WellSouth Primary Health Network will send your reports to you via HealthLink, as some of them contain patient names and addresses.

You will be advised by WellSouth when a new set of reports are available to download.

1.   Go to the computer that runs HealthLink (probably your server).

2.   Click Start then All Programs then HealthLink SIX then HMS Client Application.

You may also find that there is a shortcut to the HMS Client Application on your desktop – in which case you could just double-click on this instead of going through the Start menu.

This will connect to your HealthLink mailbox and send and receive any messages and files that are waiting. Wait a couple of minutes to give it time to download everything, then...

4.   Double-click the My Computer shortcut on your desktop.

5.   Double-click on Local Disk (C:) .

6.   Double-click on the HLINK folder.

7.   Double-click on the FF_IN folder.

8.   Double-click on the WELLSOUTH folder.

This is the folder where your reports should be located.

Check the cover page of the fax sent to you by WellSouth for details of what the report is named.

OPTIONAL – Keeping Your WellSouth HealthLink Folder Tidy

As we will be sending you most of your reports via Health Link, you may notice that your WellSouth HealthLink folder is starting to fill up. While this won't affect your Health Link or computer, it may make it harder for you to find the file you are looking for, so you might like to consider doing the following things to keep the folder tidy.

Please note: this is entirely optional.

1. Delete Acknowledgment files.

   Any files with the extension '.ack' are acknowledgment files, and may be safely deleted.

2. Create a new 'WellSouth Reports' folder somewhere on your server to store old reports.

3. Cut and paste the reports from the HealthLink folder to your new 'WellSouth Reports' folder on the server.

You should consider making a special folder on your server to store reports. You might like to make separate folders for each program in this folder, e.g. one for Care Plus, one for Capitation etc. This will make it easier for you to locate old reports, and if you place it on your server, others will be able to access and browse through the reports.

For assistance please log any issues with support.healthit.net.nz OR

Email: support@healthit.net.nz