

medEbridge[®]

Customer User Guide

Frequently Asked
Questions



Contents

medEbridge® Terminology

User Management

I clicked 'forgotten password', but I am not receiving my new reset link email.

How often do I have to reset my medEbridge password?

My MFA is not working/I have a new phone.

How do I change a case into another team members name?

Place an Order

How can I select a different team member as the Requester of the order?

I can't find the Service/Product I am looking for.

What does the private and confidential status mean in medEbridge®, and do I need to use this?

3 Case Management 7

4 I can't find a case on my Dashboard. 8

Will the Service Provider respond if I ask a question on my case? 8

What file types can I upload to medEbridge®? 9

What does On Hold mean and how do I action those requests?

I can't find my evidence.

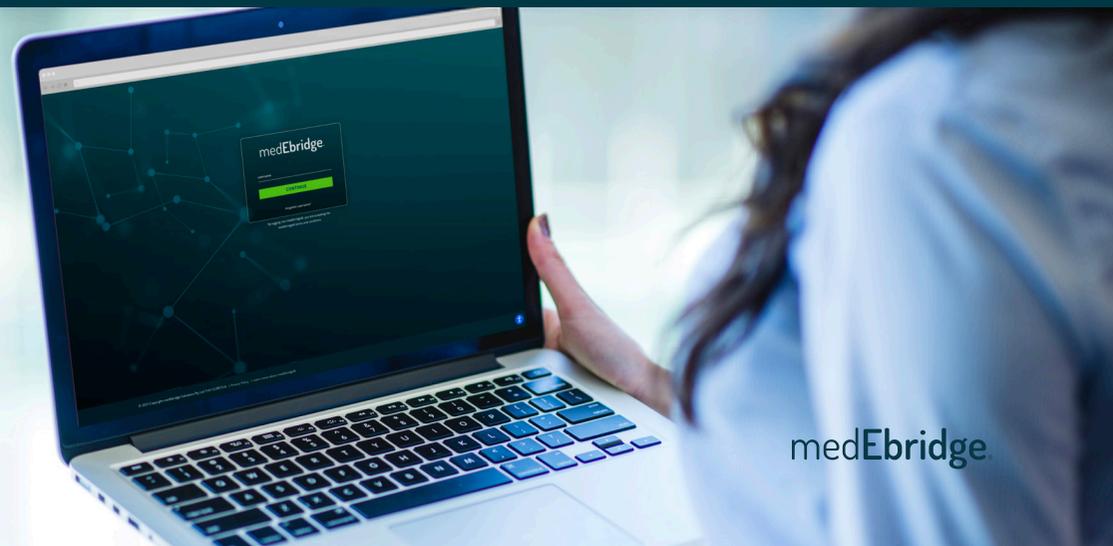
IME Services 10

5 How do I see national availability for Telehealth appointments so I can find the most suitable appointment for the examinee? 11

If none of the availabilities suit my examinee, can I ask for a different time and date? 11

6 Where do I find the booking confirmation details? 12

For any further enquiries, please email support@medEbridge.com.au



medEbridge® Terminology

Terminology

Customer	The organisation/business requesting a service or product in medEbridge®
Department (+Team)	The structure of your organisation on medEbridge® into separate business unit/s; scheme/s; etc where applicable
Requester	The user's name who the case is allocated to
Product	The service/product you are needing delivered
Service Provider	The business entity/company/brand delivering various products/services
Organisation	The medical clinic/location allocated to your case
Provider Person	The individual provider (Specialist, GP, Allied Health etc. where applicable) who is completing your case

medEbridge®

Mandatory fields	Shown in medEbridge® as an asterisk * at the end of the data field
	Allows you to move to the next page of medEbridge®. If clicking on the 'next' button does not move to the next page, you will have missed a mandatory field. Mandatory fields will be highlighted in RED if further information needs to be entered
	Allows you to move back through your order, save your order, or delete
Order	Every order will be made up of 1 or more cases. An order is identified as M1111111
Case	Where services and/or product/s will be delivered by an individual Provider/Service Provider medEbridge® divides these into a case. A case is identified with a hyphen after the order number ie M1111111-1; M1111111-2 etc
Evidence	Where applicable, the documentation which completes your request
Participant	The medEbridge® term for the examinee

User Management



I clicked 'forgotten password', but I am not receiving my new reset link email.



If you have not activated your account or have not logged on for a few months you may be unable to reset your password and need to request we reset it for you. Please email support@medEbridge.com.au or contact your Service Provider.



