Konnect NET

User Guide

24.11.2023-C

Digital NSW Certificate of Capacity / Certificate of Fitness

Konnect NET – a smarter way to securely share information with insurers.

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Digital NSW Certificate of Capacity / Certificate of Fitness

HealthLink SmartForms are integrated into the clinical systems of more than 90% of Australian GPs.

Konnect NET leverages HealthLink's platform to offer GPs a smarter & more secure way to deal with insurance companies.

Our Digital NSW Certificate of Capacity saves you time with data pre-population, time-saving form design, data accuracy checks and direct delivery to the intended recipient and more.

Contact

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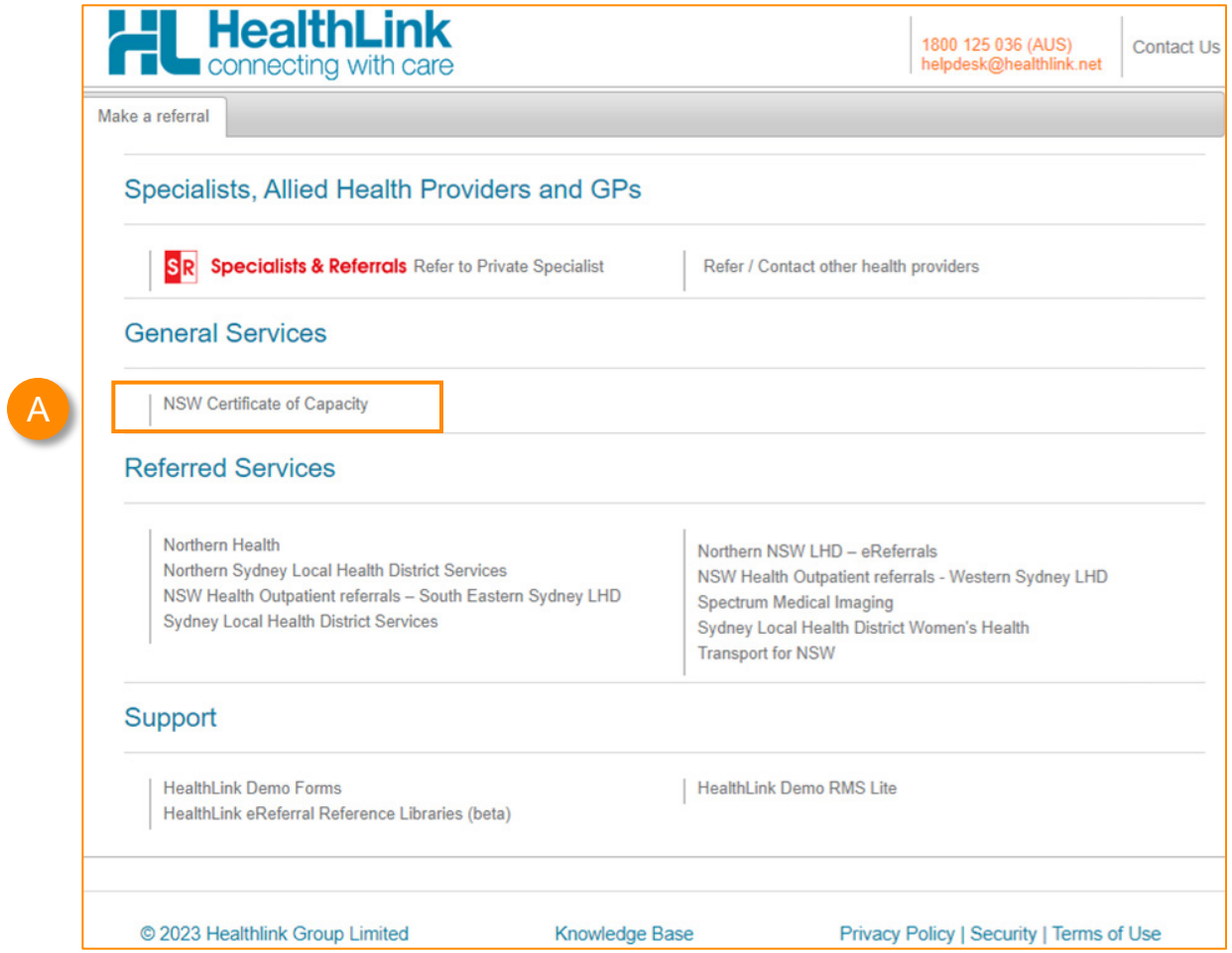
Section 1

General form overview

A You can access the digital NSW Certificate of Capacity from the HealthLink homepage, in the General Services section.



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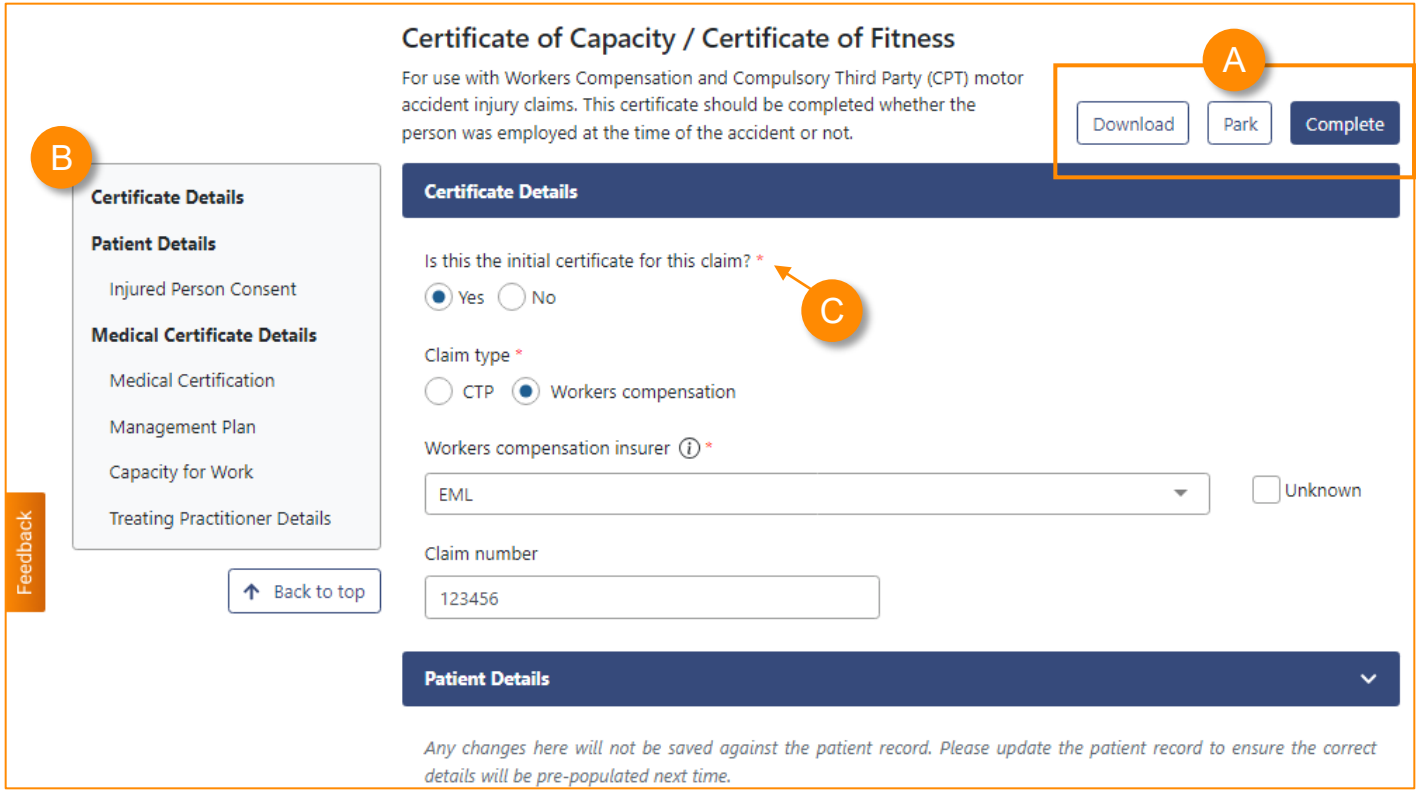
Section 1

General form overview

A The main action buttons are located at the top and bottom of the form.

B The floating menu helps you navigate to sections of the form and indicates the area you are viewing.

C Mandatory fields are indicated by a red asterisk*.



