

ConnectingCare.com V6.0

Overview of Changes for existing users

October 2015

Version [1.0]

Document Contact

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Document History

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0-1	22 09 2015	Laurence Carter	Initial draft for Product Preview purposes
1-0	05 10 2015	Laurence Carter	Final version for use

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1 Executive Summary

1.1 Purpose of this document

This is a concise overview to highlight the main changes in ConnectingCare.com Version 6.0, which includes a number of changes to the user interface to improve messaging workflows.

1.2 Intended Audience

This User Guide is intended for existing users who need to search the Service Directory and to send secure messages/eReferrals.

1.3 Naming Conventions & Definitions

Term	Definition
HCX	HealthConnex
PKI	Public Key Infrastructure
NHSD	National Health Services Directory
SCTT	Service Coordination Tool Templates (Victoria)
Argus	Secure messaging solution used by General Practitioners, Specialists, Hospitals and other providers

2 ConnectingCare Access

As before, when Version 6 is released, you will still access ConnectingCare by entering www.connectingcare.com into the address bar in your browser.

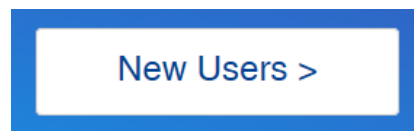
3 User Accounts

You will use the same user account that you currently have to login to ConnectingCare.com Version 6.

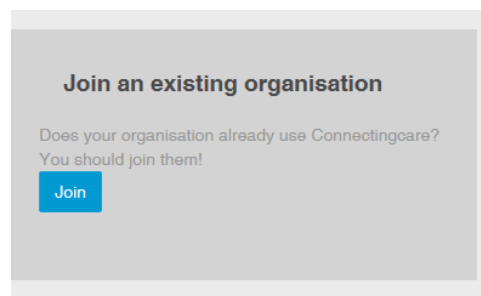
NOTE: The way user accounts work has changed to make things much more flexible into the future. If you experience problems with accessing some of the functions you were previously able to please contact HelpDesk (1800 189 387 or connectingcare@healthconnex.com.au)

3.1 Creating New User Accounts

As before, staff who work at Sites which have an active subscription to ConnectingCare.com can create their own user account from the homepage by first clicking on this button:



then clicking on the Join button in this section (see below) and completing the account creation form:



3.2 Approval of New User Accounts

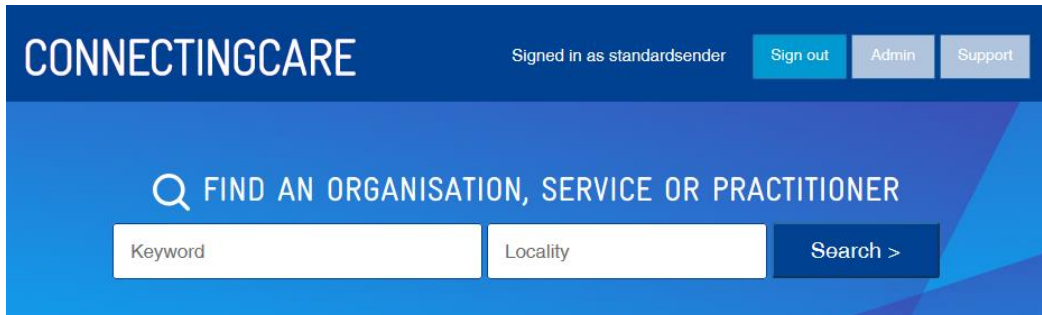
The difference in Version 6 is that once the staff member has completed the account creation form **that new account has to be approved** before they can login and use ConnectingCare.com. This will ideally be done by a colleague who has been given the role to approve new user accounts associated with their work Site(s). Users with this role will receive an email requesting their approval (or rejection) of the new account and can activate this via a link in the email message.

As this is a new role when Version 6 is launched ConnectingCare.com HelpDesk will initially receive these emails. HelpDesk staff will contact the organisation with the aim of identifying a staff member who can be given this approval role. In the meantime ConnectingCare.com HelpDesk can also approve a newly created account if the matter is urgent and they have obtained approval from an organisation to do so.

4 Searching the Service Directory

As before, ConnectingCare.com Version 6 uses the National Health Services Directory (NHSD) for all its Sites and Services information.

All searching in Version 6 is done via the simple search form on the homepage, as shown below.



