

## Fact Sheet - Secure Messaging

# Frequently Asked Questions (FAQs) - Activation

SA Health is providing more connected and seamless care with **Secure Messaging**.

- The information provided here supplements the **Activating Secure Messaging for your Practice** fact sheet available on the [SA Health website](#).

### Communication Preference

#### 1. Will all clinical documents and communication from SA Health now be sent by secure messaging?

No, only select document types are currently able to be delivered by secure messaging from SA Health. SA Health has first enabled the following documents\* to be sent by secure messaging:

- > Discharge/separation summary
- > Clinical summary
- > Nursing and Midwifery discharge letter
- > Neonatal discharge letter
- > ED visit

\*due to technical constraints, some hospitals will continue to send some of these documents by other currently used methods and not by secure messaging.

#### 2. How will other documents from SA Health be delivered to my practice?

They will continue to be delivered by the current method for now.

#### 3. Do I need to change my communication preference?

Upon receipt of your Address Confirmation Form (see **Activating Secure Messaging for your Practice** fact sheet), SA Health will direct the Health Provider Registry to update your communication preference to secure messaging. You do not need to contact the Health Provider Registry to update your communication preference to secure messaging; they will do this on instruction from SA Health only.

#### 4. Will I receive an email to notify me that a Clinical Document has arrived?

No, Secure Messaging will not send any notifications to your emails. The only email communications SA Health will send you are:

- > Activation communication
- > Welcome Letter advising you secure messaging has been activated for your practice, where to seek more information and how to obtain help

Once Secure Messaging has been established for your practice, the enabled clinical documents will be delivered into your practice management software. See the Finding the Clinical Documents fact sheets available on the [SA Health website](#).

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## Secure Messaging Address

### 1. Why do I need to confirm my secure messaging address?

SA Health performs data matching in two different directories to discover your secure messaging address details. SA Health must get confirmation of your secure messaging address to ensure it has been correctly identified for your practice. SA Health will then use your secure messaging address to deliver clinical documents directly into your practice management software. See the **Finding the Clinical Documents** fact sheets available on the [SA Health website](#).

### 2. I don't know if the HealthLink EDI detailed on my Address Confirmation Form is correct for my practice, how can I confirm?

You should contact HealthLink to confirm this. HealthLink support is available at <https://aupd.healthlink.net/request@healthlink.net> or on 1800 125 036 (Option 1).

### 3. Why does SA Health prioritise my HealthLink address over other secure messaging addresses?

The SA Health secure messaging solution has been developed in partnership with HealthLink and use of your HealthLink account is the most cost-effective method for SA Health. In the first instance the secure messaging solution has been targeted at Healthcare providers who have HealthLink accounts as they form by far the largest group. Work is being performed to enhance the solution to allow secure messages to be sent to any healthcare provider regardless of their secure messaging provider.

### 4. Why is my Healthcare Provider Identifier (HPI-O) required as part of my secure messaging address details?

The HPI-O is an alternative address for secure messaging.

### 5. Why do I need to provide details of my practice management software?

Most practice management systems send electronic notifications back to the sending systems to acknowledge receipt of secure messages. SA Health uses this information to monitor successful messages and follow up on failed messages. SA Health needs to know if your system cannot send acknowledgements, so it can monitor the messages in a different way.

If your system is unable to acknowledge, SA Health will send you a regular report of the messages sent to you. You should advise us of any messages you have not received so we can resend them.

## Directory Data Extract and directory maintenance

### 1. What is the Directory Data Extract?

As part of the activation process, SA Health will generate a Directory Data Extract report and publish this to your practice to highlight any discrepancies between the individual providers listed in the relevant directories. This enables you to check and correct these discrepancies in the relevant directories to increase the success of secure messages being directed to your practice and the right practitioner.

### 2. Why is one of my providers not listed in the Directory Data Extract?

If a provider (practitioner) is not listed, this means that individual is either not registered in the Health Provider Registry, or not linked to your practice location in the Health Provider Registry.

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## 3. What does a 'Not Found' provider number search result mean?

This means you have a provider (practitioner) listed in the Health Provider Registry that cannot be matched in the secure messaging service provider directory. This may result when a Medicare provider number is not detailed in both directories, as the matching occurs on this identifier.

See below to find out how to review and update these directories.

## 4. How do I update the Health Provider Registry?

You can access and update your Health Provider Registry details at the **Log On** page at [www.healthproviders.com.au/](http://www.healthproviders.com.au/). If you have never set up an online account with the Health Provider Registry, or have forgotten your log in details you will need to contact their support team, details again available at the above link.

## 5. How do I update my details in the HealthLink directory?

You can access your HealthLink account at <https://aupd.healthlink.net/request@healthlink.net> or on 1800 125 036 (Option 1).

## Digital health readiness

### 1. How do I find out more about NASH PKI certificates and PRODA accounts?

Talk to your Primary Health Network to understand more about what you need to do to be digital health ready. Specific contact address below:

- > Adelaide PHN: [digitalhealthinfo@adelaidephn.com.au](mailto:digitalhealthinfo@adelaidephn.com.au)
- > Country PHN: [support@countryphn.com.au](mailto:support@countryphn.com.au)

## Further information

Further information, including information on Activation and Support can be found on the [SA Health website](#).



[www.ausgoal.gov.au/creative-commons](http://www.ausgoal.gov.au/creative-commons)



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