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Section 1

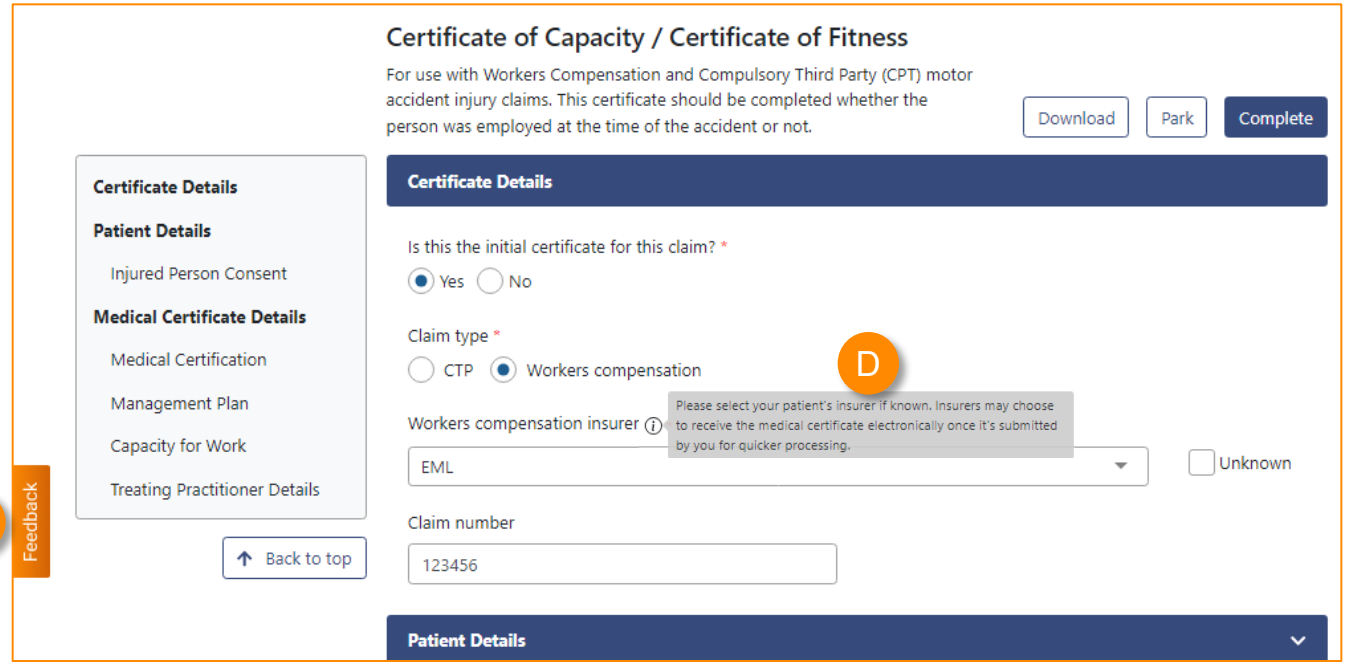
General form overview

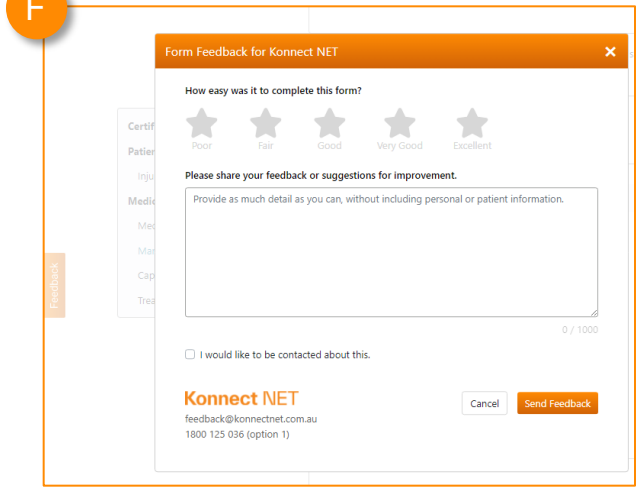
D Hover over the (i) information icons to get more context on the questions.

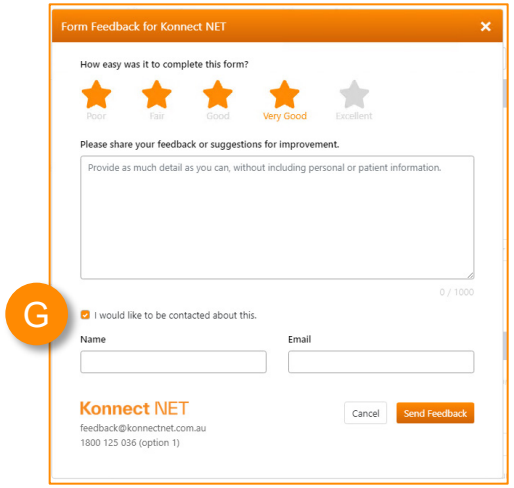
E Use the ‘Feedback’ button to send your feedback about this form to the Konnect NET team.

F Your feedback is important to help us provide a better solution.

G If you want to be contacted about your feedback, check ‘I would like to be contacted about this’ and enter your details.







