Physician agent portal user guide
April 2024

Contents

Introduction

This user guide is intended to guide you through the key steps involved in registering as a user of the National Occupational Respiratory Disease Registry (the Registry) portal, and using the Registry to notify diagnoses of occupationally caused or exacerbated silicosis or other respiratory disease.

Notes on using the portal

myGovID

In order to register as a user of the Registry, you must have a myGovID. For security reasons, you will need to hold a "standard" or "strong" strength myGovID in order to access the NORDR portal. A "standard" myGovID requires 100 points of identification. If you attempt to register with a "basic" strength myGovID, you will be denied access to the portal and shown a message asking you to upgrade to "standard" strength.

Please visit the myGovID website for more information.

Mandatory information

When using the Registry to enter your details and patient notification details, you will notice many fields are marked with a red asterisk (*). This signifies that the field is mandatory, and a response must be entered. If a response is not entered for a mandatory field, then you will receive an error message prompting you to enter the required information before the information entered can be saved or submitted.

Register as a user of the Registry for the first time

You will access the Registry as a Physician Agent, meaning that a Physician has nominated you to act on their behalf with regards to the Registry. In order to register as a Registry user, follow these steps.

1. Select "redeem registry invitation link" in invitation email

You will receive an email from the Registry. The email will contain a link that will allow you to redeem the invitation to act as a Physician Agent, which you will need to do by logging into the Registry and accepting or rejecting the Physician's invitation.

2. Login to the Registry using your myGovID

3. Accept or reject the Physician's invitation act on their behalf

Once you are successfully logged on you will be taken to a **Welcome to the National Registry** screen and asked to accept or reject the physician's invitation to act on their behalf.

The dashboards

The main Registry functionality is accessed through the physician dashboard. The physician dashboard is described in more detail in the following sections. First, the Agent dashboard will be described.

The Agent dashboard is where you can:

- select the Physician you wish to act on behalf of
- action any "act on behalf of" requests
- view your own details.

Agent dashboard

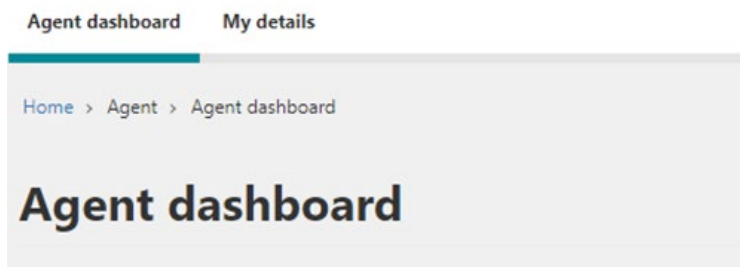Click on **Agent dashboard** to be taken to the Agent dashboard.
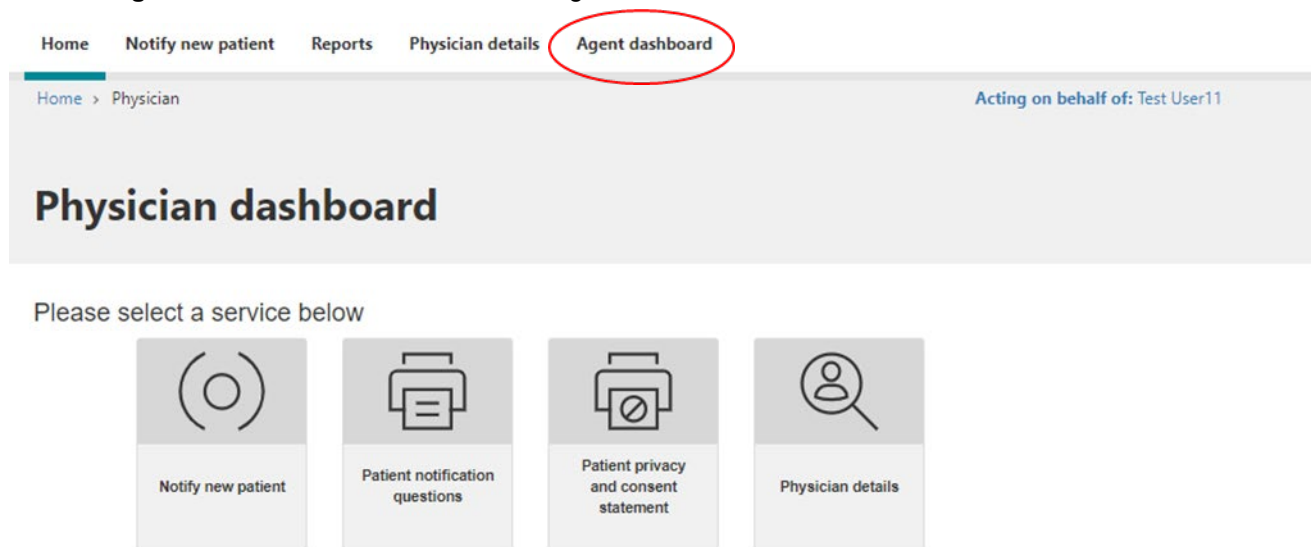
1. Select physician

