

medEbridge[®]

Customer User Guide

IME Services



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For any further enquiries, please email [**support@medEbridge.com.au**](mailto:support@medEbridge.com.au)



Completing your medEbridge® user profile

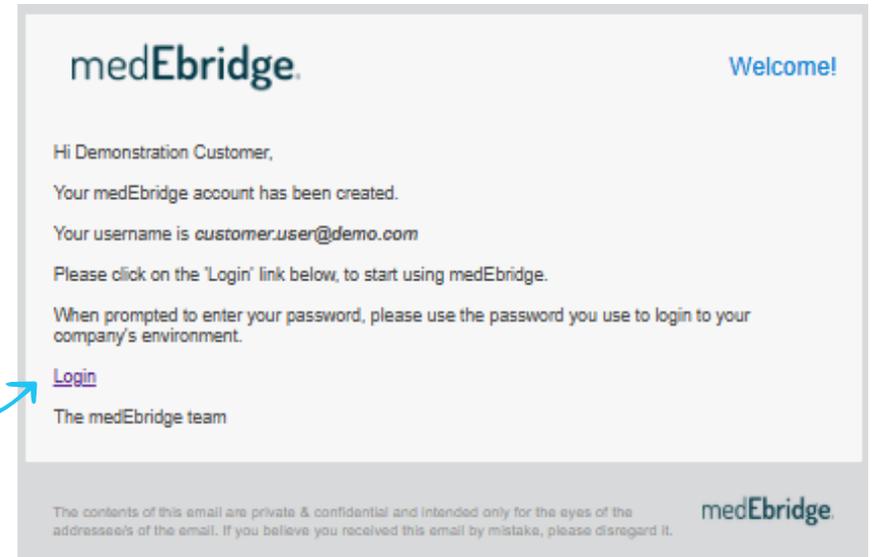
To access medEbridge® an account must be created for you under your company.

There are two main user logins in medEbridge®, a 'federated' and a 'non-federated' customer user.

Federated user

This is where your company and medEbridge® are using integrated authentication. You will receive your activation confirmation email from **donotreply1@medEbridge.com.au**

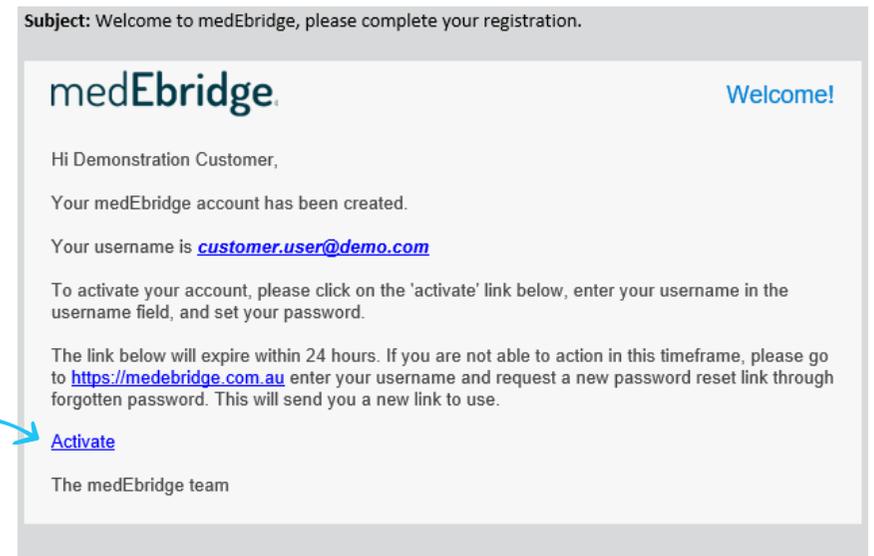
To log in click on the 'login' link and enter your email address and your usual company password.



Non-federated user

This is where your company has elected to use the standard Microsoft MFA option for medEbridge®. In this instance, when you receive your activation confirmation email from **donotreply1@medEbridge.com.au**

To log in click on the 'activate' link (within 24hrs of the email receipt) and enter your email address in the username field.



Creating your password

In this instance you will need to create a new password every 60 days and the password will need to meet the following criteria.

