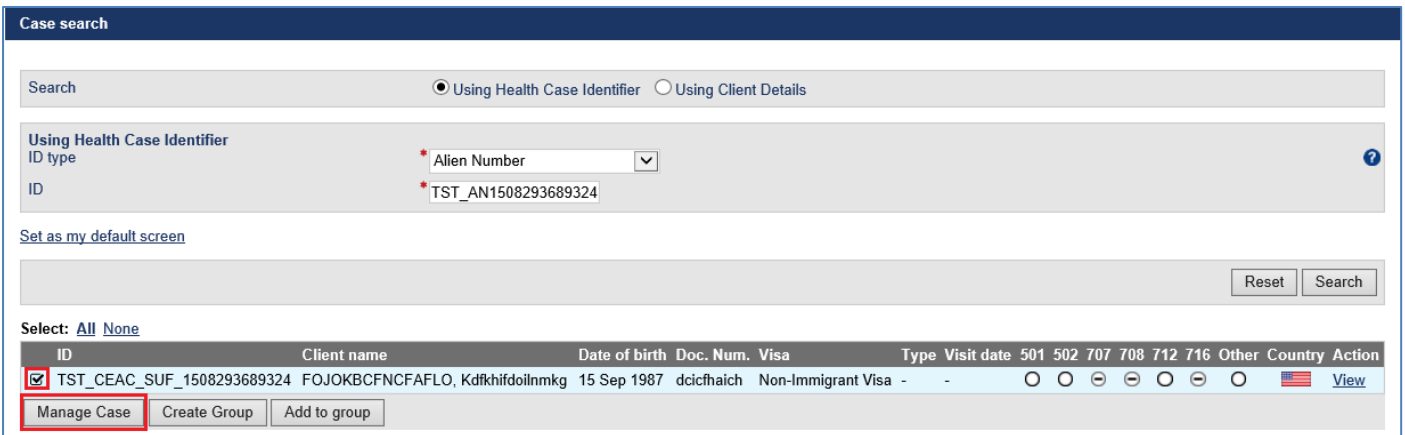# eMedical Tip Sheet: Completing the Pre exam

This tip sheet will assist panel clinics to complete the Pre exam before recording the U.S. Visa health examinations for applicants who are required to undergo the immigration health examination.
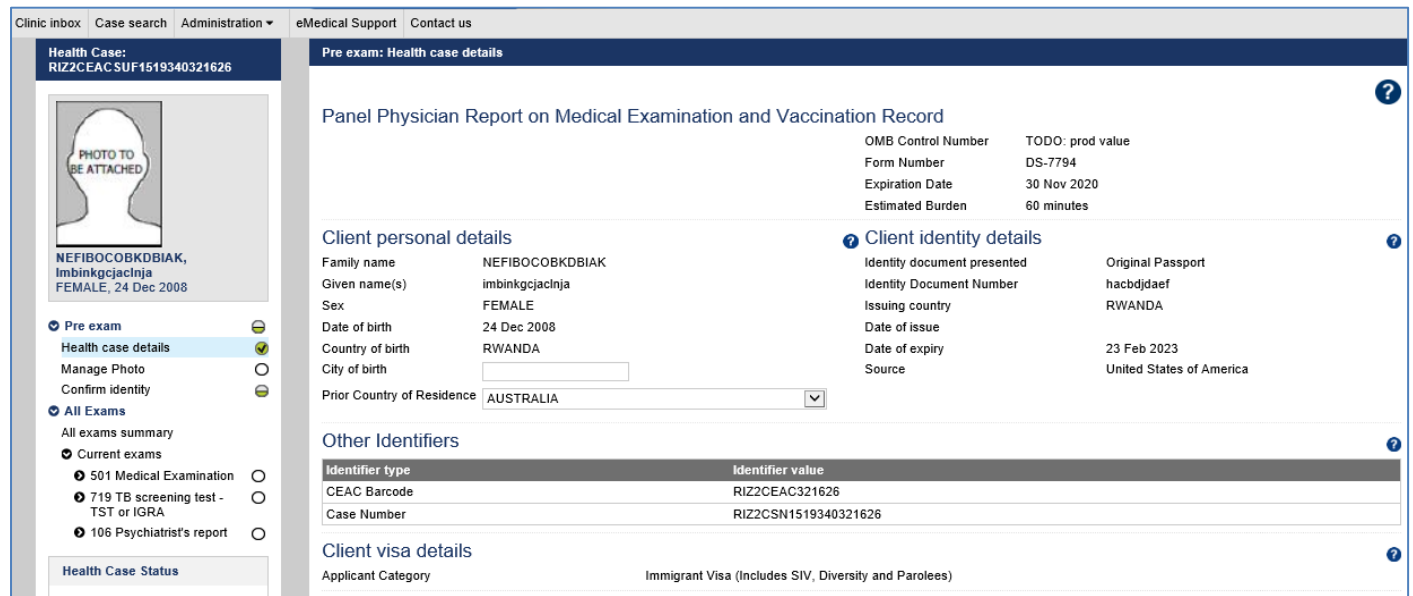
## Search and manage a health case