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Section 2

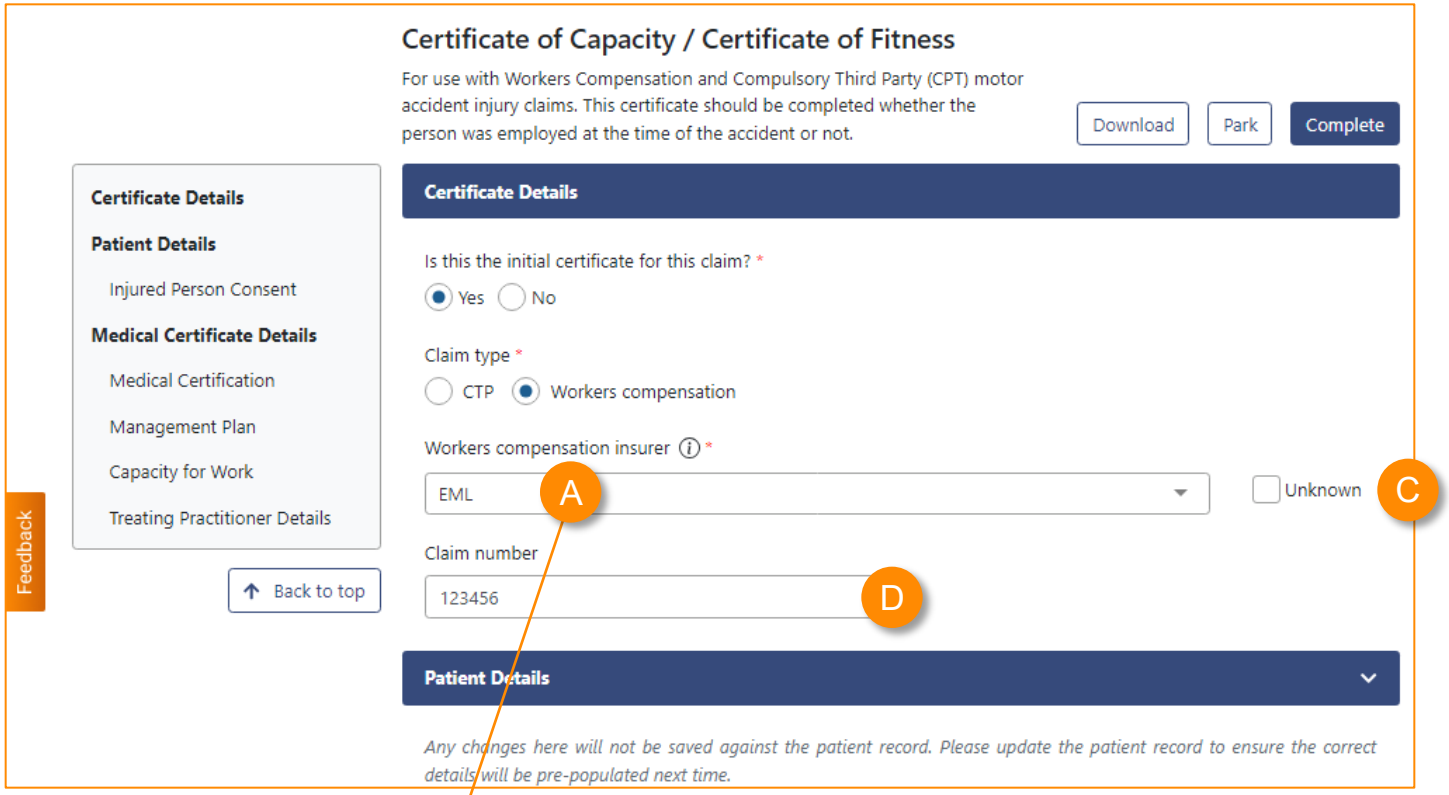
Filling out the form

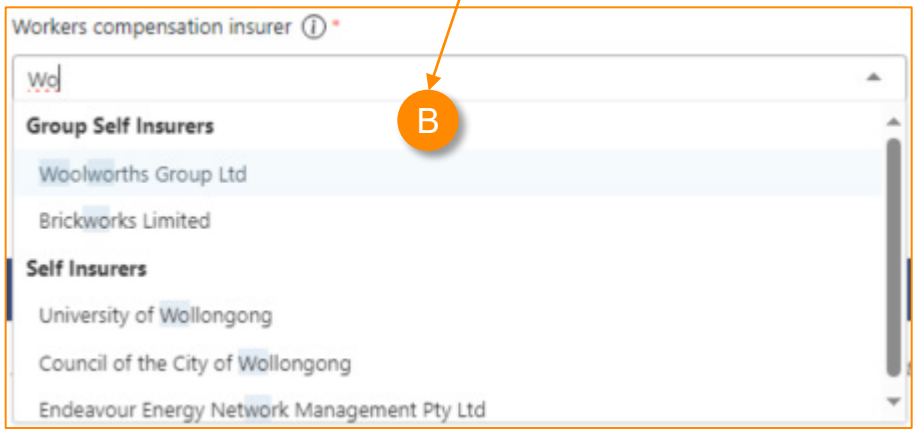
A Select the Insurer / Employer the certificate is for. If they are signed up with us, the form is sent directly to them after completing it.

B You can select from the list or search for the Insurer / Employer by typing in the field.

C If you are unsure of the Insurer / Employer, check 'Unknown'.

D If you know the claim number related to the certificate, please enter it.





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Section 2

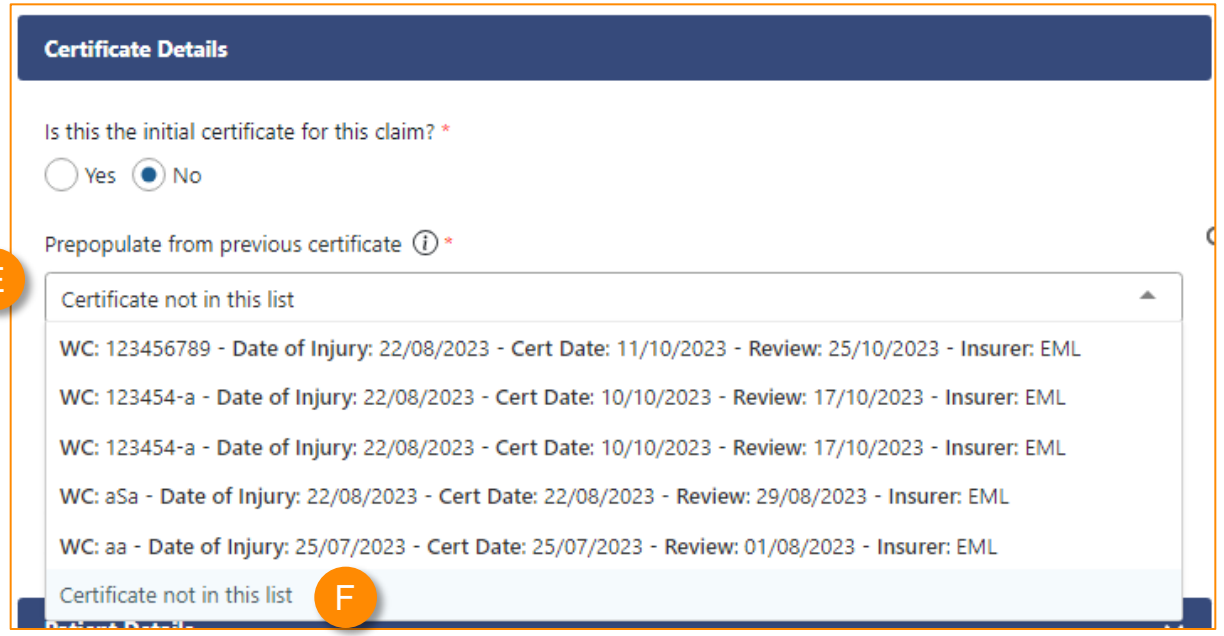
Filling out the form

E Save time when completing a subsequent certificate by reusing a previous certificate.

In addition to using the latest patient and provider details from your records, you can copy over details such as work capacity from a previous certificate, except for dates.

This list includes the last 5 certificates completed using our solution, for this patient, at your practice, in the last 90 days.

F If the previous certificate is not listed, select 'Certificate not in this list'.



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Section 2

Filling out the form

Patient completing the Injured Person's Consent and Employment Declaration before form submission.

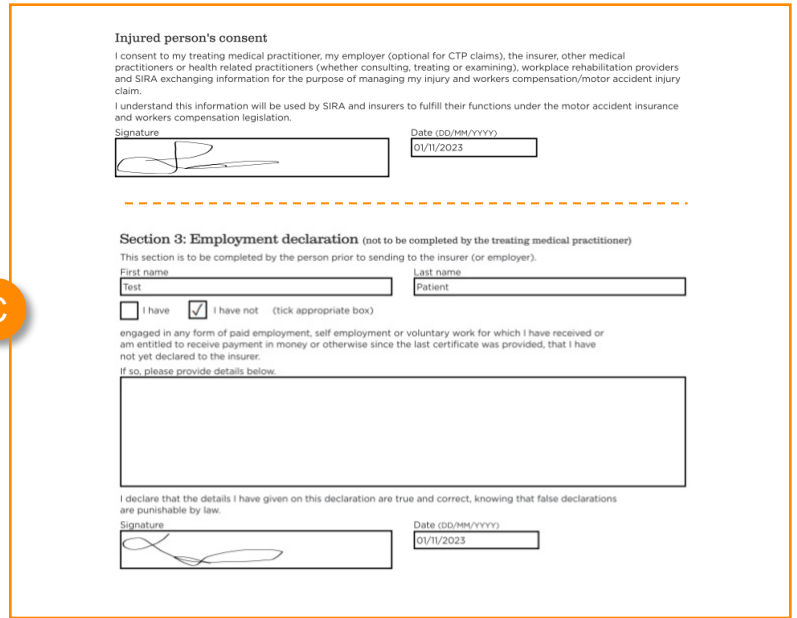
A You now have the option for the patient to sign and complete both the **Injured Person's Consent and Employment Declaration** before completing the form.

B If the patient is unable to sign and complete these sections, you can still complete the form as you currently do - select 'No' and obtain the consent by reading and ticking the checkbox.

C When you choose to get the patient to sign and complete these sections, the PDF version of the completed form will automatically include these details. This eliminates the burden of printing, getting the patient to complete/sign the printout, scanning the edited form, and manually saving it against your patient's record.

A

C



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Section 2

Filling out the form

Patient completing the Injured Person's Consent and Employment Declaration before form submission (continued)

We offer two ways for the patient to complete these sections:

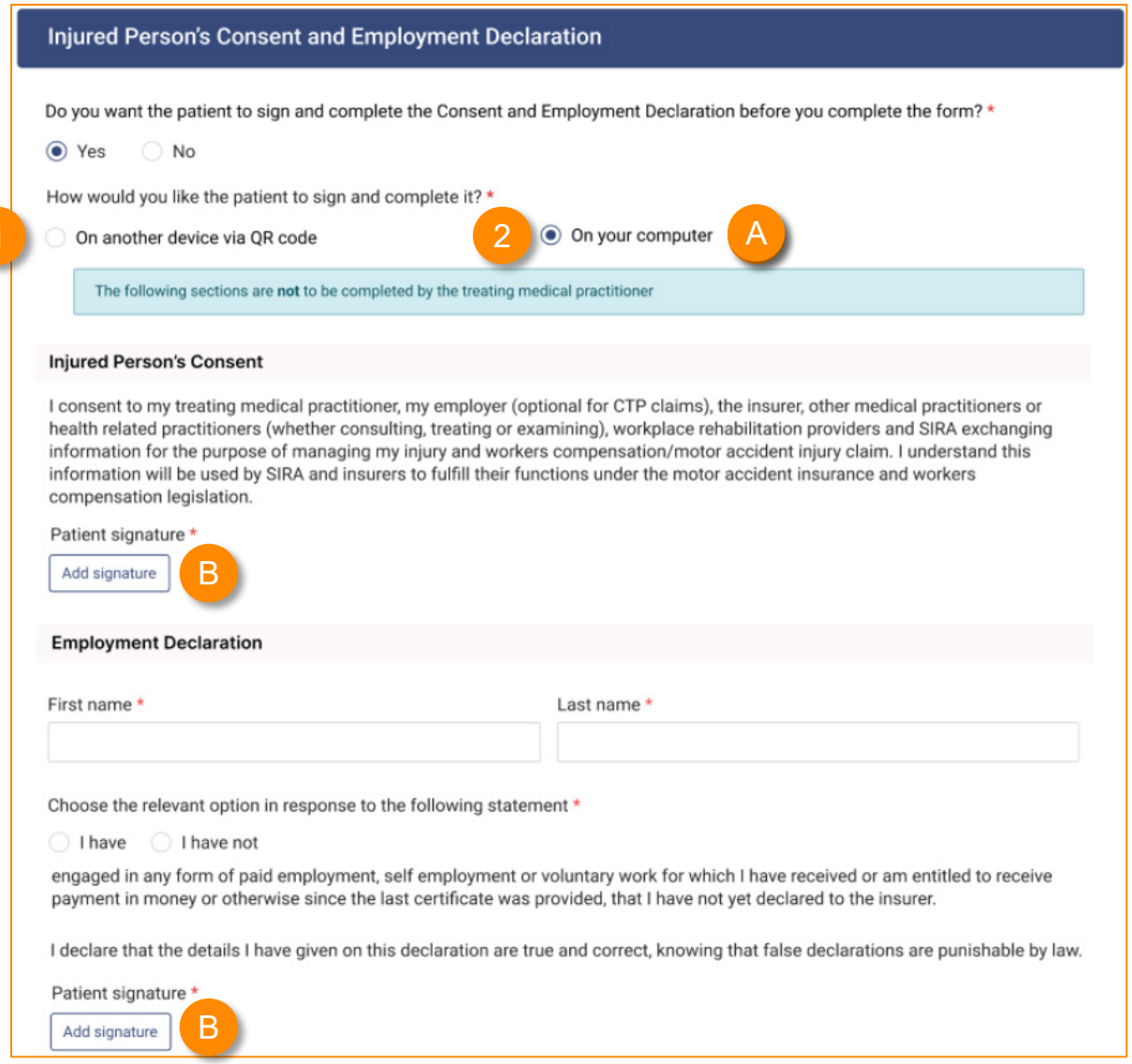
1. On another device via QR code, or
2. On your computer

On your computer:

A. Select 'On your computer'

B. The patient will need to sign twice – once against the Consent statement, and second against the Employment Declaration.

Clicking on "Add signature" opens a pop-up where your patient can draw their signature (see next page).



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Section 2

Filling out the form

Patient completing the Injured Person's Consent and Employment Declaration before form submission (continued)

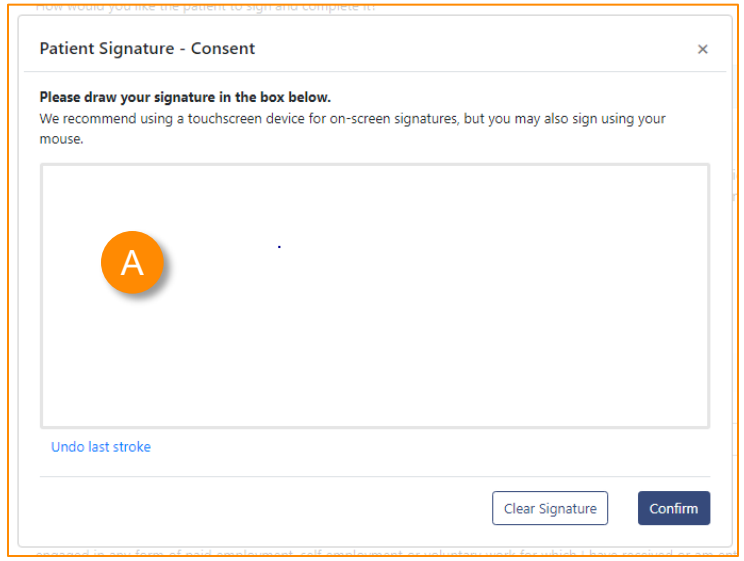
On your computer (continued):

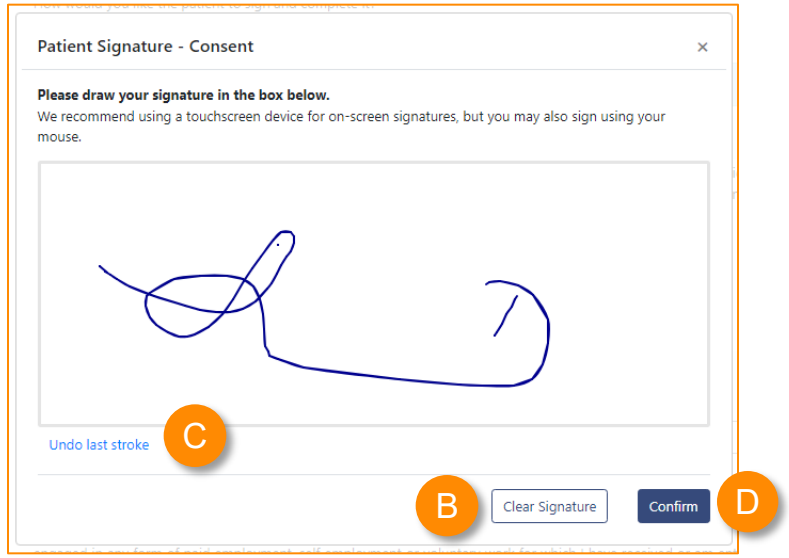
A Your patient can draw their signature in this box.

B If they are not happy with the signature, they can click on 'Clear Signature' and start again.

C Clicking on 'Undo last stroke' deletes the last stroke of the signature.

D Once they are happy with the signature, they can click "Confirm". .





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Section 2

Filling out the form

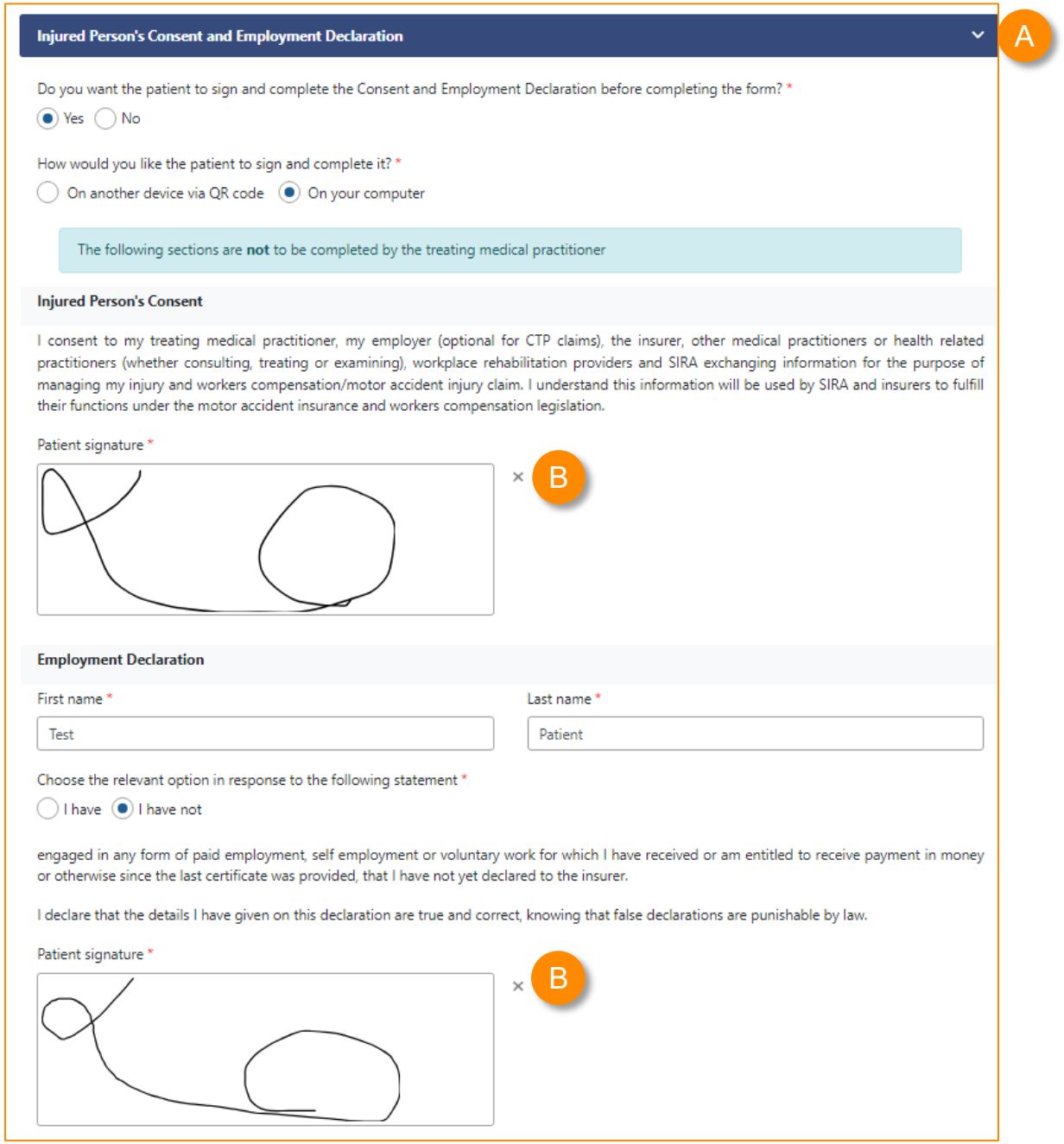
Patient completing the Injured Person's Consent and Employment Declaration before form submission (continued)

