

MedicalDirector Clinical

4.4 Enhancements



Navigating Slide

1. **Side panel** will allow you to jump to the slide you wish to read next.
2. **Main Headings.**
3. Select another **Subheadings.**
4. Indicates the Slide you are on.
5. When using the PDF please open in **Window width or Fit to Width** to allow you to use the Side panel to move across the slides.
6. Select **Browser's menu** to move between slides.
7. Document outline of each slide.
8. Select the logo to be redirected to website.

The screenshot shows a PDF viewer displaying the 'Telstra Health MedicalDirector Clinical 4.3 Enhancements PDF.pdf'. The document is titled 'Multilocation Login – Adding Doctor/Nurse to Location'. The interface includes a side panel on the left with a table of contents, a main content area with a list of steps, and a right-hand sidebar with various toolbars and buttons. Numbered callouts (1-8) highlight specific features: 1 points to the side panel, 2 to the main headings, 3 to subheadings, 4 to the current slide indicator, 5 to the window width/fit to width options, 6 to the browser's menu, 7 to the document outline, and 8 to the logo.

Side Panel (Slide 1: MedicalDirector Clinical 4.3 Enhancements Welcome Page)

- Slide 1: MedicalDirector Clinical 4.3 Enhancements Welcome Page
- Slide 2: Navigating Slides
- Slide 3: Learning Objectives
- Slide 4: 4.3 Enhancements Welcome Page
- Slide 5: Sending Email via Documents, Results, Letters or Correspondence Tab
- Slide 6: Email Templates
- Slide 7: Import Email as a Letter
- Slide 8: A New Funding Model Option has been added for Users to Record whether or not a Vaccine has been given as part of the National Immunisation Program
- Slide 9: The AIR Immunisation screen now displays the patient's AIR demographic details to assist with patient identification
- Slide 10: Add Progress Notes from anywhere in the patient workflow, via a new floating panel

Main Content Area: Multilocation Login – Adding Doctor/Nurse to Location

1. Select **User> Setup Users > User Database** window will appear.
2. Click **Add Doctor** or **Add Nurse Practitioner**. If there is no **Add Doctor** button present, please refer to [Multi-User Licensing](#). The **Add Doctor/Nurse Practitioner** window appears.
3. Enter your details.
 - o All details marked with a red asterisk must be completed;
 - o The recording of a Doctor's/Nurse Practitioner's name, address, prescriber number, provider number and qualifications is a legal requirement, as these details appear on prescriptions. The Provider Number is required as it is used on [Pathology/Radiology forms](#) and added to referral letters.
 - o Indicate the doctor's [location](#).
 - o See [Healthcare Identifiers Service](#) for information on the HPI-I number.
 - o The **AHPRA Registration/State Registration No.** fields are optional. For more information, please contact the [Department of Health and Ageing](#) in your state.
 - o If you wish to participate in [My Health Record](#), tick the **Participate in MyHealthRecord** check box and enter your details as you wish them to appear within the My Health Record system.
4. **Optional:**
 - o [ePrescribing](#) is enabled by default and requires that you have registered for [MDEXchange](#) to function.
 - o Indicate whether this practitioner participates in [Real Time Prescription Monitoring](#).
 - o Indicate whether this practitioner wishes to enable Paperless ePrescribing.
 - o Tick the **Auto-Capitalise Name** check box to automatically capitalise the first letter of each word you type. There are numerous windows throughout Clinical that offer this functionality, including the various [Options](#) tabs. The status of this Auto-Capitalise Name check box determines the default for all others.
5. Click **OK** to add the new user to the database and create a password. See [Setting and Changing Your Password](#).
6. Click **Save** to confirm.

User Database Window:

User	Location	Category	Address	Phone	Type	Qualifications	Prescriber No.	Provider No.
Dr A Practitioner	MedicalDirector Simple	Doctor	205 Bourong Street BUNDABERG 4670	1300 788 802	Prescriber	M.B.B.S. Dip R.A.C.O.G.	2173711	24266218
Dr A Practitioner 1	MedicalDirector Simple	Doctor	205 H8 Drive AVOCA 4670	0741245632	Prescriber	M.B.B.S.	2173711	24266218
Hazel Lagunas	MedicalDirector Simple	Practice Manager						
Hazel Lagunas	MedicalDirector Simple	Practice Manager						

Note: Configuring the [user's permissions](#). If you created a new Nurse Practitioner and you run Pracsoft in conjunction with Clinical, you will now need to open Pracsoft and add the Nurse Practitioner to Pracsoft. See [Editing Practitioners and Users](#) within Pracsoft for detailed instructions.

New Password Window:

New Password:
 Confirm New Password:
 Save Cancel

The sidebar contains the following navigation buttons from top to bottom:

- Letter Writer Data Toolbar
- Prescribing
- Import/Export Wizard
- Holding File
- Personal Details
- User Database
- Bug Fixes & Technical Updates
- HealthLink Forms New Strength, Dose & Units
- Patient Consent Verification
- Navigating Slide
- Smart Connect eRequesting

Numbered callouts (1-4) point to the following buttons:

- 1: Letter Writer Data Toolbar
- 2: Prescribing
- 3: HealthLink Forms New Strength, Dose & Units
- 4: Navigating Slide

Learning Objectives

In this Smart guide you will learn about:

MedicalDirector Clinical
4.4 Enhancements

✓ Letter Writer Data Toolbar:

- The **Patient Demographics** > Full Details data type now includes the patient's default phone number. [4](#)
- The **Addressee** data type now includes Addressee Provider Number, EDI Number, and Organisation Name. [5](#)
- In Correspondence > Result, when adding a recall, the Add Recall button becomes active only after you click Save. This ensures that, when you click Add Recall, the Recall window always opens. [6](#)

✓ Prescribing:

- Medication listings in HealthLink Forms now include the medication Strength, Dose & Units. [7](#)
- Product listing has been improved to include a broader range of brand alternatives when prescribing. [8](#)

✓ Import/Export Wizard:

- The Import/Export Wizard now includes the new data saved in patients Aged Care Facility tab. [9](#)
- When exporting clinical or demographic data, the Select Patients window now includes the Include Inactive and Include Deceased options. [10](#)
- When setting up an import, the Import/Export Wizard now includes a note that the status of imported patients is set to Active. [11](#)
- Scheduled Document Import (SDI) can now import files of any size. [12](#)
- The Antenatal tick box has been added to the Vaccination window and Update Encounter workflow for AIR immunisation records & Double Digits can be added to the Sequence Field. [13](#)

✓ Holding File:

- If you add a recall via the Holding File tab in the patient file, a recall detail is added to the progress notes [14](#)
- You can now add outstanding actions [15](#)

✓ Personal Details:

- Patient Consent Verification & Individual Healthcare Identifier (IHI) numbers can now be entered manually in the Patient Details. [16](#)
- Individual Healthcare Identifier (IHI) numbers can now be entered manually in the Patient Details. [16](#)
- The new Aged Care Facility tab can be used to record the aged care facility that is providing residential care, short-stay care, or in-home care to the patient [17](#)
- Adult Patient Measurements Graph. [18](#)

✓ User Database:

- the Delete button has been removed from Setup Users [19](#)

✓ Bug Fixes 4.4 & Technical Updates [20](#)

✓ Smart Connect Pathology eRequesting [21-22](#)

✓ Assignment of Benefits [23](#)

