

## Frequently Asked Questions

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### 1. Technical support

*For support with the HealthLink SmartForms functionality.*

**Technical Support: Contact HealthLink for assistance with this SmartForm**

Phone: 1800 125 036

Email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

Website: [Help & Support Archive - HealthLink AU](#)

Monday to Friday (Except Public Holidays)

8:00am – 6:00pm

### 2. Referral Support

*For assistance regarding the referral process and mental health services*

#### **Where does the referral go?**

Your referral is sent to the Medicare Mental Health Intake service, where it is assessed, and the patient is connected to the most appropriate mental health support.

#### **What if I want to refer directly to a specific service?**

The Medicare Mental Health Intake service is designed to connect patients to the most appropriate mental health service based on their needs. The intake team assesses each referral and matches patients to suitable local services.

If you have a specific service in mind, you can mention it in the **Reason for referral** section. However, the final decision will be based on service availability and the patient's individual needs.

If you prefer to refer directly to a specific provider, you can continue to do so outside of the Medicare Mental Health eReferral process by contacting the service directly.

### 3. Guides (For GP Software only)

*While these guides relate to different software platforms, the videos can still be used as practical references to support you through each stage of the process.*

#### **Training Videos**

[Step-by-step video on how to use the SmartForm](#)

Time: 6 minutes

[Step-by-step guide on how to track your referral](#)

Time: 45 seconds

## **User Guides**

For all user guides, see: [healthlink.com.au/user-guide/](https://healthlink.com.au/user-guide/)

## **4. Initial Assessment and Referral Decision Support Tool (IAR-DST)**

*Support for how to use the IAR-DST*

Commonwealth Department of Health, Disability and Ageing IAR-DST support can be found at [Initial Assessment and Referral Decision Support Tool \(IAR-DST\) — IAR Decision Support Tool v2 documentation](#)

For information on IAR-DST training, contact your PHN.

## Tracking Referrals

# Tracking Referrals

- Once a referral has been successfully submitted, a **tracking link** will be displayed on the final confirmation page.
- This link allows you to **monitor the progress of the referral** from submission through to outcome.
- Select the tracking link to access the **tracking page**, which outlines key referral progress points and status updates.
- **Note:** It is recommended that the tracking link is saved or bookmarked for future reference, particularly for follow up or escalation purposes.

medicare Mental Health  
1800 595 212  
Mental Health Referral  
Referring Harriet Smith (9/4/1997)

CAREinMIND™ phn  
NORTH WESTERN MELBOURNE  
An Australian Government Service  
North Western Melbourne region

✔ Thank you. Your referral has been submitted successfully.  
To save a copy of the referral, click the "Save referral" button below and then save as a PDF.

ⓘ Please copy this link and save it in your patient's file for future tracking. **You will not have another chance to access this link.**

Save referral Copy tracking link Create new referral

medicare Mental Health  
1800 595 212  
Mental Health Referral

CAREinMIND™ phn  
NORTH WESTERN MELBOURNE  
An Australian Government Service  
North Western Melbourne region

Please confirm the patient's date of birth

Date of Birth\* ⓘ

dd/mm/yyyy

Verify

medicare Mental Health  
1800 595 212

Mental Health Referral

CAREinMIND™ **phn**  
NORTH WESTERN  
MELBOURNE  
PHYSICIAN HOSPITAL NURSING

North Western Melbourne region

Reference code: XRV963

Patient initials: H. S.

Patient age: 29

● **Received**

*In progress*

The North Western Melbourne region intake team has received your referral. It will be reviewed by the intake team shortly.

● **Being reviewed**

The referral will be reviewed by the intake team to ensure all information is accurately completed.

● **Assessed by the PHN**

The referral will be assigned to a mental health clinician for assessment. During this process, the patient may be contacted to provide additional information to assist with the referral.

● **Referred to treatment service**

The referral will be transferred to the treatment service and will be reviewed by the service provider to determine acceptance.