The screenshot shows the top navigation bar of the ConnectingCare.com website. On the left is the logo 'CONNECTINGCARE'. On the right, it says 'Signed in as standardsender' with buttons for 'Sign out', 'Admin', and 'Support'. Below the navigation bar is a large blue banner with a magnifying glass icon and the text 'FIND AN ORGANISATION, SERVICE OR PRACTITIONER'. Underneath this banner are two input fields: 'Keyword' and 'Locality', followed by a 'Search >' button.

4.1 Keyword field

You can enter a wide range of search terms in this field. The most common will be:

- **Service types** (e.g. occupational therapy; home care; acquired brain injury; podiatry)
- **Organisation or Site names** (e.g. Anglicare; Dianella Community Health; George Street Medical Centre)
- **Practitioner name** (for greater accuracy enter both First Name and Last Name. e.g. Belinda Thompson – searching on practitioner is mostly useful for General Practice and private allied health)

NOTE: After entering a Service type you should also enter a Locality (*see below*). Otherwise the results returned will be Australia-wide.

4.2 Locality field

You can enter a locality name in this field, such as a town or suburb name. Choose the Locality/Postcode item, from the drop-down list which appears, as shown below:



The screenshot shows the search form with 'podiatry' entered in the Keyword field and 'mil' in the Locality field. A dropdown menu is open below the Locality field, showing a list of locality options: MILAWA, 3678; MILDURA, 3500; MILDURA, 3502; MILDURA CENTRE PLAZA, 3501; MILDURA EAST, 3500; MILDURA SOUTH, 3501; and MILDURA WEST, 3500. A mouse cursor is hovering over 'MILDURA, 3500'. The 'Search >' button is visible to the right of the dropdown.

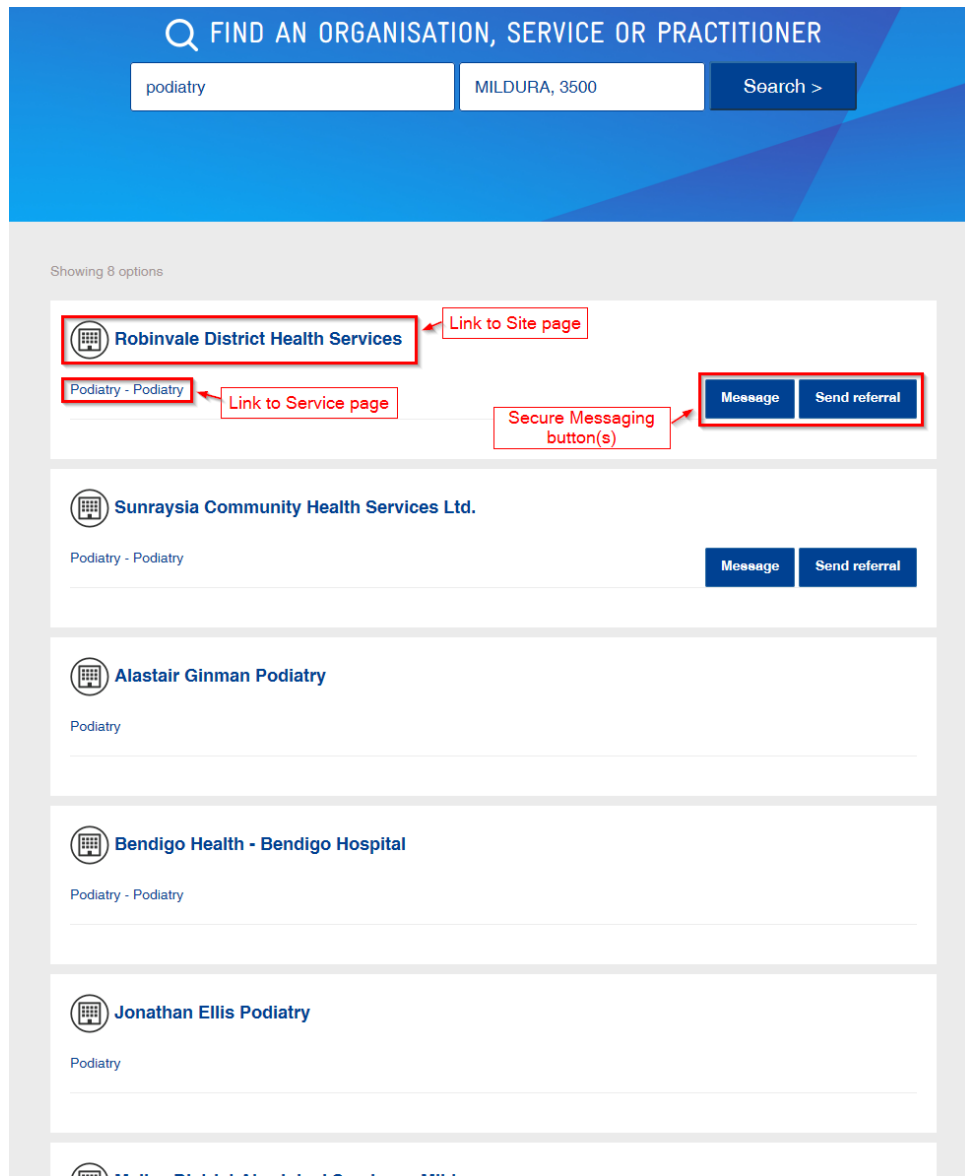
NOTE: You cannot enter a State, Territory or Region name into the Locality field

