

# healthLINK

BETTER PRACTICE ~ BETTER CARE

## HealthLink User Online Guide



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<b>Document Name</b>	HealthLink User Online Guide v1.0
<b>Software Version</b>	HealthLink User Online
<b>Initial Release</b>	23rd July 2008
<b>Last Updated</b>	24 <sup>th</sup> September 2014

# Table of Contents

HealthLink User Online.....	2
Installing HUO .....	2
Logging on to HealthLink User Online .....	6
HUO Options.....	6
Message Tracking.....	8

## HealthLink User Online

HealthLink User Online (HUO) is a web-based service that allows you to track your messages as they are delivered through the HealthLink system. It also allows you to access the national NHI number lookup (in New Zealand) using Microsoft's Internet Explorer web browser.

HUO uses strong encryption and digital certificates to ensure that the information exchanged cannot be intercepted or read by a third party.

You may install HealthLink User Online on as many computers as you wish as long as you have a copy of the signature key which is found in the security folder on the pc where the HealthLink Client Messaging software is installed. Each of these workstations must also have access to the Internet.

To do NHI lookup (New Zealand) using HUO, you will need to apply for the service as well as a Health Secure digital certificate which is issued by the registration Authority. For a NHI access application form please go to this link <http://www.healthlink.net/nhiservice.asp>

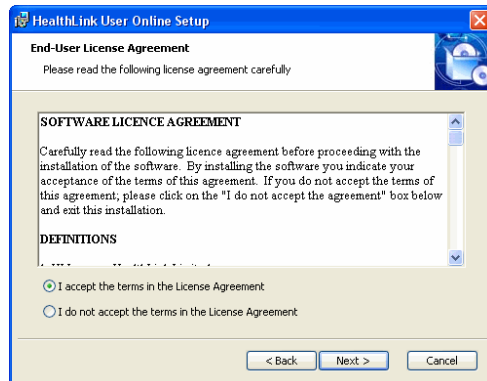
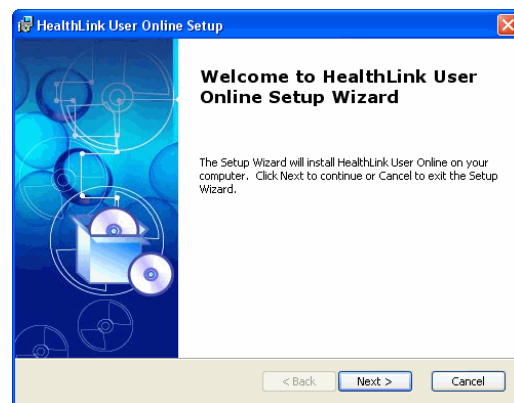
## Installing HUO

Browse to the HUO installer that is located here;

[http://www.healthlink.net/en\\_NZ/support/software-downloads/](http://www.healthlink.net/en_NZ/support/software-downloads/)

Double click the 'HUO' installer application. You will be presented with the Welcome Installer screen.

Click "**Next**" to proceed.



For the software to be installed you must read and agree to the License and Security Agreement presented to you.

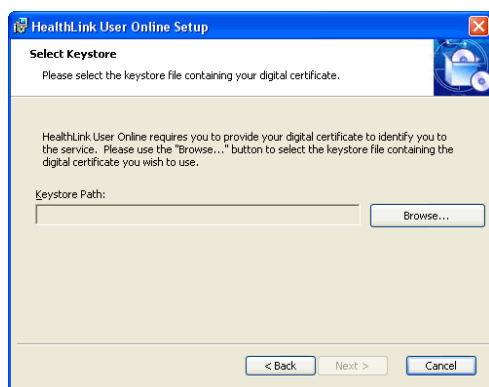
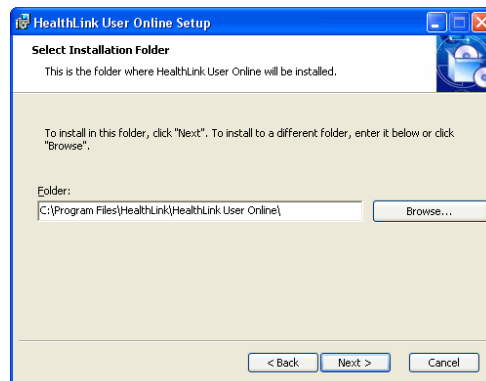
To agree and continue with the installation, select "**I accept**", then click "**Next**" to proceed.

If you do not agree, select "**I do not accept**" and the installation will abort.

This is the directory into which HealthLink files will be copied. It is recommended you leave the default setting.

