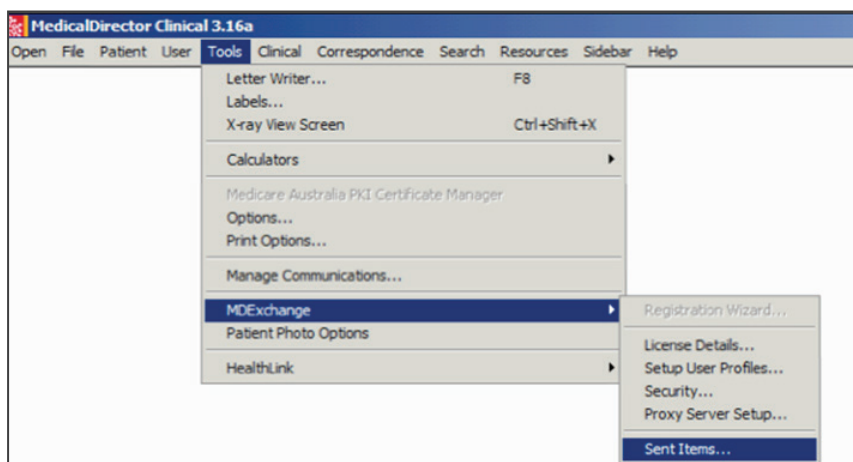


## Tracking Sent Messages

It is Important if you are sending referrals or any other types of messages, to check that they are actually being received by the recipient.

Once you have sent a message, the recipient's system will inform you, by way of an acknowledgement. There are 2 ways of viewing a status of a patient's e-referrals.

a) Select TOOLS > MDExchange > SENT Items



This will show the status of all Messages sent including CC's. You are able to use the filters to make a more individualised search

MDExchange Outbox							
All Messages    Last Fortnight    All Recipients    All Practitioners    All Patients							
To	From	Patient	Subject	Sent	Status	Sender	
HealthLink Townsville	Mr Lawrence Peterson	PATIENT DUMMY	PATIENT DUMMY	06/06/2016 1:47 PM	Accepted	Mr Lawrence Peterson	
HealthLink Townsville	Mr Lawrence Peterson	PATIENT DUMMY	PATIENT DUMMY	06/06/2016 1:48 PM	Accepted	Mr Lawrence Peterson	
HealthLink Townsville	Mr Lawrence Peterson	PATIENT DUMMY	PATIENT DUMMY	06/06/2016 2:37 PM	Transferred to Health...	Mr Lawrence Peterson	
InformaX Australia	Mr Lawrence Peterson	PATIENT DUMMY	PATIENT DUMMY	06/06/2016 2:37 PM	Transferred to Health...	Mr Lawrence Peterson	

b) Within the patient file select the MDExchange tab. This will show only the OPEN patients e-referrals. This will show the status of the messages sent including any CC's

The screenshot shows the 'MedicalDirector Clinical 3.16a - [Patient Dummy (66 yrs)]' window. The 'MDExchange' tab is selected in the bottom navigation bar. The 'MDExchange Outbox' table is visible, showing the same data as the previous screenshot.

MDExchange Outbox							
All Messages    Last Month    All Recipients    All Practitioners							
To	From	Patient	Subject	Sent	Status	Sender	
HealthLink Townsville	Mr Lawrence Peterson	PATIENT DUMMY	PATIENT DUMMY	06/06/2016 1:47 PM	Accepted	Mr Lawrence Peterson	
HealthLink Townsville	Mr Lawrence Peterson	PATIENT DUMMY	PATIENT DUMMY	06/06/2016 1:48 PM	Accepted	Mr Lawrence Peterson	
HealthLink Townsville	Mr Lawrence Peterson	PATIENT DUMMY	PATIENT DUMMY	06/06/2016 2:37 PM	Transferred to Health...	Mr Lawrence Peterson	

The Status of the Referral Sent will be Updated as Follows

STATUS	MESSAGE PROGRESS
Awaiting Transmission	The message is sent the the practice server
Sent	Referral is sent from your practice server to the MDExchange server
Transferred to HealthLink	Referral is sent from MDExchange to HealthLink
Accepted	The Provider/ Clinic has successfully received received your referral
Failed Transferring to HealthLink	Connection between MDExchange & HealthLink Unsuccessful. Please contact HealthLink for further assistance.
Rejected by HealthLink	Incorrect EDI Address/ Message failed HealthLink validation. Contact HealthLink for further assistance.

**For all queries, please call the  
HealthLink Customer Support Line:**

Monday to Friday (except public holidays) 8am- 6pm  
Phone 1800 125 036 Support email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)