

# ConnectingCare.com V6.0

## Secure Message (e-referral) Intake

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Version [1.0]

## Document Contact

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## Document History

Version	Release Date	Modified By	Description
0-1	28 09 2015	Col Burton	Initial draft – into Telstra template
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# 1 Executive Summary

## 1.1 ConnectingCare.com

ConnectingCare.com is the online Service Directory and secure messaging (including eReferrals) system which delivers secure (PKI encrypted) emails to nominated intake email addresses within an organisation.

## 1.2 Purpose of this document

This guide to secure message (e-referral) intake is intended for the worker(s) receiving the secure message (e-referral) emails and acknowledging the referral or message.

It also outlines how intake staff/team leaders can monitor the management of these messages.

## 1.3 Intended Audience

Intake staff and their Team Leaders/Program Managers.

## 1.4 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 Receipt & Acknowledgement

### 2.1 Receiving Secure Messages/e-Referrals

Best practice standards have been developed for the use of the ConnectingCare.com system. Agencies receiving secure messages through ConnectingCare.com have normally agreed to respond to them within specified times. Refer to your management if you are unsure about these agreements.

When a secure message is sent by a sending agency using ConnectingCare.com, the intake staff at the receiving provider receive a secure PKI (encrypted) email to the nominated intake email address.

**NOTE:** The receiving provider will need to have their private PKI key installed to enable them to open the secure email. If unsure, please contact your IT Support staff.

The email content and attachments will differ slightly depending on whether, and how, the sender has completed the **Send Referral** process, or used the **Message** process at ConnectingCare.com. The differences are explained below.

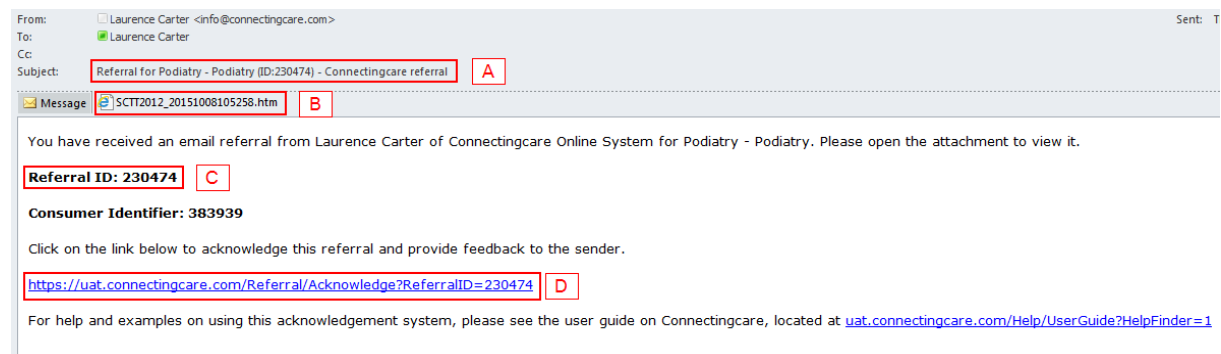
### 2.2 When the Sender uses the Send Referral process at ConnectingCare.com

Refer to the screenshot below to locate each element. [NOTE: your email program may display email messages and attachments slightly differently to this screenshot]

- 1) **A:** The Subject line comprises: "Referral for [Receiving Service name] (ID: [ConnectingCare Message ID]) – Connectingcare referral"
- 2) **B:** The attached file contains the referral (in this example, SCTT2012\_20151008105258.htm indicates a SCTT referral [Victorian standard referral forms] has been completed and the numbers indicate date and time).

**NOTE:** Senders are able to attach other documents in addition to the referral document. In this case the received secure email will have multiple attachments.

- 3) **C:** The referral ID number allocated to this message by ConnectingCare.com
- 4) **D:** The email message itself includes a (secure) acknowledgement link back to the Connectingcare system (See Section 3 of this document regarding acknowledgement)



## 2.3 When the Sender uses the Message process at ConnectingCare.com

Refer to the screenshot below to locate each element.

**NOTE:** your email program may display email messages and attachments slightly differently to this screenshot

**A:** The Subject line comprises “Care Coordination to [Practitioner name if added by sender –otherwise blank] [Receiving Service name] from [Sending Practitioner name] (ID: [ConnectingCare Message ID]). If receiving practitioner name is included this secure message can be forwarded to them.

