medEbridge®

Customer User Guide

Rehabilitation Services

Contents

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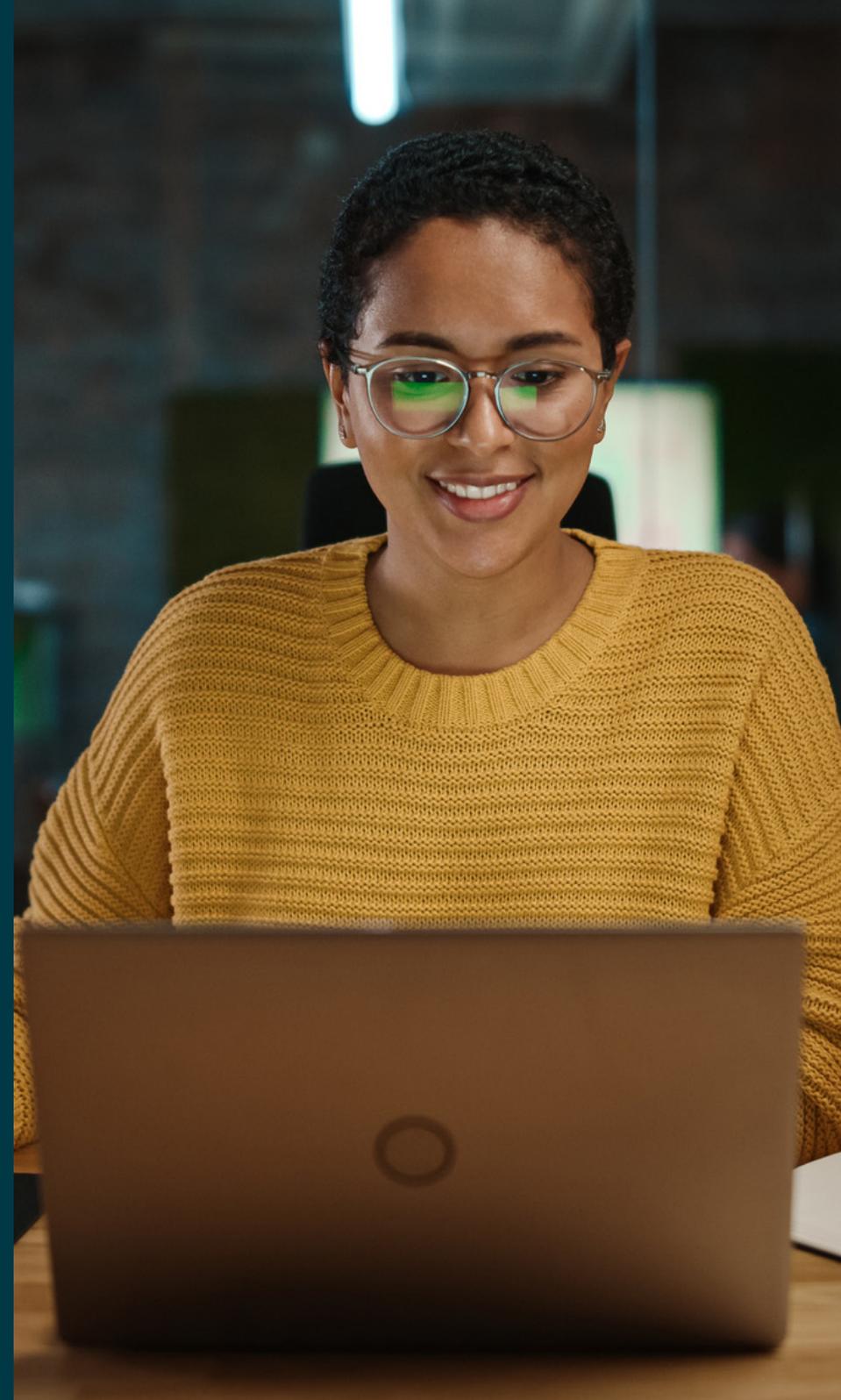
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medEbridge®
Terminology

