

St Patrick's Mental Health Services Healthone GP eReferrals Mini Guide

This user guide summarises how the GP eReferral process works when referring to St Patrick's Mental Health Services (SPMHS) via the Healthone application.

For Healthone support queries please call 01 – 463 3000 followed by option 1, or email gpsupport@helixhealth.com

Step #1

Open the 'Healthlink' menu at the top of the patient's chart and click 'Standard Referral'.

The screenshot displays the Healthone 2017 application window for a patient named Joe, born 01/01/1990, aged 27 years. The interface includes a menu bar (File, Edit, HCR, Insert, View, Analysis, Tools, Window, Help) and a toolbar. The main window is divided into several panels:

- Left Panel:** Contains tabs for Trends, Lab requests, Vaccine, Repeated drug - 3, and Allergy. Below these is a table for vaccine transactions with columns for Completed date and Due date.
- Bottom Left Panel:** A 'Transactions' list showing a timeline of events from May to July 2017, including identification, consultations, and an expert's report, with responsible parties listed.
- Right Panel:** The 'Medical transaction' section, which includes a sub-menu 'Healthlink' (highlighted with a red box). The 'Healthlink' menu is open, showing options: Integrated Referral, Standard Referral (highlighted with a red box), Breast Referral, Lung Referral, Prostate Referral, Euromedic Referral, and Alliance Referral.

The 'Standard Referral' option is the target of the first step in the guide.



Step #2

The 'National General Referral Form' will load up. Select 'Private' Hospital Type.

HEALTH one 2017

File Edit View Analysis Tools Window Help

Medical transaction Billing (0.00 €) Action plan Appointment

Test Joe - 01/01/1990 - M - 27 years

Trends Lab requests Vaccine Repeated drug - 3 Allergy

Filter: All vaccine

Vaccine Completed date Due date

Transactions Filter: Full contents

Moment of occur... Transaction name Responsible...

Administrative chapter

22/05/2017 identification Dr. Admin Admin

Medical chapter

20/07/2017 consultation Dr. Admin Admin

24/05/2017 consultation Dr. Admin Admin

02/06/2017 consultation Dr. Admin Admin

26/06/2017 consultation Dr. Admin Admin

13/07/2017 expert's report Alliance Medicine

4 transactions

Healthlink Standard Referral

NATIONAL STANDARD REFERRAL FORM

Environment: Unknown
Status: Unsubmitted
GP: [dropdown]

Patient Details

First Name: Joe Family Name: Test Mobile phone number: 0809090909
Date of Birth: 01/01/1990 MRN: HL0001
Sex: Male Permission to text: Unknown

☐ Use Healthlink Patient Record

First Name	Family Name	DOB	Sex	Address 1	Address 2	Address 3	Address 4	MRN
Joe	Test	01/01/1990	M	123 FAKE ST	DUBLIN	5		HL0001

Referral Details

Referral Priority: [dropdown]
Public hospital: [dropdown] Private hospital: [dropdown] Department: [dropdown]
Previous Hospital Attendance: [dropdown]

Preferred Consultant

First Name: [text] Surname: [text]

Print OK Cancel

Step #3

Click the 'Hospital' list and select St Patrick's Mental Health Services.

HEALTH one 2017

File Edit View Analysis Tools Window Help

Medical transaction Billing (0.00 €) Action plan Appointment

Test Joe - 01/01/1990 - M - 28 years

Lab requests Vaccine Repeated drug - 4 Allergy Trends

Filter: All vaccine

Vaccine Completed date Due date

Transactions Filter: Full contents

Moment of occurrence...	Transaction name	Responsible HCP
Administrative chapter		
22/05/2017	identification	Dr. Admin Admin
Medical chapter		
28/02/2018		Dr. Admin Admin
24/05/2017	consultation	Dr. Admin Admin
02/06/2017	consultation	Dr. Admin Admin
05/03/2018	expert's report	AMNCH
06/03/2018	consultation	Dr. Admin Admin

4 transactions

Healthlink Standard Referral

NATIONAL STANDARD REFERRAL FORM

Environment: Unknown
Status: Unsubmitted
GP: [dropdown]

