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.

This User Guide is subject to be updated, please ensure you have the correct version.

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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.
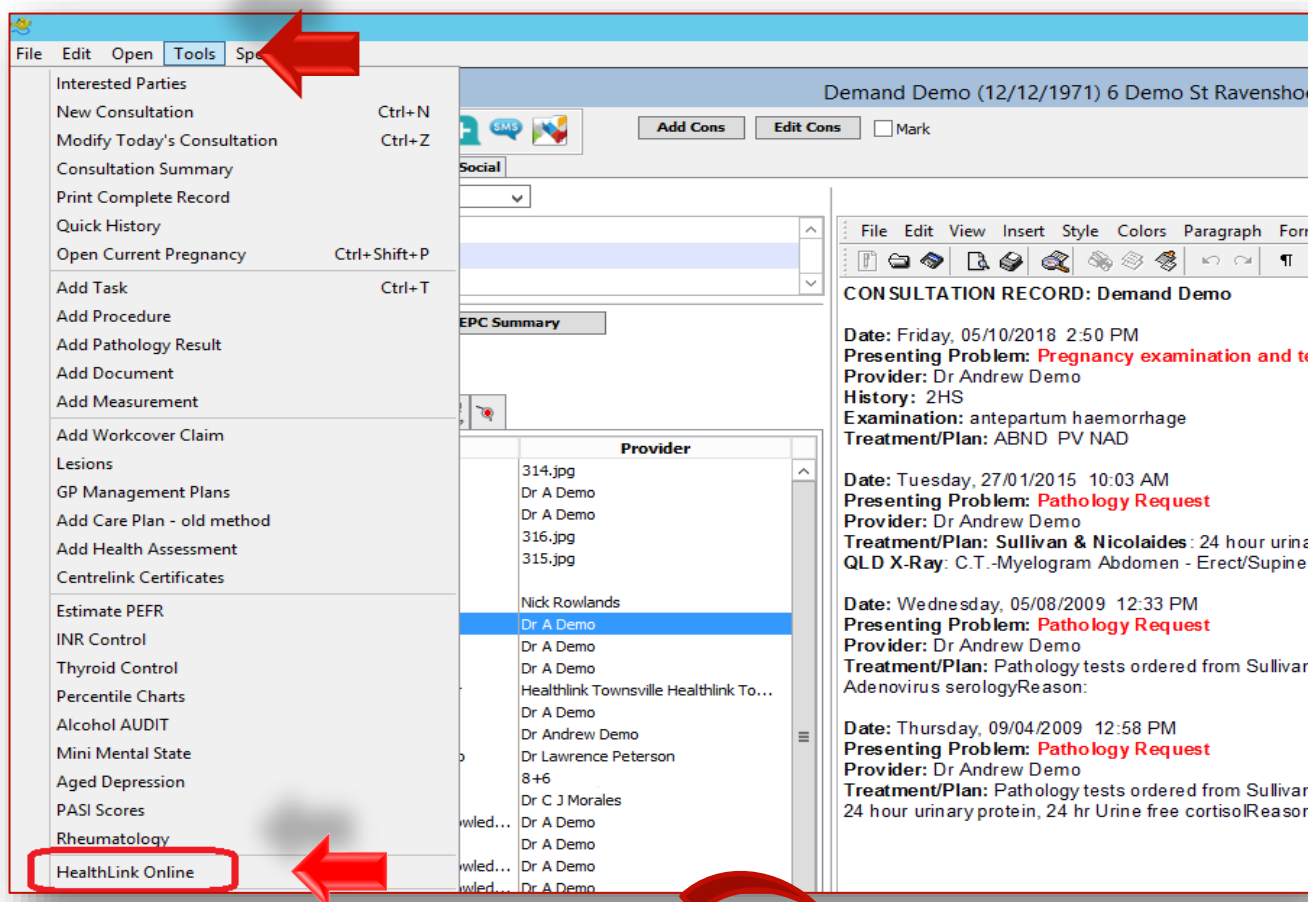
Tech Support:
Phone: 1800 952 252
Email: fastforms@health.telstra.com
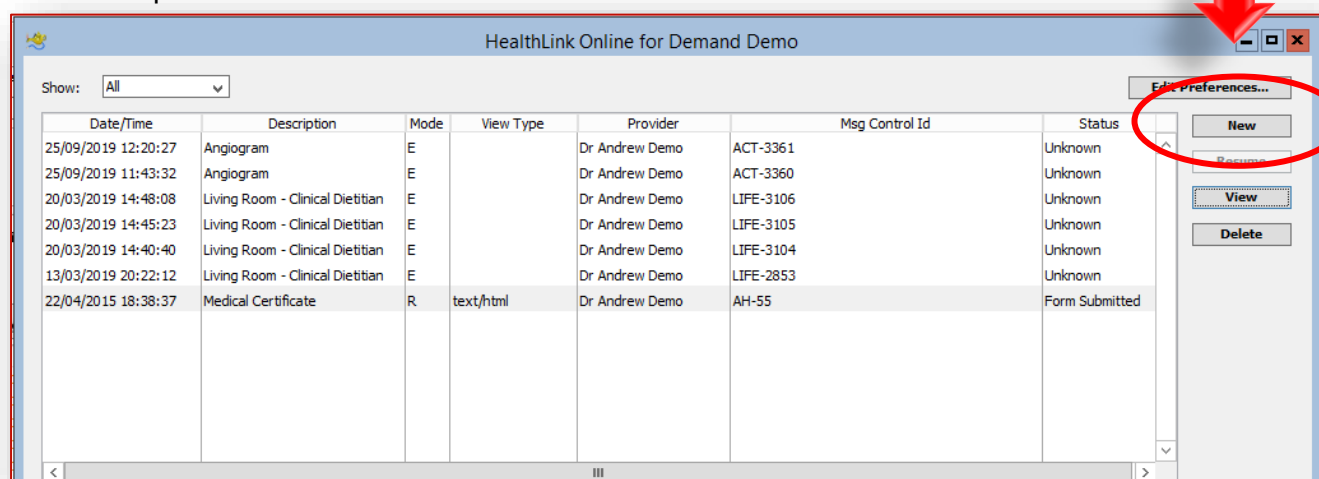
3. Access and Launching the eWCC