It is possible that you will be the authorised agent for more than one Physician. In this instance, it is important that you enter patient notifications for the correct Physician.

Before entering a patient notification, navigate to the Agent dashboard, then select the physician you are acting on behalf of by clicking the arrow that appears in the "select physician" dropdown.

Once the correct physician has been selected, click the **Go to physician dashboard** button.
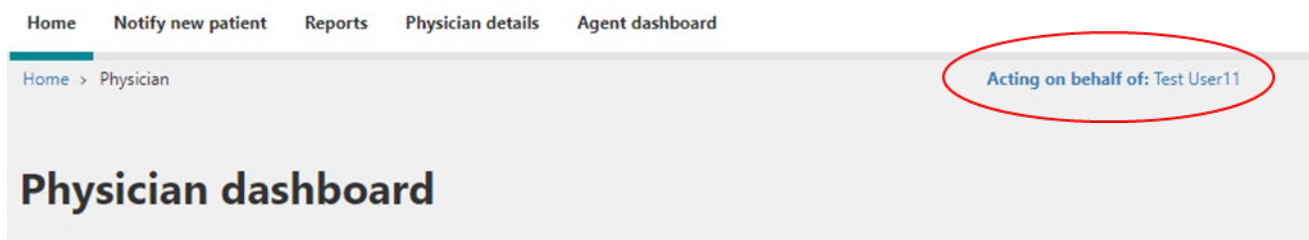
You will then be taken to the dashboard for the selected physician. At the top right-hand side of the dashboard the name of the physician you are acting on behalf of will be displayed, so you can be sure you are acting on behalf of the correct physician.

2. Act on behalf of requests

This table shows all act on behalf requests that physicians have sent to you and their current status. If "Requires action" is Yes, then use the action arrow dropdown button to accept or reject the request.

If "Requires action" is No, then you have already accepted the request.

You may stop acting on behalf of a physician by clicking the dropdown arrow, selecting **remove,** followed by **Yes, remove act on behalf** on the pop up confirmation window.

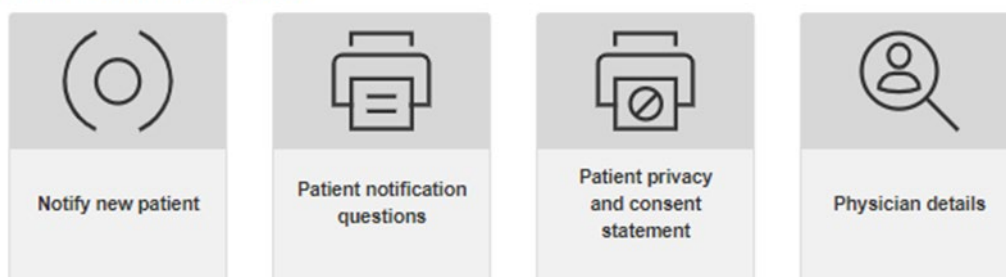| Physician name ⬆	Date request sent	Date accepted	Date removed	Requires action ⬇	
Test User11	22/03/2023	06/04/2023		No	⌄

3. View your details

Physician dashboard

The main screen for physician agents to access Registry functions is the physician dashboard. There are 2 parts to the dashboard:

1. Select a service

2. Patient list

1. Select a service

From this part of the dashboard, you can access these Registry functions:

- Notify a new patient
- Download and print the notification questions to hand to the patient to complete
- Download and print the patient privacy and consent statement
- View the physician's details.