Patient Details

First Name: Joe Family Name: Test Mobile phone number: 0809090909
Date of Birth: 01/01/1990 MRN: HL0001 Permission to text: Unknown
Sex: Male

☐ Use Healthlink Patient Record

First Name	Family Name	DOB	Sex	Address 1	Address 2	Address 3	Address 4	MRN
Joe	Test	01/01/1990	M	123 FAKE ST	DUBLIN	5		HL0001

Referral Details

Referral Priority: [dropdown]
Public Private hospital: St. Patrick's Mental Health Services Department: [dropdown]
Previous Hospital Attendance: [dropdown]

Preferred Consultant

First Name: [text] Surname: [text]

Print OK Cancel



Step #4

Click the 'Department' list then select 'Psychiatric Referral Service'.

HEALTH one 2017

File Edit View Analysis Tools Window Help

Test Joe - 01/01/1990 - M - 28 years

Lab requests Vaccine Repeated drug - 4 Allergy Trends

Filter: All vaccine

Vaccine Completed date Due date

Transactions Filter: Full contents

Moment of occurrence...	Transaction name	Responsible HCP
Administrative chapter		
22/05/2017	identification	Dr. Admin Admin
Medical chapter		
28/02/2018		Dr. Admin Admin
24/05/2017	consultation	Dr. Admin Admin
02/06/2017	consultation	Dr. Admin Admin
05/03/2018	expert's report	AMNCH
06/03/2018	consultation	Dr. Admin Admin

4 transactions

06/0

Healthlink Standard Referral

NATIONAL STANDARD REFERRAL FORM

Environment: Unknown
Status: Unsubmitted
GP: [dropdown]

Patient Details

First Name: Family Name: Mobile phone number:
Date of Birth: MRN:
Sex: Permission to text:

☐ Use Healthlink Patient Record

First Name	Family Name	DOB	Sex	Address 1	Address 2	Address 3	Address 4	MRN
Joe	Test	01/01/1990	M	123 FAKE ST	DUBLIN	5		HL0001

Referral Details

Referral Priority: [dropdown]
Public hospital: ☒ St. Patrick's Mental Health Services Department:
Private hospital: [dropdown]
Previous Hospital Attendance: [dropdown]

Preferred Consultant

First Name: Surname:

Print OK Cancel

Step #5

Fill in the patient referral information as normal.

Note: demographic and clinical information, such as past medical history, medications, etc, that have already been saved in the patient's chart will automatically populate the appropriate sections of the letter, meaning additional work/typing will be kept to a minimum.

When all referral information has been filled in click 'OK' in the bottom right corner.

HEALTH one 2017

File Edit View Analysis Tools Window Help

Test Joe - 01/01/1990 - M - 27 years

Trends Lab requests Vaccine Repeated drug - 3 Allergy

Filter: All vaccine

Vaccine Completed date Due date

Transactions Filter: Full contents

Moment of occur... Transaction name Responsible...

Administrative chapter

22/05/2017 identification Dr. Admin Admin

Medical chapter

20/07/2017 Dr. Admin Admin

24/05/2017 consultation Dr. Admin Admin

02/06/2017 consultation Dr. Admin Admin

26/06/2017 consultation Dr. Admin Admin

13/07/2017 expert's report Alliance Medicine

4 transactions

13/07/20

Healthlink Standard Referral

NATIONAL STANDARD REFERRAL FORM

Environment: Unknown

Status: Unsubmitted

GP:

Drinker: Unknown Units of Alcohol: per week

Smoker: Current smoker Number of Cigarettes: 5 per day Years Smoking:

Next of Kin:

Current Medication

Patient on Anticoagulants: No

Current Medication:

Add

Comments

Additional Relevant Information:

Print OK Cancel

A message will appear asking if you want to send the referral now. Click 'Yes'.

Healthlink Standard Referral

Do you wish to send this referral to Healthlink now?

Yes No

The referral will take approximately 3 seconds to deliver and will appear in the SPMHS booking office in real time where it can be triaged as normal. In the patient's chart the status of the referral will change to 'Accepted'.

