

eWCC User Guide Genie 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 a launch bar installed within practices systems.

From June 2021 ReturnToWork SA have partnered with Telstra Health and HealthLink to create a native integration for Genie users, enabling access to the certificate from within the Genie 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
Genie	Version 8.8 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 Genie Version 8.8 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:

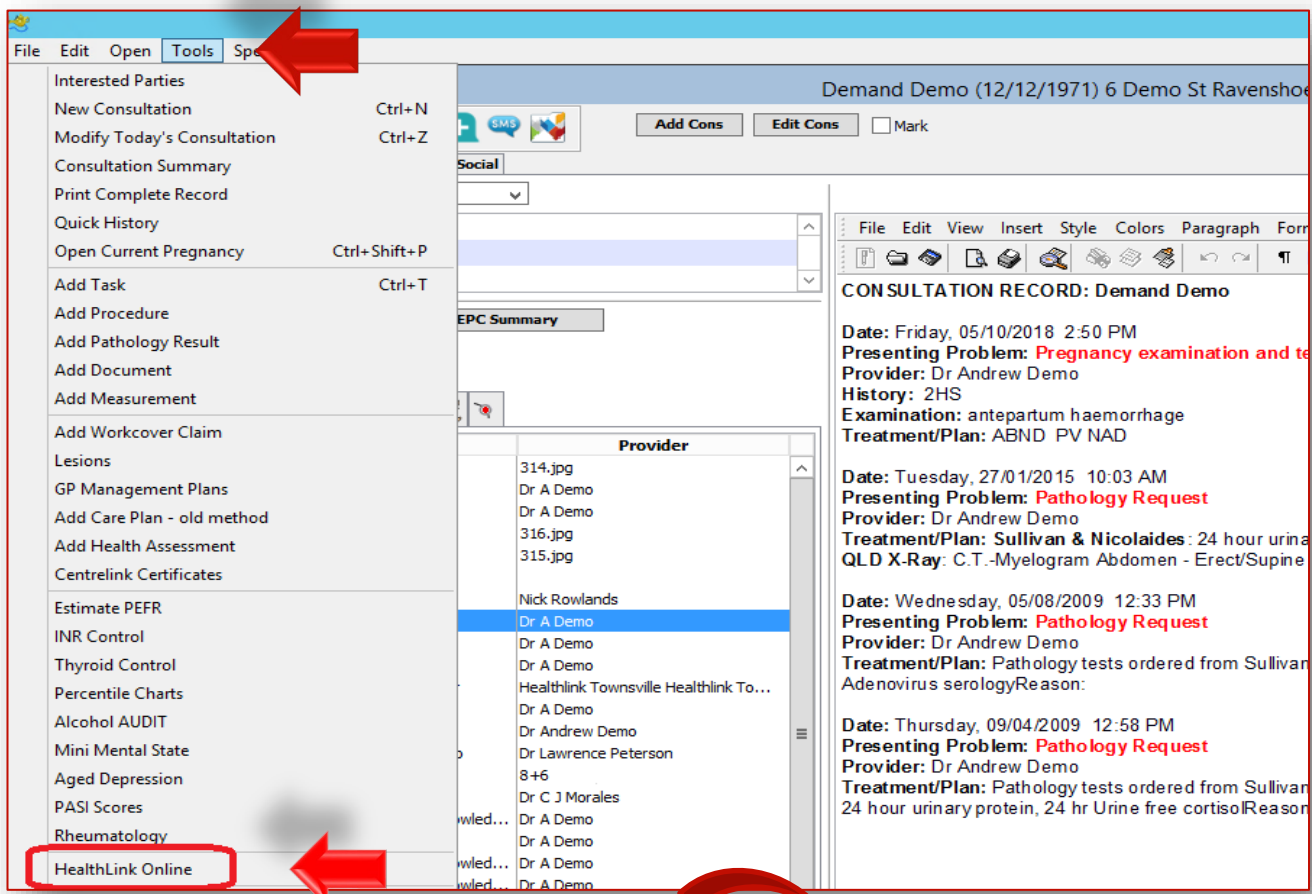
Phone: 1800 952 252

Email: fastforms@health.telstra.com

3. Access and Launching the eWCC

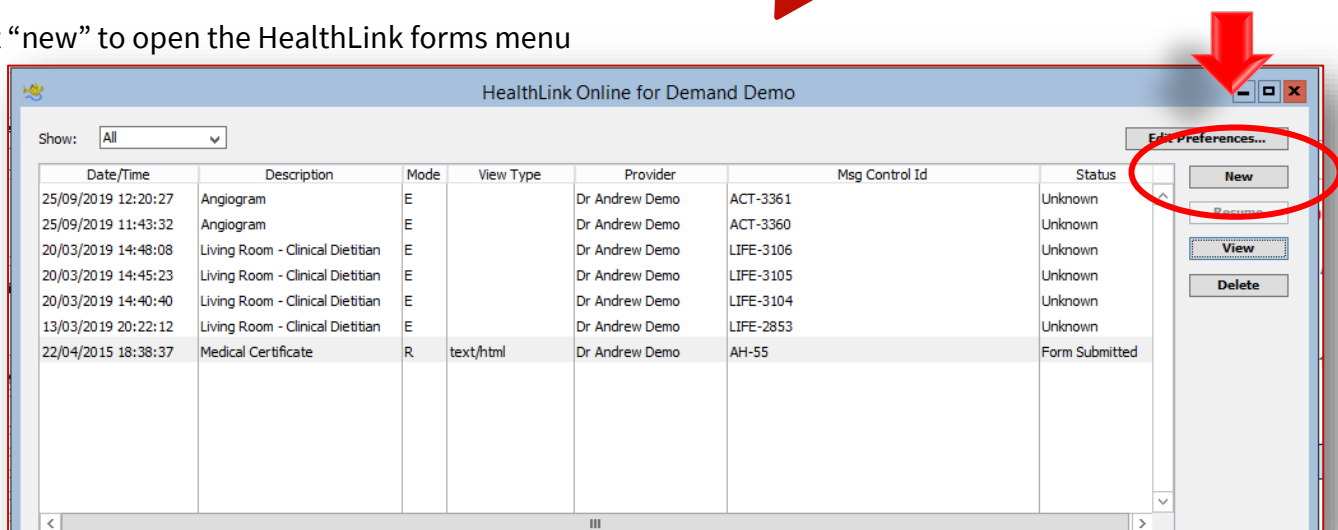
Step 1:

From the patient record, open the “Tools” menu and select “HealthLink Online” to launch new form



