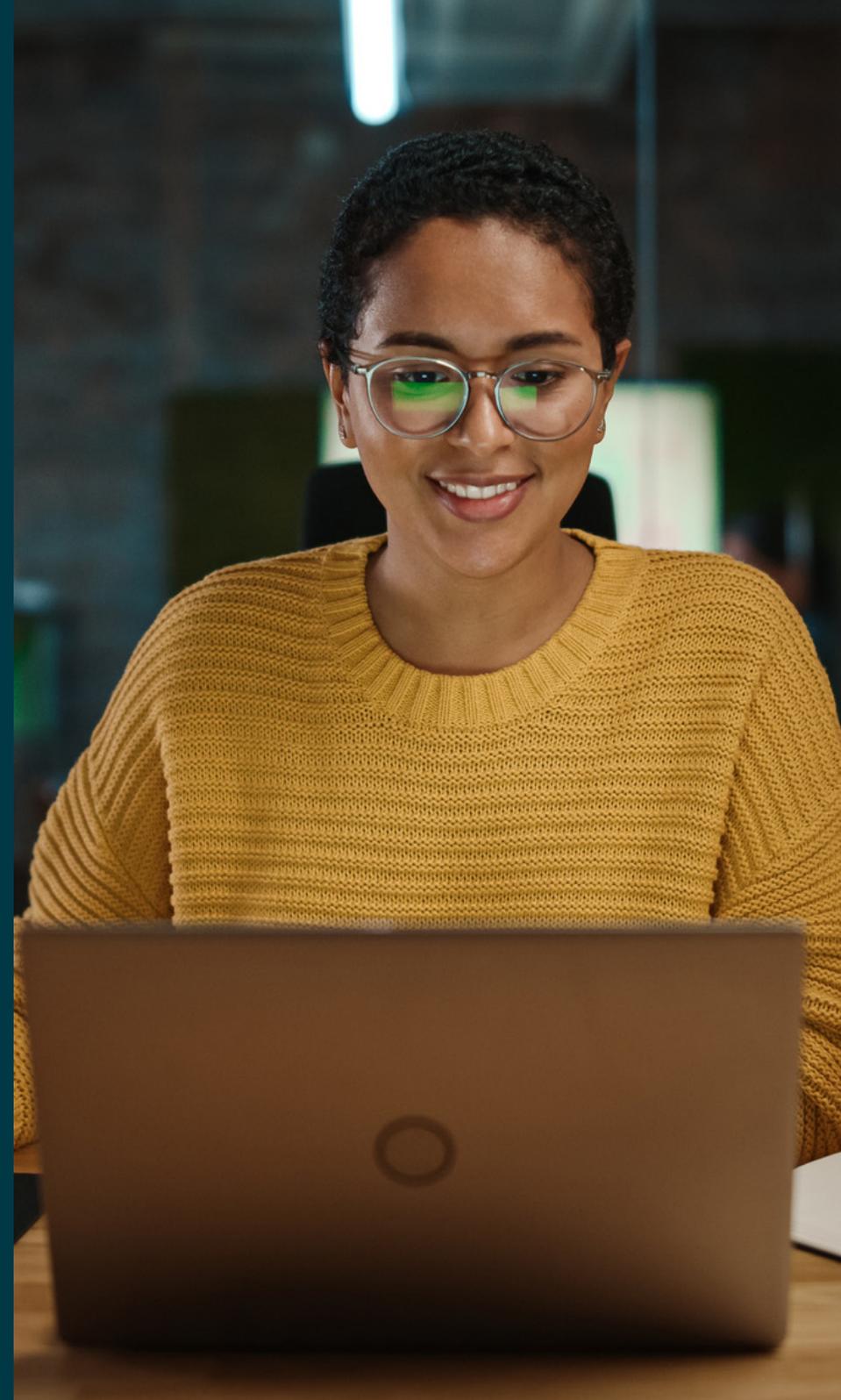


medEbridge[®]

