Konnect NET

User Guide

05-12-2024-MEDICALDIRECTOR

SureSmart Forms for MedicalDirector Clinical

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

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SureSmart Forms for MedicalDirector Clinical

A simpler, more secure way to complete medical forms for insurers—right from your practice management system.

SureSmart Forms provide an innovative solution to streamline interactions between insurance companies and GPs, integrating with the clinical systems used by over 90% of Australian GPs.

With features like data pre-population, efficient form design, and accuracy checks, they ensure direct and secure delivery to the intended recipient via HealthLink. This smarter approach saves time and reduces administrative burdens for GPs, simplifying insurance-related paperwork.

Contact

Konnect NET Product Team

feedback@konnectnet.com.au

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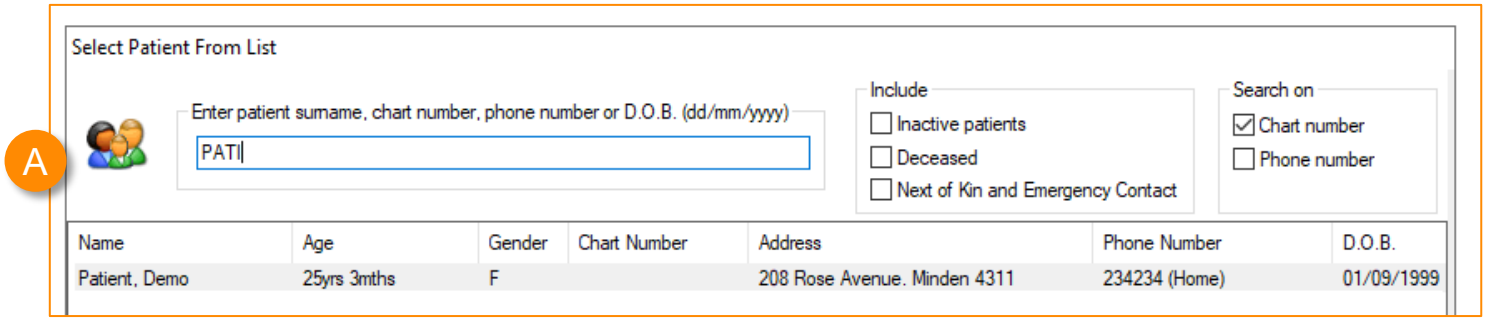
Section 1

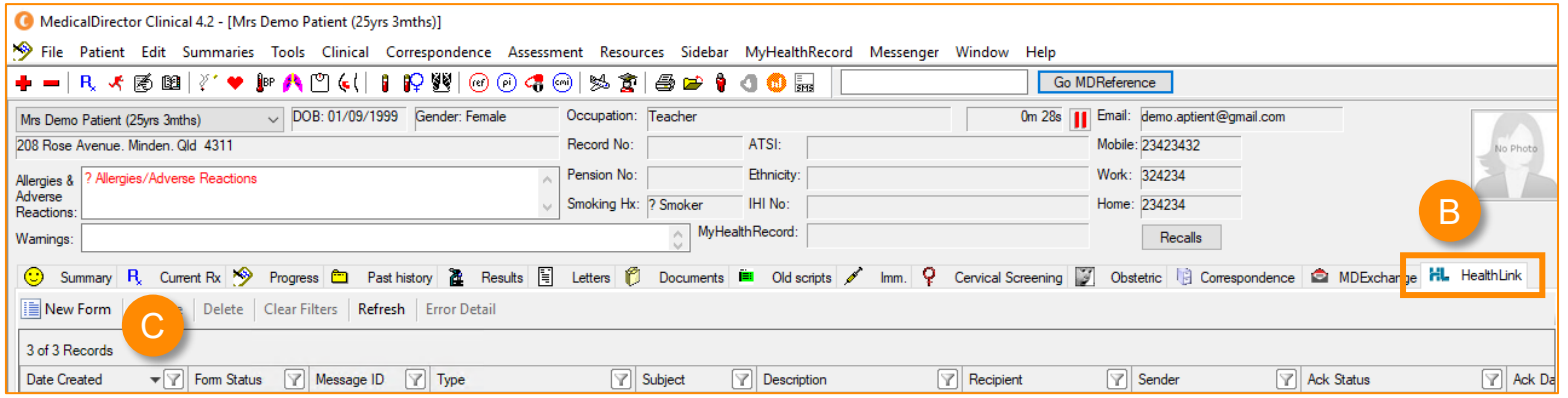
Accessing SureSmart forms

A Search for and **open the patient's record**.

B Select the **HealthLink tab.**

C Click on '**New Form**' to launch the HealthLink Homepage.