- A minimum of 8 and maximum of 20 characters
- At least 1 non alphanumeric character (special character set eg. %@#)
- At least 1 number and 1 letter
- A mix of upper and lower case
- Should **NOT** contain sequential digits in your password (eg. 1234 or 4321)

medEbridge

Your new password should:

- contain a minimum of 8 characters
- have at least one non-alphanumeric (special) character e.g. *#!
- contain at least one uppercase and at least one lowercase character
- have no single sequential numbers after the other e.g. 1234
- not be the same as any of your 24 previously used passwords

Reset Password

Enter your username, followed by your new password.

username _____

password _____

confirm password _____

6-digit code _____

Click the resend button if you did not receive the email after 1 minute

RESEND CODE

set password cancel



To set up your MFA, you can elect to have the code sent to you via your email or phone app.

Multifactor Authentication (MFA)

Phone app authentication

An authenticator app helps verify your identity by providing a code to pass for each user session. The unique code is refreshed every 30 seconds.

Instructions

1. Install and open either the Microsoft Authenticator app or Google Authenticator app on your mobile phone
2. Select 'Setup Account' or 'Add New Account' or + button
3. Scan the QR code which displays on screen
4. Enter the 6-digit verification code displayed on your chosen authenticator app and continue to complete the registration

Unable to scan the QR code?

1. Open your chosen authenticator app
2. Select 'Setup Account' or 'Add New Account'
3. Select the manual setup process
4. Enter your account name and the key



Email authentication

With this option, an email will be sent with a unique code for each user session.

Instructions

1. Click 'send' to send an email to your email address
2. Click the 'send' button again if you do not receive the email after 1 minute
3. Enter the 6-digit code sent to your email address and continue to complete the registration

Please note that if you select Email Authentication and your organisation has firewalls which delay the receipt of emails from external organisations, this may not be the best option for you.

