

LiquidFiles Frequently Asked Questions

What is LiquidFiles?

LiquidFiles is a secure file transfer system for person-to-person email communication. LiquidFiles can be accessed in two ways: online or through an installed Outlook plugin. LiquidFiles works fast, just as you would expect with standard email.

What is a LiquidFiles FileDrop?

A FileDrop is a unique URL used to transmit health information to NCN Health

Why are fax machines no longer an electronic communication method with *Health Service*?

As the NBN rolls out, NCN Health's analogue phone and fax lines are being replaced with the new digital network. Traditional fax machines are reliant on an analogue line which will no longer be available. LiquidFiles has been identified as the preferred application and will be implemented by NCN Health to transfer and receive all patient information via a LiquidFiles FileDrop.

What date is the change effective?

Monday 2nd of May, 2022

What information needs to be transmitted by *Health Service* using LiquidFiles?

NCN Health strives to ensure patient privacy and confidentiality is maintained at all times. Therefore, any health information that identifies a client needs to be securely transmitted.

Is there any financial cost to receiving a file/s transmitted using LiquidFiles?

No. There is no financial cost to download and access a file/s received via the LiquidFiles application.

What if I do not use a LiquidFiles FileDrop to request or transmit health information to NCN Health?

If a LiquidFiles FileDrop is not used to request information, any files transmitted from NCN Health will be done via the LiquidFiles application. The recipient will be required to use a form of two-way authentication to download and access a file/s.

What do I need to do I receive a file/s from NCN Health and need to open it?

Visit our website for information on how to transmit a request or receive health information using the LiquidFiles application

What information needs to be transmitted by NCN Health using LiquidFiles?

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What information can be transmitted without using LiquidFiles?

Information that is not health information and that cannot in anyway identify an individual