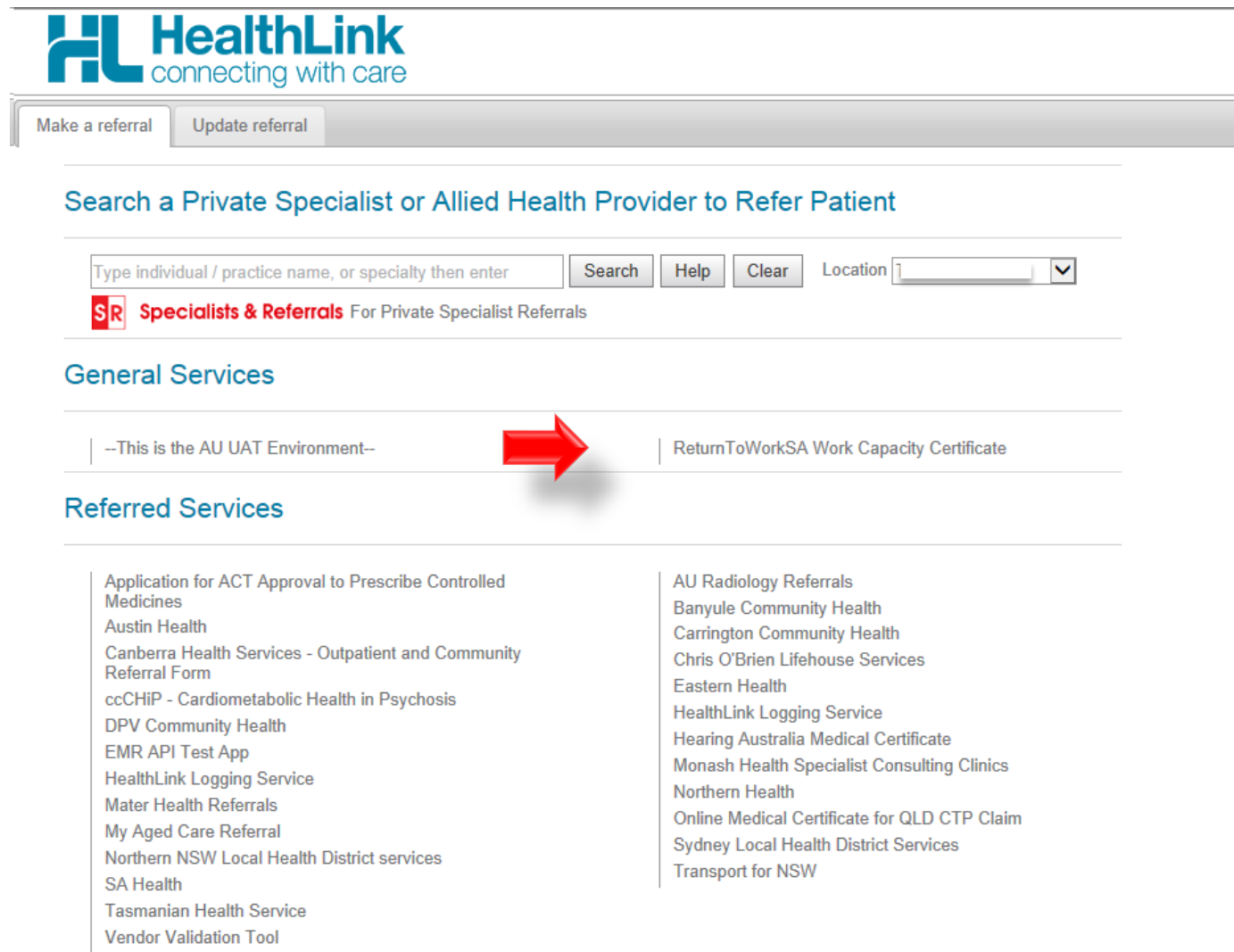
Step 2:

Select “new” to open the HealthLink forms menu



Step 3:

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



The screenshot shows the HealthLink interface with the following elements:

- HealthLink logo:** "connecting with care"
- Navigation tabs:** "Make a referral" and "Update referral"
- Section Header:** "Search a Private Specialist or Allied Health Provider to Refer Patient"
- Search Bar:** Includes a text input field "Type individual / practice name, or specialty then enter", buttons for "Search", "Help", and "Clear", and a "Location" dropdown menu.
- SR Specialists & Referrals:** A red box with "SR" and the text "Specialists & Referrals For Private Specialist Referrals".
- General Services:** A list of services with a red arrow pointing to "ReturnToWorkSA Work Capacity Certificate".
- Referred Services:** A list of services including:
 - 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
 - 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

When this browser opens it may render /open up to the whole screen hiding the patient details in Genie.