Step 1:

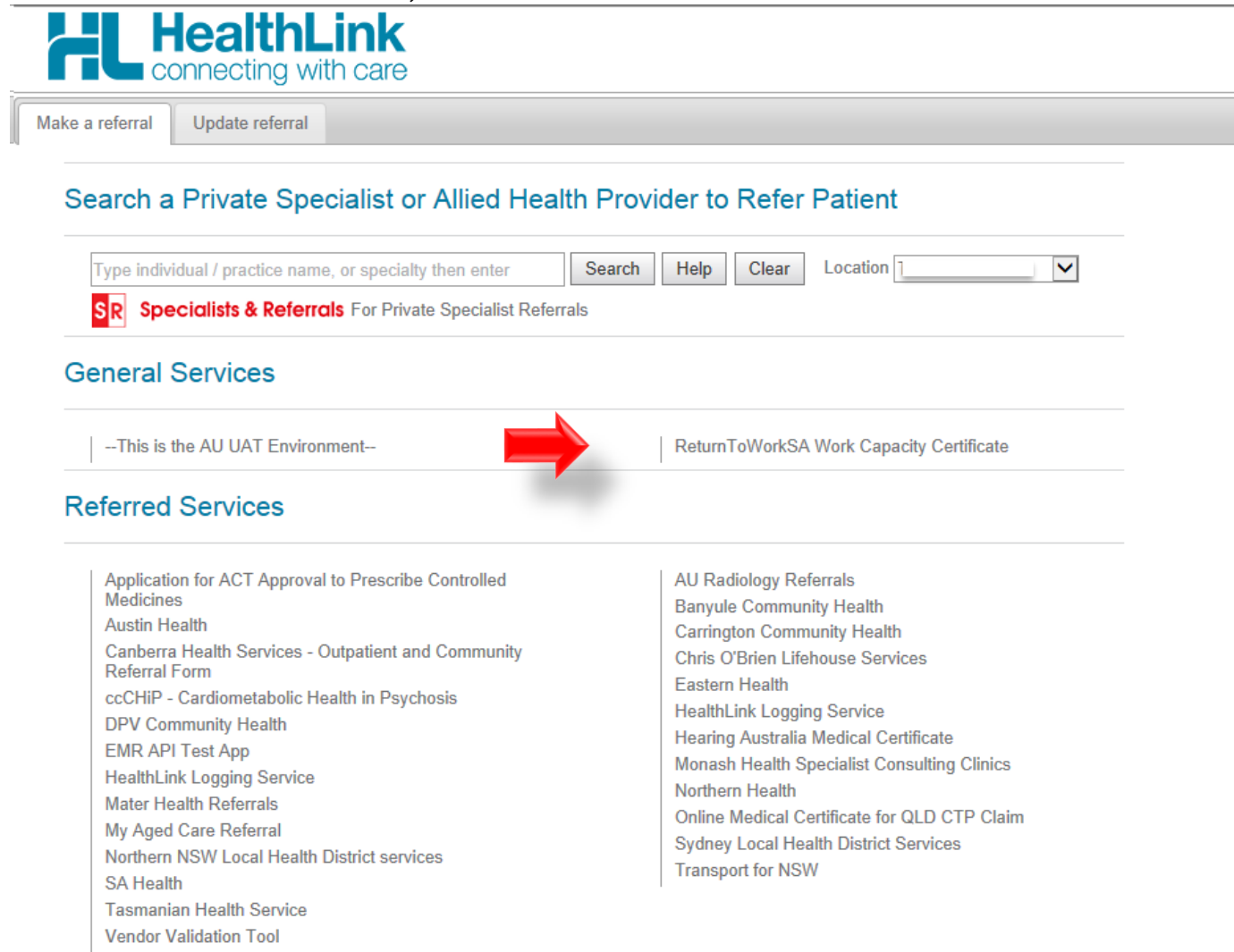From the patient record, open the "Tools" menu and select "HealthLink Online" to launch new form