Letter Writer Data
Toolbar

Prescribing

Import/Export
Wizard

Holding
File

Personal
Details

User
Database

Bug Fixes &
Technical Updates

Smart Connect
eRequesting

Assignment of
Benefits

MedicalDirector
Support

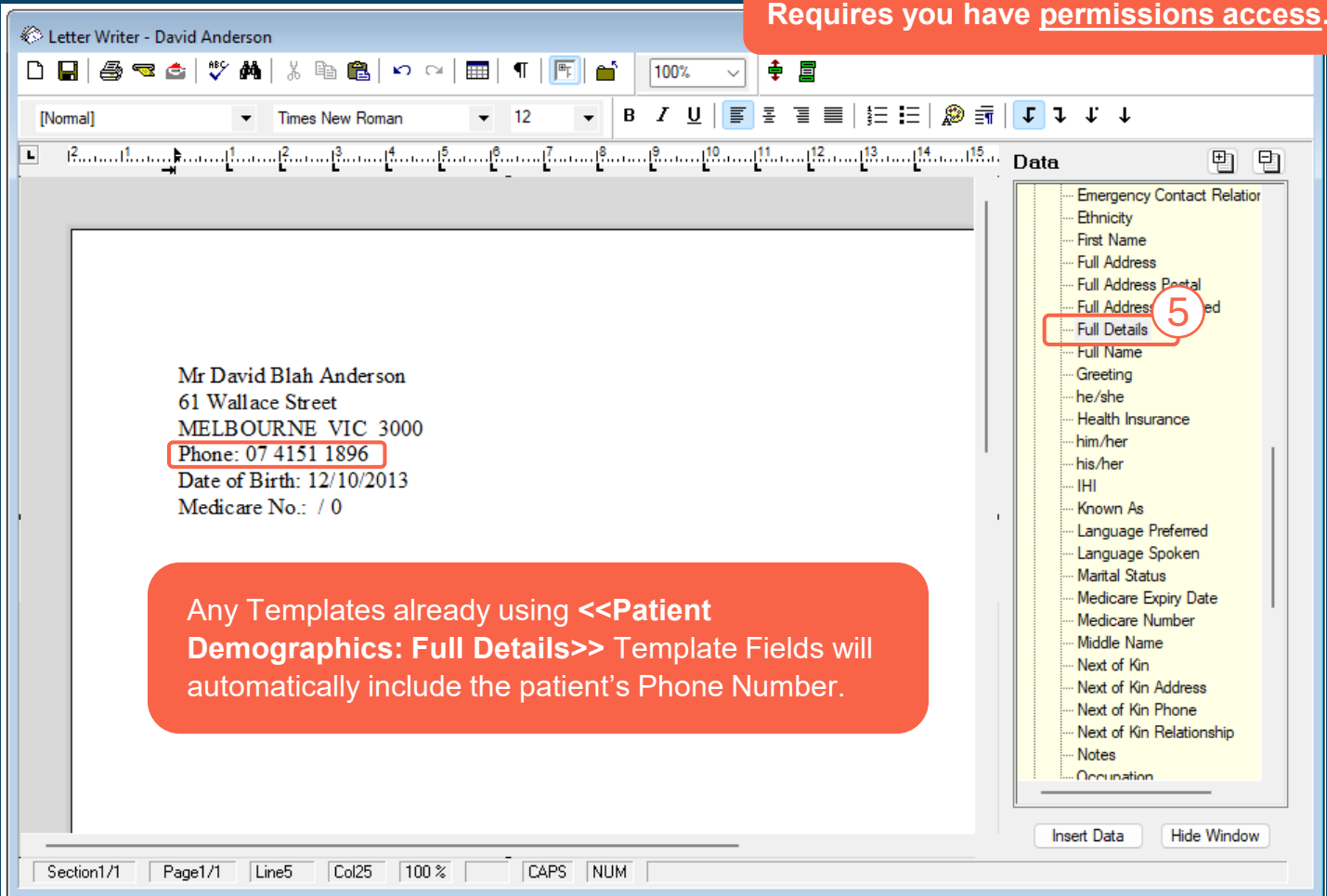
The Patient Demographics > Full Details data type now includes the patient's default Phone Number

Modifying Existing Templates

- From the Clinical **Front** screen, click **Tools > Letter Writer**.
- In the **New** window, click **Cancel**.
- Select **File > Modify Template**.
- In the **Modify** window, select the template you want to modify. Click **Open**.
- Within the open template, locate and select the field you wish to add.
Via the **Patient Demographics** Template Fields
Select **Full Details** and remove any other unwanted fields.
- Saving Templates **Ctrl + S**
 - To Save the Current Template: **File > Save** (via Letter Writer)
 - To Save as a New Template:
Select a 'User Access' option:
All Users - These templates are available to everyone on your network. The icon in the template list is marked with the word ALL, in blue text, as seen in the image above.
Current User - These templates are available only to the user who created them. The icon in the template list is marked with the word USER, in violet.

Create a New Letter Writer Template

- From within Letter Writer, select **File > Modify Template**.
- In the **Modify** window, in the **User Defined** tab, select **Blank Template > Open**.
- Select the paper size to be used for the document. Initially the paper size setting is derived from the printer settings in Windows, but it might have been modified via Letter Writer Print Options.
- Add content to the template as necessary. This could include:
 - Text
 - Images and Objects
 - Letterhead
 - Data
- Save the template.



The Addressee includes Addressee Provider Number, EDI Number & Organisation Name

Modifying Existing Templates

1. From the Clinical **Front** screen, click **Tools > Letter Writer**.
2. In the **New** window, click **Cancel**.
3. Select **File > Modify Template**.
4. In the **Modify** window, select the template you want to modify. Click **Open**.
5. Within the open template, locate and select the field you wish to add.

Via the **Addressee** Template Fields

- o **EDI Number**
- o **Organisation**
- o **Provider Number**

6. Saving Templates **Ctrl + S**

- o To Save the Current Template: **File > Save** (via Letter Writer)
- o To Save as a New Template:

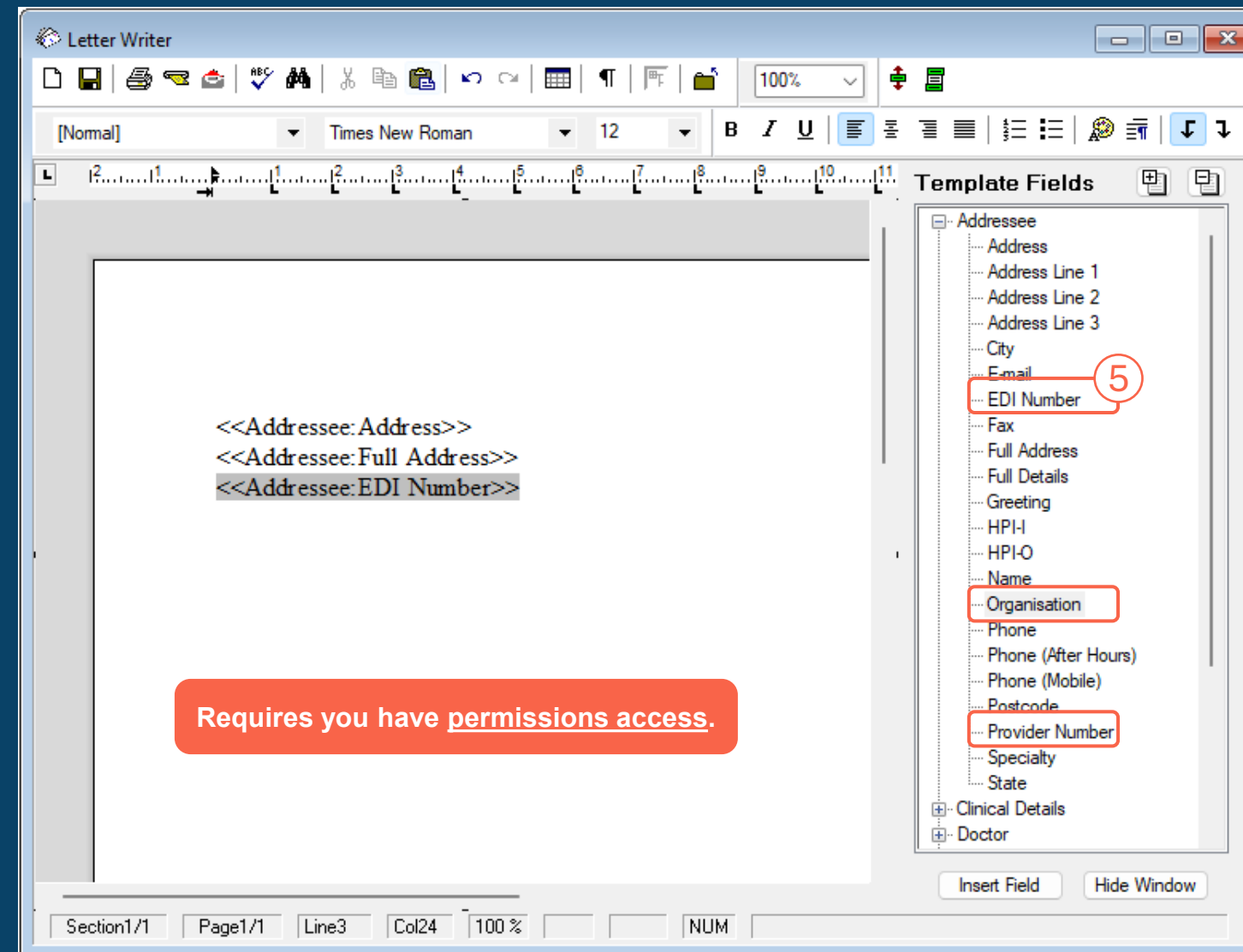
Select a 'User Access' option:

All Users - These templates are available to everyone on your network. The icon in the template list is marked with the word ALL, in blue text, as seen in the image above.

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1. From within Letter Writer, select **File > Modify Template**.
2. In the **Modify** window, in the **User Defined** tab, select **Blank Template > Open**.
3. Select the paper size to be used for the document. Initially the paper size setting is derived from the printer settings in Windows, but it might have been modified via Letter Writer Print Options.
4. Add content to the template as necessary. This could include:
 - o Text
 - o Images and Objects
 - o Letterhead
 - o Data
5. Save the template.



To add Investigation Results manually, from within the patient's Clinical Window.

- ## Add a Recall

8. Add **Recall** button becomes active only after you click **Save**.
9. To add a recall for this investigation result, click **Add Recall**.

If you did not add a recall

10. You are returned to the **Add Investigation Result** window. Click **Save** to save the Result and return to the patient's record.

6

Next

Medication listings in HealthLink Forms now include the Medication Strength, Dose & Units

New Medication Strength, Dose & Units

1. Select the HealthLink tab in the patient's record.
2. Click **New Form** The HealthLink interface appears.
3. Select **HealthLink Direct**.
4. Select Search by
 - Provider Name
 - Practice Name
 - EDI Account
5. Enter the details according to the **search by** selection and State.
6. Click **Search**.
7. The provider or practice details will appear below, locate the health provider click **Refer** button.
8. Select **Medications, Allergies, Alerts** on the sidebar.
9. Current Medications will now include:
 - Brand Name
 - Medication Strength
 - Dose
 - Units

The HealthLink tab in the patient's record. This is the primary location for patient-specific HealthLink Forms, as well as being a place from which you can create new forms (or continue incomplete forms). All auto-saved, parked, and submitted forms for the selected patient are displayed here.

- See Creating a New Form below for information.
- See HealthLink Tab for an overview of this window.

The Letter Writer. The HealthLink tab in the following image is where you can access your form favourites (as well as the above list of forms).

MedicalDirector Clinical 4.4.1 - [HealthLink - Mummy Dummy]

File Window Help

HealthLink Referral to Family medicine specialist Dr Kylie Goodwin – MedicalDirector Clinic

Requested Information ⚠️
General Referral

Attachments / Reports
No reports selected
No files attached

Medications, Allergies, Alerts 8
1 long term medication specified
No medications specified
No medical warnings specified

Medical, Social and Family History
Medical history specified

Patient Information ⚠️
Lachlan Last
3144122014 2
14/10/1976

Referrer Information ⚠️
Dr Kylie Goodwin

Current Medications 9

Date	Details	Instructions	
	PERINDOPRIL ARGININE 5mg - Tablet	Dosage: 1 tablet, Daily, Qty: 30	+

Past Relevant Medications 1 [Browse for More Medications](#)

Date	Details	Instructions	
No records found.			

Allergies and Alerts

☐	Date	Description	Comments
No records found.			

Medication Comments

Full Patient Details
Includes Phone No.

Provider Number,
EDI & ORG Name

Adding Recall in
Correspondence Tab

HealthLink Forms New
Strength, Dose & Units

Broader Range of
Brand Alternatives

Import/Export Includes
Aged Care Facility Tab

Import/Export Includes
Inactive & Deceased

Import/Export - Status
of Imported Patient

SDI Can Now Import
Files of Any Size

Antenatal Tick Box
added to Vaccination

Next

Product listing has been improved to include a Broader Range of Brand Alternatives when Prescribing

Creating New Prescription

1. From within the Clinical Window, select the Current Rx tab.
2. Click **+** or press **F3** or right-click within the current medications list and select **New Item**. The **Select Drug** window appears.
3. The **Select Drug** window appears.
4. Starting to type the name of the medication into the **Enter Drug Name** text box.
5. Clicking **Brands** to show generically equivalent brand names with the same strength as the highlighted item

Using patient Current Medication

1. From within the Clinical Window, select the Current Rx tab.
2. Select and right-click the medication you wish to modify. Then select from;
 - **Alternative Products**
 - **Alternative > Brands**
 - **Alternative Strengths**
 - **Single and Multi-Ingredient Products**
3. The following window appears
 - **PBS** > - Pharmaceutical Benefits Scheme
 - **RPBS** > - Restricted Pharmaceutical Benefits Scheme
 - **B.P.P.** > - Brand Price Premium
 - **T.G.P.** > - Therapeutic Group Premium
 - **S.P.C.** - Special Patient Contribution
4. Via the **Alternatives** section at the bottom of the window, filter the drug list if desired.
5. Select the medication you wish to prescribe as the alternative.
6. Click **Prescribe** to confirm your selection.
7. You will be prompted to confirm the drug quantity and repeats. Modify if necessary and click **OK** to continue.

This prompt will differ slightly, depending on whether you are modifying a limited or regular medication. It is possible to disable the prompt for regular medications via Prescribing Options.

8. You will be returned to the patient's Current Rx tab.

Alternative Brands - AMOXICILLIN SUSPENSION 250mg/5mL

Drug name	Strength	Qty.	Rpts.	PBS	RPBS	B.P.P.	T.G.P.	S.P.C.
AMOXICILLIN-WGR SUSPENSION	250mg/5mL	100mL	x1	PBS	☒			
AMOXIL FORTE SUGAR FREE SYRUP SUSPENSION	250mg/5mL	100mL	x1	PBS	☒	\$4.32		
AMOXYCILLIN SANDOZ SUSPENSION	250mg/5mL	100mL	x1	PBS	☒			
APO-AMOXYCILLIN SUSPENSION	250mg/5mL	100mL	x1	PBS	☒			
NOUMED AMOXICILLIN SUSPENSION	250mg/5mL	100mL		\$-Rx	☐			

Alternatives

☐ Products☒ Brands☐ Strengths☐ Single and multi-ingredient products

Details

Prescribe

Close

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The Import/Export Wizard now includes the New Data saved in Patients Aged Care Facility tab

Aged Care Facility included in patient Export

1.

Locate and double-click the MedicalDirector Maintenance icon  on your desktop. The **MedicalDirector Maintenance** window appears.
2.

Select the **Database Tasks > Common** menu item.
3.