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

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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 for a participant with no existing orders on medEbridge®
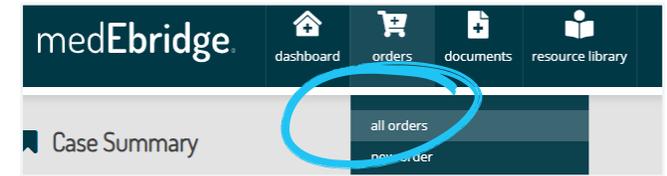
1 The *'new order'* button is on the dashboard.
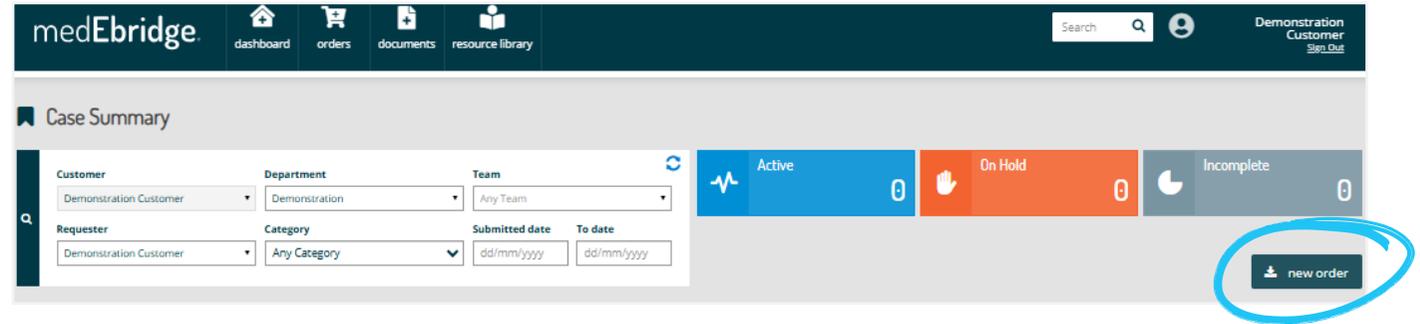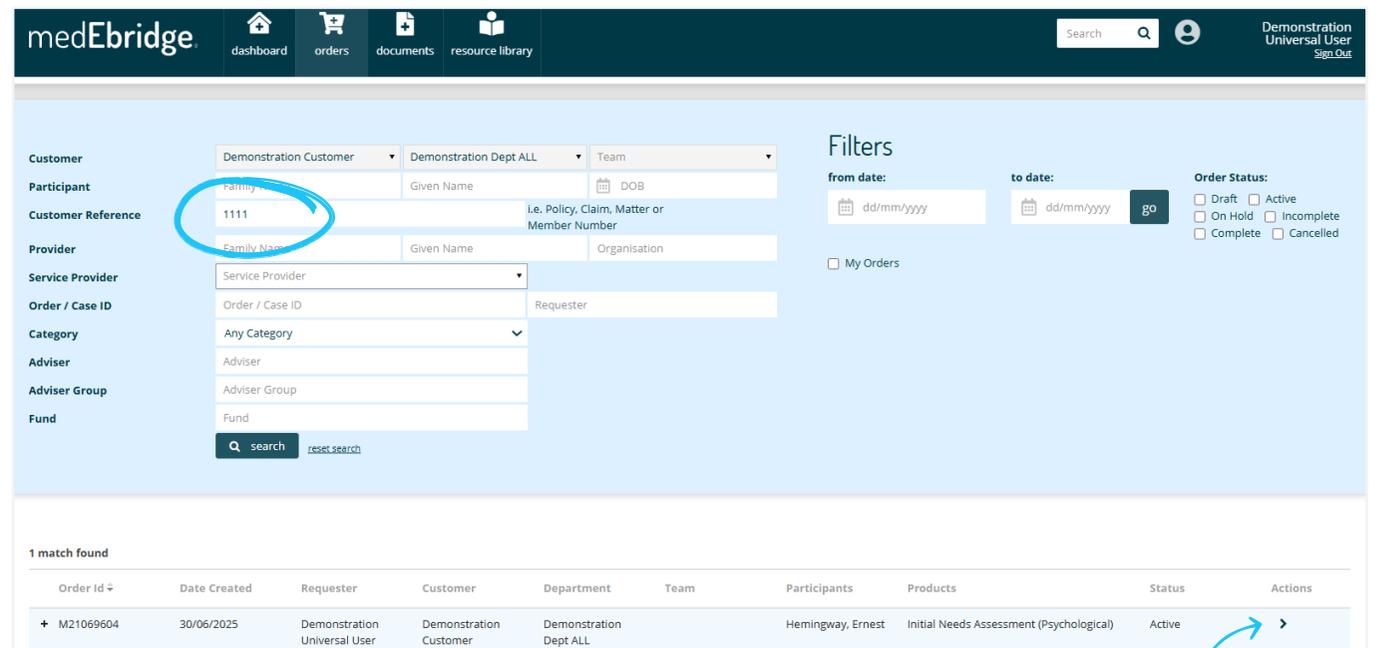
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How to place an order for a participant with an existing order on medEbridge®

