



Western Health

Office of Chief Medical Officer  
Footscray Hospital  
Gordon Street  
Footscray VIC 3011

14 October 2024

**To: General Practitioners and Practice Managers, NWMPHN catchment**

Dear Colleagues

**Subject: Our transition to HealthLink and Decommissioning of PulseNet for Clinical Documentation**

As advised in my letter on 30 September 2024, Western Health is transitioning to HealthLink as our sole provider for Secure Messaging Delivery (SMD) of clinical documentation with Go-Live set for **Tuesday, 15 October 2024**.

From this date, we will begin sending clinical documentation to General Practices and clinicians via HealthLink. This will include:

- Clinician letters
- Cancer multi-disciplinary meetings
- Inpatient/emergency discharge summaries
- Pharmacy Discharge Medication lists
- Referral encounters
- Referral outcomes
- Outpatient appointments
- Inpatient admissions and discharges,
- Death notifications of inpatients and in emergency departments.

During our pilot phase, HealthLink has proven to be highly reliable in delivering documents to GPs and clinicians through Practice Management Software and electronic facsimile, ensuring consistent and effective communication with General Practitioners and clinicians. Due to recent issues with our current platform PulseNet, we have prioritised the implementation of HealthLink.

For patient safety, over the next two weeks we will be validating correspondence sent through the SMD with a sample of GP practices before we stop sending these documents through PulseNet. In the interim, some GP practices may receive duplicate copies of correspondence. We have implemented strategies to minimise duplicate documents and apologise for any inconvenience this may cause.

Please note, other documents not included in the list above (e.g., mother/baby discharge summaries, endoscopy reports and cardiology investigations), will continue to be sent via PulseNet until they are transitioned to HealthLink at a later date.

We recognise that some GPs may have limited notice of this change, and we are actively supporting GP practices through our General Practice Integration Unit, including validation checks for the new system. We have notified the GP community this week via the North Western Melbourne Primary Health Network, as well as via email and fax, where we have accurate data available.

**To ensure a smooth transition, all GPs and/or Practice Managers must keep their National Health Services Directory (NHSD) listings updated and complete the steps from my [30 September letter](#) as soon as possible and by no later than Friday, 15 November 2024.**



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If you have any questions or need assistance in the transition to HealthLink, please don't hesitate to contact the General Practice Integration Unit on [gp@wh.org.au](mailto:gp@wh.org.au) or 03 8345 1735. For more information, visit <https://www.westernhealth.org.au/HealthProfessionals/ForGPs>

Thank you for your understanding and cooperation during this important transition.

Yours sincerely

**Dr Abarna (Abi) Arulanandarajah**  
**Chief Medical Officer**