

# Konnect NET

## User Guide

05-12-2024-MEDICALDIRECTOR

# SureSmart Forms for MedicalDirector Clinical

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

# 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

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## 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.


Enter patient surname, chart number, phone number or D.O.B. (dd/mm/yyyy)

Include

☐ Inactive patients  
☐ Deceased  
☐ Next of Kin and Emergency Contact

Search on

☒ Chart number  
☐ Phone number

Name	Age	Gender	Chart Number	Address	Phone Number	D.O.B.
Patient, Demo	25yrs 3mths	F		208 Rose Avenue, Minden 4311	234234 (Home)	01/09/1999

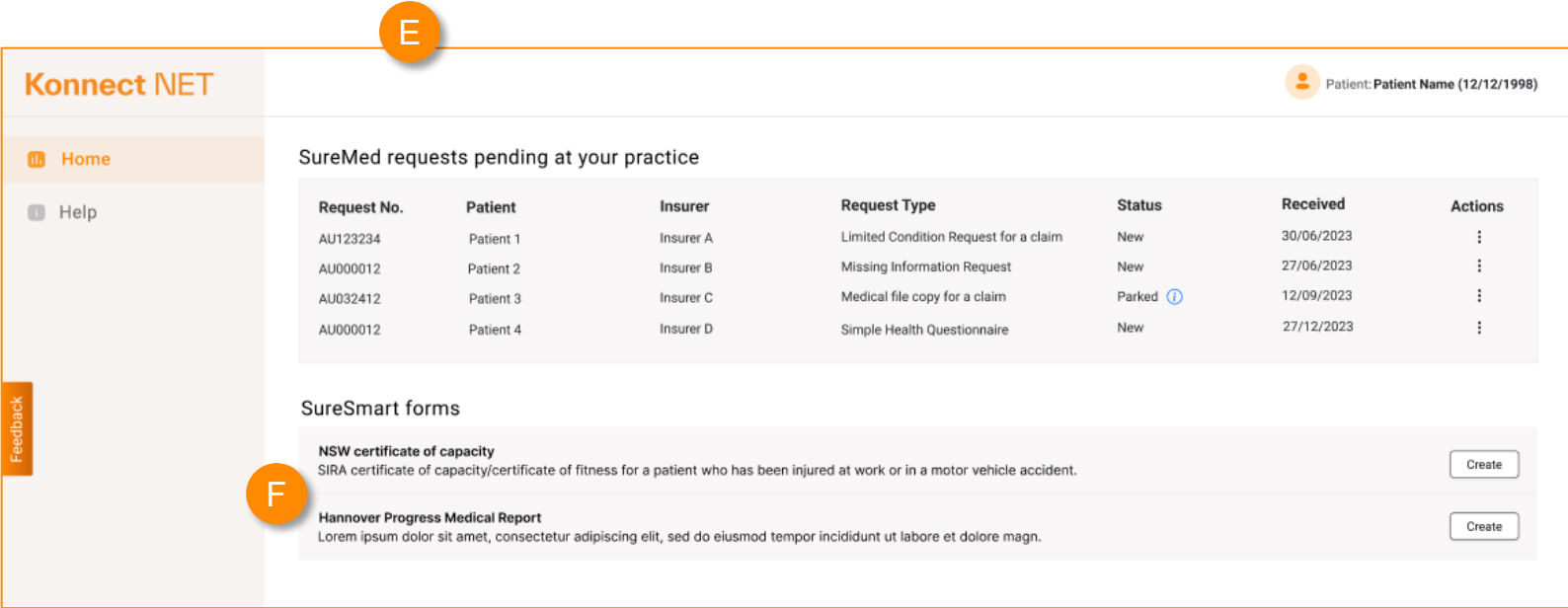
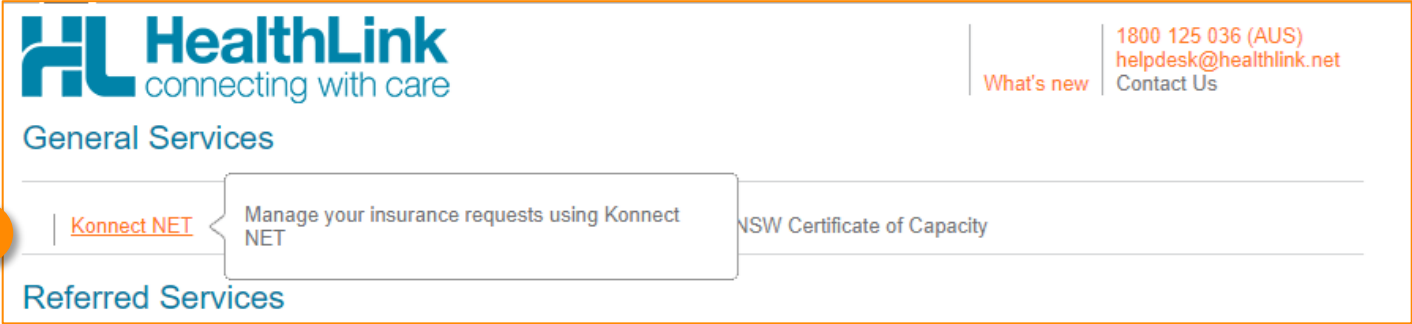
The screenshot displays the MedicalDirector Clinical 4.2 interface for a patient named Mrs Demo Patient (25yrs 3mths). The interface is divided into several sections:

- Top Menu Bar:** Includes File, Patient, Edit, Summaries, Tools, Clinical, Correspondence, Assessment, Resources, Sidebar, MyHealthRecord, Messenger, Window, and Help.
- Toolbar:** Contains various icons for file operations, patient management, and clinical tools. A red box highlights the 'HealthLink' button, and a red circle highlights the 'New Form' button.
- Patient Information Section:**
  - Patient Details:** Mrs Demo Patient (25yrs 3mths), DOB: 01/09/1999, Gender: Female, Occupation: Teacher, 208 Rose Avenue, Minden, Qld 4311.
  - Demographics:** Email: demo.aptient@gmail.com, Mobile: 23423432, Work: 324234, Home: 234234.
  - Medical History:** Record No., ATSI, Pension No., Ethnicity, Smoking Hx: ? Smoker, IHI No., MyHealthRecord.
  - Allergies & Adverse Reactions:** ? Allergies/Adverse Reactions.
  - Warnings:**
- Records Section:** Shows 3 of 3 Records. The table has columns for Date Created, Form Status, Message ID, Type, Subject, Description, Recipient, Sender, Ack Status, and Ack Date.

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.





# General form overview


- Form Feedback for Connect NET


✕


How easy was it to complete this form?

  
Poor

  
Fair

  
Good

  
Very Good

  
Excellent

Please share your feedback or suggestions for improvement.

Provide as much detail as you can, without including personal or patient information.

0 / 1000

E

☒ I would like to be contacted about this.

Name

Email

Connect NET

feedback@connectnet.com.au  
1800 125 036 (option 1)

Cancel

Send Feedback

## 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 \*.

**Patient Details**

Any changes here will not be saved against the patient record. Please update the patient record to ensure the correct details will be pre-populated next time.

Name \* Demo Surname \* Patient Date of Birth \* 16/09/1999

Residential address \* 208 Rose Avenue

Suburb \* Minden State \* QLD Postcode \* 4311

Are you this patient's usual doctor? \* ☐ Yes ☐ No

Claim no. Or Policy / Member no.

Back to top

## 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**

Doctors name *		Qualification
<input type="text" value="Dr Demo Doctor"/>		<input type="text"/>
Address		
<input type="text" value="12 Tui Street Room 2"/>		
Suburb	State	Postcode
<input type="text" value="Sydney"/>	<input type="text" value="NSW"/>	<input type="text" value="2000"/>
Email	Phone	Fascimile
<input type="text" value="admin@practicename.com"/>	<input type="text" value="00 8888 55555"/>	<input type="text"/>

## Parking and accessing parked forms

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

Summary Current Tx Messages Past history Results Letters Documents Old scripts Imm. Cervical Screening Obstetric Correspondence MDEXchange HL HealthLink

New Form Resume Deleted Filters Refresh Error Detail

4 of 4 Records

Date Created	Form Status	Message ID	Type	Subject	Description	Recipient	Sender	Ack Status	Ack Date
3/12/2024 9:27:40 AM	Parked	MCCOF-3680	NSW Certificate of Capacity (Fr...	NSW Certificate ...	NSW Certificate of Capacity (Fr...	konnet23			



## 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.

The screenshot shows a web interface for a 'Progress Medical Report'. At the top right, there are three buttons: 'Download' (with a circled 'A' next to it), 'Park', and 'Complete'. Below these buttons is a green notification bar that says 'The form has been successfully downloaded.' with a close icon. The main content area is a preview of the report. It has a header 'Progress Medical Report' and 'Printed on 21-11-2024'. A large red 'DRAFT' label with a circled 'B' is overlaid on the right side of the report preview. The report content includes a section titled 'Patient Details' with a table of information: Name (Demo), Surname (Patient), and Date of Birth (16/09/1999). On the left side of the interface, there are input fields for 'Name' (with 'Demo' entered), 'Resident' (with '208 Ro' entered), and 'Surname' (with 'Schook' entered). A sidebar on the right shows a vertical scroll bar and the word 'opulated'.