NOTE: By entering a locality the search function will search for results which match the Local Government Area in which that locality is based.

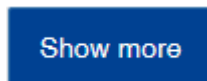
Click the **Search** button (or hit Enter/Return) to activate the search.

4.3 Search Results

Using the search example shown above, here is the new search results screen:



When a large number of results are returned this button will appear at the bottom of displayed results:



As before, search results show Services listed under their Sites, where both Service and Site names are links to their respective Service Directory pages.

Notice now that the first results to be listed are the secure message (eReferral) enabled Services. Following those are other matching Services listed alphabetically by their Site names. You cannot send to a Service which does not display one or both of the secure messaging buttons.

As before, messaging buttons are displayed in the Search Results and also on the Service pages.

5 'Message' and 'Send referral' buttons

Whether on the Search Results page or the Service page there are now two possible secure messaging buttons:



5.1 How to choose which one to use

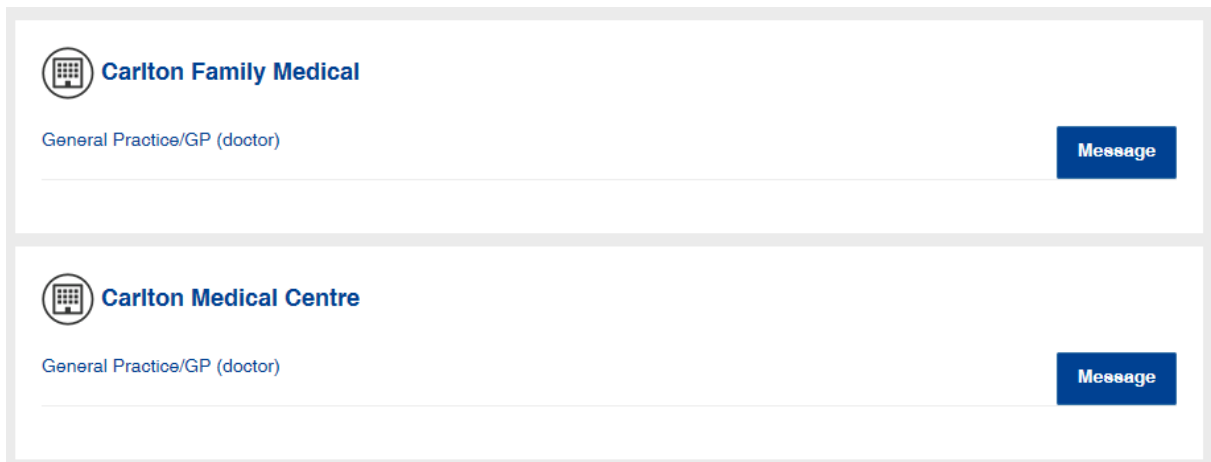
It's quite easy.

If you are sending a referral – whether you have already completed it elsewhere and have the referral document to attach and send, or if you need to complete the referral online – then click the 'Send referral' button.

If you have anything else to send securely – whether it's other types of documents to attach or notes to enter online and send – then click the 'Message' button.

