

# My Aged Care Hospital Portal - Organisation Administrator User Guide

# Purpose of this guide

The My Aged Care Organisation Administrator User Guide (Administrator User Guide) outlines how hospital-based discharge planning staff nominated as the Organisation Administrator (Org Admin) role (you) will interact with the My Aged Care hospital portal (the hospital portal).

The Administrator User Guide provides an overview of the hospital portal and describes the functions that an individual can perform in the portal with the user access role of Org Admin.

This includes:

- Managing hospital outlet information.
- Creating and maintaining staff user accounts.

The Administrator User Guide does not cover detailed instructions on how to set up organisations in the Relationship Authorisation Manager (RAM) that can be found on the <u>RAM website</u>.

#### This guide contains the following topics:

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#### Document Key

This symbol is used to highlight important information that is relevant to hospital staff.

#### Privacy Requirements

Hospital Organisations are required to comply with the legislative requirements under the *Privacy Act 1988* (Cth) (Privacy Act), including the Australian Privacy Principles when using the My Aged Care hospital portal.

The Privacy Act regulates the handling of personal information about individuals, including the collection, use, storage and disclosure of personal information, and access to and correction of that information.

Hospital staff are also required to comply with the Aged Care Act 1997 (Cth) when using the My Aged Care hospital portal.

#### How to log into the Hospital Portal

Log into the hospital portal using the following link:

https://myagedcare-hospitalportal.health.gov.au

### 1. Introduction to using the hospital portal

The hospital portal is accessed by hospital-based discharge planning staff to:

- search for a patient record in My Aged Care
- view a summary of their aged care assessment information
- view their support network of relationships, organisations and representatives add notes and attachments to their My Aged Care record such as a hospital discharge summary
- update information about a client's deceased status
- manage hospital-based staff user access (Org Admin function).

### 2. Hospital portal log in access

To access the hospital portal, each staff member must have a My Aged Care portal user account linked to a supported third-party authentication service such as myID/ RAM or VANguard Federated Authentication Service single sign-on (VANguard FAS).

#### myID/RAM

For access to the hospital portal using myID/RAM, each staff member must have an individual myID linked to their organisation via RAM with an email address and be authorised to act on behalf of their organisation through the Relationship Authorisation Manager (RAM) service.

**VANguard Federated Authentication Service** (VANguard FAS) single sign-on is an alternative authentication login option for staff accessing the hospital portal for organisations with a corporate network structure that includes a Single Sign on System (e.g. Active Directory Federation Service).

If a staff member requires access to multiple organisations in the portal, they will require a separate portal account with a unique email address for each My Aged Care portal. They could use their organisations' email address in this instance.

If a person belonging to the same organisation requires access to multiple My Aged Care portals (e.g. Assessor, Service and Support or Hospital portal) they are unable to use the same email address and must use a separate work email address for each portal to do so. A different authentication method is also required for accessing two different My Aged Care portals.

For more information regarding setting up users and logging into the system please refer to Logging in to Aged Care Systems.

# 3. Organisation configuration in the hospital portal

Generally, the role of the hospital portal Organisation Administrator (Org Admin) should be staff from the hospital organisation executive team who do not require access to patient records. The Org Admin user role in the hospital portal is responsible for ensuring that the information about the hospital organisation and outlet is accurate. It should be noted that the Org Admin does not have access to client records in the portal.

The Departmental sets up all hospital Administrator roles at the organisation level in the hospital portal and will set up the initial hospital Org Admin/s who are the initial user/s to be given access to the portal.

Requests for additional hospital Org Admins must be sent to the Department by emailing MyAgedCare.Assessment@health.gov.au

The set up of new hospital outlets in the portal is the responsibility of the Department, including any outlet name change or ABN changes. For adding new hospital outlets to your organisation contact the Department by emailing this request to MyAgedCare.Assessment@health.gov.au.

## 4. Staff roles in the hospital portal

The person nominated by your organisation as the Org Admin will be the first person from your organisation to log into the hospital portal initially.

The Org Admin will be responsible for assigning roles to other staff. This includes assigning staff to the hospital administrator role at each of the hospital outlets to help set up, maintain and remove staff user roles in the hospital outlet, including help train staff in using the portal.

