HealthLink

Grampians Health

User Guide

25.02.2026 GE

HealthLink SmartForms for Genie

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

Your practice must be running Genie v8.8 or above to access the HealthLink SmartForms.

Submitting eReferrals from Genie

Using HealthLink SmartForms

SmartForms enable **Genie** 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.

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?

HealthLink Technical Support

Email: helpdesk@healthlink.net

Phone: 1800 125 036

Step 1:

Accessing HealthLink SmartForms (eReferrals)

To access the forms within your Genie software…

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

A **Open > Patients** from the main menu.

B Search for the patient you require.

C Select the patient and their record will come up.

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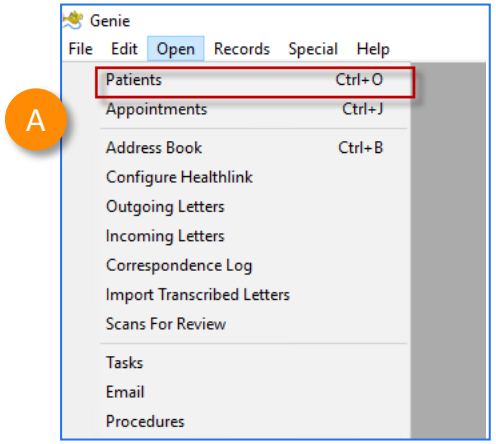
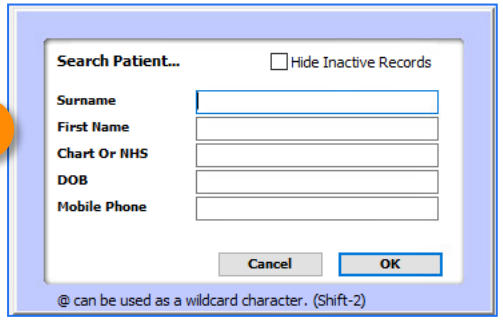
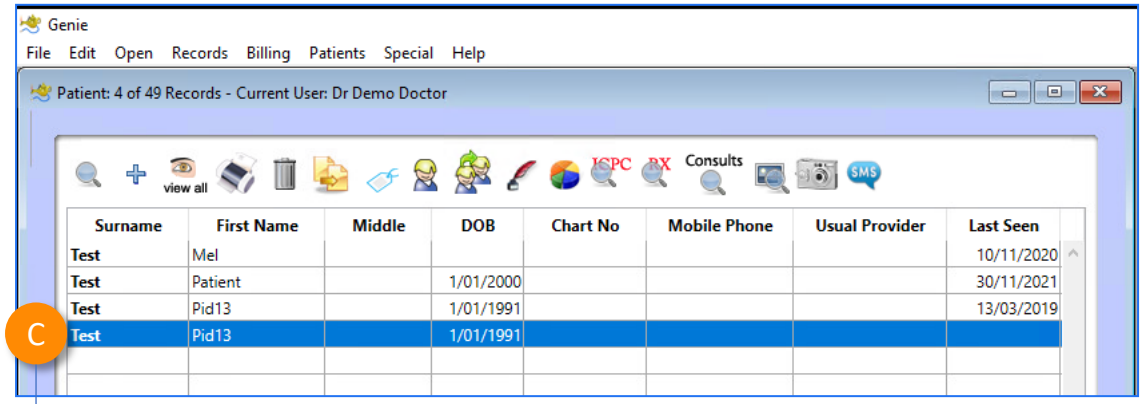
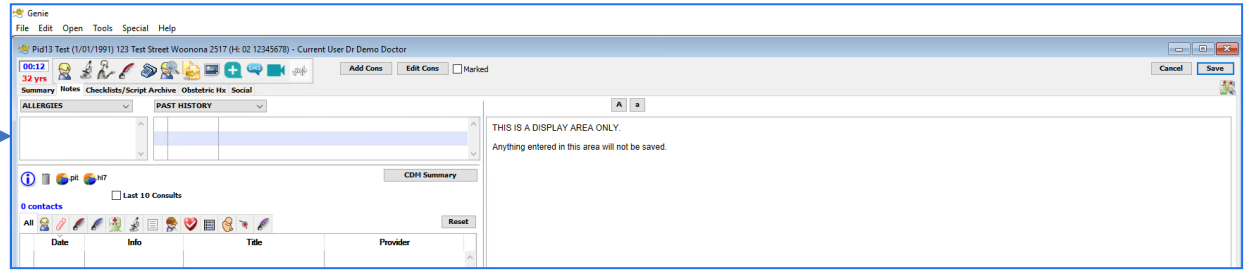








Step 1:

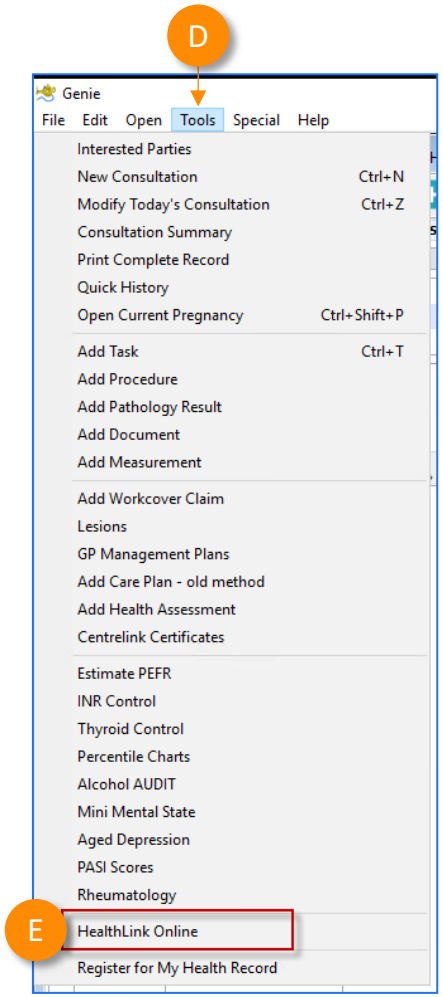
Accessing HealthLink SmartForms (eReferrals)

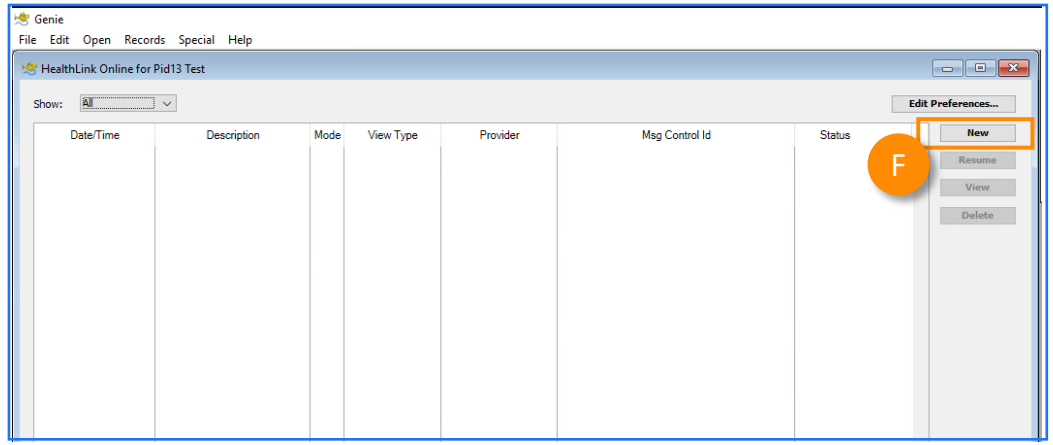
From the patient's record…

D Select **Tools**

E Then **HealthLink Online**

F Now click the **New** button to launch the HealthLink home page to create a new referral.





