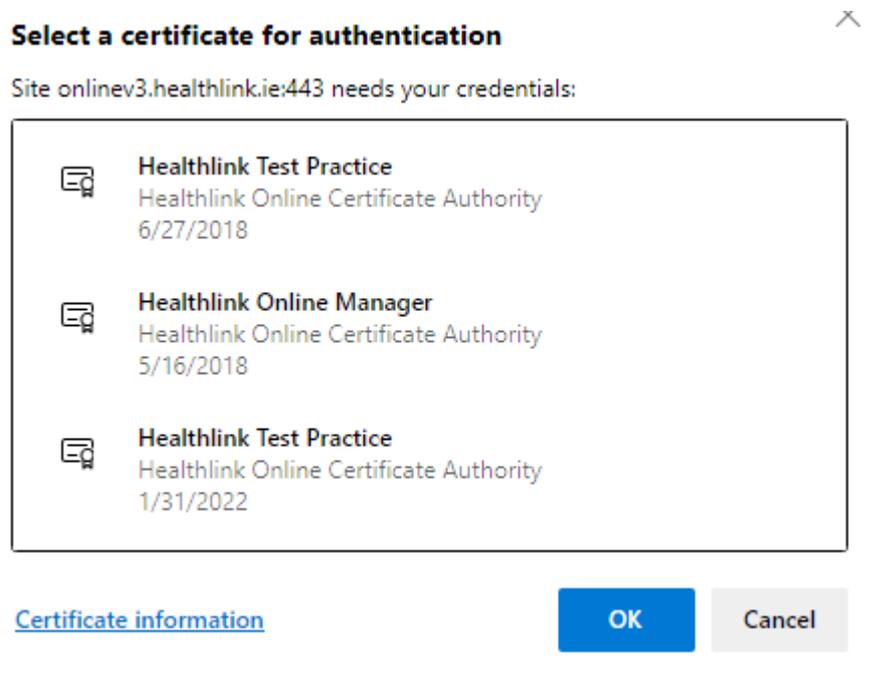


## HEALTHLINKONLINE USER GUIDE

To begin, open a web browser and browse to [www.healthlink.ie](http://www.healthlink.ie) Click the Sign In button across the top of the page.



You will be asked to choose a digital certificate which will give you access to your secure HealthlinkOnline account.



Select your certificate and click OK. You will then be directed to the login page.

# Welcome to Healthlink Online Live

**Username**  
Enter your username in lowercase

**Password**  
Enter your 7 to 15 character password (Show)

**PIN**  
Enter your 8-digit PIN in the format 01/01/2006

[Forgot password?](#)

Service Information

Support

Enter your Username, Password & PIN and click Login.

The first page you see is a page of **Unprocessed Messages**. None of these messages have been read, printed or exported into a Practice Management System. To read a message, click once on the post box image underneath Status, as indicated below.

\*Note the result highlighted in orange is an abnormal numerical result or a Referral response where the referral has been rejected by the hospital.

