



## GENIE GUIDE

# Electronic Correspondence via ReferralNet

ReferralNet is a company that provides the storage and forwarding of encrypted letters between doctors. For information on installing and setting up the ReferralNet application, please refer to the ReferralNet documentation or contact Global Health:

- Phone: (03) 9675 0600
- Email: referralnet.support@global-health.com

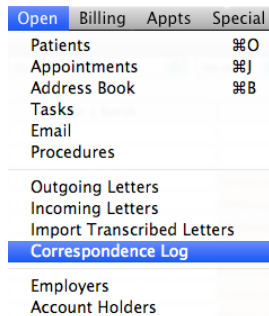
**Please note that the ReferralNet program MUST be installed on a client computer. DO NOT install it on your server or it will have no way of interacting with Genie.**

## SETTING UP GENIE

To send letters to another practitioner via ReferralNet, you must:

1. Have their ReferralNet Carrier Identifier recorded in Genie's Address Book, and have their Preferred Method of Communication set to 'ReferralNet'. To find out the recipient's Carrier Identifier, contact the doctor concerned or ReferralNet.
2. On the computer on which the ReferralNet Client application is installed, create a folder inside the Genie folder and name it "**ReferralNet**". Inside this folder, create another two folders named "**Incoming**" and "**Outgoing**". You should only do this on **ONE** computer on the network.

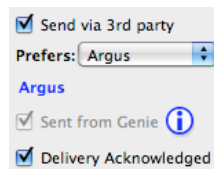
## CORRESPONDENCE LOG



Genie also keeps a log of all outgoing and incoming letters so that you can see exactly when and on which computer any letter was imported or exported. The Correspondence Log can be accessed from the Administrator tab in the Maintenance window, or the Open menu. To view the log for an outgoing or incoming letter, double click on the record in the Correspondence Log.

## CONFIRMATION OF DELIVERY

Genie expects that the recipient's clinical or practice management application will create an acknowledgement file (ACK), which ReferralNet will then return to you. When Genie imports the ACK, the Delivery Acknowledged button in the referral letter is automatically ticked (below). The 'ACK' column in the Correspondence Log will also be ticked.



The recipient's program, however, may be incapable of creating an ACK, and/or ReferralNet may be incapable of delivering one. Therefore, if you are not automatically receiving acknowledgement of delivery, you should take this up with either ReferralNet or the recipient.