

eWCC User Guide MedTech 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 an adapter (installed by the practice and accessed via a launch bar on the desktop).

From June 2021 Return to Work SA have partnered with Telstra Health and HealthLink to create a native integration for Best Practices users, enabling access to the certificate from within the Best Practice 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.

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1. Minimum system requirements

Browser	IE 11 update 2929437, Edge, Chrome, Firefox
Medical Tech	Version Evolution 10.4 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 MedTech version Evolution 10.4 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:

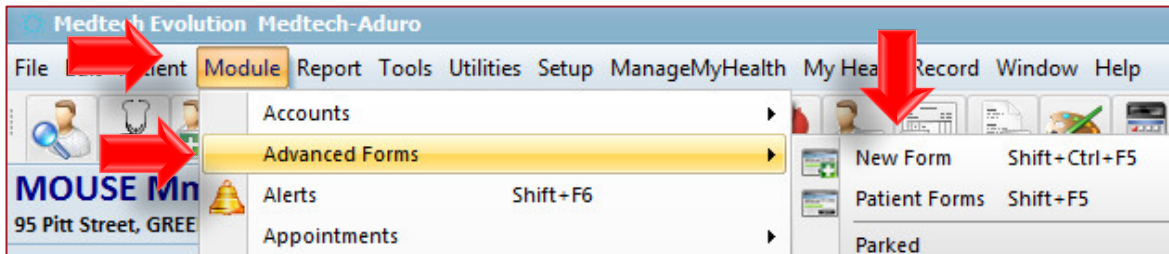
Phone: 1800 952 252

Email: fastforms@health.telstra.com

3. Access and Launching the eWCC

Step 1:

From the patient record, open the “Module > Advanced Forms” Menu

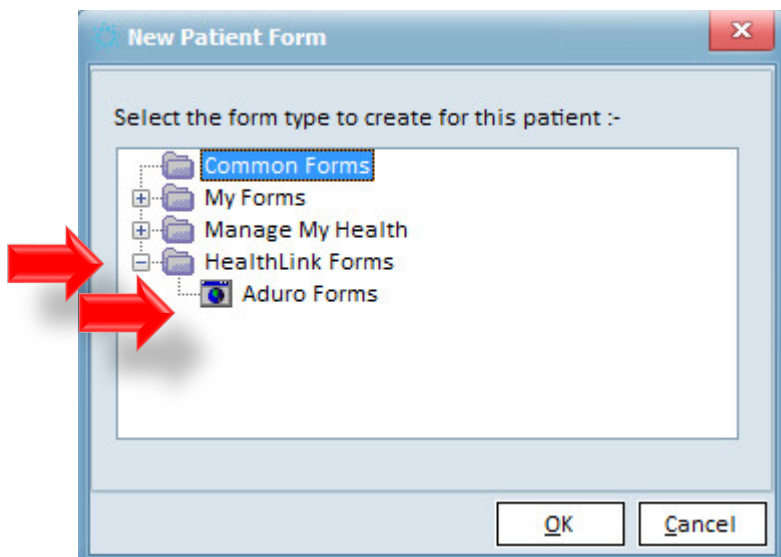


Step 2:

From the Advanced Forms menu click on “New Forms” to load Patient Forms Screen

Step 3:

In Patient Forms Screen expand HealthLink Forms tree.



Step 4:

From HealthLink Tree click on Aduro Forms to load HealthLink homepage

[Make a referral](#)
[Update referral](#)

Search a Private Specialist or Allied Health Provider to Refer Patient

Location


Specialists & Referrals For Private Specialist Referrals

General Services

--This is the AU UAT Environment--



ReturnToWorkSA Work Capacity Certificate

Referred Services

- Application for ACT Approval to Prescribe Controlled Medicines
- Austin Health
- Canberra Health Services - Outpatient and Community Referral Form
- ccCHIP - 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

- 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

When this browser opens it may render /open up to the whole screen hiding the patient details in Medtech.

If access to patient information within Medtech is required – you can minimize the browser window or resize the window by using the options in the top right hand corner.

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 Returnto WorkSA

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

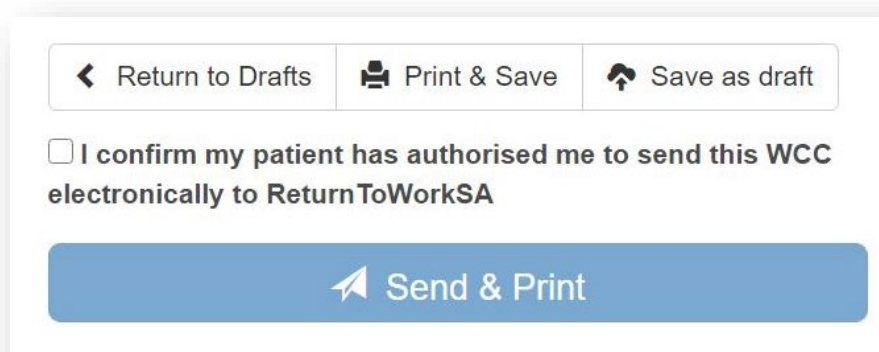
Fax

Completion Date *

Step 6:

Once a form has been completed there are four options that can be selected:

- **Return to Drafts** – will not save any of the details entered and take the user back to the certificate list
- **Print and Save** – will offer the option of printing the certificate and save a copy of the certificate back into Medtech
- **Save as Draft** – will save all of the details in the certificate list as a draft. Will not be saved in Medtech.
- **Send and Print** – will submit the form electronically to ReturnToWorkSA and offer the option to print a hard copy for the patient. The certificate will also be saved into Medtech. Consent from the patient must be confirmed prior to sending.



