

Konnect NET

User Guide

13/08/2025

SureMed User Guide for MyPractice

By Konnect NET – a smarter way to
securely share information with insurers.



SureMed Requests

A simpler, more secure way to complete medical information requests—right from your practice management system.

Contact

Konnect NET Customer Service Team

suremed@konnectnet.com or call us on 0800 566 632 (option 1)

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Section 1

Accessing Suremed Forms

A SureMed requests appear in the **Mail** screen in **MyPractice**, alongside other HealthLink messages.

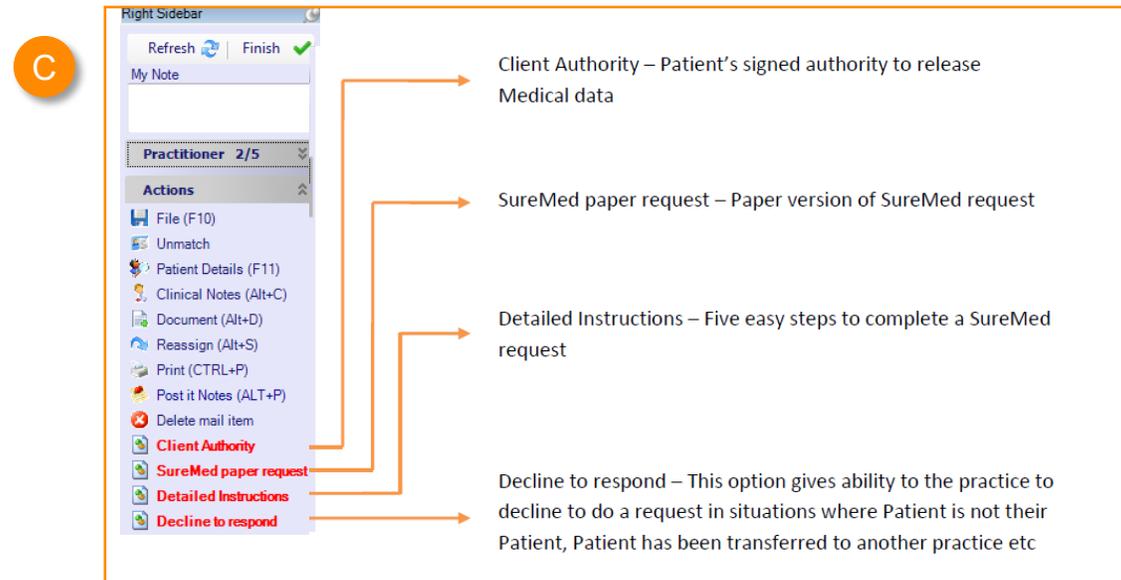
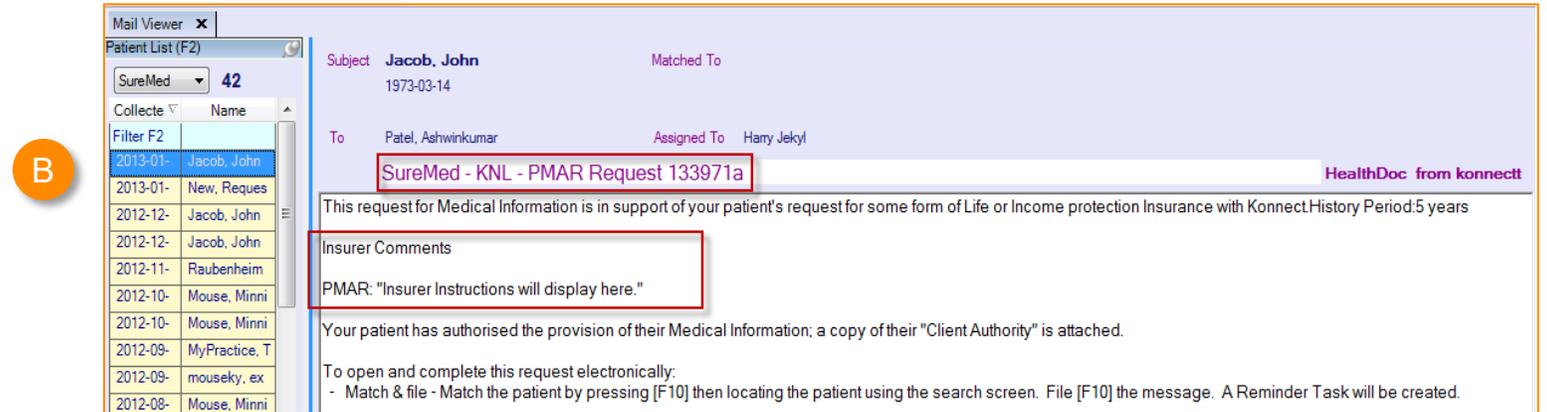
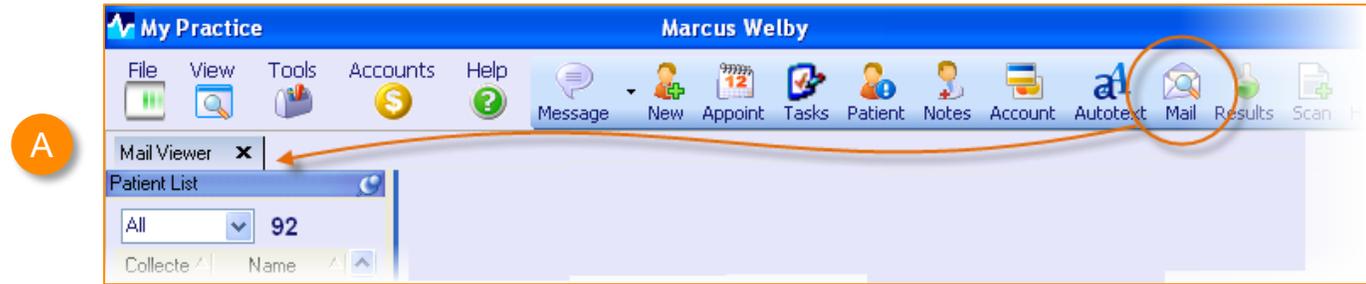
The heading will display '**SureMed – Insurer – Request type**'.