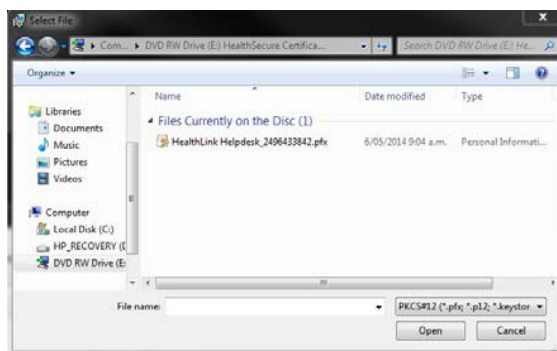
If you need to change it, click Choose and select a different directory.

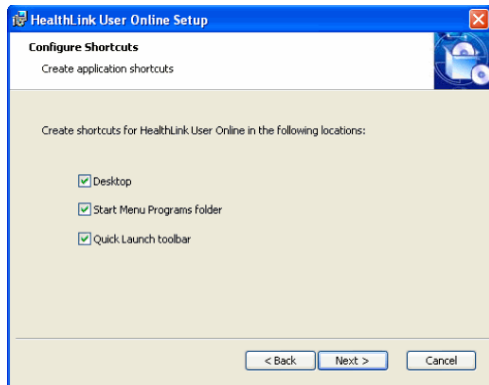
Click **“Next”** to proceed.



Select the location of your Keystore. This is typically located On the CD with your Health Secure Digital certificate was sent to your organization.

Browse to the location on the CD and select the certificate that is in the name of person at your organization.



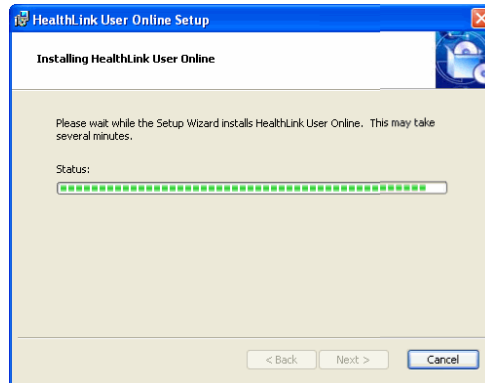


Select which shortcuts you want as part of the install

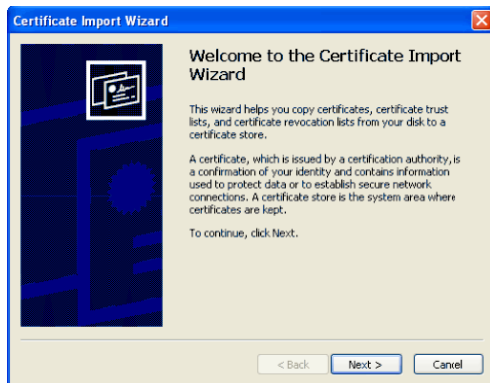
Click **“Next”** to proceed.

You will be asked for a shortcut name. Accept the default option.

Click **“Next”** to proceed.



The import Wizard will start. Click **“Next”** to proceed.



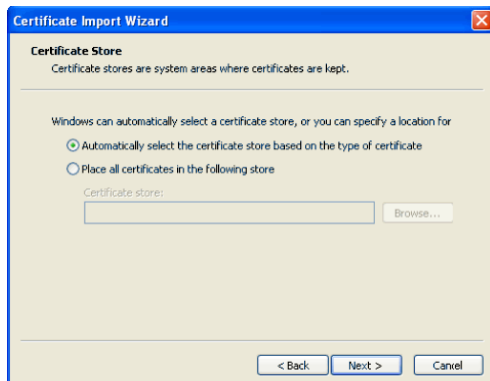
Type in your digital certificate password



Hint: This is the password you got when the CD to was sent to your organization.

Click **“Next”** to proceed

Select the default option of automatically selecting the certificate. Click **“Next”** to proceed.



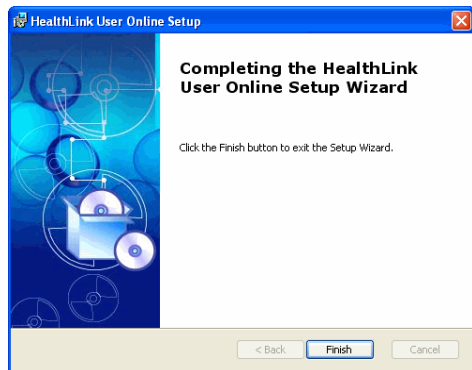
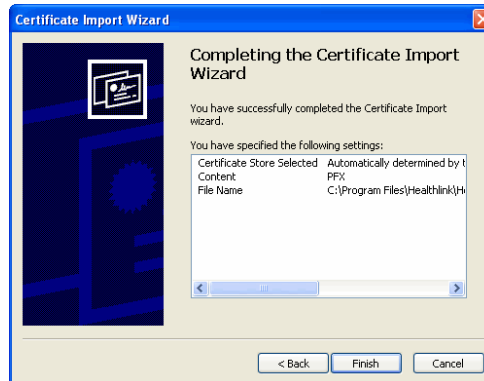
The wizard will display which certificate it has imported.