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**.

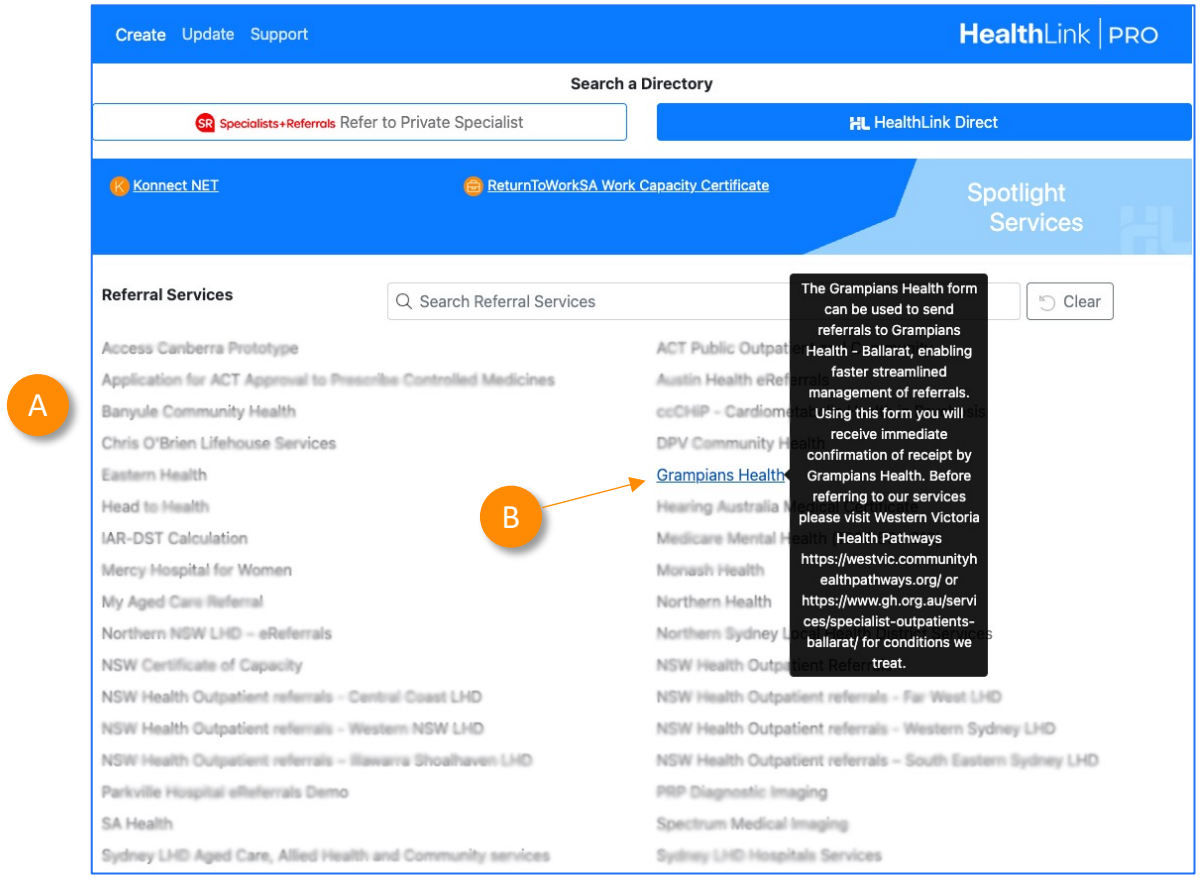
To launch the SmartForm, **Grampians Health** require you to then:

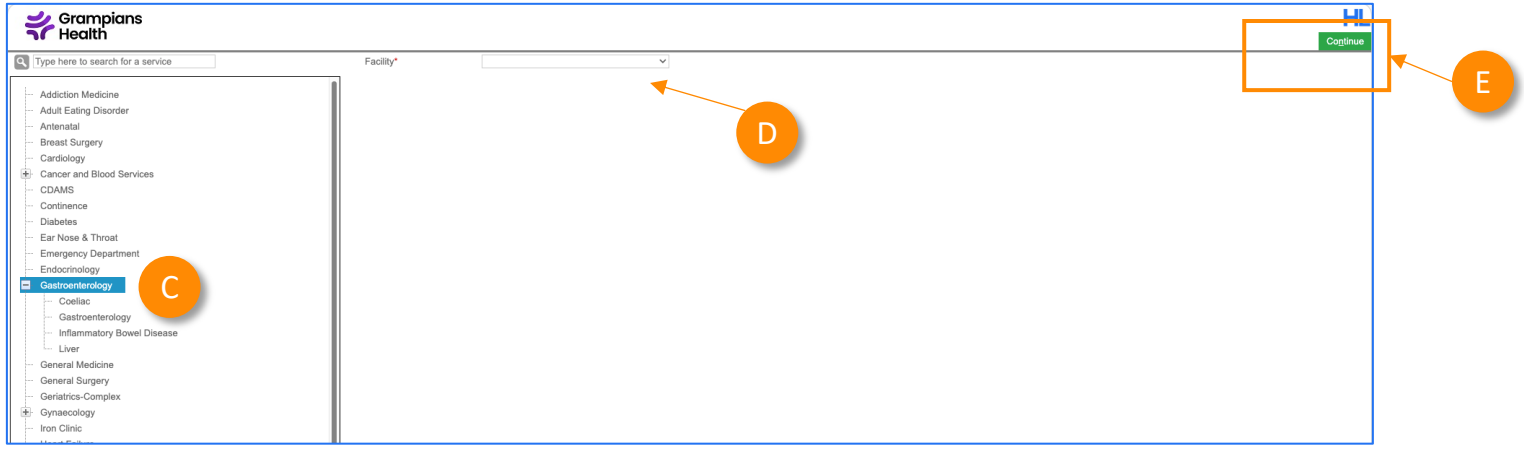
C
- **select a specific service** and

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:

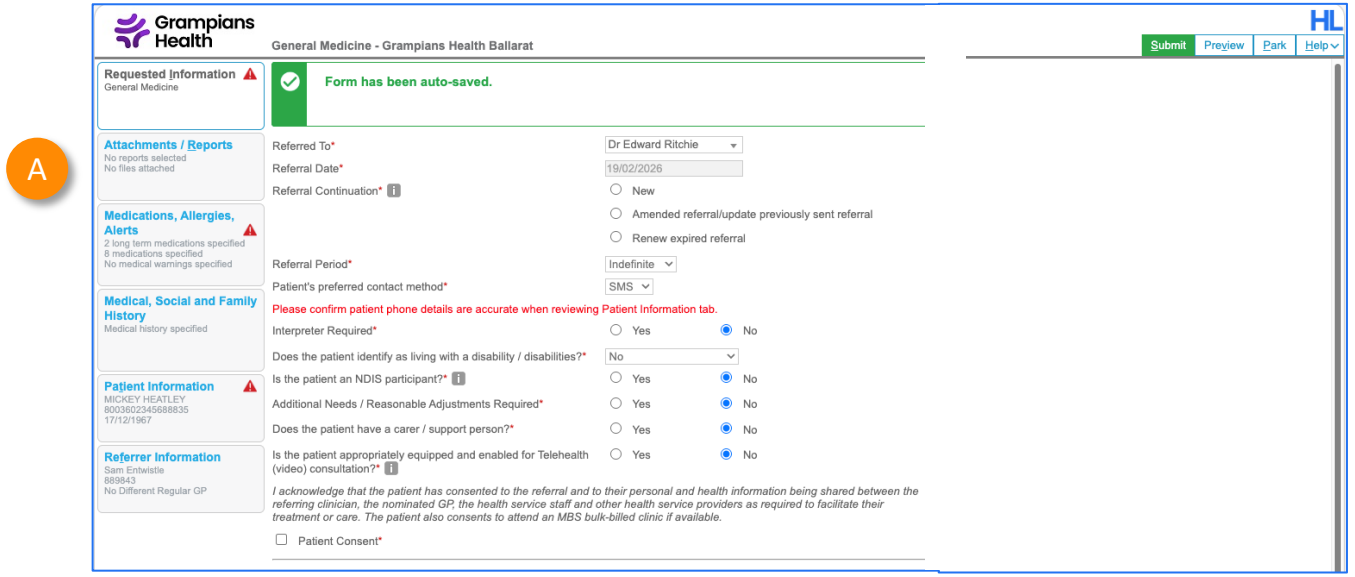
Completing the form

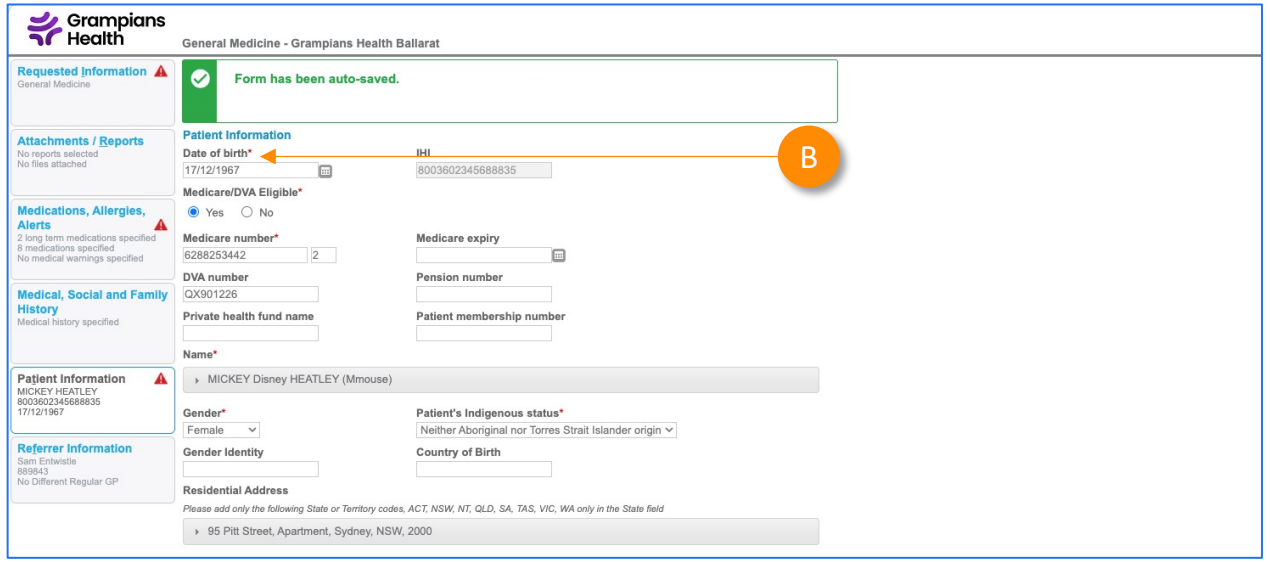
Now you've loaded the form to complete and submit.

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.





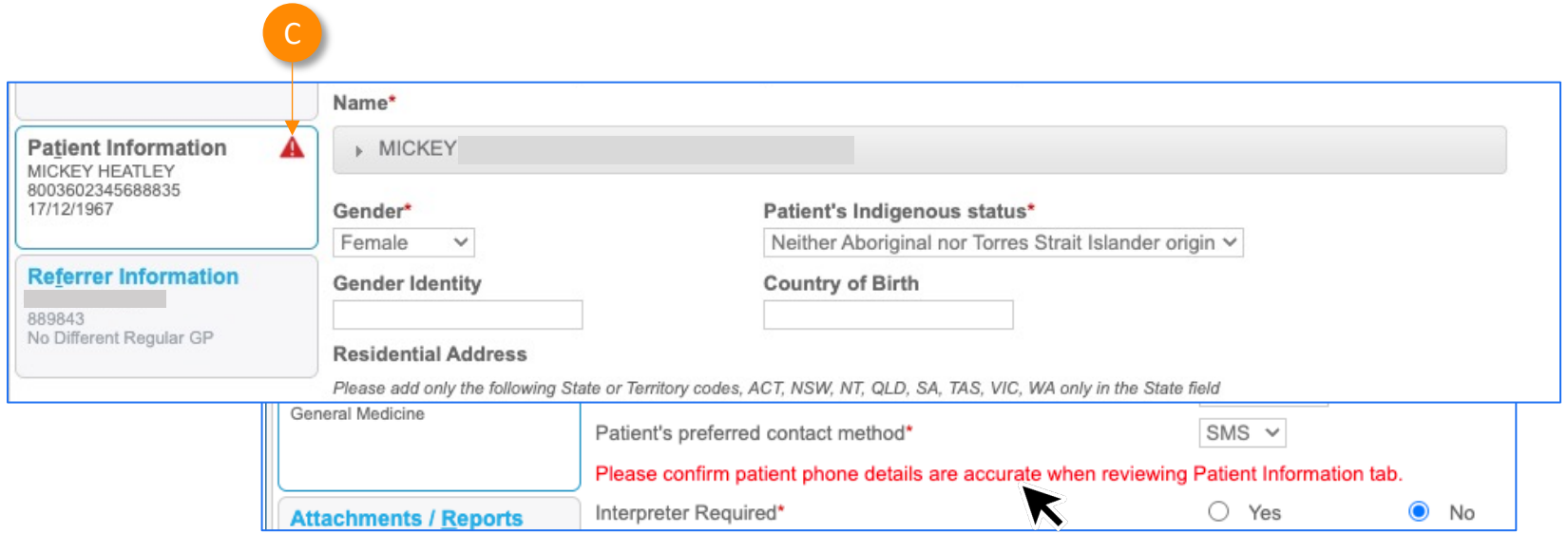
Step 3:

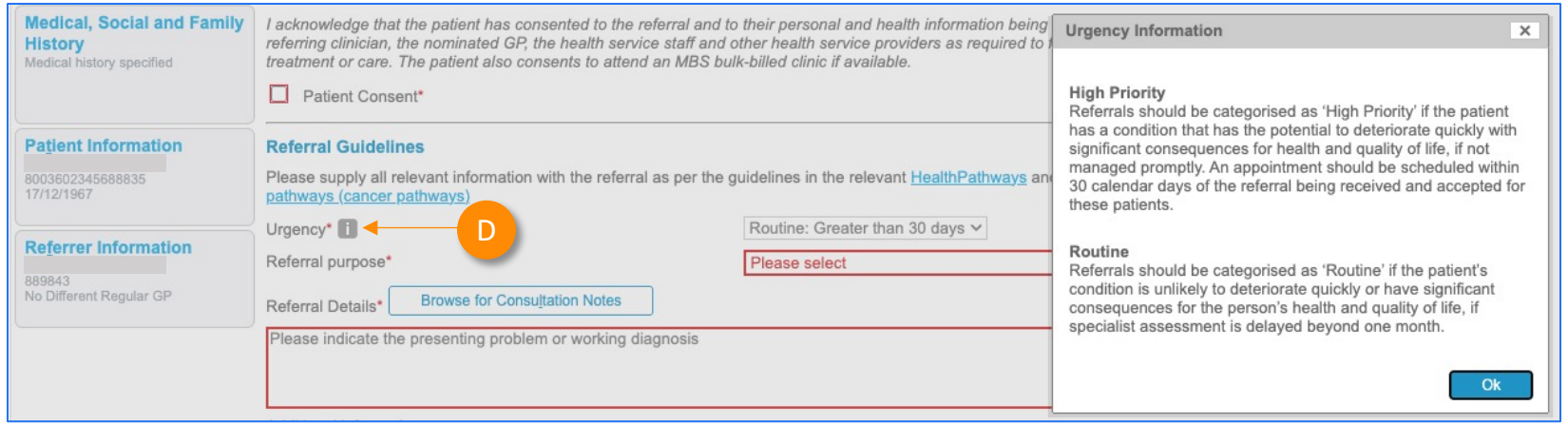
Completing the form

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**.



