

eWCC User Guide BP Users

Introduction

The electronic Work Capacity Certificate (eWCC) is used by medical practitioners to certify capacity for injured workers in South Australia. It is a prescribed form and legally required.

Medical Practitioners in South Australia have been able to access and submit the eWCC via an adapter (installed by the practice and accessed via a launch bar on the desktop).

From June 2021 ReturnToWorkSA have partnered with Telstra Health and HealthLink to create a native integration for Best Practices users, enabling access to the certificate from within the Best Practice solution via the HealthLink Forms Library.

This guide has been created to outline how the form will be accessed and the new features and functionalities available to medical practitioners.

Please Note:

All patient details shown in this document are test patients and do not reflect a real patient in any way.

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1. Minimum system requirements

Browser	IE 11 update 2929437, Edge, Chrome, Firefox
Best Practice	Best Practice 1.9.0 and above,
HealthLink	HealthLink Client Installation to enable HealthLink Forms Use

2. HealthLink Client Installation

Some practices may already have access to the HealthLink Forms Library – if so, no further installation or set up is required. You will be notified when the eWCC is available for use.

If practices do not already have access to the HealthLink Forms Library this will require set up. HealthLink will contact practices that have Best Practice version 1.9.0 and above to install the HealthLink Client and enable the HealthLink Forms library.

Once this set up is complete and the ReturnToWorkSA eWCC is available in the HealthLink Forms Library it is ready to use and send actual certificates to ReturnToWorkSA which are then automatically loaded into their live system.

If the HealthLink forms library is not available in your practice or available for a particular doctor – please contact the support team on the contact details below.

Tech Support:

Phone: 1800 952 252

Email: fastforms@health.telstra.com

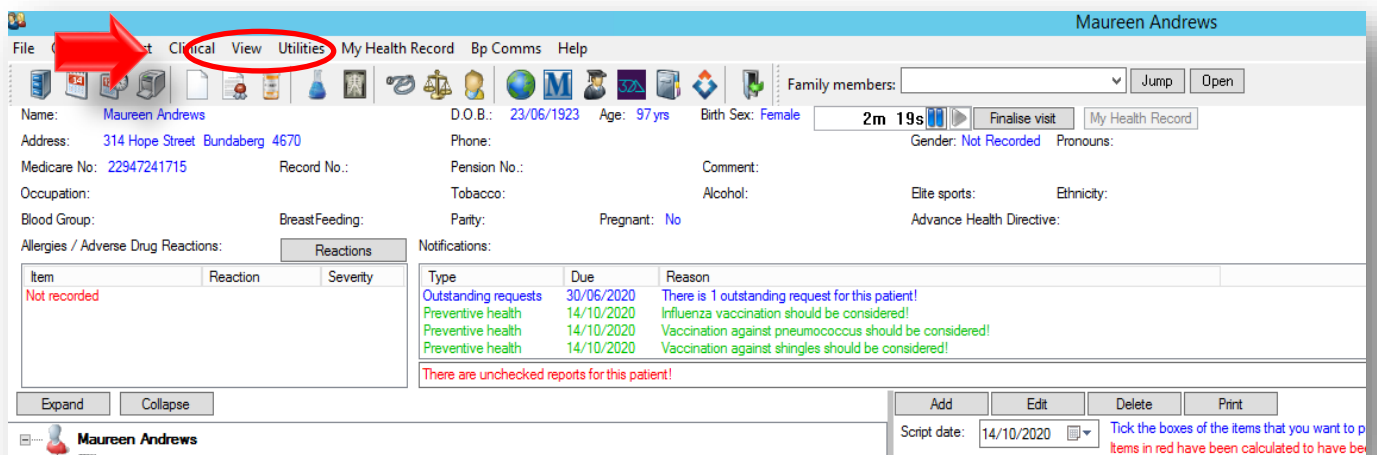
3. Access and Completing the eWCC

There are two ways to access the form in Best Practice – both are described below