Click **“Next”** to proceed.

Click "OK" to proceed.



Click 'Finish' on the Import Wizard pane and again on the final screen of the HUO installer.



## Logging on to HealthLink User Online

To access HealthLink User Online (HUO) simply double-click the icon that will have been placed on your desktop during the installation of HUO or use the URL browse to <https://secure.healthlink.net>.



This will connect you to the Internet or through HealthLink and launch Internet Explorer, taking you to the HealthLink User Online login page.

For your HUO username and/or password, please call the helpdesk on 0800 288 887 New Zealand or 1800 125 036 Australia

Please note that the minimum recommended screen resolution for HealthLink User Online Services is 1024 x 768.

Once successfully logged in you will have a number of options listed on the left hand side.

### HUO Options

**Search:** Listed under this option is NHI Lookup. If you are registered to use NHI Lookup you can use this option.

**HealthLink:** The two options listed provide information on HealthLink and the services offered and also an area where you can provide feedback.

**HUO:** The options listed are;

**Common Error Codes:** This option will display common error codes and how to fix them.

**EDI Account Directory:** This allows you to look up other HealthLink customers, EDI accounts using various search options.

**Site:** This icon displays information about your practice, active EDI accounts and what messages you have sent and received. You can also have the option to modify your details



## Site Information

**Site Details**

<b>Site Name</b>	Independent Practitioners Association (IPA)	
<input type="text" value="HealthLink Medical Centre"/>	<input type="text" value="Not known to be a member"/>	
<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
<input type="text" value="+64 (9) 638 6650"/>	<input type="text" value="+64 (9) 638 6059"/>	<input type="text" value="info@healthlink.net"/>

[Update](#)

**HealthLink Accounts**

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

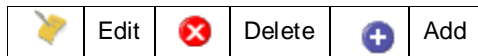
**Addresses**

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"/>	<input type="text"/>	<input type="text"/>

To update phone/fax and email information, just type the correct details and press update. To modify Address and contact details use the icons below for the function you wish to perform:



To view details about messaging, click the green arrow on the left of the EDI account.

You will be displayed with EDI Account Contents which are all messages that are waiting in your account at HealthLink to be collected and details of your last connection.

### EDI Account Contents

Dates/Times on this page are being displayed for the New Zealand time zone.

You currently have 3 messages in your EDI account.  
Your last connection was on 04/09/08 16:50:01.  
Your last successful connection was completed on 04/09/08 16:50:01 using HMSv6.5.5.1620 (INTERNET).

EDI Account Contents				
Sent From	Date	Application	Message	Size
Auckland District Health Board (ahb@adhb.govt.nz)	05/09/08 16:04:03	LABRESULT	ORU	320.00 b
Diagnostic MedLab Services Limited (dm1@medlab.co.nz)	05/09/08 15:37:18	LABRESULT	ORU	3.81 kb
Diagnostic MedLab Services Limited (dm2@medlab.co.nz)	05/09/08 14:39:32	LABRESULT	ORU	12.04 kb

## Message Tracking

Once you are in the EDI Account Contents page a menu will be available in the top right hand corner for further details. This is a breakdown of the menu icons:








**EDI Account Contents** This will display summaries of last connection, connections over the past three months and message traffic.



**EDI Connection Information** This will display summaries of last connection, connections over the past three months and message traffic.



**EDI Traffic Information** This will display all organisations that are communicating either to or from the EDI Account.

	ACC Corporate Office	05/09/08 16:05:58	02/09/08 10:09:15	8	02/09/08 10:11:17	8
	Sports Medicine	05/09/08 15:40:10	04/09/08 18:05:48	8	04/09/08 16:31:02	8
	Ascot Medical Clinic	05/09/08 15:34:04	05/09/08 09:05:58	19	05/09/08 03:34:27	19
	Ascot Radiology	05/09/08 12:52:10	03/09/08 14:06:03	4	03/09/08 12:34:03	4
	Bone Density Clinic	05/09/08 13:24:20	01/09/08 10:09:06	2	01/09/08 08:46:34	2

Click the green arrow on the left of your EDI partner to view messaging details for a day, week or month. The only message information that can be viewed is the message ID and date and time of transmission.



**EDI Account Connection Tracker** View detailed information about each connection including the number of messages collected and sent and whether there were any failed connections.



**EDI Account Site Information.** Return to the main site maintenance screen



**New Zealand**

Phone toll free: 0800 288 887

8:00am – 6:00pm Monday-Friday

New Zealand Fax Toll Free - 0800 288 885

**Australia**

Phone toll free: 1800 125 036

7.00am – 7.00pm Monday-Friday (AEST)

Australian Fax Toll Free - 1800 151 146

Email: [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

If there is a communication problem

Make it our problem

[www.healthlink.net](http://www.healthlink.net)



Contact us: **Australia** 1800 125 036 **New Zealand** 0800 288 887