If you are sending to an Argus user (such as a General Practitioner) then you must use the 'Message' button – the 'Send referral' button will not be available.

Here is an example of search results showing two Argus using General Practices:



5.2 'Send referral' process

After clicking 'Send referral' button the New Referral page will display as shown here:

CONNECTINGCARE Signed in as standardsender [Sign out](#) [Admin](#) [Support](#)

NEW REFERRAL

To: Provider: Robinvale District Health Services
Service: Podiatry - Podiatry

Consumer details

Mandatory details to be completed

*Family name:

*Given name(s):

Your client reference number:

*Date of birth:
(dd/mm/yyyy)

*Gender:

Service Forms

Either attach the referral document you have completed elsewhere or complete the forms online here

SCTT 2012: or

This section displays service referral forms, indicating when any are required

SCTT Referral Cover Sheet and Acknowledgement	Required
SCTT Consumer Information	Required
SCTT Summary and Referral Information	Required
SCTT Consent to Share Information	Required

Additional information (optional)

This section allows you to attach other documents

Attachments:

Priority

How urgent is this? Urgent Non-urgent

Agency/Service Provider sending referral

Your details, from your ConnectingCare user account, will appear here.

Name:

Agency:

Phone:

Fax:

Email:

Position:

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NOTE: Notice in the "Service Forms" area the forms that are required to be a part of a referral to this Service are listed.

5.2.1 When you want to attach a previously prepared referral document

Fill out the Consumer Details (*remember to include the client/patient reference number so this will be included in the acknowledgement that comes back to you from the receiving Service*).

Click on the 'Attach a file' button in the "Service Forms" area of the screen. Attach your previously prepared referral document as shown here:

The screenshot shows a web application interface. On the left, a 'Choose File to Upload' dialog box is open, displaying the 'Documents library' for the 'DCA' folder. The dialog lists several files, including 'Test Excel 97-2003 format file.xls', 'test excel file only.xlsx', and several 'This is a test' documents in .doc, .rtf, and .dotx formats. The 'File name' field is empty, and the file type is set to 'All Files (*.*)'. The 'Open' button is highlighted.

On the right, the 'Service: Podiatry - Podiatry' form is visible. It contains several input fields: 'Chan', 'Grace', '382929', '19/12/1942' (with a '(dd/mm/yyyy)' label), and a dropdown menu set to 'Female'. Below these fields, the 'Service Forms' section is titled. It includes a button labeled 'SCTT 2012:' with two options: 'Attach a file' (highlighted in blue) and 'Complete online'. Below this, a list of required forms is shown:

Form Name	Requirement
SCTT Referral Cover Sheet and Acknowledgement	Required
SCTT Consumer Information	Required
SCTT Summary and Referral Information	Required
SCTT Consent to Share Information	Required

If required attach other documents by clicking the 'Attach a file' button in the "Additional information" area of the screen, as shown here:

The screenshot shows the 'Additional information (optional)' section of the web application. It features a label 'Attachments:' followed by a button labeled 'Attach a file' (highlighted in blue).

Click the "Send message >" button at the bottom of the screen and confirm that you wish to send.

5.2.2 When you want to fill out the required forms online within ConnectingCare

Fill out the Consumer Details (remember to include the client/patient reference number so this will be included in the acknowledgement that comes back to you from the receiving Service).

Click on the 'Complete online' button in the "Service Forms" area of the screen. The required SCTT forms will be displayed as shown below:

CONNECTINGCARE Signed in as generalsender [Sign out](#) [Admin](#) [Support](#)

NEW REFERRAL

SCTT: Grace Chan

- Referral Cover Sheet and Acknowledgement
- Consumer Information
- Summary and Referral Information
- Consent to Share Information
- Mandatory Forms**
- Optional Forms**
- OPTIONAL FORMS
 - Single Page Screener of Health and Social Needs - Provider Admin
 - Need for Assistance with Activities of Daily Living
 - Accommodation and Safety Arrangements
 - Health and Chronic Conditions
 - Social and Emotional Wellbeing
 - Care Relationship Family and Social Network
 - ASSIST Alcohol Smoking and Substance Involvement Screening
 - Functional Assessment Summary
 - Palliative Care Supplementary Information
 - Information Exchange Summary
 - Shared Support Plan
 - Review of Shared Support Plan
 - Single Page Screener of Health and Social Needs - Consumer Admin
 - Ambulance Victoria Referral
 - GP Referral

Referral cover sheet and acknowledgement

Purpose: to send with a referral or to acknowledge receipt of a referral.