How often do I have to reset my medEbridge password?



Every 60 days (except where your MFA is Federated, in which case you use your organisation's MFA and it will follow their password reset rules).



My MFA is not working/I have a new phone.



If you have changed mobile devices your MFA will not work as it is associated with a single device. You cannot reset this yourself and must request an MFA reset from by emailing support@medEbridge.com.au. Alternatively, if you email MFA and have not logged on in a few months this may also require a reset.



How do I change a case into another team members name?



Contact support@medEbridge.com.au and provide the team with:

- The medEbridge® Case ID
- Your name and email address
- The colleagues name and email address you want the case transferred to

Place an Order

1/2



How can I select a different team member as the Requester of the order?



When you start a new order, simply select the Requester you want to allocate the order to as shown below. This person will then receive all communication from medEbridge® on the in progress case.

The screenshot shows the 'Place Order' interface with a progress bar at the top containing 'Products', 'Product Options', 'Participants', and 'Attachments'. The 'Products' step is active. Below the progress bar, there are two dropdown menus: 'Department' (set to 'Demonstration Dept ALL') and 'Requester' (set to 'Demo All'). A search bar for products is visible on the right. The 'Requester' dropdown menu is open, showing a list of options: 'Demo All', 'Colleague One', and 'Colleague Two'. 'Demo All' is highlighted in blue.

Note: If you want to change the Requester after an order is placed, this can be actioned by a *'user manager'*. You may have someone in your organisation with this access. Alternatively, you can contact your Service Provider to request the update and discuss getting user manager access.



I can't find the Service/Product I am looking for.



Send your enquiry to support@medebridge.com.au and our team will review your request and let you know how to proceed.

Place an Order

2/2



What does the private and confidential status mean in medEbridge®, and do I need to use this?



All cases lodged into medEbridge® adhere to the Australian Privacy Principles. The *'private and confidential'* checkbox enforces an additional flag on cases, only users with the highest permissions can access these cases after submission. These users are authorised by your organisation with these permissions. This flag may be used in cases where the participant is a high profile individual.

Review your order Below

Review all your order details below and make sure they're correct before you submit it for processing. You can jump back and change any of the options using the edit icons below.

Customer Options

Customer	Demonstration Customer	Claim Number	<input type="text" value="4444"/>	Date of Injury	<input type="text" value="02/07/2025"/>
Department	Demonstration Dept ALL		*		*
Team	N/A				
Requester	Demo All demo.all@demo.com				
	<input type="checkbox"/> Private and Confidential				

Note: This feature must be configured for use. Contact your Service Provider or support@medebridge.com.au if you have any queries.

Case Management

1/3



I can't find a case on the Dashboard.



If your case is complete, it will be transferred to the Completed page where all evidence and some invoices are located.

The screenshot shows the 'Completed Evidence' page in the medEbridge system. The page has a dark blue header with navigation icons for dashboard, orders, documents, and resource library. Below the header, there are several filter sections: Customer (Demonstration Customer, Demonstration Dept ALL, team, order requester, option), Order (case Id, submitted from, submitted to, Any Category, products, case status), Participant (Ernest, family name, DOB, state, contact number), Document (uploaded from, uploaded to, Any Document Category, Downloaded, Non-downloaded), and Active Filters (customer department given name, Demonstration Customer, Demonstration Dept ALL, Ernest). A search button is located at the bottom right of the filter section. Below the filters, a table shows 1 match found. The table has columns for Customer, Department (Team), Case ID, Order Requester, Participant Name, Case Status, Case Products, Uploaded, Service Provider, Document Category, and Actions. The row shows: Demonstration Customer, Demonstration Dept ALL, M22475305-1, Demo All, Hemingway, Ernest, Active, Independent Medical Examination (IME), 31/07/2025 11:06 AM, mlcoa, Evidence, and a download icon.

If your case is still in progress, it will be located on your Dashboard. If you are having difficulty finding an Order/Case, firstly check that your filters are set up correctly. Check the Requester filter, and ensure you clear any dates in the submitted date fields:

The screenshot shows the 'Case Summary' page in the medEbridge system. The page has a dark blue header with a search icon. Below the header, there are several filter sections: Customer (Demonstration Customer), Department (Demonstration Dept IME), Team (Any Team), Requester (Demo User), Category (Any Category), Submitted date (dd/mm/yyyy), and To date (dd/mm/yyyy). The Requester dropdown menu is open, showing options: Any Requester, Demo User, and Demonstration IME User. The Submitted date and To date fields are highlighted with red boxes.