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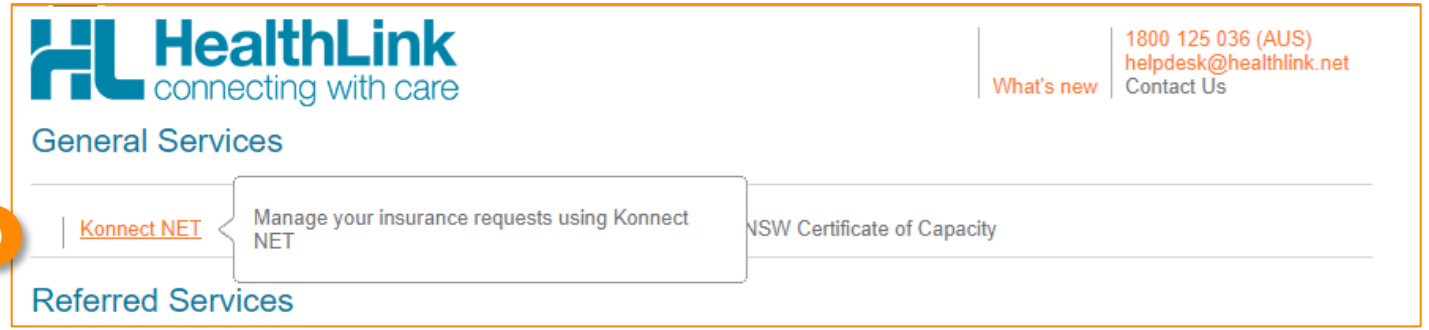
Section 1

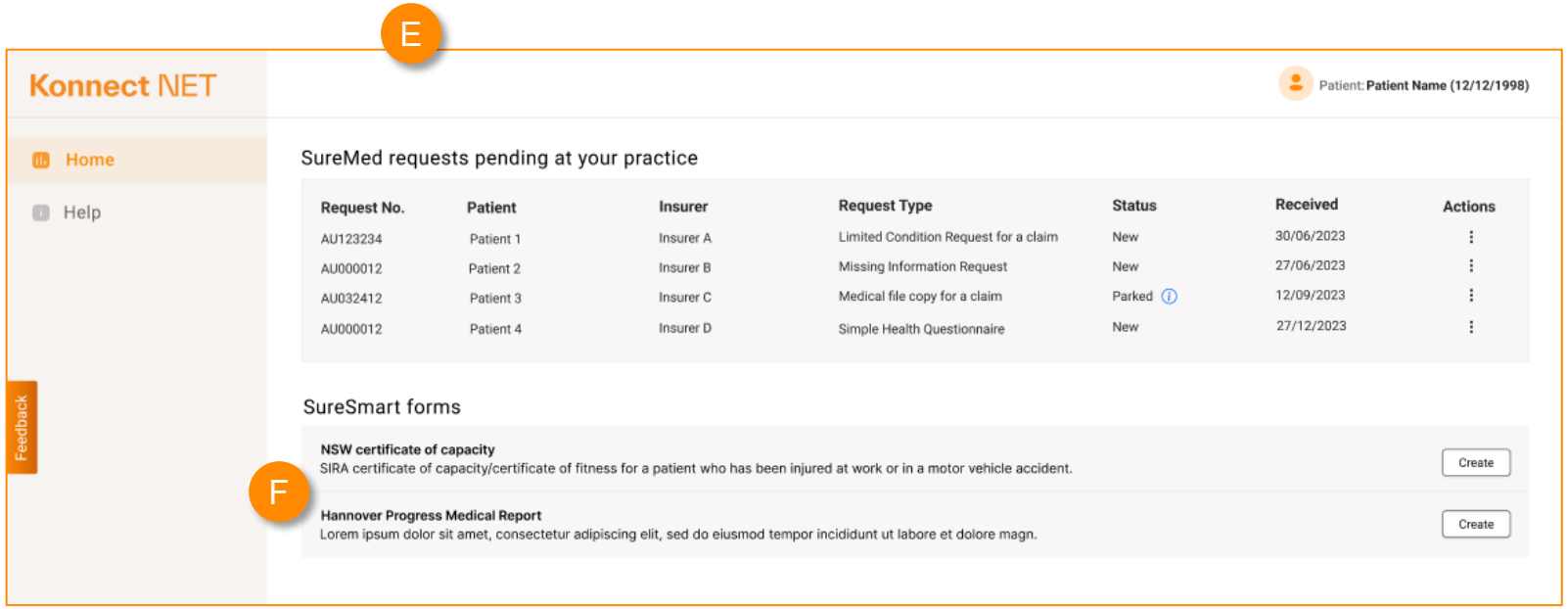
Accessing SureSmart forms (continued)

D On the HealthLink Homepage**,** under the **General Services** section, click on '**Konnect NET'**.