Double-click **Import/Export**. (Optional) If this is the first time you have tried to access Import/Export during this session of working in MedicalDirector Maintenance, you will be prompted to select a Configuration, and enter your Username and Password.
4.

The **Import/Export Wizard** appears.
5.

Click **Next** to Continue.
6.

Select the **Export** option and click **Next** to continue.
7.

The **Data Type** window is displayed. Select the **Clinical** option. Select the **HTML** or **PDF** option as appropriate.
8.

Click **Next** to continue. The **Select Patients** window is displayed.
9.

Enter the name of the patient whose data you want to export.
10.

(Optional) By clicking **View Selected** (as indicated above) you can view all of the patients you have selected regardless of their alphabetical ranking, as displayed by the following image.
11.

Click **Next** when you are ready to proceed.
12.

The **Export File** window is displayed.
13.

Click **Eclipse** box to browse for a directory to store the file.
14.

When you are ready to perform the export, click **Next** The Exporting Data process begins. You will be notified upon completion.
15.

Click **Finish** to exit the export process.

Ms Karennne (Karen) Anderson

Address	428 Carbery's Lane, Bapaume, 4352		
Postal Address	428 Carbery's Lane, Bapaume, 4352		
DOB	21/01/1993	Sex at Birth	Female
Gender Identity		Pronouns	
Country of Birth	Uganda		
Indigenous Status			
Ethnicity			
Home Phone	07 4151 1896	Work Phone	1300788802
Mobile	0437866640	Fax	
Email			
Alternate Email			
Medicare No.	4950323511	Medicare Expiry	
Pension No.		Pension Status	None
DVA No.	4950323511	Safety Net No.	
Chart No.	HPI-159	Chart Type	Permanent
ADF Service	None Recorded		
Insurance Company Name			
Insurance Company ID	0		
Insurance No			
Insurance Type	N		

Select the type of patient information from the drop-down list below.

Additional Demographics: 

Warnings:		
Family History		Social History
Marital Status	Unknown	Occupation
Smoker	No	Smokes/Day
Alcohol		Blood Gp.
Aged Care Facility		Care Type

Full Patient Details
Includes Phone No.

Provider Number,
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Import/Export - Status
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Antenatal Tick Box
added to Vaccination

When exporting Clinical or Demographic Data, the Select Patients window now includes the Include Inactive and Include Deceased options

Include Inactive and Deceased Patients in Export



1. Locate and double-click the MedicalDirector Maintenance icon on your desktop. The **MedicalDirector Maintenance** window appears.
2. Select the **Database Tasks > Common** menu item.
3. Double-click **Import/Export**. (Optional) If this is the first time you have tried to access Import/Export during this session of working in MedicalDirector Maintenance, you will be prompted to select a Configuration, and enter your Username and Password.
4. The **Import/Export Wizard** appears.
5. Click **Next** to Continue.
6. Select the **Export** option and click **Next** to continue.
7. The **Data Type** window is displayed. Select the **Clinical** or Demographic Data option. Select the **HTML** or **PDF** option as appropriate.
8. Click **Next** to continue. The **Select Patients** window is displayed.
9. Enter the name of the patient whose data you want to export.
10. (Optional) Select **Include Inactive** and/or **Include Deceased**
11. Click **Next** when you are ready to proceed.
12. The **Export File** window is displayed.
13. Click **Eclipse** box to browse for a directory to store the file.
14. When you are ready to perform the export, click **Next** The Exporting Data process begins. You will be notified upon completion.
15. Click **Finish** to exit the export process.

Import/Export Wizard

Select Patients
Select the patients you wish to export

☐ Export All Patients ☒ Include Inactive ☒ Include Deceased 10

Search:

Name	Age	Sex at birth	Record No.
☐ Anderson, David	9 yrs	M	5548453498
☐ Anderson, David	9 yrs	M	
☐ Anderson, David	12 yrs	M	
☐ Anderson, David	93 yrs	M	
☐ Anderson, Glen	85 yrs	F	
☐ Anderson, Karen	35 yrs	F	
☐ Anderson, Karennne	33 yrs	F	HPI-159
☐ Anderson, Patricia	60 yrs	F	
☐ Anderson, Penny Documents	23 yrs	F	50

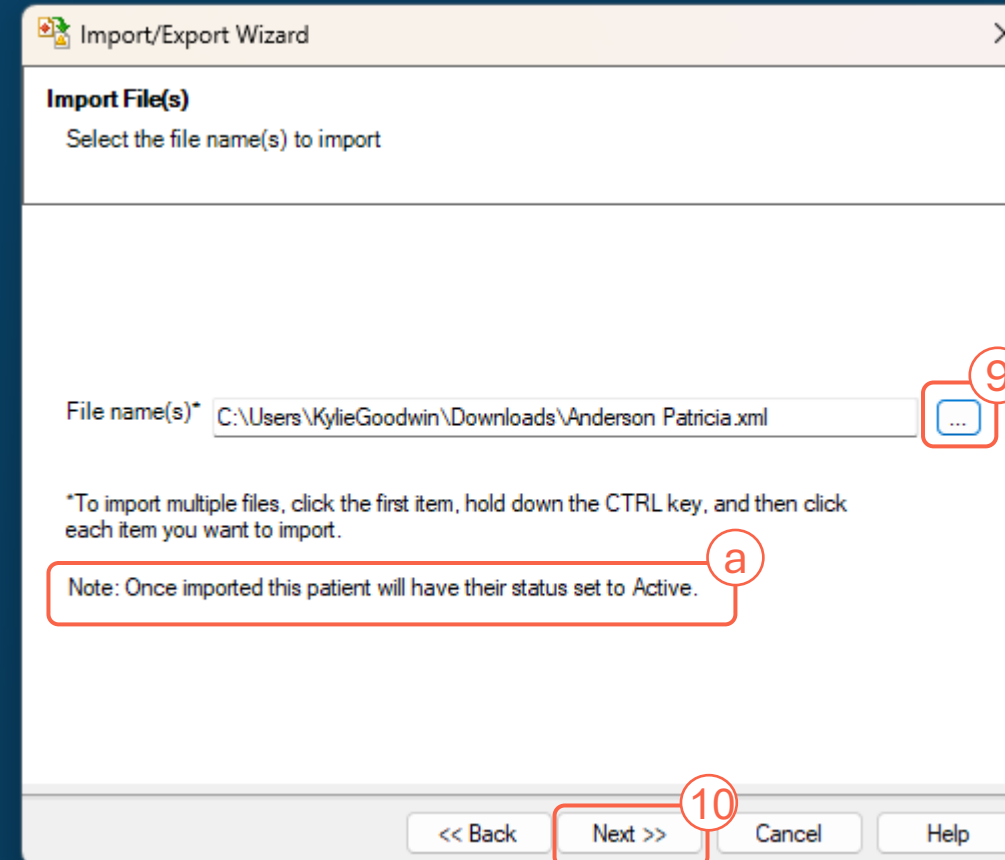
- Full Patient Details Includes Phone No.
- Provider Number, EDI & ORG Name
- Adding Recall in Correspondence Tab
- HealthLink Forms New Strength, Dose & Units
- Broader Range of Brand Alternatives
- Import/Export Includes Aged Care Facility Tab
- Import/Export Includes Inactive & Deceased
- Import/Export - Status of Imported Patient
- SDI Can Now Import Files of Any Size
- Antenatal Tick Box added to Vaccination
- Next

When Setting up an Import, the Import/Export Wizard now includes a Note that the Status of Imported Patients is set to Active

Importing Patients Clinical Records



1. Locate and double-click the MedicalDirector Maintenance icon on your desktop. The **MedicalDirector Maintenance** window appears.
2. Select the **Database Tasks > Common** menu item.
3. Double-click **Import/Export**. (Optional) If this is the first time you have tried to access Import/Export during this session of working in MedicalDirector Maintenance, you will be prompted to select a Configuration, and enter your Username and Password.
4. The **Import/Export Wizard** appears.
5. Click **Next** to Continue.
6. Select the **Import** option and click **Next** to continue.
7. The **Data Type** window is displayed. Select the **Clinical** option.
8. Click **Next** to continue.
9. The Import File window is displayed. Click **Eclipse** box to browse to and select the file(s) to import.
 - a. **Note:** Once imported this patient will have their status set to Active.
10. Click **Next** to continue. The **Import Data** processing begins. You will be notified upon completion.
11. Click **Finish** to exit the importer.