Accessing Via the View Tab

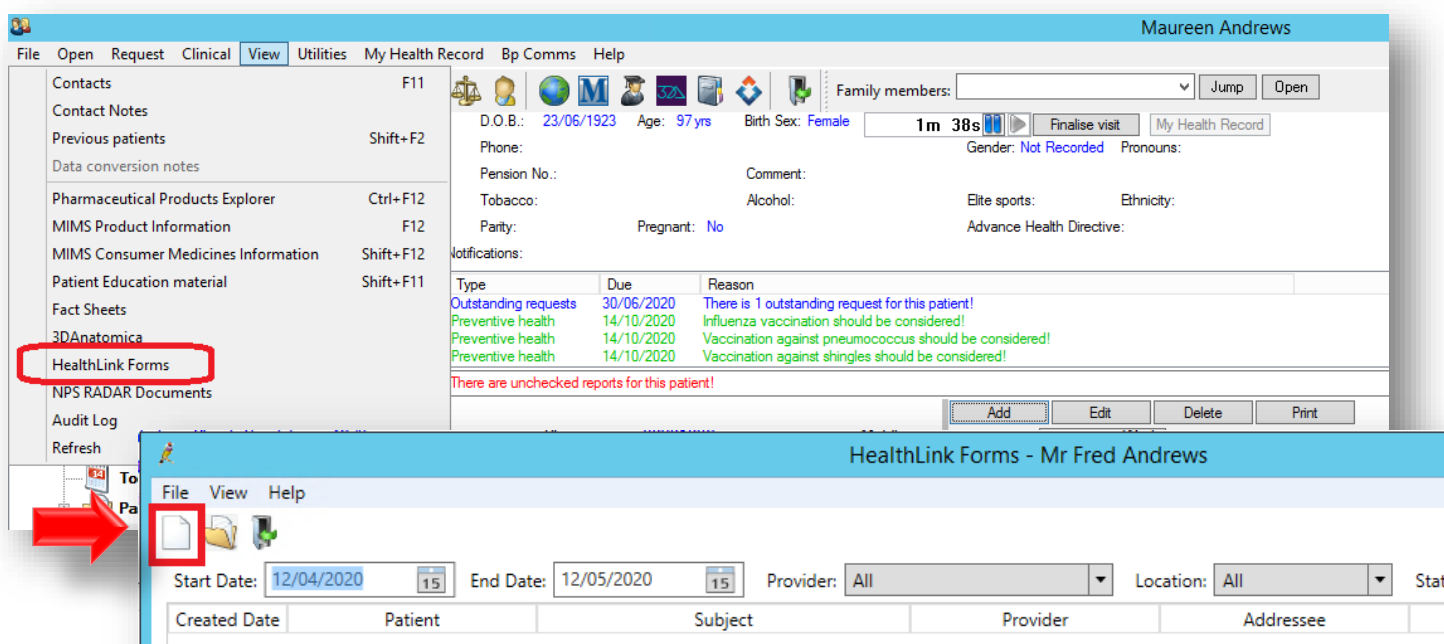
Step 1A:

Open the patient record and select the “View” Menu to access HealthLink forms



Step 2A:

From the View Menu, select HealthLink forms and “New Form” to launch the Forms Menu

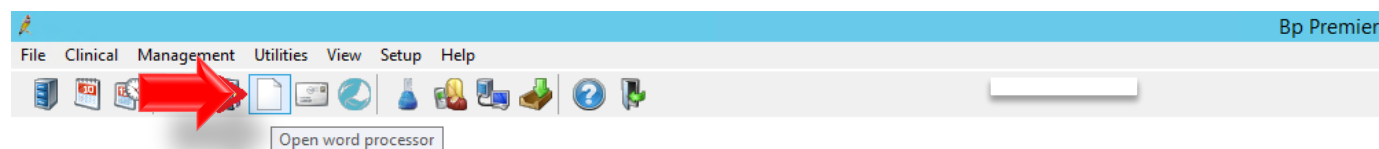


(Go to Step 4)

