Tip Sheet: Specialist Examination(s) – Services and External Service Providers

Apart from the commonly completed examinations in eMedical, applicants may be required to complete additional examinations (tests) as part of their visa application requirement. These are generally referred to as specialist examinations.

An applicant requiring a specialist examination must be referred to a clinic in eMedical that offers the relevant 'services' required to process that particular examination.

> **Note:** Only the **Clinic Administrator** role can manage services and external service providers for their clinic.

1.   Services
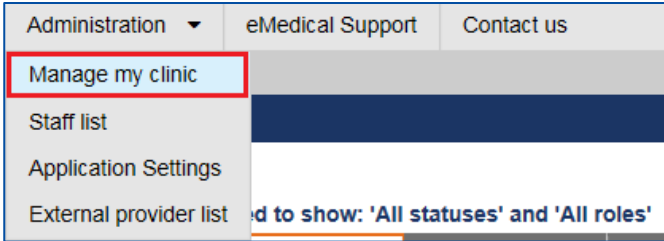
1.1.   Services offered

When your clinic is created in eMedical, U.S. Department of State (DOS) will add one or both of the controlled services (medical and radiology) and some uncontrolled services (e.g. pathology) depending on the information provided on your completed access form. Different services are needed in order to process different examinations in eMedical.

Table 1 below lists the examinations that can be performed when medical, radiology and/or pathology services are offered by a clinic in eMedical for U.S.

Table 1 – Examinations that can be performed under different services in eMedical		
Medical services	**Radiology services**	**Pathology services**
501 - Medical Examination 106 - Mental health report	502 - Chest x-ray examination 603 - Investigation on current state of tuberculosis 607 - Continued anti-tuberculosis treatment	712 - Syphilis Test (VDRL or RPR) 713 - Gonorrhea 714 - Hansen's Disease 719 - TB screening test (TST) or IGRA (Australia, USA) 951 - Vaccinations

1.2.   Viewing the services offered by your clinic

**Step 1.** Select **Manage my clinic** from the Administration tab

The **Manage clinic** screen will appear with all services currently offered by your clinic in eMedical (as well as the exams that each service can process) listed under the **Services offered** section of the screen.
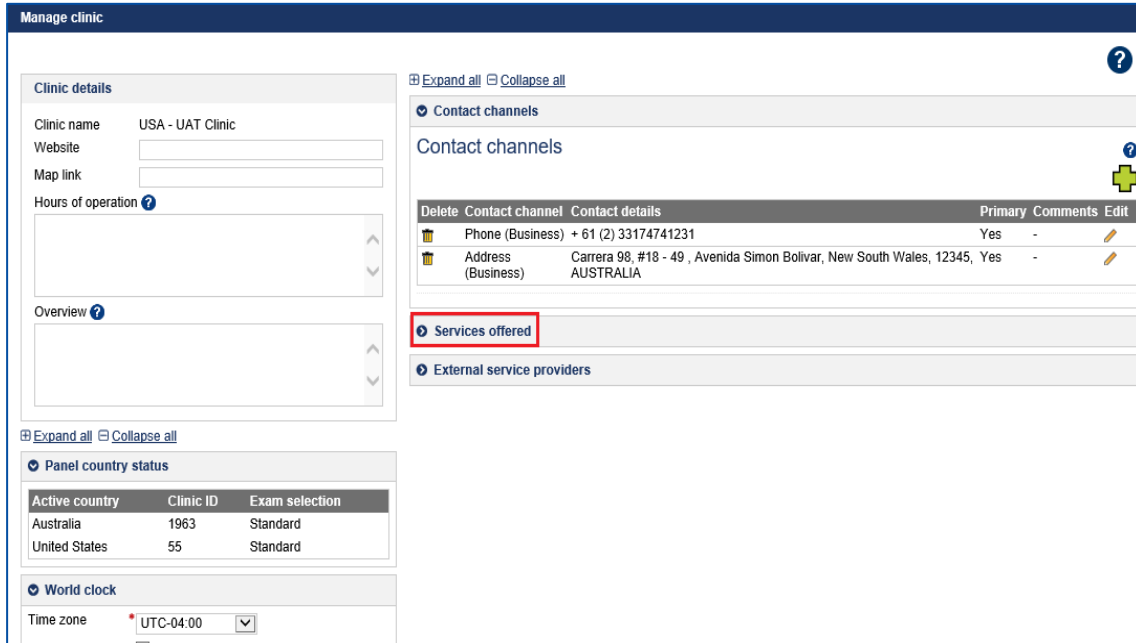
1.3.   Adding additional services to your clinic