Customer User Guide

Rehabilitation Services



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

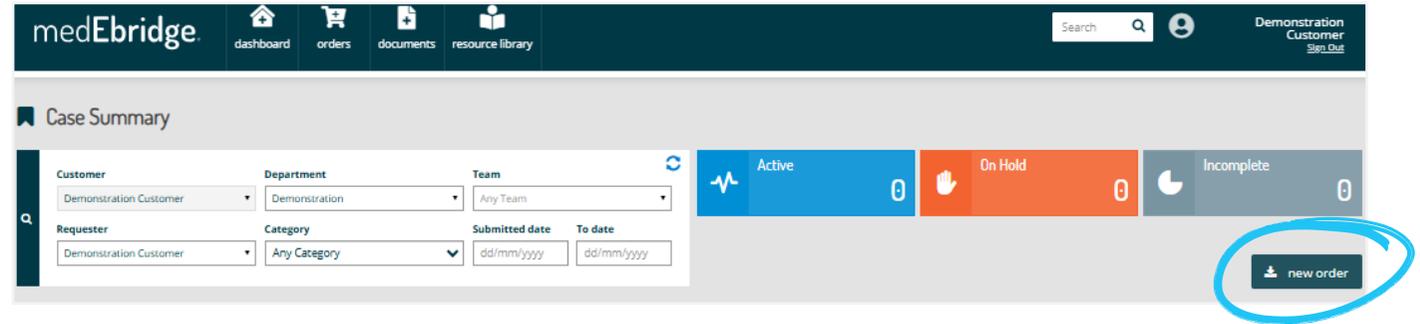
medEbridge®

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

How to place an order for a participant with no existing orders on medEbridge®

1

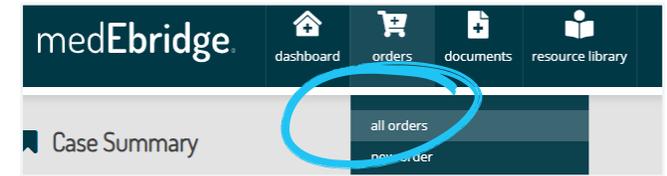
The 'new order' button is on the dashboard.



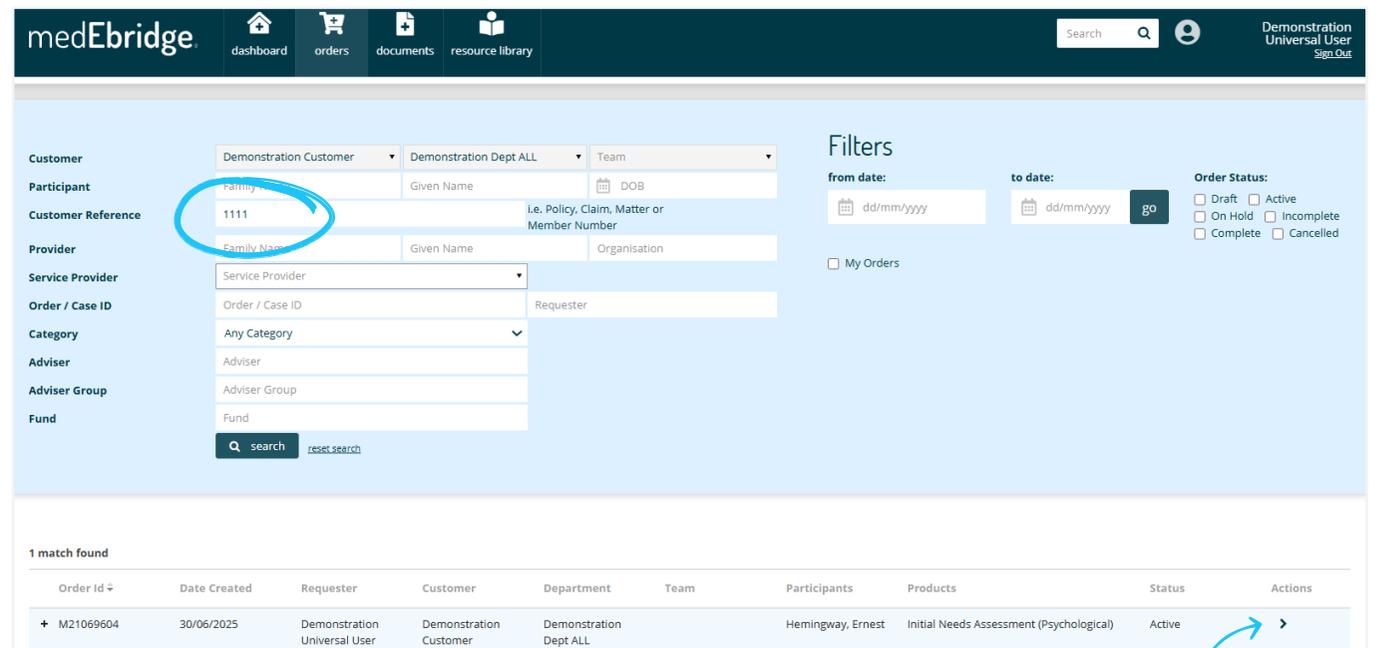
How to place an order for a participant with an existing order on medEbridge®