On your computer (continued):

A You can minimise this section by clicking on the down icon.

B If the patient wants to re-draw their signature, they can click on the 'x' and redo.

Note: the details and signature entered by your patient will get populated into the PDF version of the form.



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Section 2

Filling out the form

Patient completing the Injured Person's Consent and Employment Declaration before form submission (continued)

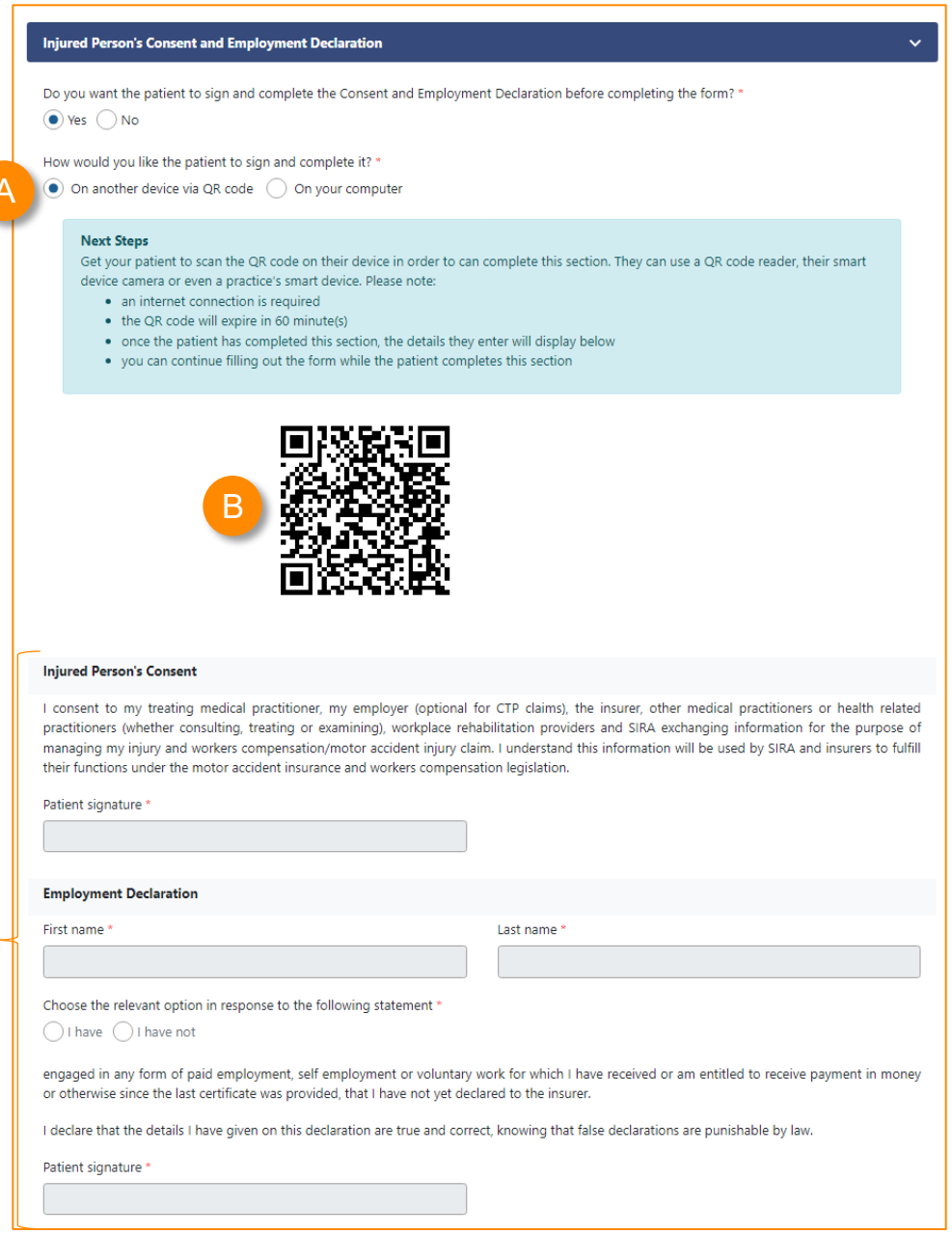
On another device via QR code:

A Select 'On another device via QR code'.

B Get your patient to scan the QR code with their smart device. Note that they can use a QR code reader, their smart device camera or even your practice device if you have one. The QR code is valid for a limited time.

C The QR code will direct your patient to a webpage where these sections display. The patient will need to complete and sign both sections.

Note: you can continue to fill out the form while your patient is completing these sections.



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Section 2

Filling out the form

Patient completing the Injured Person's Consent and Employment Declaration before form submission (continued)

On another device via QR code (continued):

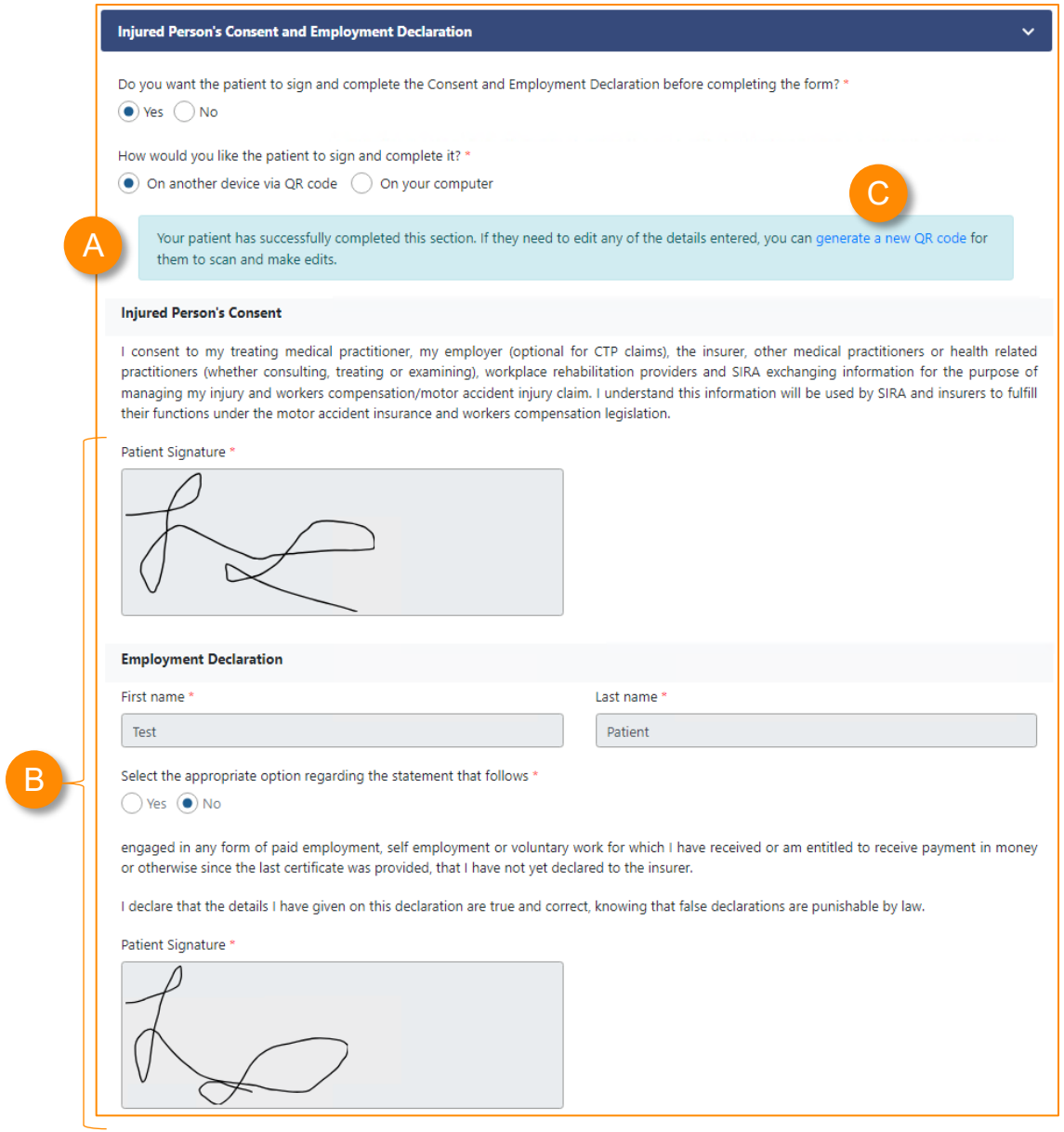
Once your patient has completed and signed these sections:

A you will see a confirmation message,

B their details will populate into your form ready for you to complete it.

C If your patient needs to edit their details/signature, you can re-generate a new QR code for them to make edits.

Note: the details and signature entered by your patient will get populated into the PDF version of the form



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Section 3

Parking the form

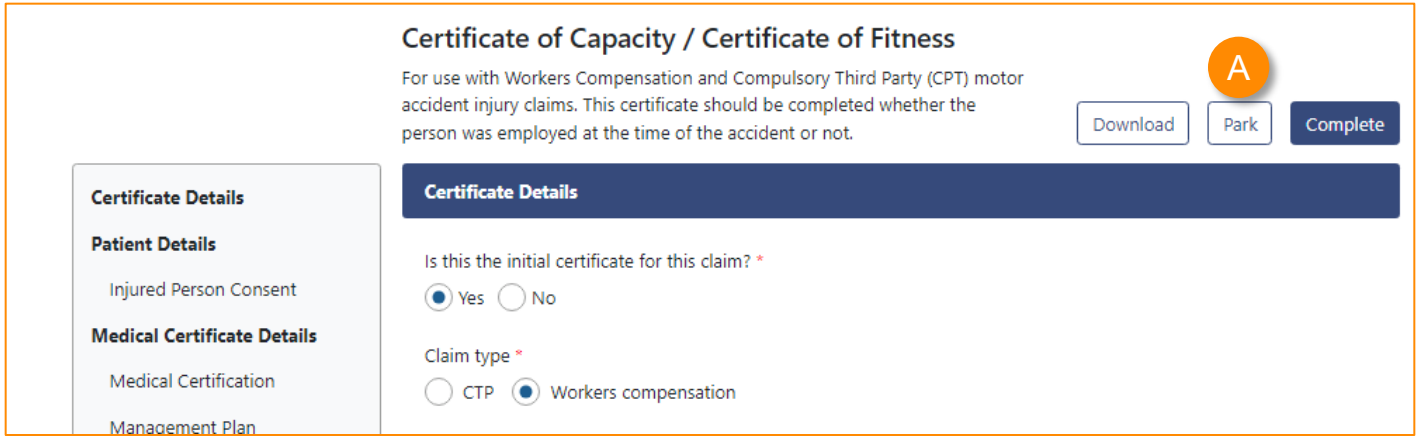
A Clicking ‘Park’ saves the content of the form as is, for later use.

B In **Best Practice** - you can find parked certificates in the HealthLink Forms page. Click on View > HealthLink Forms to access it.

C In **Medical Director** - you can find parked certificates in the HealthLink tab.

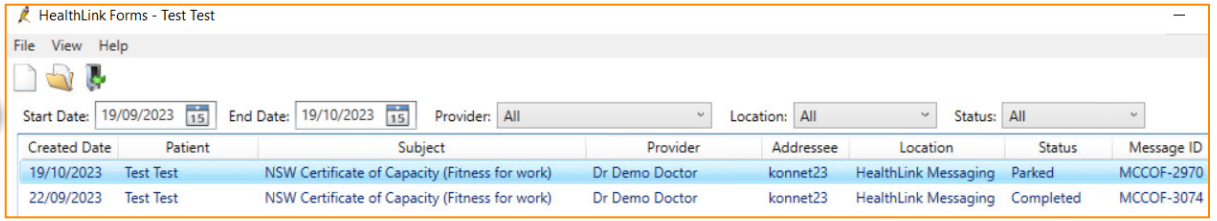
D In **Genie** - you can find parked certificates in the HealthLink Online pop-up. Click on Tools > HealthLink Online to access it.

Note: you can also access Submitted/Completed forms in these areas.



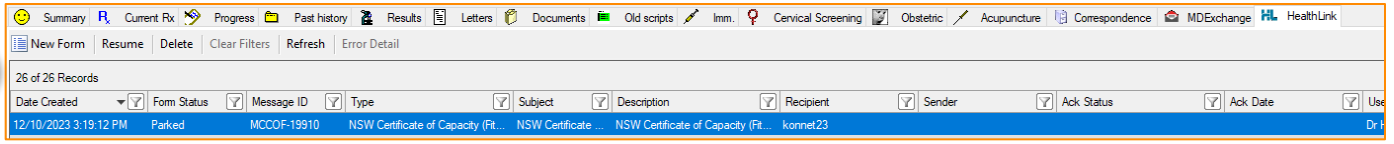
Best Practice

B



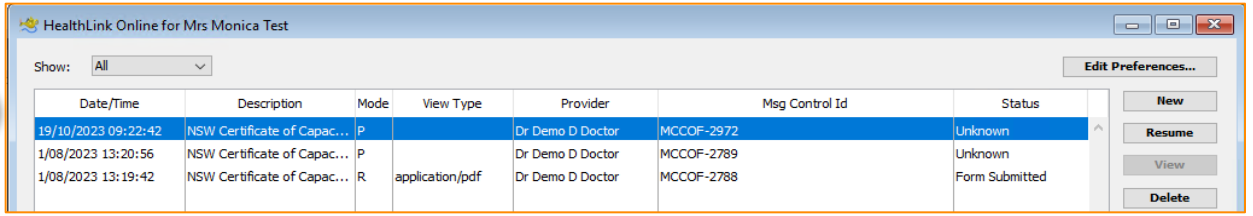
Medical Director

C



Genie

D



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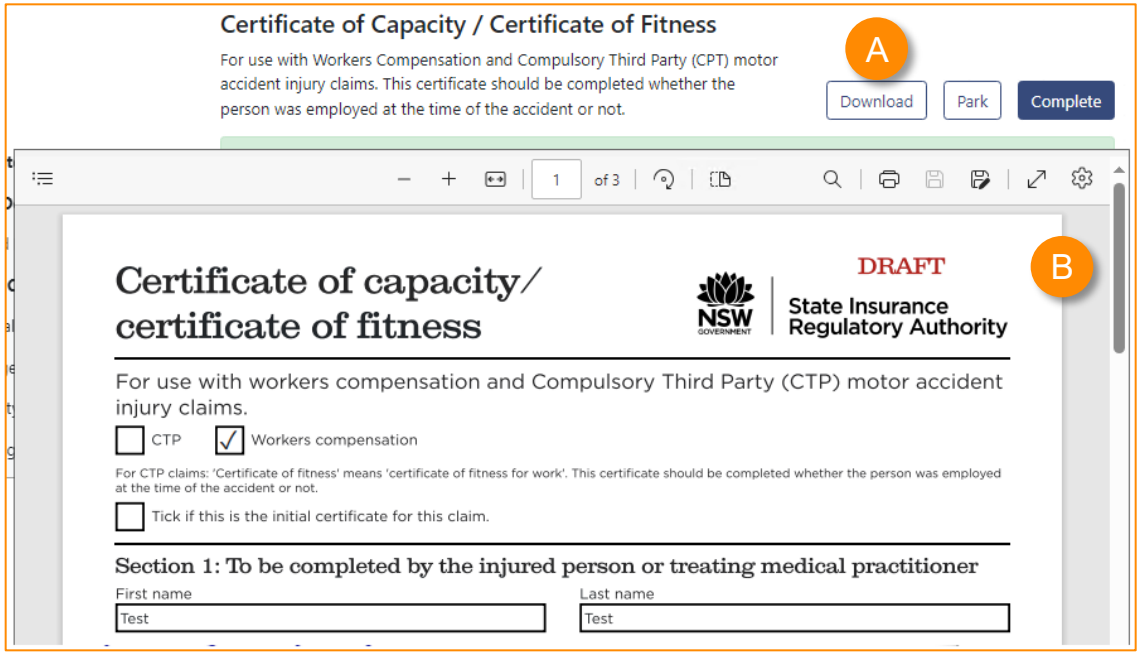
Section 4

Downloading the form

A You can download the certificate to preview it before completing it.