Accessing via the “Open Word Processor “Icon

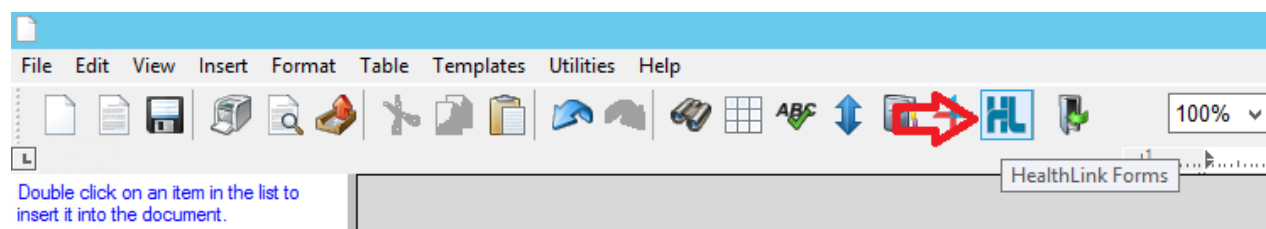
Step 1B:

Open the patient record and select the “Open Word Processor” (New Letter) Icon



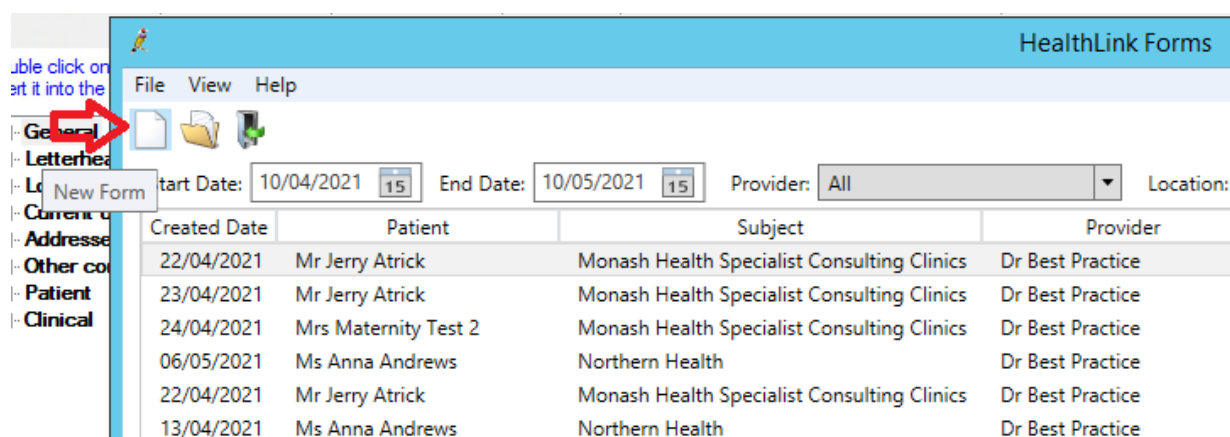
Step 2B:

In the toolbar, select the HealthLink forms icon



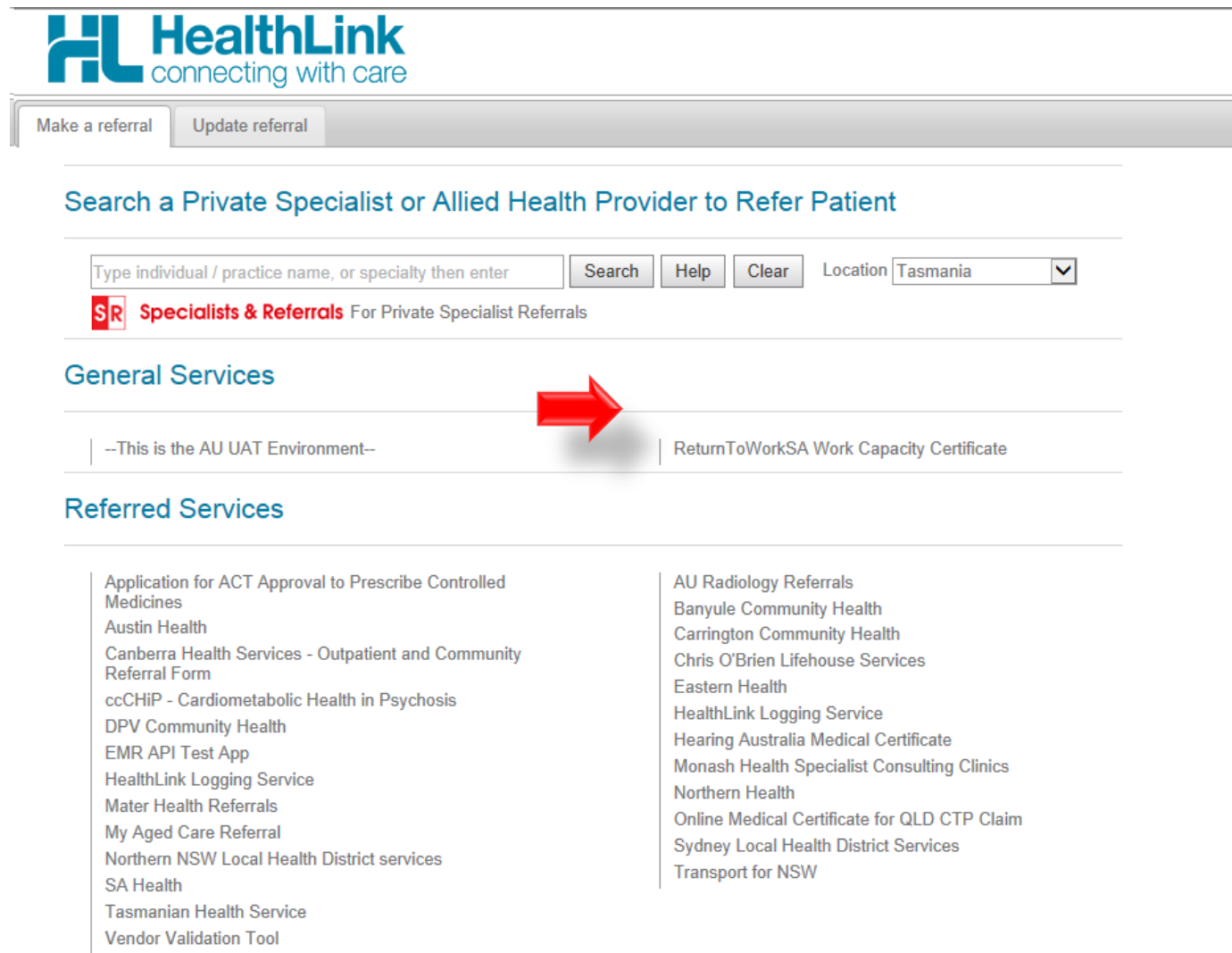
Step 3B:

Next select the “New Form” button



Step 4 Healthlink Library:

From the HealthLink Forms Menu, select ReturnToWorkSA to launch the eWCC.



HL HealthLink connecting with care

Make a referral | Update referral

Search a Private Specialist or Allied Health Provider to Refer Patient

Type individual / practice name, or specialty then enter | Search | Help | Clear | Location: Tasmania

SR Specialists & Referrals For Private Specialist Referrals

General Services

--This is the AU UAT Environment-- | **ReturnToWorkSA Work Capacity Certificate**

Referred Services

<ul style="list-style-type: none"> Application for ACT Approval to Prescribe Controlled Medicines Austin Health Canberra Health Services - Outpatient and Community Referral Form ccCHIIP - Cardiometabolic Health in Psychosis DPV Community Health EMR API Test App HealthLink Logging Service Mater Health Referrals My Aged Care Referral Northern NSW Local Health District services SA Health Tasmanian Health Service Vendor Validation Tool 	<ul style="list-style-type: none"> AU Radiology Referrals Banyule Community Health Carrington Community Health Chris O'Brien Lifehouse Services Eastern Health HealthLink Logging Service Hearing Australia Medical Certificate Monash Health Specialist Consulting Clinics Northern Health Online Medical Certificate for QLD CTP Claim Sydney Local Health District Services Transport for NSW
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When this browser opens it may render /open up to the whole screen hiding the patient details in BP.