You can also locate Order/Case via the All Orders search.

Case Management

2/3

How to search for all Orders/Cases you or colleagues have requested.

Enter your CRN (Claim, Matter, Policy, Employee number) to find all orders associated with your participant.

The screenshot shows the medEbridge search interface. The top navigation bar includes 'medEbridge', 'dashboard', 'orders', 'documents', 'resource library', a search bar, and a user profile 'Demo All'. The main search area has several filter sections: 'Customer' (Demonstration Customer, Demonstration Dept ALL, Team), 'Participant' (Family Name, Given Name, DOB), 'Customer Reference' (6666, i.e. Policy, Claim, Matter or Member Number), 'Provider' (Family Name, Given Name, Organisation), 'Service Provider' (Service Provider), 'Order / Case ID' (Order / Case ID, Requester), 'Category' (Any Category), 'Adviser' (Adviser), 'Adviser Group' (Adviser Group), and 'Fund' (Fund). There are 'search' and 'reset search' buttons. To the right, the 'Filters' section includes 'from date' and 'to date' (dd/mm/yyyy) with a 'go' button, and 'Order Status' options: Draft, Active, On Hold, Incomplete, Complete, and Cancelled. A 'My Orders' checkbox is also present. Below the filters, a table shows '2 results found' with columns: Order Id, Date Created, Requester, Customer, Department, Team, Participants, Products, Status, and Actions. The first result is Order Id M22475305, Date Created 31/07/2025, Requester Demo All, Customer Demonstration Customer, Department Demonstration Dept ALL, Team Hemingway, Ernest, Products Independent Medical Examination (IME), Status Active. Below this, a section shows '1 match found' with columns: Case Id, Participant, Products, Provider, Customer, Date Created, Status, and Actions. The match is Case Id M22475305-1, Participant Hemingway, Ernest, Products Independent Medical Examination (IME), Provider MLCOA Victoria, Dr Erin Redmond, Customer Demonstration Customer, Date Created 31/07/2025, Status Active.

If you only want to view your orders/cases click on the *My Orders* checkbox.



Will the Service Provider respond if I ask a question on my case?



Yes, the Service Provider will respond on medEbridge® to any questions you raise. They will enter a case note response and you will be notified via email of the update.

Case Management

3/3

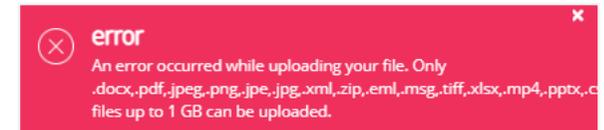


What file types can I upload to medEbridge®?



medEbridge® accepts the below file types up to a file size of 1GB per file, should you try to upload another document format you will see the below error message, and you will need to convert your file to one of these file types.

.docx .png .xml
.pdf .jpg .zip
.jpeg



What does On Hold mean and how do I action those requests?



A case goes On Hold when the Service Provider UHG require something from you in order to progress the case. This could be an additional signed authority if the Provider requires a specific authority, or it could be approval for additional fees.



I can't find my evidence.



Evidence is in the 'documents' tile. You will be able to access any evidence which belongs to departments you are a member of. Check which filters you have entered in the search, sometimes less is more.

Customer	Order	Participant	Document	Active Filters
Demonstration Customer	case id submitted from submitted to order requester option	romeo family name DOB state contact number	uploaded from uploaded to Any Document Category <input checked="" type="checkbox"/> Downloaded <input checked="" type="checkbox"/> Non-downloaded	customer: Demonstration Customer department: Demonstration given name: romeo

Customer	Department (Team)	Case ID	Order Requester	Participant Name	Case Status	Case Products	Uploaded	Service Provider	Document Category	Actions
Demonstration Customer	Demonstration	M21049341-1	Demonstration Customer	Montague, Romeo	Complete	Independent Medical Examination (IME)	22/05/2025 02:23 PM	Demonstration Service Provider	Invoice	>
Demonstration Customer	Demonstration	M21049341-1	Demonstration Customer	Montague, Romeo	Complete	Independent Medical Examination (IME)	22/05/2025 02:22 PM	Demonstration Service Provider	Evidence	>

Note: You can do partial name searches as well.

IME Services

1/3



How do I see national availability for Telehealth appointments so I can find the most suitable appointment for the examinee?



The best way to do this on medEbridge® is to do a search for the clinical background without a location and use the filter of Telehealth to the left side of the screen. This will ensure you will see the full availability nationally.

