

## Electronic Patient Letters to GPs via HealthNet

### What is new for GPs?

The Northern Sydney Local Health District with the support of the SNHN will be the first region in NSW to send patient letters from the public hospital to general practice electronically, securely and directly to your desktop clinical software using the HealthNet secure messaging.

The digital "Letter to GP" can be sent for all hospital and community visit types, (inpatient, or outpatient) as long as the service uses Cerner eMR (the clinical system used within most public hospitals). This means any area of the hospital can complete this letter and send it to you securely and quickly.

**From the 25th of November 2019**, you will start to receive the new document titled "Letter to GP" in the same way that you currently receive discharge summaries in your practice software (Best Practice, Medical Director etc). The letters will be received regardless of which secure message broker you have an account with (Argus, HealthLink or Medical Objects).

### What is HealthNet?

HealthNet is a NSW Clinical read only Portal that enables clinicians employed by NSW Health access to patient information which resides outside of their normal hospital electronic medical record (eMR). This includes information from other NSW Local Health Districts and primary care history contained within a patient's national My Health Record.

HealthNet currently includes the sending of secure electronic messaging of **electronic patient discharge summaries** to GPs using national standards.

### What do HealthNet Patient Letters to GPs look like?

HealthNet Patient Letters to GP will look slightly different to the existing printed or faxed letters you are currently receiving but the content will be the same. They use the nationally agreed Clinical Document Architecture (CDA) standards.

Here is an example of the new Patient Letters to GP →

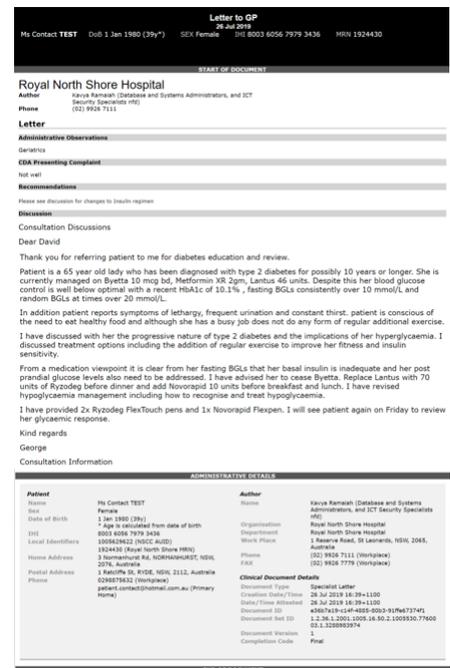
It will include patient information, the service and author sending the communication, recommendations, discussions and a summary of the patients visit.

The main body of the document is free text so the exact content will differ between services.

### What do GPs need to do to receive HealthNet patient Letters?

If your practice meets one of the following criteria – you do not need to do anything:

- Your practice has been receiving the NSW Health **electronic Discharge Summaries**, your clinical software will already be set-up to receive the new electronic Patient Letters to GPs
- Your practice uses **ONE** of the following GP Messaging Brokers: **1. HealthLink 2. Argus 3. Medical Objects**
- Your LHD has up-to-date information on your practice and your GPs for electronic messaging. This can be either: **1.** Your Provider Reference Numbers (PRNs) **AND/OR 2.** Your practice's Healthcare Provider Identifier Organisation (HPI-O) and your Healthcare Provider Identifier Individuals (HPI-Is).



## Also

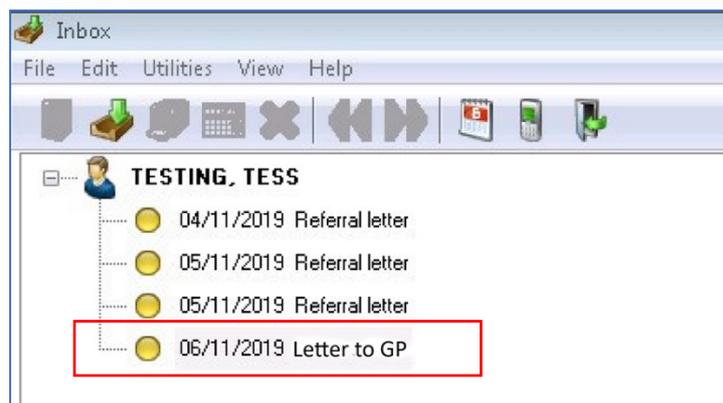
- Encourage patients to know the correct name of their GP and General Practice address, as patients will be asked for this at the entry point of registration at all NSW Health services. The GP nominated by patients is the one who receives NSW Health documents.

## Where to view your letter

You can view your Letter to GP in your current medical software by navigating to your incoming reports or holding file for allocation and then in your user inbox or patient file.



The new document will start with “Letter to GP” then include an editable title that will change depending on who and where it came from eg:



## When will this take effect?

From the **25<sup>th</sup> of November** you will start to receive correspondence from NSLHD Hospitals via secure message in place of the usual fax or posted letters. The numbers of letters will increase over time as more services start to use the template.

## For more information

Contact the Sydney North Health Network (SNHN) on (02) 9432 8250, email: [info@snhn.org.au](mailto:info@snhn.org.au) or contact your practice SNHN Primary Care Advancement Coordinator directly

## Troubleshooting

### 1. GP has not received Letter for a patient's hospital visit.

- a) Contact the service that the patient visited to request a letter is issued or resent (ask them to resign the document as this will trigger the sending process).
- b) Ask the service to see if there was a delivery error (they can see it in the patients' results tab)
- c) Check that the correct GP is listed for the patient on that visit.
- d) Contact the NSW Health State Wide Service Desk ph 1300 285 533 to check the status of the document and see if there was an error.

### 2. The Letter was not received via secure messaging.

If the above information is correct it may be a problem with your secure messaging system.

Solutions include:

- a) Practices should check the expiry dates and keep up-to-date information with the secure message providers including the following:
  - Medicare Site/Location PKI Certificate.
  - NASH PKI Certificate (expires every two years).
- b) Ensure the hospital has your current information:
  - GP Provider Reference Numbers (PRN), sourced from Medicare.
  - Healthcare Provider Identifier for Organisations (HPI-O), sourced from the HI Service.
  - Address and contact details.

### 3. Technical issues when reading Letter to GP in clinical software.

Some general practices have reported technical issues with their clinical software when viewing letters, including:

- Not scrolling.
- An XML error.
- An XML file is received instead of a letter.
- Difficult to read as font is too small.

Solutions include:

- a) Contact the general practice's clinical software support team. The support team may decide to implement a clinical software patch fix. These are temporary fixes until a version upgrade is released that embeds the solution. These patches allow the document to be rendered correctly however in some cases the patch "disappears" and has to be re-installed. If this happens, it may result in the need to manually re-trigger the documents by the LHD.
- b) Upgrade to the latest version of the practice clinical software.
- c) Letter font is small - Font is determined by national CDA standards. Until the font size is reviewed, it can be increased by manual methods such as holding the 'Ctrl' key and moving a mouse wheel.