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

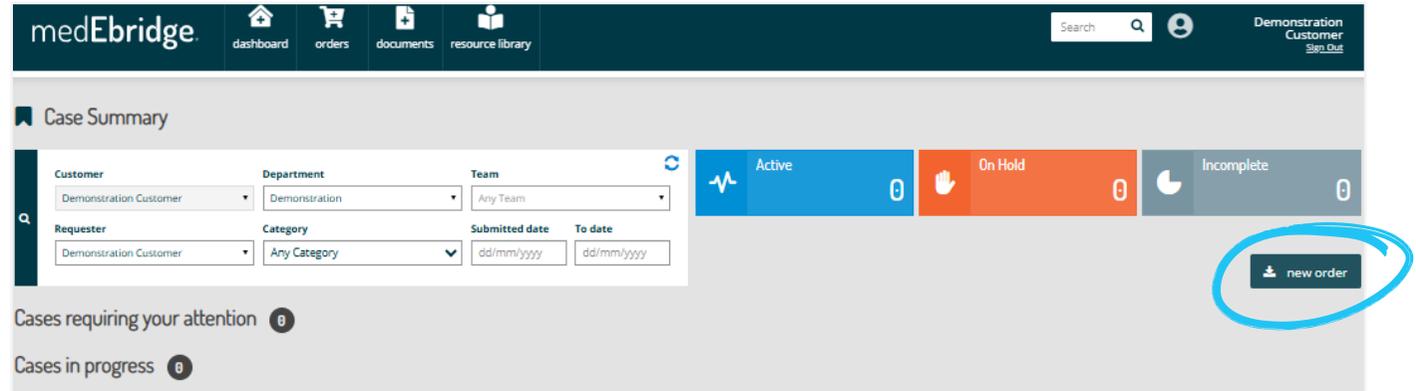
medEbridge®

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

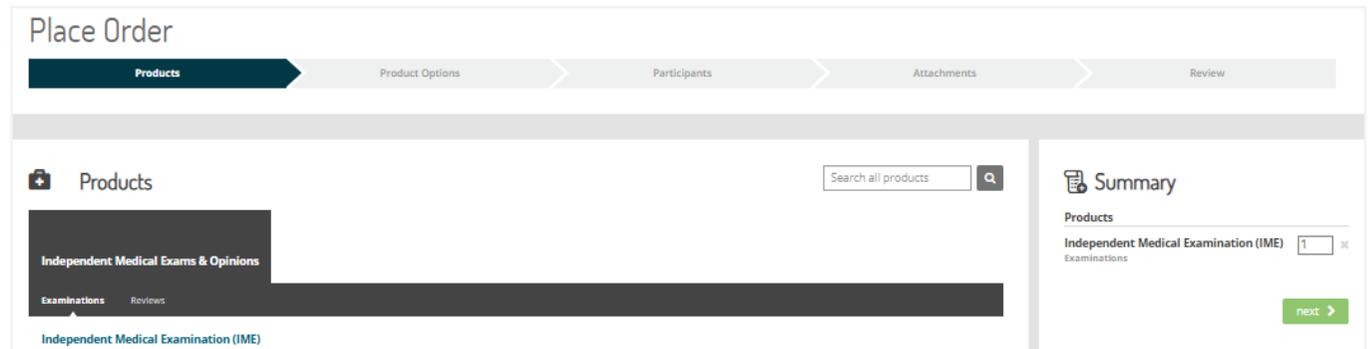
How to place an order

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1 The 'new order' button is on the dashboard.



2 Select the service/s required for your order.



How to place an order

2/4

3 Search for the provider that best meets your needs.

Product Options

Case Independent Medical Examination (IME)

Provider Search

Search for a Provider

Is an interpreter required? No Yes

Is this for permanent impairment? No Yes

Results Surfaced: Organisations People

Is the evidence required urgently? No Yes

Is an interpreter required?

Toggle and add the language required. If you are wanting the Service Provider to organise the interpreter, please add this into the 'additional information for provider' field at the bottom of this page.

Is this for permanent impairment?

If the assessment is for PI, toggle Yes and add the PI Guide into the 'additional information for provider' field at the bottom of this page.

Is evidence required urgently?

If the report is required by a specific date, toggle Yes and add the details into the 'additional information for provider' field at the bottom of this page.

4 Enter the providers name, type, location or preferred appointment date range. You only need to add a location if the assessment needs to be face to face.

Provider Organisation

Search for Providers by Name

Provider Type

Enter a suburb or postcode

Appointments from

Appointments to

search

How to place an order

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You may also like to refine your search further by using the accreditations or mode of delivery on the left of the page.

The screenshot shows a search results page for healthcare providers. On the left, a 'Refine Providers By' panel is circled in blue. It includes a 'Locations within' slider set to 0km, checkboxes for 'Telehealth' and 'Face to face', and a list of 'Accreditations' such as 'AMA 4th Edition', 'AMA 5th Edition', 'AMA 6th Edition', 'NSW PIC MA', 'NSW WC', 'NSW WC IMC', 'QLD WC', 'RTWSA', 'TAS WC', 'VIC PI', 'VIC WorkSafe', and 'WA WC APIA'. Below this panel is a blue box with a lightbulb icon and the text: 'If you can't find a time to suit your needs, please click on the "contact provider" button to enter your time preferences or call the number listed.' The main search results area shows three providers: 'Dr. Demo Specialist Orthopaedic Surgeon', 'Professor Demonstration Specialist Cardiologist', and 'Ms. Demonstration Allied Health Occupational Therapist'. Each provider has a calendar view with buttons for 'view full calendar', 'view profile', and 'contact provider'. A search button is in the top right, and 'Order By: Date' is in the top right corner.

5 Select your preferred appointment.

This is a close-up of the appointment selection interface for 'Dr. Demo Specialist Orthopaedic Surgeon'. It shows a calendar grid with columns for 'Monday 26 May', 'Wednesday 28 May', 'Saturday 31 May', 'Monday 02 Jun', and 'Wednesday 04 Jun'. The location is 'Prahran' for all days. The 'Monday 26 May' slot shows 'Morning 2 available'. The 'Wednesday 28 May' slot shows '10:00' with a person icon. The 'Saturday 31 May' slot shows '09:00' with a person icon. The 'Monday 02 Jun' slot shows 'Morning 2 available'. The 'Wednesday 04 Jun' slot shows '10:00' with a person icon. On the right side, there are three buttons: 'view full calendar', 'view profile', and 'contact provider'.

