Konnect NET

User Guide

25/08/2025

SureMed User Guide for Indici

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)

Accessing SureMed forms

A You can find SureMed requests in either the **patient's inbox** or the **mail inbox**. If not visible, check the **General Mail Inbox** (also called **Provider Functions** inbox) for unmatched requests.

Matching a Request

B Filter the Providers inbox selecting 'V' (black down arrow on the top right-hand bar next to the PLUS sign).

Update the filters:
- **Date range:** All
- **Subject:** SureMed
- **Provider:** ALL
- **File Status**: ALL
- Then click **Search**

this will bring up all pending SureMed requests, regardless if matched or not.

C **Matching an Unmatched Request:**
- If a request shows **no patient name**, click into it.
- Under **External Details**, find the patient's information.
- Use the '**Search Patient**' bar under **Internal Details** to match it to the correct patient in INDICI.
- Once matched, the form will automatically move to the patient's inbox.

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Reassigning a Request to a Provider

A To access a SureMed request, it <u>must</u> be assigned to the correct provider.

Click the 'Re-assign' tab to view a list of users at your practice.
Select the appropriate provider.
If the provider isn't listed, please contact us immediately so we can set them up.
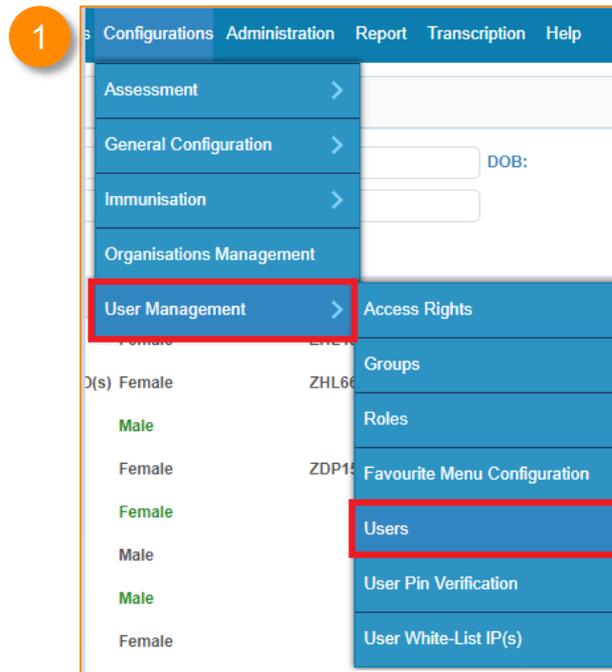
Section 3

Adding usernames

All users must have a SureMed username. Please notify us of any new staff or departures by emailing suremed@konnectnet.com

To add a SureMed username:

1 Step 1: Go to Configurations

2 Step 2: User management

3 Step 3: Users

4 Step 4: Select the name of the user

5 Step 5: Select - Provider details tab

6 Step 6: Enter *<SureMed Username>* This is where they would type the name we have generated, example: *john.smith*

7 Step 7: Save & Finish

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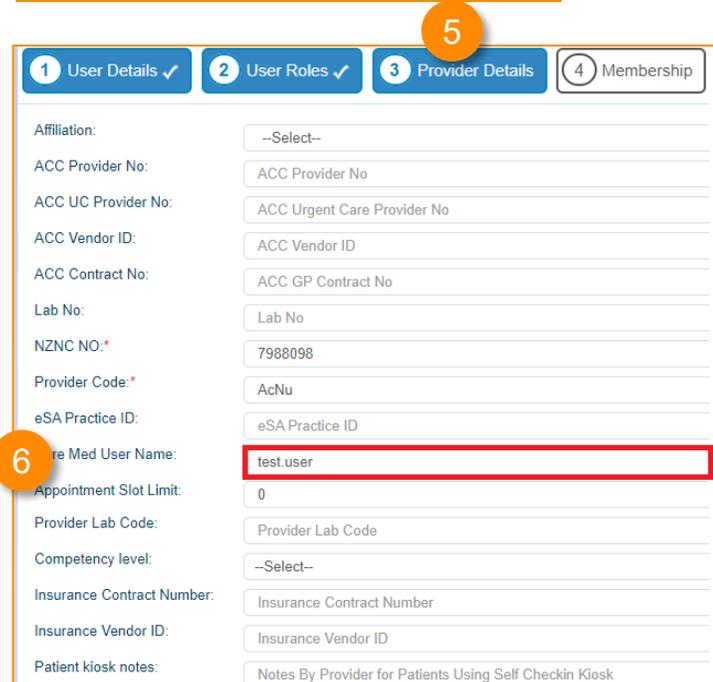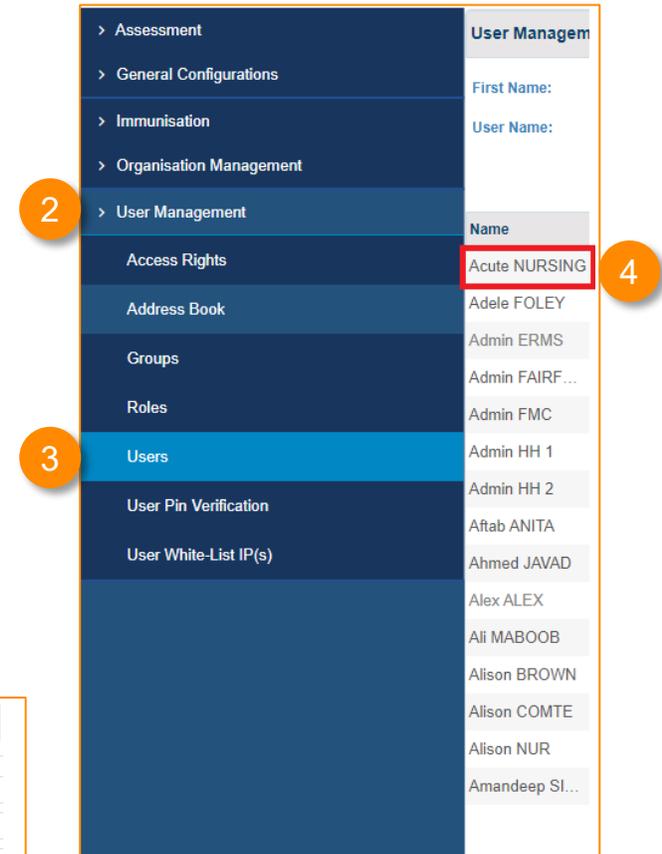
General inbox message overview

Client Authority – Provides you a PDF of the patients signed authority

SureMed Paper Request – Provides you a PDF of the SureMed Request

Decline to respond – Opens a text box for you to decline a request e.g. *Patient transferred out of our practice in March 2023*

Open Electronic Form – To access the Electronic form

Re-assign to other provider - The request must be reassigned to the provider, accessing the form. If the form is not reassigned, there will not be an '*Open Electronic Form*' option as noted above

Filling out the form

A The Instructions and history period are located at the top of your screen noted in the blue ribbon. Feel free to select '*Hide Instructions*' to enlarge your screen.

Proceed by working your way through each tab

B Mandatory questions are indicated by a red asterisk *****.
Please ensure these questions are answered accordingly throughout each tab.

C
- **Previous** – Navigates to the previous tab
- **Next** – Navigates to the following tab
- **Validate** – Highlights any mandatory questions, still requiring action
- **Park** – Allows you to '*pause*' the form, which can then be actioned at a later stage
- **Preview** - Allows you to preview a draft copy of the PDF document

Filling out the form (continued)

D Please note, you can edit text boxes to remove third-party or irrelevant details, as per insurer instructions.

> **Note:** This will only alter the information in the SureMed form, NOT from your INDICI database.

E When responding to a **Specific Condition Request**, it is important that you use the tick boxes on the left to select only the consultation notes relevant to the information being requested.

F Note: Even if the request is condition-specific, the Social History tab is always included in the report.

If unsure, please select '**Unknown / Not applicable**'.

Filling out the form (continued)

G **Accepting the guideline price** automatically generates an invoice in SureMed, ensuring prompt payment.

Note: There is no need to send us a copy of your invoice, but please ensure an invoice is raised in your INDICI system.

Key Benefits Include:

1. When accepting the guideline price for a SureMed request, an invoice is automatically generated, leading to prompt payment to your practice.

2. An email notification will be sent to your admin/finance team, ensuring an invoice is created under the – Konnect Net account.

