



# Quick Reference Guide – Provider User

**Access to the Visit Information Portal:** individual login details will be sent via email to the registered service provider administration contact.

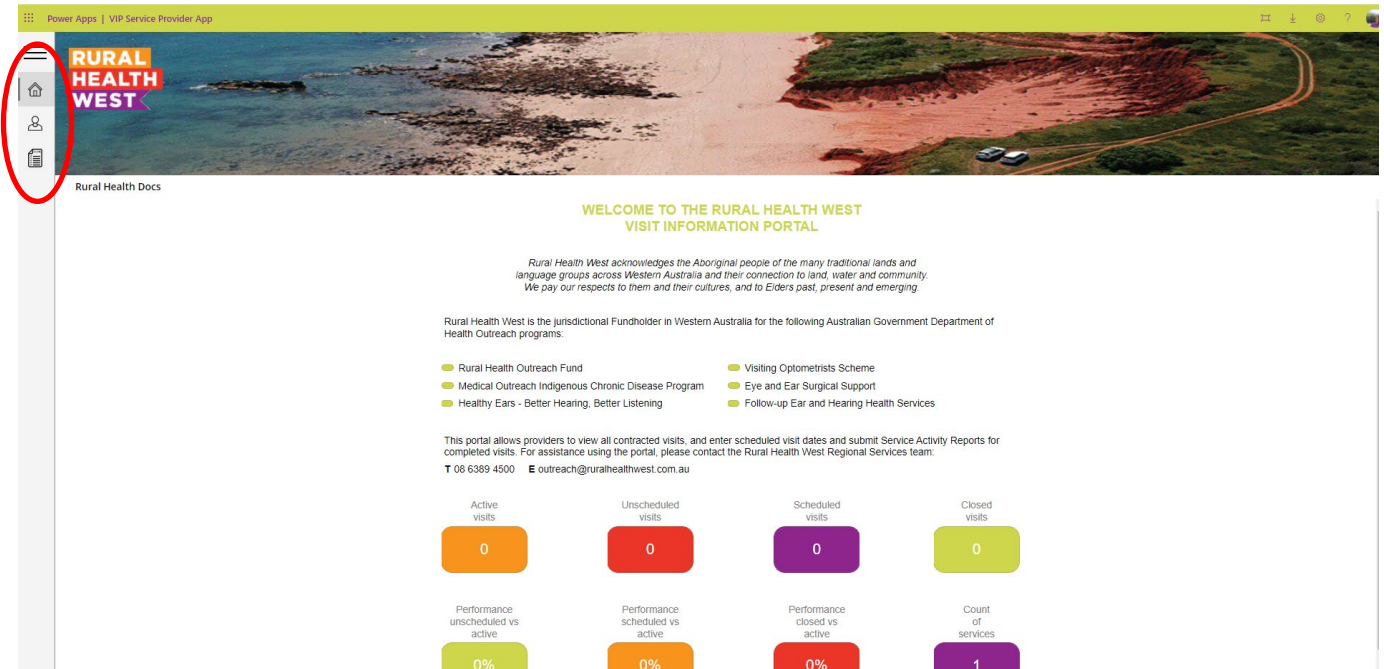
**Please note:**

Google Chrome is the recommended browser for the Visit Information Portal (VIP). Other browsers may experience issues for certain functions. If issues occur when using the recommended browser please contact the Regional Services team.

For any assistance using the VIP, please contact the Regional Services team:

T     **08 6389 4500**  
E     [outreach@ruralhealthwest.com.au](mailto:outreach@ruralhealthwest.com.au)

