Fact Sheet - Secure Messaging

Frequently Asked Questions (FAQs) - Support

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

The information provided here supplements the **Support Guide** fact sheet available on the [SA Health website](#).

SA Health – Support information required

1. What information does SA Health need?

When contacting SA Health with your support enquiry please provide the following (or as many of these as you can):

> Patient MRN

> Patient Initials

> Patient Date of Birth

> Admission date

> Discharge date

> Hospital

> Document ID (if visible in your practice management software

Do not email the actual clinical document itself, just email the information above.

Mis-directed Clinical Documents

1. Patient not at your practice?

If you receive a clinical document from SA Health for a patient who is not at your practice you should:

1. Notify Health.SecureMessageDeliverySupport@sa.gov.au with the document identifiers described above so this can be corrected
2. Once you have notified SA Health please delete the clinical document from your system

2. Practitioner not at your practice but patient is?

If you receive a clinical document from SA Health to a practitioner not at your practice but for a patient at your practice, you should:

1. Attach the document to the patient record in your practice management software
2. Update the practitioner details in the Health Provider Registry so SA Health does not continue to send clinical documents to the incorrect practitioner. You can access and update your Health Provider Registry details at the **Log On** page at www.healthproviders.com.au/

3. Clinical Documents addressed to Records Manager?

Clinical documents may come to your practice addressed to a specific practitioner or to the Practice Manager / Records Manager. There are a few reasons this happens:

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> When the patient attended hospital, they did not specify a practitioner for clinical documents to be sent to

> The patient does not see a specific practitioner regularly

> The practitioner's details may not have been collected during their admission to hospital

> The practitioner's details are not available in the Health Provider Register for the hospital to choose from. If you suspect this is the reason, then please check the Health Provider Registry and update accordingly

Depending on your practice management software these clinical documents will be displayed in different locations and may only be visible to certain user roles.

Locating Clinical Documents sent by Secure Messaging

1. Where are Clinical Documents found in your practice management software?

The following fact sheets on the SA Health website have been created to help you navigate to where the clinical documents distributed by secure messaging can be found in your practice management software. There are fact sheets for:

> **Best Practice**

> **Medical Director**

> **ZedMed**

> **Genie**

If your specific software is not listed here please contact your practice management software company for more help.

Missing Secure Messages

1. Secure Messages seem to have suddenly stopped?

If you are used to receiving Clinical Documents via Secure Messaging regularly but appear to no longer be receiving any, please contact SA Health Secure Messaging support as soon as possible via:

- Contact SA Health Secure Messaging support to confirm if we have distributed anything to your practice, and to switch your delivery method to an alternative delivery method to ensure continuity of service on Health.SecureMessageDeliverySupport@sa.gov.au
- Please contact HealthLink on 1800 125 036, to investigate and resolve the issue with your practices' ability to receive secure messages,
- Once resolved please contact SA Health Secure Messaging support to recommence the service on Health.SecureMessageDeliverySupport@sa.gov.au

See the **Support Guide** fact sheet on the SA Health website for further information.

2. Clinical Documents that are normally delivered through Secure Messaging are being delivered by ShareFile, Fax or Post?

If you start to receive Clinician Documents via another delivery method (ShareFile, Fax or Post) that you would normally receive through Secure Messaging, this could happen for the following reasons:

> The clinical document being sent to you has not been enabled for secure messaging

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> The clinical document is being resent to you

> In the very unlikely situation, the secure message system has a temporary outage or issue

If you receive an email link to a clinical document via an alternative method, then:

> Please follow the instructions in the email to retrieve the clinical document from ShareFile.

> Please contact HealthLink on 1800 125 036, to investigate and resolve any issues

> Once resolved please contact SA Health Secure Messaging support to recommence the service on Health.SecureMessageDeliverySupport@sa.gov.au

See the **Support Guide** fact sheet on the SA Health website for further information.

Receiving daily secure message summary reports

Some practice management software is unable to send an electronic notification called an Acknowledgement to let SA Health systems know if the message was received or not.

If your practice has this type of software, SA Health sends out a summary of the messages that have been sent to you. It is your responsibility as a practice to check whether you have all the messages or not. If there are any messages on the report that you have not actually received, please contact SA Health as soon as possible via Health.SecureMessageDeliverySupport@sa.gov.au and we resend them.

See the **Support Guide** fact sheet on the SA Health website for further information.

SA Health encourages you to approach your practice management software company to find out if they have a version of their software that does send acknowledgements.

If your software can Acknowledge, SA Health will not send you summary reports as your software informs SA Health of your message delivery status.

Still having trouble?

> Contact the relevant support service found in the **Support Guide** fact sheet on

 the SA Health website.