

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.

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
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:

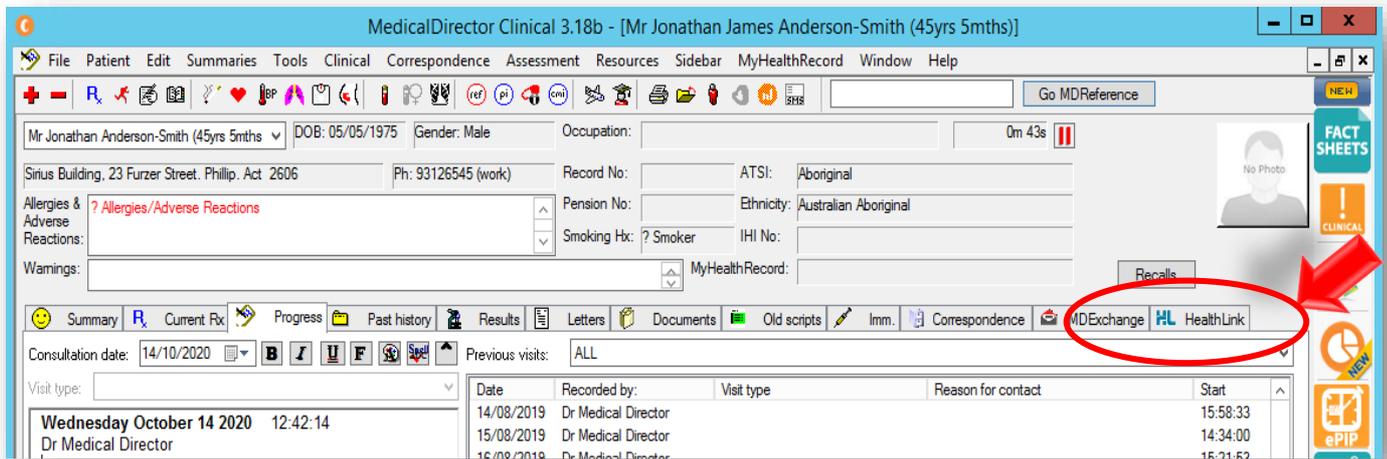
Phone: 1800 952 252

Email: fastforms@health.telstra.com

3. Access and Launching the eWCC

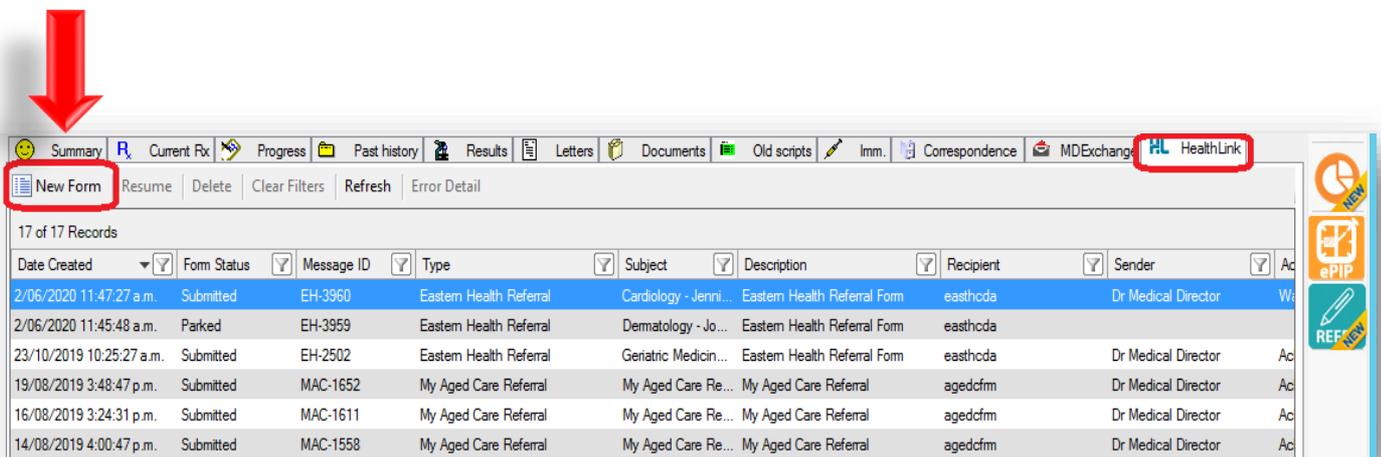
Step 1:

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)



Make a referral
Update referral

Search a Private Specialist or Allied Health Provider to Refer Patient

Search
Help
Clear
Location

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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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 *

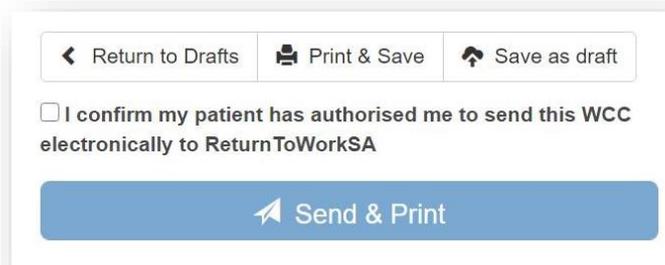
Email Address

Fax

Completion Date * 

Step 6:

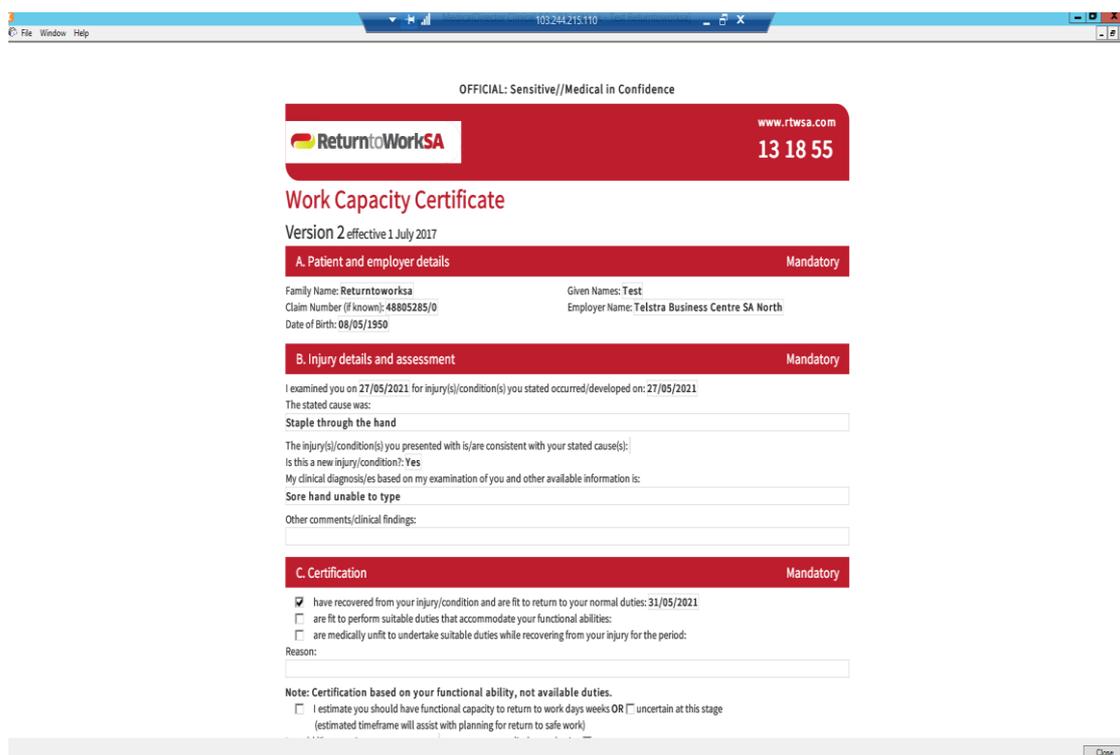
Forms can be completed and saved as a draft, saved and printed without sending, or sent and printed. Authorisation from the patient is required prior to sending electronically to ReturnToWorkSA.



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

Step 7:

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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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.

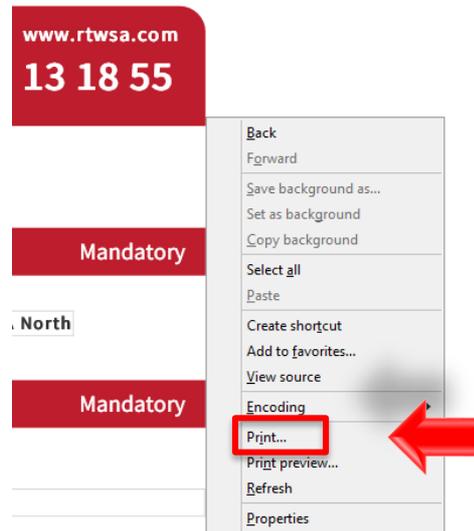
I estimate you should have functional capacity to return to work days weeks OR uncertain at this stage
 (estimated timeframe will assist with planning for return to safe work)

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

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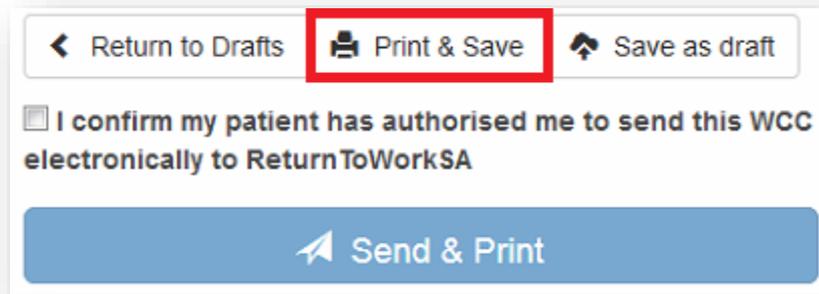
Showing 1 to 1 of 1 entries First Previous 1 Next Last



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.



← Return to Drafts **Print & Save** ↗ Save as draft

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

➤ Send & Print

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.

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.

7. Support

For application support please contact Telstra Health on:

Phone: 1800 952 252

Email: fastforms@health.telstra.com