Date:

Referral

To send a referral complete this section

From

Name:

Organisation:

Email:

Position:

Phone:

Fax:

Role with consumer:

To

Name:

Organisation:

Email:

Position:

Phone:

Fax:

Referral for type of service/service requested:

Priority: Non-urgent Urgent

Notes:

[Preview Form](#) [Finish and return to referral](#)

The SCTT forms are listed in the left hand column, divided into required (at the top) and below them, as headed, Optional Forms.

Clicking on each form name will display that form.

Mandatory forms will display a green tick when you have completed them.

Once you have completed filling out the forms click on the “Finish and return to referral” button at the bottom of the screen. A message will be displayed if you have not completed any of the mandatory forms. You will need to complete them to be able to return to the Referral screen.

As can be seen below when back at the Referral screen the completed forms are highlighted in green, with a tick.

SCTT 2012:

SCTT 2012	Print	Download	Edit	Remove
SCTT Referral Cover Sheet and Acknowledgement				✓
SCTT Consumer Information				✓
SCTT Summary and Referral Information				✓
SCTT Consent to Share Information				✓

Prior to sending you can click on a link to Print or Download, go back to Editing the forms, or even remove the completed forms and start again.

You can also attach other documentation in the “Additional Information” section of the Referral screen.

To send the referral click the “Send message >” button.

The sent confirmation screen will appear as shown here:

REFERRAL SENT

Goulburn Valley Health - Shepparton Campus
SPEECH PATHOLOGY Community Health @ GVH - Health information/referral
Phone:035832 3100

Referral Details:

Referral ID: 230423
Date/Time: 29/09/2015 10:39:04 AM
Requesting Practitioner: Laurence Carter

What happens next?

Your message has been submitted. PLEASE MONITOR YOUR EMAIL AND/OR THE MESSAGE LOGS HERE AT CONNECTINGCARE FOR THE ACKNOWLEDGEMENT RESPONSE FROM THE RECEIVING SERVICE.

Add to favourites
Goulburn Valley Health - Shepparton Campus
SPEECH PATHOLOGY Community Health @ GVH - Health information/referral

Edit and send this referral to a different service

NOTE: At this point you can easily add the Service to your Favourites (for future sending) by clicking in the “Add to favourites” panel in the bottom left hand corner, as shown above.

The next section shows you how to “Edit and send this referral to a different service”.

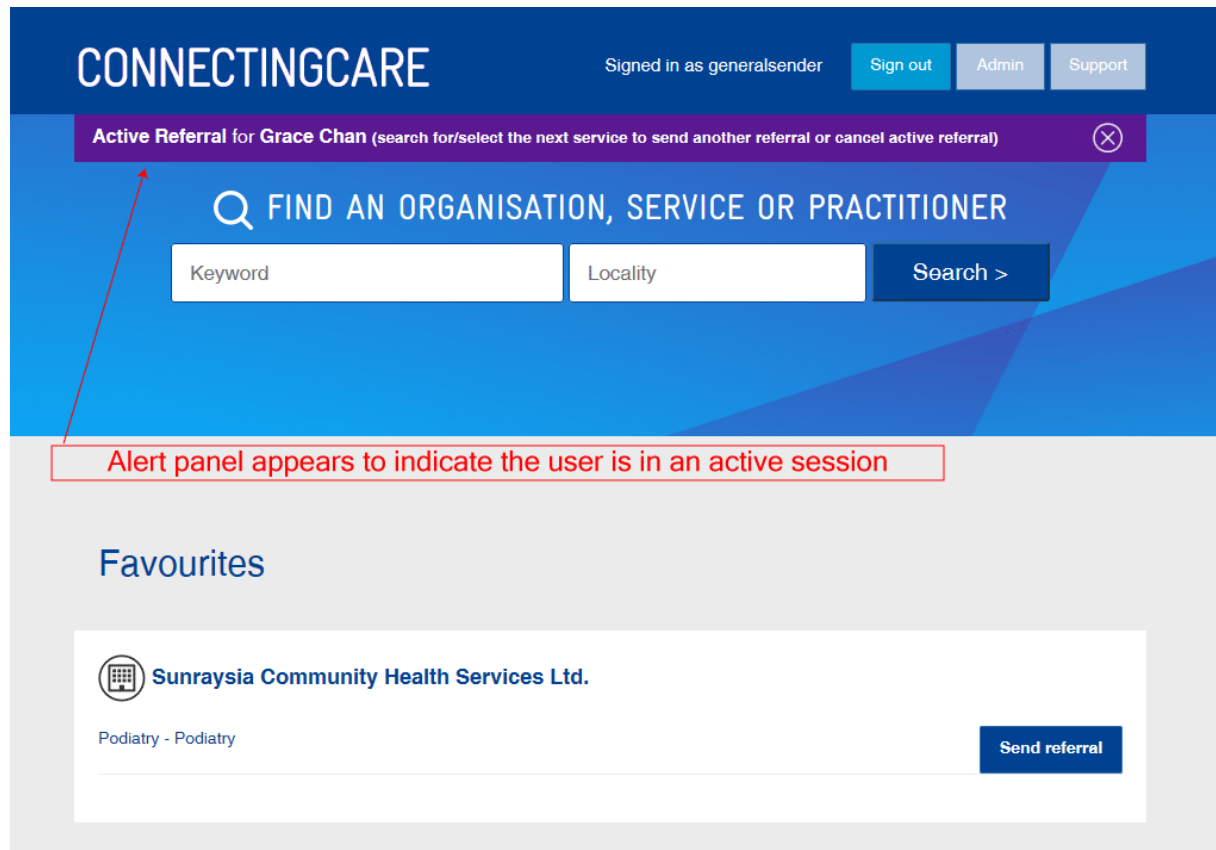
5.2.2.1 Re-Sending to a different Service