Step 1. Select **Manage my clinic** from the Administration tab

Step 2. Press the icon under the **Services offered** section of the **Manage clinic** screen
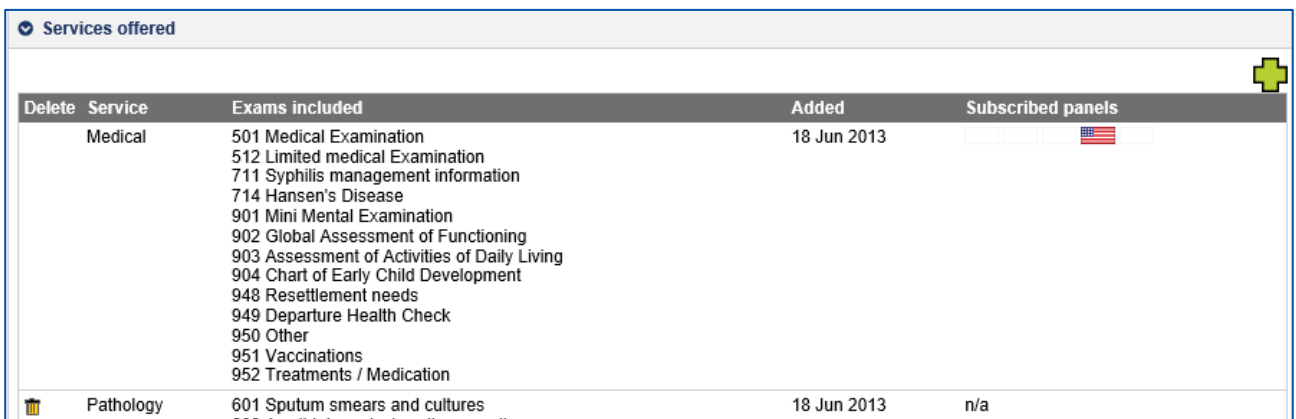
Step 3. Select the Service(s) that you wish to add from the drop down menu and then press the **Ok** button

Note: The exams that can be processed with each service will be displayed in the **Exams included** field. For example, if an applicant is required to complete a 603 TB Investigation, the clinic that the applicant is referred to, must have the Chest Specialist listed as a service offered.

The added service(s) will now be listed under the **Services offered** section.

Step 4. Press the **Save** button in the bottom right corner of the **Manage clinic** screen

A success message will display.

2.   External Service Providers

External service provider clinics are not automatically linked to your clinic in eMedical. Your clinic administrator(s) is responsible for linking and creating external service providers to your clinic for required services.

2.1.   Viewing external service provider clinic(s) linked to your clinic

To view any external service provider clinics currently linked to your clinic in eMedical:

Step 1. Select **Manage my clinic** from the Administration tab
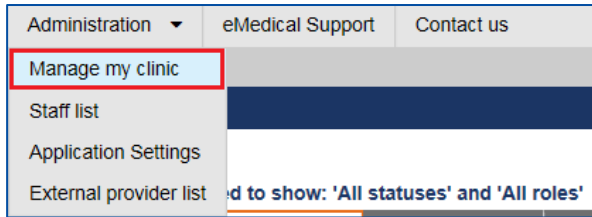
The **Manage clinic** screen will appear.

Any linked external service provider clinics with the services that they offer, and the date that they were linked to your clinic will be listed under the **External service providers** section of the screen.

## 2.2. Adding additional service(s) to an external service provider clinic

If the external service provider clinic is linked but the service required to process a particular examination in eMedical is not listed, then you can add additional services to the clinic.