E The **Konnect NET homepage** will display.

F Find the SureSmart form you want to complete, then click on '**Create**' to start filling out the digital form.





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Section 2

General form overview

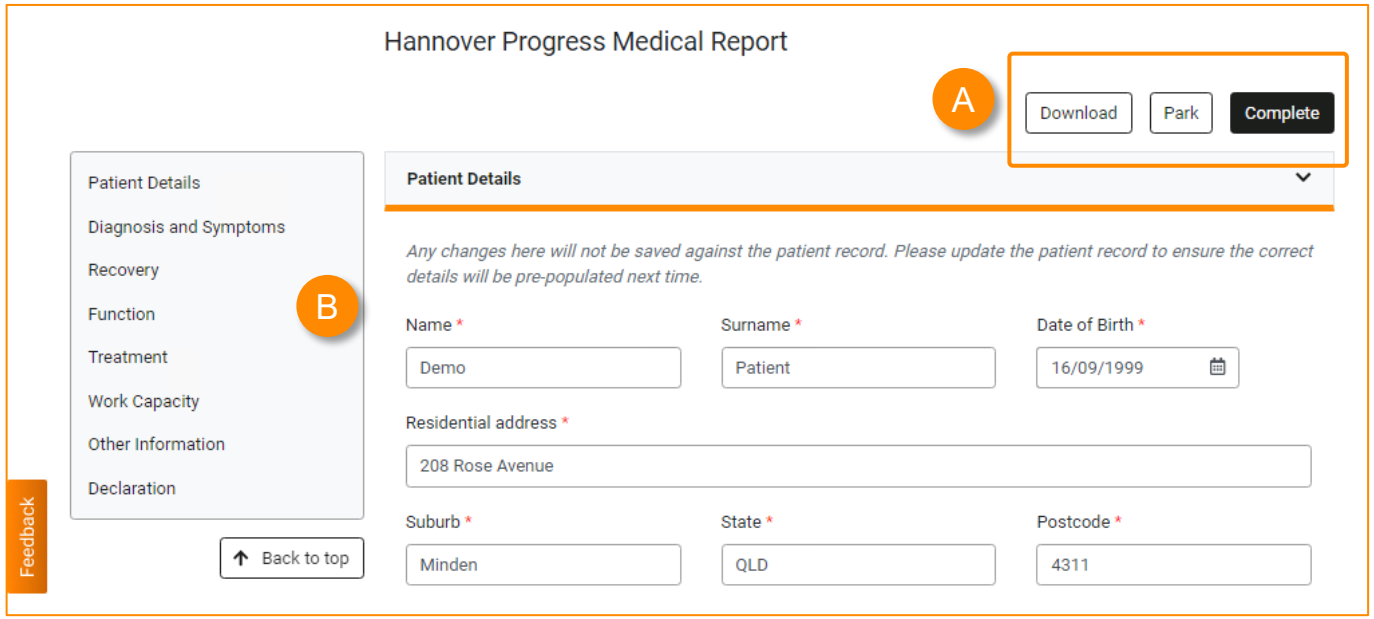
A The main action buttons are located at the top and bottom of the form.

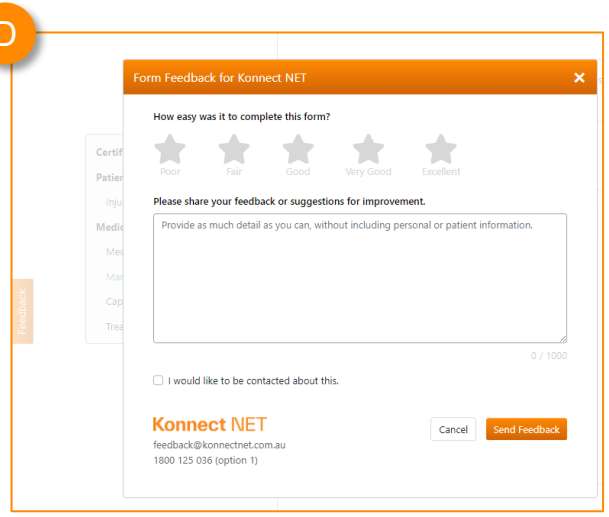
B The floating menu helps you navigate to sections of the form and indicates the area of the form you are viewing.