As can be seen in the bottom right hand corner (above) the Referral Sent screen allows users to “Edit and send this referral to a different service”.

When this option is clicked the user is returned to their homepage from where they can either search for the next Service or choose it from their Favourites list displayed on the homepage.

As highlighted below a panel appears near the top of the screen indicating the user is in an Active Referral for that particular client/patient.

Figure 1



This Active Referral session is maintained whilst the user searches for another Service. The user clicks on the “Send Referral” button on either the Search Results page, the Service page or from within their list of Favourites to start another referral session.

NOTE: The Message button is not displayed when a user is in an Active Referral session as they need to send a Referral not a message or other documentation.

NOTE: You can also use this re-send process to refer the partner/husband/wife of the first client/patient you referred. Just edit the Consumer Details on the New Referral Screen and any previously completed forms will have those details updated.

The New Referral screen is displayed once again, as shown below:

NEW REFERRAL

To: Provider: Sunraysia Community Health Services Ltd.
Service: Occupational Therapy - Occupational therapy

Consumer details

*Family name:

*Given name(s):

Your client reference number:

*Date of birth:
(dd/mm/yyyy)

*Gender:

Required information *

SCTT 2012: This service may require different information

SCTT 2012 [Print](#) [Download](#) [Edit](#) [Remove](#)

SCTT Referral Cover Sheet and Acknowledgement

SCTT Consumer Information

SCTT Summary and Referral Information

SCTT Consent to Share Information

SCTT Need for Assistance with Activities of Daily Living [Complete online](#)

SCTT Social and Emotional Wellbeing [Don't include](#)

SCTT Care Relationship Family and Social Network [Don't include](#)

SCTT ASSIST Alcohol Smoking and Substance Involvement Screening [Don't include](#)

SCTT Functional Assessment Summary [Complete online](#)

This section indicates which new forms are required by displaying the "Complete online" link. Those forms which were previously completed and are not required display the "Don't include" link



Additional information (optional)

Attachments:

Priority

How urgent is this? Urgent Non-urgent

Agency/Service Provider sending referral

Name:

Agency:

Phone:

Fax:

Email:

Position:

Send message >

As shown this new Service requires two new forms to be completed by displaying the "Complete online" link to the right. Users need to click on this link to complete the new forms.

Forms that were completed for the previous referral and are not set as required for this new Service display the "Don't include" link to the right. The user can still send these forms to the new Service, when appropriate, by not clicking on this link.

5.3 Message process

As previously mentioned the Message process at ConnectingCare.com allows users to enter notes and/or attach documents to send securely through to recipients.