# Service provider home page



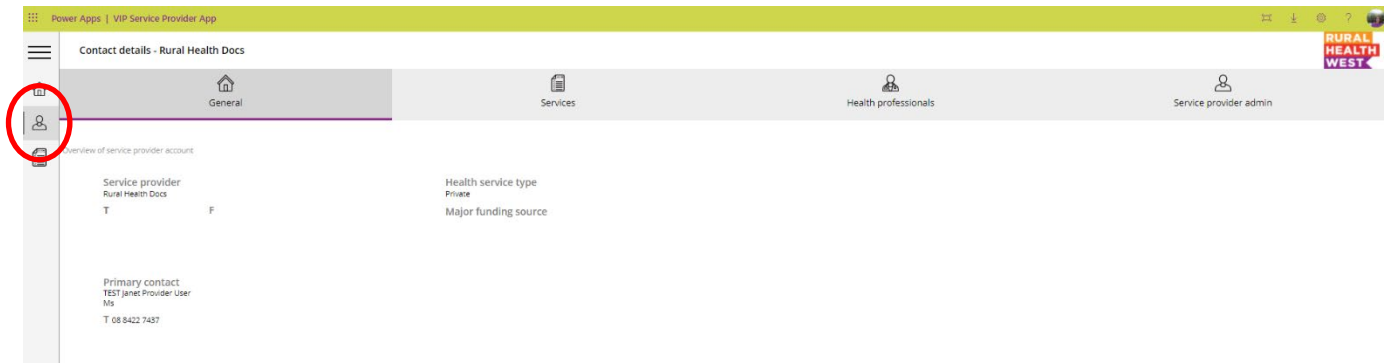
The home page allows a service provider to view information about their organisation and contracted services. From this page, service providers are able to:

- view the total number of funded visits available;
- access visits that are unscheduled, in order to enter a visit date;
- access visits that have been scheduled with a visit date; and
- view the number of completed Service Activity Reports (SARs).

By clicking the icons on the **toolbar** on the left-hand side, service providers can visit the following pages:

- service provider home page;
- contact details; and
- visit details.

## Service provider contact details



By clicking the icons on the horizontal axis, the service provider **contact details** page provides:

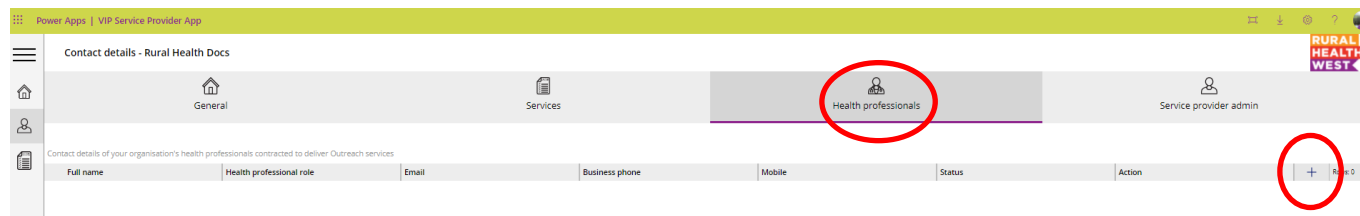
- **General:** overview of the service provider and contract details.
- **Services:** overview of all Outreach services currently contracted for the financial year.
- **Health professionals:** contact details of the health professionals who are contracted to deliver the Outreach service.
- **Service provider admin:** contact details of the service provider administrator.

