

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)

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Accessing submitted forms

Section 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.

The screenshot shows the SureMed interface. At the top, there are navigation tabs: Home, Patient Queues, Appointment, and Patients. A search bar for patients is on the right. Below the navigation, there's a 'Brick WALL' header and a 'Prompts' section with a color-coded list: 1 Overdue (red), 5 High (orange), 0 Medium (yellow), and 0 Normal (green). The main area is an 'Arrival Queue' table with columns: Name, G., Sch., Arr., Wait., Reason, C, Pro., Room, Note, Status, Type. A message 'No record found' is displayed in the table. On the right, there's a 'Tasks (5)' summary table with columns: Ranked, Count. The bottom section is 'Provider Functions' with a 'Mailbox' view. A yellow highlight is on the 'Provider Functions' tab. A green circle 'A' is on the 'Home' tab, and another green circle 'B' is on the 'Provider Functions' tab.

The screenshot shows the 'SureMed' interface with the 'Provider Inbox' view. The inbox title is 'Provider Inbox [465]'. There are input fields for 'From:', 'To:', 'Subject:', 'Organisation:', 'Patient:', 'Provider:', 'File Status:', and 'Status:'. Below these are 'Search' and 'Clear' buttons. A table lists requests with columns: Date, Patient, Subject, Comments, and Actions. Three requests are highlighted with a red box:

Date	Patient	Subject	Comments	Actions
19-07-2017	PENNY CHARLES	IndiciSureMed - ONE - PMAR (NZ288622a)	Request completed	
19-07-2017		IndiciSureMed - ONE - PMAR (NZ288621a)		
19-07-2017	HORACE GREENHOUSE	IndiciSureMed - ONE - PMAR (NZ288619a)	Pending Decline	

The screenshot shows the 'Message' view. It has two sections: 'External Details' and 'Internal Details'. The 'External Details' section shows 'Name: Arnold Smith' and 'Reference Number: NZ288621a'. The 'Internal Details' section shows 'Patient:' with a 'Search Patient' input field and 'Provider: Brick WALL'. The subject is 'IndiciSureMed - ONE - PMAR (NZ288621a)'. A red box highlights the 'Search Patient' input field.

Section 2

Reassigning a Request to a Provider

A To access a SureMed request, it must 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.

The screenshot shows an email message from suremed@konnectnet.com. The subject is "OnePath Life (NZ) Limited has made this SureMed request regarding this patient." The message contains instructions and a list of actions. The following actions are highlighted in yellow:

- Client Authority
- SureMed Paper Request
- Decline to respond
- Open Electronic Form
- Re-assign to other provider

Each highlighted action has a corresponding button to its right: "View", "View", "Decline", "Open", and "Re-assign".

The screenshot shows the same email message as above, but with a "Re-Assign Provider" dialog box open. The dialog box has a title bar with a close button (X). It contains two dropdown menus:

- Provider: Brick WALL
- Re-Assign Provider *: --Select--

At the bottom of the dialog box are two buttons: "Re-assign" (highlighted in yellow) and "Close".