Full Patient Details
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added to Vaccination

Next

Scheduled Document Import (SDI) can now Import Files of Any Size

Scheduled Document Import (SDI)

SDI was introduced in Clinical 3.10.5 to import all stored results at 30-second intervals. Select **Tools > Manage Communications** and ensure the '**Allow SDI** to process MedicalDirector Clinical's standard folder' checkbox is ticked. The first time this is activated a test of the SDI link between the workstation and server is initiated. This may take a few minutes.

SDI will automatically import results into the Holding File from:

- MDExchange,
- HealthLink,
- MedicalDirector Clinical Executive folder,
- The downloads default folder – [server]C:\Program Files\Health Communication Network\Messages\In,
- Folders setup in ...Advanced > Third Party Import/Export Configuration that are SDI Enabled.

The practitioner is then notified that they have new results. Any non-standard folders you require must be setup in **Tools > Options > Investigations > Setup Data Transfer > Advanced > Third Party Import/Export Configuration**. Enter the Software Description and the Import and Export Folders and ensure the SDI Enabled checkbox is ticked.

The Scan/Import Correspondence Window

To access the Scan/Import Correspondence window, select **File > Scan/Import Correspondence**.

The Scan/Import Correspondence window provides users with a means to scan or import results and other documentation, which can be stored automatically to the Holding File, or manually stored to the patient's record or the Holding File.

Whilst all users can access the Scan/Import Correspondence window, it is provided primarily for non-clinical staff, or practitioners without top-level security access. Practitioners with top-level security can access the Holding File as well, which provides them with extra functionality.

Import

Click to import a document, after which you can assign the document to a patient, via the Document Details.



Full Patient Details
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Antenatal Tick Box
added to Vaccination

Next

The Antenatal tick box has been added to the Vaccination Window & Update Encounter workflow for AIR Immunisation Records & Double Digits can be added to the Sequence Field

1. From the patient's Clinical Window, select the **Immunisation** tab.
2. Then, to add an immunisation record, either
 - o Click **+** on the toolbar
 - o Press the **F3** key
 - o Right-click in the list of immunisations (even if list is empty) and select **Record Encounter** from the pop-up menu
3. The **Vaccination** window appears. In the **Vaccination Window**, record details of the immunisation.
4. From the **Vaccinator** list, select who administered the vaccine. If you are adding the vaccination record for another vaccinator, from the **Submit on behalf of** list, select their name.
5. From the **Consent provided by** list, select who gave consent for the vaccination.
6. In the **Date** field, enter a the date on which the immunisation was administered if not today.
7. From the **Vaccine Name** list, select the immunisation administered.
8. From the **Site** list, select where on the patient the vaccination was administered.
9. From the **Route of Administration** list, select the route of administration.
10. From the **Vaccine Type** list, select the vaccine funding program under which this vaccine is being administered.
11. In the **Sequence** field, enter the dose number for this course. Double digits can now be added.
12. In the **Batch Number** field, enter the batch number of the vaccine if required. In the example above AIR batch number validation is enforced in [Advanced Link Options](#). Batch numbers must contain only alpha-numeric characters without spaces or punctuation.
13. If required, in the **Comment** field, add any relevant notes.
14. If the patient is pregnant, ensure **Antenatal** is ticked. This field is displayed only for patients who are not male and are aged 10-65 years and is selected automatically if an active pregnancy is recorded in the patient's clinical record.
15. If if don't want this immunisation uploaded to the AIR, deselect **Send to AIR**.
16. (Optional) Click **Mark for recall** to generate a recall notification to have the patient recalled for another immunisation in the future.
17. Click **Save**.

Vaccination Window

☐ Vaccine given elsewhere

☐ Vaccine administered overseas

☐ Send to AIR

Vaccinator:

Dr A Practitioner (MedicalDirector Samples Database)

Submit on behalf of:

Dr A Practitioner

Consent provided by:

Patient

☐ Vaccination declined

Date:

12/08/2026

Vaccine Name:

Site:

Route of Administration:

Vaccine Type:

Sequence:

99

Batch No:

☐ Store batch No

Comment:

= required fields

☐ Antenatal

Mark for recall

Save

Cancel

It is displayed only for patients who are not male and are aged 10–65 years. It is set automatically if an active pregnancy is recorded in the patient's clinical record.

Full Patient Details Includes Phone No.
Provider Number, EDI & ORG Name
Adding Recall in Correspondence Tab
HealthLink Forms New Strength, Dose & Units
Broader Range of Brand Alternatives
Import/Export Includes Aged Care Facility Tab
Import/Export Includes Inactive & Deceased
Import/Export - Status of Imported Patient
SDI Can Now Import Files of Any Size
Antenatal Tick Box added to Vaccination
Next

If you add a Recall via the Holding File tab in the Patient File, a Recall Detail is added to the Progress Notes

Recall Details Automatically added to the Progress Notes

1. To manage a patient's Results from within the patient record, select the **Holding File Tab** in the Clinical Window.
2. Examine your patients' results and action them.
3. Click **Add Recall**, Add Recall window appears.
4. Once the **Recall** has been added via the **Holding File Tab** the Recall Details are automatically added to the **Progress Notes Tab / Floating Progress Tab** under Actions.
5. **Example:**
Actions:
 Recall added for CHECKUP, due on 1/06/2026

The Holding File also contains other correspondence, either:

- Scanned or imported from the Scan/Import Correspondence window if you set **Show Scan/Import Correspondence in Holding File** in Investigation Options.
- Scanned or imported to the Holding File itself. From the Holding File you can scan or import results and other documentation and assign them to patients.

To open the Holding File, select Correspondence > Check Holding File or Check Holding File (Current Patient), or press F5

The screenshot displays the MedicalDirector software interface. At the top, the 'Holding File (2)' tab is selected in the 'Correspondence' menu. Below this, a table lists two records for 'Anderson, David'. The 'Add Recall: David Anderson' dialog box is open, showing 'Assigned To: Dr A Practitioner (MD-Test MedicalDirector Staffs)', 'Due Date: 1/06/2026', and 'Recall Interval: 1 Weeks'. The 'Recall Reason' list includes 'CHECKUP', '2019 FLUVAX 65+', '2019 FLUXVAX 65+', 'BLOB', 'BOB', 'CERVICAL TEST', 'COLLEEN', 'HEALTH ASSESSMENT ABORIGINAL', 'HEALTH ASSESSMENT ATSI', 'NEOPLASM', 'TEST', and 'TEST RECALL'. The 'CHECKUP' option is selected. The 'Add Recall' button is highlighted. In the background, the 'Medical Imaging Request Form' is visible, showing patient details for David Anderson and a consultation date of 25/05/2026. A summary box at the bottom right shows the date 'Monday May 25 2026 12:17:45', the practitioner 'Dr A Practitioner', and the visit type 'Surgery Consultation'. The 'Actions' section at the bottom right states 'Recall added for CHECKUP, due on 1/06/2026'.

HF Recall Added to Progress Note

Add Outstanding Action

Patient Consent Verification & IHI No.

