



## **Fax transmission ceased 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

<b>FileDrop name</b>	<b>URL</b>
Seymour Health: Acute Ward	<a href="https://files.hrha.org.au/filedrop/SHAcute">https://files.hrha.org.au/filedrop/SHAcute</a>
Seymour Health: Ambulatory Care Centre (ACC) Referrals	<a href="https://files.hrha.org.au/filedrop/SHACCR referrals">https://files.hrha.org.au/filedrop/SHACCR referrals</a>
Seymour Health: Barrabill House	<a href="https://files.hrha.org.au/filedrop/SHBarrabillHouse">https://files.hrha.org.au/filedrop/SHBarrabillHouse</a>
Seymour Health: Cancer Services	<a href="https://files.hrha.org.au/filedrop/SHCancerServices">https://files.hrha.org.au/filedrop/SHCancerServices</a>
Seymour Health: COVID Monitoring	<a href="https://files.hrha.org.au/filedrop/SHCOVIDMonitoring">https://files.hrha.org.au/filedrop/SHCOVIDMonitoring</a>
Seymour Health: Dialysis Correspondence	<a href="https://files.hrha.org.au/filedrop/SHDialysisCorrespondence">https://files.hrha.org.au/filedrop/SHDialysisCorrespondence</a>
Seymour Health: District Nursing Service (DNS) Correspondence	<a href="https://files.hrha.org.au/filedrop/SHDNSCorrespondence">https://files.hrha.org.au/filedrop/SHDNSCorrespondence</a>
Seymour Health: Education	<a href="https://files.hrha.org.au/filedrop/SHEducation">https://files.hrha.org.au/filedrop/SHEducation</a>
Seymour Health: Family Violence Information	<a href="https://files.hrha.org.au/filedrop/SHISS">https://files.hrha.org.au/filedrop/SHISS</a>
Seymour Health: Finance	<a href="https://files.hrha.org.au/filedrop/SHFinance">https://files.hrha.org.au/filedrop/SHFinance</a>
Seymour Health: Food Services	<a href="https://files.hrha.org.au/filedrop/SHFoodServices">https://files.hrha.org.au/filedrop/SHFoodServices</a>
Seymour Health: Health Information Services (HIS)	<a href="https://files.hrha.org.au/filedrop/SHHealthInformationServices">https://files.hrha.org.au/filedrop/SHHealthInformationServices</a>
Seymour Health: Hospital Admission Risk Program (HARP)	<a href="https://files.hrha.org.au/filedrop/SHHARP">https://files.hrha.org.au/filedrop/SHHARP</a>
Seymour Health: Oral Health Services	<a href="https://files.hrha.org.au/filedrop/SHOralHealthServices">https://files.hrha.org.au/filedrop/SHOralHealthServices</a>
Seymour Health: Palliative Care	<a href="https://files.hrha.org.au/filedrop/SHPalliativeCare">https://files.hrha.org.au/filedrop/SHPalliativeCare</a>
Seymour Health: Post-Acute Care	<a href="https://files.hrha.org.au/filedrop/SHPostAcuteCare">https://files.hrha.org.au/filedrop/SHPostAcuteCare</a>
Seymour Health: Pre-Admissions	<a href="https://files.hrha.org.au/filedrop/SHPre-Admissions">https://files.hrha.org.au/filedrop/SHPre-Admissions</a>
Seymour Health: Social Support Group (SSG) Correspondence	<a href="https://files.hrha.org.au/filedrop/SHSSGCorrespondence">https://files.hrha.org.au/filedrop/SHSSGCorrespondence</a>
Seymour Health: Theatre Correspondence	<a href="https://files.hrha.org.au/filedrop/SHTheatreCorrespondence">https://files.hrha.org.au/filedrop/SHTheatreCorrespondence</a>
Seymour Health: Urgent Care Centre	<a href="https://files.hrha.org.au/filedrop/SHUCC">https://files.hrha.org.au/filedrop/SHUCC</a>