Further information about each of these functions is provided in later sections of this user guide.

2. Patient list

The patient list has two tabs:

- Draft notifications

  This shows a list of patients for whom you have draft notifications awaiting completion.
- Patients

  This shows a list of patients for whom a notification has been submitted to the Registry.

These patient lists can be sorted on any of the headings. For example, by clicking on **First name**, the list will sort in descending order (indicated by a ⬇).
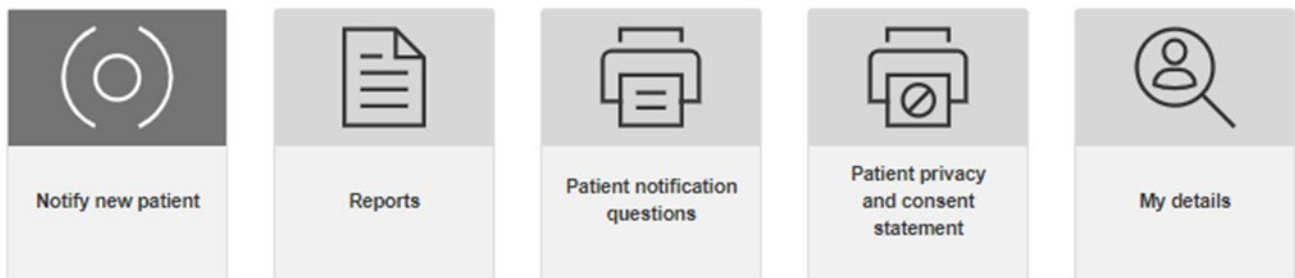
If you click on **First name** again, it will then sort in ascending order.

From your Patient list you can view/edit a patient's details in the Registry, including saved medical test reports or adding new medical reports.

Notify a new patient

To notify a new patient, select the **Notify new patient** tile in the physician dashboard.

There are 5 main parts to making a notification:

1. Identify patient
2. Patient details
3. Disease and exposure details
4. Additional information
5. Submit notification.

Each of the above parts to making a notification is covered below.

1. Identify patient

You will first need to identify the patient, by entering either their Medicare, DVA or IHI number. Once this information is entered, and you click on **Next**, you will be taken to the **Patient details** screen.

2. Patient details

On the **Patient details** screen you will be required to enter patient (demographic) details and contact details. Note that on this screen, the patient's Medicare, IHI or DVA number will be pre-populated.

i. Patient details

The patient demographic details to be entered are listed below. Note that fields marked with a * mean that a valid response must be provided in order to submit the notification.
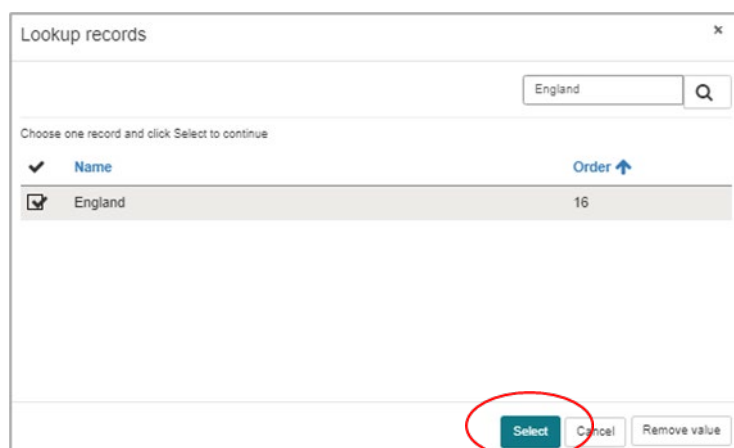
- First name*
- Family name*
- Date of birth* – you can enter a date in DD/MM/YYYY format or use the date picker to select the date
- Date of death
- Gender*
- Indigenous status*
- Country of birth*
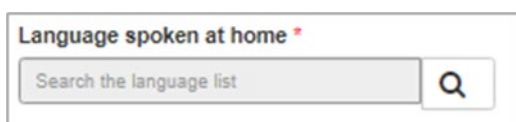

You cannot type the name of a country in this field and will need to search the country list as follows:

- click on the magnifying glass symbol. A lookup records box will pop up (see screenshot below)
- select one of the countries on the list that pops up by placing a tick next to it; or
- use the search field in the popup box to find a country and select it by placing a tick next to it.