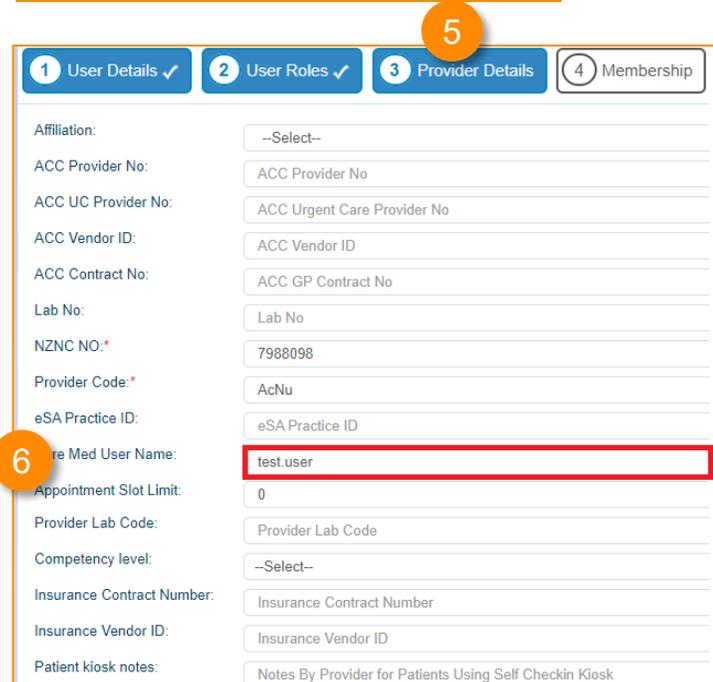
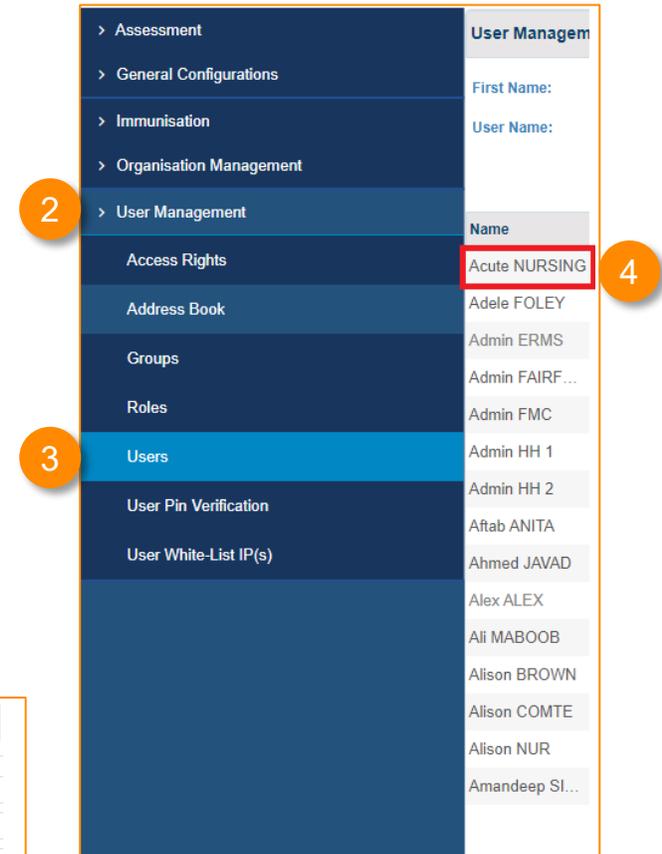
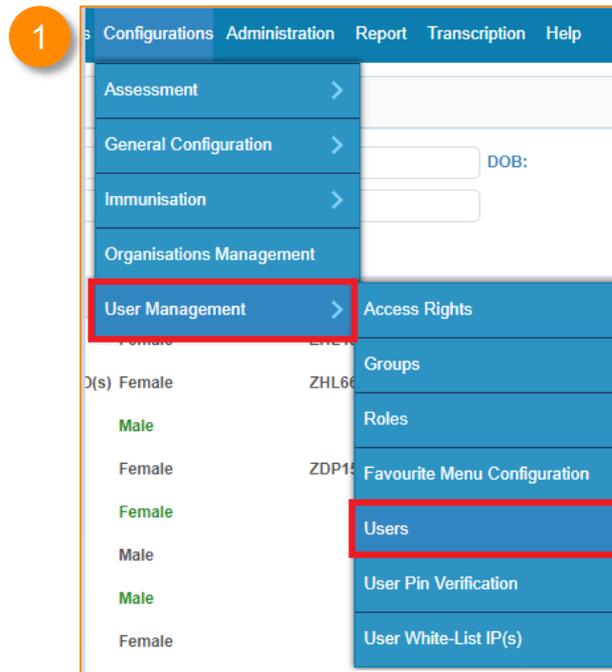
Section 3