1/6

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



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

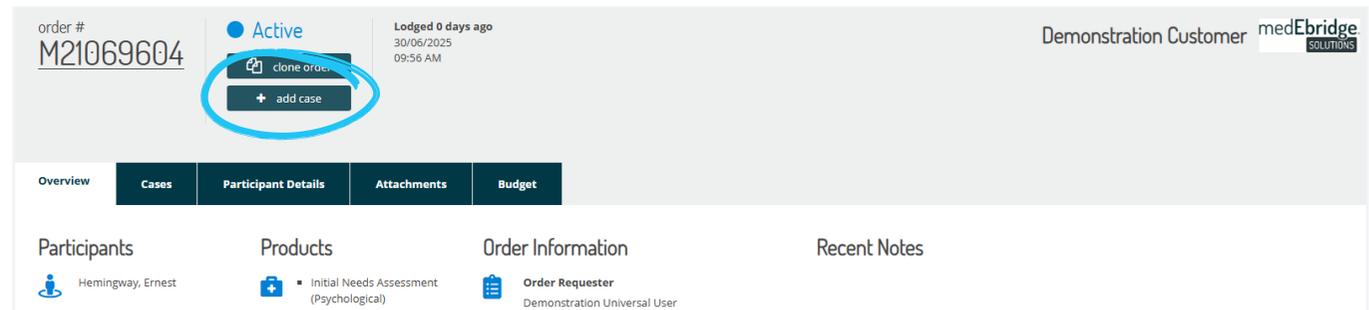


Once identified click on the '➤' under Actions.

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

2/6

3 Click on the '+ add case' button.



The screenshot shows the medEbridge interface for an existing order. At the top, the order number is M21069604, and the status is 'Active'. A blue circle highlights the '+ add case' button. Other buttons include 'clone order' and 'add case'. The interface also shows the order was lodged 0 days ago on 30/06/2025 at 09:56 AM. The user is identified as a Demonstration Customer. Below the header, there are tabs for Overview, Cases, Participant Details, Attachments, and Budget. The main content area shows Participants (Hemingway, Ernest), Products (Initial Needs Assessment (Psychological)), Order Information (Order Requester: Demonstration Universal User), and Recent Notes.

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



The screenshot shows the 'Products' page in the medEbridge interface. It features a search bar at the top right with the text 'Search all products'. Below the search bar, there are five main categories: Health Assessments, Rehabilitation Services, Medical Information Retrieval, Imaging, and Independent Medical Exams & Opinions. Under 'Rehabilitation Services', there are two sub-sections: 'Assessments' and 'Programs'. The 'Assessments' section lists various services, including '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', and 'Medical Case Conference (MCC)'. The 'Programs' section lists 'Musculo-Skeletal Assessment', 'Occupational Analysis (physical & cognitive)', 'Occupational Medical Factual', 'Recovery and Business Health Check', 'Transferable Skills Analysis', 'Vocational Assessment', and 'Workplace Assessment (WPA)'.

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

3/6

The screenshot shows a navigation menu with categories: Health Assessments, Rehabilitation Services, Medical Information Retrieval, Imaging, and Independent Medical Exams & Opinions. Under 'Rehabilitation Services', there are sub-items: Business Coaching, Cancer Support for Life, Career Coaching, Chronic Disease Programs, Disability Counselling, Exercise / Work Conditioning Program, Job Seeking Activities, Pain Assist, Physical Upgrading Program, Rehabilitation Counselling, RTW Plan Monitoring, Vocational Counselling, and Work Readiness. Below this is a 'Summary' box containing a 'Products' section with 'Job Seeking Activities Programs' and a quantity of '1'. A green 'next >' button is at the bottom right of the summary box. A blue arrow points from the 'Job Seeking Activities' text in the menu to the 'Job Seeking Activities' text in the summary box.