**Step 1.** Search the health case using the **Case search** screen

**Step 2.** Select the check box next to the health case and select the **Manage Case** button



The **Pre exam: Health case details screen** will display.



> **Note:** After a health case has been searched and managed for the first time, it is allocated to your clinic inbox. It can be accessed and managed here.

**Note:** You can also search and manage a health case once it is in your inbox by restricting the search to your clinic's existing cases and enter a limited data for example family name, in the **Using Client Details** of the **Case search** screen.



## Client personal details

The U.S. Department of State (DOS) system sends these details when a health case in created in eMedical.

**Step 1.** Enter **City of birth** (if available)

**Step 2.** Select a country from the **Prior Country of residence** drop down list (if known)

## Client declaration

Before recording the medical information in eMedical, the applicant must give their consent and **sign** a declaration that they understand how the DOS will use their information.

**Note:** If you click on the Client declaration box before printing the client declaration form, the system will give you an error message.

### A. Printing the Client declaration

**Step 1.** Click the '**View client declaration**' hyperlink in **Pre exam: Health case details** screen

The **Client declaration** pdf document will display.

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## Client declaration

I understand that I am required to undergo a complete medical examination with an authorized physician in order to assess my eligibility consistent with INA Sections 212(a) and 221(d). I understand that failure to provide required information may cause delay or denial of visa. I understand that my medical examination information (Form DS-7794) will be collected and temporarily stored in the eMedical system hosted, operated and maintained by the Australian Department of Immigration and Border Protection and being transferred to the U.S. Government for the purposes of enabling the U.S. Department of State to determine my medical eligibility.

I understand that all applicants 15 years of age and older are required to undergo a chest radiograph (x-ray) to test for tuberculosis. I understand that if I am pregnant at the time of my initial medical exam I must consent and will be provided with abdominal and pelvic protection with double-layer, wrap-around lead shields. I understand that if I am pregnant I may refuse the chest radiograph. If I refuse the chest radiograph I understand that my visa application will not be processed until I have completed the requirement.

I understand that any willfully false or misleading statement or willful concealment of material fact made by me herein may subject me to permanent exclusion from the United States or may subject me to criminal prosecution and/or deportation.

The information provided on your medical examination report may be accessible to other government agencies having statutory or other lawful authority to use such information, including for law enforcement and immigration law enforcement purposes.

_____

This declaration was made by ama on behalf of monahgkdkgjodeo MDMAOJANMIADMCG

Relationship: Mother (incl. in-law)

09 Nov 2017

Signature:_____

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**Step 2.** Click the **Print** icon on the pdf page or use Ctrl + P command to print the **Client declaration**



**Step 3.** Ask the applicant to read and sign in the **Signature** field at the end of the **Client declaration**

**Step 4.** **Scan** the signed **Client declaration** and save it on your computer with an appropriate file name e.g. surname_client declaration.pdf

### B. Uploading the signed Client declaration

**Step 5.** Click the **Add New** button in the Health Case attachment section

**Step 6.** Select the **Signed eMedical client declaration** option in the **Document type** drop down list

**Step 7.** Click the **Browse** button, locate and upload the scanned copy of the signed eMedical **client declaration** pdf saved on the computer

**Step 8.** Enter any relevant additional information (if required) in the **Details** text box

**Step 9.** Click the **Save** button

The Health Case attachment section displays with the client declaration document uploaded.

