medEbridge®

Customer User Guide

IME Services

Contents

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

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# 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.
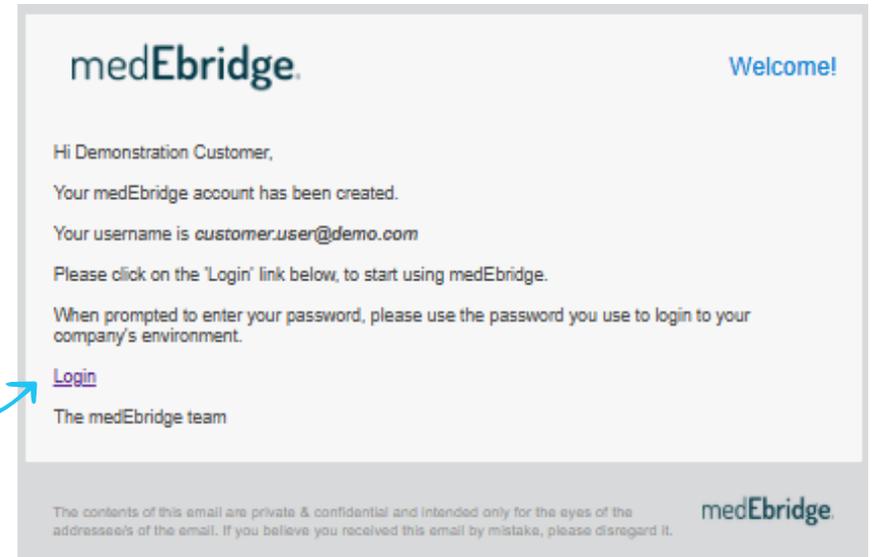
Non-federated user

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.

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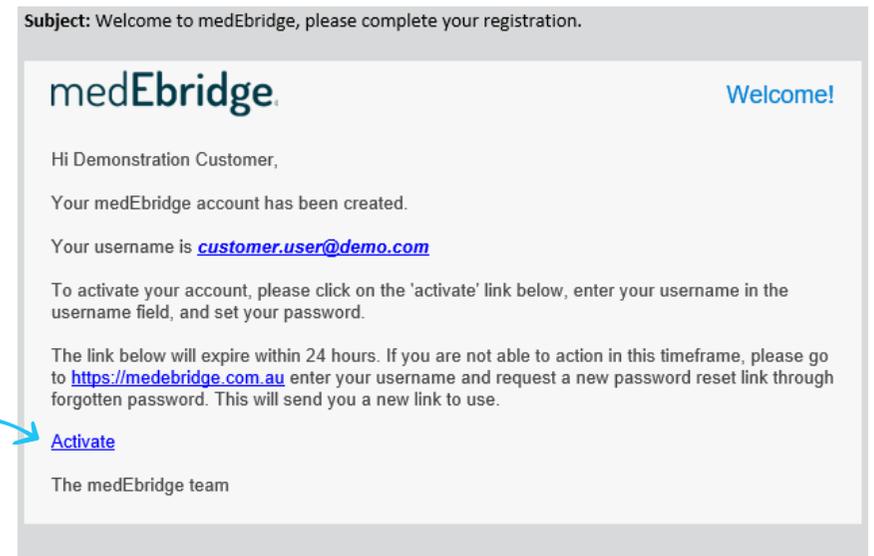
Creating your password

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)

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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.

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Multifactor Authentication (MFA)

Phone app authentication

An authenticator app helps verify your identify 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 you 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.

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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

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Mandatory fields	Shown in medEbridge® as an asterisk * at the end of the data field
next ❯	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
❮ back 🖫 🗑	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