Once a country is selected by placing a tick next to it, you will need to click on the **Select** button to register this entry.

- Language spoken at home*

You cannot type the language into this field. You will need to search the language list as follows:

- click on the magnifying glass symbol. A lookup records box will pop up
- select one of the languages on the list that pops up by placing a tick next to it; or
- use the search field in the pop-up box to find the required language and select it by placing a tick next to it.

Once the language is selected by placing a tick next to it, you will need to click on the **Select** button to register this entry.

- The date you became the treating/diagnosing physician for this patient (in the DD/MM/YYYY format)*.

ii. Contact details

The contact and address details that are to be entered are listed below. Please note that fields marked with a * mean that a valid entry must be made in order to submit the information.

- Mobile, Landline or Email address*

  The details for at least one of these contact methods must be provided.

  Mobile numbers must be provided in the format using Australia's country code (+61) rather than starting with 0, for example **+61** 409 XYZ XYZ

- Postal address*

  Start typing the patient's postal address and the address should display.

  If it does not display, then enter the address manually in the following address fields: Address line 1, Address line 2, Suburb, State/Territory, Postcode, Country.

  If the patient's postal address is outside of Australia, then mark the box next to "Or, address is outside of Australia".

Once all patient details and contact and address details are entered, then click on the **Save and next button.** You will be taken to the **Disease and exposure details** screen.

3. Disease and exposure details

The first section on the **Disease and exposure details** screen asks you to enter Pre-Bronchodilator lung function values. You are also asked to upload the lung function medical test file if available.

Accepted file formats include documents (.doc, .docs, .txt) .pdf and images (.jpg, .jpeg and .png) and the maximum file size is 25MB.

When a medical test file is uploaded, then it will display in the Medical test grid that shows on the **Disease and exposure details** screen.

The third section on the **Disease and exposures details** screen is Patient's respiratory diseases.

To add a new respiratory disease, click on the **Add respiratory disease** button.

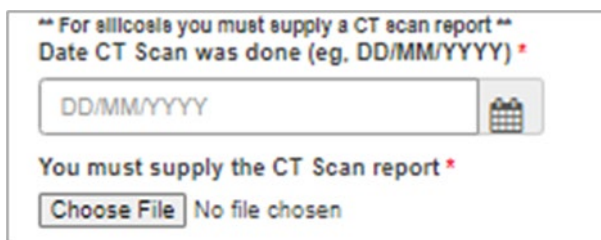An **Add respiratory disease and exposure details** modal will display.

The modal will ask you to enter details of the patient's respiratory disease and diagnosis.

How this information is entered differs slightly for silicosis (all types) and other respiratory disease, as described below.

i. Silicosis

- Disease name*
- Date of diagnosis*
- The likelihood the disease was occupationally caused/exacerbated*
- Main causing agent*
- For any type of silicosis, silica dust will be the default value selected here.
- Select one or more tests used to make the diagnosis*
- For any type of silicosis, CT scan will be automatically selected as a diagnostic test. Other medical tests can be selected in addition to CT scan.
- For any type of silicosis diagnosis, a CT scan file must be uploaded.
- First, enter the date of the CT scan, then upload the CT scan file

- Diagnosis confirmed by a multidisciplinary team*

ii. Other respiratory disease

- Disease name*
- Date of diagnosis*
- The likelihood the disease was occupationally caused/exacerbated*
- Main causing agent*
- The list of disease-causing agents displayed will depend on the Disease name that has been entered.
- Select one or more tests used to make the diagnosis*

  Note that there is no requirement to upload these medical tests. They may be uploaded in the Additional information section of the notification, if the patient consents to you providing Additional Information to the Registry.