**Step 10.** Select the **Client declaration** checkbox

> **Note:** A parent/guardian must provide the consent for minors under 18 years of age. For minors, the **Name of parent/guardian** and **Relationship to the client** will be mandatory and marked with a red asterisk (*) must be recorded before you can select the **Client declaration** checkbox.



## *Contact Channels*

Applicant's contact information will display here supplied by DOS. This includes phone numbers, address (home, intended) and/or email addresses. You may need to reconfirm with the applicant and update this information where necessary.

For **Address (Intended),** the name of the State will display but it is required to record this information in the **Add/Edit contact channel** by following the steps listed below.



> **Note:** If you do not complete this step here then at the time of submitting the health case the panel physician will receive the error message.
>
> **⊖ An error has occurred**
>
> Address record found with invalid State/Territory/Province. Please correct.

**Step 1.** Select the ✎ icon next to the **Address (Intended)** in the Contact channels

| Delete | Contact channel | Contact details | Primary | Comments | Edit |
|---|---|---|---|---|---|
| 🗑 | Phone (Home) | + 1 (13) 12345678 | No | - | ✎ |
| 🗑 | Address (Home) | 2 test st, some line 2, some line 3, some line 4, Paris, Some place here, RWANDA | Yes | - | ✎ |
| 🗑 | Address (Intended) | 1 test st, line 2, line 3, line 4, Beverly Hills, California, 90210, UNITED STATES | No | - | ✎ |
| 🗑 | E-mail (Business) | matt@matt.com | Yes | - | ✎ |

The **Add/Edit contact channel** will display.

**Edit address**     ➕ ✖

⚠ **Warning**

This Contact information is for your clinic's purposes only. If the client has updated their contact information advise them that they must contact a case officer to update their contact information with the relevant department.

| | |
|---|---|
| Channel type | * Address (Intended) ▾ |
| Country | * UNITED STATES ▾ |
| Address | * 1 test st |
| | line 2 |
| | line 3 |
| | line 4 |
| Suburb/Town | * Beverly Hills |
| State/Territory/Province | * Select an Option ▾ |
| Post/Zip code | * 90210 |
| Primary contact | ○ Yes ● No |
| Comments | |

Cancel   Save

**Step 2.** Select the name of the state from the **State/Territory/Province** drop down list after confirming with the applicant

| | |
|---|---|
| Suburb/Town | * Beverly Hills |
| State/Territory/Province | * Select an Option ▾ |
| Post/Zip code | * 90210 |

**Step 3.** Select the **Save** button

## *Attaching applicant's facial image*

You must capture applicant's facial image using a digital camera. The facial image uploaded in eMedical must be of biometric standard because it helps in maintaining the integrity of the IME process.

**Step 1.** Select the **Next** button on the Health case details screen or Select the **Manage Photo button** in the navigation pane
The **Pre exam: Manage Photo** screen will display.

**Note:** For guidelines on how to capture a digital facial image, refer to 'Capturing Facial Images' tip sheet.
**Note:** A health case cannot be submitted without a photo, however, the system allows you to indicate that a photo cannot be added at the time of examination due to, for example:
*Camera Problem* – a temporary fault in the camera, such that the photograph will need to be taken at a later date and attached.

*System error* – where the photo has been taken, but because of a computer system problem it cannot be uploaded right now. It must be attached at a later stage before submitting the health case.



**Step 2.** Select the **Browse** button to locate and upload the photo file saved on your computer

**Step 3.** Select the **Save** button to confirm correct photo has been uploaded



The uploaded photo will appear in the **Pre exam: Manage Photo** screen and in the navigation pane.



**Step 4.** Follow the steps above if an incorrect photo was attached

*If the photo cannot be attached at this time, follow the steps below:*

**a.** Select **Cannot Attach photo** checkbox

The **Reason** and **Provide details** fields display.

Pre exam: Manage Photo

Please take and attach a photo of the client:          Browse...
                                                        ☑ Cannot Attach photo ❓
Reason                                                  *Select an Option
                                                         Camera Problem
Provide details                                          System Error

[Back] [Close] [**Save**]                                              [Next]

 

**b.**  Select a Reason

**c.**  Enter an explanation why the photo cannot be attached in the Provide details

**d.**  Select the **Save** button

**Step 5.**  Select the **Next** button

*Confirm identity*

Panel physicians, radiologists and/or their staff must confirm the identity of individuals who attend their clinic for an IME and record identity concerns identified.

