

Welcome kit

Thank you for your interest in ConnectingCare. The fast and convenient way for healthcare providers and community agencies to securely exchange electronic referrals, service requests, feedback, care coordination plans and more.

Our web-based portal, **connectingcare.com**, provides you with access to a comprehensive directory of health, community and disability services, sourced from the National Health Services Directory.

Advantages to using ConnectingCare for messaging needs



Compliant

ConnectingCare is a certified SMD intermediary and complies with the national eHealth standards.



Supported

Comprehensive support provided



Proven

The advantages of this secure, confidential system have been proven well over a decade by HACC service providers, community health centres, allied health providers and hospitals.



Practical

Whether you're working with clients off-site or in your practice, this integrated system puts healthcare and community services at your fingertips. Plus, there is no installation required, it's easy to use and you can stop faxing or posting!



Integrated

Links to the National Health Services Directory



Secure

PKI encryption to ensure confidential receipt by the correct recipient

To begin using ConnectingCare please follow the guidelines overleaf. Note the extra steps required if you are planning to receive, as well as send secure messages.

Setup steps

Step 1

Senders & Receivers

Update or add your details to the National Health Services Directory (NHSD)

• **Add -**

If your organisation is not already listed in the NHSD you will need to register, free of charge, at nhsd.com.au/register.

If you are unsure if you are listed visit nhsd.com.au/review

• **Update -**

If your organisation is already in the NHSD, please ensure all your details and service/s information is up to date. You can edit your details at manage.nhsd.com.au. For assistance, please email nhsd@healthdirect.org.au or call 02 9263 9092.

Receivers

PKI Certificate

If your organisation is planning to receive secure messages and/or eReferrals from ConnectingCare you will need to have a Public Key Infrastructure (PKI) site certificate.

If you don't have a PKI certificate you can apply for one, free of charge with Human Services on 1800 700 199. They will advise you which forms to complete on humanservices.gov.au/health-professionals/services/public-key-infrastructure

Step 2

Senders & Receivers

ConnectingCare Subscription

Once your NHSD listing(s) is up to date please email connectingcare@health.telstra.com the following information -

- The name of the site(s) you wish to subscribe (sending and/or receiving)
- Contact name, postal address, contact number and email address for invoicing purposes

Receivers

Intake Setup (receiver only)

- ConnectingCare sends messages securely through to one, or more, dedicated intake email address(es), as setup by your organisation. Your PKI certificate can be used to secure the messages to all the intake email addresses, if you choose to have more than one.
- Once your site(s) have been activated and payment has been made, the ConnectingCare team can assist with the final setup so you can begin receiving secure messages, including -
 - Instructions to assist your IT staff to install your private PKI certificate to allow your staff to access the secure messages through their email
 - The ConnectingCare team will then obtain the matching public PKI certificate, enable one service and complete a test message. To arrange this please email your RA number (Registration Authority number, that comes with your PKI installation package) to connectingcare@health.telstra.com
 - Once the test message is completed successfully please provide ConnectingCare with a full list of the services to be enabled. Each secure message enabled service will be configured to send to the email address(es) that you specify.

Step 3

Senders & Receivers

Registering staff

Once you have received notification from ConnectingCare that your site(s) have been activated and payment confirmed, staff can create their User Accounts.

- It is important that at least one staff member in your organisation has been given the "Approve New User" role by our ConnectingCare team prior to other staff registering. The staff member(s) with this role will receive an email every time a colleague registers for a user account and will be required to approve/reject the user account.
- Once someone in the organisation has this approval role, other staff need to visit connectingcare.com, click on the New Users button, click the Join button, complete the form, and click Submit. They will need to await approval by their colleague before they can begin using ConnectingCare.

Training

Training Staff

Although ConnectingCare is easy and intuitive to use it is worthwhile to include some training to ensure you are taking full advantage of the system. The available training options include -

- **Onsite Training** – We can come to you, contact us for a quote.
- **Online Help** – Our online guides are available to assist your staff gain the knowledge required to use ConnectingCare, visit connectingcare.com/Home/About