B A summary of what the insurer has requested will be displayed in the message.

C Attachments of the SureMed message will appear on the right sidebar.

These include **Client Authority, SureMed paper request, Detailed Instructions, and Decline to respond**.

They can only open electronically if the patient is matched.



Section 2

Patient matching

- A** On the **Mail** screen, SureMed messages will automatically match the practitioner in the same manner as lab results, **however you will need to manually match the patient.**

To match the patient:

- B** Click on the **Match** link (F10) from the right sidebar

Patient List screen will open with the search results for that name.

Highlight the correct name and press enter or click on **Ok**

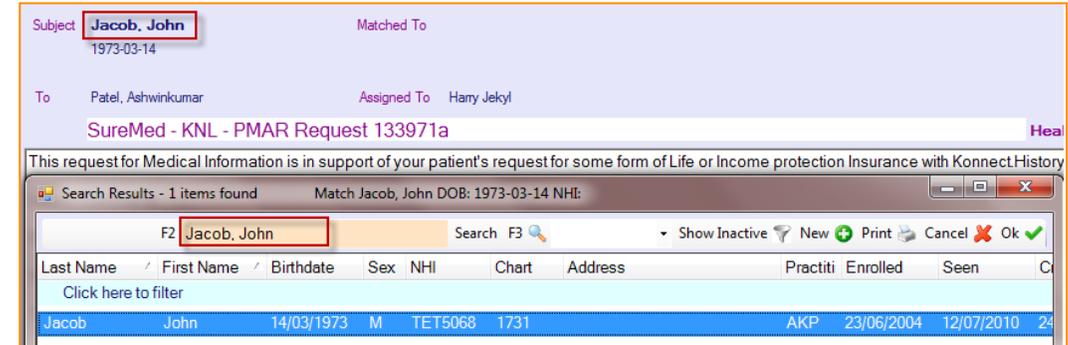
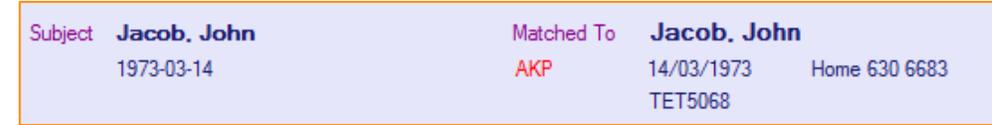
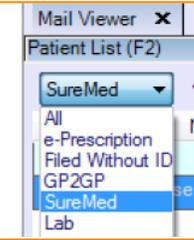
Note: You need to 'File' the request against the patient before you are able to create the SureMed request

- C** To file the request, click on the **FILE** link from the right side bar. Filing the message will create a reminder task.

HANDY TIP: Filter on Mail Viewer

You can filter the Patient list on the Mail Viewer screen to display only SureMed requests.

Select 'SureMed' on the dropdown menu above the Patient list.



Section 3

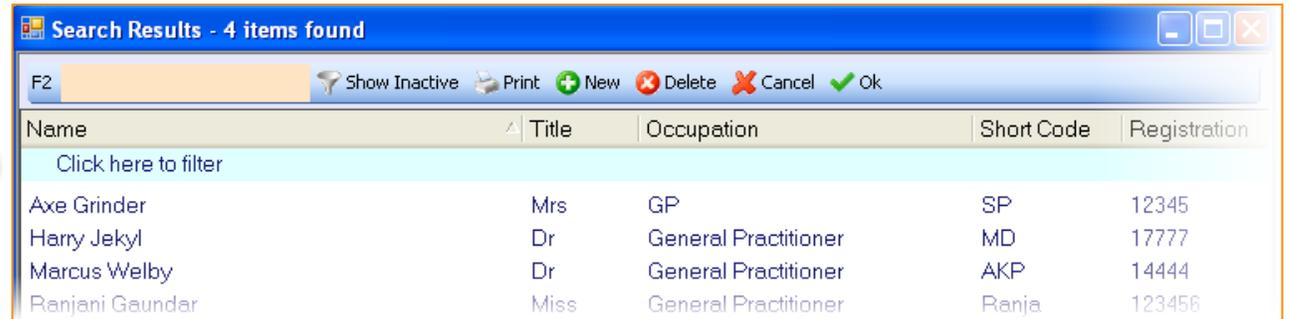
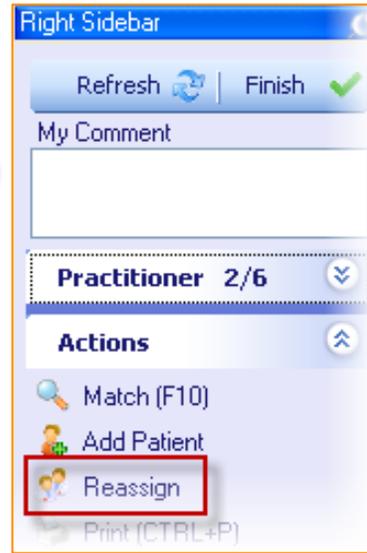
Reassigning Practitioner

A SureMed requests are matched to the practitioner to whom the request is sent to. For any reason, if this practitioner is not available to complete the SureMed request, it can be re-assigned to another practitioner in the **Mail Viewer** screen.

Re-assign to another Practitioner

Select the SureMed message and click on **Reassign** from the Actions

B Select the Practitioner from Practitioner list and click on **OK**



Section 4

Completing a Suremed Request

- A Opening SureMed form from Task:**
Once a SureMed request has been filed, a task is visible on the practitioner's task list, called **'New SureMed Form'**.

Once the Clinical Notes are opened, the task is visible in the Patient's Task list.

- B** Right click on the task and select **'Open Form'**.

- C Opening SureMed form from Clinical Notes:**
Once a SureMed request has been filed, open Clinical Notes for the patient. Patient's Clinical Notes will display the SureMed request as an 'Action' item under the **Notes** tab.

- D** Open the SureMed Request by clicking on the '+'. Double click on the attachments to view them. To open the SureMed form, double click on **'New SureMed Form'**.