**Step 1.**  Select the **Next** button in the **Pre exam: Manage Photo** screen or Select the **Confirm Identity** button in the navigation pane

The **Pre exam: Confirm identify** screen will display.



Pre exam: Confirm identity

**Client personal details**                      ❓ **Client identity details**
Family name          EBFJFECGOLCFICC            Identity document presented   Original Passport
Given name(s)        eaohkamacicilgb            Identity Document Number      iafdbdcecb
Sex                  FEMALE                     Issuing country               AFGHANISTAN
Date of birth        15 Sep 1987                Date of issue
Country of birth     AFGHANISTAN                Date of expiry                18 Oct 2022
City of birth                                   Source                        United States of America
Prior Country of     AUSTRALIA
Residence

**Client visa details**
Applicant Category                Others (includes follow to join refugee and asylee)

**Record identity**
Identity document provided        *◉ Not selected  ○ Yes  ○ No

[Back] [Close] [Save]                                              [Next]

**Step 2.**  Select **Yes** or **No** button for the **Identity document provided**

For a **Yes** selection, the details of the Identity document recorded in the DOS system will display.

If the identity document presented by the applicant is different to what appears in the eMedical, then change the details as outlined below:

    **a.**    Select the **Issuing country** from the drop down list

    **b.**    Select the **Identity document presented** from the drop down list

    **c.**    Enter the **Identity document number**

    **d.**    If available, enter the **Date of issue** and **Date of expiry**



**Note:** For a **No** selection, a **Reason** for not providing an Identity document <u>must</u> be recorded.



**Step 3.**    Select **Yes** or **No** for **Do you have identity concerns?**
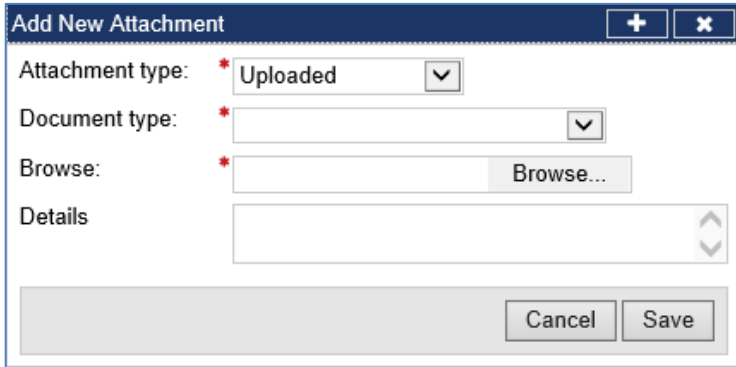
**Note:** You must indicate that you have concerns about the applicant's identity. An identity concern is an alert for DOS to ensure that the visa processing officer addresses data/identity issues before finalising the visa application. Refer to the '*Managing identity*' tip sheet for guidelines on when to raise an identity concern.

**Note:** You must continue with the examination and submit the health case even if an Identity concern has been recorded.
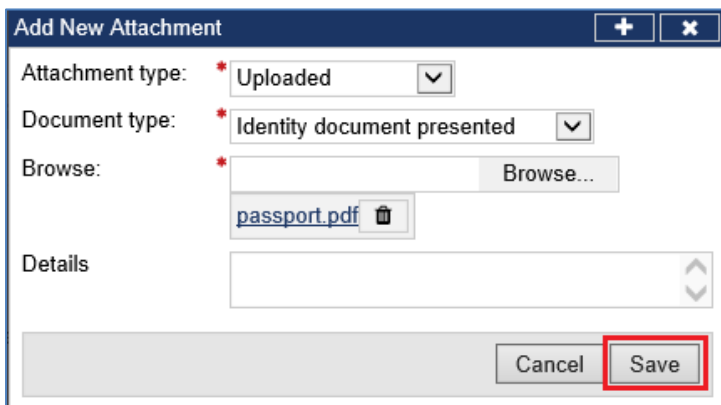
To record an identity concern follow the steps outlined below:

a. Select the **Yes** button **Do you have identity concerns?**

b. Enter a reason in the **Provide details** text box

c. Select the **Add New** button in the Attachments section

The **Add New Attachment** window will display



d. Select the Attachment type as **Uploaded**

e. Select the Document type **Identity document presented** from the drop down list