How to place an order

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Sometimes provider availabilities are secured on demand. Simply click on the 'contact provider' button and enter your request and the Service Provider will respond on medEbridge® with an appointment selection for you to choose from.

Ms. Demonstration Allied Health
Occupational Therapist

To request an appointment with this Healthcare Provider
please click on the "contact provider" button, enter details and submit your order

Location
Prahran, VIC

contact provider

View profile

If the LOI or supporting evidence is available you can upload these to the order via the case attachments field.

6

In the next screen you will add the details of the examinee, called the 'Participant' in medEbridge®.

Add Participant

Select Participant by Claim Number

Participant Personal Details

Given Name

Family Name

Previous Name

Date of Birth

Gender

Address Details

Street Address

Suburb

State

Postcode

Contact Details

Can the service provider contact participant? Yes No

+ Add another contact option

Pref.	Type	Details
<input checked="" type="radio"/>	Mobile Phone	<input type="text"/>
<input type="radio"/>	Personal Email	<input type="text"/>

[back](#) [cancel](#) [delete](#) [next](#)



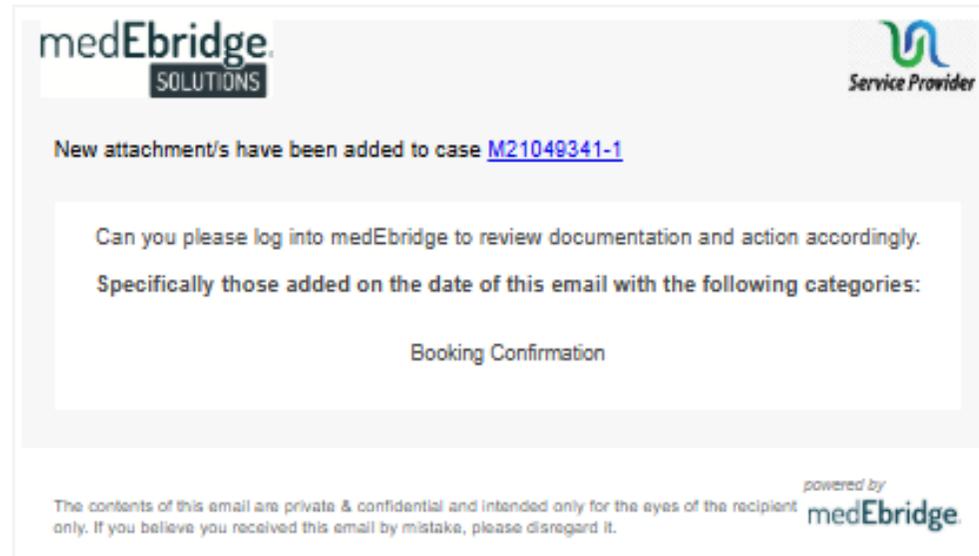
Once you review and submit your order, the Service Provider will be notified.

How to access the booking confirmation

Once the service provider has reviewed your request, they will confirm the booking by attaching the booking confirmation to the case.



You will receive an email notification when this is ready as shown below.



How to upload the LOI and/or supporting evidence

1/2

1

From your dashboard, locate the case you are needing to upload your attachments to.

The screenshot shows the medEbridge dashboard interface. At the top, there is a navigation bar with the medEbridge logo and menu items: dashboard, orders, documents, and resource library. A search bar and a user profile icon are also present. Below the navigation bar, the 'Case Summary' section features several filters: Customer (Demonstration Customer), Department (Demonstration), Team (Any Team), Requester (Demonstration Customer), Category (Any Category), Submitted date, and To date. To the right of these filters are three status indicators: Active (1), On Hold (0), and Incomplete (0). A 'new order' button is located at the bottom right of the filter section. Below the filters, there are two sections: 'Cases requiring your attention' with a notification icon (8) and 'Cases in progress' with a notification icon (1). The 'Cases in progress' section displays a detailed view of a case. The case details include: Participant (Romeo Montague, 03/02/1981), Products (Independent Medical Examination (IME)), Service Provider (Demonstration Service Provider), Claim Number (158), Requester (Demonstration Customer), Department/Team (Demonstration Customer), Provider (Demo Provider Organisation Dr Demo Specialist), Appointment (31/05/2025 09:00 AM), and Case ID (M21049341-1). A blue arrow points to the Case ID. To the right of the case details is a status indicator 'Active' with a '-1 DAYS' timer and a checklist of case stages: Case Created (checked), Appointment Booked (checked), Appointment Attended (unchecked), Evidence Received (unchecked), and Case Completed (unchecked). An 'Actions' button is located at the bottom right of the case details.

