

24/06/2024

Updating your Practice Name for Timely Correspondence

We have identified that your practice name appears as “main surgery.” This presents a challenge for our doctors when dictating correspondence, as the specific practice name is not readily available. This can lead to delays in returning correspondence to you.

To assist in providing timeline correspondence about your patients, please update your practice name in your practice management software.

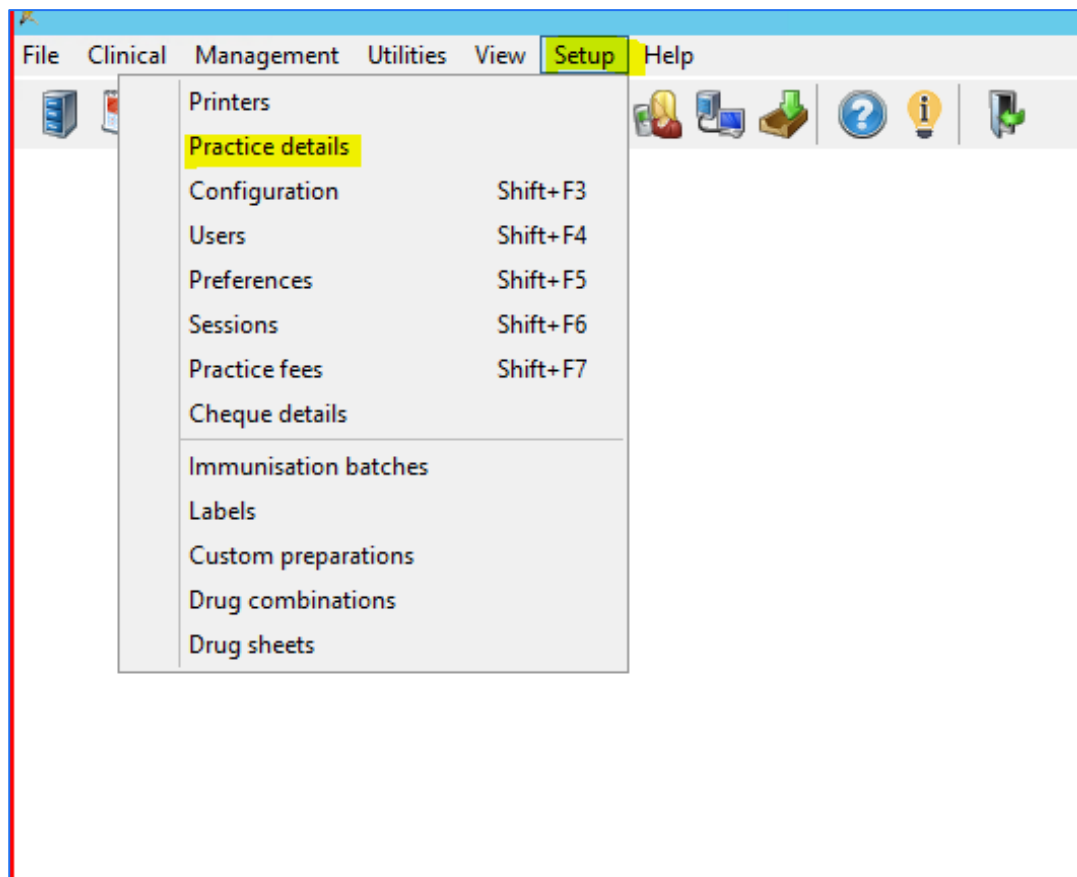
Best Practice – Page 2-3

Medical Director – Page 4-5

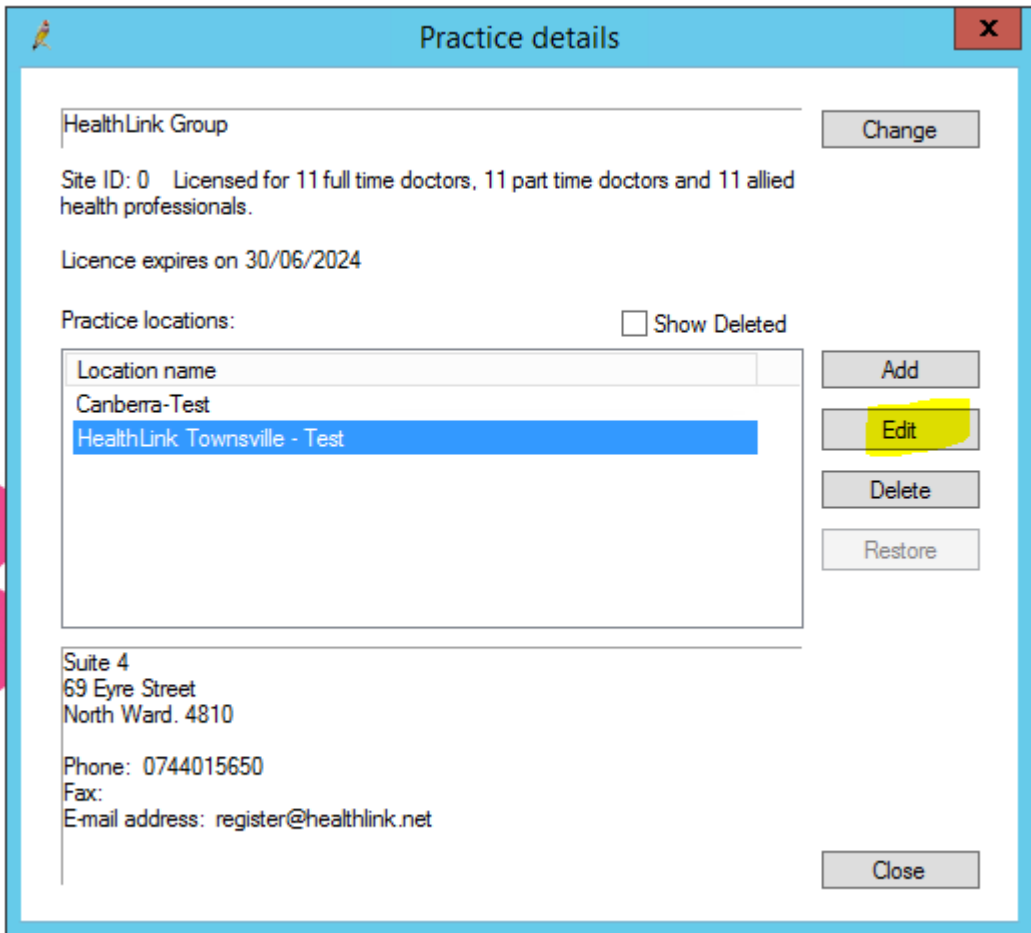
Contact support - Page 6

For Best Practice

1. Go to **Setup**
2. Click on **Practice details**



3. Select location name and click edit to – reflect your practice name



Practice details [X]

HealthLink Group [Change]

Site ID: 0 Licensed for 11 full time doctors, 11 part time doctors and 11 allied health professionals.

Licence expires on 30/06/2024

Practice locations: ☐ Show Deleted

Location name	
Canberra-Test	
HealthLink Townsville - Test	[Add] [Edit] [Delete] [Restore]

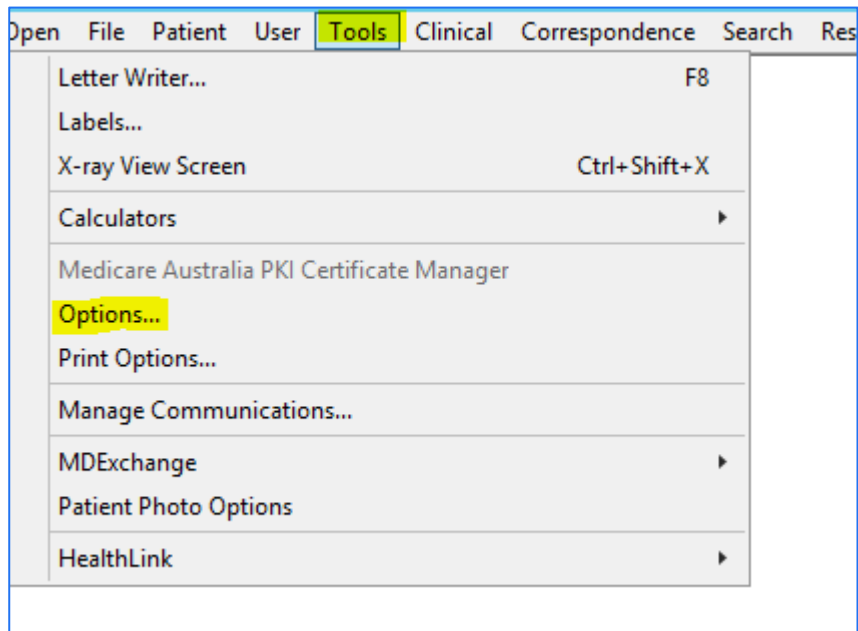
Suite 4
69 Eyre Street
North Ward. 4810

Phone: 0744015650
Fax:
E-mail address: register@healthlink.net

[Close]

For Medical Director

1. Go to **Tools**
2. Click on **Options**



3. Select practice tab and select the practice name and edit and update location name to reflect your actual practice name.