Aged Care Facility Tab

Adult Patient Measurements Graph

User Database Changes

Bug Fixes & Technical Updates

Smart Connect eRequesting

eRequest Journey

Assignment of Benefits

Back

You can now add Outstanding Actions from Holding File Tab in the Patient File

To add a new Action to the Outstanding Action List

1. To manage a patient's Outstanding Action in the patient file, select the **Holding File Tab** in the Clinical Window.
2. Examine your patients' results and action them.
3. Click **Add Outstanding Action**, Add Action to List window appears.
4. Select the practitioner who record.
 - o the Outstanding Action via the associated drop-down list.
5. Select a date on which the Action is due.
6. Then either:
 - o Enter a free-typed description of the Action into the Action Description text box. Free-typed descriptions are used only once (for the current Outstanding Action), saved only to the current patient's record. If you think you may wish to use the same description on another occasion, and/or with another patient, consider adding it to the global list of pre-defined Actions first.
 - o Select one of the predefined Actions from the list provided.
7. Click **Save** to save the Action to the patient's Outstanding Actions list.

The screenshot shows the MedicalDirector interface with the 'Holding File' tab selected. A dialog box titled 'Add Action to List' is open. The dialog box contains the following fields and options:

- Doctor:** A dropdown menu with 'Dr A Practitioner' selected.
- Action Due Date:** A date picker showing '12/08/2026'.
- Action description:** A text box with a list of predefined actions below it: 2019 FLUVAX 65+, 2019 FLUXVAX 65+, BLOB, BOB, CERVICAL TEST, CHECKUP, COLLEN, HEALTH ASSESSMENT ABORIGINAL, HEALTH ASSESSMENT ATSI, NEOPLASM TEST, and TEST DECALL.
- Save** and **Cancel** buttons at the bottom.

The background interface shows the patient file for 'Anderson, David' with the 'Holding File' tab selected. The 'Add Outstanding Action' button is highlighted in the bottom navigation bar.

HF Recall Added to Progress Note

Add Outstanding Action

Patient Consent Verification & IHI No.

Aged Care Facility Tab

Adult Patient Measurements Graph

User Database Changes

Bug Fixes & Technical Updates

Smart Connect eRequesting

eRequest Journey

Assignment of Benefits

HF Recall Added to Progress Note

Add Outstanding Action

- ## Patient Consent Verification & IHI No.

Aged Care Facility Tab

- ## Adult Patient Measurements Graph

User Database Changes

- ## Bug Fixes & Technical Updates

- ## Smart Connect eRequesting

- ## eRequest Journey

- ## Assignment of Benefits

16

Back

In Personal Details, the **NEW** Aged Care Facility tab

Aged Care Facility can be used to record the aged care facility that is providing residential care, short-stay care, or in-home care to the patient.

Recording Aged Care Facility

1. Open the record of the patient you wish to record a **Aged Care Facility** for.
2. Press **CTRL+D** to open the Patient Details window.
3. Select the **Personal Details** tab, and then the **Aged Care Facility** sub-tab.
4. Select from the existing **Company** Drop-down list or click the **New** button.

Items of Interest on this Window

Company Drop-down list – List of Aged Care Facility.

New – add a new Organisation

Edit - Allows you to edit the contact details of the **Aged Care Facility**

Clear – Clears the **Aged Care Facility** details for the patient.

5. Select **Care Type**:

- Home Care
- Residential
- Short-term

6. (Optional) Comments: Enter the comment text

7. Click **Save** on the Patient Details window to confirm any changes you made.

Patient Details

Pt. Details Allergies/Adverse Reactions/Warnings Family/Social Hx Notes Smoking Alcohol Personal Details Aged Care Facility

Country of Birth:

Yr of Arrival in Aus:

Spoken Language/s:

Preferred Language:

☐ Interpreter Required

Next of Kin Emergency Contact Aged Care Facility

Company: Bluecare Bundaberg Pioneer Aged C

Address: Heaps St

City/Suburb: BUNDABERG CENTRAL Postcode: 4670

Business A/H Mobile

Phone: 0741530444

Email: bluecare@bundaberg.org.au

Care Type:

Comments:

☐ Update address for all family members

☒ Auto-capitalise names

HF Recall Added to Progress Note

Add Outstanding Action

Patient Consent Verification & IHI No.

Aged Care Facility Tab

Adult Patient Measurements Graph

User Database Changes

Bug Fixes & Technical Updates

Smart Connect eRequesting

eRequest Journey

Assignment of Benefits

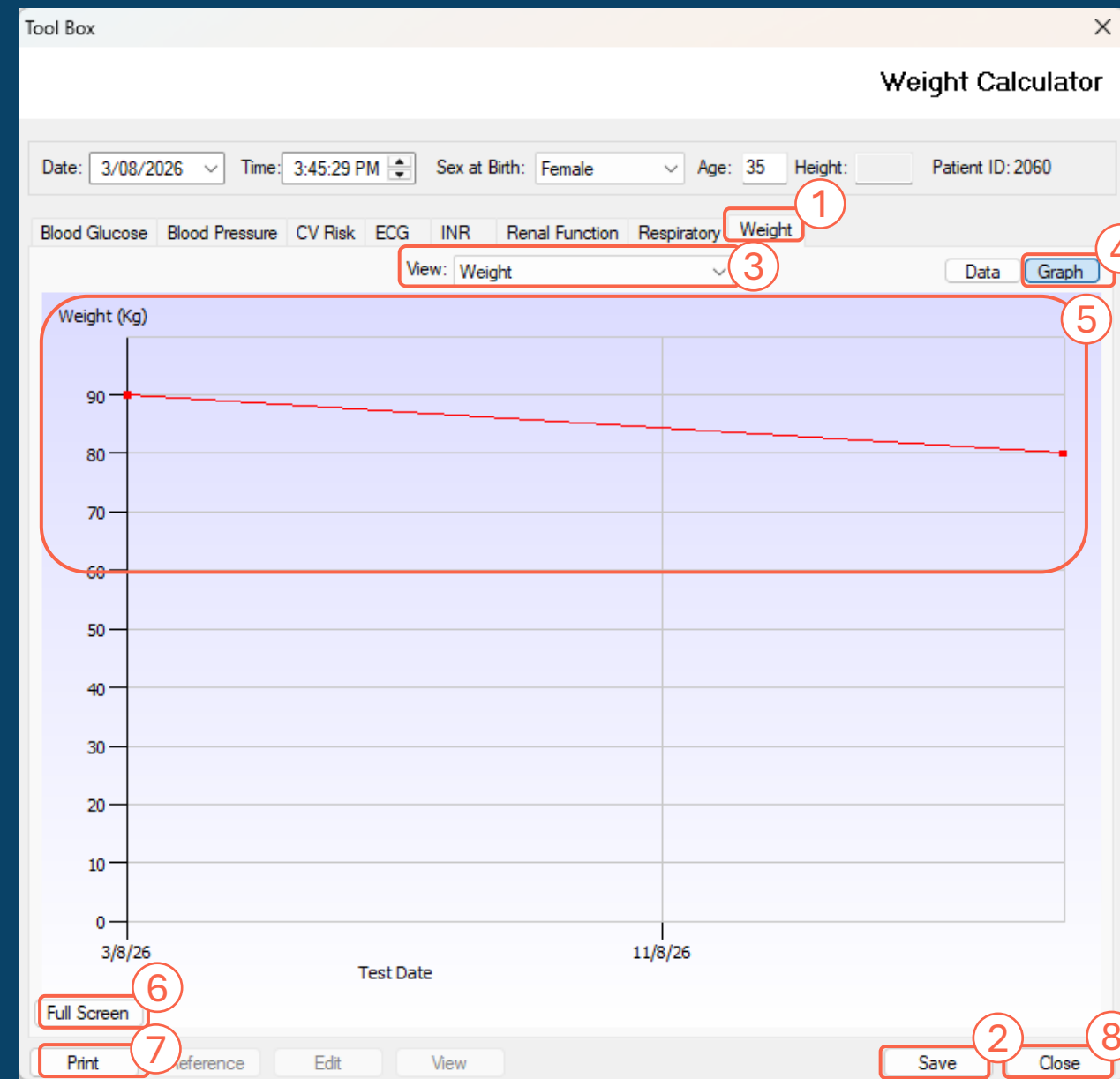
Back

Adult Patient Measurements Graph

This tool automatically calculates the patient's Body Mass Index (BMI) and can be graphed over time. Race-specific normal ranges are also provided.

