



Fax transmission to cease at Seymour Health from 31 March 2022

As the NBN rolls out, Seymour Health's analogue phone and fax lines are being replaced with the new digital network. This means that the current traditional fax machines, which rely on an analogue line, will no longer be available to receive or transmit information via fax from **31 March 2022**.

This has necessitated investigation into appropriate, alternate methods of transferring confidential and oversize information. *LiquidFiles* has been identified as the preferred application and will be implemented by Seymour Health to transfer and receive all patient information via a LiquidFiles FileDrop.

The *LiquidFiles* FileDrop tool does not require registration for an external party to use.

What do you need to do from 31 March 2022?

Please see below for details regarding how to transmit and receive confidential information via a Seymour Health LiquidFiles FileDrop.

To send a file to Seymour Health:

1. Select the required FileDrop URL and copy it into your browser (refer to list below of Seymour Health – FileDrop names and URL to contact the relevant department)
2. Seymour Health's FileDrop will open
3. Enter your email address
4. Enter the message subject
5. Type the message
6. Add attachments (each message can be up to 1GB in size, allowing you to send multiple attachments at once)
7. Click Send

Receiving a file from Seymour Health

Two emails will be sent to the recipient to complete the download process:

1. The first email sent will contain a URL link to download the attached file/s
2. Click on the link and enter your email address
3. A second email will contain a 'Secure Token' passcode to open the file. (The passcode is valid for 15 minutes and will then expire. If the passcode expires, a second one will need to be requested where prompted)
4. Copy and paste the passcode into the required field to complete the verification process
5. The attached files will be available to download within 14 days of receipt. If the file is not opened within 14 days, it will need to be re-sent
6. Once the verification process has been completed and the file/s accessed, an email will be sent to the sender confirming the file/s have been downloaded

IF you do not receive an email containing the passcode, please check your spam folder in the first instance.

Seymour Health – FileDrop names and URL

FileDrop name	URL
Seymour Health HIS	https://files.hrha.org.au/filedrop/SHHealthInformationServices
Seymour Health COVID Monitoring	https://files.hrha.org.au/filedrop/SHCOVIDMonitoring
Seymour Health Education	https://files.hrha.org.au/filedrop/SHEducation
Seymour Health Family Violence Information	https://files.hrha.org.au/filedrop/SHISS
Seymour Health ACC Referrals	https://files.hrha.org.au/filedrop/SHACCR referrals
Seymour Health Food Services	https://files.hrha.org.au/filedrop/SHFoodServices
Seymour Health Palliative Care	https://files.hrha.org.au/filedrop/SHPalliativeCare
Seymour Health SSG Correspondence	https://files.hrha.org.au/filedrop/SHSSGCorrespondence
Seymour Health DNS Correspondence	https://files.hrha.org.au/filedrop/SHDNSCorrespondence
Seymour Health Oral Health Services	https://files.hrha.org.au/filedrop/SHOralHealthServices
Seymour Health Theatre Correspondence	https://files.hrha.org.au/filedrop/SHTheatreCorrespondence
Seymour Health Pre-Admissions	https://files.hrha.org.au/filedrop/SHPre-Admissions
Seymour Health Post-Acute Care	https://files.hrha.org.au/filedrop/SHPostAcuteCare
Seymour Health Urgent Care Centre	https://files.hrha.org.au/filedrop/SHUCC
Seymour Health Acute Ward	https://files.hrha.org.au/filedrop/SHAcute
Seymour Health Cancer Services	https://files.hrha.org.au/filedrop/SHCancerServices
Seymour Health Dialysis Correspondence	https://files.hrha.org.au/filedrop/SHDialysisCorrespondence
Seymour Health Barrabill House	https://files.hrha.org.au/filedrop/SHBarrabillHouse
Seymour Health Finance	https://files.hrha.org.au/filedrop/SHFinance