**NOTE:** Depending on the Message Type chosen by the Sender the first word(s) in the Subject line could be ‘Requests’ ‘FYI Message / Other’ ‘Feedback’ or ‘Care Coordination’.

**B:** Attached files will be listed here. The sender can add up to eight files. All common file formats are supported by ConnectingCare.com. The file names would have been created by the sender.

**C:** The email message itself includes a (secure) acknowledgement link back to the Connectingcare system (see Section 3 of this document regarding acknowledgement)

**D:** The patient/client name and details are listed here, including the sender’s ID for that person if included.

**E:** The Sender has the option to add Notes and these appear here in the email message.

**NOTE:** In some instances there will not be any attachments – and the client/patient related content of the secure message will all be contained within this Notes area.

From: Laurence Carter <info@connectingcare.com>  
To: Laurence Carter  
Cc:  
Subject: Care Coordination to John Oliver Podiatry - Podiatry from Laurence Carter (ID:230475)

Message: Care Coordination Notes for Client 383939 - Sep 22 2015.docx

You have received a secure message and the details are listed below. Please open the attachment(s) to view, if any have been sent.

**MESSAGE TYPE:** Care Coordination

**FROM**  
Sender: Laurence Carter  
Organisation: Connectingcare Online System  
Phone: 0407 810 936  
Email: [lcarter@healthconnex.com.au](mailto:lcarter@healthconnex.com.au)

**TO**  
Organisation: Robinvale District Health Services  
Service Selected: Podiatry - Podiatry  
Attention To: John Oliver  
Message ID: 230475  
Acknowledgement: <https://uat.connectingcare.com/Referral/Acknowledge?ReferralID=230475>  
Priority: Non-urgent (2)

**CONSUMER**  
Consumer ID: 383939  
Name: Grace Chan  
DOB: 1/10/2015  
Sex: Female

**Additional Notes:**  
These are the notes which the sender can enter that will appear in the body of the secure email received by the recipient Service.

For help, please see the Receiving and Acknowledging Secure Messages user guide on Connectingcare, located at [uat.connectingcare.com/Help/UserGuide?HelpFinder=1](https://uat.connectingcare.com/Help/UserGuide?HelpFinder=1)

**NOTE:** INTAKE TEAM LEADERS OR MANAGERS NEED TO ESTABLISH AND COMMUNICATE THE INFORMATION MANAGEMENT PROCESSES AND PROTOCOLS FOR THESE SECURE EMAIL MESSAGES AS THEY CONTAIN CONFIDENTIAL CLIENT OR PATIENT INFORMATION.

### 3 Secure Message Acknowledgement

Click on the acknowledgement link in the secure email message. This will direct you to the ConnectingCare.com website and request your username and password before viewing the acknowledgment form.

Intake staff at a Site should share one login account to ConnectingCare.com (with the 'Acknowledge Message' role assigned to it) when acknowledging the secure messages. If you are unsure of the username and password for this login account check with your manager or contact Connectingcare HelpDesk at connectingcare@healthconnex.com.au or call 1800 189 387.

Once logged in you will see the 'Secure Message Acknowledgement' form as shown below:

#### Secure Message Acknowledgement

---

##### Original Message Details

To:

Message Sent By:

For:

Date:

Message ID:

Consumer:   
(consumer name will be deleted once the referral is acknowledged)

Consumer ID:

[View Full Details](#)

---

##### Acknowledgement

Please be advised that your secure message has been received and:

**is ACCEPTED.**  
Estimated date of consumer assessment (if applicable)  
  
Select Date (dd/mm/yyyy)  
Please provide notes in the comments section below, but do not include client details. Once sent this acknowledgement is closed.

**is PENDING.**  
Please provide notes on why in the comments section below, and remember to return in the future to finalise as either ACCEPTED or REJECTED

**is REJECTED.**  
Please provide notes on why in the comments section below, but do not include client details. Once sent this acknowledgement is closed.

Comments and any further actions undertaken

Please note that by clicking submit, an unencrypted email message will be sent to the original referrer. Therefore no client identifying information should be provided in this form.

This form requires the Intake staff to indicate whether:

- 1) The referral/message is Accepted, and to, optionally, choose an estimated date of assessment. If Accepted then this message will be closed and cannot be further acknowledged.