The screenshot shows a white rectangular box containing three buttons at the top: 'Return to Drafts' (with a left arrow icon), 'Print & Save' (with a printer icon), and 'Save as draft' (with an upward arrow icon). Below these buttons is a checkbox with the text 'I confirm my patient has authorised me to send this WCC electronically to ReturnToWorkSA'. At the bottom of the box is a large blue button with a white right-pointing arrow icon and the text 'Send & Print'.

Step 7: Closing Certificate:

After the certificate has been printed and submitted to ReturnToWorkSA the browser window needs to be closed. This can be done by clicking the “x” in top right hand corner.

To return to the certificate list – access via the HealthLink library again (Step 1a or 1b).

This is to ensure that if a subsequent certificate needs to be created in that appointment for that patient there is no risk to over writing the previous certificate.

Issues with Printing

If you have issues with the printing of the certificate – that it prints over more than two or three pages please contact the support team to assist with printer set up.

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 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

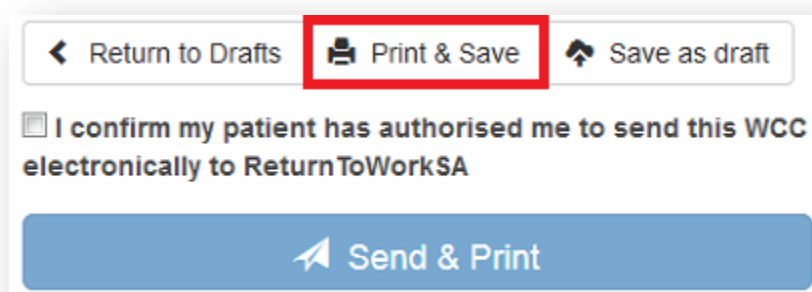
Last Saved Date	Injury Date	Injury Caused	Clinical Diagnosis	Employer Name	Claim Number	
05/06/2021	unknown	Spanner to the...	Sore head	ABC Building Servic...	unknown	✎ ✕

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

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.

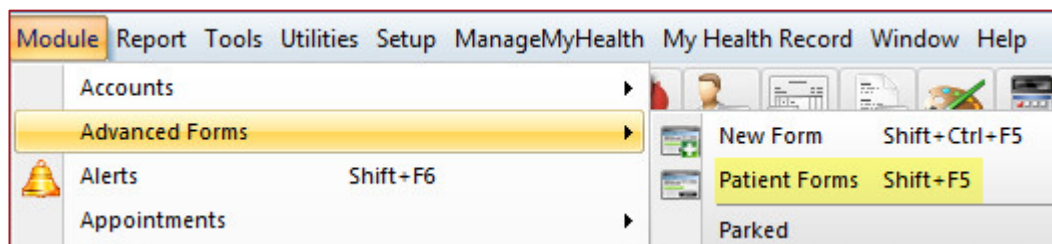


This will display a PDF copy of the form and place a copy of the PDF form against the patient record. If all completes as expected, then you can be confident that your system is setup correctly when you need to send through the first real patient data.

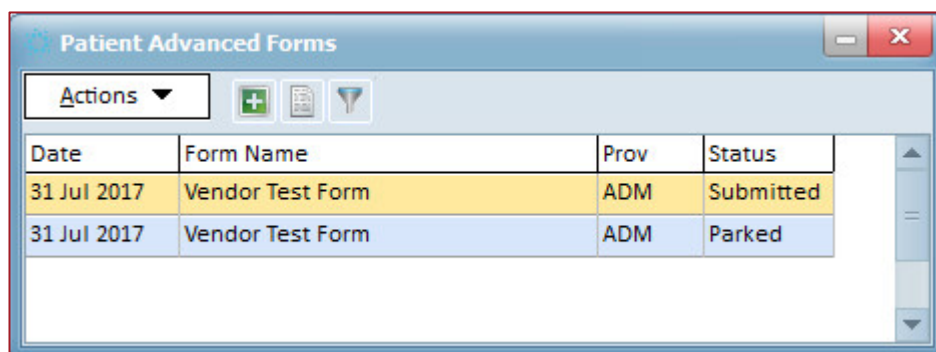
6. Where to find your copy of the eWCC form in your clinical application.

Once the form has been sent or printed a PDF copy of this form is sent to the incoming messages section of the clinical applications listed below.

1. Select form **Module> Advanced Forms** menu – click on **Patient Forms**.



2. Patient submitted will be listed in Patient Advanced Forms



The screenshot shows a window titled 'Patient Advanced Forms' with a table of data. The table has columns for Date, Form Name, Prov, and Status. The first row is highlighted in yellow.

Date	Form Name	Prov	Status
31 Jul 2017	Vendor Test Form	ADM	Submitted
31 Jul 2017	Vendor Test Form	ADM	Parked

7. Support

For application support please contact Telstra Health on:

Phone: 1800 952 252

Email: fastforms@health.telstra.com