The screenshot shows the 'My Practice' software interface. On the left, a 'My Tasks and Messages' window displays a list of tasks. The task 'New SureMed Form' is highlighted with a red box and labeled 'A'. On the right, a 'Right Sidebar' window shows a context menu for the selected task. The 'Open Form' option is highlighted with a red box and labeled 'B'. Other tasks listed include 'ALCOHOL', 'Care Plus Review', 'SMOKE', 'PEFR', 'BMI', and 'INHALER'.

The screenshot shows the patient profile for 'Mr John Jacob'. The 'Notes' tab is selected, and the 'Action: SureMed - KNL - PMAR Request 133971a' is highlighted with a red box and labeled 'C'. The patient's details include: NZ European / Pakeha, Marketing Representative, 14/03/1973, WINZ Customer, A4 Regular AKP 1731 TET5068 39y 10m, Cleveland Road, 8 Cleveland Road, Parnell Ph: 630 6683(Home).

The screenshot shows the details of the 'Action: SureMed - KNL - PMAR Request 133971a'. A list of attachments is displayed, with 'Suremed' highlighted by a red box and labeled 'D'. The attachments include: Mail, Attachment, SureMed - KNL - PMAR Request 133971a, Client Authority, SureMed paper request, Detailed Instructions, Decline to respond, and Suremed - New SureMed Form.

Section 4

Completing a Suremed Request (continued)

E Filling in the Insurance form

Select '**Open Form**' from the SureMed Form task or double click on the 'New SureMed Form' in the patient's notes. SureMed form prepopulated with patient's clinical data will open as a separate tab.

F **Header section:** This section displays what the request is for including the comments from the Insurer and showing the history period of patient data requested.

You can see the patient's details as sent by the Insurer with the form.

If the current patient's details do not match the patient details you hold, this be highlighted in **red** with an alert symbol next to it. 

E

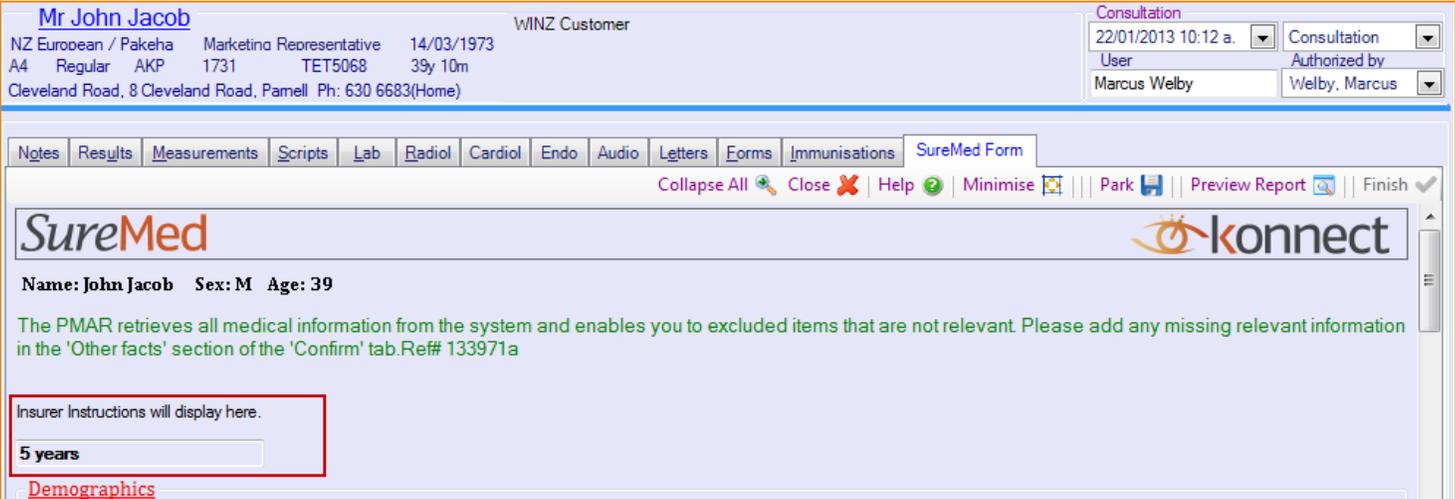


Mr John Jacob WINZ Customer
NZ European / Pakeha Marketing Representative 14/03/1973
A4 Regular AKP 1731 TET5068 39y 10m
Cleveland Road, 8 Cleveland Road, Parnell Ph: 630 6683(Home)

Notes Results Measurements Scripts Lab Radiol Cardiol Endo Audio Letters Forms Immunisations **SureMed Form**

Collapse All Close Help Minimise

F



Mr John Jacob WINZ Customer
NZ European / Pakeha Marketing Representative 14/03/1973
A4 Regular AKP 1731 TET5068 39y 10m
Cleveland Road, 8 Cleveland Road, Parnell Ph: 630 6683(Home)

Consultation 22/01/2013 10:12 a. Consultation
User Marcus Welby Authorized by Welby, Marcus

Notes Results Measurements Scripts Lab Radiol Cardiol Endo Audio Letters Forms Immunisations SureMed Form

Collapse All Close Help Minimise Park Preview Report Finish

SureMed 

Name: John Jacob Sex: M Age: 39

The PMAR retrieves all medical information from the system and enables you to excluded items that are not relevant. Please add any missing relevant information in the 'Other facts' section of the 'Confirm' tab. Ref# 133971a

Insurer Instructions will display here.

5 years

Demographics



SureMed

Name: Jane Test Sex: F Age: 88 

This document asks questions related to specific conditions revealed by the patient on the Medications, diagnostic reports and scanned documents. Ref# 46682a

Section 4

Completing a Suremed Request (continued)

G

Demographics section: This section has questions about GP information and Relationship both being compulsory questions

NOTE: Compulsory questions will have a red astrex and will disappear as the questions are answered. If a section contains unanswered compulsory questions, heading of that section would be displayed in Red (e.g. Demographics heading in the first image).

H

Medical History Section: This section contains pre-populated patient's clinical data for Current Problems, Accidents, Consultation Notes and Measurements (Observations).

Collapsed, look for medical history sections. Click on the underlined text to expand/collapse sections. If you do not wish to include an item in the report, un-tick the box besides the entry. Click on 'Include' to tick/untick all items in a list. Consultation Notes can be edited within the form itself – confirming this will NOT edit notes within MyPractice itself.