The screenshot displays the 'Product Options' search interface. On the left, there are filters for 'Case' (Independent Medical Examination (IME)), 'Refine Providers By' (clear filters), 'Locations within' (0km), and 'Accreditations' (AMA 4th Edition, 5th Edition, 6th Edition, NSW PIC MA, NSW WC). The 'Telehealth' checkbox is checked. The main search area includes 'Provider Search' with filters for 'Is an interpreter required?' (No), 'Is the evidence required urgently?' (No), and 'Is this for permanent impairment?' (No). Search criteria include 'Provider Organisation', 'Search for Providers by Name', 'Orthopaedic Surgeon', and 'Expertise'. Location filters are set to 'Prahran'. The results section shows 'We found 1 Healthcare Providers matching your search criteria' and lists 'Dr. Demo Specialist Orthopaedic Surgeon' with a calendar view of availability from Monday 26 May to Wednesday 11 Jun. The calendar shows 'Morning 2 available' slots at 10:00 on each day. Action buttons for 'view full calendar', 'view profile', and 'contact provider' are visible.

Day	Monday 26 May	Wednesday 28 May	Monday 02 Jun	Wednesday 04 Jun	Wednesday 11 Jun
Location	Prahran	Prahran	Prahran	Prahran	Prahran
Time	Morning 2 available	10:00	Morning 2 available	10:00	10:00

IME Services

2/3



If none of the availabilities suit my examinee, can I ask for a different time and date?



There are 2 options that you can use.

Option 1: When you know the provider/specialist you want to undertake the assessment, simply click on the 'contact provider' button and detail your requirements to the provider. They will receive your request and respond in medEbridge®.

Refine Providers By [clear filters](#)

Locations within

0km

Telehealth
 Face to face

Accreditations

AMA 4th Edition
 AMA 5th Edition
 AMA 6th Edition
 NSW PIC MA
 NSW WC

We found 1 Healthcare Providers matching your search criteria

Order By: Date ▼

[search](#)

Dr. Demo Specialist
Orthopaedic Surgeon
Hip, Spine, Trauma

[view full calendar](#)
[view profile](#)
[contact provider](#)

Monday 26 May	Wednesday 28 May	Monday 02 Jun	Wednesday 04 Jun	Wednesday 11 Jun
Prahran	Prahran	Prahran	Prahran	Prahran
Morning 2 available	10:00	Morning 2 available	10:00	10:00

Option 2: When you have no preference for the actual provider and want to ask the Service Provider (brand) a question in medEbridge®, use the toggle to select the Service Provider you want to respond and detail your requirement to them. They will receive your request and respond in medEbridge®.

Provider Search

Results Surfaced: **Organisations** < People

Search for an Organisation by Provider Type and Location

Provider Type: [dropdown] [clear]

Enter a suburb or postcode: [input] [location icon]

[search](#)

We found 1 Healthcare Providers matching your search criteria

Order By: Name ▼

Demonstration Service Provider [select provider](#)

Note: You may wish to use this feature when you are not sure what kind of speciality is most appropriate to conduct an assessment.

IME Services

3/3



Where do I find the booking confirmation details?



You will receive an email to notify you that the provider has updated your case with a Booking Confirmation. Click on the link in the body of the email and in the Attachments tab you can download the document.

Hemingway, Ernest

case # **M22475305-1**

Participant Details
DOB: 16/01/1963
Mobile Phone: 0410100100
Appointment Date: 06/08/2025
Appointment Time: 10:00 AM (Melbourne)

Demonstration Customer
Demonstration Dept ALL
Claim Number: 6666

MLCOA Victoria
North Tower, Level 3, 485 La Trobe Street,
Melbourne VIC 3000 Australia
Dr Erin Redmond (Psychiatrist)

Appointment Date: 06/08/2025
Appointment Time: 10:00 AM

micoa - micoa - VIC
(0396502000)

Active
Service Provider Days: 1
Business: 1
Calendar: 1
Provider: 1
On Hold: 0
Total On Hold: 0

[clone order](#)
[view evidence](#)
[cancel the case](#)

[reschedule](#)

Notes | **Participant** | **Attachments** | **Details** | **Related Cases**

[+ add attachment](#)

Current Attachments	Authority Info	Size	Category	Date Added	Added By	History
Booking Confirmation Template.docx		22.41 KB	Booking Confirmation	31-Jul-2025	medEbridge	

medEbridge[®]