Fax transmission to cease at Tallangatta Health Service

As the NBN rolls out, Tallangatta Health Service'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 from **2nd May 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 Tallangatta Health Service to transfer and receive all patient information via a LiquidFiles FileDrop.

The LiquidFiles FileDrop tool requires no registration for an external party to use.

What do you need to do from 2nd May 2022?
Please refer to Instructions on how to send files via a Filedrop.

To send a file to Tallangatta Health Service
- Select the required FileDrop URL and copy it into your browser.
- The FileDrop will open.
- Enter your email address.
- Enter the message subject.
- Type the message.
- Add attachments (each message can be up to 1GB in size, allowing you to send multiple attachments at once).
- Click Send.

Receiving a file from Tallangatta Health Service
Two emails will be sent to the recipient to complete the download process.

- The first email sent will contain a URL link to download the attached files.
- Click on the link and enter your email address.
- 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 when prompted).
- Copy and paste the passcode into the required field to complete the verification process.
- 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.
- 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.

Tallangatta Health Service – Mailbox Destination and FileDrop URL

Mailbox Destination	FileDrop URL
Tallangatta Health Service: Acute Ward & Lakeview Nursing Home	https://files.hrha.org.au/filedrop/THSAcuteWardandLakeview
Tallangatta Health Service: Administration, Main Reception, Accounts & Executive	https://files.hrha.org.au/filedrop/THSAdministration
Tallangatta Health Service: Bolga Court (Aged Care)	https://files.hrha.org.au/filedrop/THSBolgaCourt
Tallangatta Health Service: My Community & Home Care, District Nursing, Referrals & Allied Health	https://files.hrha.org.au/filedrop/THSMCHC
Tallangatta Medical Centre	https://files.hrha.org.au/filedrop/THSMedicalCentre