This screenshot is similar to the one above, showing the 'Progress Medical Report' form. However, the red 'DRAFT' label is absent. The 'Download' button at the top right now has a circled 'C' next to it. The rest of the interface, including the green notification bar, the report preview with 'Patient Details' table, and the input fields on the left, is identical to the previous screenshot.

## 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.

## Progress Medical Report

Download

Park

Complete

A

Please correct the highlighted errors to complete the form.

B

### Patient Details

Any changes here will not be saved against the patient record. Please update the patient record to ensure the correct details will be pre-populated next time.

Name \*

Demo

Surname \*

Patient

Date of Birth \*

16/09/1999

Residential address \*

208 Rose Avenue

Suburb \*

Minden

State \*

QLD

Postcode \*

4311

Are you this patient's usual doctor? \*

☐ Yes

☐ No

This field is required.

C

D

Form successfully completed. A copy has been saved against the patient record and also sent to Insurer Name

E

The screenshot shows a software interface for managing patient records. At the top, there are tabs for Summary, Progress, Letters, and others. The 'Letters' tab is currently selected and highlighted with an orange box. Below the tabs, there is a table with 9 records. The table has columns for Date Created, Subject, Recipient/Doctor, and Description. The first record is highlighted in blue. To the right of the table, there is a preview of a 'Progress Medical Report' form, showing patient details like Name, Surname, Date of Birth, and Residential address.

Date Created	Subject	Recipient/Doctor	Description
28/11/2024	Hannover Progress Medical ...	Hannover Progress Medical Report	Hannover Progress Medical Report
20/06/2024	RSD - Notification	Dr Demo Doctor	KONNECT NET #AU0023 - CONDIT
20/06/2024	RSD - Notification	Dr Demo Doctor	KONNECT NET #AU0013 - CONDIT
20/06/2024	Dietetics - Adult Community	Dr Test User	Monash Health Specialist Consulting
20/06/2024	RSD - Notification	Dr Demo Doctor	KONNECT NET #AU0013 - CONDIT
20/06/2024	RSD - Notification	Dr Demo Doctor	KONNECT NET #AU0013 - CONDIT
20/06/2024	RSD - Notification	Unknown	KONNECT NET #AU0013 - CONDIT
20/06/2024	RSD - Notification	Dr Demo Doctor	LETTER - KONNECT NET #AU0013
20/06/2024	RSD - Notification	Dr User Test	LETTER - KONNECT NET #AUMON

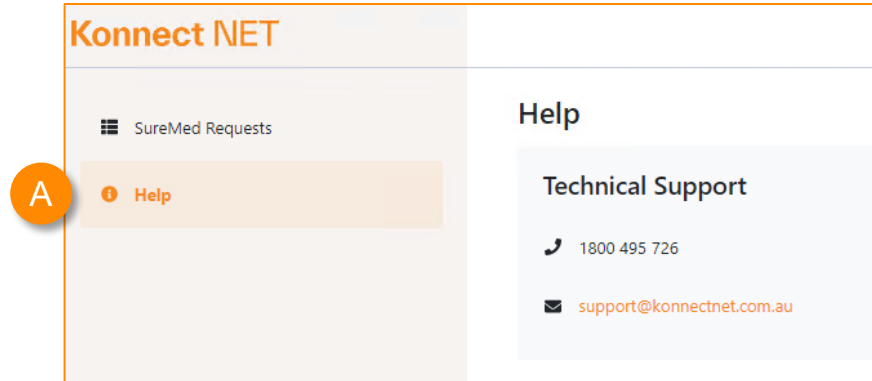
## Section 7

# 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](mailto:support@konnectnet.com.au) or call us on 1800 495 726 option 2.



**Konnect NET Product Team**  
feedback@konnectnet.com.au  
www.konnectnet.com

**Konnect NET** — Part of  
Clanwilliam

Konnect NET is part of Clanwilliam, a vast network of healthcare enterprises spanning across the United Kingdom, Ireland, New Zealand, Australia, and India. Working together to create safer, more efficient and better healthcare for everyone.