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



Section 4

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

Client Authority	View
SureMed Paper Request	View
Decline to respond	Decline
Open Electronic Form	Open
Re-assign to other provider	Re-assign

Section 5

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

A

Web More SureMed PMAR konnectNET

Instructions: Please provide all consult notes, test results and specialist reports for the specified history period. This is required for the assessment of your patient's insurance application. History Period: 1 year

The PMAR retrieves all medical information from the system and enables you to exclude items that are not relevant. Please add any missing relevant information in the 'Other factors' section of the 'Confirm' tab. Ref# NZ1074745x

Hide Instructions Feedback

Patient Details		Contact Information	
Preferred Name	Client Details in Request	Street Address	Client Details in Request
First Name	Mickey	Suburb	Active Patient in PMS
Second Name		City	13 Teed Street
Previous Family Name		Post Code	Newmarket
Surname	Moose	Day Phone Number	Sub
Date of Birth	06/06/1966	Home Number	Auckland
Gender	M	Cell Phone Number	CITY
NHI	PNA9046	Email Address	1023
			7778
			2135462
			02737752
			45456546

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

Previous Next Validate Park Preview Submit

Print OK Cancel Help

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C

Section 5

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**'.

The screenshot shows the 'New SureMed Information Request (Kconnect NET)' interface. The title bar includes 'Web | More | Audit |'. The main header features the SureMed logo, 'SCR to Support a Claim', and 'kconnectNET'. A 'Show Instructions' button is visible. Below the header are tabs for 'Patient', 'Medical History', 'Family History', 'Social History', 'Medication', 'Attachments', and 'Confirm'. A 'Feedback' button is in the top right. The 'Consultation Notes' section is a table with columns for 'Date', 'Subjective Notes', and 'Objective Notes'. The first row has a date of 02/09/2022, subjective notes 'Came in as suffering from headaches', and objective notes 'Large lesion on top of head'. The second row has a date of 23/11/2021, subjective notes 'Patient complained of eye issue', and an empty objective notes field. The third row has a date of 21/07/2021, subjective notes 'Came to see as had fall at work and hurt back', and objective notes 'Sprain to lower back'. A 'D' callout points to the subjective notes field of the first row, and an 'E' callout points to the tick box in the first column of the third row. Below the table is a 'Screening Terms' section and a row of buttons: 'Previous', 'Next', 'Validate', 'Park', 'Preview', and 'Submit'. The footer includes '© 2023 - SureMed 2.0 Version: 1.0.8637.26151' and a Windows watermark.

The screenshot shows the 'New SureMed Information Request (Kconnect NET)' interface. The title bar includes 'Web | More | Audit |'. The main header features the SureMed logo, 'PMAR', and 'kconnectNET'. A light blue banner contains 'Instructions: Please provide all consult notes, test results and specialist reports for the specified history period. This is required for the assessment of your patient's insurance application, in which the following was disclosed - [CONDITION NAME]' and 'History Period: 3 years'. Below the banner is a note: 'The PMAR retrieves all medical information from the system and enables you to exclude items that are not relevant. Please add any missing relevant information in the 'Other factors' section of the 'Confirm' tab. Ref# NZ1074645e'. A 'Hide Instructions' button is visible. Below this are tabs for 'Patient', 'Medical History', 'Family History', 'Social History', 'Medication', 'Attachments', and 'Confirm'. A 'Feedback' button is in the top right. The 'Social History' section contains three questions with radio button options: 'Is the Patient a past or present smoker? *', 'Is there any indication of past or present abuse of alcohol? *', and 'Is there any indication of past or present misuse of drugs? *'. Each question has options for 'Yes', 'No', and 'Unknown / Not applicable'. A 'F' callout points to the 'Unknown / Not applicable' option for the first question. Below the questions is a row of buttons: 'Previous', 'Next', 'Validate', 'Park', 'Preview', and 'Submit'. The footer includes '© 2023 - SureMed 2.0 Version: 1.0.8637.26151' and a Windows watermark.

