

## Frequently Asked Questions (FAQs)



### 1. What is SmartForms?

SmartForms is an online form that offers an easy and efficient way for referrers (such as General Practitioners) to submit electronic referrals for their patients online for outpatient services at Canberra Health Services (CHS) and community services.

### 2. What Practice Management Systems (PMS) is SmartForm compatible with?

Practice Management System (PMS)	Software Version
Best Practice	v1.8.x.x (or) v1.9.x.x
Medical Director	v3.17.x (or) v3.17x
Genie	v8.xx (or) v9.xx

Note: x denotes any sub-version number

### 3. What if I don't have any of the above PMS?

HealthLink have a web portal you can login to access the eReferral form.

It is to be noted that the pre-population feature will not be available considering the form is not integrated within your Practice Management System (PMS).

If you currently create referrals within your PMS, you could continue to do so and make a submission through HealthLink Portal by attaching the referral file created within your PMS in order to avail the numerous benefits and features that SmartForms Referral Form provides.

### 4. What are the benefits of using SmartForms Referral Form?

SmartForms that is integrated with the Practice Management System (PMS) offers:

- a smooth and easy electronic means to submit referrals in real-time
- a standard and consistent online referral form
- an accurate list of services (specialties and sub-specialties) offered by CHS and Community Health Centres to select from
- a list of clinician names (specialists) to select from along with the option of Not to A Named Specialist (NTANS)
- pre-population of most of the information from the Practice Management System (PMS) such as patient demographic data, into the referral form will reduce hassle and save ample time
- pre-population of supporting documents (letters, documents, results, reports, etc) recently saved in the Practice Management System (PMS) for quick and easy preview and selection
- the ability to park referrals and complete/submit at a later time
- instant submission of referrals into CHS receiving system
- instant acknowledgement of receipt of referrals into CHS receiving system

- a unique reference number for each referral should you wish to enquire about the submission with CHS
- real-time log of referrals saved/parked/submitted for each patient
- access to the referral form submitted and the ability to view/print it

### **5. Who can use SmartForms Referral Form?**

It is available for any practitioner who would like to refer their patients to CHS outpatient and community services.

### **6. How do I obtain access to SmartForms Referral Form?**

Call HealthLink on 1800 125 036 or email HealthLink help desk on [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net).

### **7. Where do I look for more information or support?**

There will be a link for user guides, eLearning and a question and answer sheet on ACT Health external Internet link. SmartForm will also have a link to these support materials.

### **8. Can I refer my patient to a specific specialist or clinician?**

Yes, you will be able to select a specific specialist or clinician from a dropdown list of options for those services that provide this feature.

### **9. What is the maximum size limit for the supporting documents I attach in my referral?**

You can submit files totalling up to 3.7 MB when you attach supporting documents in the Attachments section of the SmartForms Referral Form. We would strongly recommend that you limit the number of pages per file attachment to 100 pages in order to avoid submission issues and overloading the sending and receiving systems.

### **10. What happens when I submit my referral?**

You will receive a real-time acknowledgement of a successful submission on your screen within a few seconds depending on the connection. In the rare occasion where the referral is not submitted successfully, you will still be able to retrieve the referral form and submit it later.

### **11. Can I print my referral?**

Yes, you can access the referral form submitted and have the option to print it. Right Click on the eReferral and choose the print option.

### **12. Will I still be able to fax referrals?**

The faxing process will still be available for the benefit of those referrers that do not have access to a SmartForms-compatible PMS and do not use HealthLink Portal. The true eReferral will be decommissioned after a successful 6 months of SmartForms.

### **13. What happens if the SmartForm does not load correctly or I experience a technical difficulty whilst using the SmartForm?**

Please call or email HealthLink on 1800 125 036 or [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)