- Diagnosis confirmed by a multidisciplinary team*

Once the above sections are complete, then the modal window will expand to display fields to record Exposure details, as follows:

- Total years of exposure*

- Timeframe since last exposure*

- What industry was the patient working in when the exposure occurred?*

   To search for the patient's industry, click on the magnifying glass symbol.

   In the window that pops up, type the industry into the search field in the top right-hand side of the pop-up and select the desired value. If you are unable to find an appropriate value, you may select "other" and type in the industry.

   In the window that pops up, type the industry into the search field in the top right-hand side of the pop-up and select the desired value. If you are unable to find an appropriate value, you may select "other" and type in the industry.

   Note that the values displayed in the search results are from the ABS Australian and New Zealand Standard Industrial Classification (ANZSIC). Click here for further information about classifying a patient's industry according to the ANZSIC classification that is used in the Registry.

- Is the patient still working in this Industry?*

- What was the patient's occupation when the exposure occurred?*

   To search for the patient's occupation, click on the magnifying glass symbol.

   In the window that pops up, type the occupation into the search field in the top right-hand side of the pop-up and select the desired value. If you are unable to find an appropriate value, you may select "other" and type in the occupation.

   Note that the values displayed in the search results are from the ABS Australian and New Zealand Standard Classification of Occupations (ANZSCO). Click here for further information about classifying a patient's occupation according to the ANZSCO classification that is used in the Registry.

- What was the main job task causing the exposure?*

- Was the last workplace of exposure in Australia?*

   If the last workplace of exposure was in Australia, then you will be asked to enter the following details of the workplace:

   – Business name (or tick business name not known)*

   – Landline number

   – Email address

   – Physical address of last workplace of exposure

   – State/Territory of this workplace*

   – Is the patient still working at this workplace?*

- Was the last exposure also the main exposure that is thought to have caused the disease?*

   If **No** is selected, then you will be asked to enter the details of the main exposure.

> If you do not provide information in the fields marked as mandatory (*) in the **Add respiratory disease and exposure details** modal window, you will not be able save the information you have entered.
>
> If you do not complete all fields and click on the **Save disease details** button, then the partially completed information will be lost when you click cancel or navigate away from the popup.

Once the disease and exposure details are correctly entered and saved, then the disease will appear on the list of the patient's diagnosed respiratory diseases that displays on the **Disease and exposure details** screen.

It is from here that you can view, edit or remove a notified disease.

To move onto the next step in the notification - Additional information - click on **Save and next** at the bottom of the screen.

4. Additional information
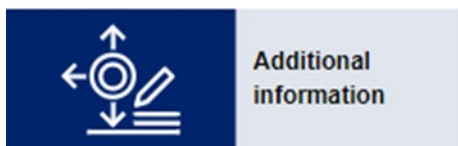
There are 4 collapsible modules that may be completed on the **Additional information** screen:

i.   Patient consent – must be completed

ii. Medical tests – optional

iii. Demographic and lifestyle details – optional

iv. Occupational history of exposure – optional.

i. Patient consent

You must indicate whether the patient consents to you collecting additional information.

If **No** is selected, then it is not possible to expand the medical test, demographic and lifestyle details, and occupational history of exposure modules.

If **Yes** is selected, then you will be able to provide the information requested in those modules.

ii. Medical tests

Here you can upload medical tests relevant to the diagnosis and management of the patient's occupationally caused or exacerbated respiratory disease.

Click on the **Add medical tests** button in the Medical test module

Medical tests –

Add relevant medical tests for the patient or view existing medical tests

Add medical tests

Test type ↑	Other test type	Test date ↑	Test results	Test report name	
Spirometry		08/06/2023	-	PN001811-Spirometry-08062023.pdf	⌄

Medical test files you load are renamed automatically to meet Registry naming conventions. You may view or remove a file you have uploaded once its name appears.
File upload successful - refresh the screen to see the file name.

An **Add medical test** modal will then display, where you select the medical test type and date of the medical test.

