6 April 2022

RE: Facsimile Transmission to cease at NCN Health

Following the roll out of the NBN network, and the cessation of analogue services, NCN Health's analogue phone and fax lines are being replaced with a new digital network.

As a result, traditional fax machines, which rely on an analogue line will no longer be available to receive or transmit information from **Monday 2 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 across all NCN Health campuses to transfer and receive all patient information via a LiquidFiles FileDrop. The LiquidFiles FileDrop tool requires no registration and is free for an external party to use.

To assist you on how to use LiquidFiles from 2 May 2022, please see the 'how to' guideline on transmitting and receiving confidential information via a NCN Health LiquidFiles FileDrop. This is available on the website.

We thank you for your continued support and if you have any queries please contact our IT department on ncnhealth@ncnhealth.org.au

Yours sincerely,

Justin Sullivan
Acting Chief Executive Officer

Nathalia Campus
36-44 McDonell St, Nathalia VIC 3638
T (03) 5866 9444
E ncnnathalia@ncnhealth.org.au

Cobram Campus
24-32 Broadway St, Cobram VIC 3644
PO Box 252, Cobram VIC 3644
T (03) 5871 0777
E ncncobram@ncnhealth.org.au

Numurkah Campus
2 Katamatite Rd, Numurkah VIC 3636
PO Box 128, Numurkah VIC 3636
T (03) 5862 0555
E ncnnumurkah@ncnhealth.org.au

To send a file to NCN Health

- 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 NCN Health

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.**

NCN Health – FileDrop Names and URL

FileDrop Name	URL
NCN Health Community Health & Wellbeing Intake	https://files.hrha.org.au/filedrop/NCNCommunityHealthWellbeing
NCN Health Karinya	https://files.hrha.org.au/filedrop/NCNKarinya
NCN Health Numurkah Acute & UCC	https://files.hrha.org.au/filedrop/NCNNumurkahAcute
NCN Health Pioneers Lodge	https://files.hrha.org.au/filedrop/NCNPioneersLodge
NCN Health Cobram Acute	https://files.hrha.org.au/filedrop/NCNHealthCobramAcute
NCN Health Cobram DNS	https://files.hrha.org.au/filedrop/NCNHealthCobramDNS
NCN Health Cobram Medical Clinic	https://files.hrha.org.au/filedrop/NCNHealthCobramMedicalClinic
NCN Health Cobram Admin	https://files.hrha.org.au/filedrop/NCNHealthCobramAdmin
NCN Health Cobram Irvin House	https://files.hrha.org.au/filedrop/NCNHealthCobramIrvinHouse
NCN Health Nathalia Clinical	https://files.hrha.org.au/filedrop/NCNHealthNathaliaClinical
NCN Health Nathalia Medical Clinic	https://files.hrha.org.au/filedrop/NCNNathaliaMedicalClinic
NCN Health Numurkah Reception	https://files.hrha.org.au/filedrop/NCNNumurkahReception