G

Demographics

GP Information

Are you the client's main practitioner? Yes No 

Relationship

Are you acquainted with the client other than as their medical attendant? Yes No 

Demographics

GP Information

Are you the client's main practitioner? Yes No

Patient data recorded since

Relationship

Are you acquainted with the client other than as their medical attendant? Yes No

H

Medical History

Current Problems

Accidents

Consultation Notes

Observations

Consultation Notes					
Date	Diagnosis	History	Examination	Action	Include
02/03/2011	Kirk amputati...	history	Exam	Provided smoki...	<input type="checkbox"/>
03/09/2010	Psoriasis	since few weeks rash on back flared...	large areas of plaque psoriasis on lower back/buttocks, right lower...	Due 3/09/2010...	<input checked="" type="checkbox"/>
27/08/2010	Cerebrovasc...	Past History - Intertrochanteric NOF...			<input type="checkbox"/>
08/08/2010	_	Date 8/08/2010		Care Plus Revi...	<input checked="" type="checkbox"/>
24/05/2010	Adverse drug...	abdominal pain / dyspepsia after 30...		Stop Vesicare	<input checked="" type="checkbox"/>
21/05/2010	bladder irita...	urine frequency , no clear urinary tra...		discussed side...	<input type="checkbox"/>
18/05/2010	?urinary tract...	tiredness ++, urine frequency ++			<input checked="" type="checkbox"/>

Section 4

Completing a Suremed Request (continued)

Continue until you complete all sections:

I Family History section

J **Social History section:** If you unsure about the patients current status – please select 'Unknown'

K **Medications section:** Patient's prescribed and regular medications.

L **Documents and Reports section:** This section contains labs/radiology reports and attachments such as diagrams, photos or images.

M Confirm Section

I

Family History

Family Conditions

Description	Comments	Include All
angina		<input checked="" type="checkbox"/>
Asthma	Both parents have asthma - Dad had asthma from childhood. Moth...	<input checked="" type="checkbox"/>
Leukorrhoea unspecified	Has been referred to specialist	<input checked="" type="checkbox"/>

J

Social History

Smoking

Is the Patient a past or present smoker? Yes No Unknown ⓘ

Alcohol

Is there any indication of past or present abuse of alcohol? Yes No Unknown ⓘ

Drugs

Is there any indication of past or present misuse of drugs? Yes No Unknown ⓘ

K

Medications

Prescriptions

Date	Name	Quantity	Instructions	Comments	Include
09/10/2009	Aspirin 100mg	90	1 tablet daily		<input checked="" type="checkbox"/>

Regular Medications

Date	Name	Quantity	Instructions	Comments	Include
05/04/2011	Elocon Lotn 0.1% 50 ml	2	apply thinly once daily, stop after one week and		<input checked="" type="checkbox"/>
05/04/2011	Vesicare Tab 5 mg	28	one daily		<input checked="" type="checkbox"/>

L

Documents and Reports

Lab / Radiology Reports

Date	Title	Result	Include
09/07/2009	X-RAY	2186834 For PATEL, A (13615) Dider...	<input checked="" type="checkbox"/>
03/07/2009	Complete blood count	092529562540100 For PATEL, ASHWL...	<input checked="" type="checkbox"/>
21/05/2009	Liver	092532003310100 For PATEL, ASHWL...	<input checked="" type="checkbox"/>
21/05/2009	Renal and Electrolytes	0925320033105800 For PATEL, ASHWL...	<input checked="" type="checkbox"/>
21/05/2009	Complete blood count	0925320033104000 For PATEL, ASHWL...	<input checked="" type="checkbox"/>
21/05/2009	Proteins	0925320033107000 For PATEL, ASHWL...	<input checked="" type="checkbox"/>
09/01/2009	Complete blood count	0912246982540100 For PATEL, ASHWL...	<input checked="" type="checkbox"/>
24/11/2008	Renal and Electrolytes	0812247062105800 For PATEL, ASHWL...	<input checked="" type="checkbox"/>
24/11/2008	Complete blood count	0812247062540100 For PATEL, ASHWL...	<input checked="" type="checkbox"/>
26/10/2008	Proteins	0812246982540100 For PATEL, ASHWL...	<input checked="" type="checkbox"/>

Attachments

Date	Title	Include
26/08/2010	RSD-Patient Discharge	<input checked="" type="checkbox"/>
08/08/2010	Operation Note Orthopaedics PDF	<input checked="" type="checkbox"/>

M

Confirm

Other Factors

Is there anything else regarding this Patient that you would like to make the insurer aware of, not already covered elsewhere in your response?
 Yes No ⓘ

Does the electronic record cover the last 5 years? Yes No ⓘ

Payment Details

Service	Amount
PM&R	
Total	

Deselect below for manual invoicing

Standard payment terms: On submission of this form, a confirmation email will be sent to your practice nominated address, and payment for the total above will automatically be made to your nominated account by Konnect Net Limited.

Submitted By

Details

Name: Street:

Qualification: Suburb:

Section 4

Completing a Suremed Request (continued)

N

Other Factors enables you to add comments and confirm the duration of the data provided.

Payment details section displays the guideline prices, which will be payable on completion of this form. This amount is determined by the request type.

Submitted by section displays the practitioners' details who is completing the form.

Leave "Standard payment terms" ticked to automatically generate an invoice on finishing this form.

All accounting items for Billing and Payment for SureMed service (Both Electronic and Paper service) are handled by Konnect NET. Once a request is completed, the invoice is received, and payment is made to your Practice by Konnect NET.

N

Payment Details	
Service	GST Incl
PMAR	\$86.25
Total	\$86.25

Untick for manual invoice
 Standard payment terms: On submission of this form, a confirmation email will be sent to your practice nominated address, and payment for the total above will automatically be made to your nominated account by Konnect Net Limited.

Payment Instructions:
By 'unchecking' the check box you agree to manually invoice Konnect Net Limited for your time completing and submitting the form.
Please quote the reference number '32959a', the patient name 'Theodora McLagan' and D.O.B '06/04/1922' on your invoice.
Our physical address is:
Konnect Net Limited
P.O. Box 8933
Symond St.
Auckland 1023
Alternatively fax to +64 9 309 6902.