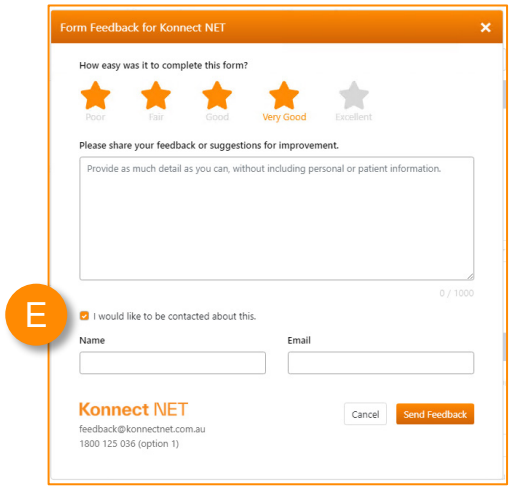
C Use the '**Feedback**' button to send your feedback about this form to the Konnect NET team.

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

E If you want to be contacted about your feedback, check 'I would like to be contacted about this' and enter your details. Please do not include personal or patient information.







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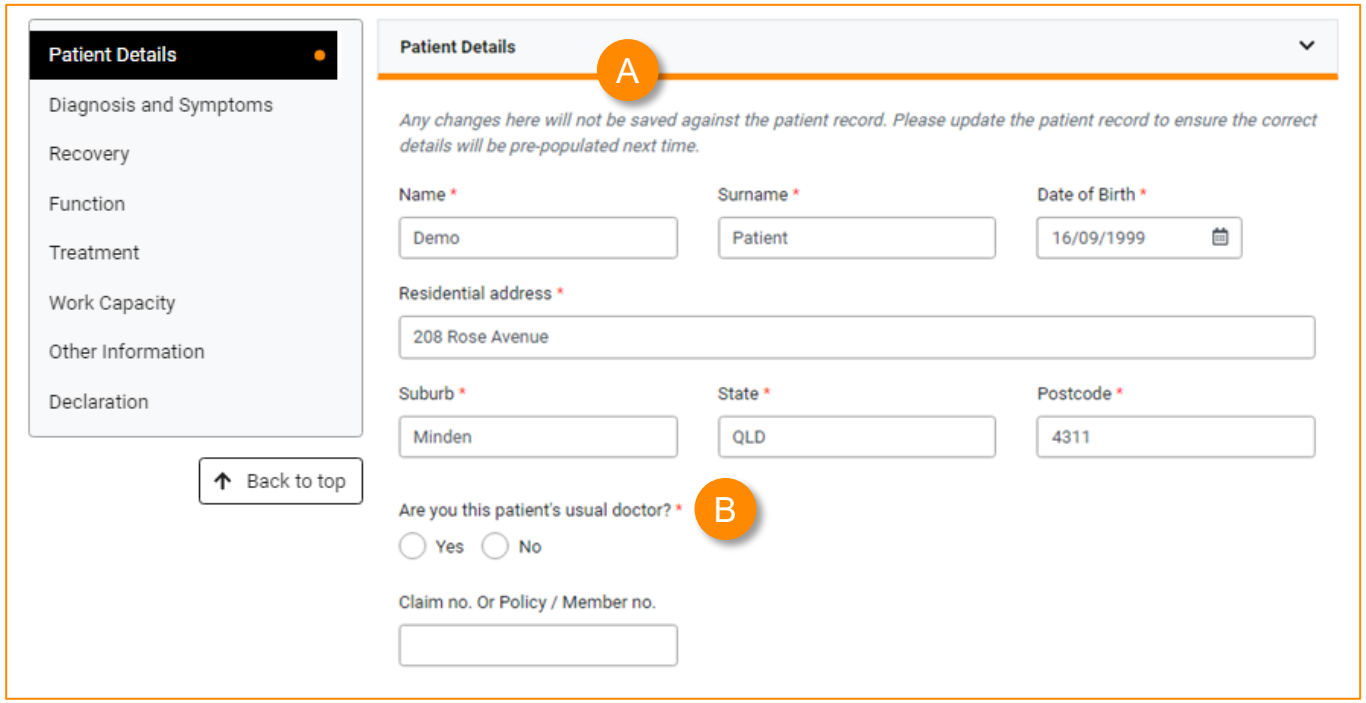
Section 3

Filling out the form

A Some of the patient information gets pre-populated from the details in the patient's record.

Any changes made in this section will not update the patient's record. Please update the patient record directly in Medical Director to ensure the correct details will be pre-populated next time.

B Mandatory fields are indicated with a red asterisk *.