## Adding health professional contact details

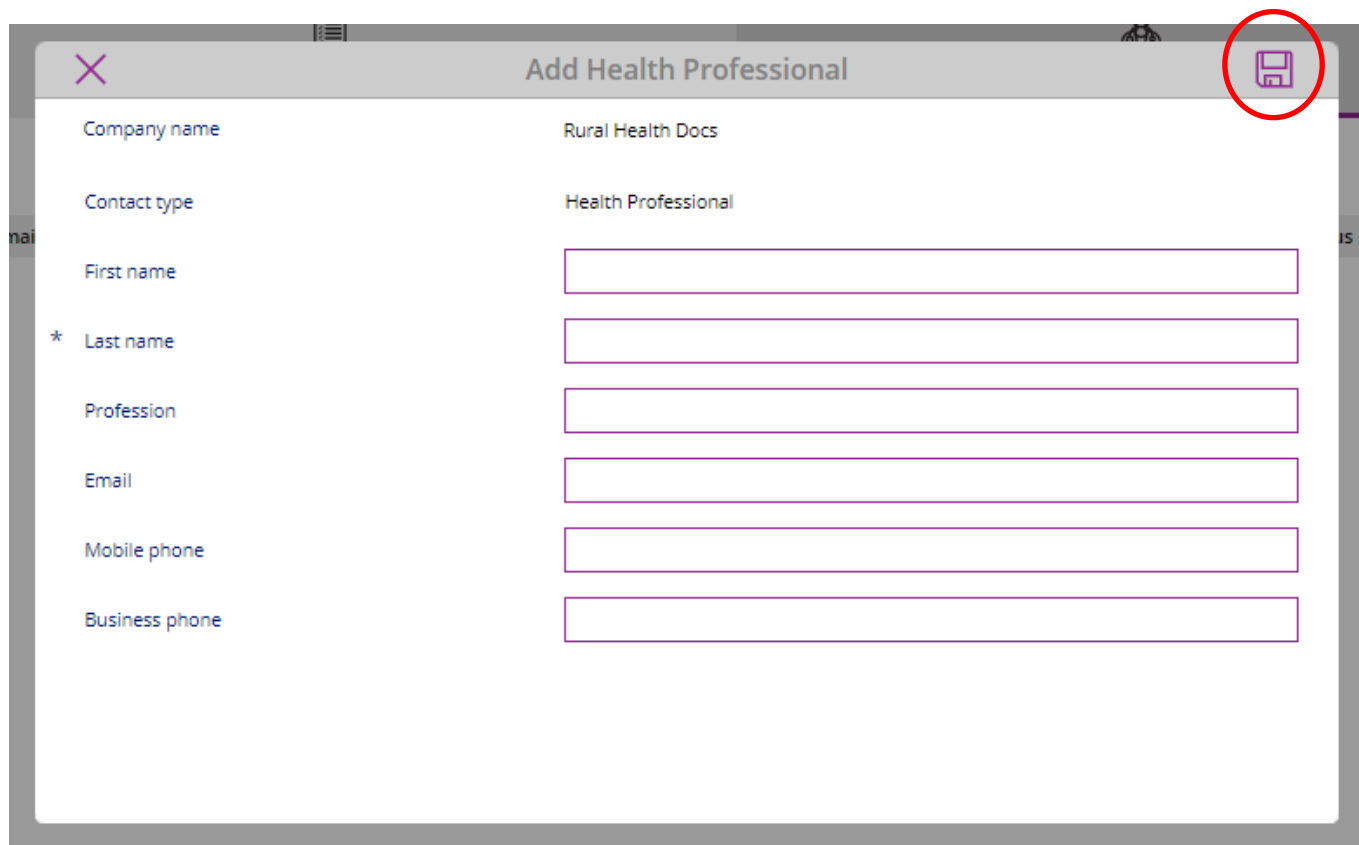
Creating a profile for all health professionals who deliver Outreach services will assist in collating contact details and streamline reporting requirements through the submission of SARs.

To add the name and contact details of a new health professional delivering an Outreach service:

1. Click the **health professionals** icon along the horizontal axis of the contact details page, as shown circled below.
2. Click the **plus** sign, as shown circled below.



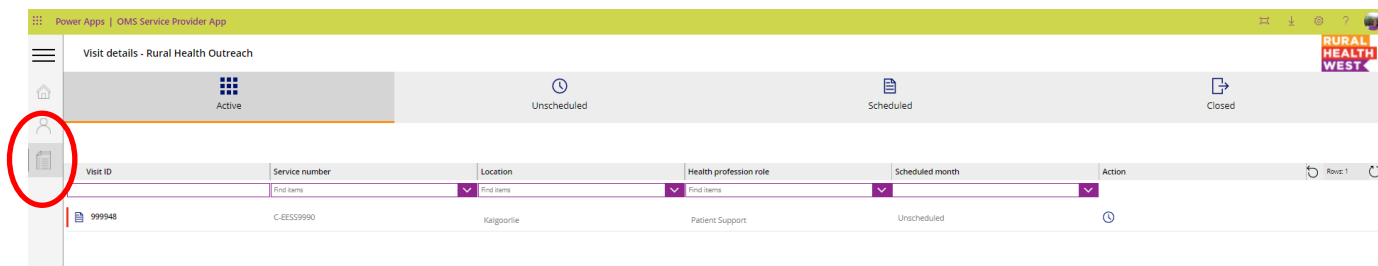
3. This will open a pop up box which allows service providers to enter the health professional's name and contact information.