Payment Details	
Service	GST Incl
PMAR	
Total	

Untick for manual invoice
 Standard payment terms: On submission of this form, a confirmation email will be sent to your practice nominated address, and payment for the total above will automatically be made to your nominated account by Konnect Net Limited.

Section 5

Preview report before submission

A Click **Preview Report** to view the form as the Insurer will see it.

- A progress bar will be displayed at the top of the form, however, you have the option to continue working on the form.

B Once the report generation is complete, a preview of the report would open in a PDF format.

Continue editing the Form until satisfied and proceed to the submission process.

C Submitting the Form

Once all compulsory questions are answered the **Finish** button is enabled.

Clicking **Finish** opens the **Insurer Comments** as a final preview of the request / what has been requested.

If you have provided everything that the insurer has requested, click **OK** to continue the submitting process.

Submission of the SureMed forms will start. You may continue using MyPractice.

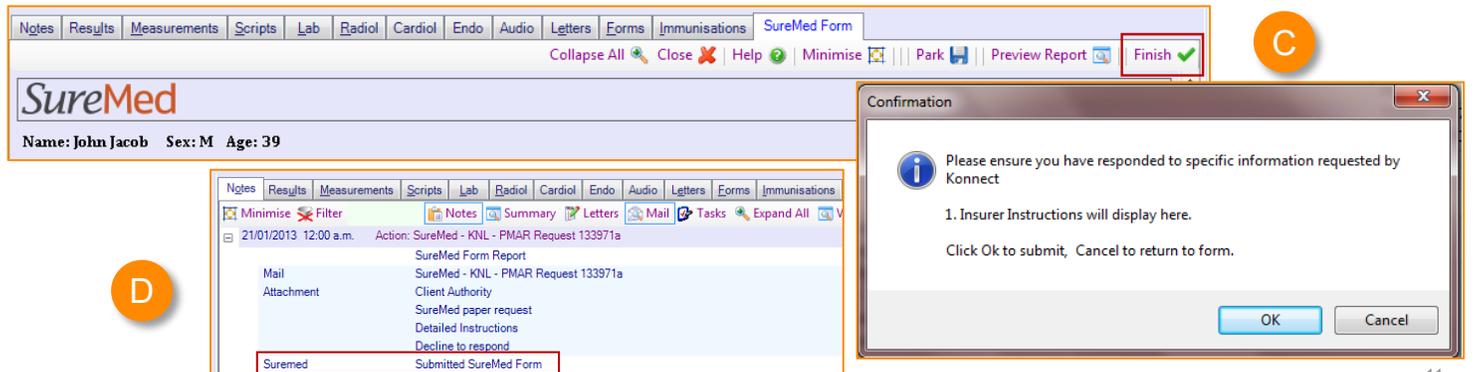
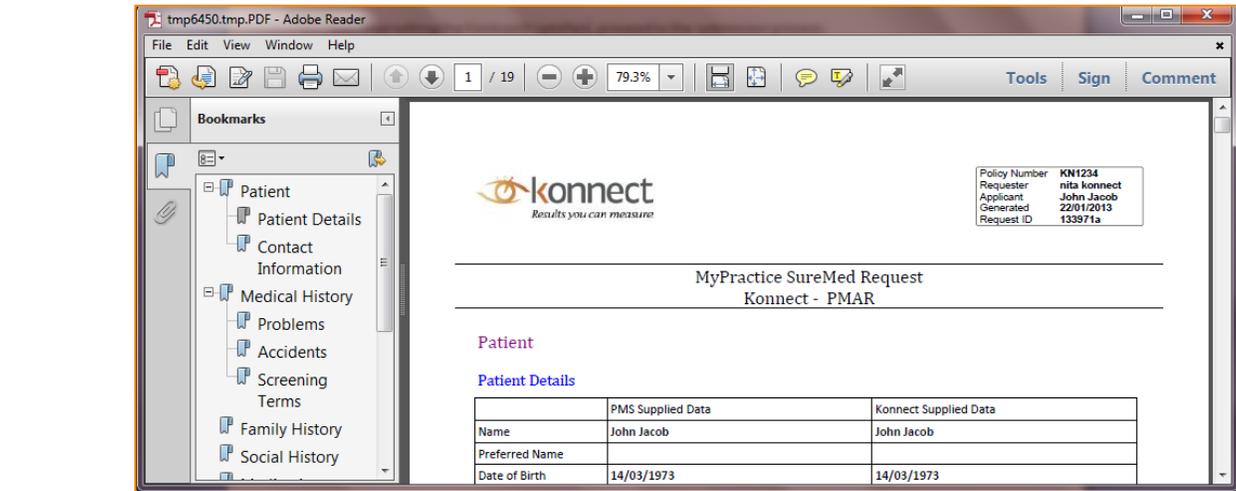
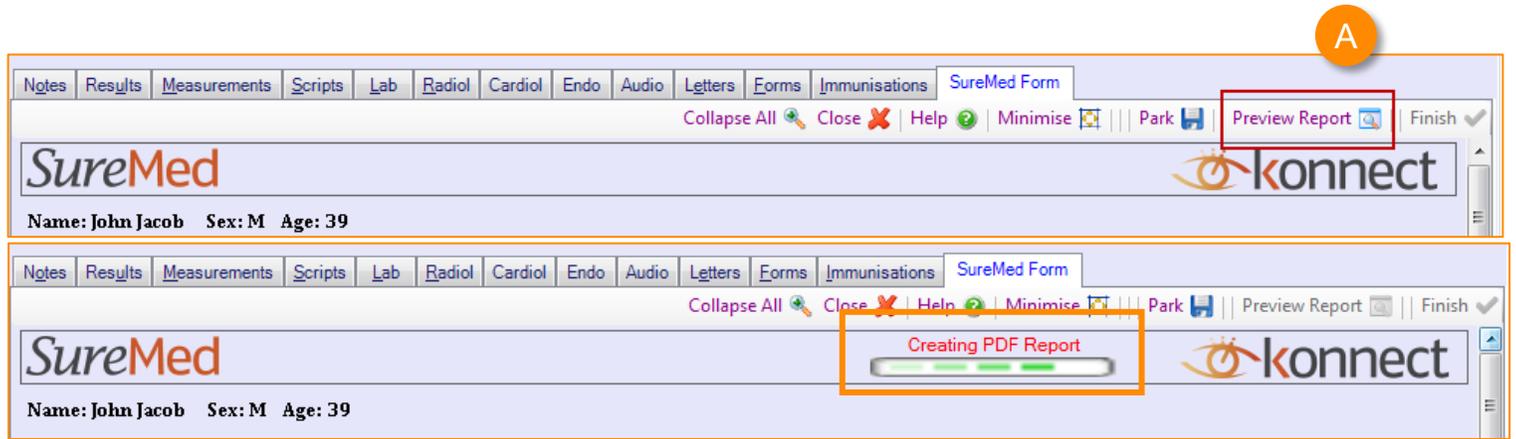
Cancel button will place you back on the current form.