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Section 3

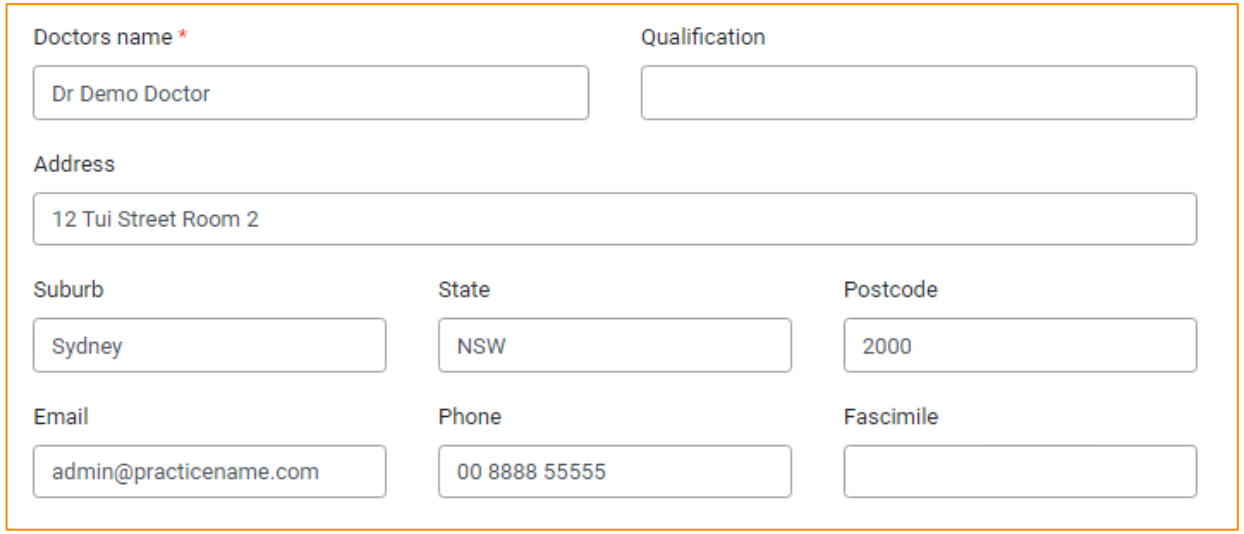
Filling out the form (continued)

C

Some of the Treating doctor’s details and the Practice's information will be pre-populated from the information stored in your practice software. Ensure these are up to date before completing the form.

Please note that any changes to the Treating doctor’s details made in this section will not be saved to the practice software.

C



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Section 4

Parking and accessing parked forms

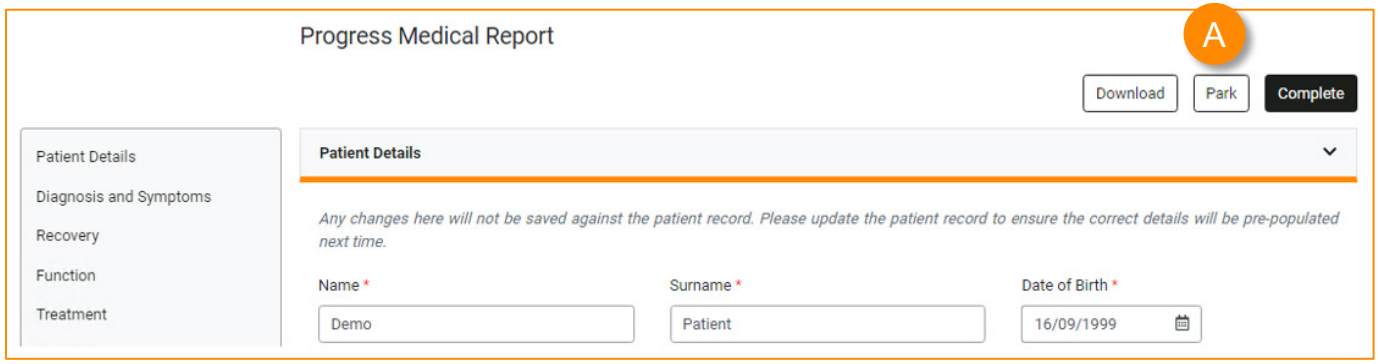
A Click on **'Park'** to save the content of the form, as is, for completion later.

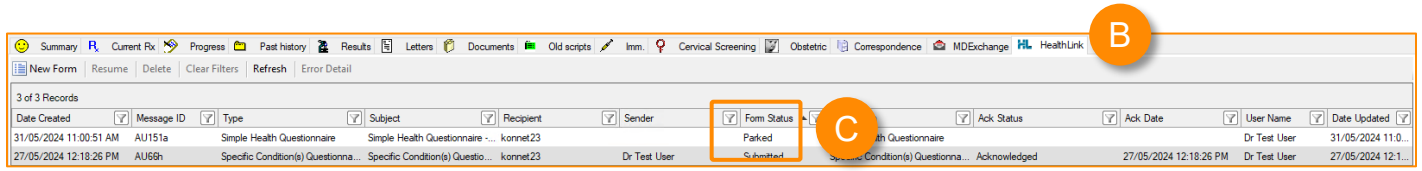
B You can find parked forms in the **HealthLink tab**.