Please note, additional Org Admin roles need to be requested by emailing the Department at MyAgedCare.Assessment@health.gov.au

Roles should be assigned in accordance with the duties the person performs within your organisation and following completion of all required training. 

If you are assigned more than one role, this access will apply across all hospital outlets you have been assigned access to in the hospital portal.

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### 4.1 Homepage views by user role type

The options displayed on the landing page of the hospital portal vary depending on your user role/s. The Org Admin has access to the 'administration' tab only on the landing page. The Org Admin role does **not** have access to client records in the portal.

If you are assigned both the hospital administrator role at the outlet level and hospital staff user role (Super User), the landing page will show both options (ADMINISTRATION and FIND MY CLIENT) displayed.



### 4.1.1 Administrator homepage

#### Organisation Administrator

People assigned an Org Admin role at an organisation level in the hospital portal can view and manage information for all outlets assigned to that organisation.

to set up the hospital administrator user roles and hospital staff user accounts.

We Home   Manage hospital outlets and staff	
UAT HOSPITAL Organisation Gateway ACO ID: 1-YUNIVINK	
Manage hospital outlets and staff     Manage hospital outlets     Manage staff     Reports	
Organisation details Contact: 84 OODGEROO Avenue FRANKLIN, ACT, 2913 ABN: 82 049 056 234	
Hospital outlets Hospital outlet	
Sort horpital autiets by Alphabetical (A-Z) Current sort order is Alphabetical (A-Z)	

#### Hospital Outlet Administrator

People assigned an Hospital Admin user role at the hospital outlet level for one or more outlet/s in the organisation is able to view and manage information for those outlet/s they are assigned to.

An hospital administrator assigned to an hospital outlet can add and manage staff at those hospital outlets.

Home   Manage hospital outlets and staff UAT HOSPITAL Organisation Gateway ACO ID: 1-YUNOVNK			
Manage hospital outlets and staff Manage hospital outlets Manage staff Reports			
Organisation details Contact: 84 OODGEROO Avenue FRANKLIN, ACT, 2913	ABN: 82 049 056 234		

# 4.1.2 Staff homepage

If you log in to the hospital portal as a hospital staff user, only the **Find my client** landing page will display to search for a client.

Home   Find my client			
ind my client			
Enter your search criteria in the fields provided.			
Please provide either First Name, Last Name or Ag	ed Care User Id. When	e a search is based on a Medicare number or Date	of Birth, one of more of these fields (First Name, Last Name or Aged Care User Id), still need to be provi
Last name		First name	
Date of birth:	<b>(</b>	Medicare card number	Aged Care user ID
(e.g. dd/mm/yyyy)			
ADVANCED SEARCH CLEAR FILTERS			
SEARCH FOR CLIENT			

### 4.1.3 Super-user homepage

People assigned both hospital admin and staff user roles (known as Super-user) at the hospital outlet level will see the following home page displayed:

Welcome Steve What would you like to do?	
ADMINISTRATION FIND MY CLIENT	

# 4.2 Key functions by role type

The Administrator user roles will create and maintain staff accounts in the hospital portal.

A person can have both admin and staff roles if needed.

The table below outlines the key functions for roles within the hospital portal. It includes both client focused and organisation focused tasks.

	Key Functions	Administrator Role	Staff Role
ent ssed	Search for and view a client record		~
Cli Focu	Change status of a client to deceased		~
sation ssed	Manage outlets	~	
Organi Focu	Manage staff accounts: add, edit, deactivate and remove	~	

# 4.3 Create new staff accounts and assign roles

The steps to create a new staff account are outlined below.

**1.** From the **Manage Staff** tab in the **Manage hospital outlets and staff** page, select **ADD NEW STAFF**.

JAT HOSPIT ateway ACO ID: 1-YUN0V	AL Organisation		
Manage hospital out	e hospital outlets and staff ets Manage staff Reports		
Organisation Contact:	details 84 OODGEROO Avenue FRANKLIN, ACT, 2913	ABN: 82 049 056 234	
Staff ADD NEW STAFF			

#### 2. Add staff member

- Enter staff details (title, first name, last name, job title, email address and a contact number) then assign role(s) to staff and assign staff to hospital outlets.
- Select Create staff member.