A report is generated and saved to the patient notes once submission has been completed. Refer to the Completed SureMed report section below.

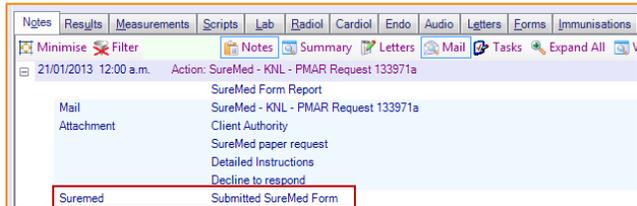
SureMed Task is automatically completed.

D Completed SureMed Report

Once Submission has been completed, a report is generated and is saved into the Patient notes as '**Submitted SureMed Form**'.



D



Section 6

Parked Forms

A

With SureMed forms, you have the ability to save a partially completed form.

The Form gets saved to the Patient's Clinical Notes under **Notes** tab and will be displayed with a text of '**Parked SureMed Form**'. **A task will be created to remind you of this parked form.**

HANDY TIP: Dynamic forms

SureMed forms are dynamic forms. This means that after a SureMed form has been parked if new data is entered on Patient notes, this will be picked up when the Parked SureMed Form is re-opened.

A

The screenshot shows a medical software interface for a patient named Mr John Jacob. The patient header includes details such as 'NZ European / Pakeha', 'Marketino Representative', and '14/03/1973'. The 'Consultation' dropdown is set to '22/01/2013 10:12 a.'. The main content area displays a note from '21/01/2013 12:00 a.m.' with the subject 'SureMed - KNL - PMAR Request 133971a'. The note content includes 'Mail', 'Attachment', 'Client Authority', 'SureMed paper request', 'Detailed Instructions', and 'Decline to respond'. A task is visible in the right sidebar, titled 'Parked SureMed Fo...'. The interface also features a navigation menu with tabs for 'Notes', 'Results', 'Measurements', 'Scripts', 'Lab', 'Radiol', 'Cardiol', 'Endo', 'Audio', 'Letters', 'Forms', and 'Immunisations'.

Section 7

Declining a request

You can decline a request if the Patient is unknown or no medical info is available.

This can be done at the very beginning when a request reaches MyPractice from the Mail Viewer screen or later from the Patient Clinical Notes if the request has already been filed.

Declining from Mail Viewer

A On the Mail Viewer screen, select the request you would like to decline.

From the right-hand side bar, click on the 'Decline to Respond' attachment

This will navigate to Konnect NET's decline webpage.

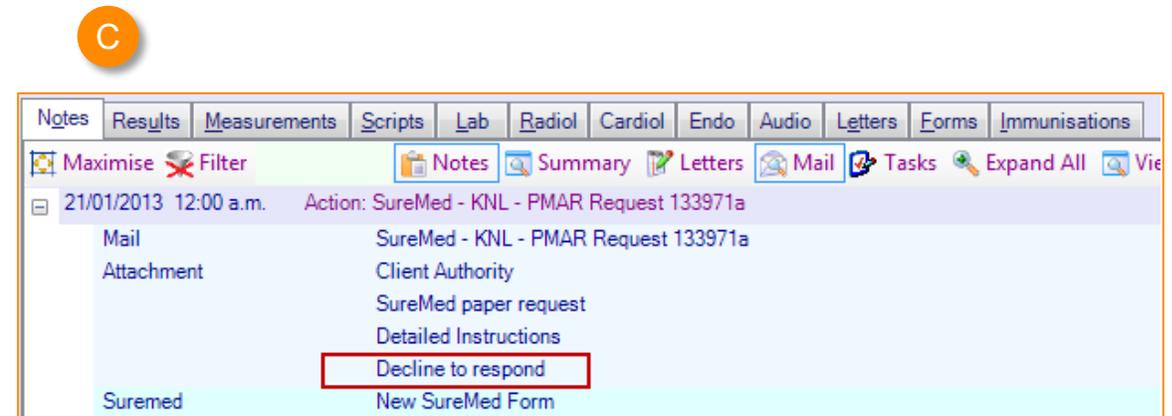
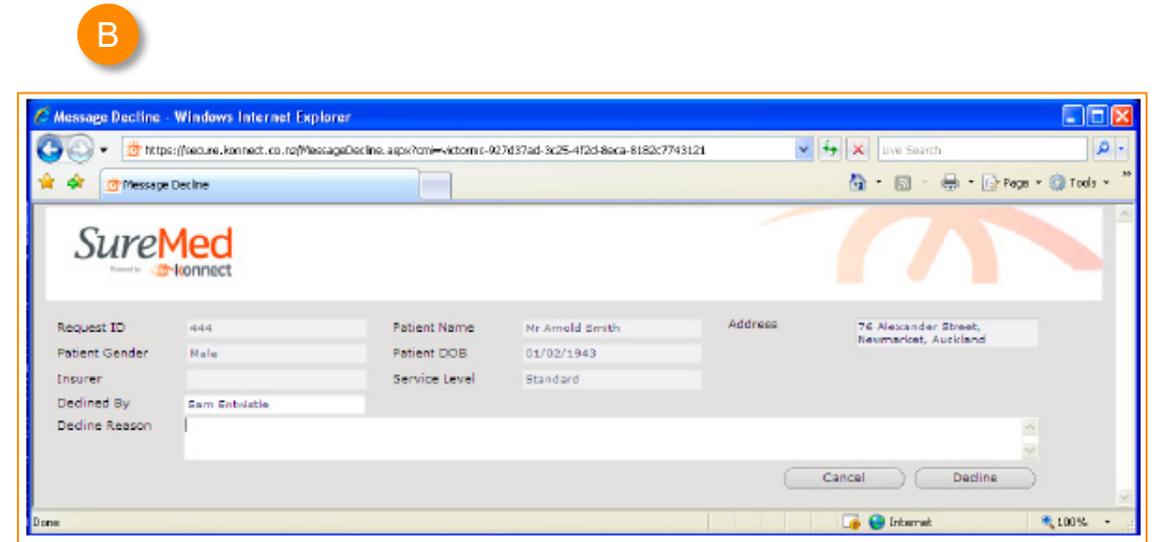
B Enter a 'Decline Reason' and click on the 'Decline' button.