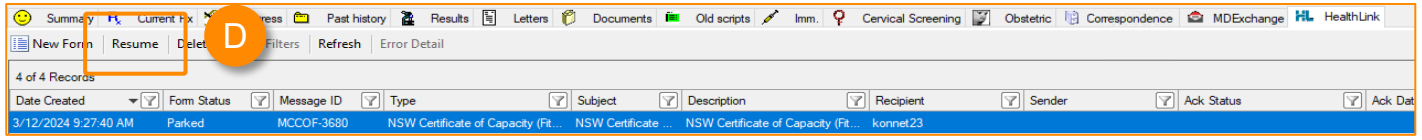
C Look for '**Parked**' in the Form Status column.

D To continue completing a parked form, select it from the list then click '**Resume**' or double click on it.

Note: Completed forms can be found in the HealthLink tab.







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Section 5

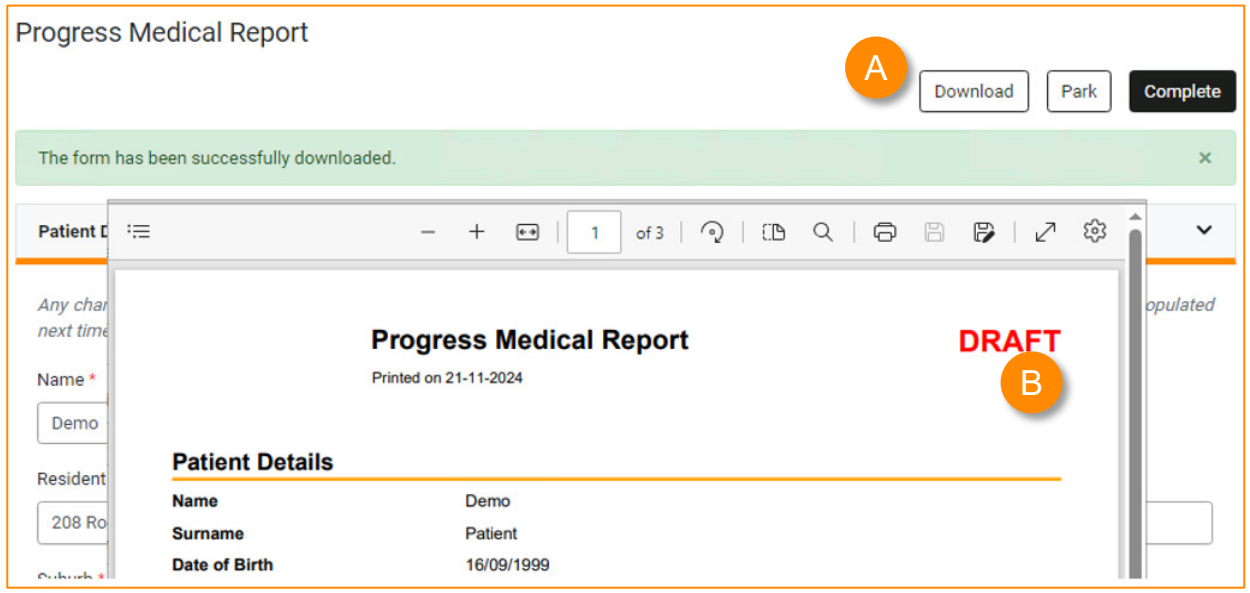
Downloading the form

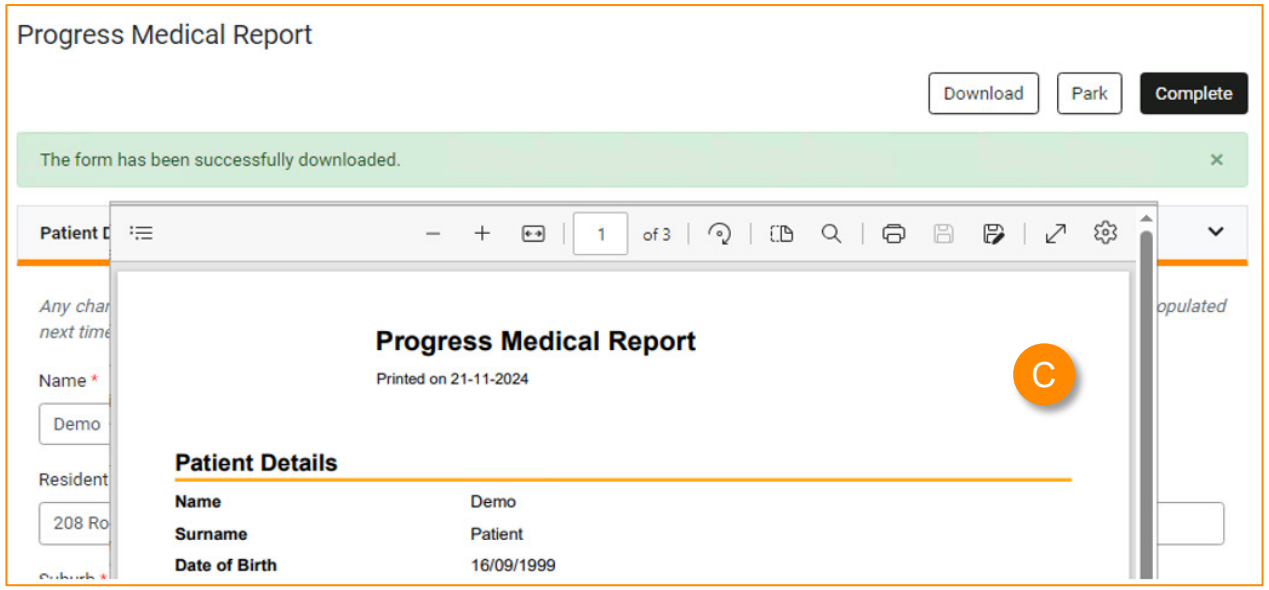
A You can download the form to preview it before completing it.

B If you download the report before completing it, then the downloaded report will feature a prominent "DRAFT" label.