Add medical test ✕

Select the medical test type *

X-Ray ⌄

Test date (eg, DD/MM/YYYY) *

04/07/2023 🗓

Add medical test

After clicking the **Add medical test** button, you will be prompted to attach the medical test file by clicking on **Upload file**.

Select the required file when prompted. When prompted, click **Save**.

Add medical test ✕

Medical test type *

X-Ray ⌄

Test date (eg, DD/MM/YYYY) *

04/07/2023 🗓

Please attach the medical test file   **Upload file**

Save Cancel

Note that when you upload a medical test file, the Registry system will rename the file.

This means that when the medical test displays in the medical test grid, the file name will be different to what you had named the file prior to uploading it.

iii. Demographic and lifestyle details

The details you enter here reflect the patient when the first respiratory disease was diagnosed and should only be updated if incorrectly entered or the values were not previously entered.

You will be prompted to enter details about the patient's:

- Height
- Weight
- Smoking history

   The questions that display will depend on whether the patient is a non-smoker, current smoker or former smoker of cigarettes.

- Employment status

   You only need to complete either current job title (if employed) OR date of last employment and last job title (if not employed).

> In order to save any partial responses to Demographic and lifestyle details, ensure you click on **Save as a draft** at the bottom of the **Additional information** screen.

iv. Occupational history of exposure

To add a job to the patient's occupational history of exposure, click on **Add work history**.

An **Add work history** modal will display. You will be asked to enter the following details. Bolded items marked with a * are required and constitute the *minimum information* needed to count as a valid exposure.

- **Job title***
- Occupation
- Industry
- Job start date
- Is the person still working in this job? (if no, then enter the date they finished at this job)
- **Main causing agent***
- Secondary causing agent
- Main exposure site
- Average hours worked per week
- **Main job task***
- Was RPE used?
- What type of ventilation/control measures were there in the work area?

The information provided here will include the exposures (last and main exposures) reported under **Disease and exposure details** in the minimum notification. This information will need to be entered separately under the Occupational history of exposure in the additional information.

Once you click **Save** on the Exposure details, then the job will be added to the patient's occupational history of exposure. From here, you can view, edit, or remove the job from the patient's occupational history of exposure.

When you have entered the additional information that you are able to or wish to enter, then click on **Save and next**. You will be taken to the next screen, **Submit notification**.

5. Submit notification

As you work through the different parts of the notification, the panel down the left side of the screen will show which parts of the notification have been completed (green); which are in progress (blue); and which are yet to be completed (grey).

When you reach the **Submit notification** screen you can either click **Save as a draft,** allowing you to save the notification as a draft, or you can submit the notification by clicking **Submit** (see screenshot below)**.**

Run reports

When you click on the **Reports** tile in the Physician dashboard, a Report window will display at the bottom of the screen. This shows a PowerBI report on the number of notifications received, broken down as follows:

- Respiratory diseases by State/Territory
- Respiratory diseases by contributing occupation
- Disease causing agent identified by the occupation of exposure.

You can select the date range to filter these reports by, and you can also select whether the reports include last exposure data or main exposure data.

> If the dates appear to be displaying in the MM/DD/YYYY format rather than the DD/MM/YYYY format please be aware that this can be amended by changing your browser settings for date display (this will vary by browser).
>
> Alternatively, you can use the date picker to ensure you select the correct desired date range.

Patient notification questions
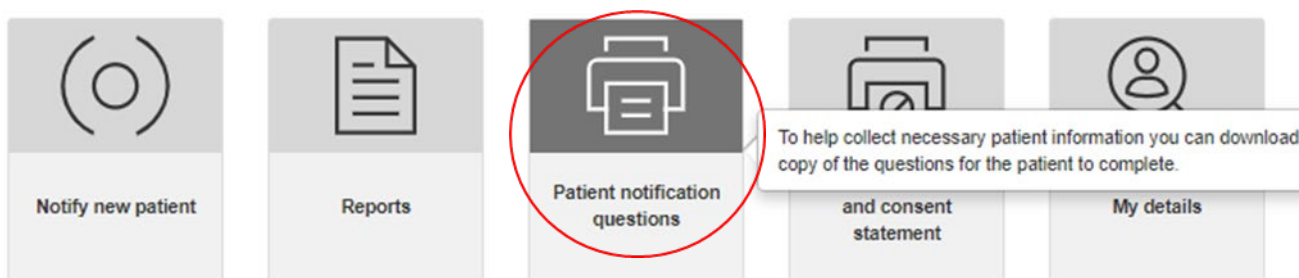
When you click on this tile, a fillable PDF will download which can be provided to, and completed by, a patient digitally or in paper form.

