



Secure Message Delivery (SMD)

Information for on-boarding new GPs & Registrars

Secure Messaging or eReferrals enable the seamless transfer of patient information from a primary to a secondary treating practitioner's client management system in a secure, encrypted format. This ensures greater patient privacy and confidentiality as well as integration with electronic medical records (EMR) and the ability to track and audit successful and efficient delivery of information.

When a new General Practitioner or Registrar joins the general practice team it is important to update your Secure Messaging provider and the Local Health District in order for all doctors to be able to receive important patient information such as Discharge Summaries. Additionally, updating your contacts list as providers leave the practice team avoids unmonitored inboxes.

Send an email to your Secure Message Delivery provider(s) including the below:

- **Practice Name/Site ID or EDI**
- **HPIO (Health Provider No. Org)**
- **New Doctor's Full Name**
- **Doctor's Provider Number**

Argus/ConnectingCare: argussupport@health.telstra.com

Health Link (EDI): request@healthlink.net

Medical Objects: helpdesk@medicalobjects.com

eHealth – Southern NSW LHD: MLHD-SNSWLHD-eMRSsupport@health.nsw.gov.au

eHealth – Illawarra Shoalhaven LHD: kate.mccrone@health.nsw.gov.au

If you have any questions or require support with any digital health initiatives, please contact the COORDINARE Digital Health team: digitalhealth@coordinare.org.au



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