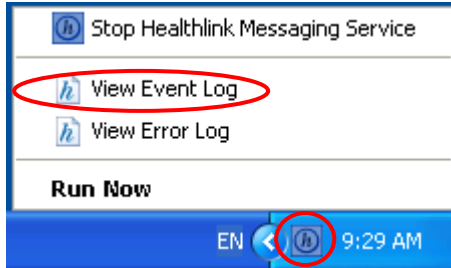


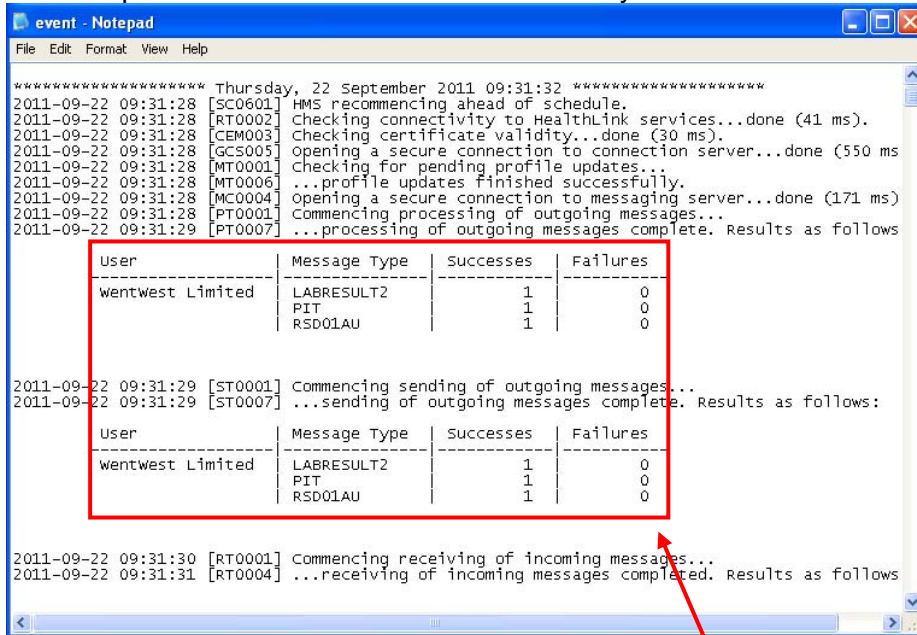
Checking Secure Messages are Sent in Best Practice

Once HealthLink has sent a message, the **Event** and **Error** log can be viewed to confirm the message was transmitted successfully:

1. On the computer where HealthLink is installed, right-click on the HealthLink icon and click on **View Event Log**.



2. This will bring the event log file on the screen, this log file will show if the messages were processed and transmitted successfully.



If a message fails to transmit, it will be listed under Failures. To find out why the message failed to transmit, check error log files by once again right-clicking on the HealthLink icon and this time click on **View Error Log**.

For assistance with any errors it is recommended you contact the HealthLink Helpdesk on **1800 125 036**.

Checking Secure Messages are Received in Best Practice

Once you have sent a message, the recipient's system will inform you by way of an Acknowledgment message that the message was successfully received. Best Practice does not have a way to show the status of these messages, however message status can be checked via HealthLink User Online (HUO).

For access to the HUO please contact your local HealthLink representative, Nikki Breslin on 0401 383 544 or email nikki.breslin@healthlink.net.

1. To access HUO simply double-click the icon that has been placed on your desktop during the installing of HUO or use the URL:
<https://secure.healthlink.net/concerto/Login.htm>.

2. Enter your login details and click **Login**.



healthLINK
ONLINE
Secure Applications Portal

Please enter your user ID and password

User ID

Password



3. Click on the green arrow pointing to the EDI name.

Site Information






Site Details

Site Name HealthLink Medical Centre	Independent Practioners Association (IPA) Not known to be a member	
Phone +64 (9) 638 6650	Fax +64 (9) 638 6059	E-mail info@healthlink.net




Healthlink Accounts


EDI Account Name	HMS Version	Operating System	HIS Provider	Main Contact
  hlinkst			Unknown	

Addresses

Type	Attention	Address	Region	Country	Postal Code
  Mailing		P O Box 8273, Auckland	Auckland	New Zealand	
  Physical		cnr Mary and Enfield Streets, Auckland	Auckland	New Zealand	
		<input type="text"/>			

Contacts

Prefix	Name	Phone	Email
 	Tom Bowden	+64 (9) 638 6650	tom.bowden@healthlink.net
	<input type="text"/>		

- From the EDI Account Contents screen select **EDI Traffic Information**  icon this will display all organisations that are communicating either to or from the EDI account.
- Click on **Search** button to search for specific recipient. Enter the recipient EDI and click on **Search** to see the transaction history for that recipient.

EDI Account Traffic Information

Below are summary statistics for the sites that you have sent to or received from during the last week. (The statistics displayed only relate to the timeframe specified.)

[Search for](#)

EDI Partner	Last Connected	Last Sent by priority	Total Sent	Last Received by priority	Total Received
Health Communication Network (HCN) (ingress)	19/05/10 09:31:23	14/05/10 12:08:35	1		0
HealthLink Ltd (ingress)	16/05/10 22:38:13	14/05/10 12:23:05	1		0
HealthLink Ltd (egress)	14/05/10 12:37:00	14/05/10 12:56:02	5	14/05/10 12:57:01	4
HealthLink Ltd - Australia (egress)	17/05/10 13:42:07	17/05/10 14:17:16	2	17/05/10 13:42:33	1

Click on the green arrow pointing to recipient to look at the transaction details.

- Accepted (AA)** in **Status** Column indicates the message sent to recipient was received successfully. **Blank** in **Status** column indicates the recipient as not received the message in their Clinical System.
- Close Internet explorer or logout of HUU to close the HUU screen.

EDI Traffic Detail

Electronic Data Interchange (EDI) messages sent to HealthLink Ltd - Australia (egress) during the last week.

EDI Message Details (total Messages sent)							
Application	Message ID	Originating Message Type	Sent	Size	Response Message Type	Status	Sent
RSDetail	SPS_20100517.89	New Referral	17/05/10 14:17:16	1.42 kb			
RSDetail	SPS_20100517.88	New Referral	17/05/10 13:36:49	3.88 kb	Response	Accepted (AA)	17/05/10 13:42:33