You can click on the medEbridge® Case ID to open the case.

How to upload the LOI and/or supporting evidence

2/2

2 Click on the *Attachments* tab and click on '+add attachment'.

Montague, Romeo Active case # **M21049341-1**

Participant Details
DOB: 03/02/1981
Mobile Phone: 0410100100
Appointment Date: 31/05/2025
Appointment Time: 09:00 AM (Melbourne)

Demonstration Customer
Demonstration
Claim Number: 158

Demo Provider Organisation
1 Maples Lane, Prahran VIC 3181 Australia
Dr Demo Specialist (Orthopaedic Surgeon)

Appointment Date: 31/05/2025
Appointment Time: 09:00 AM

Demonstration Service Provider
(1300 000 000)

Buttons: [clone order](#), [cancel the case](#), [reschedule](#), [+ add attachment](#)

Current Attachments	Authority Info	Size	Category	Date Added	Added By	History
Booking Confirmation Template.docx		22.41 KB	Booking Confirmation	22-May-2025	medEbridge	

You can either upload or drag and drop the required document/s.

How to locate your colleagues' bookings

Go to the 'orders' tile and use the filters to find bookings belonging to your colleagues within the same customer/department.

The screenshot shows the medEbridge 'orders' page. The navigation bar includes 'dashboard', 'orders', 'documents', and 'resource library'. The 'orders' tile is highlighted with a blue arrow. The main content area features a search form with various filters and a 'Filters' section on the right. The search results show one match found, which is expanded to show a detailed view of the booking.

Customer: Demonstration Customer, Demonstration, Team

Participant: Family Name, Given Name, DOB

Customer Reference: 15896 (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

Fund: Fund

Filters

from date: dd/mm/yyyy

to date: dd/mm/yyyy **go**

Order Status:

- Draft
- Active
- On Hold
- Incomplete
- Complete
- Cancelled

My Orders

1 match found

Order Id	Date Created	Requester	Customer	Department	Team	Participants	Products	Status	Actions
M21049473	22/05/2025	Customer Case Manager	Demonstration Customer	Demonstration		Hemingway, Ernest	Independent Medical Examination (IME)	Active	>

1 match found

Case Id	Participant	Products	Provider	Customer	Date Created	Status	Actions
M21049473-1	Hemingway, Ernest	Independent Medical Examination (IME)	Demonstration Provider Clinic Professor Demonstration Specialist	Demonstration Customer	22/05/2025	Active	>

How to communicate with your Service Provider

medEbridge® enables you to communicate securely with your Service Provider so you are not required to send unsecure emails.

- 1 Go to the relevant case by finding it on your Dashboard (if the case is active), or by searching in the 'orders' page.

Notes

Participant Attachments Details Related Cases

Case Notes

export case notes [upload icon] + add attachment

Show Notes from: Internal Users MedEbridge Provider Adviser Service Provider

22/05/2025, 12:25:19 pm | melissa flowers to medEbridge, Customer, Practice Manager, Provider, Service Provider

An attachment Booking Confirmation Template.docx, with category Booking Confirmation has been uploaded by melissa flowers - medEbridge

22/05/2025, 12:23:47 pm | medEbridgeBackground System to medEbridge, Customer, Practice Manager, Provider, Service Provider

Order Submission Details:

Independent Medical Examination (IME)

Provider Search:

add note

You can use the 'add note' feature to send secure communication to the Service Provider by typing into this box and clicking 'add note'.