If access to patient information within BP is required – you can minimize the browser window or resize the window by using the options in the top right hand corner.

Step 5 Options for Certificate:

Medical Practitioners will now have the option of:

- Create a New WCC
- Create Subsequent WCC
- Finish Draft WCC

These options are dependent on what has previously been completed for the patient. (See further details on this functionality in Section 4 New Functionality)

Work Capacity Certificate

Bob Builder
January 01, 1980

Create New WCC ✎ Create New WCC

Create Subsequent WCC

Submission Date	Injury Date	Injury Caused	Clinical Diagnosis	Employer Name	Claim Number	
04/06/2021	04/06/2021	trip over pall...	mild concussio...	Construct Services	12345678/	📄 Create Subsequent WCC
04/06/2021	04/06/2021	tractor ran ov...	fractured foot	Caterpillar of Aust...	unknown	📄 Create Subsequent WCC
04/06/2021	20/05/2021	cut finger	laceration	B & A Bricklaying C...	12345678/	📄 Create Subsequent WCC
04/06/2021	20/05/2021	cut finger	laceration	B & A Bricklaying C...	unknown	📄 Create Subsequent WCC

Showing 1 to 4 of 4 entries First Previous 1 Next Last

Finish Draft WCC

Last Saved Date	Injury Date	Injury Caused	Clinical Diagnosis	Employer Name	Claim Number	
05/06/2021	unknown	Spanner to the...	Sore head	ABC Building Servic...	unknown	📄 ✕

Showing 1 to 1 of 1 entries First Previous 1 Next Last



Step 6 Pre Population:

The form will load and prepopulate the required fields. Highlighted below for sections **A. B. & G.** of the form.

Work Capacity Certificate Returnto WorkSA

A. Patient and employer details

Family Name *

Given Names *

ReturnToWorkSA Claim # /
(if known)

Other Claim #

Employer Name *

Date of Birth *

B. Injury details and assessment

I examined you on *

G. Doctor's details

Doctor's Name *

Address line1 *

Address line2

Suburb *

State

Postcode

Phone

Provider Number *

Email Address

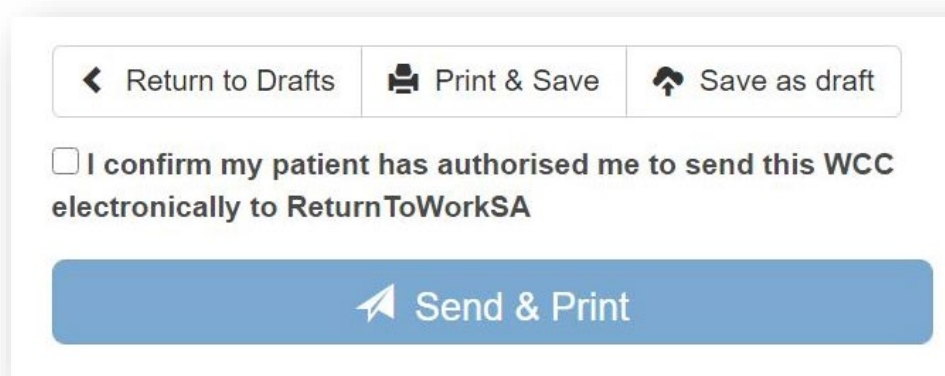
Fax

Completion Date *

Step 7 Completing Certificate:

Once a form has been completed there are four options that can be selected:

- **Return to Drafts** – will not save any of the details entered and take the user back to the certificate list
- **Print and Save** – will offer the option of printing the certificate and save a copy of the certificate back into BP
- **Save as Draft** – will save all of the details in the certificate list as a draft. Will not be saved in BP.
- **Send and Print** – will submit the form electronically to ReturnToWorkSA and offer the option to print a hard copy for the patient. The certificate will also be saved into BP. Consent from the patient must be confirmed prior to sending.



The screenshot shows a user interface for completing a certificate. At the top, there are three buttons: "Return to Drafts" (with a left arrow icon), "Print & Save" (with a printer icon), and "Save as draft" (with an upward arrow icon). Below these buttons is a checkbox with the text "I confirm my patient has authorised me to send this WCC electronically to ReturnToWorkSA". At the bottom of the interface is a large blue button with a right-pointing arrow icon and the text "Send & Print".