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1 Click on the *'Orders'* tile and select *All Orders*.

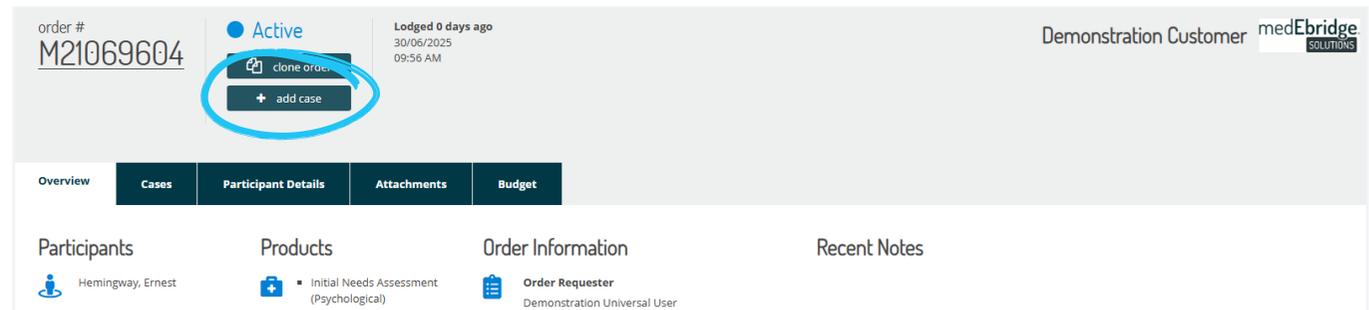**2** Enter the claim number in the *'Customer Reference'* data field.

Once identified click on the '>' under Actions.

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How to place an order for a participant with an existing order on medEbridge®

3 Click on the '+ *add case*' button.

order #
M21069604

🔵 Active

clone order

+ add case

Lodged 0 days ago
30/06/2025
09:56 AM

Demonstration Customer

medEbridge.
SOLUTIONS

| Overview | Cases | Participant Details | Attachments | Budget |

Participants

👤 Hemingway, Ernest

Products

➕ ▪ Initial Needs Assessment (Psychological)

Order Information

📋 Order Requester
Demonstration Universal User

Recent Notes

4 Select the product/s and/or services required for your order.

➕ **Products**

Search all products 🔍

| Health Assessments | **Rehabilitation Services** | Medical Information Retrieval | Imaging | Independent Medical Exams & Opinions |

Assessments   Programs

Activities of Daily Living assessment
Business Gap Analysis
Business Viability Assessment
Cancer Care Assessment
Career Assessment
Driving Assessment
Employability Assessment
Ergonomic Assessment
Fitness Forward Assessment

Functional Capacity Assessment (Physical)
Functional Capacity Assessment (Psychological)
Initial Needs Assessment (Physical & Psychological)
Initial Needs Assessment (Physical)
Initial Needs Assessment (Psychological)
Job Task Analysis (Physical)
Job Task Analysis (Psychological)
Labour Market Analysis
Medical Case Conference (MCC)

Musculo-Skeletal Assessment
Occupational Analysis (physical & cognitive)
Occupational Medical Factual
Recovery and Business Health Check
Transferable Skills Analysis
Vocational Assessment
Workplace Assessment (WPA)

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How to place an order for a participant with an existing order on medEbridge®

5 Search for the Provider Person that best meets your needs.

When you see the Provider Person you would like to undertake your request, click on the *'contact provider'* button and complete your selection.