f. Select the **Browse** button to select and upload the scanned copy of the identity document file saved on the computer

g. Enter any relevant additional information (if required) in the **Details** text box

h. Select the **Save** button



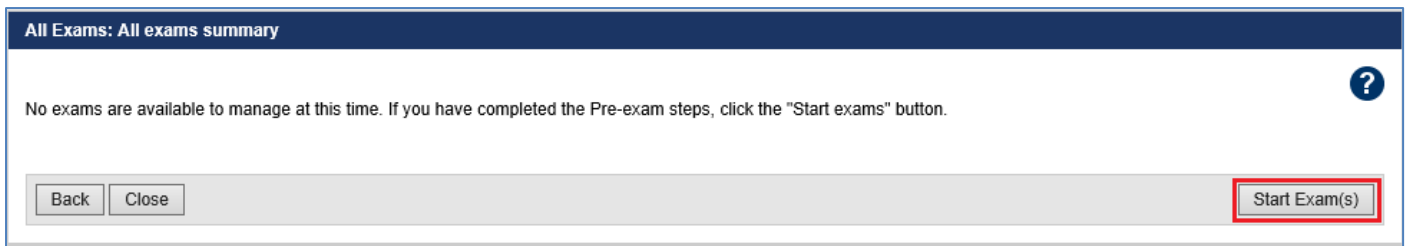The uploaded file will display in the **Attachments** section of the **Pre exam: Confirm identity** screen.



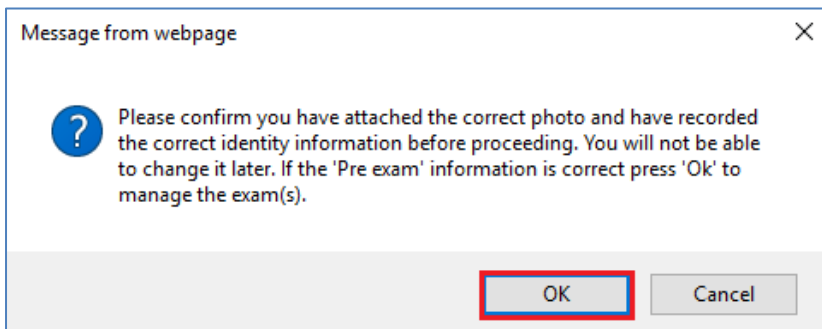**Step 4.** Select the **Next** button

## *Start Exams*

**Step 1.** Select the **Next** button in the **Pre exam: Confirm identity** screen or the **All exams summary** button in the navigation pane