Step 8 Closing Certificate:

After the certificate has been printed and submitted to ReturnToWorkSA the browser window needs to be closed. This can be done by clicking the “x” in top right hand corner.

To return to the certificate list – access via the HealthLink library again (Step 1a or 1b).

This is to ensure that if a subsequent certificate needs to be created in that appointment for that patient there is no risk to over writing the previous certificate.

Issues with Printing

If you have issues with the printing of the certificate – that it prints over more than two or three pages please contact the support team to assist with printer set up.

4. New Functionality

New functionality has been introduced to assist Medical Practitioners in retrieving certificates that have either been saved as a draft of previously saved and submitted.

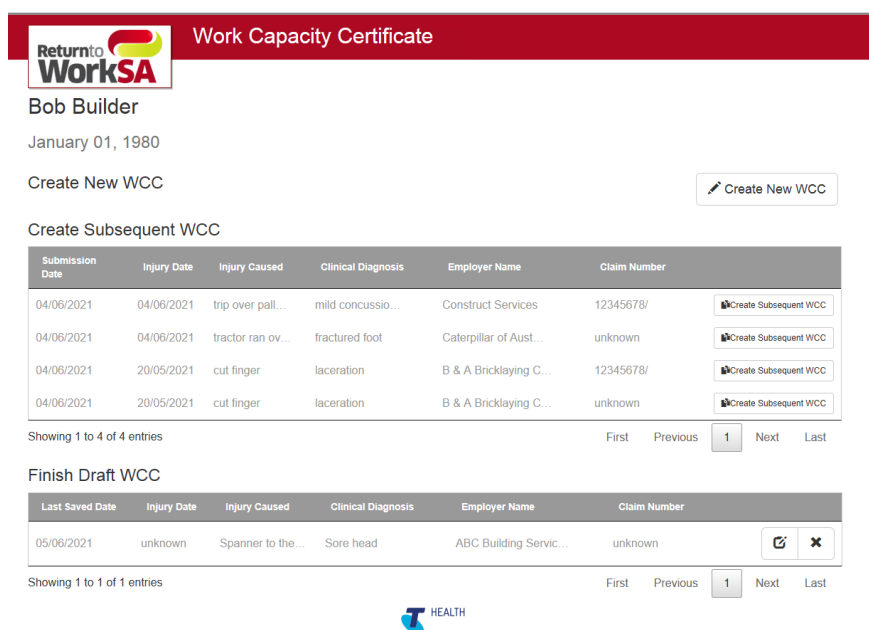
When users open the HealthLink forms library and select ReturnToWorkSA form – they will be presented with a table that lists the forms for that patient that are either in draft or saved and submitted state.

Medical Practitioners will have the option to:

- **Create New WCCC** – this will launch a new WCC form with only the required prepopulated fields
- **Create Subsequent WCC** – below this heading will be a table that lists all of that patients previous WCC certificates with the following details in the table:
 - Submission Date
 - Injury Date
 - Injury Caused
 - Clinical Diagnosis
 - Employer Name
 - Claim Number

Medical Practitioners will be able to select one of these certificates to clone and resubmit as a new certificate

- **Finish Draft WCC** – this will allow Medical Practitioners to return to a certificate that has not been completed or submitted to complete.



Return to WorkSA Work Capacity Certificate

Bob Builder
January 01, 1980

Create New WCC Create New WCC

Create Subsequent WCC


Submission Date	Injury Date	Injury Caused	Clinical Diagnosis	Employer Name	Claim Number	
04/06/2021	04/06/2021	trip over pall...	mild concussio...	Construct Services	12345678/	Create Subsequent WCC
04/06/2021	04/06/2021	tractor ran ov...	fractured foot	Caterpillar of Aust...	unknown	Create Subsequent WCC
04/06/2021	20/05/2021	cut finger	laceration	B & A Bricklaying C...	12345678/	Create Subsequent WCC
04/06/2021	20/05/2021	cut finger	laceration	B & A Bricklaying C...	unknown	Create Subsequent WCC