> **Note:** You will not be able to add additional services to any existing external service provider clinics that already have <u>medical</u> and/or <u>radiology</u> services offered. For these clinics you will need to contact DOS directly and ask them to add the additional services.
>
> ⊗ **An error has occurred**
> - This clinic provides controlled services and you are not authorised to edit their details. Please contact your Network Administrator with any change requests.
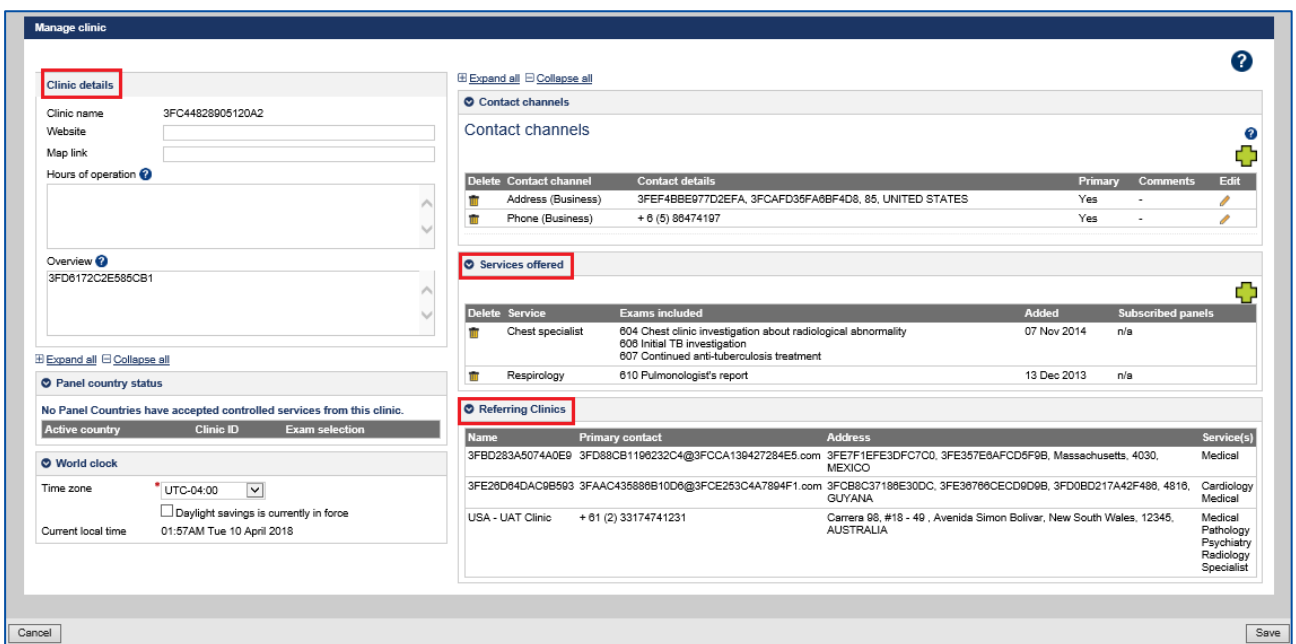
Step 1. Select **External provider list** from the **Administration** tab
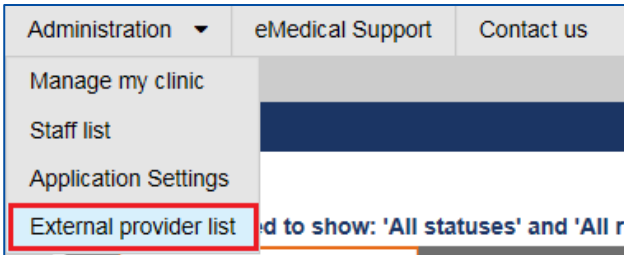
Step 2. Press the **Add Service** button next to the clinic under the **Linked Service Providers** section
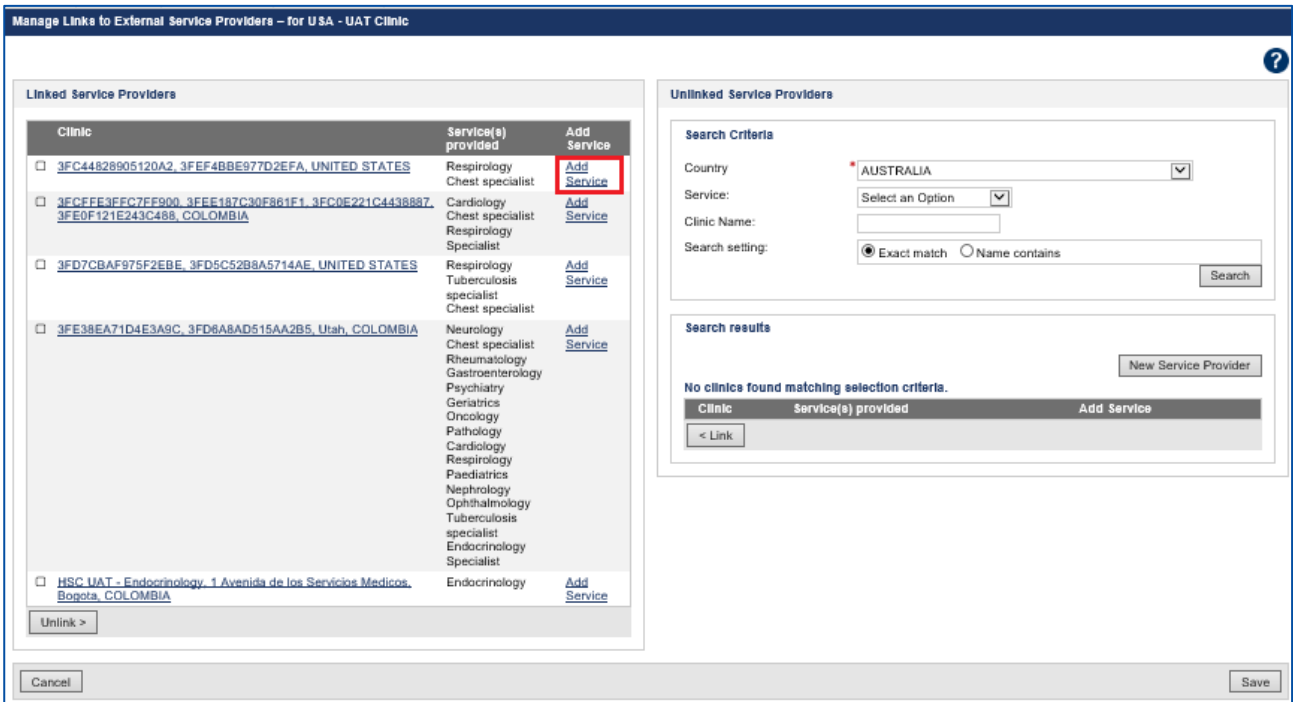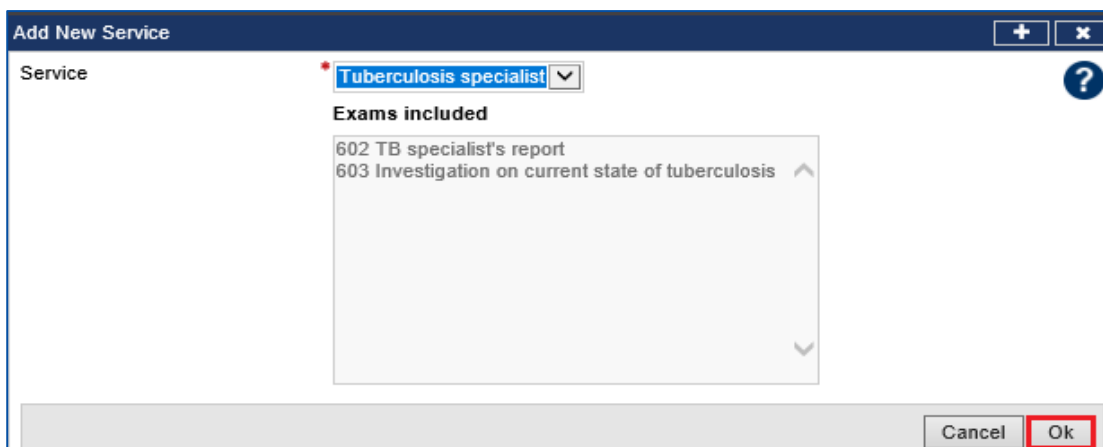