B Note how it's a DRAFT if you download the form before it's completed.

C You can download the certificate after completing it, and the DRAFT mark is removed.



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Section 5

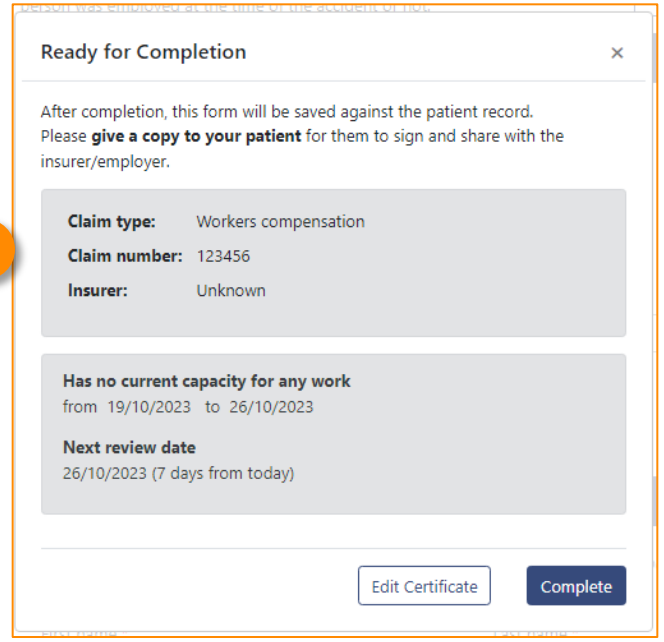
Completing the form

A Click on ‘Complete’.

B An alert will display if there are any errors.

C Sections that need your attention will be highlighted.

D You can review key information before completing the form. If you need to make edits, click ‘Edit Certificate’.



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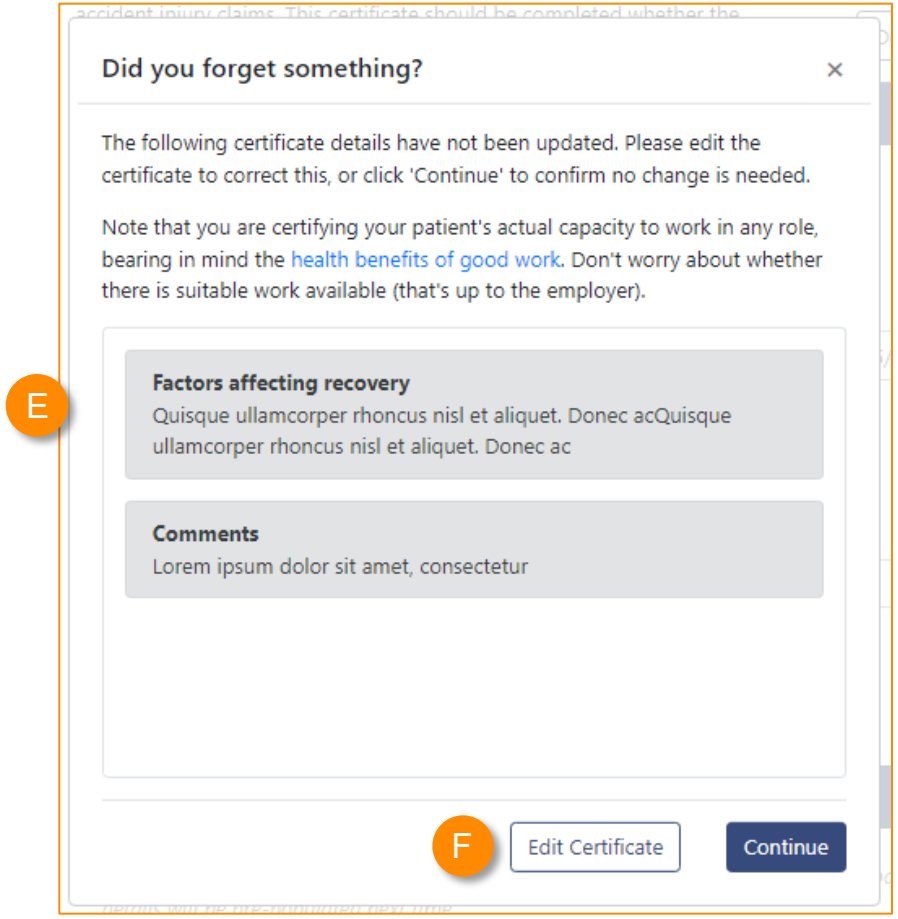
Section 5

Completing the form

E When completing a subsequent form, the form warns you if some important information remains unchanged.

F If you need to make edits, click ‘Edit Certificate’.



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Section 5

Completing the form - Completed form

E A confirmation message displays when the certificate is completed.

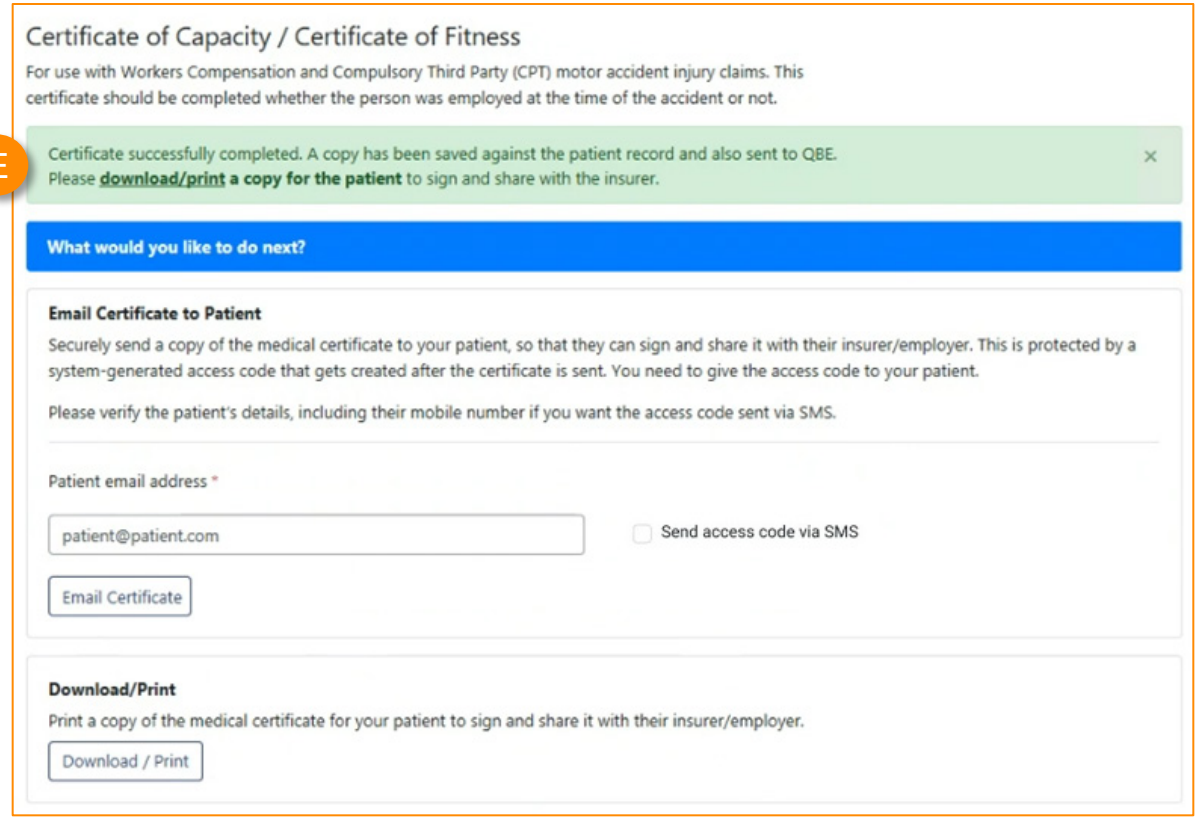
Completing the form creates a PDF version of the NSW Certificate of Capacity / Certificate of Fitness form and saves a copy against the patient record. If the Insurer / Employer is signed up with us to receive this form, we will securely send it to them.