Section 5

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

The screenshot shows the SureMed PMAR form interface. At the top, there's a header with the SureMed logo, a user icon, and the text 'PMAR' and 'konnectNET'. Below the header, there are instructions: 'Instructions: Please provide all consult notes, test results and specialist reports for the specified history period. This is required for the assessment of your patient's insurance application.' and 'History Period: 1 year'. A note states: 'The PMAR retrieves all medical information from the system and enables you to exclude items that are not relevant. Please add any missing relevant information in the 'Other factors' section of the 'Confirm' tab. Ref# NZ107475x'. There are navigation tabs: 'Patient', 'Medical History', 'Family History', 'Social History', 'Medication', 'Attachments', 'Confirm', and 'Feedback'. The 'Confirm' tab is active. The form is divided into several sections: 'Other Factors' with two questions: 'Are there any comments you would like to add to this response?' and 'Does the electronic record cover the last 1 year?'. 'Payment Details' shows 'PMAR 95.00' and 'Total 95.00 (GST Inclusive)'. A yellow banner says 'Deselect below for manual invoicing'. A checkbox is checked for 'Standard payment terms: By leaving the checkbox ticked you agree to our standard payment terms. This means you will not need to send an invoice to Konnect Net Limited. On submission of this completed request, a confirmation will automatically be sent to your practice and payment for the total amount above will automatically be made by Konnect Net Limited to your nominated bank account within 10 working days.' The 'GP Details' section has two columns of input fields: Name, Practice Name, Street, City, Phone No, NZMC Number (12345), HRI No (Organisation), Speciality (General Practitioner), Suburb, Postcode, Email, HRI No (Common Person), and HRI No (Facility). At the bottom, there are navigation buttons: 'Previous', 'Next', 'Validate', 'Pack', 'Preview', and 'Submit'. A footer contains 'Activate Win...', '© 2025 - SureMed 2.0 Version: 1.0.9337-2835', and 'Print', 'OK', 'Cancel', 'Help' buttons.

Section 6

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.

Surname	Mouse	SMITHIE
Date of Birth	01/02/1934	18/02/1961
Gender	M	M
NHI		SFB3794

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

Buttons: Previous, Next, Validate, **Park**, Preview, Submit

Urgent Personal Health Summary to Support a Claim

Message

Cigna Life Insurance NZ Ltd (Advice) has made this S...

Instructions

History Period: 3 year(s)
Urgent Personal Health Summary to Support a Claim: URGENT PHS...

Your patient has authorized the provision of their Medical Information; a copy of their "Client Authority" is attached.

To Open and complete this request electronically:

Match Patient if not matched – Search the required patient, and bring the patient onto the palette

If you wish to complete this request manually (in paper), you can do so by clicking on SureMed paper request

Client Authority

SureMed Paper Request

Decline to respond

Open Electronic Form

Re-assign to other provider

Dialog Box: Do you want to load parked data?

Section 7

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:

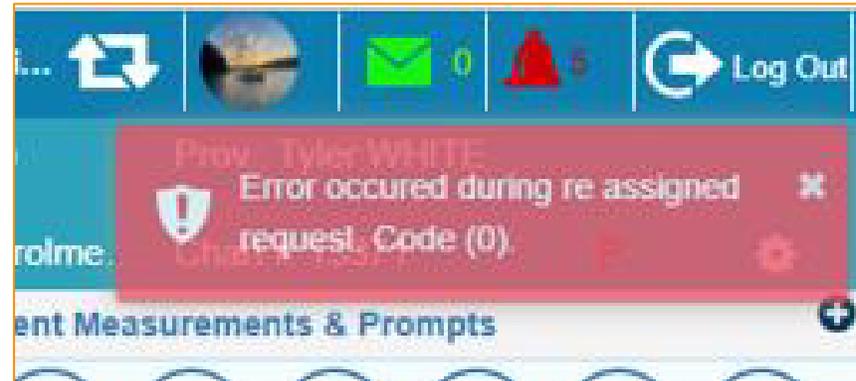
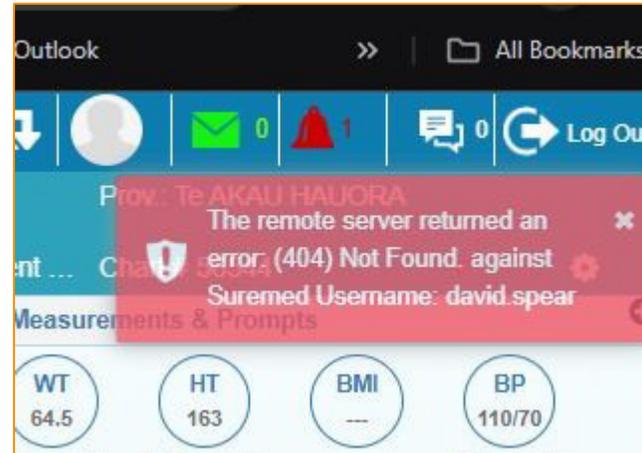
- **KNL Reference Number** (e.g. NZ123456a)
- **Screenshot** of the error message
- **Your IT provider's name and contact number**
- Any relevant context (e.g. recent server upgrade)

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:



Section 8

Accessing submitted forms

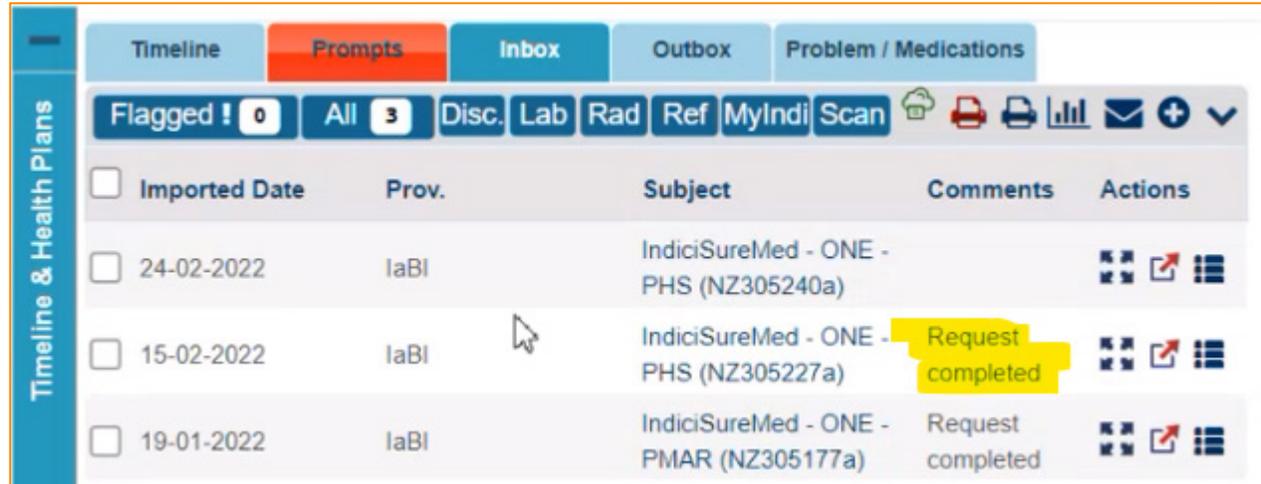
A

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

The **Comments** section will show “**Request Completed.**”