HEALTH one 2017

File Edit HCR Insert View Analysis Tools Window Help

Medical transaction Billing (0.00 €) Action plan Appointment

Test Joe - 01/01/1990 - M - 27 years

Trends Lab requests

Vaccine Repeated drug - 3 Allergy

Filter: All vaccine

Vaccine Completed date Due date

Transactions

Filter: Full contents

Moment of occur...	Transaction name	Responsible...
Administrative chapter		
22/05/2017	identification	Dr. Admin Admin
Medical chapter		
12/06/2017		Dr. Admin Admin
24/05/2017	consultation	Dr. Admin Admin
02/06/2017	consultation	Dr. Admin Admin
26/06/2017	consultation	Dr. Admin Admin
13/07/2017	expert's report	Alliance Medicine

4 transactions

basic medical information:
 medical history:
 surgical history:
 tobacco:
 alcohol consumption:
 blood group:
 problem:

Diabetic Protocol

plan of action:	Electrolytes, Cholesterol	requested	24/05/2018
plan of action:	Eye examination	requested	24/05/2018
plan of action:	foot examination	requested	24/05/2018
plan of action:	HbA1c	requested	27/05/2017
plan of action:	weight	requested	27/05/2017
repeat prescription:	Ramipril Accord Hc 5 mg capsules 28, 1 tabs daily	11/06/2017	
repeat prescription:	Atorvastatin Actavis 20 mg tablets 28, 1 tabs daily	11/06/2017	
repeat prescription:	Aspirin Medisource 75 mg dispersible tablets 28, 1 tabs daily	11/06/2017	
referral:	Healthlink Standard Referral XML	Accepted	

24/05/2017 27 Year(s) General practice Dr. Admin Admin

Viewing Response Messages from St Patrick's Mental Health Services

Option 1 – View response in the patient's chart

If a referral response message is sent by SPMHS to the practice (via the Healthlink Online Portal) it can be viewed in the patient's chart by opening the appropriate medical chapter (expert's report) from the list on the left-hand side of the screen.

HEALTH one 2017

File Edit HCR Insert View Analysis Tools Window Help

Test Joe - 01/01/1990 - M - 28 years

Lab requests
Vaccine Repeated drug - 4 Allergy Trends
Filter: All vaccine
Vaccine Completed date Due date

Transactions
Filter: Full contents
Moment of occurrence... Transaction name Responsible HCP

Moment of occurrence...	Transaction name	Responsible HCP
Administrative chapter		
22/05/2017	identification	Dr. Admin Admin
Medical chapter		
28/02/2018		Dr. Admin Admin
24/05/2017	consultation	Dr. Admin Admin
02/06/2017	consultation	Dr. Admin Admin
05/03/2018	expert's report	St. Patrick's Men

3 transactions

Medical transaction Billing (0.00 €) Action plan Appointment

date imported: 05/03/2018
 triage: Routine
 patient type: Outpatient
 GP:
 location:
 prescribing doctor: Admin Admin
 call number: RRI20180305162616012121
 date: 05/03/2018
 Result Source: Response Control Number
 referral received: Your referral has been received
 OPD Arranged: Referral Accepted
 comments:
 OPD clinic:
 date of appointment:
 appointment interval:
 reminder: Please ensure the patient brings their medication details, along with relevant x-rays, scans and radiology reports, with them to their appointment.