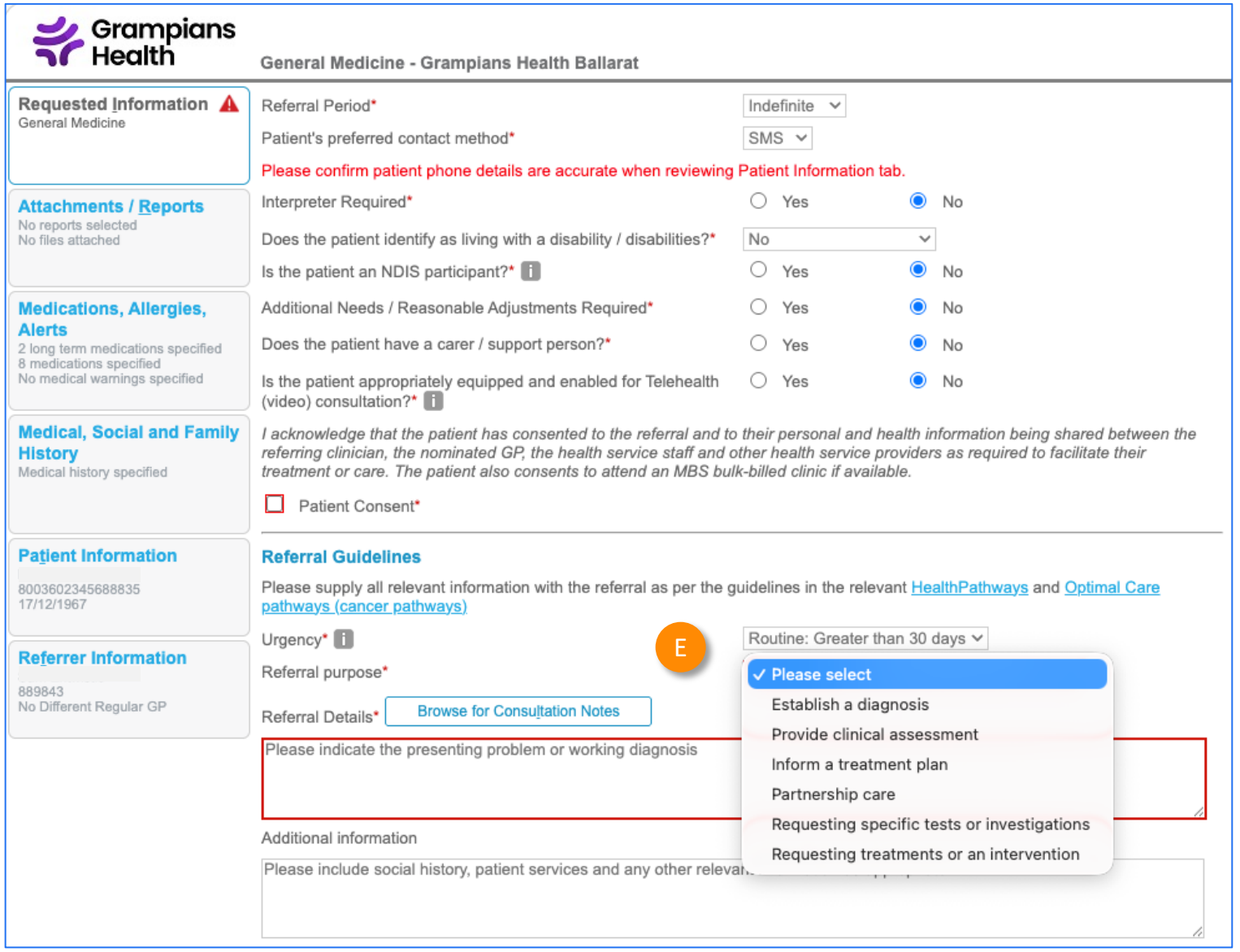


Step 3:

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.

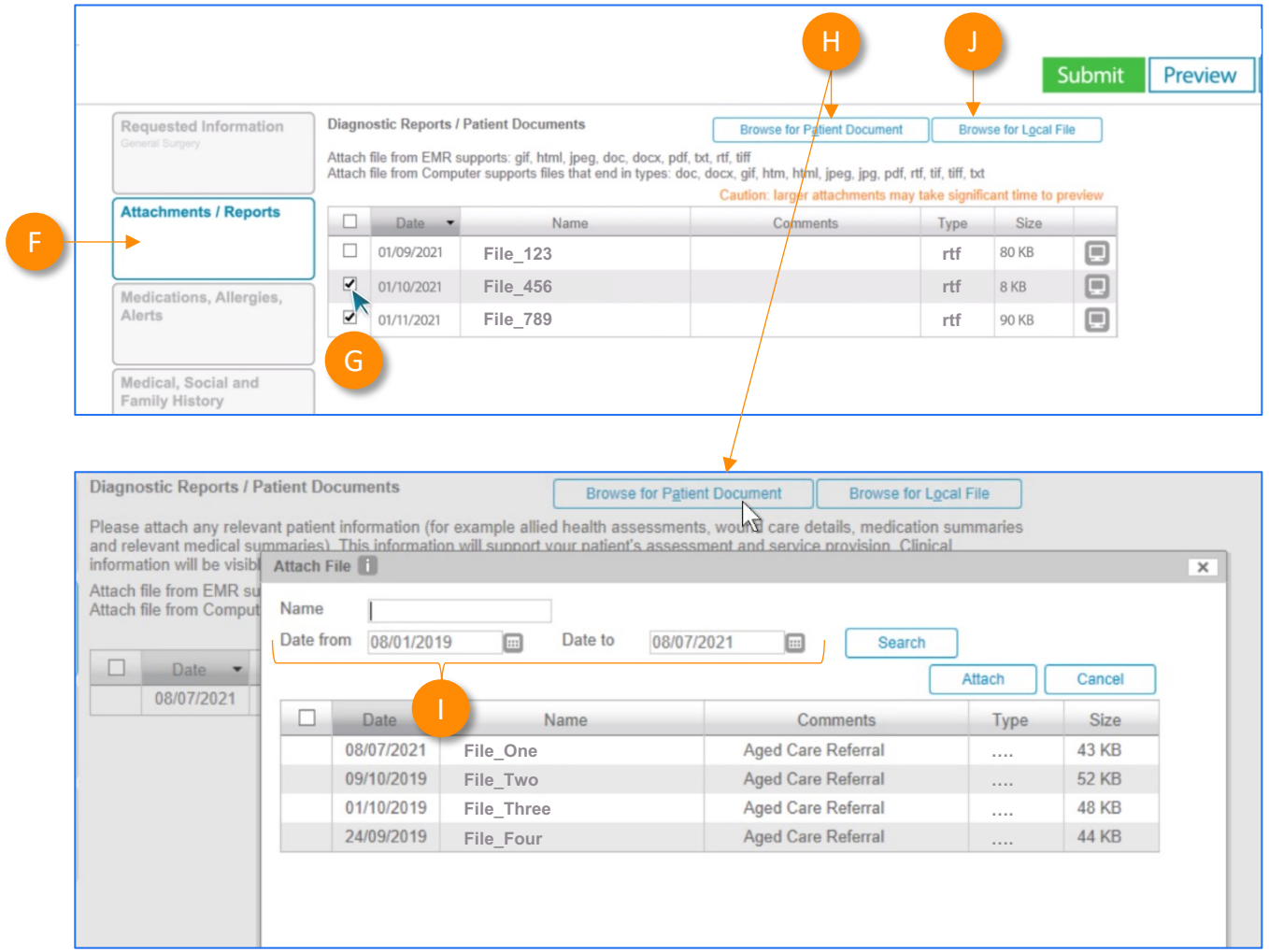
G You can select any item from the **table** – showing you patient medical records captured from the **last six months**.