C If you download the report after completing it, then the report will not include a “DRAFT” label.

Note: The look and feel of the report will differ depending on which form you are working on. The screen shot included here is an example of one of the report types.





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Section 6

Completing the form and viewing it afterwards

A Once you have filled out the form, click on '**Complete**".

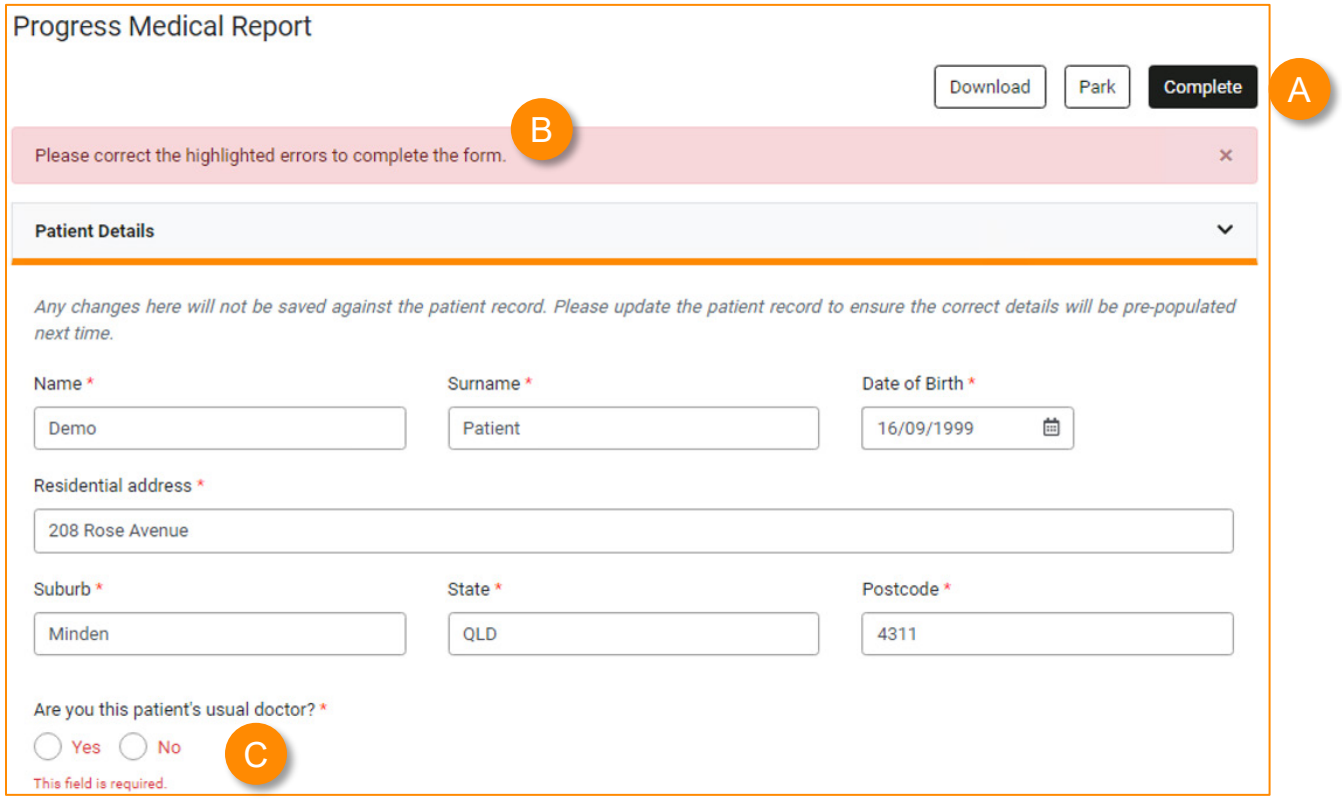
B An alert will display if there are any errors with the form.

