

eWCC User Guide MD 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 who use Medical Director have been able to access the eWCC via an adapter (installed by the practice and accessed via a launch bar on the desktop) or a widget, known as the UHG widget within the Medical Director sidebar.

From June 2021 ReturnToWorkSA have partnered with Telstra Health and HealthLink to create a native integration for Medical Director users, enabling access to the certificate from within the Medical Director 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
Medical Director	Version 3.16 and above
HealthLink	HealthLink Client Installation to enable HealthLink Forms Use

2. HealthLink Client and Forms 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 Medical Director version 3.16 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:

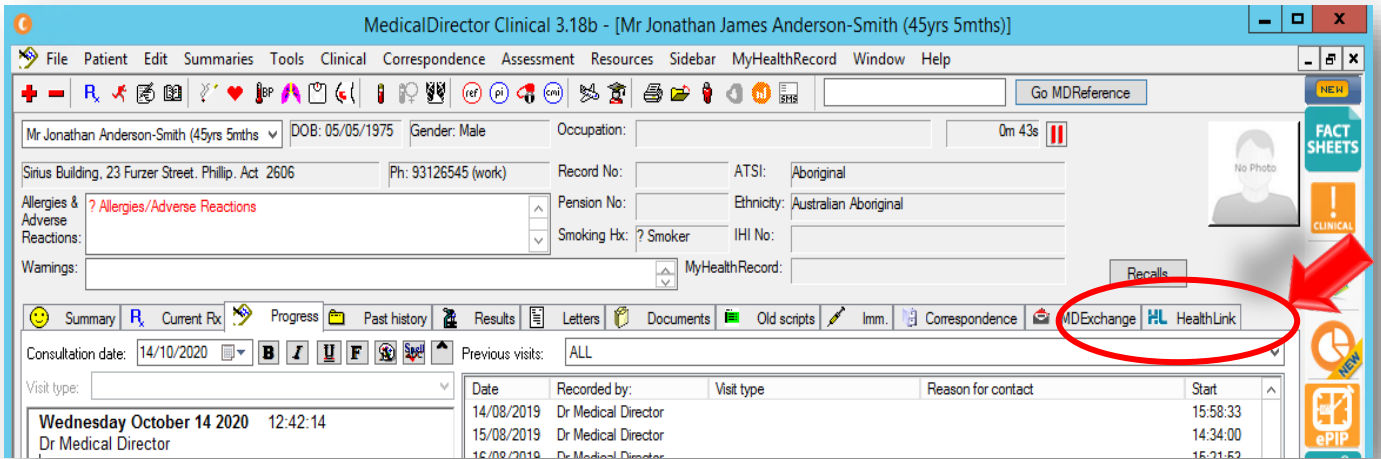
Phone: 1800 952 252

Email: fastforms@health.telstra.com

3. Access and Launching the eWCC

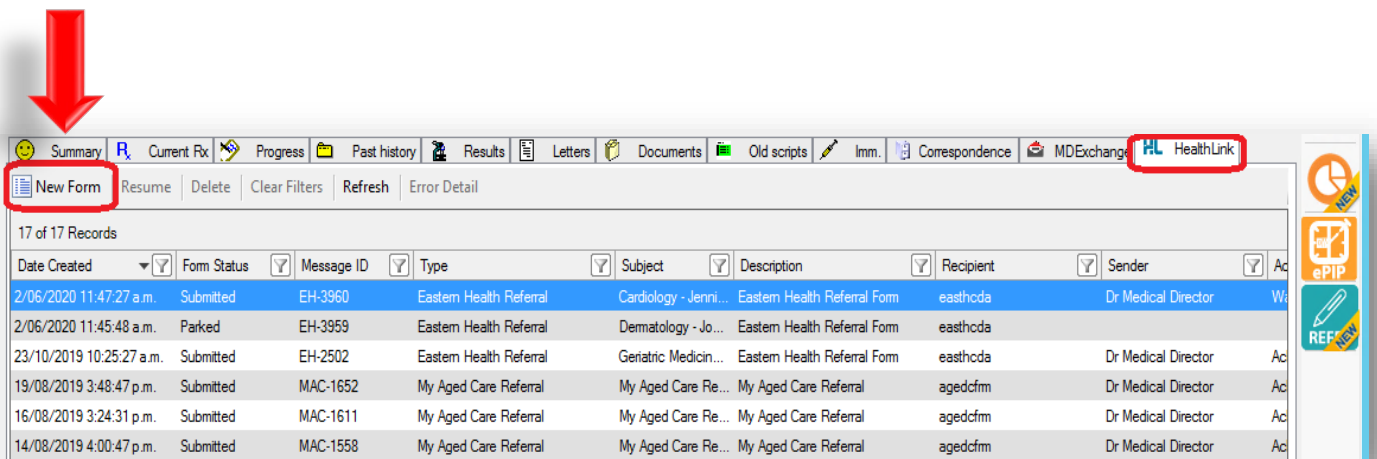
Step 1:

Open the patient record and select the “HealthLink tab on the far right:



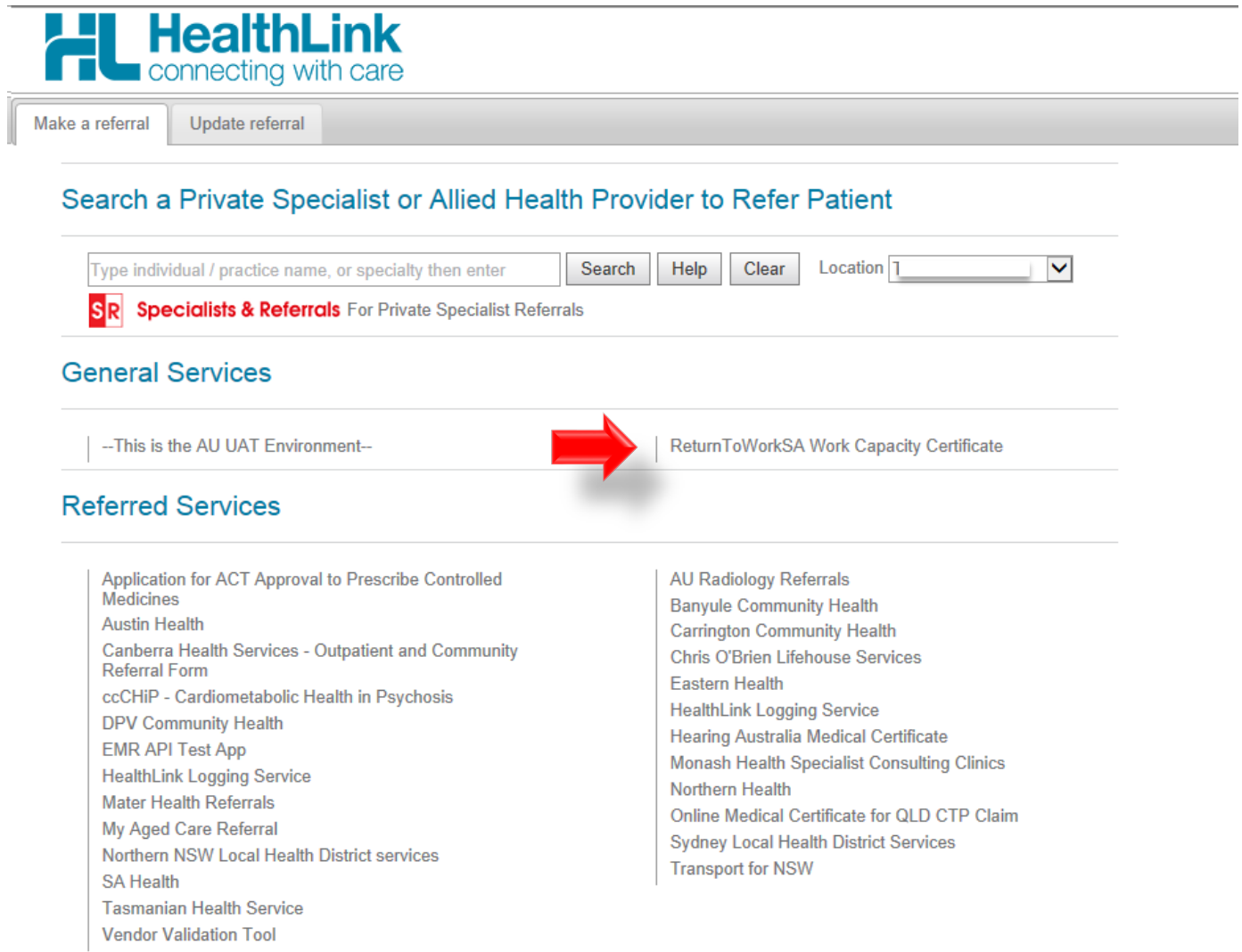
Step 2:

From the HealthLink tab on the far right select “New Form” to launch the Forms Menu, this is located on the far left of the screen.