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How to place an order for a participant with an existing order on medEbridge®

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6 Alternatively, you can select the Service Provider who you would like to deliver your referral.

Toggle the *'Results Surfaced'* selection to Organisations.

Provider Search

Results Surfaced: **Organisations** ‹ People

Search for an Organisation by Provider Type and Location

| Provider Type ▾ ✕ ⊞ | Melbourne - 3000 ▾ 📍 |

search

We found **1 Healthcare Providers** matching your search criteria

Order By: Location ⌄

Demonstration Service Provider select provider

Provider Selection ✖

Demonstration Service Provider

Booking Managed Via

Demonstration Servi... ✶ ▾

Please provide information around your needs for this referral to assist the organisation with allocation.

Are you happy with the selected Organisation?

yes, let's keep moving   no, i'd like to amend

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How to place an order for a participant with an existing order on medEbridge®

7 Upload or drag and drop your referral into the Case Attachment.

Case Attachment

Attachments	Type	Apply to all Cases
Referral Template.docx	Letter of Instruction or Referral ⌄	☐ ✕

Drag & Drop
your files into this box to upload, or

Browse...

(Up to 1 GB allowed)

8 You need to add in your authorised funding allocation. Add this either as a time or fee allocation.

Funding Allocation

Inclusive of GST

(IP) Consulting Services including travel

Time		Fee	
4.00	hrs **OR**	800.00	price

$800.00 total

Miscellaneous items / expenses

Fee	
200	price

$200.00 total

The contracted rates are all built into medEbridge® for your selected Provider Person/Service Provider.

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How to place an order for a participant with an existing order on medEbridge®

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9 If this order is for a new claim on medEbridge® you will need to add the participant details, otherwise most fields will prepopulate with the existing data medEbridge® has stored.

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

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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 a New Note* feature to send secure communication to the Service Provider by typing into this box and clicking *add note.*

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 - [M21069638-1] [Hemingway, Ernest] [1111]

2 When the Service Provider responds to you on medEbridge® you will receive an email to you notifying you of the update.

Click on the *'View Case'* and you will be able to access the response securely in medEbridge®.

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How to respond to your Service Provider when they are requesting Additional Funds
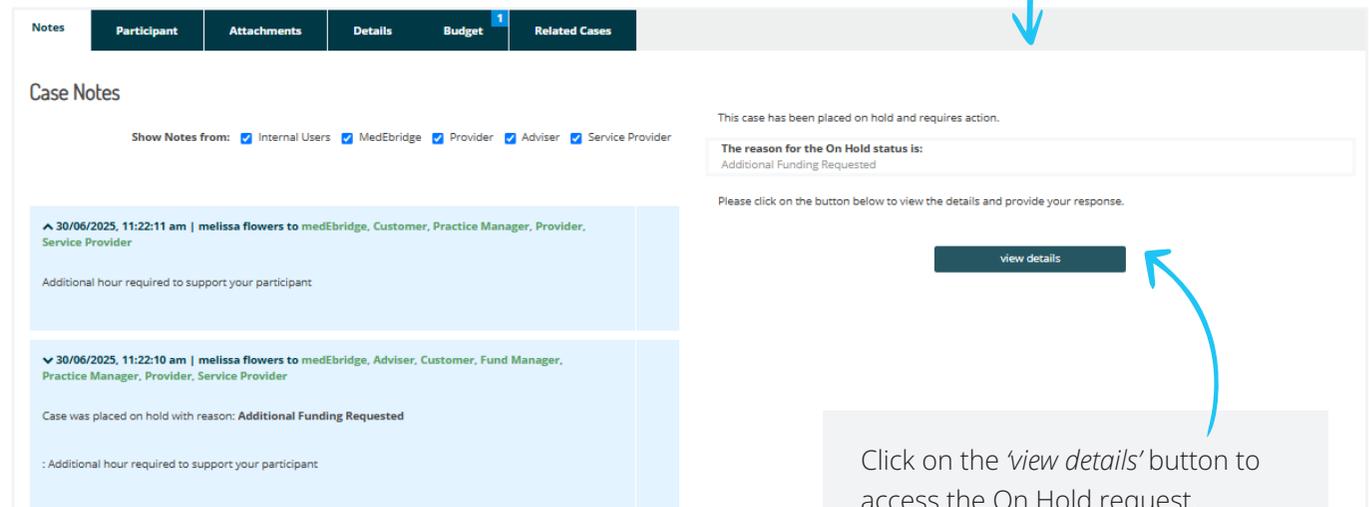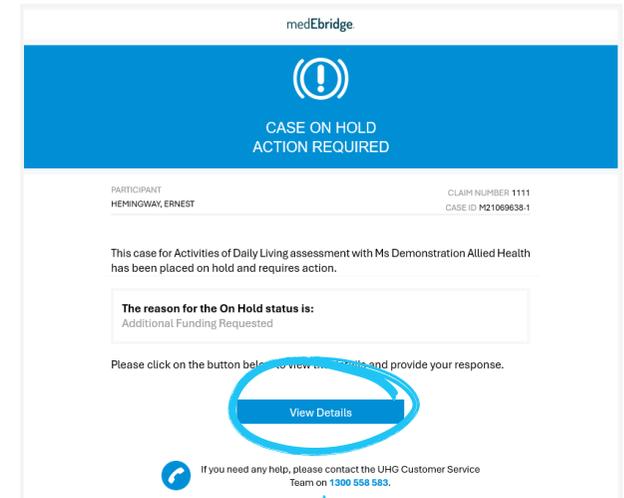
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When the Provider Person or Service Provider's invoice exceeds the amount in your funding wallet, you will be requested to authorise additional funds through the On Hold process.