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

Step 4:

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)

Returnto 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	

Showing 1 to 1 of 1 entries


First Previous **1** Next Last



Step 5:

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

Work Capacity Certificate ⓘ



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

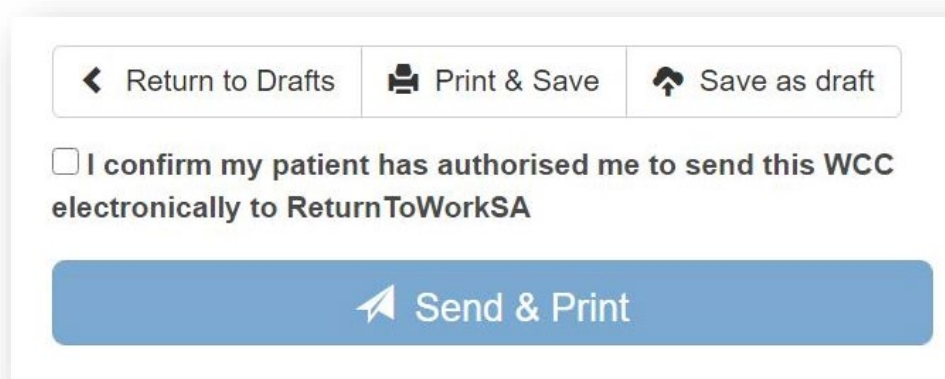
Fax

Completion Date *

Step 6:

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 Genie
- **Save as Draft** – will save all of the details in the certificate list as a draft. Will not be saved in Genie.
- **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 Genie. Consent from the patient must be confirmed prior to sending.



I confirm my patient has authorised me to send this WCC electronically to ReturnToWorkSA

Step 7: 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.

Step 8:

To view a completed form, select “Summary” from the patient record and locate the form in question to view

Previously sent forms will be easily identifiable to practitioners as a “ReturnToWorkSA” form and viewable in the Genie browser window when selected.

The screenshot shows a patient record for 'Demand Demo (12/12/1971) 6 Demo St Ravenshoe 4818 (M: 0425758158) (H: 47123456) - Current User'. The patient's age is 48 years. The 'Summary' tab is selected, showing a list of 67 contacts. A red circle highlights the '48 yrs' age and the 'Return to Work SA' entry in the consultation list. A red arrow points to the 'Return to Work SA' entry. The right-hand side of the screen displays the 'Work Capacity Certificate' form, which is a 'ReturntoWorkSA' form. The form includes sections for patient and employer details, injury details and assessment, certification, and treatment plan. The certification section is currently selected.

Date	Title	Info	Provider
08/07/2019	Return to Work SA	text/html	Dr A Demo
08/07/2019	Return to Work SA	text/html	Dr A Demo
25/09/2019	OPG		Dr A Demo
25/09/2019	Angiogram [E]		Dr A Demo
25/09/2019	Angiogram [E]		Dr A Demo
19/09/2019	arthroscoy single		316.jpg
19/09/2019	arthroscoy multiple		315.jpg
12/06/2019	Referral letter	Dr Best Practice	
02/05/2019	new subject	No Action	Nick Rowlands
20/03/2019	Living Room - Clinical Di...		Dr A Demo
20/03/2019	Living Room - Clinical Di...		Dr A Demo
20/03/2019	Living Room - Clinical Di...		Dr A Demo
13/03/2019	Mr Frederick Forde	Dr A Practitioner	Healthlink Townsville Healthlink To...
13/03/2019	Living Room - Clinical Di...		Dr A Demo
05/10/2018	Pregnancy examinatio...		Dr Andrew Demo
22/08/2018	DISCHARGE SUMMARY	Dr Andrew Demo	Dr Lawrence Peterson
15/08/2018	ANTENATAL		8+6
23/02/2017	CHEST XR	No Action	Dr C J Morales
24/10/2016	Dr Lawrence Peterson	Reviewed Acknowled...	Dr A Demo
06/10/2016	Dr Lawrence Peterson	Reviewed Sent	Dr A Demo
08/06/2016	Dr Lawrence Peterson	Reviewed Acknowled...	Dr A Demo
26/04/2016	Dr Lawrence Peterson	Reviewed Acknowled...	Dr A Demo
25/11/2015	Dr Lawrence Peterson	Reviewed	Dr A Demo
03/11/2015	Ultrasound Pelvis	No Action	Dr. Doctor Demo
22/04/2015	Dr Lawrence Peterson	Printed	Dr A Demo
22/04/2015	Medical Certificate [R]	text/html	Dr A Demo
03/02/2015			Dr A Demo
27/01/2015	Pathology Request		Dr Andrew Demo
27/10/2014	Dr Lawrence Peterson	Reviewed Acknowled...	Dr A Demo
20/10/2014	Dr Lawrence Peterson	Reviewed Acknowled...	Dr A Demo
20/10/2014	Dr Lawrence Peterson	Reviewed Sent	Dr A Demo
20/10/2014	Dr Lawrence Peterson	Reviewed Sent	Dr A Demo
20/10/2014	Dr Lawrence Peterson	Reviewed Sent	Dr A Demo