- 2) The referral/message is Pending (eg: awaiting agency decision as to whether it will be accepted) - if a referral/message is acknowledged as Pending then the Intake staff will have to come back and close the referral using this form indicating acceptance or rejection. OR
- 3) The referral is Rejected. If Rejected then this message will be closed and cannot be further acknowledged.

It is recommended that in all instances some comments are entered into the "Comments and any further actions undertaken" section.

You will notice in the screenshot above that the Consumer's Name is displayed. As indicated on the screen this name will be deleted once the message has been acknowledged.

### 3.1 Acknowledging an Argus Sent Message

When the sender of the message has used the Argus secure messaging system (most commonly this will be General Practitioners and Private Allied Health Practitioners) ConnectingCare will present a different Secure Message Acknowledgement form.

The reason for the difference is that Argus senders cannot receive the standard ConnectingCare acknowledgement message. In this situation, as noted on the screen below, Intake Staff will be completing this acknowledgement solely for the purpose of recording their response in the ConnectingCare Message Logs.

**ConnectingCare** A comprehensive web-based directory providing secure messaging and e-referral **D C A eHealth Solutions**

Logged in as laurencemcarter Logout Home/Search Help Admin My Favourites Contact News/About Dev

#### Secure Message Response

**Original Message Details**

To: Connectingcare Online Message Sent By: B Helen  
 For: PKI Test Service to LC Date: 25/03/2014 2:27:27 PM  
 Message ID: 230317 [View Full Details](#)  
 Consumer: Argus  
 Consumer ID: ARGUSTEST19990115

**Response - For your records only**

**IMPORTANT: The sender will not receive an acknowledgement. Please record your response here, for your records AND contact the Site to communicate your response.**

**is ACCEPTED.** Estimated date of consumer assessment (if applicable)  Select Date (dd/mm/yyyy)

**is PENDING.**

**is REJECTED.**

**Sender's Site Details:**  
 Site Address: test, 355 spencer Street, WEST MELBOURNE, VIC  
 Service Email Address:  
 Contact Details:

[Submit to Update Message Log details only](#)

NOTE: For this message the SENDER will NOT be notified of your response when you click on the "Submit to Update Message Log details only" button above. Please contact the Sender's Site directly to acknowledge this message.



## 4 Confirmation of Acknowledgement

Once you have submitted your acknowledgement, a confirmation page will appear as shown here:

### Secure Message Acknowledgement

**This referral has been updated!**

Referral ID: 230479

New Status: ACCEPTED

Notes: Thank you for the referral for your patient, ID 4849409. An appointment has been arranged for October 22.

An acknowledgement email has been sent to the person (lcarter@healthoonnex.com.au) who initiated this secure message.

The secure messages database has been updated. See the link below for more details.

[View Secure Message Details](#)

## 5 How Your Acknowledgement Appears

Below is an example of the acknowledgement email received by the sender after you have submitted the referral acknowledgement form.

Subject: Secure Message 230479 Acknowledgement ACCEPTED - Connectingcare referral

MESSAGE ACKNOWLEDGEMENT  
Message ID: 230479  
Consumer ID: 4849409

The secure message you sent for 'Podiatry - Podiatry' on 8/10/2015 3:01:45 PM has been acknowledged by the receiving agency.

This message status is ACCEPTED

Notes:  
Thank you for the referral for your patient, ID 4849409. An appointment has been arranged for October 22.

## 6 A Closed Message as compared to an Open Message

If you attempt to acknowledge a message that has already been Accepted or Rejected you will see a screen similar to the one shown below. It indicates that the message is now closed in the sense that you cannot provide further acknowledgement to the sender via ConnectingCare.com.

### Secure Message Acknowledgement

---

#### Original Message Details

To:	Robinvale District Health Services
Message Sent By:	Laurence Carter
For:	Podiatry - Podiatry
Date:	8/10/2015 3:01:45 PM
Message ID:	230479
Consumer ID:	4849409

[View Full Details](#)

---

#### Status: Referral Closed!

This secure message has already been closed/acknowledged.

It's current status is ACCEPTED .