In the following example the user is sending to an Argus secure messaging recipient. Argus users are most commonly General Practitioners and private Allied Health providers. The process outlined here is very similar to when the user sends to a ConnectingCare.com recipient.



Click on the "Message" button on either the Search Results page or the Service page:

As shown below it is a very simple process to Message:

NEW MESSAGE

To: Provider: Carlton Medical Centre
Service: test123435345 - General Practice/GP (doctor)

Practitioner Details:

Choose the practitioner when sending to an Argus receiving Service

Practitioner List: Cochrane, Fiona Margaret, DR

Consumer Details:

Complete these consumer details and indicate consent

*Family Name:

*Given Name/s:

Consumer ID/Your Ref:

(please include whenever possible)

*Date of Birth:

(dd/mm/yyyy)

Gender: Male Female Not stated/Inadequately described

Title:

*Consumer Consent: Yes No

Consent needs to be documented. If no consent has been given please explain in the Notes

Message Details:

Choose the Message Type and enter your message notes

*Message Type: Requests FYI Message / Other Feedback Care Coordination

Your message:

Attach a File

Attach a file

This example allows you to attach PDF documents. If "Attach a File" is not available this indicates the recipient is unable to receive PDF files.

(acceptable formats (maximum of 8): PDF)

Priority: Low Routine Urgent

Agency/Service Provider sending referral:

Name: General Sender

Agency: Connectingcare Online Systems

Phone: 03 8329 6100

Fax:

Email: lcarter@healthconnex.com.au

Position: Service Provider

Send message >

5.3.1 Complete the New Message form

Practitioner Details need be chosen, or entered if no drop-down list is visible, as this example is sending to an Argus recipient. This “Practitioner Details” section is not visible when sending to a ConnectingCare.com recipient.

Consumer Details need to be entered, and consent details noted.

Message Type must be chosen.

It is always recommended that the ‘Your message’ section be completed, even when attaching a document. As noted, in the screenshot above, when sending to an Argus recipient the Attach a File option may not be available, which indicates that the recipient’s system is not capable of receiving PDF documents securely. In this instance all information to be conveyed must be entered into the ‘Your message’ section.

When sending a Message to a ConnectingCare.com recipient the user will always be able to attach a wide range of common document formats (e.g. Word, Excel, PDF, RTF, JPG etc)

To send the Message click the “Send message >” button.

6 Message Acknowledgement and Logs

Secure messages are received and acknowledged in Version 6 the same way they currently are.

6.1 Acknowledgement

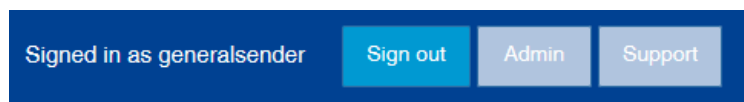
As before, when either a Referral or Message is sent to a ConnectingCare.com recipient the receiving staff will respond by completing a Message Acknowledgement via ConnectingCare.com. This will result in an email being sent back to the sender’s email address.

NOTE: When sending to an Argus recipient they will not be able to complete a message acknowledgement. Unless they choose to respond to you by sending you a new message you will not receive an acknowledgement. However ConnectingCare will indicate whether the message was delivered (or failed)

6.2 Message Logs

As before, in addition to the acknowledgement email received by the sender ConnectingCare.com maintains Message Logs of all Referrals/Messages sent by a user.

To access the Message Logs first click on the Admin button in the top right of the screen:



Then click the Message Logs icon in the Reports section:

Reports



Message Logs

The Message Logs in Version 6.0 are identical to the previous Message Logs in ConnectingCare.com.

7 Favourites – made easy


Favourites are now listed, for convenience, on the homepage, after a user has logged in.


Managing Favourites is easy. As long as a user is logged in and at a Service page they can click on the “Add to favourites” button in the upper right hand corner of the screen to add that Service to their list of Favourites. The page will refresh and the button will update to “Remove from favourites”.

Subsequently when at a Service page which is part of your Favourites list click on the “Remove from favourites” to clear it from your list.

To remove an entry from your Favourites list as displayed on the homepage simply click on the Service page link (as highlighted below) and then click the “Remove from favourites” button.

Favourites

 **Carlton Medical Centre**
General Practice/GP (doctor) [Message](#)

 **Robinvale District Health Services**
[Podiatry - Podiatry](#) [Message](#) [Send referral](#)