Support	View Unprocessed Messages	Search	Lab Order	Rad Order	Referrals	Antenatal Care	Report an Issue	Profile	Password Reset	Notifications	iRefer Guidelines
Welcome PMS Test											
Status	Select	Patient Name	Sender	DOB	Patient MRN	Recipient	Msg_Type	Date			
	<input checked="" type="checkbox"/>	mouse, Jane	Tallaght University Hospital	03/04/1976	UNKNOWN	Test, PMS	Primary Care Ultrasound Response	02/03/2022 15:24:00			
	<input checked="" type="checkbox"/>	test, Happy	Tallaght University Hospital	04/05/1978	UNKNOWN	Test, PMS	Primary Care General X-Ray Response	02/03/2022 15:09:00			
	<input type="checkbox"/>	mouse, Jane	Bantry General Hospital	03/04/1976	UNKNOWN	Test, PMS	General Surgery Response	22/02/2022 14:07:00			
	<input type="checkbox"/>	bitzer, Jane	A. Covid 19 Testing Service	03/04/1986	1123437718	Test, PMS	Covid-19 Testing Referral Response	22/02/2022 14:06:00			
	<input type="checkbox"/>	Bloggs, Josephine	University Hospital Kerry	01/01/1961	UNKNOWN	Test, PMS	COVID-19 Therapeutic Referral Response	22/02/2022 14:05:00			
	<input type="checkbox"/>	TEST, PATIENT	St. Vincent's University Hospital	01/01/1961	UNKNOWN	Test, PMS	Endoscopy Referral Response	22/02/2022 14:01:00			
	<input type="checkbox"/>	test, Happy	Temple Street Children's University Hospital	04/05/1978	UNKNOWN	Test, PMS	Cardiology Response	18/02/2022 11:42:00			
	<input checked="" type="checkbox"/>	bitzer, Jane	Temple Street Children's University Hospital	03/04/1986	UNKNOWN	Test, PMS	Cardiology Response	16/02/2022 15:42:00			
	<input checked="" type="checkbox"/>	rab, Ben	Bantry General Hospital	01/07/1984	UNKNOWN	Test, PMS	General Surgery Response	16/02/2022 15:31:00			
	<input type="checkbox"/>	TEST, PATIENT	University Hospital Limerick	01/01/1961	UNKNOWN	Test, PMS	X-Ray Response	21/12/2021 09:57:00			
	<input checked="" type="checkbox"/>	TEST, PATIENT	University Hospital Limerick	01/01/1961	UNKNOWN	Test, PMS	X-Ray Response	17/12/2021 11:16:00			
	<input type="checkbox"/>	Test Last Name, Test First Name	Test GP Last Name, Test GP First Name	01/01/1900	UNKNOWN		Covid-19 Testing Referral	26/05/2020 16:38:00			
	<input type="checkbox"/>	Test Last Name, Test First Name	Test GP Last Name, Test GP First Name	01/01/1900	UNKNOWN		Ophthalmology Referral	09/04/2020 11:53:00			
	<input type="checkbox"/>	test, adastr	Test, Socrates	12/08/2008	UNKNOWN		Ophthalmology Referral	19/07/2016 13:41:00			
	<input type="checkbox"/>	Test Last Name, Test First Name	Test GP Last Name, Test GP First Name	01/01/1900	UNKNOWN		Orthopaedic Clinic Referral	04/10/2013 10:15:00			
Total Count: 15											

The message opens in a new window. Scroll down to see all details of this Lab result for example:

[Print Version](#)

**HEALTHlink** **Laboratory Result**

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<b>Patient Name:</b> <b>Date of Birth:</b> <b>Gender:</b> <b>Address:</b>  <b>Phone:</b> <b>HIS Patient ID:</b> <b>CMRN</b> <b>MRN</b>	<b>Patient Demographics</b> JIMMY DONALD 11/11/2000 (Age: 21 years) Male Address 1 Address 2  11EEA 62754777 1069DOE	<b>Healthlink GP:</b> <b>Hospital/Lab:</b> <b>Received:</b>  <b>Generated by:</b> <b>Healthlink Message ID:</b> <b>Viewed:</b>	<b>General Practitioner Details</b> Prior, Thomas CGH 29/01/2021 10:18  The National Healthlink Project Q1446962451184075195 7th March 2022 12:18 PM
--	---	--	---

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**Report Details:**

<b>Order Description:</b> <b>Order No (OCN):</b> <b>Date/Time of Specimen Collected(Observed):</b> <b>Specimen Reported by Lab Date/Time:</b> <b>Specimen Source:</b> <b>Specimen Number:</b> <b>Result Status:</b> <b>Ordering Clinician:</b> <b>Relevant clinical information:</b>	Erythrocyte Sedimentation Rate 147489789 29/01/2021 10:13 29/01/2021 10:18 Blood 88-21-629-00001 Final EL Zeskerdoc
--	--

---

<b>Test Name:</b>	<b>Result:</b>	<b>Flag:</b>	<b>Reference Range:</b>
ESR	5 mm/hr		0-10

---

**Patient Summary:** JIMMY DONALD (11/11/2000 - M), Address 1, Address 2

## PRINT FUNCTION

To print the message, click on the Print Version button at the top of the window.