You will receive an email notification from medEbridge® when Additional Funds are requested.

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

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**CASE ON HOLD
ACTION REQUIRED**

PARTICIPANT
HEMINGWAY, ERNEST

CLAIM NUMBER 1111
CASE ID M21069638-1

This case for Activities of Daily Living assessment with Ms Demonstration Allied Health has been placed on hold and requires action.

The reason for the On Hold status is:
Additional Funding Requested

Please click on the button below to view the details and provide your response.

View Details

If you need any help, please contact the UHG Customer Service Team on 1300 558 583.

Notes	Participant	Attachments	Details	Budget	Related Cases

Case Notes

Show Notes from: ☑ Internal Users ☑ MedEbridge ☑ Provider ☑ Adviser ☑ Service Provider

This case has been placed on hold and requires action.

The reason for the On Hold status is:
Additional Funding Requested

Please click on the button below to view the details and provide your response.

view details

⌄ 30/06/2025, 11:22:11 am | melissa flowers to medEbridge, Customer, Practice Manager, Provider, Service Provider

Additional hour required to support your participant

⌄ 30/06/2025, 11:22:10 am | melissa flowers to medEbridge, Adviser, Customer, Fund Manager, Practice Manager, Provider, Service Provider

Case was placed on hold with reason: **Additional Funding Requested**

: Additional hour required to support your participant

Click on the *'view details'* button to access the On Hold request.

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How to respond to your Service Provider when they are requesting Additional Funds

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2 Add a note and select if you approve or reject the request.

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How to respond to your Service Provider when they are requesting Additional Funds

Alternatively, On Hold cases will display on your Dashboard and you can Respond via the actions dropdown

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How to access your completed reports and invoices

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medEbridge® will email you a Completed Case notification when the Provider Person or Service Provider has uploaded your medical report.

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.

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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How to access your completed reports and invoices

2/2

A copy of the Providers Invoice is available on the Attachments page of the case with category of 'Paid Provider Invoice'.