5

Search for the Provider Person that best meets your needs.

The screenshot shows the 'Provider Search' interface. At the top right, it says 'Results Surfaced: Organisations' and 'People'. The main heading is 'Search for a Provider'. There are three search filters: 'Search for Providers by Name' with a person icon, 'Provider Type' with a dropdown arrow and a plus icon, and 'Melbourne - 3000' with a dropdown arrow, a plus icon, and a location pin icon. A green 'search' button is on the right. Below the filters, it says 'We found 2 Healthcare Providers matching your search criteria'. On the right, there is a dropdown for 'Order By: Date'. The first result is for 'Ms. Demonstration Allied Health', an 'Occupational Therapist'. It includes a logo for 'Service Provider' and a location of 'Pahran, VIC'. To the right of the result are two buttons: 'contact provider' and 'view profile'. A blue arrow points from the 'contact provider' button to a text box below.

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

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 [dropdown] [clear] [add]

Melbourne - 3000 [dropdown] [location icon]

[search]

We found 1 Healthcare Providers matching your search criteria

Order By: Location [dropdown]

Demonstration Service Provider [select provider]

Provider Selection

Demonstration Service Provider

Booking Managed Via

[dropdown: Demonstration Servi...]

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

[text area]

Are you happy with the selected Organisation?

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

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

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- 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	<input type="checkbox"/>



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		Miscellaneous items / expenses
Time	Fee	Fee
<input type="text" value="4.00"/> hrs	<input type="text" value="800.00"/> price	<input type="text" value="200"/> price
\$ 800.00 total		\$ 200.00 total

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

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.

Add Participant

Participant Personal Details 

Address Details

Contact Details Participant  Third-Party

[+ Add another contact option](#)

Given Name
Ernest *

Family Name
Hemingway *

Previous Name
*

Date of Birth
12/02/1959 *

Gender
Male ▾

Occupation
Facilities Manager *

Street Address
1 Sample Street *

Suburb
Melbourne *

State
Victoria ▾

Postcode
3000 *

Pref. **Type** **Details**

Mobile Phone 0410100100 *

Personal Email eh@gmail.com *

[next >](#)

[back <](#) 



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

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.



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®.

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

1/3

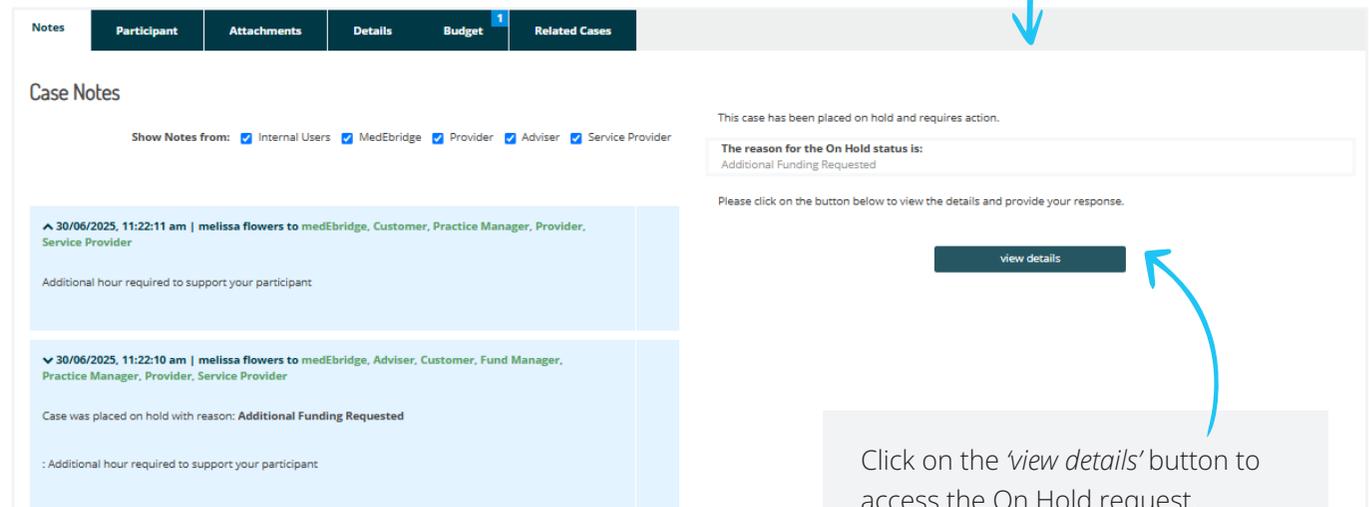
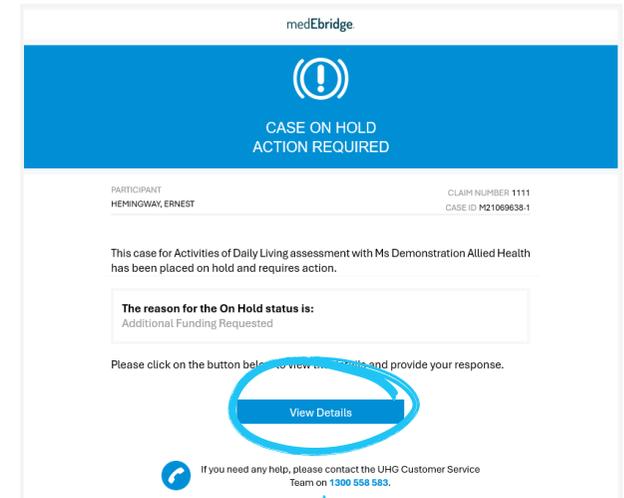
When the Provider Person or Service Provider's invoice exceeds the amount in your funding wallet, you will be requested to authorise additional funds through the On Hold process.