Do I still need to sign the form?

Where the form is sent directly to an insurer participating in our pilot, there is no need for you to sign – the insurer will know who completed the form based on your access to the HealthLink Forms page. However, for other insurers, we ask that you follow your current process. The same applies for the patient's signature.

Do I need to download a copy of the form?

On successful form completion, a PDF version of the form will be automatically stored against the patient record. Depending on your practice software, you will find this under Correspondence Out or Letters. However, you have the option to download a copy manually after completion, by clicking the "Download/Print" button. You may wish to do this to share a copy with your patient.



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Section 6

Accessing a submitted form

You can access your submitted forms **within a patient's file** by doing the following:

A

In **Best Practice**
Go to the **Correspondence Out** section. You can use the F5 key to refresh this section. Highlight the message and click View.

B

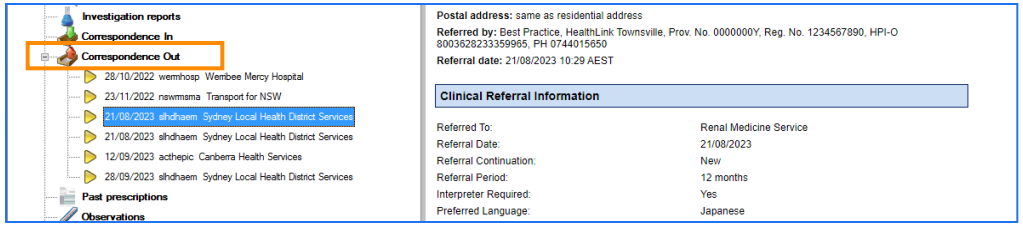
In **Medical Director**
Go to the **Letters** tab and double-click the submitted form.

C

In **Genie**
Click on the **Purple Quill** and select the submitted form.

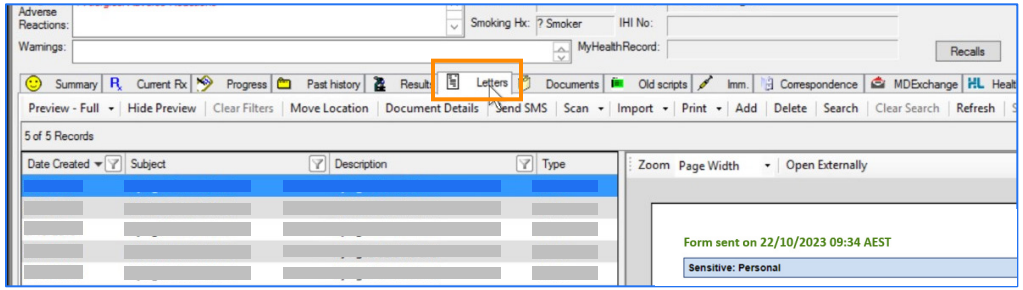
Best Practice

A



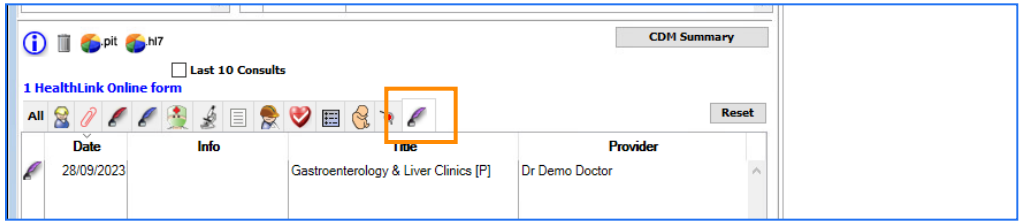
Medical Director

B



Genie

C



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Section 7

Sharing a completed certificate

You can securely share a copy of the completed PDF version of the NSW Certificate of Capacity / Certificate of Fitness form with the patient.

You can do this right after completing the form. When you email the certificate to the patient, before they can view it, they need to enter an access code that you provide them.

The access code gets generated after the email is sent.

Steps

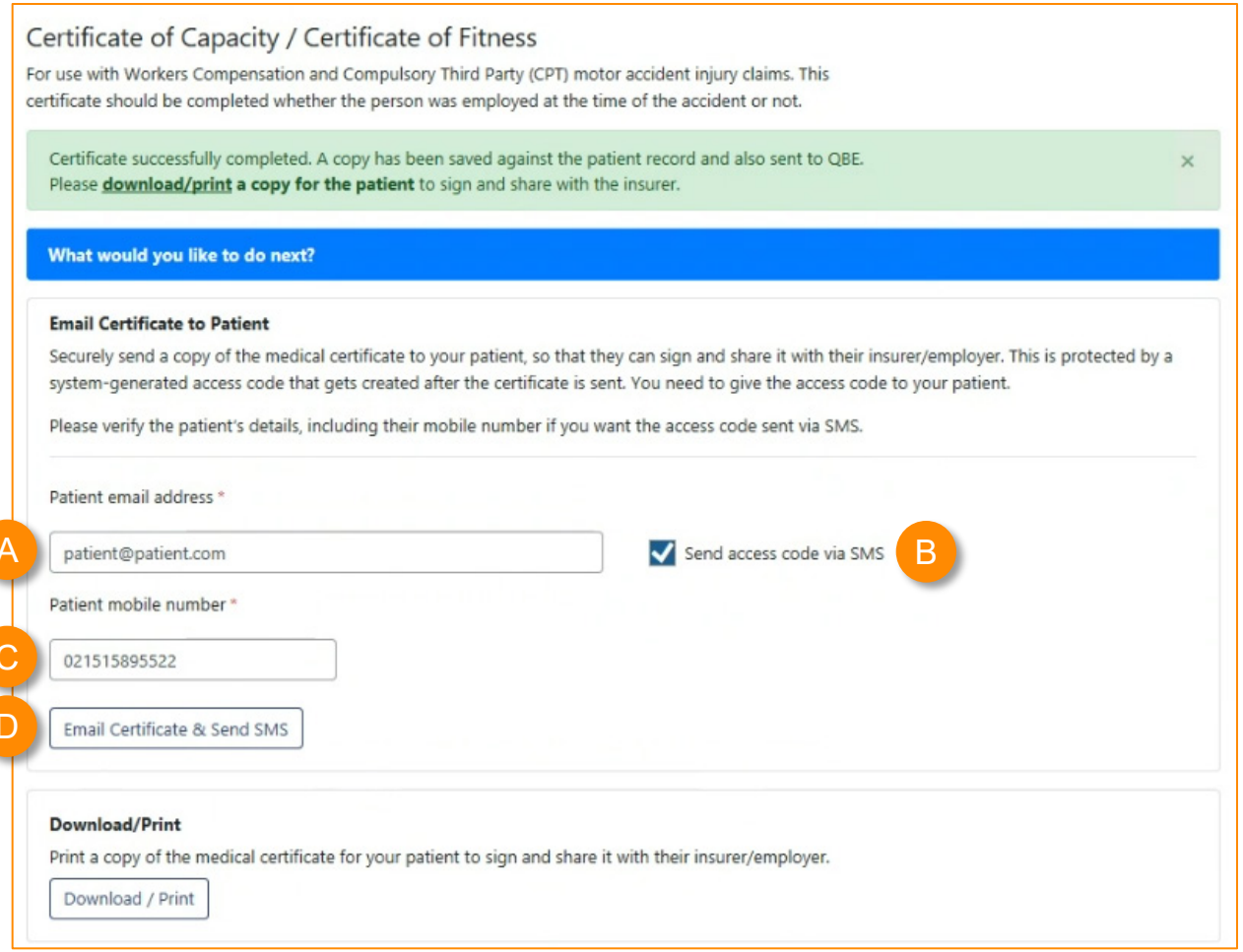
A Enter or review the patient email address.

B If you want our solution to send the patient the access code via SMS, check 'Send access code via SMS'.

C Enter or review the patient mobile number.

D Click on 'Email Certificate & Send SMS' (or 'Email Certificate' if you are not sending the access code via SMS).

continued…



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Section 7

Sharing a completed certificate

Steps continued…

E A confirmation message displays.

F The Access code is generated. Give it to your patient, if you have not sent it via SMS, so they can view the certificate.

G If you notice that the email address or the mobile number is incorrect, you can cancel their access and resend the certificate.

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