	Notes	Participant	**Attachments**	Details	Budget [1]	Related Cases				

+ add attachment

Current Attachments	Authority Info	Size	Category	Date Added	Added By	History	
Invoice Template.docx 👁		22.22 KB	Paid Provider Invoice	30-Jun-2025	medEbridge	↺	
Evidence Template.docx 👁		22.20 KB	Provider Report	30-Jun-2025	medEbridge	↺	
Referral Template.docx 👁		22.71 KB	Referral	30-Jun-2025	Demonstration Customer	↺	✖

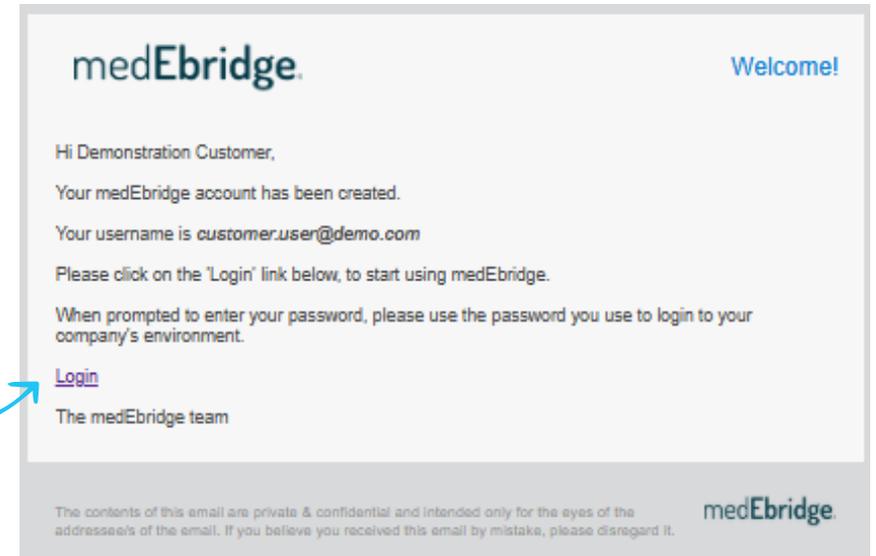medEbridge

Completing your medEbridge® user profile

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

There are 2 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**
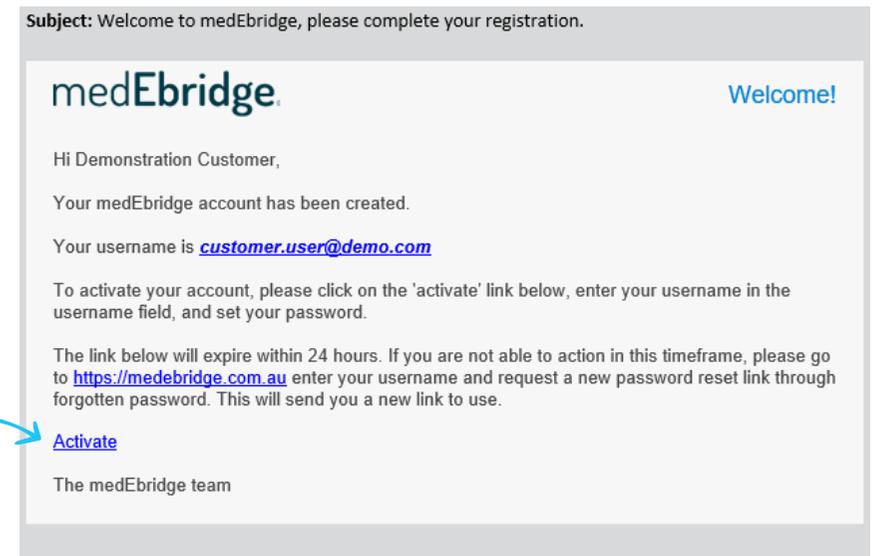
To log in click on the *'login'* link and enter your email address and your usual company password.

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Welcome!

Hi Demonstration Customer,

Your medEbridge account has been created.

Your username is *customer.user@demo.com*

Please click on the 'Login' link below, to start using medEbridge.

When prompted to enter your password, please use the password you use to login to your company's environment.

Login

The medEbridge team

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.

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.

Subject: Welcome to medEbridge, please complete your registration.

medEbridge

Welcome!

Hi Demonstration Customer,

Your medEbridge account has been created.

Your username is **customer.user@demo.com**

To activate your account, please click on the 'activate' link below, enter your username in the username field, and set your password.

The link below will expire within 24 hours. If you are not able to action in this timeframe, please go to https://medebridge.com.au enter your username and request a new password reset link through forgotten password. This will send you a new link to use.

Activate

The medEbridge team

medEbridge

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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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 **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.

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Troubleshooting
Common FAQs

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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.*

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