From within an Adult patient's [Clinical Window](#).

1. To access the **Weight Calculator**, either:
 - Press **Ctrl+Alt+W**.
 - In the [Clinical](#) window, select **Tools > Tool Box > Weight**.
2. Add the measurements like **Height**, **Weight**, **BMI**, **Waist** and **Save** the data.
3. Select the required measurement form the drop-down from the data screen.
4. click on **graph** button.
5. Measurement data values will appear on the graph.
6. (Optional) View in Full Screen.
7. (Optional) Click **Print**.
8. Click **Close** to return the patient Clinical Window.



The Delete Button has been Removed from Setup Users

Adding, Editing, and Make Inactive Practitioners and Nurse Practitioners

If you wish to create a new Practitioner or Nurse Practitioner record, and you run MedicalDirector Pracsoft in conjunction with Clinical, you must create the practitioner record in Pracsoft first, ensuring you give the new Practitioner record a User ID. In this way, when you then log into Clinical, the practitioner record will be available for you. The only exception to this rule is for Allied Health. In this instance, they need to be added to Clinical first, as a 'user' - not a 'practitioner'.

To access the User Database, select **Users >Setup Users** from the Clinical main screen.

Items of Interest on this Window

- [Adding Practitioner Records](#)
- [Record HPI-I Number for PIP](#)
- Record your HPI-I number for the Practice Incentive Program eHealth Incentive.
- [Editing Practitioner Records](#)
- [Setting and Changing Your Password](#)
- [Real Time Prescription Monitoring](#)
- [Electronic Prescribing](#)
- [MDEXchange](#)

Note:
Option to Delete has been removed and replaced with Mark Inactive.

Requires you have permissions access.

MedicalDirector Clinical 4.4.1 - [Setup users]

File Window Help

User Database

This version of MedicalDirector Clinical is licensed for 20 prescribers.

There is currently 1 prescriber in the database.

☐ Include Inactive Users?

Change Licence

Print Details

Email Details

User	Location	Category	Address	Phone	Type	Qualifications
Cams Alliedhealth	MD-Test MedicalDirect...	Physiotherapist				
Chip Blue Keep 1	MD-Test MedicalDirect...					
Christy Edinburgh1	MD-Test MedicalDirect...					
Covid Vaccines	MD-Test MedicalDirect...					
Dr A Practitioner	MD-Test MedicalDirect...	Doctor	123 Smith St PERTH 6838	1388 788 802	Prescriber	test
Dr Bianca Wa	MD-Test MedicalDirect...					
Dr Daisy Church	MD-Test MedicalDirect...					
Dr Good Stuff	MD-Test MedicalDirect...	Registered Nurse				
Dr Johnathon Decker	MD-Test MedicalDirect...	Doctor	455 Phancie Street ASHMORE 4214	1388 788 802	Locum	M.B., B.S., Dip R.A.C.O.C
Dr Leo Schneider	MD-Test MedicalDirect...					
Dr Mezza	MD-Test MedicalDirect...					
Dr Michael Taylor Held	MD-Test MedicalDirect...	Doctor	Top Floor 205 Bayshore Street BUNNABERG 4670	0741226700	Locum	1224567890122456789

Add Doctor

Add Nurse Practitioner

Add User

Edit

Password

Manage Permission

Make Inactive

Manage Aliases

Close

Dr A Practitioner (MD-Test MedicalDirector Staffs)

MD Live Data - TH-5CG3410K7K\HCNSQL07

Wednesday, 5 August 2026

08:23:16 AM

HF Recall Added to Progress Note

Add Outstanding Action

Patient Consent Verification & IHI No.

Aged Care Facility Tab

Adult Patient Measurements Graph

User Database Changes

Bug Fixes & Technical Updates

Smart Connect eRequesting

eRequest Journey

Assignment of Benefits

Back

Bug Fixes Clinical 4.4 & Technical Updates

Correspondence:

- If you inactivate an addressee in the Address Book, that addressee is not available for selection in the Letter Writer.
- In password-protected emails generated by the Letter Writer, the missing space has been added between the words “password sent to” and the password.
- Alternate Email has been updated to ensure:
 - The BC Document Transfer can transfer documents to MedicalDirector BlueChip 4.3 successfully.
 - ACL eOrders are uploaded.

Pathology:

- When you order pathology for a non-Medicare patient and Billing is set to Direct, the Pathology Request window remains open so you can enter additional billing details.

Patient’s Record:

- In the Vaccination window, the Sequence field now accepts numbers from 1 to 20. To record a B for a birth vaccination, use Provider Digital Access (PRODA).
- No error message is displayed when you open the Holding File window in the patient record.
- In the Patient Search window, if the last search condition is negative and the patient is currently not taking lisinopril, and you change the Drug/Condition setting, then the negative search condition is not changed to a positive condition.
- In the Weight Calculator, if the patient is an adult and you select a chart type such as Weight, then click Graph, the graph of that measurement is displayed immediately.
- In the clinical window’s Obstetrics tab, if you click Summary, Overdue Pregnancy is updated correctly.
- In the Cervical Screening tab in the patient’s clinical record, text in the Date and Result columns does not overlap when you preview the PDF.
- In the Patient Record, characters added to progress notes during one visit have a maximum total of 50 characters.

Holding File:

- ✓ The Preview Pane correctly displays PDF files that are embedded in imported HL7 files.
- ✓ If you add a recall via the Holding File tab in the patient file, a recall detail is now added to the progress notes.
- ✓ When viewing documents in the Holding File, the No Errorblock message is not displayed.

Import/Export:

- ✓ The Import/Export Wizard has been updated to reduce XML export failures.
- ✓ In the Tool Box, when you click Print, the patient data is printed once, not twice.

Technical Updates

Installation:

- Adobe Acrobat Reader is no longer a prerequisite for Clinical and is not installed automatically. To support this change, Hcn.DH.PdfPrinter now uses WebView2 for printing.
- SQL 2022 is now the default SQL version for new installations.
- ✓ **The minimum operating system requirement is now Windows 10 or Server 2016.**
- ✓ **The minimum screen resolution is now 1920 x 1080 at 16-bit colour.**
- ✓ **The WebView2 implementation has been upgraded.**

HF Recall Added to Progress Note

Add Outstanding Action

Patient Consent Verification & IHI No.

Aged Care Facility Tab

Adult Patient Measurements Graph

User Database Changes

Bug Fixes & Technical Updates

Smart Connect eRequesting

eRequest Journey

Assignment of Benefits

Back

Introducing eRequests

Use **Smart Connect** to simplify **pathology eRequesting** by using electronic signing and secure sending of requests directly to patients, eliminating the need to print and manually sign pathology requests. You can also edit, add, and delete tests after initiating the workflow.

eRequesting – Overview

Order pathology and cytology requests electronically. eRequests is a system for securely ordering pathology and cytology requests electronically via Clinical. eRequesting provides:
A secure mechanism for sending pathology and cytology requests electronically from Clinical.