The screenshot displays two overlapping windows from the HealthLink software. The 'Options' window is in the background, with the 'Practice' tab selected. It shows a table of locations for ePIP Reporting, with 'MD-Test Healthlink (Marketplace Partner)' highlighted. The 'Location Details' window is in the foreground, showing the details for the selected location. It includes fields for Address, City/Suburb, Postcode, Phone, Fax, Email, ABN, VSP No, HPI-O No, and various checkboxes for reporting and search configuration.

Options Window - Practice Tab

No	Location Name
1	MD-Test Healthlink (Marketplace Partner)

Location Details Window

Location: MD-Test Healthlink (Marketplace Partner)

Address: Healthlink Practice

City/Suburb: North Ward Postcode: 4810

Phone: 0744015650 School ID: 0

Phone (A/H):

Fax: 0744015651

Email: hlk.uat@test.com

ABN:

VSP No:

HPI-O No: 8003 6299 0002 6770

Lock on inactivity after 0 minutes

0 minutes specifies no lock out

☒ Use Suburb and Postcode as default for new patients

Organisation Type: General Practice

Service Type: General practice medical clinic service

Government programs

PIP No:

☐ Participates in the CTG PBS Co-Payment measure

eHealth Certificates

Certificate Type	Expiration Date	Issued To
IHI Signing	6/09/2021	Test Site A447
HI Encryption	6/09/2021	Test Site A447
NASH	5/03/2022	general.8003629

IHI Search Configuration

When accessing My Health Record, and IHI is older than

Contact HealthLink Support

If you have any further questions or require support, please contact HealthLink support.

- Phone: 1800 125 036
- <https://www.healthlink.com.au/contact/#support>
- Email: helpdesk@healthlink.net

HealthLink Australia
Phone toll free: 1800 125 036
8:00am – 6:00 pm (AEST)
Monday-Friday

Email
helpdesk@healthlink.net

www.healthlink.com.au