Declining from Patient Notes

Even when a request has been filed to a Patient, a Practitioner can decline to do the request from **Patients Clinical Notes**.

C From the **Notes** tab, click once on the Action item for SureMed request to open the message.

Click on 'Decline to respond' attachment. This will navigate to Konnect NET's decline request page. Enter a 'Decline Reason' and click on the 'Decline' button.



Section 8

Error messages and IT Providers

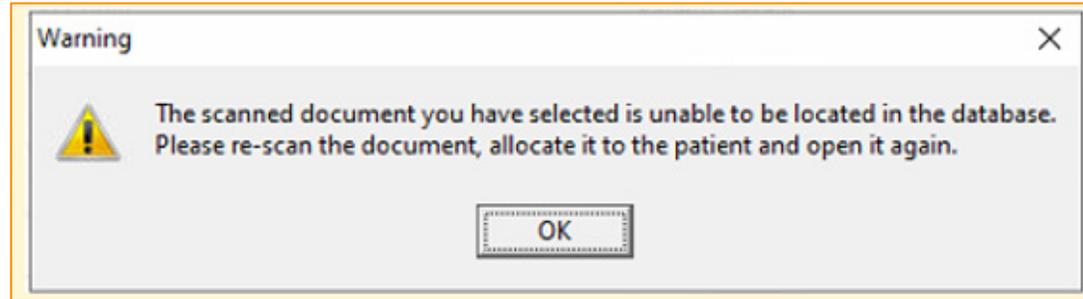
A

We are aware that you may run into Technical difficulties at times and ask that you please email us the following details, to help us triage your issue.

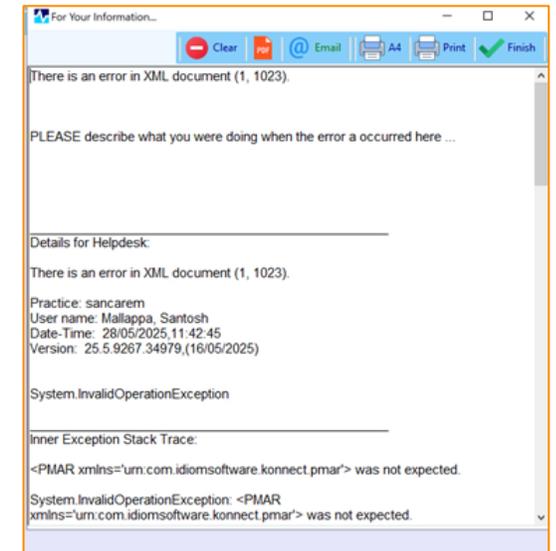
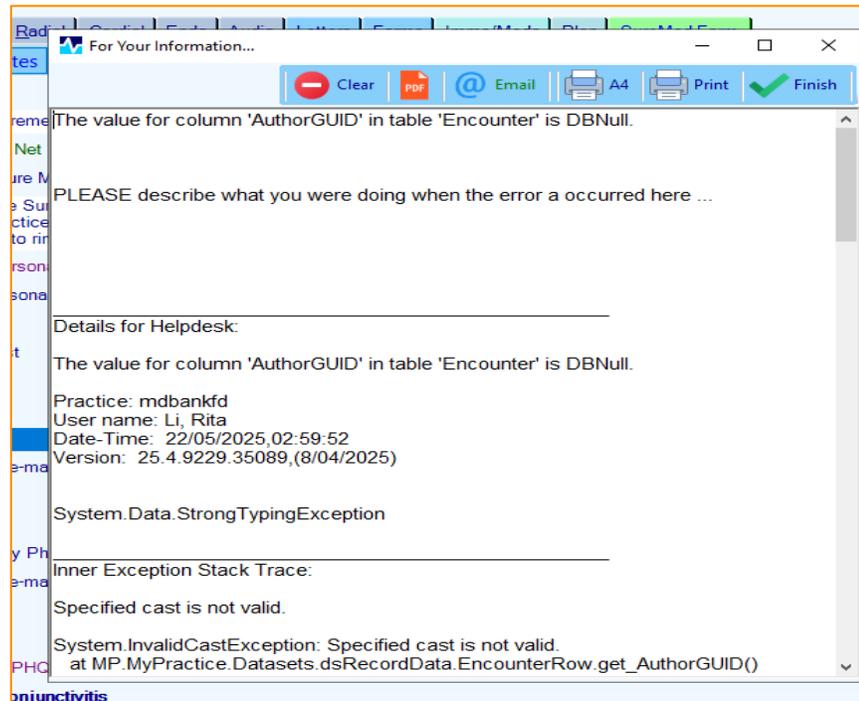
- KNL Reference number e.g. *NZ123456a*
- Screenshot of the error message
- Your IT provider details (Name and Contact number)
- Any additional information that we be helpful e.g. Have you recently had a server upgrade?

Note: Please ensure to notify your IT Provider, providing permission for us to make contact on your behalf

Please email this through to us at – support@konnectnet.com



A



Section 9

Accessing the Submitted form

A For Auditing purposes or any faulty files, a copy of the completed SureMed report will show as completed in the patients' clinical notes.

