

20th October 2021

Investigations Header

Missing patient identifiers on attached eReferral investigations

Health services have identified an issue with pathology and radiology results being de-identified when sent/attached to electronic referrals (i.e. HealthLink SmartForms). This poses a potential risk as it is difficult to identify which patient these results are for, especially when exported or printed for further clinical care.

Here is an example:

SERUM/PLASMA BIOCHEMISTRY		
		Ref. Range
Sodium :	143 mmol/L	(135-145)
Potassium :	4.8 mmol/L	(3.5-5.2)
Chloride :	112 mmol/L	(95-110)
Bicarbonate :	27 mmol/L	(22-32)
Urea :	7.7 mmol/L	(3.0-10.0)
Est.GFR(ml/min) :	45 per 1.73sqm	(> 60)
Creatinine :	125 umol/L	(60-110)

Requested Tests : IPT*, GHB*, MBI, LIP, FRU*, FBE*

There is a function in both **Best Practice** and **Medical Director** for GPs to “exclude” the header by default i.e. patient identifier:

Exclude Header:

The screenshot shows the HealthLink Messaging interface. On the left, there is a sidebar with a patient list for 'Mouse, Mickey Middle' dated 22/08/2017. The main window displays a pathology report for a gastric antrum biopsy. Below the report, there are several control sections: 'This result is:', 'Action to be taken:', 'Store result in:', and 'Store for location:'. In the 'Store result in:' section, the 'Investigations' radio button is selected, and the 'Include header' checkbox is unchecked. Other options include 'Correspondence in' and 'Clinical Images'. There are also buttons for 'Send Message', 'Add Reminder', 'Add Past History', 'Add INR', 'Graph', 'Add Action', and 'Add CST result'. At the bottom, there are navigation buttons: 'Previous', 'Next', 'Skip', and 'Finish'. The status bar at the bottom indicates 'Currently logged in: Dr Demo Doctor (HealthLink Messaging Testing Clinic)'.

Include Header:

This screenshot is similar to the one above, but with the 'Include header' checkbox checked in the 'Store result in:' section. Additionally, the top of the report content is visible, showing patient details: '124-134 Selkirk Avenue, Cecil Park, 2178', 'Phone: 9026 2535', 'Birthdate: 10/10/1948', 'Sex: M', 'Medicare Number: [redacted]', 'Your Reference: [redacted]', 'Lab Reference: 1780919', 'Laboratory: [redacted]', 'Addressee: Dr Edward Chandraratnam', 'Referred by: Dr Catherine TURNER', 'Name of Test: Histopathology', 'Requested: 22/08/2017', 'Collected: 22/08/2017', 'Reported: 22/08/2017 00:00'. The rest of the interface, including the sidebar, report content, and control sections, is identical to the previous screenshot.

This 'include header' is only available for plain text not PDF results. It would be very grateful if you could please communicate to your GPs to include the header of the required tests/investigations before attaching to the patient's electronic referrals.

For further details about this, please contact the Eastern Melbourne Primary Healthcare Network via email: digitalhealth@emphn.org.au OR contact HealthLink directly on 1800 125 036 or Helpdesk@healthlink.net.