If you wish to manually bill us for your time, please email all invoices to – invoices@konnectnet.com

Parking the SureMed form

A To pause a form, please select **Park**, located at the bottom left corner of the screen.

To resume your parked form, double click into the SureMed message located in the patients inbox.

B When opening the form, it will ask – 'Do you want to load parked data?'

Click '**Yes'** and it will reload the form and you can continue to complete.

Error messages and IT Providers

Reporting Technical Issues

If you experience technical difficulties, please email the following details to support@konnectnet.com to help us resolve the issue quickly:

- **KNL Reference Number** (e.g. NZ123456a)
- **Screenshot** of the error message
- **Your IT provider's name and contact number**
- Any relevant context (e.g. recent server upgrade)

Note: Please ensure your IT provider has been notified and that you've authorised us to contact them directly if needed.

Note: INDICI error messages can be found in the red square at the top right corner of your screen.

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

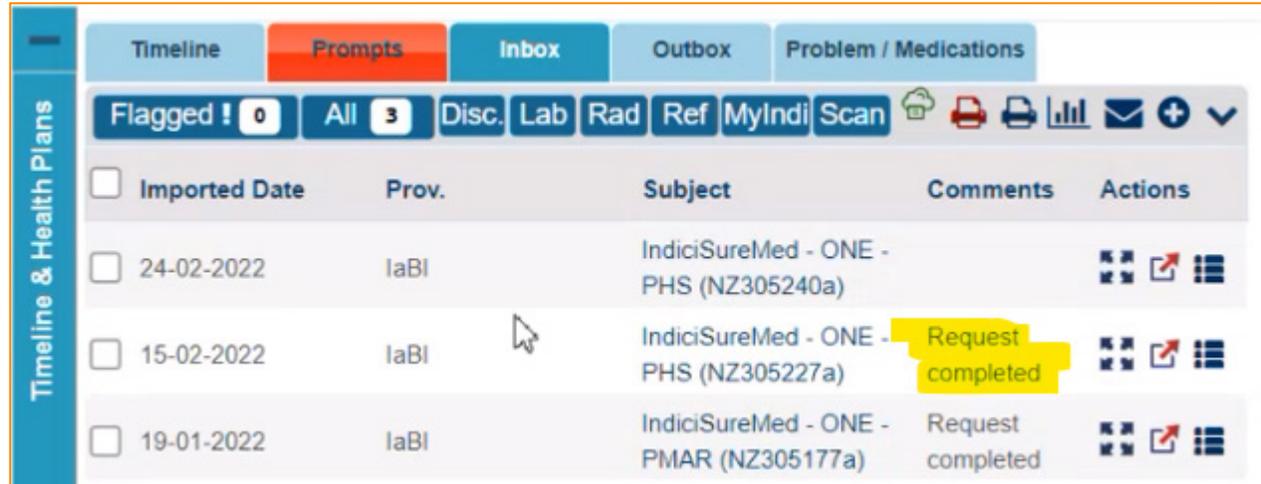**Examples:**
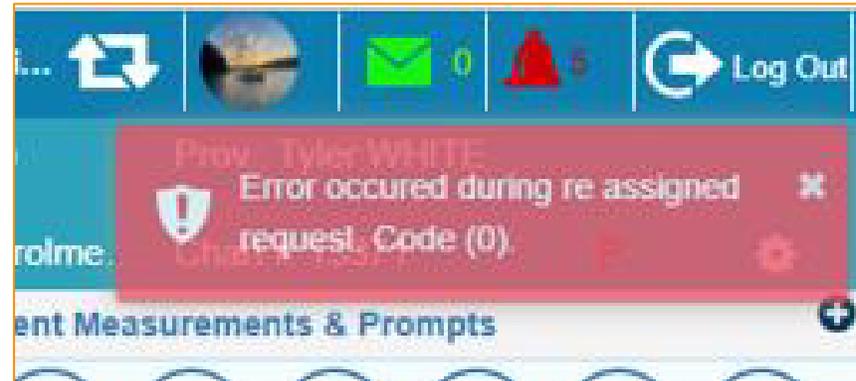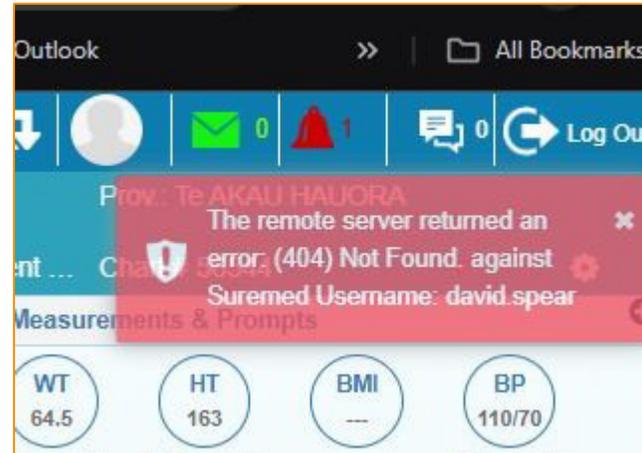
Accessing submitted forms

