

24/06/2024

Ensuring Patient Details are included in Investigation Headers

We have identified that your referrals are stripping the patient details off, that are in the header of investigations. This Header information can contain important clinical information. This can be resolved by following steps in this document.

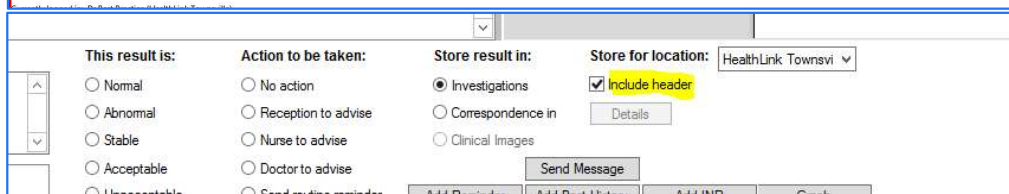
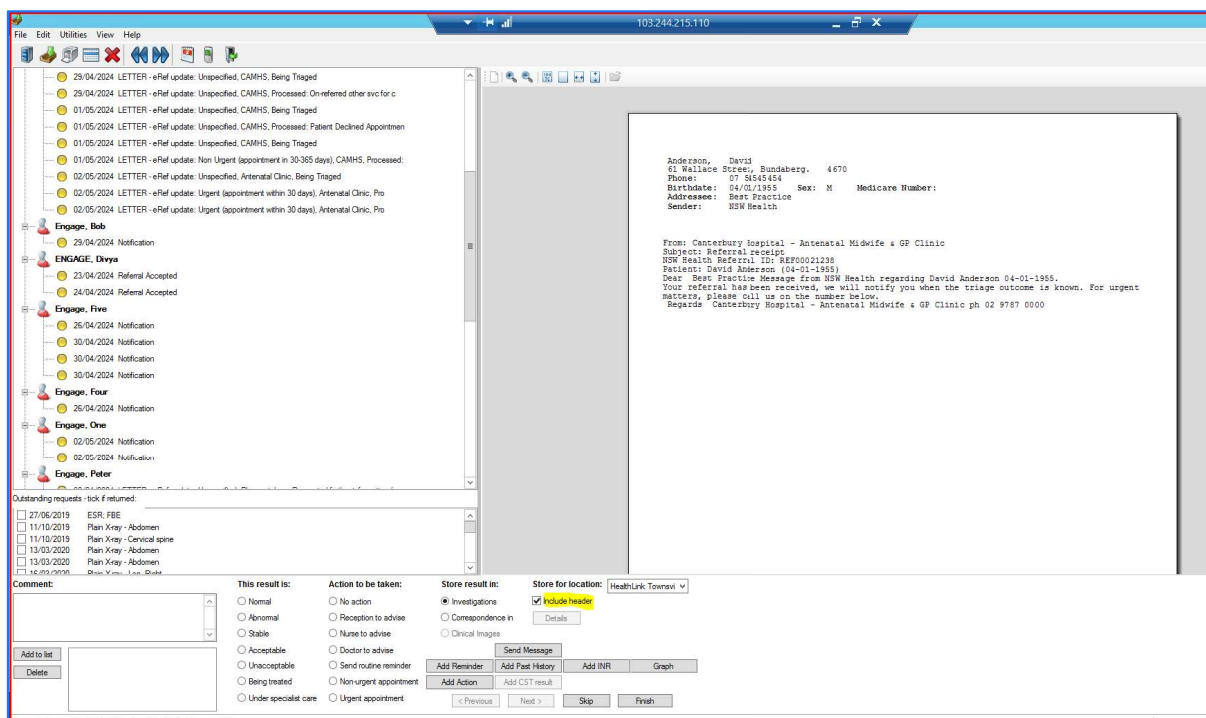
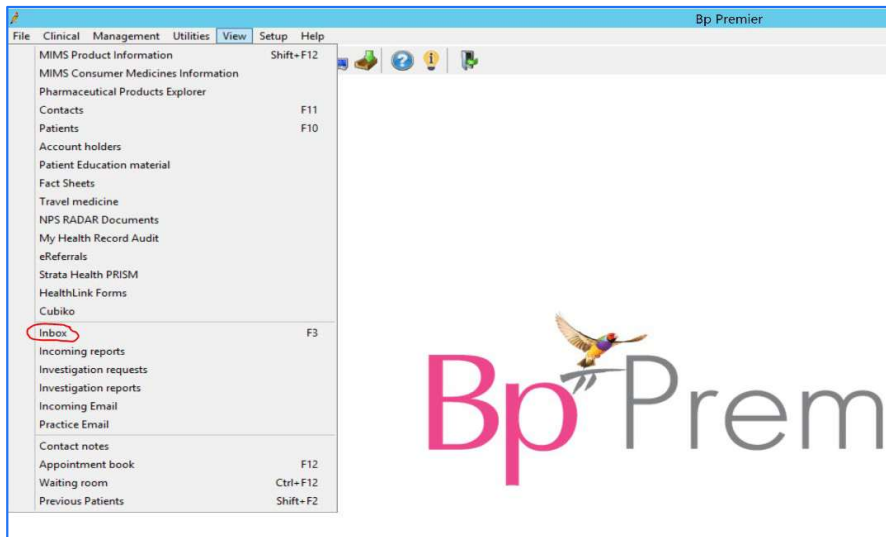
Best Practice – Page 2

Medical Director – Page 3

What if you can't attach documents - Page 4

For Best Practice

1. Open Inbox
2. Click on a Patient Result/Message
3. Select 'Include header' (per image below)



For Medical Director

1. Open patient record.
2. Click Tools
3. Click Options
4. Go to the 'Investigations' tab
5. Ensure 'Include patient header on printouts' is checked.
6. Click Save.

The screenshot shows the HealthLink software interface. The patient record for Mr. Watermelon Estate (DOB: 15/05/1971, Gender: Male) is open. The 'Tools' menu is open, and the 'Options' dialog box is displayed. The 'Investigations' tab is selected. In the 'Options' dialog, the 'Include patient header on printouts' checkbox is checked and highlighted in yellow. Other options include 'Default to eOrder service for ordering all pathology/cytology tests' (checked), 'Default to eOrder service for ordering all imaging tests' (checked), 'Print results in monochrome' (unchecked), 'Show Scan/Import Correspondence in Holding File' (checked), 'Prompt for request paper' (checked), 'Print comment on lists' (unchecked), 'Print Medicare No. if not direct billed' (checked), and 'Prompt for clinical details' (unchecked). The 'Save' button is at the bottom right of the dialog box.

This is a close-up of the 'Options' dialog box for the 'Investigations' tab. The 'Include patient header on printouts' checkbox is checked and highlighted in yellow. Other visible options include 'Print results in monochrome' (unchecked), 'Show Scan/Import Correspondence in Holding File' (checked), 'Hide actioned items in Holding File' (unchecked), 'Default to eOrder service for ordering all pathology/cytology tests' (unchecked), and 'Default to eOrder service for ordering all imaging tests' (checked).

What do I do if I cannot attach documents?

Contact **HealthLink** on **1800 125 036** or 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