Step 3:

From the HealthLink Forms Menu, under General Services, select Return to Work SA to launch the eWCC. (Each user will have a different selection of forms as the Library is tailored for what individuals require)



The screenshot shows the HealthLink interface with the following elements:

- HealthLink Logo:** "connecting with care"
- Navigation:** "Make a referral" and "Update referral" buttons.
- Section Header:** "Search a Private Specialist or Allied Health Provider to Refer Patient"
- Search Bar:** Includes a text input field, "Search", "Help", "Clear" buttons, 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 section containing a link "ReturnToWorkSA Work Capacity Certificate" which is highlighted with a red arrow.
- 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
 - ccCHIP - 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 Medical Director.

If access to patient information within Medical Director 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)

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.

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

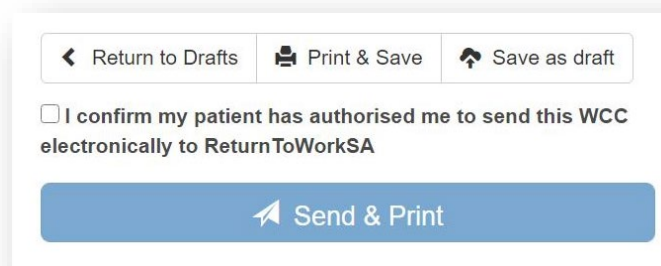
Fax

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



The screenshot shows a form with three buttons at the top: '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 labeled 'I confirm my patient has authorised me to send this WCC electronically to ReturnToWorkSA'. At the bottom of the form is a large blue button labeled 'Send & Print' with a right-pointing arrow icon.

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).

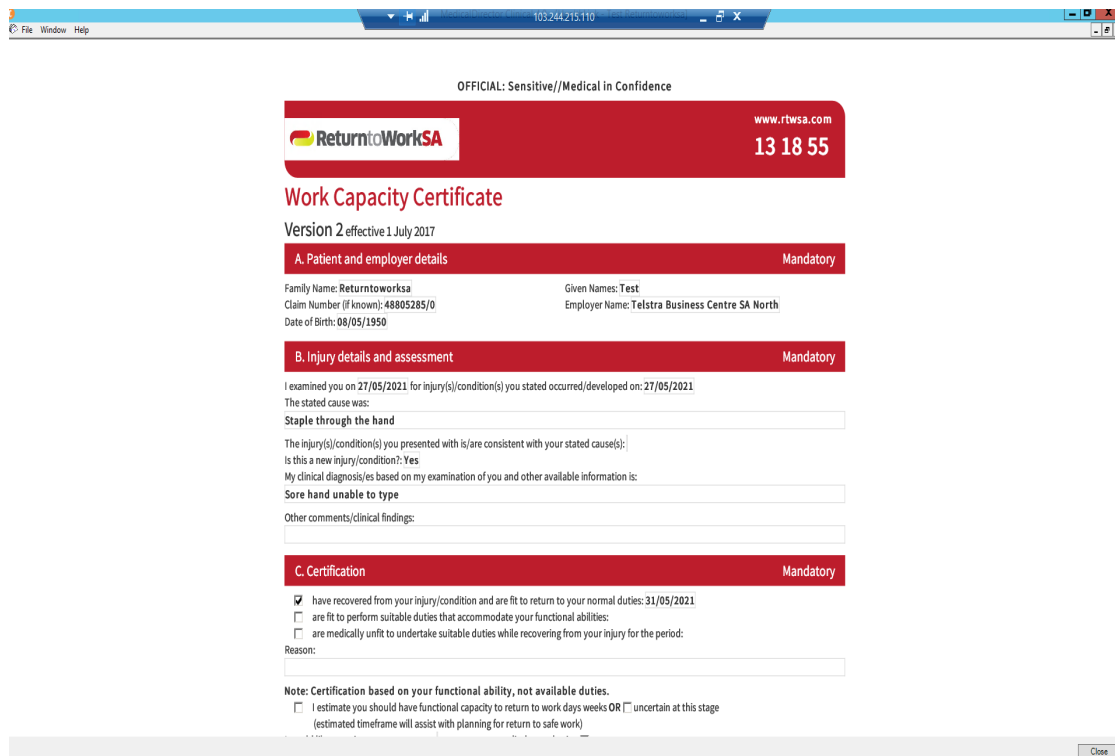
This is to ensure that if a subsequent certificate needs to be created in that appointment for that patient there is no risk to over writing the previous certificate.