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.

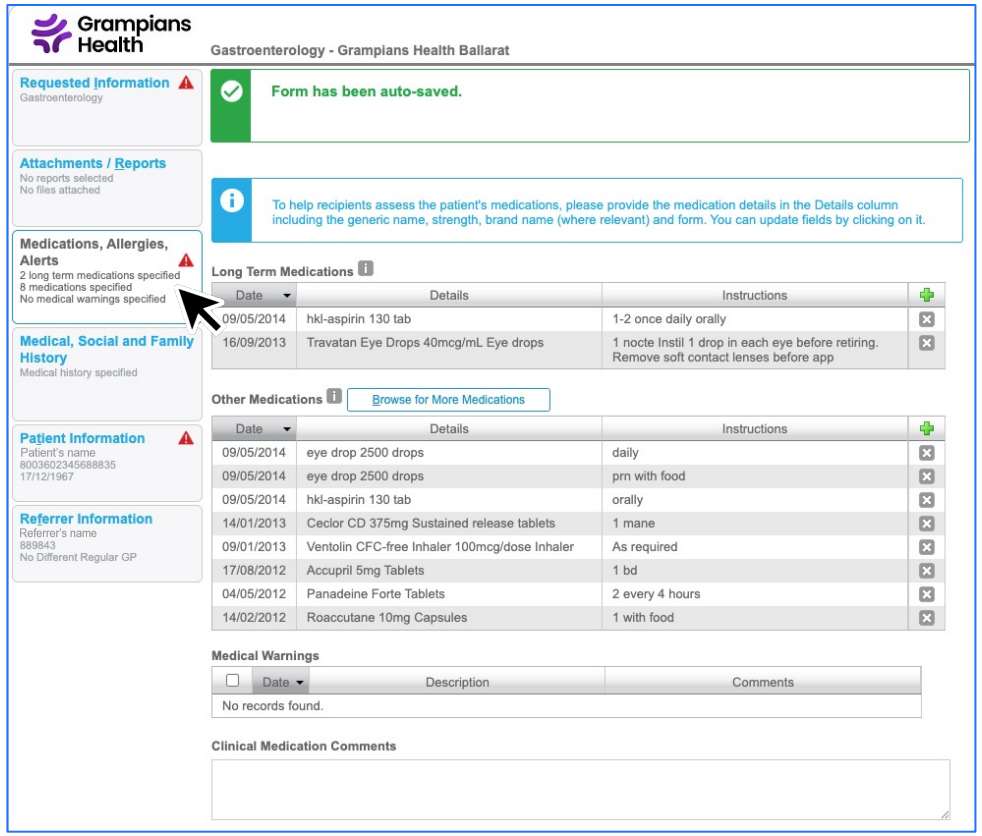


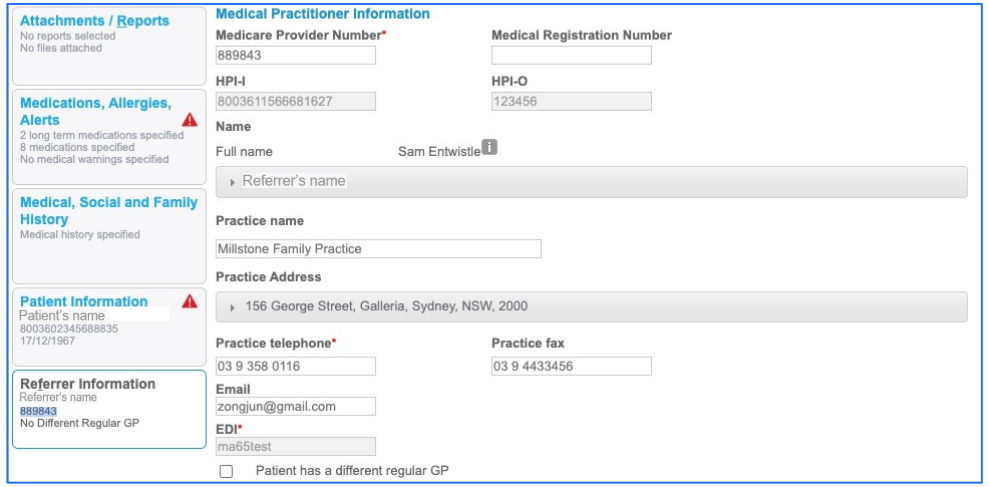
Step 3:

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.





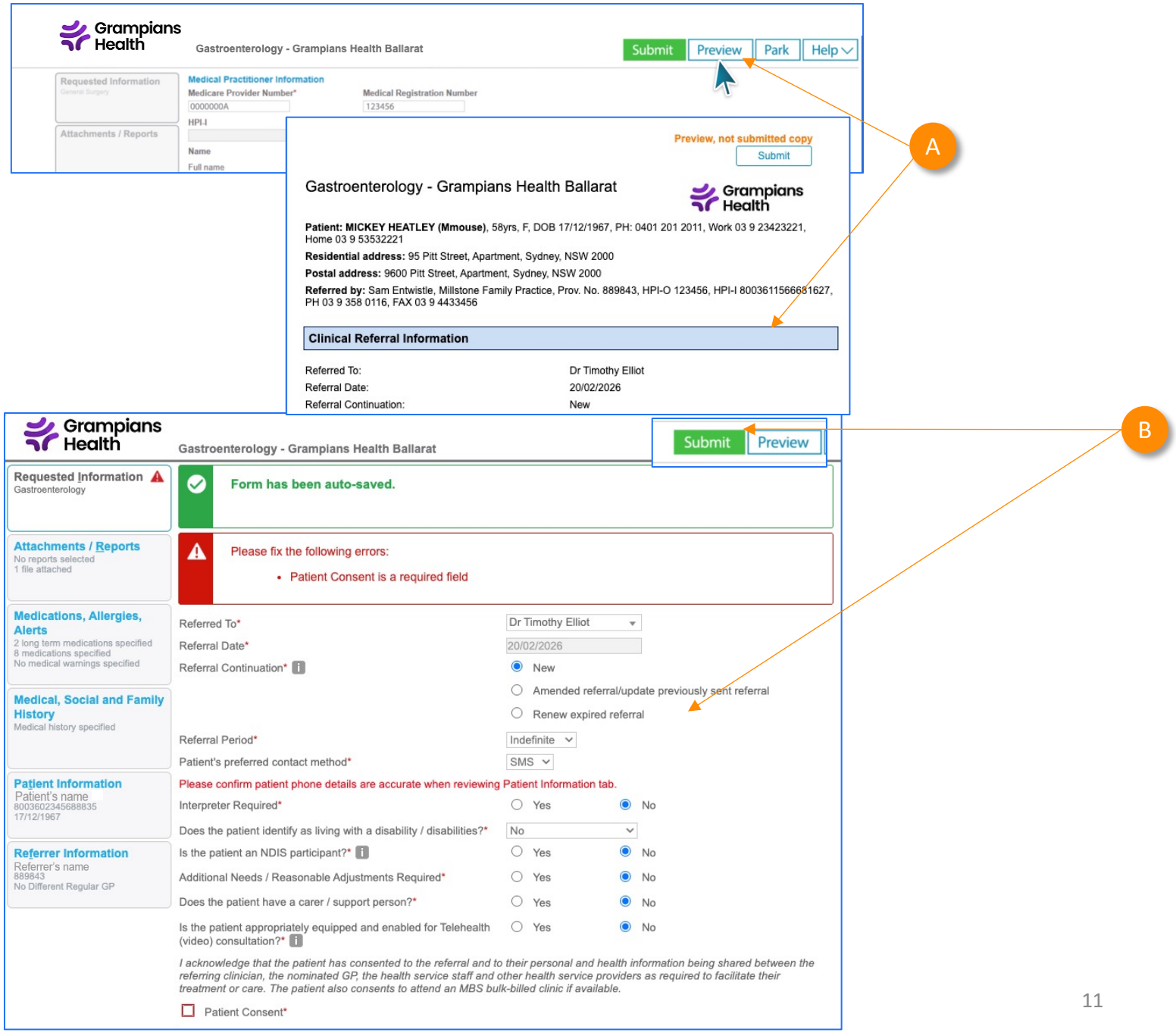
Step 4:

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

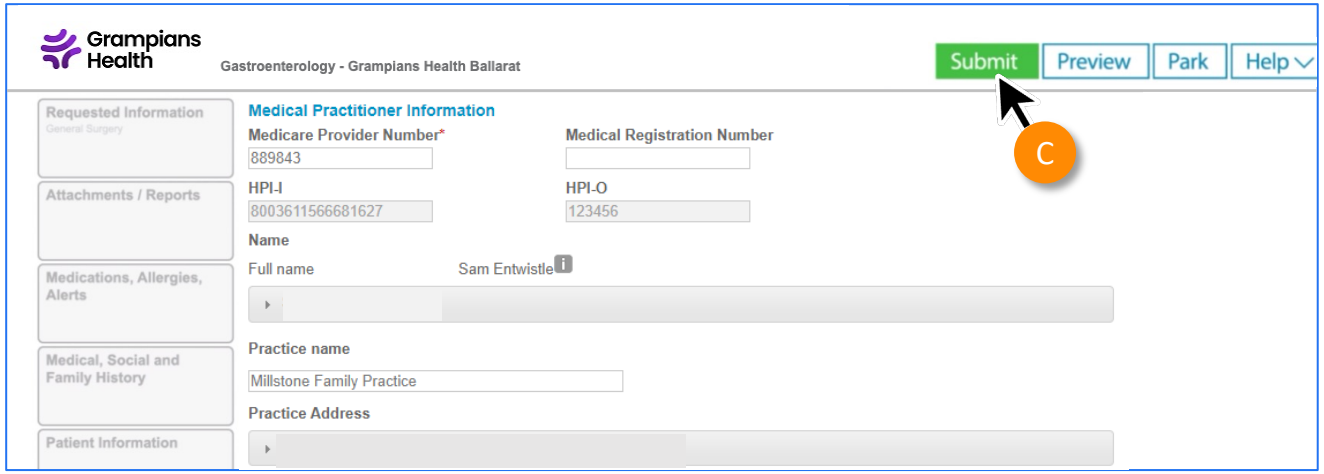
Submitting

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.

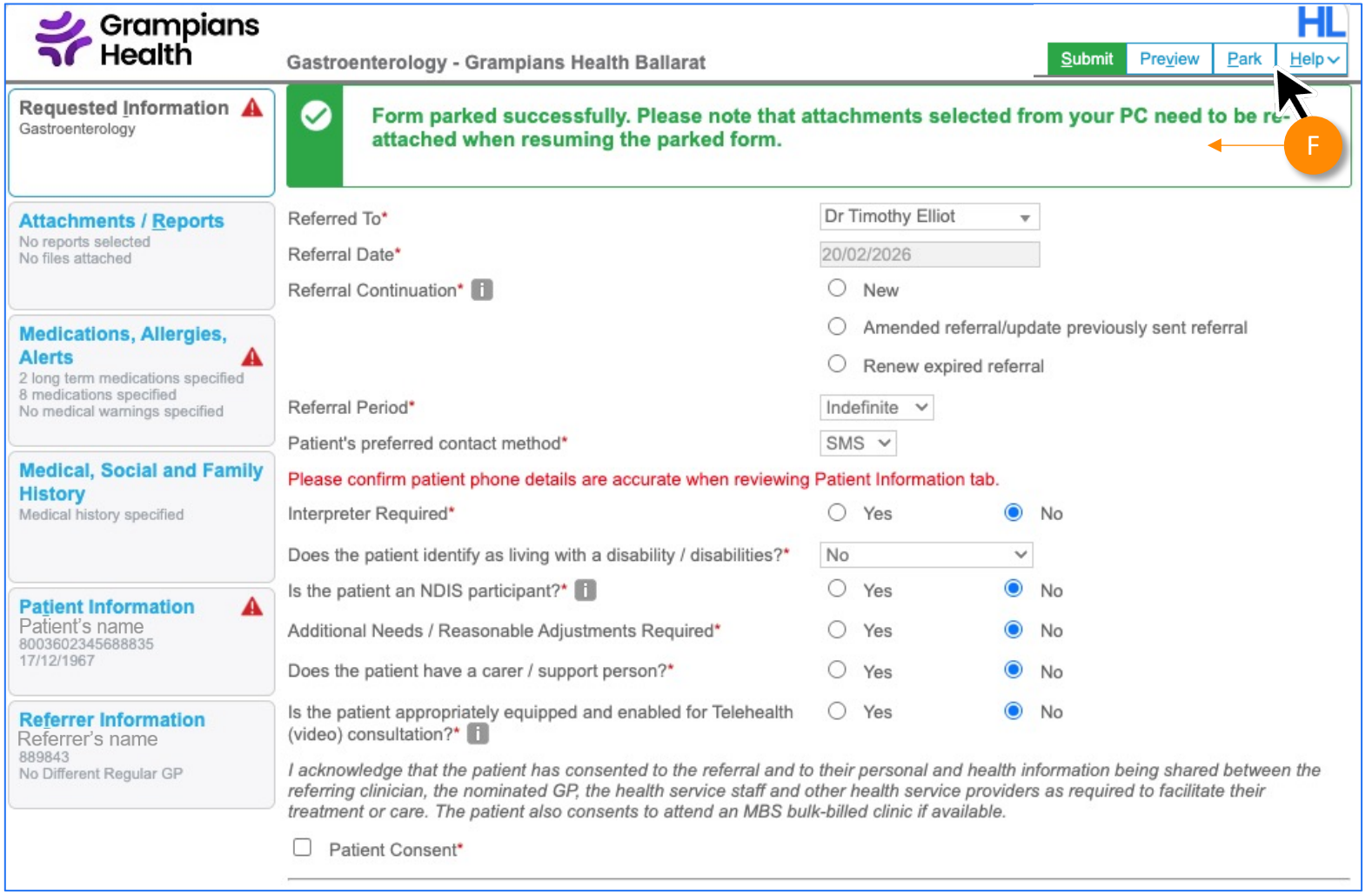


Step 4:

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

To access parked or auto-saved forms, from the patient's record…

A Go to **Tools**

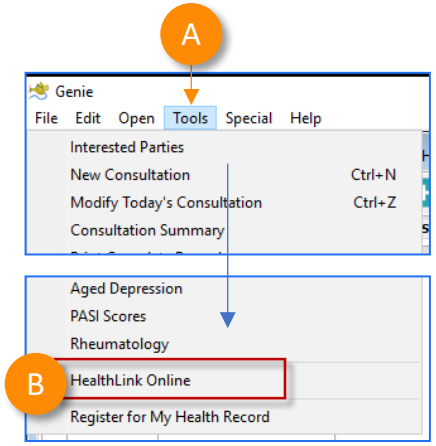
B **HealthLink Online**

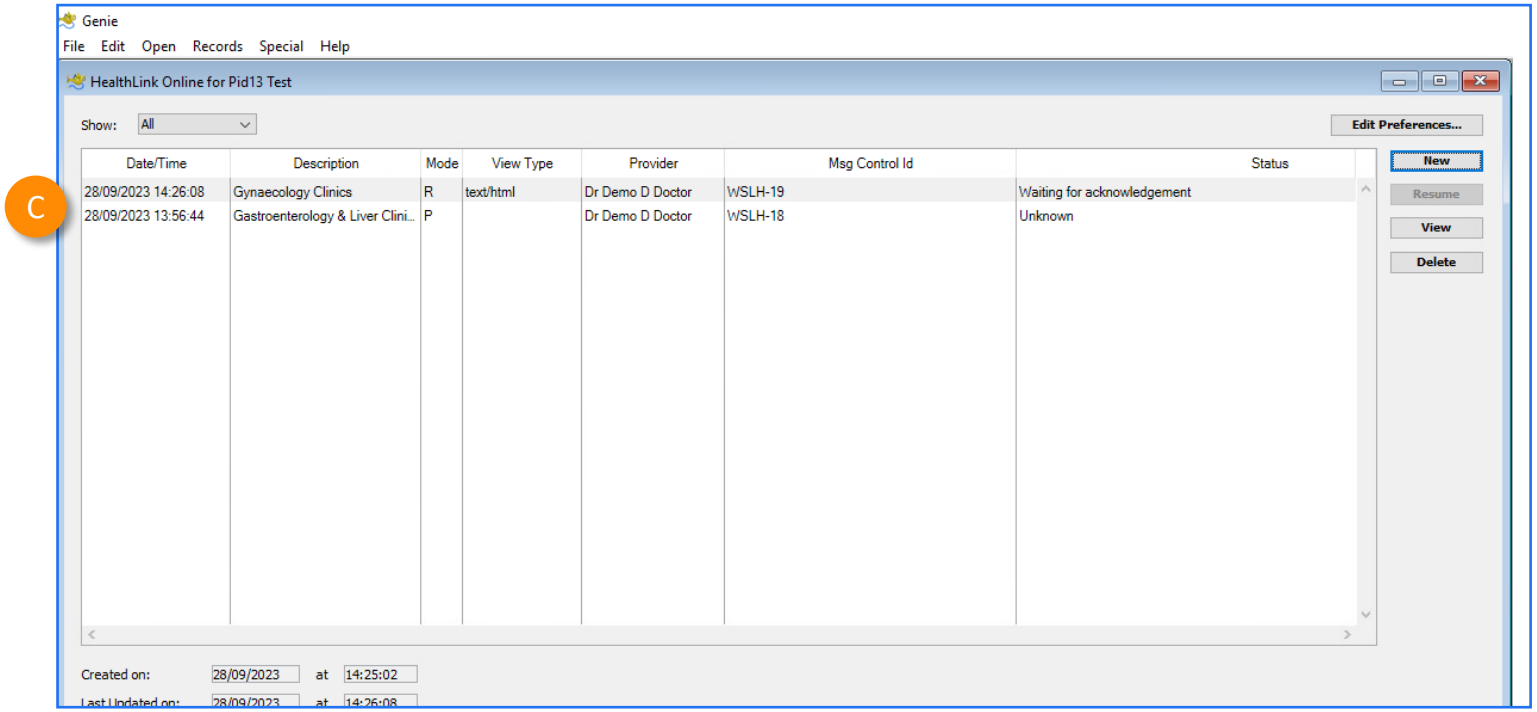
C Once a form is **parked** or **saved** it will show in this screen. From here you can highlight and **resume** the form or view the form's **status.**

Submitted forms also show in this window.

Unknown indicates that the message has not been submitted.

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:

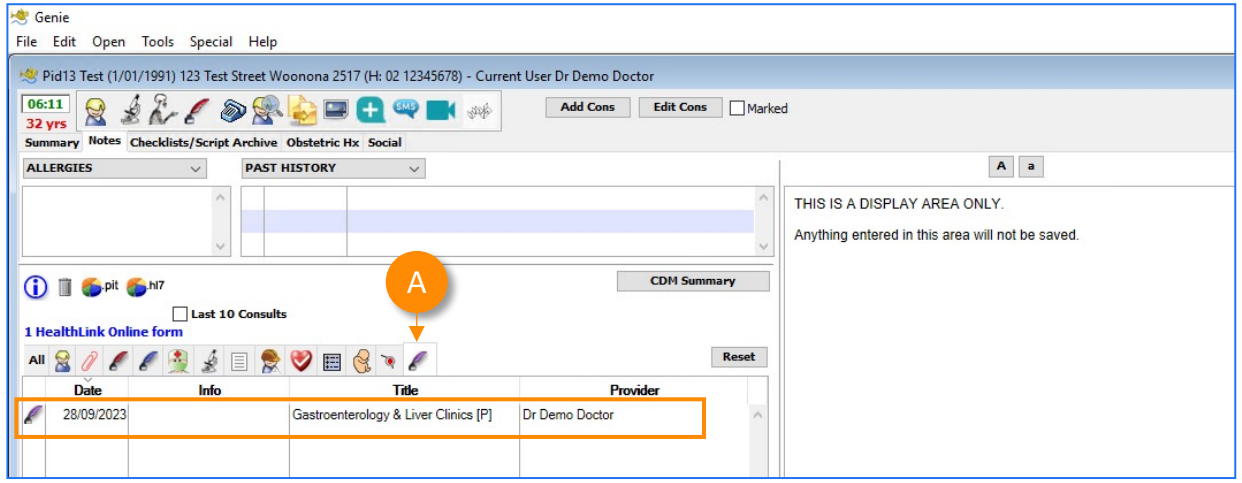
Accessing submitted forms

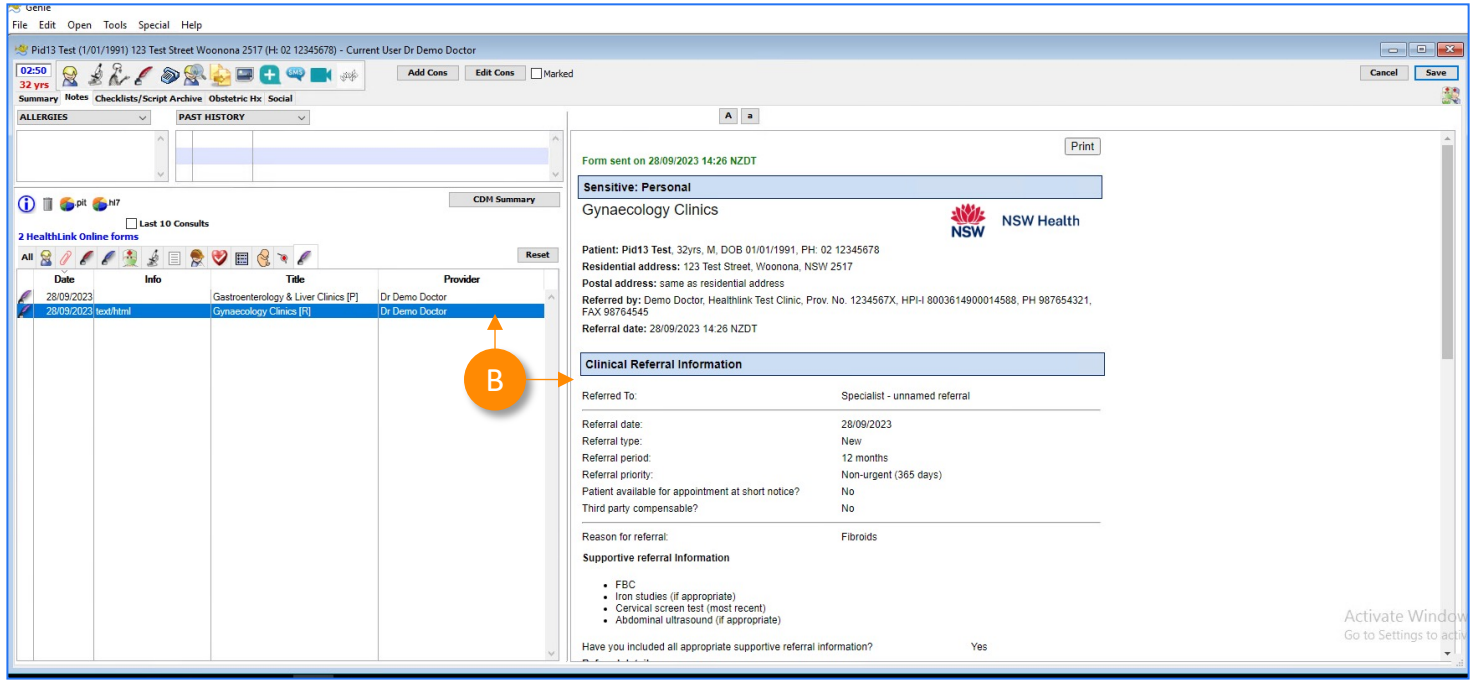
A **A copy of the submitted referral will go into the patients record under the purple Quill**

Note: The only way to access the parked/autosaved or submitted form is from within the patient record.

B **From here you can highlight the submitted report to view it.**

Note: this area only shows the SmartForms that have been submitted.





Step 7:

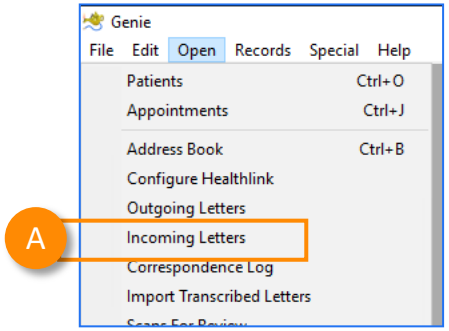
What happens after a referral has been made?

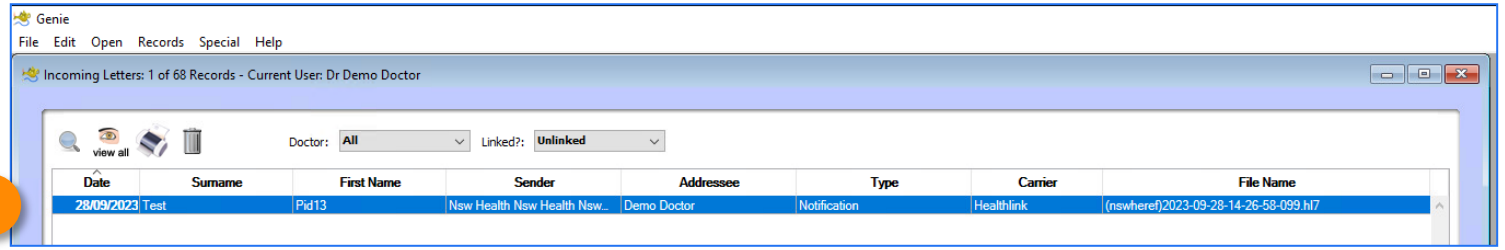
Viewing incoming reports

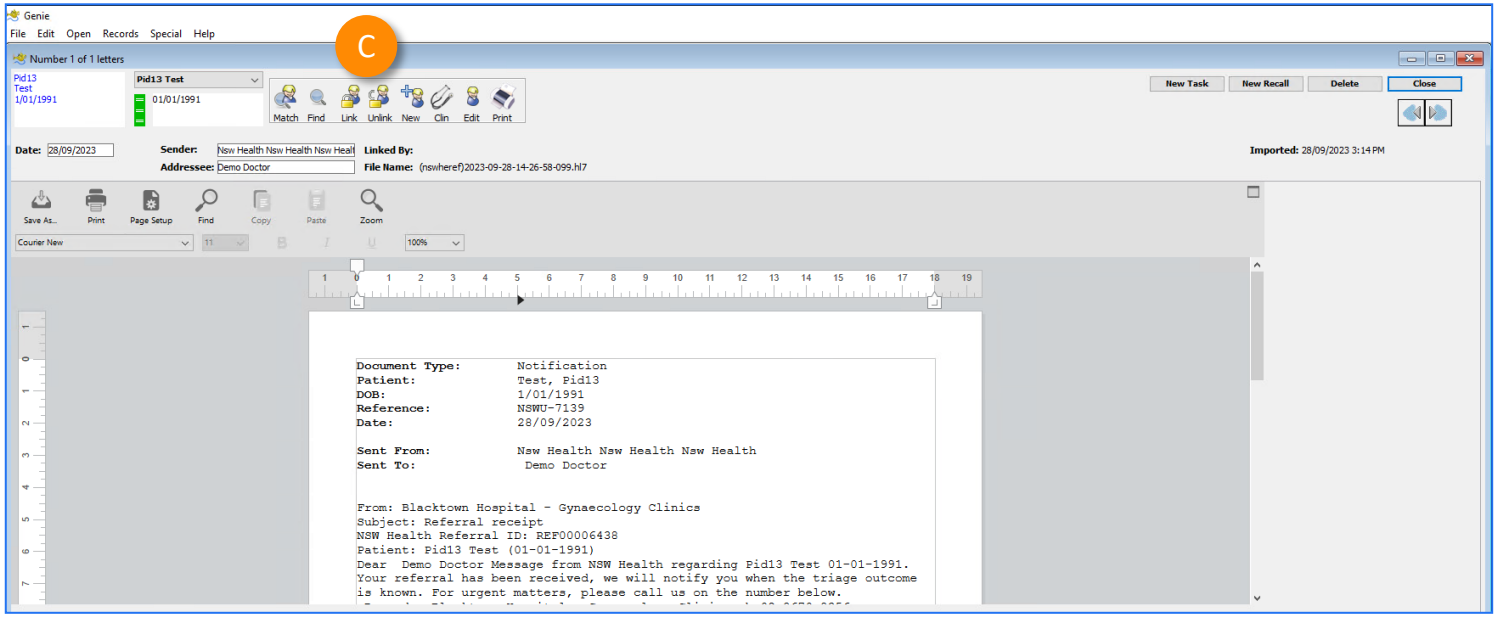
A From the menu, go **Open** > **Incoming Letters**

B Here you can **view incoming letters**, **filter** by Doctor and linked or unlinked. **Sort by** date, file name or patient name, as well as search by patient name.

C Double clicking an item in this list will open it up and allow you to **link/match it to the patient**. Once the letter has been linked/matched it will show in the patient's file.







Helpdesk
Phone: 1800 125 036
Email: helpdesk@healthlink.net

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

www.healthlink.com.au

HealthLink

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