[View Message Details](#)

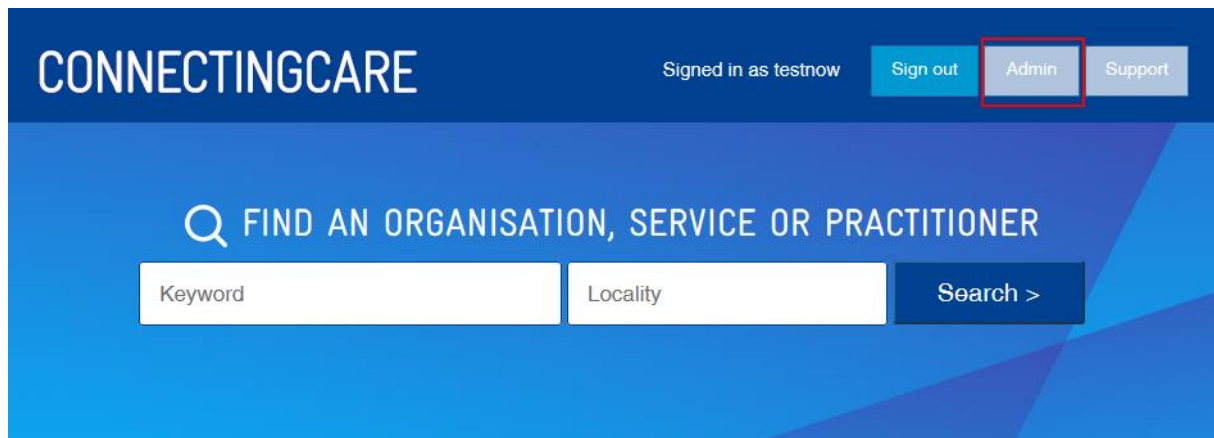
The only instance where a previously acknowledged message can (and should) be subsequently acknowledged is when it was initially given the status of Pending. In this instance it should be closed with a final Acceptance or Rejection.

## 7 Monitoring the Message Logs

The login account used to acknowledge the secure messages can also provide access to the message logs for your Site(s). This allows you to check all messages received, and sent, by your Site(s).

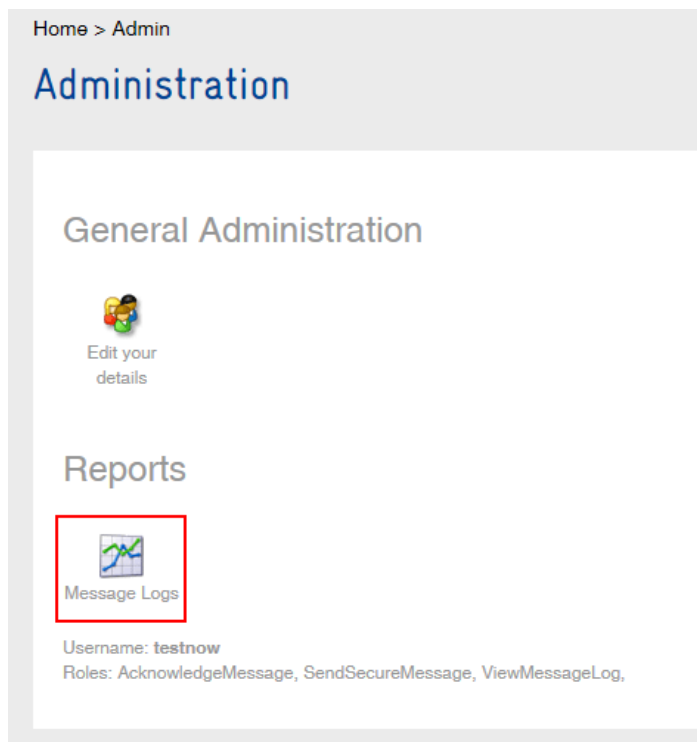
Importantly it allows team leaders, or individual intake staff using this login account to check that all secure messages received have been appropriately acknowledged.