A Completed reports are saved in the patient's **outbox** for auditing purposes.

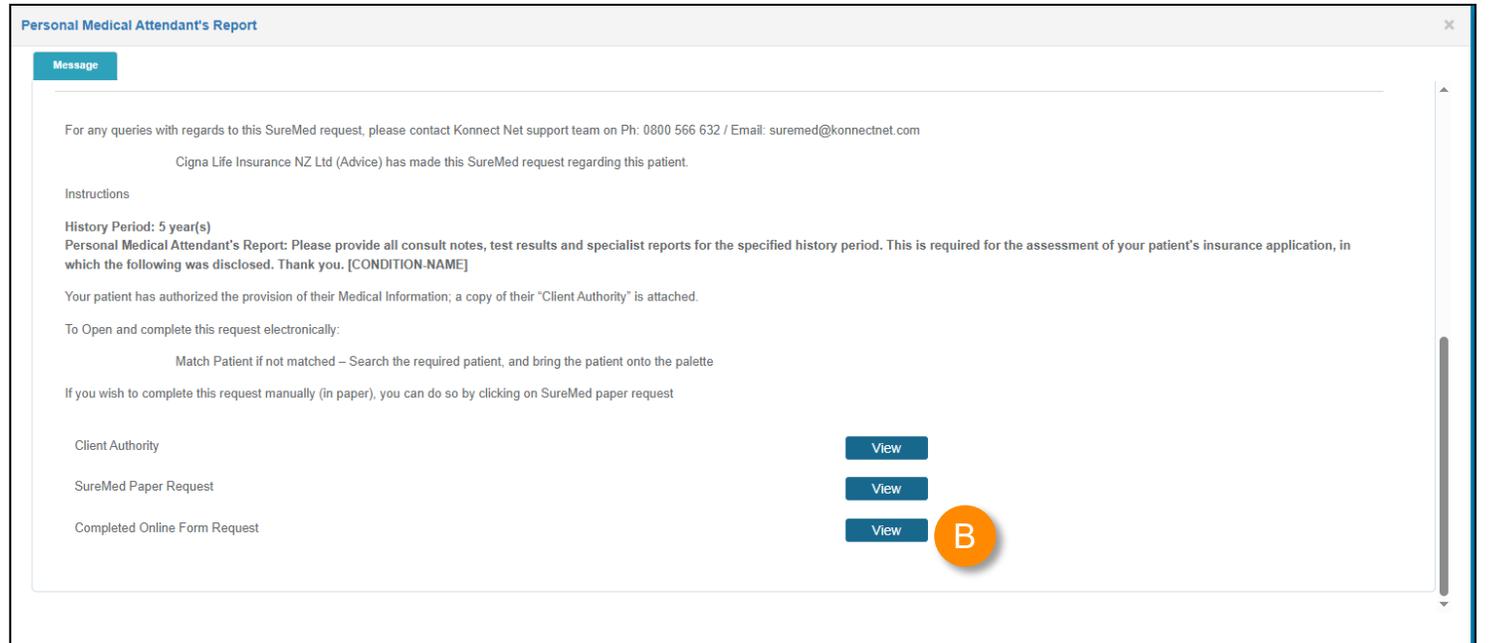The **Comments** section will show **"Request Completed."**

B Double-click the document and choose **'Completed Online Form Request'** from the three available options.

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.

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