A screenshot of a pop-up form titled 'Add Health Professional'. The form has a close button (X) in the top left and a save icon (floppy disk) in the top right, which is circled in red. The form contains the following fields:

- Company name: Rural Health Docs
- Contact type: Health Professional
- First name:
- \* Last name:
- Profession:
- Email:
- Mobile phone:
- Business phone:

4. Once the relevant fields in the pop up box have been completed, click the **save icon**, as shown circled above.

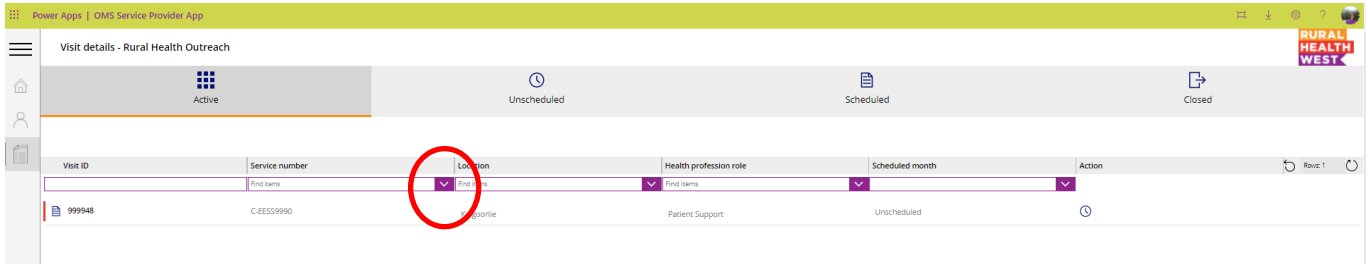
## Visits details



By clicking the icons on the horizontal axis, the **Visits details** page provides an overview of all visits that are:

- **Active:** all visits contracted for the current financial year.
- **Unscheduled:** future unscheduled visits requiring a date to be entered.
- **Scheduled:** future scheduled visits with a date entered, but requiring a SAR to be submitted.
- **Closed:** visits that have been completed and a SAR has been submitted.

## Filters

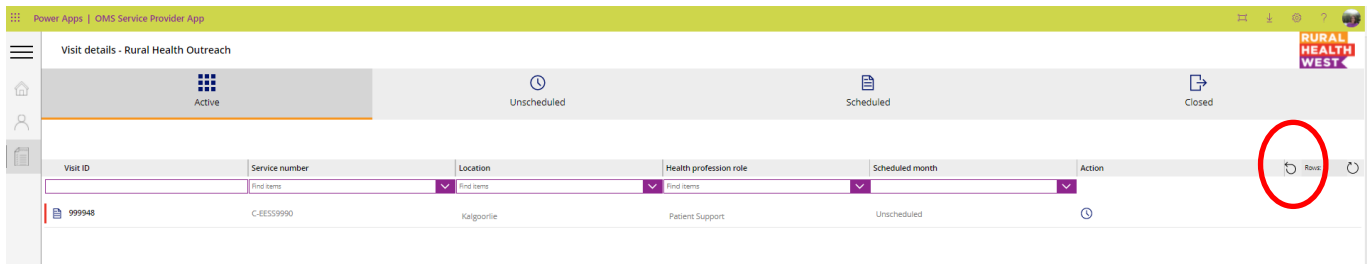


Service providers are able to narrow the field of search on their visits by using filters. Filters are available by entering free text or using the drop down menu on each of the filters. Filters include the following:

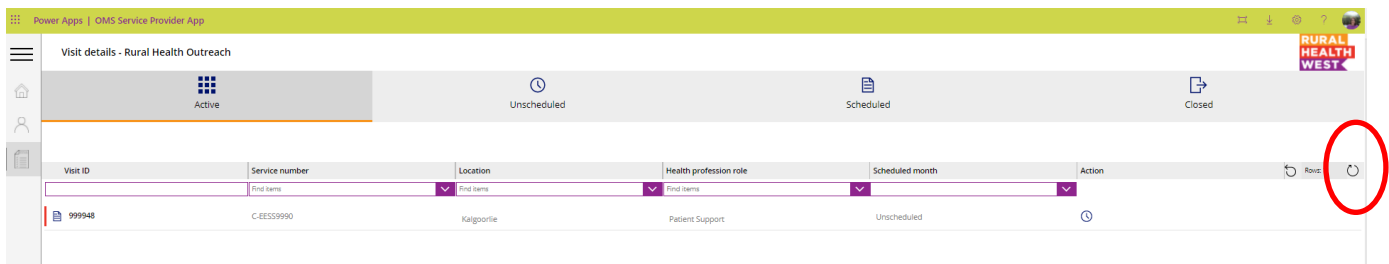
- **Visit ID:** the unique visit number.
- **Service number:** the service number as listed on the Schedule A – Payment Schedule (e.g. C-EESS9990).
- **Location:** the town or community visited by the health professional.
- **Health professional role:** the role of the health providing the outreach visit as shown on the Schedule A – Payment Schedule.
- **Scheduled month:** for visits that have been scheduled, service providers can filter visits by month of visit date.

Once the filters have been chosen, visits which match your filters will appear below the filter headings.

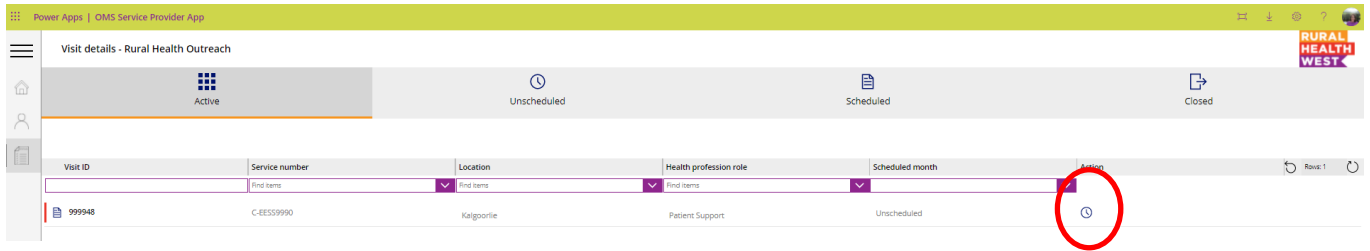
To **reset filters**, click the icon circled below:



To **refresh the data**, click the icon circled below:

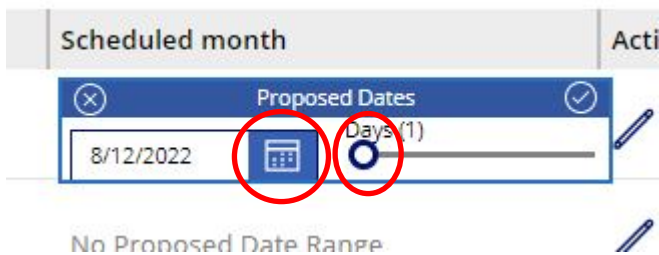


## Entering a visit date



To schedule a visit date:

1. Click the **clock** icon in the action column as shown above, in the row of the visit you wish to schedule.
2. This will open the pop-up box as shown below. Click the **calendar** icon to select the first date of service delivery.