Showing 1 to 4 of 4 entries First Previous 1 Next Last

Finish Draft WCC

Last Saved Date	Injury Date	Injury Caused	Clinical Diagnosis	Employer Name	Claim Number	
05/06/2021	unknown	Spanner to the...	Sore head	ABC Building Servic...	unknown	Clone X

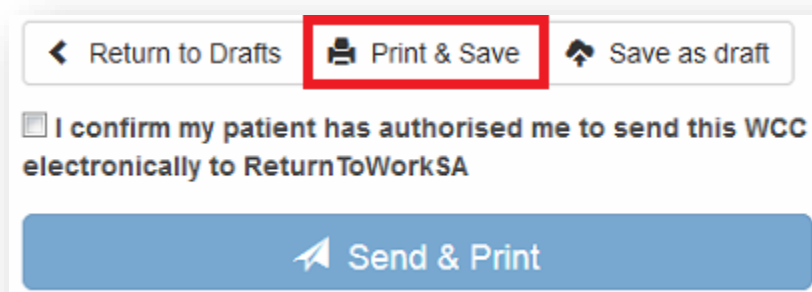
Showing 1 to 1 of 1 entries First Previous 1 Next Last



5. How to test without sending a certificate to ReturnToWorkSA

Once access is available to the HealthLink Forms Library, the electronic Work Capacity Certificate (eWCC) is ready to send actual certificates to ReturnToWorkSA and these are automatically loaded into their live system. Consequently, it is important that you **DO NOT SEND** a 'test' certificate if you wish to test.

If you want to test that the eWCC solution is working correctly, select a test patient record in your practice management software and run through the steps above -, completing required fields in the eWCC. At this point you can finalize testing by clicking the **PRINT & SAVE** button.

