

Receive HealthLink Referrals and Results Directly in FYDO

We're excited to announce that **FYDO now supports inbound HealthLink messaging**, allowing supported referrals, clinical correspondence and results to be received directly into FYDO.

[REDACTED]

FYDO currently supports the following inbound HealthLink messages:

- **Referrals and referral letters**
- **Clinical correspondence**
- **Pathology and laboratory results**
- **Attached reports and documents supplied in a supported format**

FYDO supports:

- **REF messages received through the HealthLink RSDAU channel**
- **ORU messages received through the HealthLink LAB2 channel**

Messages delivered through other HealthLink message channels are not currently supported by FYDO.

Messages are received through your facility's local HealthLink Messaging Client and automatically transferred into FYDO using the FYDO HL7 Connector.

[REDACTED]

Connecting HealthLink with FYDO can help your facility:

- Receive supported HealthLink referrals and results directly into FYDO
- Reduce the manual handling of incoming referrals and clinical correspondence
- Reduce reliance on email, scanning and manual document uploads
- Improve the visibility and availability of patient information
- Streamline administrative and clinical workflows

1. Establish or confirm your HealthLink account

[REDACTED]

Your facility requires an active HealthLink EDI account.

If you do not already have a HealthLink account, contact HealthLink Australia through its website or

call **1800 125 036**.

When contacting HealthLink, advise that your facility wants to receive electronic referrals, clinical correspondence and results for delivery into FYDO.

HealthLink will assist your facility with:

- Establishing or confirming your HealthLink EDI account
- Providing your HealthLink EDI address
- Supplying the credentials required to install the HealthLink Messaging Client
- Installing or configuring the HealthLink Messaging Client
- Advising how senders can address messages to your facility

Any HealthLink account, installation or messaging charges should be confirmed directly with HealthLink.

2. Install and configure the HealthLink Messaging Client

The HealthLink Messaging Client must be installed and configured before it can be connected to FYDO.

Where your facility already uses HealthLink, the existing HealthLink client may be suitable. However, FYDO Support must review the existing configuration before any HealthLink message directories are changed.

The HealthLink client should be installed on a reliable and regularly available computer or server. A server environment is recommended where possible.

3. Contact FYDO Support

Once your HealthLink account and Messaging Client are ready, contact **FYDO Support** to arrange the FYDO connection.

Please provide:

- Your facility name
- Your HealthLink EDI address
- Confirmation that the HealthLink Messaging Client has been installed
- The name and contact details of your IT representative or service provider
- Details of any existing software already connected to the HealthLink client

FYDO Support will review the environment and coordinate the installation and configuration of the **FYDO HL7 Connector**.



To connect HealthLink with FYDO, your facility will require:

- An active HealthLink EDI account
- A supported HealthLink Messaging Client installation
- A reliable Windows server or computer for the FYDO HL7 Connector
- Administrative access for installation and configuration
- Access to the configured HealthLink LAB2 and RSDAU message directories
- Reliable internet connectivity
- Assistance from your IT provider where required

The FYDO HL7 Connector operates within your facility's Windows environment. It monitors the configured HealthLink message directories, transfers supported messages into FYDO and returns the required technical acknowledgements to HealthLink.



A single FYDO HL7 Connector installation can connect to only **one FYDO client or site**.

If your HealthLink Messaging Client contains multiple EDI accounts that relate to separate FYDO clients or facilities, an additional FYDO HL7 Connector installation will be required for each FYDO client.

Because only one FYDO HL7 Connector can be installed for a FYDO client on a Windows environment, this may require:

- An additional Windows server or computer
- Network access from that environment to the relevant HealthLink message directories
- Configuration of UNC network paths to access the HealthLink files

FYDO Support and your IT provider will assess the existing environment and confirm the required configuration.



If your HealthLink Messaging Client is already connected to another clinical, practice management or document management system, please advise FYDO Support before any changes are made.

Multiple programs must not be configured to independently process the same HealthLink message directories without first reviewing the configuration. This could result in:

- Messages being moved before another system can process them
- Duplicate message processing
- Missing or conflicting acknowledgements
- Disruption to an existing HealthLink integration

Depending on the existing setup, HealthLink or the customer's IT provider may need to create separate message paths or make other configuration changes.

Existing HealthLink directory settings should not be changed until the integration has been

reviewed by FYDO Support.



Connecting HealthLink with FYDO does not automatically cause doctors, practices or laboratories to begin sending messages to your facility.

Your facility must provide its HealthLink EDI address to the relevant:

- General practitioners
- Specialists
- Medical practices
- Pathology providers
- Laboratory providers
- Other clinical organisations

The sending organisation must add your facility as a HealthLink recipient and support the appropriate REF or ORU message format.



To begin:

1. Contact HealthLink to establish or confirm your EDI account.
2. Arrange installation and configuration of the HealthLink Messaging Client.
3. Contact FYDO Support to arrange installation of the FYDO HL7 Connector.

FYDO Support will work with your facility and IT provider to review the environment and complete the FYDO-side configuration.