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®.



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

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

2/3

Send Response

On Hold Details

On Hold Reason
Additional Funding Requested

On Hold Days 0

Total On Hold Days 0

Date placed on hold 30/06/2025 11:22:11 AM

Message
[read more](#)

Attachment
[Invoice Template.docx](#)

[view case](#) [view case notes](#)

Case Details

Case ID	M21069638-1	Claim Number	1111	Order Date	30/06/2025 11:15:44 AM
Customer	Demonstration Customer	Priority		Fund / Adviser	
Department	Demonstration Dept ALL	Team		Requester	Demonstration Universal User

Participant Details

Details	Address
Given Name Ernest	Country Australia
Family Name Hemingway	Street Address 1 Sample Street
Date of Birth 12/02/1959	Suburb/Town Melbourne
Gender Male	State Victoria
Occupation Facilities Manager	Post Code 3000

2

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

 **Funding Request**

Activity Type	Time (hrs/min)	Amount
(IP) Consulting Services including travel	6.00	1200.00

Notes to Provider

You can add another hour to this total

[reject](#) [approve](#)

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

3/3

The screenshot displays the 'Case Summary' dashboard. At the top, there are filter sections for Customer, Department, Team, Requester, Category, Submitted date, and To date. To the right, a status summary shows 1 Active case, 1 On Hold case, and 0 Incomplete cases. A 'new order' button is located in the top right. Below this, a section titled 'Cases requiring your attention' features a card for Ernest Hemingway, 12/02/1959. The card includes details for the claim number (1111), requester (Demonstration Universal User), department/team (Demonstration Customer), and product (Activities of Daily Living assessment). It also lists the service provider (Demonstration Service Provider), provider (Demonstration Provider Clinic), appointment (TBA), and case ID (M21069638-1). The case status is 'On Hold with Customer' for 8 days, with a note 'Additional Funding Requested'. A legend on the right indicates that green checkmarks represent 'Case Created' and 'Case On Hold', while a grey circle represents 'Case Completed'. An 'Actions' dropdown menu is open over the case card, showing options: 'Respond', 'View Case', and 'View Case Notes'. A blue arrow points from the text box below to the 'Respond' option.

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

How to access your completed reports and invoices

1/2

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.

Completed Evidence

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
Active Filters: customer department given name, Demonstration Customer, Demonstration Dept ALL, ernest

1 match found

<input type="checkbox"/>	Customer	Department (Team)	Case ID	Order Requester	Participant Name	Case Status	Case Products	Uploaded	Service Provider	Document Category	Actions
<input type="checkbox"/>	Demonstration Customer	Demonstration Dept ALL	M21069638-1	Demonstration Universal User	Hemingway, Ernest	On Hold	Activities of Daily Living assessment	30/06/2025 12:14 PM	Demonstration Service Provider	Evidence	> ⓘ

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

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'.