4. New Functionality

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

When users open up 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.



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

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Finish Draft WCC

Last Saved Date	Injury Date	Injury Caused	Clinical Diagnosis	Employer Name	Claim Number	
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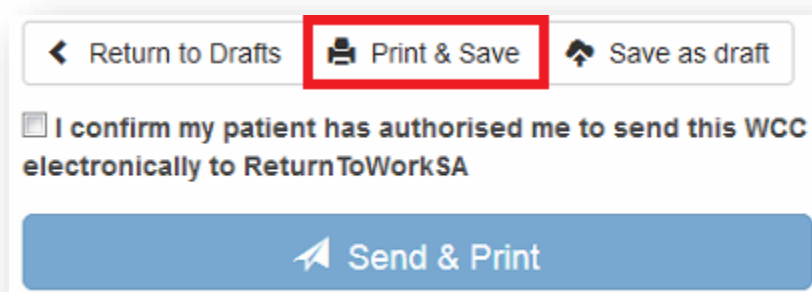
First Previous **1** Next Last



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.

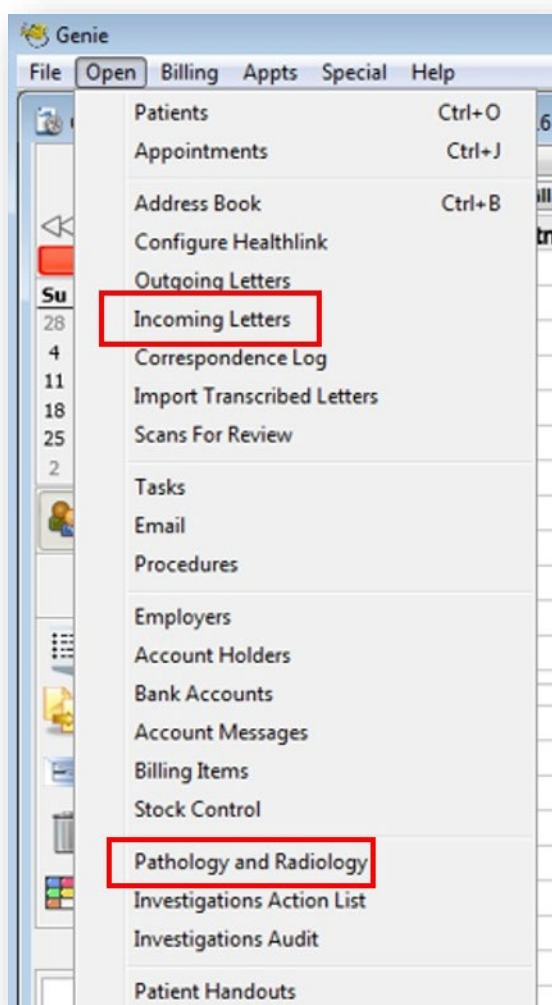


This will display a PDF copy of the form and place a copy of the PDF form against the patient record. If all completes as expected, then you can be confident that your system is setup correctly when you need to send through the first real patient data.

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

Dependent on how the Genie clinical application is set up to receive secure messaging, the messages could reside in either of 2 locations.

1. Open Incoming Letters
2. Open Pathology and Radiology



7. Support

For application support please contact Telstra Health on:

Phone: 1800 952 252

Email: fastforms@health.telstra.com