[Print Version](#) Click here to Print

**HEALTHlink** **Laboratory Result**

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<b>Patient Name:</b> <b>Date of Birth:</b> <b>Gender:</b> <b>Address:</b>  <b>Phone:</b> <b>HIS Patient ID:</b> <b>CMRN</b> <b>MRN</b>	<b>Patient Demographics</b> JIMMY DONALD 11/11/2000 (Age: 21 years) Male Address 1 Address 2  11EEA 62754777 1069DOE	<b>Healthlink GP:</b> <b>Hospital/Lab:</b> <b>Received:</b>  <b>Generated by:</b> <b>Healthlink Message ID:</b> <b>Viewed:</b>	<b>General Practitioner Details</b> Prior, Thomas CGH 29/01/2021 10:18  The National Healthlink Project Q1446962451184075195 7th March 2022 12:18 PM
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**Report Details:**

<b>Order Description:</b> <b>Order No (OCN):</b> <b>Date/Time of Specimen Collected(Observed):</b> <b>Specimen Reported by Lab Date/Time:</b> <b>Specimen Source:</b> <b>Specimen Number:</b> <b>Result Status:</b> <b>Ordering Clinician:</b> <b>Relevant clinical information:</b>	Erythrocyte Sedimentation Rate 147489789 29/01/2021 10:13 29/01/2021 10:18 Blood 88-21-629-00001 Final EL Zeskerdoc
--	--

---

<b>Test Name:</b>	<b>Result:</b>	<b>Flag:</b>	<b>Reference Range:</b>
ESR	5 mm/hr		0-10

---

**Patient Summary:** JIMMY DONALD (11/11/2000 - M), Address 1, Address 2

A print dialog box opens allowing you to print as normal.

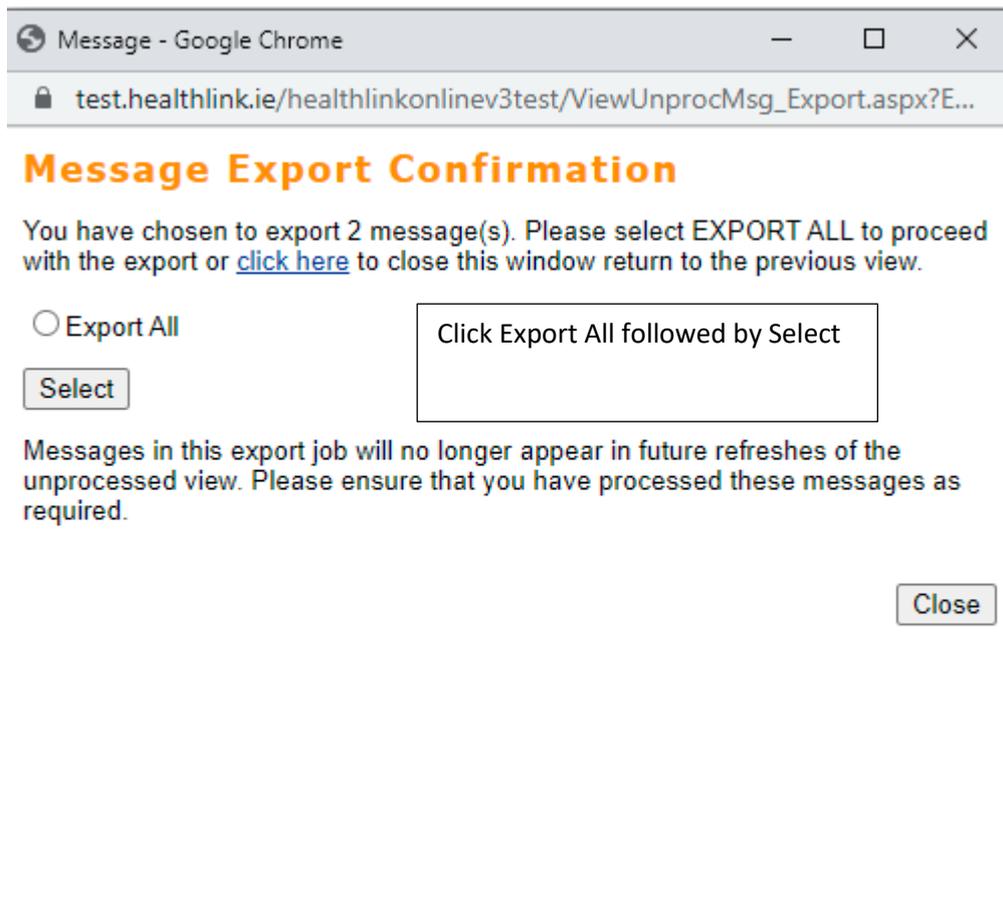
Click the X in the top right hand corner to close the message. When you return to the Unprocessed Messages page you will notice the image has changed from a post box to an open book, showing this message has been opened and read. Alternatively, to print all messages on the page you can click the Print ALL button or a selection of messages by ticking the check boxes and clicking Print Selection on the bottom right of the screen.