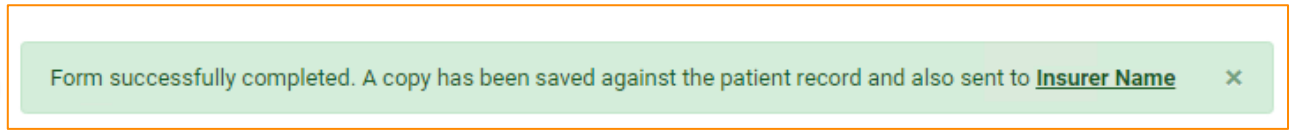
C Sections that need your attention will be highlighted.

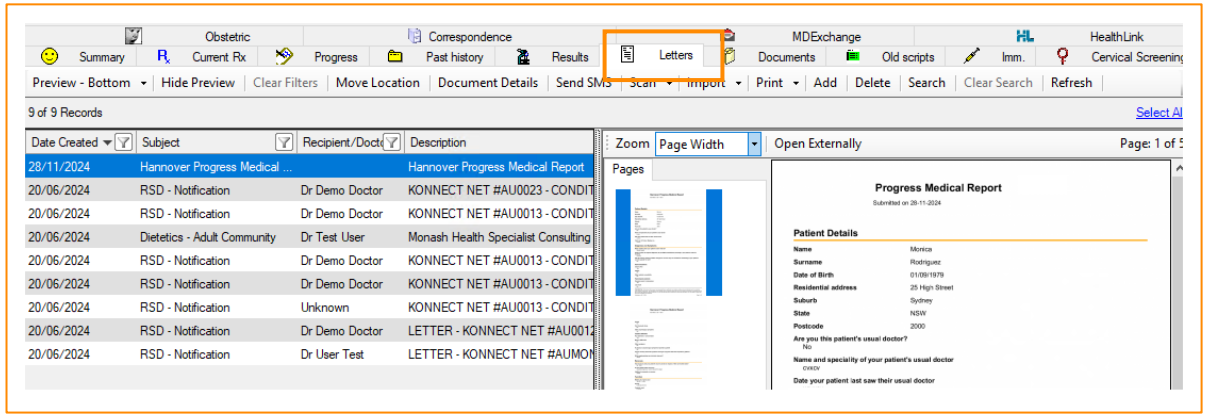
D You will be notified when the form has been successfully completed.

If necessary, you may be prompted to take further action, and where appropriate you will receive confirmation that the information has been submitted to relevant third parties.

E You can access completed forms **within a patient's record** by clicking on the **Letters tab** and clicking the completed form.







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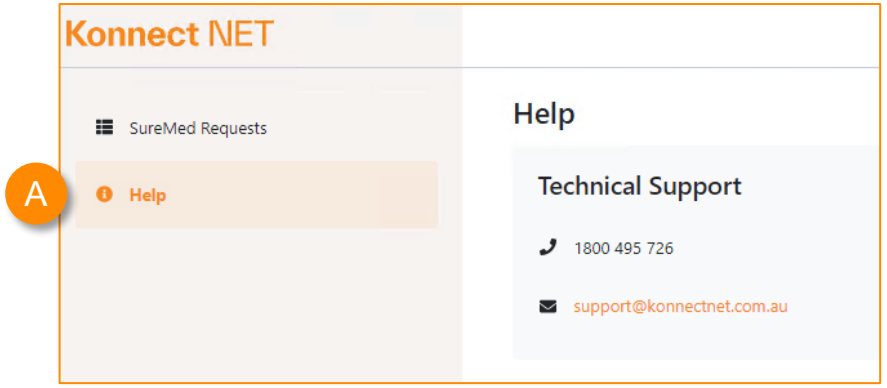
Section 7

Getting help

A You can find our contact details in the Konnect NET Homepage by clicking on **Help**.

B Or on the footer of the form.

For **Technical Support queries**, please email us at support@konnectnet.com.au or call us on 1800 495 726 option 2.



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