To access these Message Logs, login to Connectingcare from the homepage ([www.connectingcare.com](http://www.connectingcare.com)) and then choose the Admin item on the main menu as highlighted here:



**NOTE:** you can also click on the Admin link if you have already logged in to acknowledge a received secure message.

Now click on the Message Logs icon on the Admin page, as highlighted here:



To view all the secure messages received in the last 30 days (the default date range) for your Site first choose your Site from the Site dropdown then click on the “Received by selected site” button (as highlighted):

## Message Logs Search

[Admin Home](#)

**Site**

Robinvale District Health Services

**Export**

Export to file

Field Delimiter:  Tab  "|" (pipe symbol)

**Search for messages**

Made by Me
  Made by selected site
  **Received by selected sites**

or enter specific referral id:  (e.g. 12345)

**Dates**

(Click to select a date)

Start:  End:

Logged in as: **testnow** | Results per page

Click on the Search button to see the Message Logs

MessageID	Date	Organisation (Sender)	Referrer (Sender)	Provider (Receiver)	Service (Receiver)	Status	Type	Method
<a href="#">172977</a>	Tuesday, 11 December 2012 3:13:58 PM	Connectingcare Online System	Laurence Carter	Connectingcare Online System	Social Support - DCA Community Service	SUBMITTED	Secure Email	SCTT09
<a href="#">172976</a>	Tuesday, 11 December 2012 3:11:41 PM	Connectingcare Online System	Laurence Carter	Connectingcare Online System	Health information/referral - PKI Test Service to LC - Connectingcare	ACCEPTED	Secure Email	SENDFILES
<a href="#">172975</a>	Tuesday, 11 December 2012 3:10:56 PM	Connectingcare Online System	Laurence Carter	Connectingcare Online System	Health information/referral - PKI Test Service to LC - Connectingcare	PENDING	Secure Email	SCTT09
<a href="#">172974</a>	Tuesday, 11 December 2012 3:09:36 PM	Connectingcare Online System	Simone Wood	Connectingcare Online System	Acquired brain injury information/referral - PKI Test Service to SW - Connectingcare	REJECTED	Secure Email	SCTT09
<a href="#">172971</a>	Tuesday, 11 December 2012 3:07:43 PM	Connectingcare Online System	Barbara Davison	Connectingcare Online System	Health information/referral - PKI Test Service to LC - Connectingcare	SUBMITTED	Secure Email	SCTT09
<a href="#">172946</a>	Tuesday, 11 December 2012 1:05:16 PM	Connectingcare Online System	Barbara Davison	Connectingcare Online System	Health information/referral - PKI Test Service to LC - Connectingcare	ACCEPTED	Secure Email	SCTT09
<a href="#">172497</a>	Friday, 7 December 2012	Connectingcare Online System	Sriram R	Connectingcare Online System	Health information/referral - PKI Test Service to LC -	SUBMITTED	Secure Email	SENDFILES

Previous messages that still have a white background need to be acknowledged (they have the status of “Submitted” which means no Intake staff member has acknowledged them back through Connectingcare). As the Connectingcare website does not store the message contents Intake staff will need to check the secure Intake Inbox for the original message, and acknowledge appropriately, as outlined in this document.

In addition, those with a Yellow background (having previously been acknowledged and set to Pending) should also be closed with a final Acceptance or Rejection using the acknowledgement process.

Those messages that are Green or Red have been acknowledged and either Accepted or Rejected respectively.

**IMPORTANT NOTE: IF YOU CLICK ON THE MESSAGE ID LINK IN THE FIRST COLUMN YOU CAN VIEW THE NOTES THAT WERE SENT BACK TO THE SENDER WHEN THE MESSAGE WAS ACKNOWLEDGED.**

**IN ADDITION YOU CAN CLICK ON AN ‘ACKNOWLEDGE’ LINK FOR THOSE MESSAGES THAT ARE STILL SET AT EITHER ‘SUBMITTED’ OR ‘PENDING’.**

## 8 Security Note

Finally, it should be noted, as an extra security measure, that only Connectingcare users directly associated with the Receiving Provider can successfully login to acknowledge a secure message for that Provider. If another user attempts to do this they will see this page, as shown in the screen shot below:



### **Secure Message Acknowledgement**

#### **User not valid for this Agency!**

Your username is not associated with the agency , therefore you are unable to acknowledge this secure message.

Only users who are associated with the responding agency can acknowledge a secure message.

If you see this screen and you believe it to be in error please contact Connectingcare HelpDesk at [connectingcare@healthconnex.com.au](mailto:connectingcare@healthconnex.com.au), or call 1800 189 387 during business hours to confirm the details of the login account you are using.