- 2 The Service Provider will review your communication and provide a reply, you will receive an email notification with the email subject line:

Provider has updated your case — [M21049341-1] [Montague, Romeo] [158]

Click on 'View Case' and you can then access the response securely in medEbridge®.

medEbridge

YOUR CASE HAS BEEN UPDATED

PARTICIPANT MONTAGUE, ROMEO CLAIM NUMBER 158 CASE ID M21049341-1

The provider has asked that you be alerted to their latest case note. Please log in to review the update.

View Case

If you need any help, please contact the service provider on 1300 000 000.

The contents of this email are private & confidential and intended only for the eyes of the addressee(s) of the email. If you believe you received this email by mistake, please disregard it.

Click on 'View Case' and you can then access the response securely in medEbridge®.

How to access your completed reports and invoices



medEbridge® will email you a completed case notification when the Service Provider has uploaded your medical report, and for some customers, the invoice.

- 1 Click on the 'log into medEbridge® to review the case details' link in the email and you will be taken to the completed documents page.

Completed Evidence

Customer: Demonstration Customer, Demonstration, team, order requester, option, option

Order: case id, submitted from, submitted to, Any Category, products, case status

Participant: romeo, family name, DOB, state, contact number

Document: uploaded from, uploaded to, Any Document Category, Downloaded, Non-downloaded

Active Filters: customer department, given name, Demonstration Customer, Demonstration, romeo

2 results found

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	>

- 2 From here you can download the PDF report and/or invoice, you can also view an audit trail to see who has accessed the report.

History

File Type	.pdf	File Size	10.2KB	
Date	Action	User	Organisation	IP Address
22/05/2025 2:23:11 PM	Created	medEbridgeBackground System	MedEbridge	
22/05/2025 2:35:23 PM	Downloaded	Demonstration Customer	Demonstration Customer	10.112.21.49:58267, 10.112.144.151, 10.112.149.121:4517
22/05/2025 2:36:03 PM	Downloaded	melissa flowers	MedEbridge	10.112.21.49:57878, 10.112.144.151, 10.112.149.121:4517



Troubleshooting Common FAQs

1/2

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

A 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.

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

A 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.

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

A 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 'Provider Search' interface on the medEbridge platform. It includes a 'Product Options' dropdown set to 'Case' (Independent Medical Examination (IME)). The search criteria are: 'Is an interpreter required?' (No), 'Is this for permanent impairment?' (No), and 'Is the evidence required urgently?' (No). The search is for 'Orthopaedic Surgeon' with 'Expertise' as a filter. The results show '1 Healthcare Providers matching your search criteria'. The first result is 'Dr. Demo Specialist', an Orthopaedic Surgeon with expertise in Hip, Spine, Trauma. A calendar view shows availability for Monday 28 May, Wednesday 28 May, Monday 02 Jun, Wednesday 04 Jun, and Wednesday 11 Jun. The specialist is available for Telehealth appointments on Monday 28 May, Wednesday 28 May, and Monday 02 Jun, with 'Morning' slots available from 10:00 to 10:00. Buttons for 'view full calendar' and 'contact provider' are visible.

Troubleshooting Common FAQs

2/2

Q I can't find my case on the Dashboard

A The dashboard only displays active cases. If your case is complete, you will find it in the 'orders' page. Alternatively, if your case is still active, you may need to review any filters applied to the dashboard.

Check the 'Requester' filter, and ensure you clear any dates in the submitted date fields.

Case Summary

Customer: Demonstration Customer | Department: Demonstration | Team: Any Team

Requester: Demonstration Customer | Category: Any Category | Submitted date: dd/mm/yyyy | To date: dd/mm/yyyy

Requester dropdown options: Any Requester, Customer Case Manager, Demonstration Customer

Q I can't find my evidence

A 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.

Note: you can do partial name searches as well.

Completed Evidence

Customer: Demonstration Customer | Order: submitted from, submitted to, Any Category | Participant: romeo | Document: uploaded from, uploaded to, Any Document Category | Active Filters: customer department: Demonstration Customer, given name: romeo

Search results table:

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	> ⚙

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