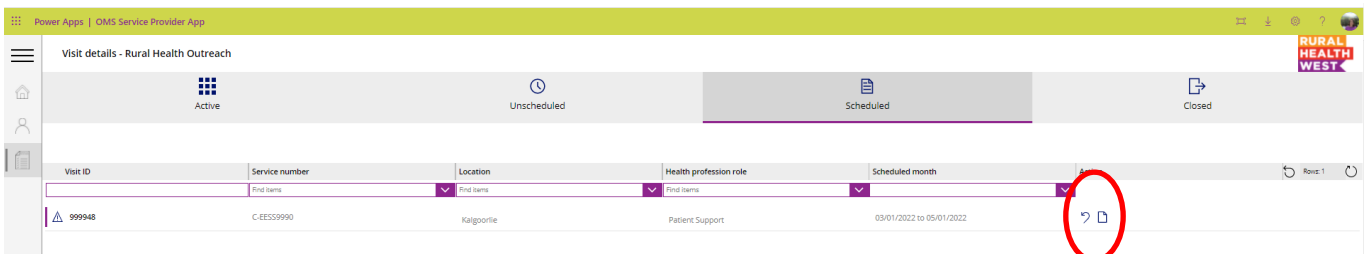
3. Once the start date has been selected, move the **slider** for the number of days of service. This will automatically populate the remaining dates for the visit.

When entering visit dates, please note:

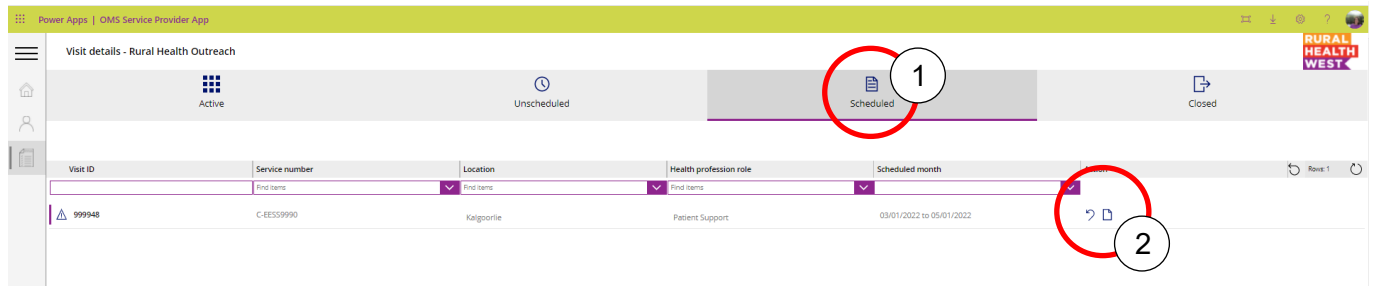
- One session is equal to 3.5 to 4 hours of clinical time.
- Each visit is funded for a specific number of sessions as outlined in Schedule A – Payment Schedule.
- **If the number of sessions required do not correspond to the number of sessions contracted through your Schedule A – Payment Schedule, please contact the Regional Services team.**

## Editing a scheduled visit date

1. Click the **arrow** icon circled below to unschedule the visit and enter new visit dates as following the steps above.



## Submitting a SAR



SARs are to be submitted after a visit has occurred. To submit a SAR:

1. Click the **scheduled** (1) tab at the top of the Visits details page, to view all scheduled visits.
2. In the row of the visit you wish to submit a SAR for, click the **paper** (2) icon circled above.
3. This will open a pop up box to enter and submit the SAR as displayed in the image to the right.
4. Complete each field in the pop up box with the data from the selected visit.
5. Once all fields of the SAR have been completed, read and sign the **declaration** (3) box and then click the **save and submit** (4) button at the bottom of the SAR.

The screenshot shows the 'Rural Health Outreach Fund' SAR submission form. The form is divided into several sections:

- Visit detail:** Visit (330677), Service number (C-RHOF2003), Health professional's role (Cardiac Technician), Name of health professional(s) (Find items), If employed by WA Health, was this professional backfilled? (No), Was Medicare Benefits Schedule (MBS) billed for this service? (No), Number of sessions completed (0).
- Service provision:** Total number of patients seen during this visit/service (0), Total number of new patients seen during this visit/service (0), Number of patients seen who identify as Aboriginal and/or Torres Strait Islander (0).
- Professional support and upskilling:** Was professional support performed? (No), Did you provide upskilling? (No).
- Suggestions and general comments:** Other comments on the service (text area).
- Declaration:** A checkbox (3) with the text: 'As authorised to upload this information on behalf of the service provider, I declare the above information to be true and correct.'
- Submitted by:** Date: 12/01/2022.
- Save and submit** (4) button at the bottom right.