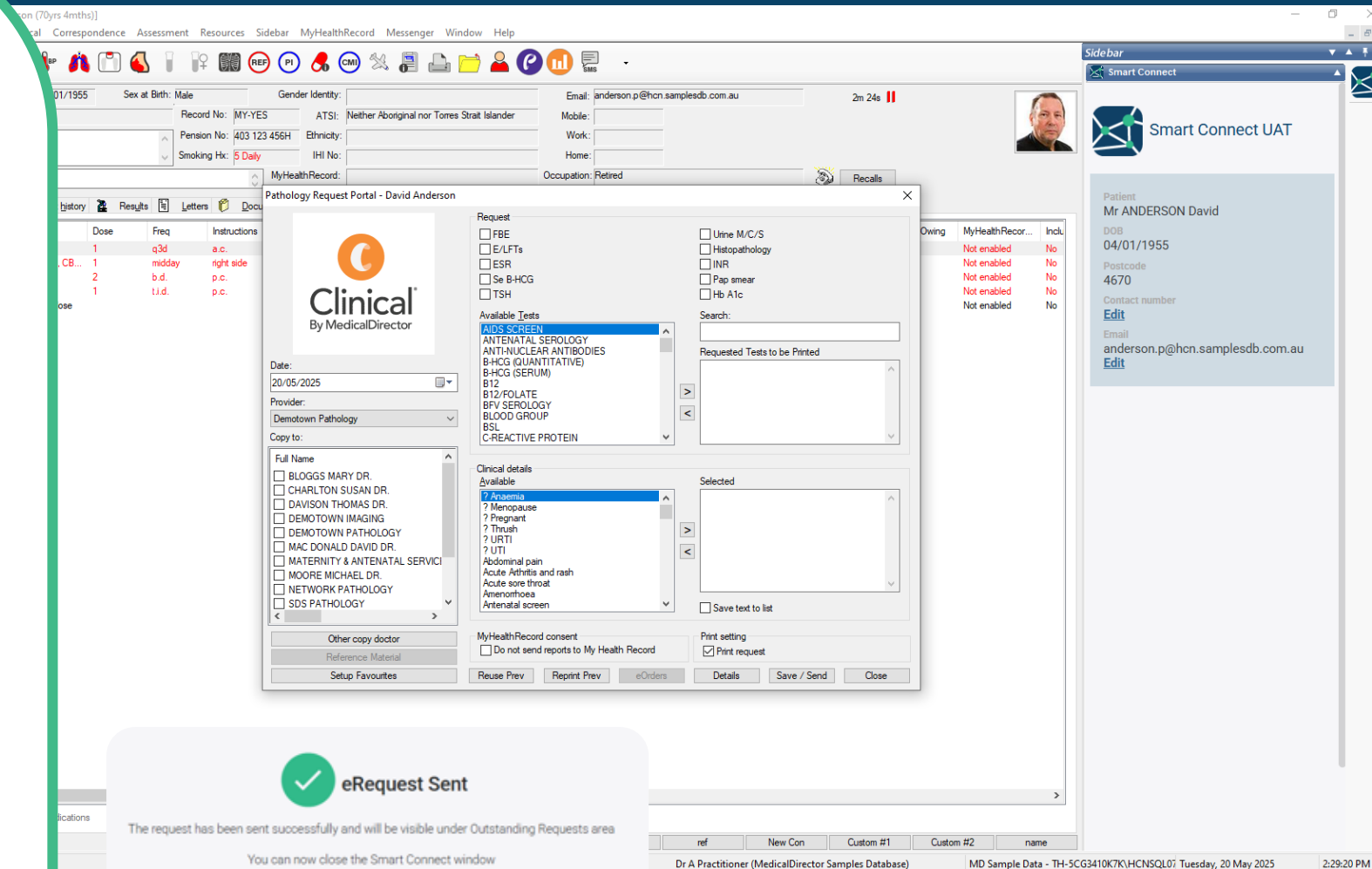
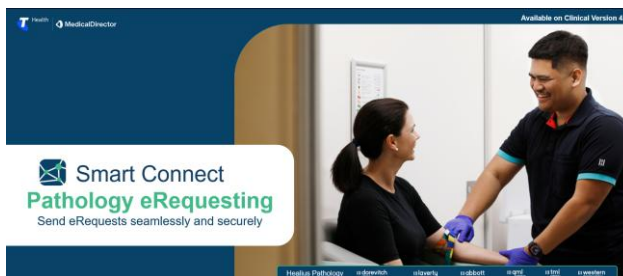
Although eRequests are sent electronically, you must continue to print and sign a hardcopy version for your patient to sign and take with them when they present at the specimen collection centre.

Get Started with Smart Connect Today!!!



Built directly into your Clinical software to help you write and get things done effortlessly.

User Guide is Available



HF Recall Added to Progress Note

Add Outstanding Action

Patient Consent Verification & IHI No.

Aged Care Facility Tab

Adult Patient Measurements Graph

User Database Changes

Bug Fixes & Technical Updates

Smart Connect eRequesting

eRequest Journey

Assignment of Benefits

Back

eRequest Journey



1. Create eRequest



2. Patient receive an SMS from Healius Pathology lab



3. Patient will find a testing location & book / walk-in to collection centre



4. Laboratory performs tests & Returns Results



5. Check / Action Results via Clinical Holding File



6. Recalls Sent & Appointment Booked



7. Discuss Results & Treatment



Smart Connect Pathology eRequesting

- Step 1**
Create eRequest
- Complete the **eRequest** form in MedicalDirector Clinical via **Smart Connect**
 - (Optional)** Print/Email Pathology form

- Step 2**
Patient receive an SMS from Healius Pathology
- Patient receives an SMS Notification as soon as the request is created with a Pathology Reference number, QR code and PDF of the Request.

- Step 3**
Patient will find a testing location & book appointment / walk-in to collection centre
- Patient can book online, via the mobile app or walk-in

- Step 4**
Laboratory performs tests and Returns Results
- Laboratory completes the tests and **returns results electronically** via your Holding File.

- Step 5**
Check / Action Results via Clinical Holding File
- Apply a **notation/action** to the result
 - Return Urgently*
 - Discuss Result*
 - No Action Required*

- Step 6**
Recalls Sent & Appointment Booked
- Automated, Healthengine & Hotdoc can be used to automate this process.

- Step 7**
Discuss Results & Treatment
- Healthcare provider will discuss results and treatment if required.

HF Recall Added to Progress Note

Add Outstanding Action

Patient Consent Verification & IHI No.

Aged Care Facility Tab

Adult Patient Measurements Graph

User Database Changes

Bug Fixes & Technical Updates

Smart Connect eRequesting

eRequest Journey

Assignment of Benefits

Back

Assignment of Benefits

MedicalDirector products are already conformant with Services Australia's current Assignment of Benefit requirements, meaning practices using MedicalDirector software today can continue to bulk bill with confidence.

Clinical release 4.4 builds on this foundation with enhancements to the existing DB4 post-assignment form, including updated form fields, database schema changes for improved audit storage, and refined consent capture workflows.

If your practice uses one of these partners, digital Assignment of Benefit consent capture is already available (or imminently available) and records are stored in your clinical system.

- AutoMed
- Healthengine
- HotDoc
- Tyro



Assignment of Benefits

HF Recall Added to Progress Note

Add Outstanding Action

Patient Consent Verification & IHI No.

Aged Care Facility Tab

Adult Patient Measurements Graph

User Database Changes

Bug Fixes & Technical Updates

Smart Connect eRequesting

eRequest Journey

Assignment of Benefits

Back

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Support 7 days a week

At Telstra Health, we understand that running your practice efficiently is important. **We're here to support you**, so that you can continue to support your patients.

Our team can be contacted **7 days a week** via phone or live chat available on our website.

Product Consultants for Knowledge & Training

We take pride in the tenure, experience and knowledge of the customer service consultants that offer a unique level of understanding of your practice.

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HF Recall Added to Progress Note

Add Outstanding Action

Patient Consent Verification & IHI No

Aged Care Facility Tab

User Database Changes

Bug Fixes & Technical Updates

Smart Connect eRequesting

eRequesting Journey

Assignment of Benefits

MedicalDirector Support

Back

Thank you



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Practice Consultant
Telstra Health | MedicalDirector