#### Notes:

3. Select the role/s to be assigned to this staff member then select NEXT.



4. Select the hospital outlet to be assigned to this staff member and select Save Roles

Manage role - Hospital Staff	×
All fields marked with an asterisk (*) are required. Please select the hospital outlet(s) required for the role(s) *	A.,
THE UAT Test Hospital Canberra- name changed ABN: 8 912 345 689	
BACK	SAVE ROLES CANCEL

**5.** The following screen will display. Confirm all details are correct and select **Save**. A **Roles saved successfully** message will be displayed.

Title		- Job title	
	<b>`</b>	• 300 the	
First name *		Emai *	
John		Johnwayne@uathospitalorg.com.au	
Last name *		Contact numbers	
wayne		Only one contact number is required.	
Professional association of the second		Home	
Preterred name			
		0257896545	
		Mobile	
Manage roles *			
			MANAGE ROLES
Assigned roles	Assigned hospital outlets		
Hospital Staff	THE UAT Test Hospital Canberra- name chan	ged	
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AVE CANCEL			
CANCEL			
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B36 799 Mon - Fri 8am - 8pm Sat 10	Darm - 🗸 Role(s) saved successfully		Accessibility Privacy Disclatimer Terms of use Conver Copyright © Commonwealth of Australia ABN-36 342 0
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Main Concernent Market Sage Service Sage Se	Quam -       VRXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Vill display.	Evol Short Short Short Short Short Hospital Roles Hospital Staff

The first time each staff member logs into the hospital portal, they will need to follow the steps outlined in the user guide below found on the Department of Health and Aged Care website: Logging in to the Aged Care Systems

# 4.4 Deactivate a staff account

The steps to deactivate a staff account are outlined below.

**1.** From the **Manage staff** tab on the **Manage hospital outlets and staff** page select the name of the staff member on the staff card that you want to deactivate.



2. From the View staff member page select DEACTIVATE.

Manage staff			
You have report(s) that are ready to be downloaded. To download, go to $\underline{\text{Reports page}}$			
Over staff member			
John WAYNE           ● (Addwe)           Staff member ID:         BL_392_0H762852           Job Bill	Constant destails J 02 5789 6545 (Vitoti) ■ johnwayne@juathooptatorg.com.au	WATE	
THE UAT Test Hospital Canberra- name changed Assigned roles		Ø	
Hospital Staff			

3. Select DEACTIVATE ACCOUNT to confirm.

Deactivate staff member	×
You are about to deactivate the staff member. This will permanently lock the account and revoke all access to the My Aged Care system.	
DEACTIVATE ACCOUNT CANCEL	]

Confirmation message will be displayed as per below:

John WAYNE's account has been deactivated.

### 4.5 Removing a staff account

Inactive staff (that have previously been deactivated) can be removed from organisations and outlets and will no longer display in the hospital portal.

1. From the Manage staff tab of the Manage hospital outlets and staff page select Inactive

from the **Status** drop-down menu to view inactive staff then select **Filter**. The card view will display **staff is inactive** for staff member.

Filter by		
Sutus Inactive	Hospital cutlet name	Staff name
Status is Inactive		
FILTER		



2. From the staff card select the name of the staff member you wish to remove.



3. From the View staff member page select REMOVE.

📀 View staff memb	ver		
John WAYNE (inactive) Statt member ID: Job title:	8K_392_0H762852_EXPIRED	Contact details J 02 5796 9645 (Wurk) B phrimityne @uuthooptalorg.com.isu	REACTIVATE REMOVE

4. Select **REMOVE** to remove the staff member from your staff list.

Remove staff member	×
You are about to remove John WAYNE. Doing so will remove this staff member from your list. Call the Contact Centre if you need to reactivate this account.	
	REMOVE

- ! To restore access for a staff member who's been removed call the My Aged Care contact centre for assistance. You cannot re-create a portal user account using the same email address and myID.
- 5. Once a staff account has been removed a confirmation message will be displayed.