The **Manage clinic** screen will open and display the clinic's details, including Contact channels, the **Services offered** as well as **Referring Clinics.**

> **Note:** Use the ![plus icon] icon to add additional **Contact channels** for this clinic where available.
>
> **Note:** The Referring clinics enlist the clinics to which this clinic is linked to as an external service provider.

Step 3. Press the ![plus icon] icon under the **Services offered** section of the **Manage clinic** screen

Step 4. Select the **Service(s)** that you wish to add from the drop down menu and then press the **Ok** button

> **Note:** The exams that can be processed with each service will be displayed in the **Exams included** field. For example, if an applicant is required to complete a 603 Initial TB Investigation, the clinic that the applicant is referred to must have the Chest Specialist as a service offered.

The added service(s) will now be listed under the **Services offered** section.

Step 5. Press the **Save** button in the **Manage clinic** screen to save the changes

Step 6. Press the **Cancel** button to exit this screen

The **Manage Links to External Service Providers** screen with newly added service will display.

If the specialist clinic exists in eMedical but the required service is not listed then you can add the service to the clinic and link that clinic:

Step 7. Search the clinic using the Clinic Name fields under the **Unlinked Service Providers** section

Step 8. Press the **Search** button

Note: We recommend that you select the **Name contains** search setting and only provide the initial four characters in the clinic's name. Selecting **Exact match** may limit the search results, as the text entered in the Clinic Name field would need to be <u>exactly</u> the same as the clinic name appearing in eMedical.

Any existing clinics matching the name search will be displayed.

Step 9. Once you find the clinic you wish to add the service (e.g. Pathology), press the **Add Service** link

The **Manage clinic** screen will open and display the clinic's details, including Contact channels, the Services offered as well as Referring Clinics.
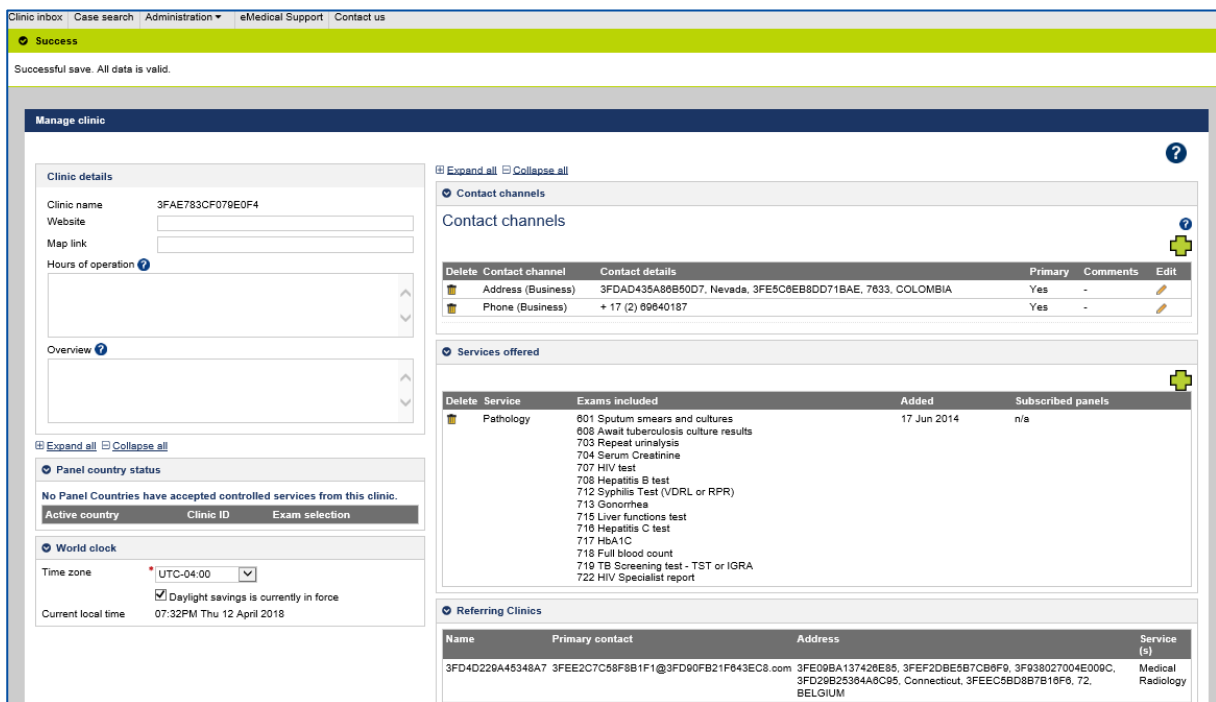
Step 10. Press the **Save** button. A success message will appear

