

FAQs

Electronic Work Capacity Certificate

The electronic Work Capacity Certificate (eWCC) is an electronic format of the Work Capacity Certificate.

The eWCC enables doctors to quickly and efficiently certify capacity.

What are the features and benefits of the eWCC for doctors and their practices?

- Integration with the doctor's practice management software making access, completion and submission easier and faster.
- Secure transmission of certificate information to ReturnToWorkSA.
- Pre-population of patient and doctor details into the eWCC helping reduce the time taken to complete the form.
- Quick and accurate entry of patient employer name through the provision of a comprehensive drop-down list of South Australian employer names.
- User help throughout the document via pop-up help text, descriptors and guidance notes.
- Faster completion time compared with hard copy and editable PDF versions.
- Ability to recall and reuse a previously saved certificate.

If you have any questions, please use these support services:



Tech Support
1300 782 097
service.desk@uhg.com.au



Provider support
8238 5757
providers@rtwsa.com

www.rtwsa.com/ewcc



What features does the eWCC have to help a doctor complete the form quickly?

- Auto-population of patient and doctor details
- Pre-population of date of examination
- Employer name search functionality
- Expandable / collapsible fields
- Drop-down menus
- User help
- Date selection functionality
- Recall of previous certificate for review and use.

How is patient information securely transmitted to ReturnToWorkSA?

Data contained within the eWCC is transmitted directly from the GP's desktop to ReturnToWorkSA, via Telstra's Secure Cloud, using SMART on FHIR profiles and Secure Sockets Layer (SSL) technology. These specifications integrate practice management software with electronic health records, portals, health information exchanges, and other health IT systems.

FHIR is an international standard for exchanging healthcare information electronically, and has been approved for Australian use by the National E-health Transition Authority (NEHTA). SSL technology is a widely used protocol for managing the authentication and encryption of secure transmissions. The Telstra Cloud is ISO27001 certified, and all data is stored in Australia, with all authorised access logged.

Is the eWCC transmission secure?

Yes. All data is transmitted securely from the doctor's practice management software, via the Telstra Secure Cloud, to ReturnToWorkSA.

What is the eWCC adaptor?

The eWCC adaptor is an application that retrieves the most current version of the eWCC and allows it to be completed by the doctor via their practice management software. The adaptor will verify the user is authorised to access the practice management software before retrieving the eWCC. It will also allow the eWCC to be viewed as a new window within the practice management software.

Which eWCC fields are pre-populated?

The eWCC pre-populates patient demographics and the certifying doctor's details. It does not access any other information from within your practice management software.

If a doctor submits an eWCC, will they still need to give their patient a printed copy?

Yes, even if a doctor submits a Work Capacity Certificate electronically, they must give their patient a printed copy.

What happens if a doctor submits an eWCC before their patient lodges a work injury claim?

ReturnToWorkSA will undertake a daily, automatic process for matching the eWCC to a claim. This will continue for 15 days, or until a match occurs. After 15 days, the eWCC can still be manually matched to a claim by the claim agents.

Can a doctor save a draft eWCC and come back to it later?

Yes, a doctor can save a draft eWCC without losing any of the previously entered data.

Can a doctor view a previously issued eWCC in their Practice Management Software?

Yes. Each completed certificate will be saved back to the practice management software in a PDF format and can be viewed at any time. The content can be copied and pasted into a new eWCC.

Can a doctor reuse a previously issued eWCC saved in their Practice Management Software?

Yes. The doctor can access and reuse the certificate saved for their patient in the Practice Management Software.

How long will it take for a submitted eWCC to be received by ReturnToWorkSA?

In most cases, ReturnToWorkSA will receive the eWCC within 15 minutes from submission. In the event ReturnToWorkSA's system is offline, eWCCs will be securely stored and automatically processed once the system becomes available.

Can all doctors within the same practice complete an eWCC simultaneously?

Yes. Once the eWCC adaptor becomes available through practice management software, all doctors will be able to complete an eWCC simultaneously.

Can a doctor still use the WorkCover Medical Certificate (WMC)?

ReturnToWorkSA does not accept the WorkCover Medical Certificate. The WorkCover Medical Certificate was phased out upon introduction of the Work Capacity Certificate in 2016.

Is a doctor required to use the eWCC?

While electronic is preferred, ReturnToWorkSA will also accept Work Capacity Certificates in editable PDF and hard copy formats.

Can I provide feedback about the electronic Work Capacity Certificate?

Yes. Feedback about your experience using the eWCC can be provided by contacting the provider support helpline on **8238 5757** or emailing providers@rtwsa.com.

Can the eWCC be used in all practice management software?

The eWCC is compatible with the following practice management software:

- Best Practice
- Medical Director
- MedTech32 & MedTech Evolution
- ZedMed
- Genie.

Practices wishing to submit eWCCs using other software should contact the provider support helpline on **8238 5757** or email providers@rtwsa.com.