## 4.6 Edit a staff account

The steps to edit a staff account are outlined below:

**1.** From the **Manage staff** tab on the **Manage hospital outlets and staff** page select the name of the staff member on the staff card that you want to edit.



 2. From the View staff member page select EDIT STAFF DETAILS.

Manage staff	
🔅 View staff me	mber
EVOL SHORT (Active) Staff member ID: Job title:	BL_392_PZ412137 Admin
THE UAT Test Hosp	bital Canberra- name changed
Assigned roles Hospital Staff	
EDIT STAFF DETAILS	

3. Edit Staff details and select SAVE changes.

brace Staff  c Cid staff member  Staff details  Marine  Marin	e   Manage hospital outlets and staff   View staff member	Edit staff member		
Citit staff member Staff details Af details with an asterisk (*) are required.  The M M M M M M M M M M M M M M M M M M M	nage Staff			
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Hospital Staff THE UAT Test Hospital Camberra- name changed	Assigned roles	Assigned hospital outlets		
	Hospital Staff	THE UAT Test Hospital Canberra- name changed		

4. An Employee successfully updated confirmation message will be displayed.

Employee successfully updated.		

# 4.7 Reports

An Hospital Org Admin or Hospital Outlet Admin user can generate a report to see a list of all the admin/staff that has access to the hospital portal.

1. Select the report name (under Reports List) from the **Reports** tab.

Requested Date	Status
22 March 2021	Downloaded - View
22 March 2021	Downloaded - View
22 March 2021	Downloaded - View
22 March 2021	Downloaded - View
Description	Formats
	<ul> <li>Requested Date</li> <li>22 March 2021</li> </ul>

2. Enter the hospital outlet name then select output type as PDF then **REQUEST REPORT**.

Hospital Portal	
A Home   Reports	
Reports	
You have report(s) that are ready to be downloaded. To download, go to Reports page.	
Generate Report	
Manage hospital outlets Manage staff Reports	
All fields marked with an asterisk (*) are required.	
BIP ACG Hospital Portal Users Outlet Report	
Hospital Outlet.	
Output Type: *	• •
REQUEST REPORT CANCEL	
3. A message will be displayed as per screenshot below:	
Generating report. You will be redirected	
to the Penerts page if the request takes	
to the Reports page in the request takes	
longer than expected	

4. A row will appear with the report Name and Requested Date with status set to Processing.

<b>#</b> H	iome   Reports		
U, Gate	AT HOSPITAL Organisation		
	Reports		
	Manage hospital outlets Manage staff Reports		
	My Reports		
Ι.	Name	Requested Date	Status
	Portal Users Report - UAT HOSPITAL Organisation - 20210322	22 March 2021	Processing

#### 5. Once the report status is set to **Ready** then select **View**.

🛠 Hom	e   Reports		
UA Gatewa	NT HOSPITAL Organisation		
	Manage hospital outlets Manage staff Reports		
	My Reports		
	Name	Requested Date	Status
	Portal Users Report - UAT HOSPITAL Organisation - 20210322	22 March 2021	Ready - View

6. You can Save or Open the PDF report. Report will open in a new window (see example below) noting there are 3 outlets under the organisation UAT Hospital Organisation.

Name	Email	Role
Festing Multi-use	testing@hoit.com	ACG Hospital Admin
Paw-PAW PAW	paw@paw.com	ACG Hospital Admin
esting Same-Email-ID	testinging@hoit.com	ACG Hospital Admin
Amy Sand	a201@a.com	ACG Hospital Staff
Paw-PAW PAW	paw@paw.com	ACG Hospital Staff
Festing Same-Email-ID	testinging@hoit.com	ACG Hospital Staff
vary Public Hospital		
lame	Email	Role
Name	Email	Role
Name H Health UAT Name	Email	Role
ame I Health UAT ame est UATER	Email Email sticky@iks.com	Role Role ACG Hospital Admir
Hame Health UAT ame est UATER rutlet Admin UAT	Email Email sticky@iks.com outlet@uat.com	Role       Role       ACG Hospital Admir       ACG Hospital Admir