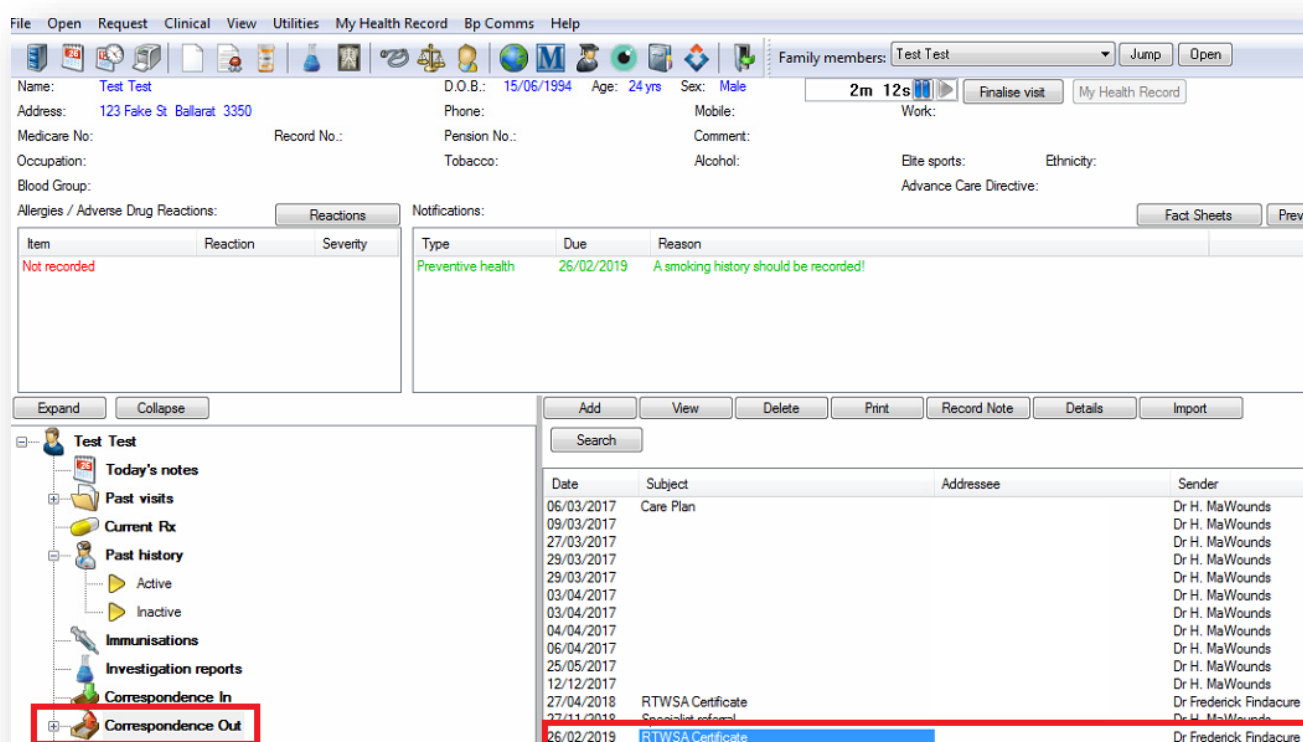


This will display a PDF copy of the form and place a copy of the PDF form against the patient record. If all completes as expected, then you can be confident that your system is setup correctly when you need to send through the first real patient data.

6. Where to find your copy of the eWCC form in your clinical application.

Certificates will be saved into BP if the form has been Sent to ReturnToWorkSA or if the Save and Print option has been selected.

1. After an eWCC is either sent or saved a copy will automatically appear in the **Correspondence Out** section of the specific patient file after the patient file is closed and re-opened or refreshed (F5).



The screenshot shows a clinical application window for a patient named 'Test Test'. The interface includes a menu bar, a toolbar, and a main content area. The 'Correspondence Out' section is highlighted with a red box. Below it, a table of correspondence items is displayed.

Date	Subject	Addressee	Sender
06/03/2017	Care Plan		Dr H. MaWounds
09/03/2017			Dr H. MaWounds
27/03/2017			Dr H. MaWounds
29/03/2017			Dr H. MaWounds
29/03/2017			Dr H. MaWounds
03/04/2017			Dr H. MaWounds
03/04/2017			Dr H. MaWounds
04/04/2017			Dr H. MaWounds
06/04/2017			Dr H. MaWounds
25/05/2017			Dr H. MaWounds
12/12/2017			Dr H. MaWounds
27/04/2018	RTWSA Certificate		Dr Frederick Findacure
27/11/2018	Specialist referral		Dr H. MaWounds
26/02/2019	RTWSA Certificate		Dr Frederick Findacure

2. **Double Click** the **RTWSA Certificate** in the list of correspondence.

3. Alternatively expand the **Correspondence Out** selection and select the **RTWSA Certificate**

The screenshot shows a medical software interface with a patient profile for 'Test Test' (D.O.B.: 15/06/1994, Age: 24 yrs, Sex: Male). The interface includes a navigation menu on the left with categories like 'Current Rx', 'Past history', 'Immunisations', 'Investigation reports', 'Correspondence In', and 'Correspondence Out'. The 'Correspondence Out' section is expanded, showing a list of events, with the entry '26/02/2019 RTWSA Certificate' highlighted. The main window displays a 'Sensitive: Medical' document titled 'Work Capacity Certificate' (Version 2 effective 1 July 2017). The form includes sections for 'A. Patient and employer details' (Mandatory) and 'B. Injury details and assessment' (Mandatory). The patient's family name is 'Test', claim number is blank, and date of birth is '15/06/1994'. The employer name is 'Test'. The injury assessment section contains text: 'I examined you on: 26/02/2019 for injury(s)/condition(s) you stated occurred/developed on: 03/02/2019. The stated cause was: Test. The injury(s)/condition(s) you presented with is/are consistent with your stated cause(s): Is this a new injury/condition?: Yes. My clinical diagnosis/es based on my examination of you and other available information is: Test. Other comments/clinical findings:'. The form also includes a 'www.rtwsa.com 13 18 55' header and a 'Zoom: 114%' toolbar.

7. Support

For application support please contact Telstra Health on:

Phone: 1800 952 252

Email: fastforms@health.telstra.com