Step 2:

Select "new" to open the HealthLink forms menu

Step 3:

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

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)

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 *	Lane	
Given Names *	Simon	
ReturnToWorkSA Claim #	12345678	/ 02
	(if known)	
Other Claim #		
Employer Name *	DD & Parj Pty Ltd	
Date of Birth *	12/12/1987	🗓

B. Injury details and assessment

I examined you on *	30/08/2016	🗓

G. Doctor's details

Doctor's Name *	Dr Julianne Smith
Address line1 *	Suites 1 - 4
Address line2	25 Young St
Suburb *	Unley
State	SA
Postcode	5061
Phone	0884595487
Provider Number *	0319352K
Email Address	
Fax	
Completion Date *	30/08/2016 🗓

Step 6:

Forms can be completed and saved as a draft, saved and printed without sending, or sent and printed. Authorisation from the patient is required prior to sending electronically to ReturnToWorkSA.

Step 7:

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.

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 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

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

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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 Retu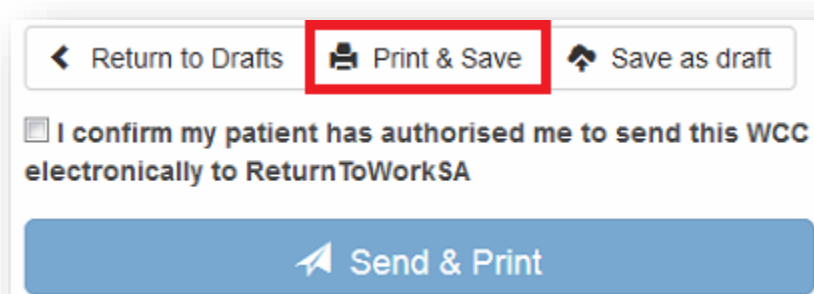rnToWorkSA and these are automatically loaded into their live system. Consequently, it is important that you *DO NOT SEND* a 'test' certificate if you wish to test.

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 into the incoming message section of your clinical application to be filed 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
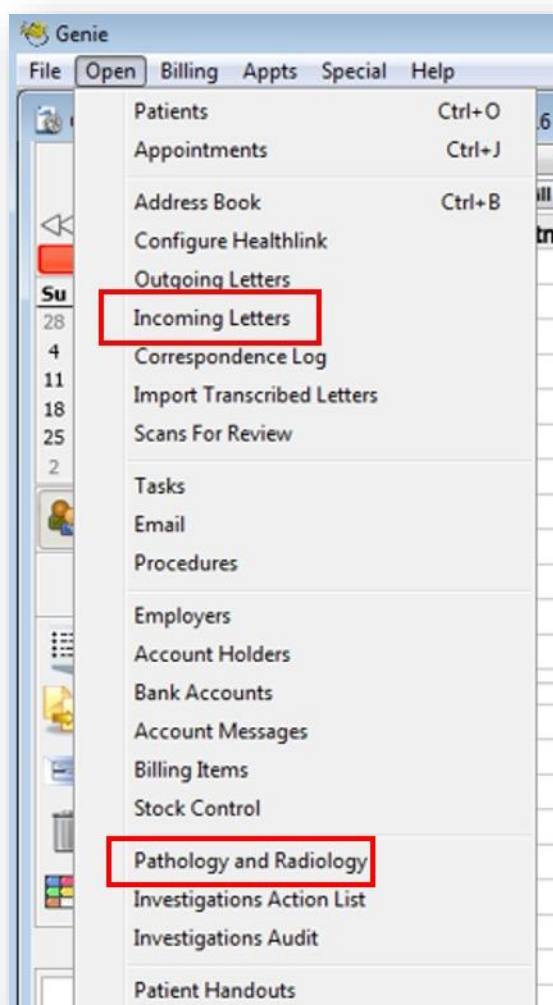
7. Support

For application support please contact Telstra Health on**:**

Phone: 1800 952 252
Email: fastforms@health.telstra.com

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