Step 11. Press the **Cancel** button to exit this screen
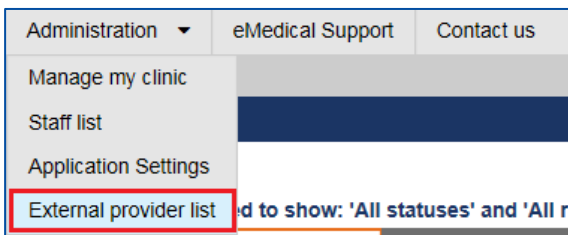
You will be returned to the **Manage External Service Providers** screen.

Step 12. Search for the clinic by following Step 1 above

The clinic with the added service will be displayed.

2.3.   Linking external service provider clinic(s)

Step 1. Select **External provider list** from the **Administration** tab


There are two sections on the next screen:

    a. **Linked Service Providers** – this section lists any existing external service provider clinics that are already linked to your clinic in eMedical.

    b. **Unlinked Service Providers** – this section allows you to search for existing external service provider clinics in eMedical that are not currently linked to your clinic and to create new external service provider clinics.
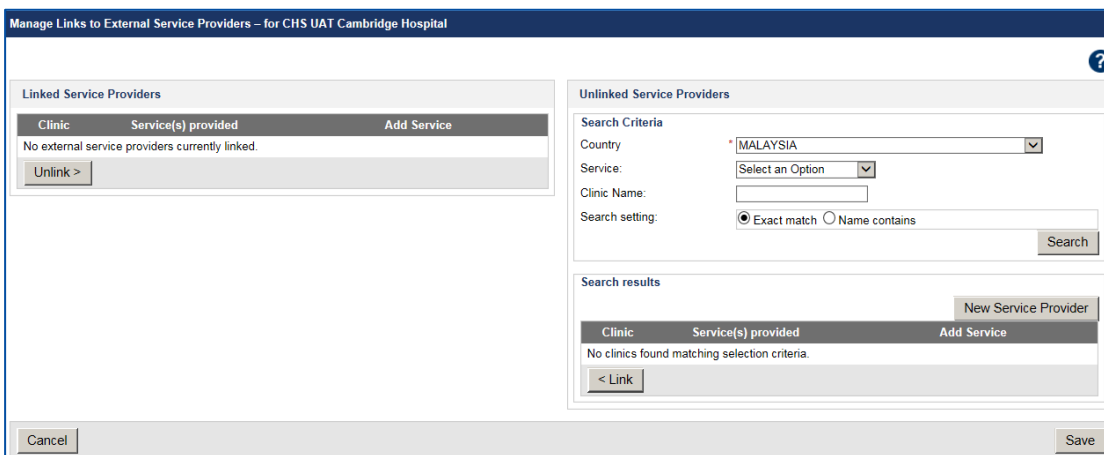
Step 2. Select a **Service** in the **Unlinked Service Providers** section and press the **Search** button
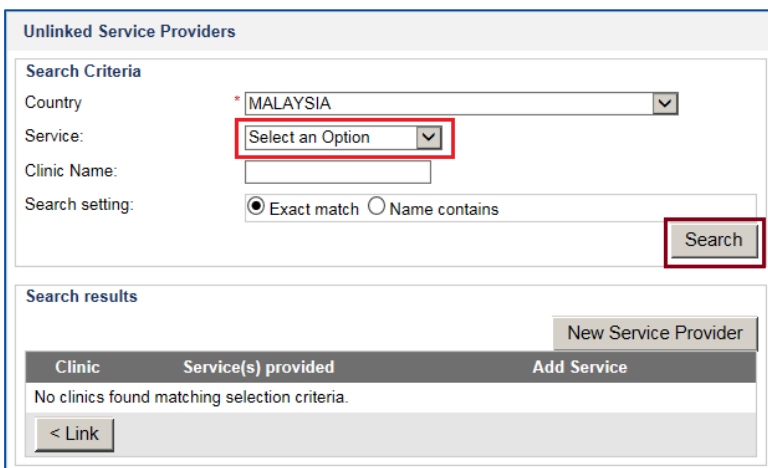
To narrow down the search, you may also enter clinic name in the **Clinic Name** field.