The form is designed to assist with the collection of additional information; however, it does contain most of the information fields needed to make a notification to the Registry. You, or someone acting on your behalf, will then need to enter the patient's responses to these questions into the Registry.

The form does not provide fields to record:

- A patient identifier (e.g., Medicare card number) *
- Date of death
- Mobile, Landline or Email address*
- Postal address*
- The date you became the treating/diagnosing physician for this patient (in the DD/MM/YYYY format)*.
- Medical test results*
- Patient consent (when required).

Patient privacy and consent

Patient consent is required in order to notify:

- a disease that was diagnosed prior to the Registry commencing
- an occupational respiratory disease that is not mandatory to notify
- additional information (such as the patient's height, weight, smoking history and employment status; their occupational history of exposure, and relevant medical test reports).

To support physicians and their agents in capturing patient consent, the Registry provides a patient consent statement that can be downloaded and printed for the patient to read and sign. A physician or their agent may also read the verbal consent script to the patient rather than obtain written consent.

The statement available to download provides further details about obtaining consent.

The Registry will also prompt the physician agent during the notification process when patient consent is required so that you can indicate that the patient has provided consent.

View and edit your details
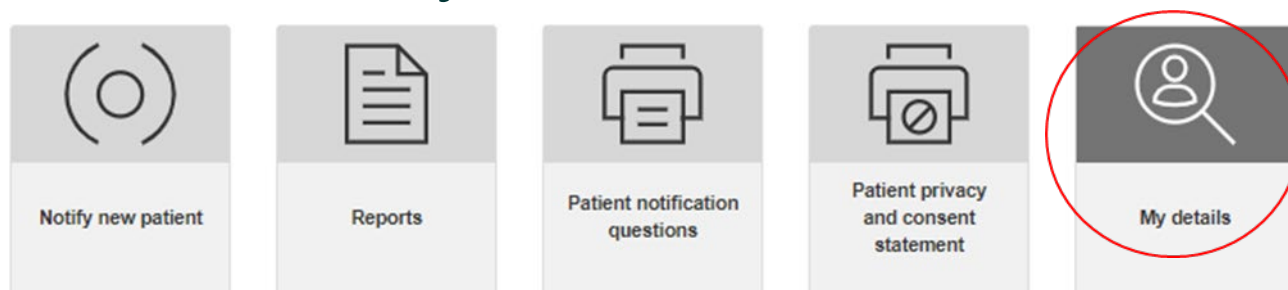
Your details can be updated at any time by selecting the **My details** tile on the dashboard screen.

If you change your myGovID email address you cannot update this on the **My details** screen. Instead, you will need to contact the Registry and the Registry Operator can update your myGovID email. Fields that are grey cannot be edited.

View and edit patient details and notification

How you view and edit patient details will depend on whether the notification is in draft, or has been submitted.

Draft notification

Before the notification is submitted, you can navigate through the sections of the notification (patient details, disease and exposure details, additional information) using the **previous**, and **save and next** buttons that appear at the bottom of each screen.

You can then view and edit all responses you have entered.

Once a draft notification has been saved, you can locate the draft notification in the Patient list on the physician home page.

Submitted notification

If the notification has been submitted, you will need to find the patient in the Patient list on your dashboard. You will need to navigate back to the patient list on the physician's home page.

Once the patient is located (by searching their family name for example), then click on the arrow to the right of the record, and click on **View/edit**.

Registry help desk details

You can contact the help desk for assistance with any queries related to using the portal.

The help desk operates Monday to Friday, 9am to 5pm Australian Eastern Standard Time, excluding national and Victorian public holidays.

Please phone 1300 293 202 or email helpdesk@NORDR.au