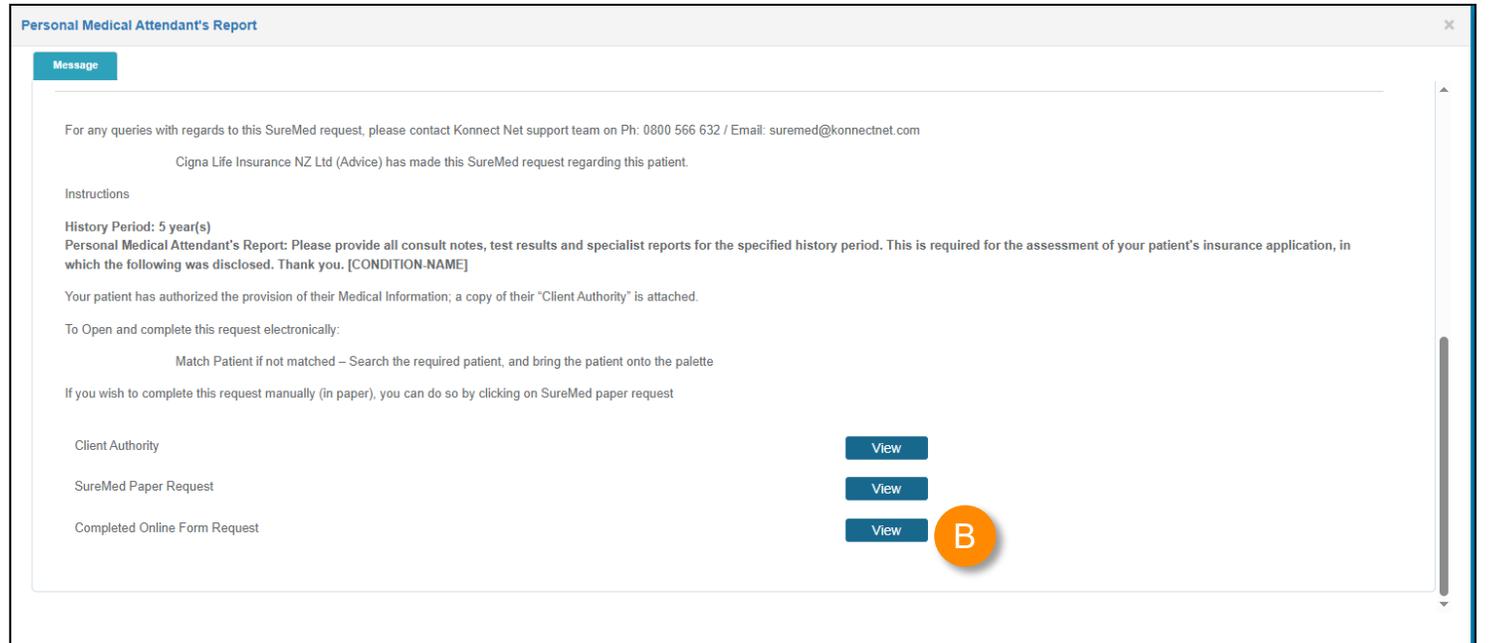
B

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



Imported Date	Prov.	Subject	Comments	Actions
24-02-2022	IaBI	IndiciSureMed - ONE - PHS (NZ305240a)		
15-02-2022	IaBI	IndiciSureMed - ONE - PHS (NZ305227a)	Request completed	
19-01-2022	IaBI	IndiciSureMed - ONE - PMAR (NZ305177a)	Request completed	

A



Personal Medical Attendant's Report

Message

For any queries with regards to this SureMed request, please contact Konnect Net support team on Ph: 0800 566 632 / Email: suremed@konnectnet.com

Cigna Life Insurance NZ Ltd (Advice) has made this SureMed request regarding this patient.

Instructions

History Period: 5 year(s)
Personal Medical Attendant's Report: Please provide all consult notes, test results and specialist reports for the specified history period. This is required for the assessment of your patient's insurance application, in which the following was disclosed. Thank you. [CONDITION-NAME]

Your patient has authorized the provision of their Medical Information; a copy of their "Client Authority" is attached.

To Open and complete this request electronically:

Match Patient if not matched – Search the required patient, and bring the patient onto the palette

If you wish to complete this request manually (in paper), you can do so by clicking on SureMed paper request

Client Authority [View](#)

SureMed Paper Request [View](#)

Completed Online Form Request [View](#)

B

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.