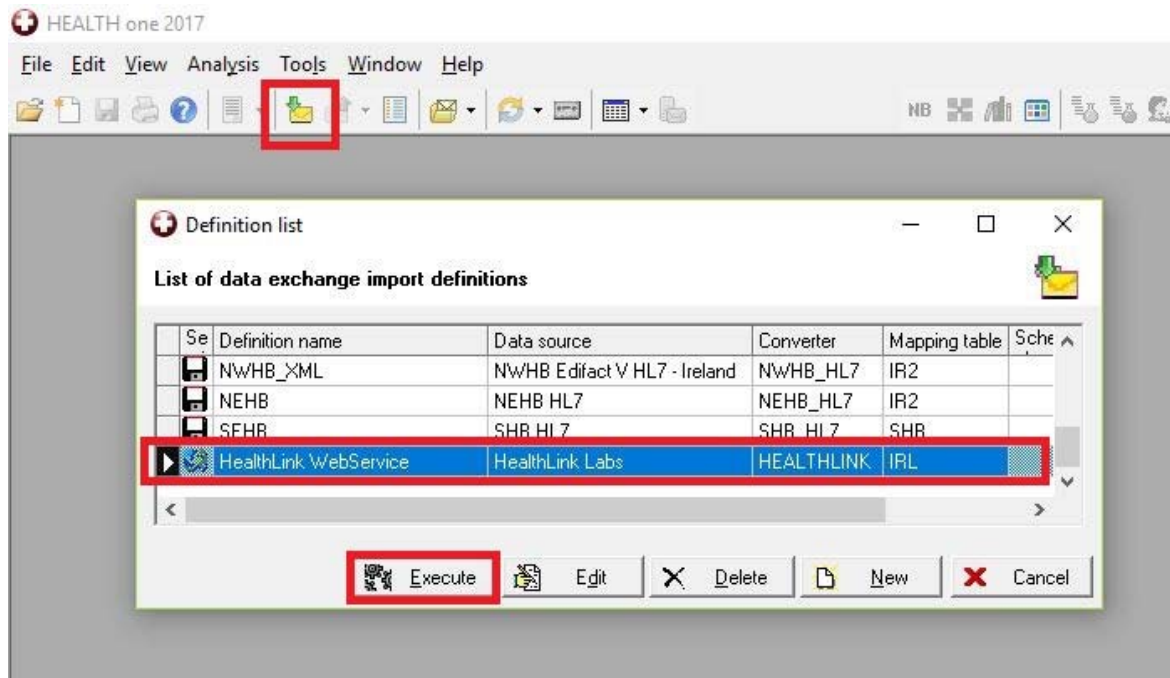
05/03/2018 | 28 Year(s) | Expert's report | Referral | AMNCH

Option 2 – View response in the Data Exchange module

The Data Exchange module will allow you to view and read all types of Healthlink electronic messages, including response messages, for all patients in one convenient location.

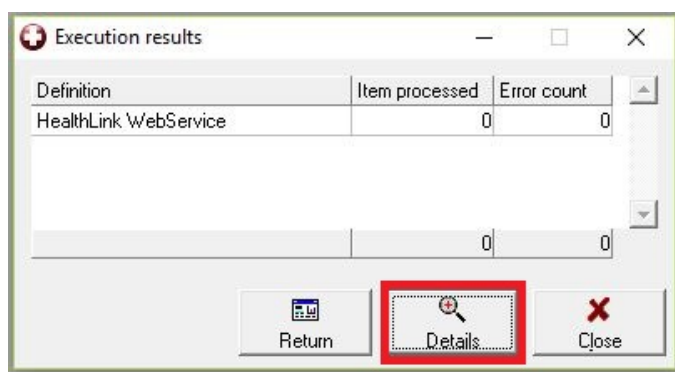
Step #1

Click the 'Data Exchange Module' button in the top left corner, scroll down and highlight 'Healthlink WebService' and then click 'Execute' in the bar at the top of the screen.



Step #2

Click the 'Details' button on the next screen.





Step #3

Double click on a response message to select it and you will be redirected to the patient's chart to view it.



HEALTH one 2017

File Edit View Analysis Tools Window Help

Data exchange module

INBOX ▾

View: All items ▾

☐ Period From: 06/03/2018 ▾ From: Patient: ☐ Abnormal result
 To: 06/03/2018 ▾ Prescriber: Definition: User name:

Act	Status	Date	Definition	Name	First name	Sex	Birth date	AbnormalRe	Original file name	Responsibl
<input checked="" type="checkbox"/>	Merged	19/07/2017	HealthLink WebService	Test	Joe	male	01/01/1990		REF_20170719165042398.xml	Dr. Admin /
<input checked="" type="checkbox"/>	Merged	05/03/2018	HealthLink WebService	Test	Joe	male	01/01/1990		REF_20180305165930452.xml	Dr. Admin /