

FAQ for patients

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This FAQ answers common questions for patients who are sent documents using Secure Send. These documents are downloaded from a secure online page containing your invoices, referrals and letters.

Delivery steps for patients:

1. Receive an email or SMS with a download [link](#).
2. Click on the [link](#).
3. Receive a security code (unless the practitioner overrides the requirement).
4. Enter the Security Code.
5. The download page will open (displays all documents available for download).
6. Click on a document to open and download the document to your local device.

What email to mobile number will be used to send the document?

The email or mobile number is in your patient record. Let the doctor know if you want the document sent to a different mobile number or email address.

How long will the link be active for?

The link will be valid for 7 days.

How long do I have to download the document?

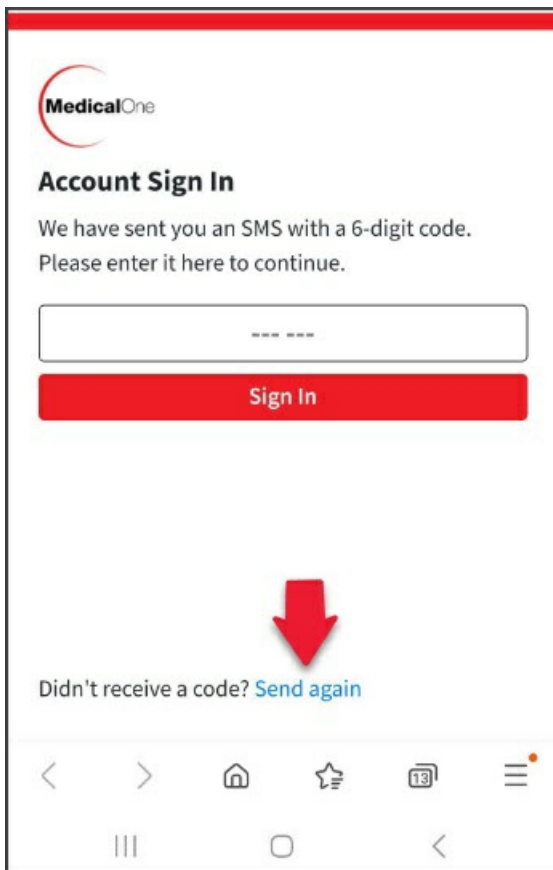
Documents will be available to download for 7 days.

What should I do if I don't receive the link?

Check with the practice if you do not receive the email or SMS after 15 minutes. Reception will be able to see if the link was sent.

What should I do if I don't receive the security code?

Use the **Send Again** link at the bottom of the **Account Sign-in** page. **You must wait for 15 seconds before requesting another security code. The 15-second timer will appear** at the bottom of the page.



What happens if the security code is entered incorrectly?

You will receive an incorrect code message. Recheck the code sent to you to ensure it is the most recent code, then try again. You can request a new code (as explained above) up to five times before being locked out for 30 minutes. You can try again after 30 minutes.

What do I do with the document when I download it?

- An invoice can be saved for your own records.
- A paid invoice could be used to claim from a health fund or 3rd party.
- A referral can be printed out to take with you. Some laboratories or specialists may accept email.

How can I tell what document to download?

If there is more than 1 document, the newest document will be at the bottom.

I have a pathology/radiology referral but it does not tell me what laboratory to go to.

A doctor's referral can be taken to any pathology or radiology laboratory. Some clinics may provide a list of local laboratories.