Once Submission has been completed, a report is generated and is saved into the Patient notes as **'Submitted SureMed Form'**.

B Double clicking on the 'Submitted SureMed Form' will open the report that has been sent to the Insurer.

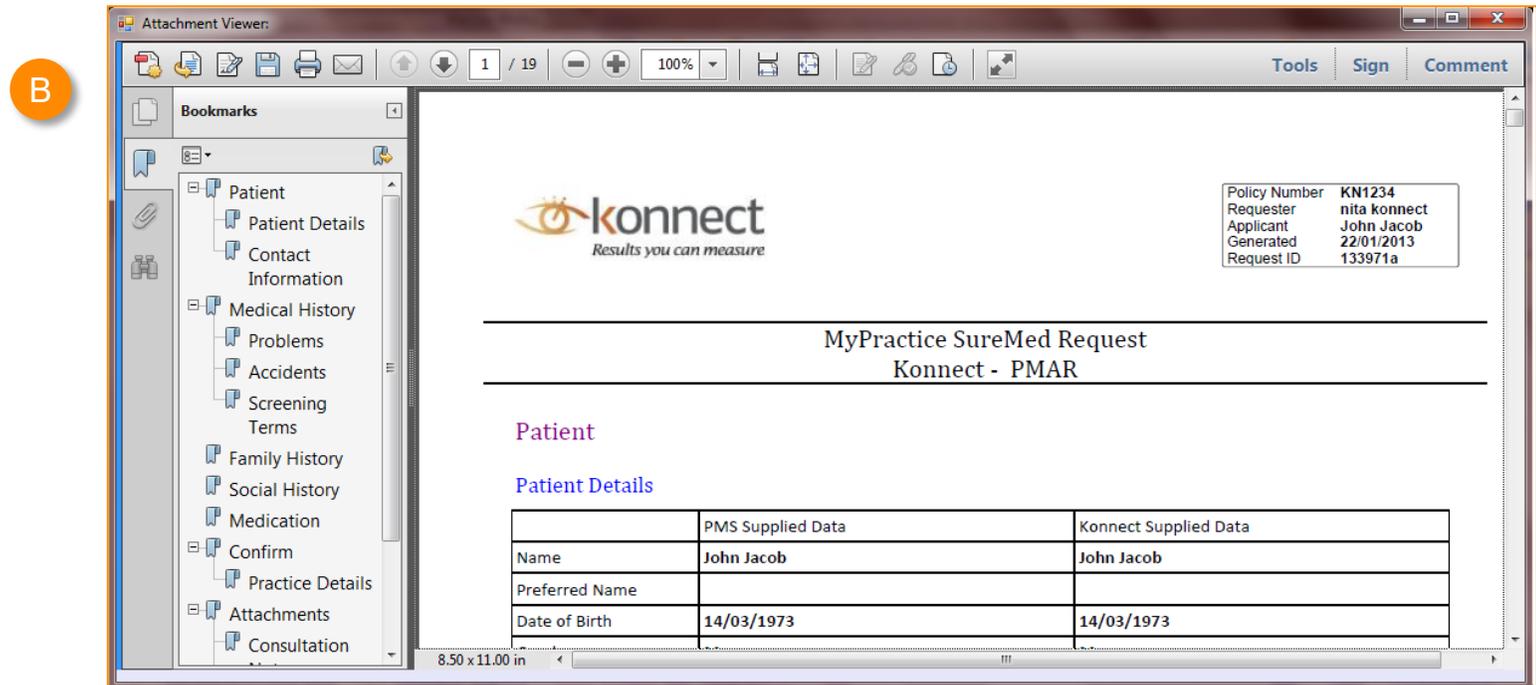
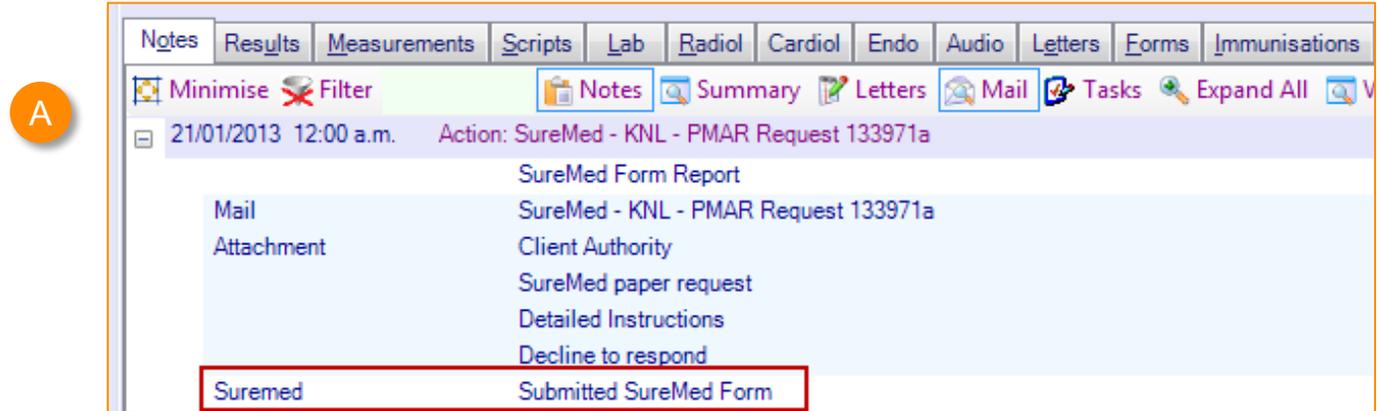
If you need a copy if the report has not come through to SUREMED because of size limits. You can open it and click the save icon and save a PDF copy to your desktop. Then the report can be uploaded to our secure portal or simple transfer:

Portal

<https://go.konnect.co.nz>

Simple transfer:

<https://upload.konnect.co.nz>



Konnect NET Team

feedback@konnectnet.com

www.konnectnet.com

Konnect NET — Part of
Clanwilliam

Konnect NET is part of Clanwilliam, a vast network of healthcare enterprises spanning across the United Kingdom, Ireland, New Zealand, Australia, and India. Together, we're working to create a safer, more efficient and better healthcare for everyone.