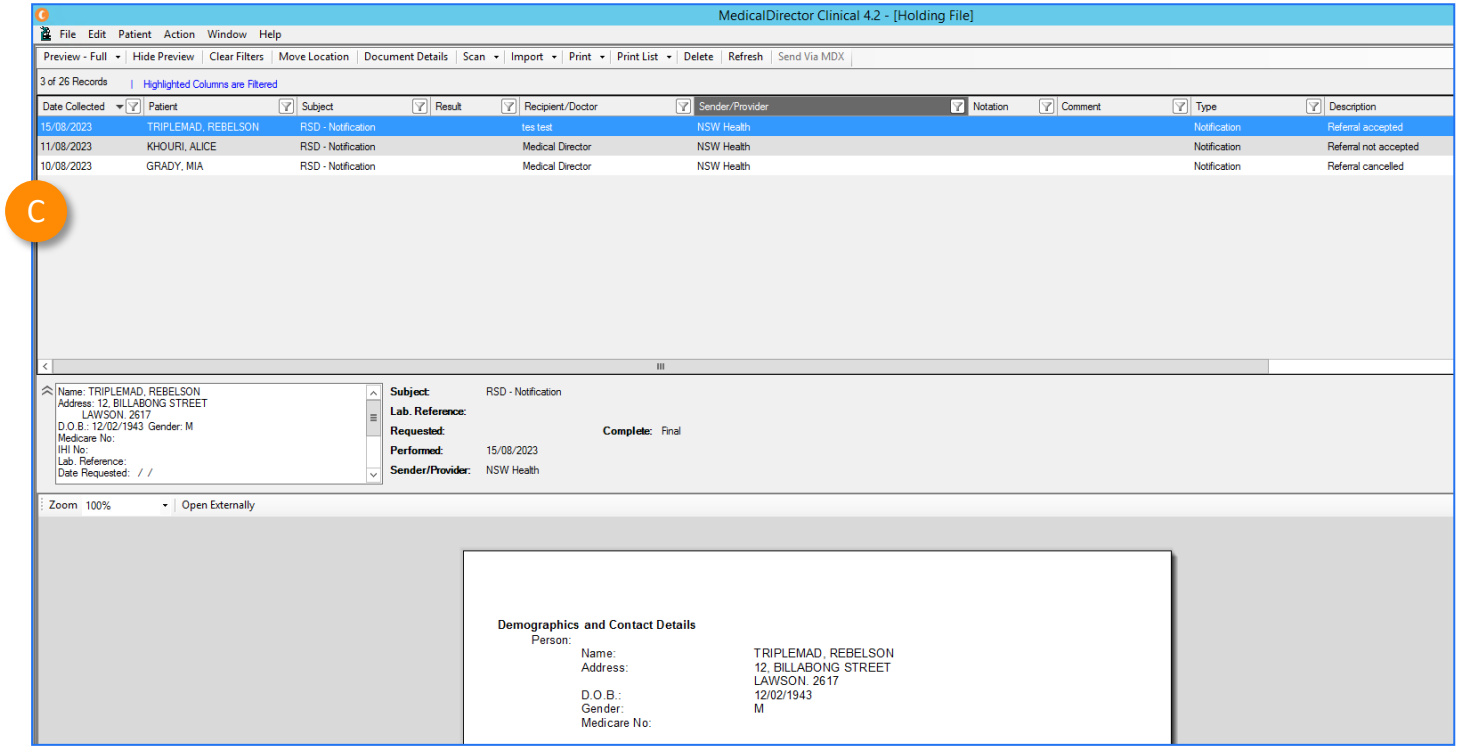
Viewing incoming reports

A Click **Correspondence** from the menu and select **Check Holding File…**

B **Select Recipient(s):** who the messages are addressed to e.g. Yourself or All Recipients.

C Here you can open and view incoming reports and allocate them to other users or to the patient.





Helpdesk
Phone: 1800 125 036
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Monday to Friday (Except Public Holidays)
8:00am – 6:00pm

www.healthlink.com.au

HealthLink

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