#### EXPORT FUNCTION

To export all your Unprocessed Messages scroll down to the bottom of the page and click the Export All button.

A Message Export Confirmation page opens giving the number of messages you have chosen to export.



Put a dot in Export All and click Select

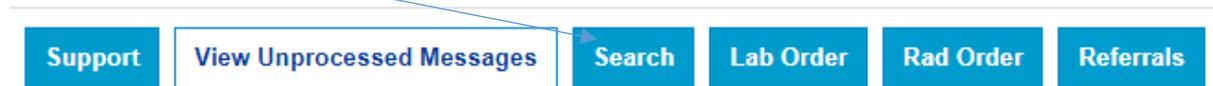
Next, a File Download message opens and you are asked if you want to open or save the file, click Save.

You must now choose where to save the file. Each Practice Management System has a dedicated pick up folder. Browse to this location by clicking on the drop down arrow beside 'Save in'. The file name is automatically entered for you (date & time.xml) so you don't need to change this. Click Save to complete.

You may get a Download Complete message when the file has finished saving. Click OK to this and then close the Message Export Confirmation window. Note: after exporting the messages they will no longer be viewable in the Unprocessed Messages view. It is also possible to export individual messages or a selection of messages by ticking the check boxes and clicking Print Selection. Then follow the same steps as outlined above.

## SEARCH FUNCTION

All messages are stored in your account for 30 days so at any time you can retrieve these using the Search form. Click the Search button across the top menu to perform a search.



Welcome Doctor Hlink

Status	Select	Patient Name	Sender	DOB	Patient
	<input type="checkbox"/>	TEJERO, SIKE	CGH	06/07/1958	130
	<input type="checkbox"/>	test, mary	Tallaght University Hospital	01/01/1950	UNKNC
	<input type="checkbox"/>	Patient IHI	Hlink Test Doctor	26/10/1975	028247

There are a number of ways to search such as patient name, DOB, date of message or message type eg. Haematology lab result as shown below. Enter your criteria and click the Search button at the bottom of the form.

Welcome Doctor Hlink

### Message Search

Patient Surname begins with:

Patient First Name begins with:

Patient Date of Birth:

Patient Address contains:

Start Date - messages arrived on or after:

Finish Date - messages arrived on or before:

Number of Messages to Show per Page:

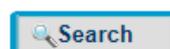
Export Status:

Message Type:

Referral Response Status:

Doctor:

Hospital:



There are a number of other services available in HealthlinkOnline, such as Lab Order, Rad Order and Referrals. Please see individual user guides for information on these.

- Support
- View Unprocessed Messages
- Search
- Lab Order
- Rad Order
- Referrals
- Antenatal Care
- Report an Issue
- Profile
- Password Reset
- Notifications
- iRefer Guidelines

Welcome Doctor Hlink

Status	Select	Patient Name	Sender	DOB	Patient MRN	Recipient	Msg_Type	Date
	<input checked="" type="checkbox"/>	TEJERO, SIKE	CGH	06/07/1958	130	Prior, Thomas	Lab Result: Laboratory	07/03/2022 12:16:47
	<input type="checkbox"/>	test, mary	Tallaght University Hospital	01/01/1950	UNKNOWN	Hlink, Doctor	Primary Care General X-Ray Response	04/03/2022 12:35:00
	<input type="checkbox"/>	Patient, IHI	Hlink Test, Doctor	26/10/1975	0282479		Endoscopy Referral	20/08/2018 10:24:00
	<input type="checkbox"/>	Patient, IHI	Hlink Test, Doctor	26/10/1975	0282479		Endoscopy Referral	20/08/2018 10:24:00