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:

When the Print and Save option or Send and Print option is selected a copy of the certificate will open up on the screen.



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Return to Work SA www.rtwsa.com
13 18 55

Work Capacity Certificate

Version 2 effective 1 July 2017

A. Patient and employer details Mandatory

Family Name: Returntoworksa
Claim Number (if known): 48805285/0
Date of Birth: 08/05/1950

Given Names: Test
Employer Name: Telstra Business Centre SA North

B. Injury details and assessment Mandatory

I examined you on 27/05/2021 for injury(s)/condition(s) you stated occurred/developed on: 27/05/2021
The stated cause was:
Staple through the hand

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:
Sore hand unable to type

Other comments/clinical findings:

C. Certification Mandatory

have recovered from your injury/condition and are fit to return to your normal duties: 31/05/2021
 are fit to perform suitable duties that accommodate your functional abilities:
 are medically unfit to undertake suitable duties while recovering from your injury for the period:
Reason:

Note: Certification based on your functional ability, not available duties.
 I estimate you should have functional capacity to return to work days weeks OR uncertain at this stage
(estimated timeframe will assist with planning for return to safe work)

Close

To print a copy of the certificate for the patient a “Print” button will be located at the top of the certificate. When selected this will open your print options.

If you find that the certificate is printing over multiple pages with blank ones in between ensure that the paper setting in Advanced Options is set to A4 and not Letter.

Alternatively:

Right click anywhere on the screen and select Print from the menu.



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 pre populated 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	
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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

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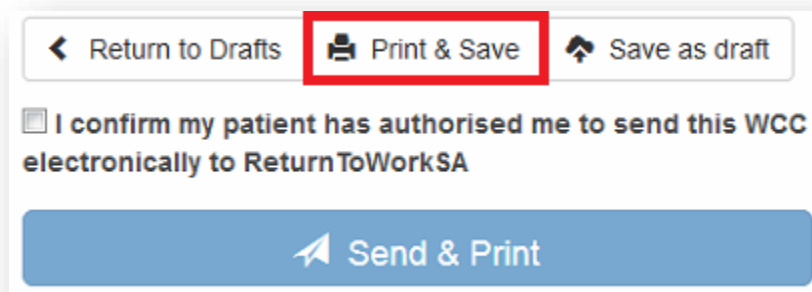
Showing 1 to 1 of 1 entries First Previous 1 Next Last



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.

To view previously submitted forms from within Medical Director, open the patient record, select “Letters”, and choose the eWCC.

A preview of the form is shown in the pane to the right hand side. Click on Open Externally to see the full form.

The screenshot shows the Medical Director Clinical 3.18b interface. The patient record for Mr Jonathan Anderson-Smith (45yrs 5mths) is open. The 'Letters' tab is selected, and a table of 13 records is displayed. The 'Open Externally' button is highlighted in the top right of the preview pane, which shows a 'Work Capacity Certificate' form.

Date Created	Subject	Recipient/Doctor	Description
2/06/2020	Cardiology - Jennifer Cooke		Eastern Health Referral Form
23/10/2019	Geriatric Medicine - Peteris Darzins		Eastern Health Referral Form
19/08/2019	My Aged Care Referral		My Aged Care Referral
16/08/2019	My Aged Care Referral		My Aged Care Referral
15/08/2019	My Aged Care Referral		My Aged Care Referral
15/08/2019	Health Assessment		Health Assessment
1/08/2019	My Aged Care Referral		My Aged Care Referral
26/06/2019	Australian Hearing Referral		Australian Hearing Medical ...
11/06/2019	My Aged Care Referral		My Aged Care Referral
11/06/2019	My Aged Care Referral		My Aged Care Referral
11/06/2019	My Aged Care Referral		My Aged Care Referral
11/06/2019	My Aged Care Referral		My Aged Care Referral

7. Support

For application support please contact Telstra Health on:

Phone: 1800 952 252

Email: fastforms@health.telstra.com