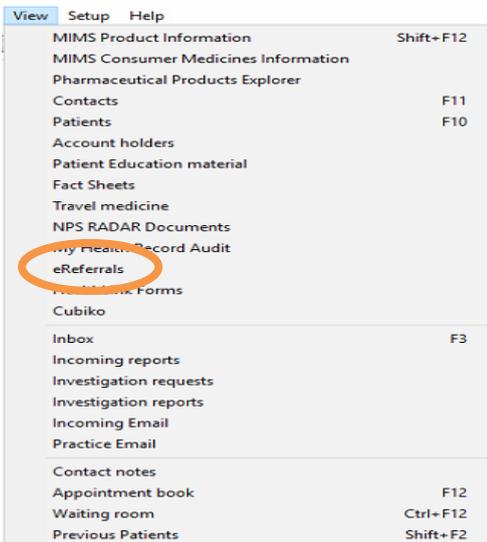


Checking Acknowledgments

It is important if you are sending referrals or reports to check that the recipient is actually receiving them. We suggest that you implement an administrative routine similar to what you would already have in the practice for following up pathology or radiology requests. HealthLink also has a report which can be run daily or weekly which will show you at a "transport" level what has been sent from your practice and acknowledged by the recipient. The Best Practice e-referrals screen will give you a better "patient" and "doctor" centric view. Please email helpdesk@healthlink.net if you wish to be subscribed to the report.

Once you have sent a message, the recipient's system should inform you, by way of an application acknowledgment, to let you know that the referral was received successfully into the receiving practice clinical or practice management/triaging system. Acknowledgments are dependent on the receiving system setup, therefore please check at the end of each day to confirm that you have received an Acknowledgment. If you haven't received one check the following day and if it is still not received contact our Helpdesk at helpdesk@healthlink.net who will confirm it for you.

1. To check for unacknowledged or unsuccessful transmission, from the main Best Practice screen, select **View, eReferrals**



2. Un-tick the **Hide positive acknowledgments** check box.

This log will list the negative and positive acknowledgements. A blank acknowledgement means the document may not have received at the receiving end. A negative acknowledgement (**Status - removed**) indicates the referral was not received or accepted at the receiving end and staff should call the receiving site to confirm receipt. An alternative method of delivery in this case may be required to send to the specialist practice or, if you printed the document for the patient, the patient will be able to present this to the specialist at time of booking. If the error is an "invalid namespace" check the electronic address (EDI) in the address book and correct it before resending the referral.