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How to place an order

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1 The *'new order'* button is on the dashboard.
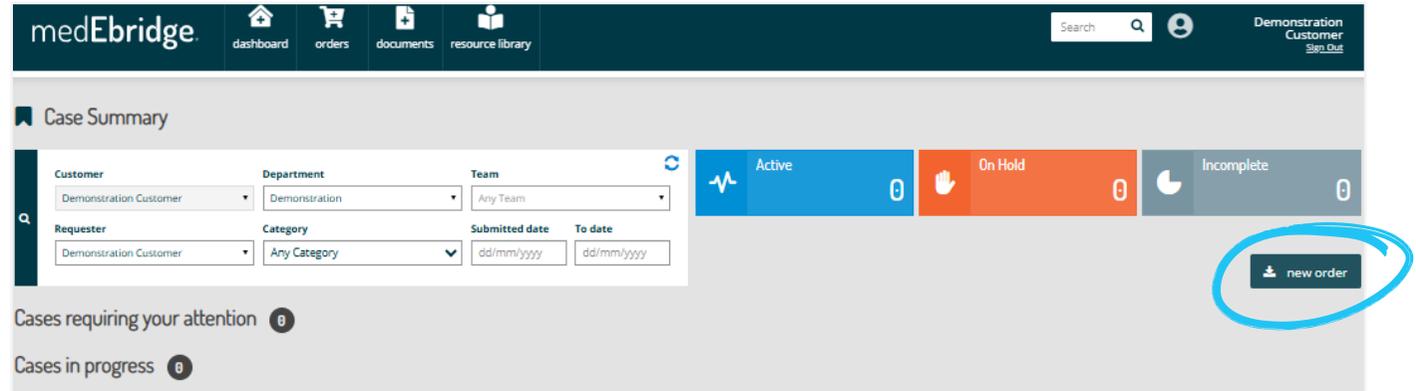
2 Select the service/s required for your order.

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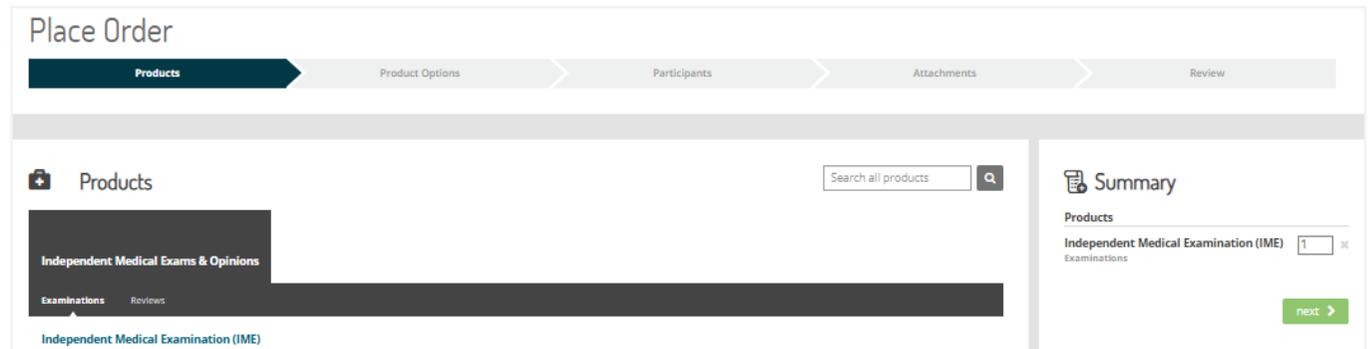
How to place
an order

3 Search for the provider that best meets your needs.

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.

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How to place an order

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

5   Select your preferred appointment.

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How to place an order

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	Address Details	Contact Details	Participant	Third-Party
Given Name	Street Address	Can the service provider contact participant?	● Yes ○ No	

+ Add another contact option

Family Name	Suburb	Pref.	Type	Details
Previous Name	State Postcode	●	Mobile Phone	
Date of Birth Gender	Please select	○	Personal Email	
dd/mm/yyyy Not Specified				next >

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

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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.

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Service Provider

New attachment/s have been added to case M21049341-1

Can you please log into medEbridge to review documentation and action accordingly.

Specifically those added on the date of this email with the following categories:

Booking Confirmation

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

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How to upload the LOI and/or supporting evidence

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

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

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How to upload the LOI and/or supporting evidence

2/2

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

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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.

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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.

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®.

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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.

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.

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Troubleshooting
Common FAQs

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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.

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Troubleshooting
Common FAQs

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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.

Q **I can't find my evidence**

Note: you can do partial name searches as well.

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.

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