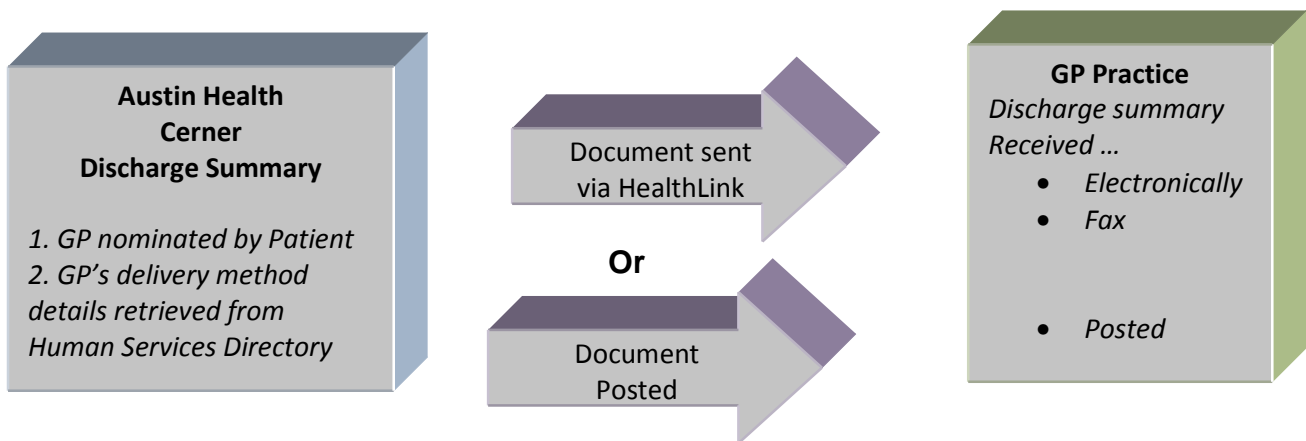


Fact sheet - Austin Health Discharge Summaries – June 2011

As part of the statewide introduction of HealthSMART, a new clinical system called Cerner has been gradually implemented at Austin Health since mid-June 2011. This system has been initiated by the Department of Health and it aims to modernise and replace ICT systems throughout the Victorian public hospital sector.

Following the introduction of Cerner at Austin Health there will be some gradual changes to the existing discharge summary format and mode of communication.

Here is a diagram of how the new Cerner discharge summaries will be generated from Austin Health and sent to General Practice



What will change for GPs?

- The discharge summary format will gradually change for inpatient admissions only (not for Emergency Dept attendances or Day Surgery procedures at this stage)
- The delivery method by which you receive summaries may change

How can I receive my discharge summaries from Austin Health?

GPs and specialists can nominate via the Human Services Directory (HSD) how they wish to receive patient communications such as discharge summaries, eg either print & post, fax or electronic.

What if I want to receive discharge summaries electronically?

There are 2 steps you need to take in order to receive summaries electronically:

1. Update your preferred method on the HSD
2. Set up a HealthLink account to receive message electronically into your practice software. HealthLink is the vendor that transmits the electronic version of the discharge summary.

Contact HealthLink Support on:

Ph: 1800 125 036

Fax: 1800 151 146

Email: helpdesk@healthlink.net

What is the Human Services Directory?

The Human Services Directory (HSD) is a voluntary database directory where healthcare practitioners can register their details and nominate how they prefer to receive patient communication such as discharge summaries.

For more information <http://humanservicesdirectory.vic.gov.au/>

How do I find out if I'm registered on the Human Service Directory?

Contact the HSD Database Content Manager at Human Services Directory on (03) 9320 9070 or email hsd.admin@data.com.au

Has my practice already got a HealthLink account?

To find out if your practice already has a HealthLink account, or to register a new account, contact the HealthLink Support Centre on **1800 125 036** or visit www.healthlink.net

What if we don't use HealthLink?

Some clinical systems may not be able to receive the new Cerner discharge summary into their existing software. If this is the case, the discharge summary will be faxed to your nominated fax number.

Is there a cost to set up a HealthLink Account?

No. There is no cost to a General Practice to set up a HealthLink account.

What if my system has a problem? Can discharge summaries get lost?

No. The system will never lose a message. For each electronic discharge summary sent to a GP, Austin will receive a notification when it is successfully received by your practice software, or if an error has occurred.

What technical support is available for HealthLink?

The HealthLink helpdesk is available by phoning **1800 125 036** or email helpdesk@healthlink.net In addition to phone support, HealthLink staff can visit your practice to ensure your systems are configured correctly.

Who can I contact at Austin Health if I have any questions?

Phone: Austin Health I.T. Helpdesk Ph: (03) 9496 5055

Email: service.desk@austin.org.au