> **Note:** If you are using the **Clinic Name** field in your search we recommend that you select the **Name contains** option and only enter a minimum four letters of the clinic's name. Selecting **Exact match** may limit the search results as the text entered in the Clinic Name field would need to be <u>exactly</u> the same as the clinic name appearing in eMedical.

Step 3. Press the **Search** button

A list of clinics that meet the search criteria will appear under **Search Results**.

Step 4. Select the box on the left of the clinic's name to select the clinic you want to link

Step 5. Press **Link**

The clinic will now be added in the **Linked Service Providers** section.

Step 6. Press the **Save** button

A success message will display.

3. Creating a new external service provider clinic

> **Note:** You will not be able to create a new external service provider clinic until you have searched for all the existing external service provider clinics in your country. This is to prevent the creation of duplicate clinics.
>
> **Note:** If there are multiple specialists located at one location (for example a hospital) then <u>DO NOT</u> create separate clinics for individual services/specialists. Instead add required service(s) to the same clinic following the steps above under section **3.2.**

Step 1. Select **External provider list** from the **Administration** tab

Step 2. Under the **Unlinked Service Providers** section press the **Search** button

> **Note**: You must leave the Service, Clinic Name and Search Setting fields blank/unselected. This ensures that every clinic in a particular country is listed in the search results as the clinic may already exist in eMedical under a different name or with different services than the ones you are searching for. If you perform a search using any additional fields the following error message will appear.
>
>

If the clinic you were looking for already exists in eMedical you can:

- Link that clinic following the steps above under *2.2*

OR

- Add the relevant services to the clinic, if they aren't already offered – following the steps above

> **Note:** Audit arrangements are now in place to monitor and identify **Clinic Administrators** who continue to create duplicate records for existing external service providers. This will be managed as a panel performance issue.

Step 3. After you have reviewed the list of clinics and confirmed that the clinic that you wish to create does not currently exist in eMedical, you can create the clinic by pressing the **New Service Provider** button

The **Add new clinic** screen will display.

Step 4. Enter the mandatory details for the clinic including the **Clinic name**, **Time zone**, a **Business Address,** a **Business Phone Number** and **Services offered**

Note: Press the 🞤 icon to add the **Contact channels** and the **Services offered**.

Step 5. Press the **Save** button

A success message will display.

Step 6. Press the **Cancel** button to return to the **Manage External Service Providers** page

The new clinic will be automatically added to the list of **Linked Service Providers**.

Step 7. Press the **Save** button

A success message will display.

> **Note:** If you do not press the **Save** button in **Step 7** you will not save the clinic as a linked service provider, and you will need to search for and link the clinic to yours again by following **Steps 3 to 6** above.