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	🔍 ✖

Completing your medEbridge® user profile

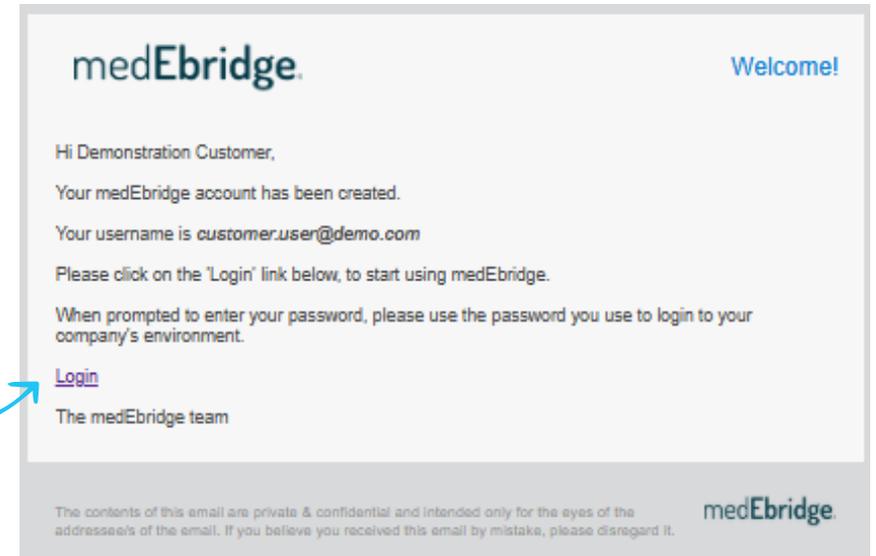
To access medEbridge® an account must be created for you under your Company.

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**

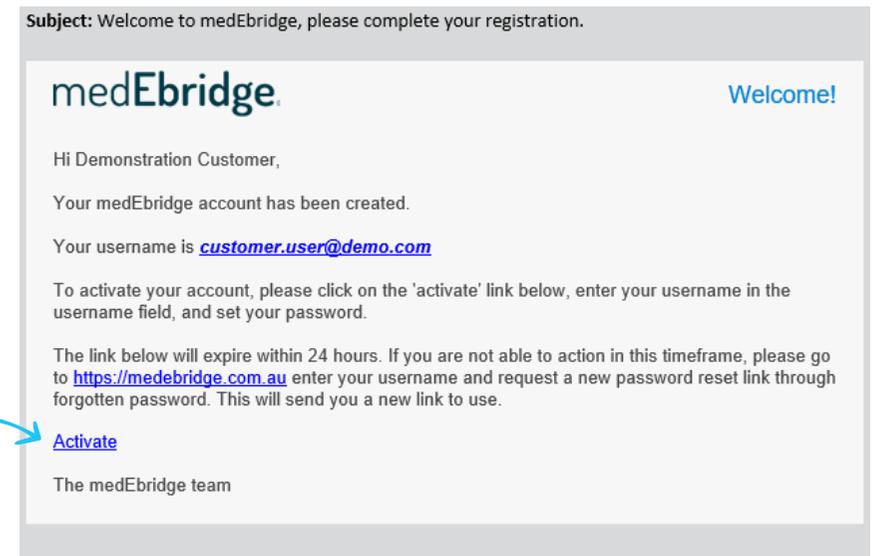
To log in click on the '*login*' link and enter your email address and your usual company password.



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.

Troubleshooting Common FAQs

1/2



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.



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.



I can't find my case on the Dashboard



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.

The screenshot shows the 'Case Summary' dashboard with several filter dropdowns. The 'Requester' dropdown is open, showing three options: 'Any Requester', 'Customer Case Manager', and 'Demonstration Customer'. A blue arrow points from the text box to the 'Requester' dropdown. Other filters include 'Customer' (Demonstration Customer), 'Department' (Demonstration), 'Team' (Any Team), 'Category' (Any Category), 'Submitted date' (dd/mm/yyyy), and 'To date' (dd/mm/yyyy).

Troubleshooting Common FAQs

2/2



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.

Note: you can do partial name searches as well.

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

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

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