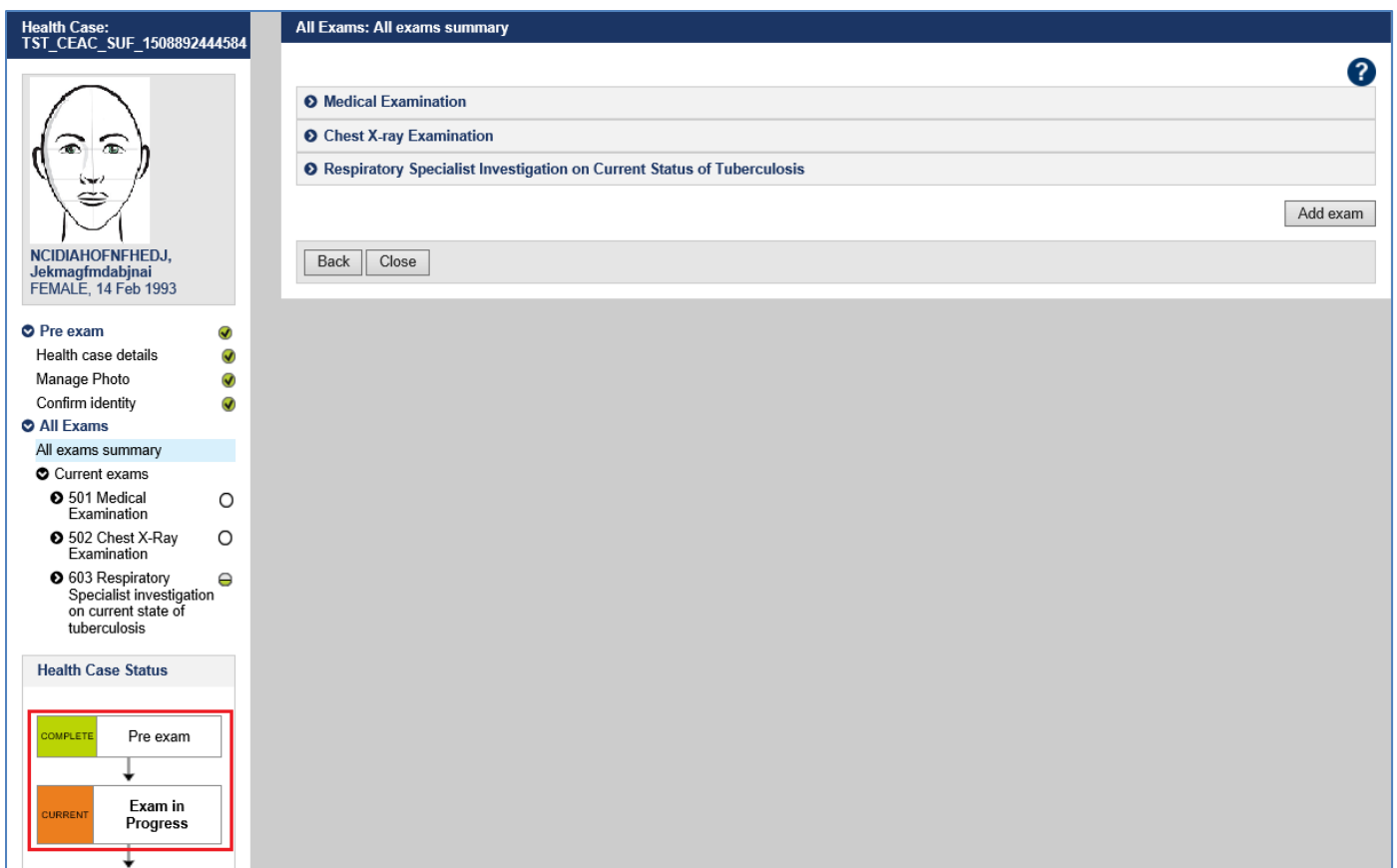The **All exams: All exams summary** screen will display.



**Step 2.** Select **Start Exam(s)** button



**Step 3.** Select **OK** button

The **All exams: All exams summary** screen redisplays and lists the exam(s) required for the applicant to undertake.



You can now proceed to record the exam(s) by Selecting the View button against the exam(s) in the **All Exams: All exams summary** screen or from the navigation pane.
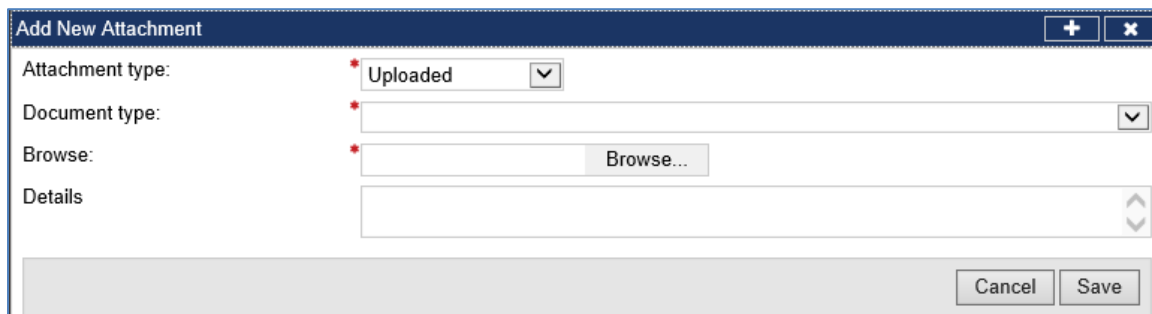
*Health case attachment*

You may use the **Health Case attachment** section of the **Health case details** screen to add a range of health case attachments. Most attachments should be uploaded to the individual exam(s). For example, a Syphilis test report should preferably be uploaded under the 712 Syphilis test. However, this functionality is available if you wish to attach

additional information during the initial examination. For example you may wish to attach reports that may relate to an identified/known condition (e.g. hypertension or diabetes), such as recent GP/specialist reports, hospital discharge summaries that the applicant may have provided during the initial examination.

*To add an Attachment:*

**Step 1.** Select the **Add New** button

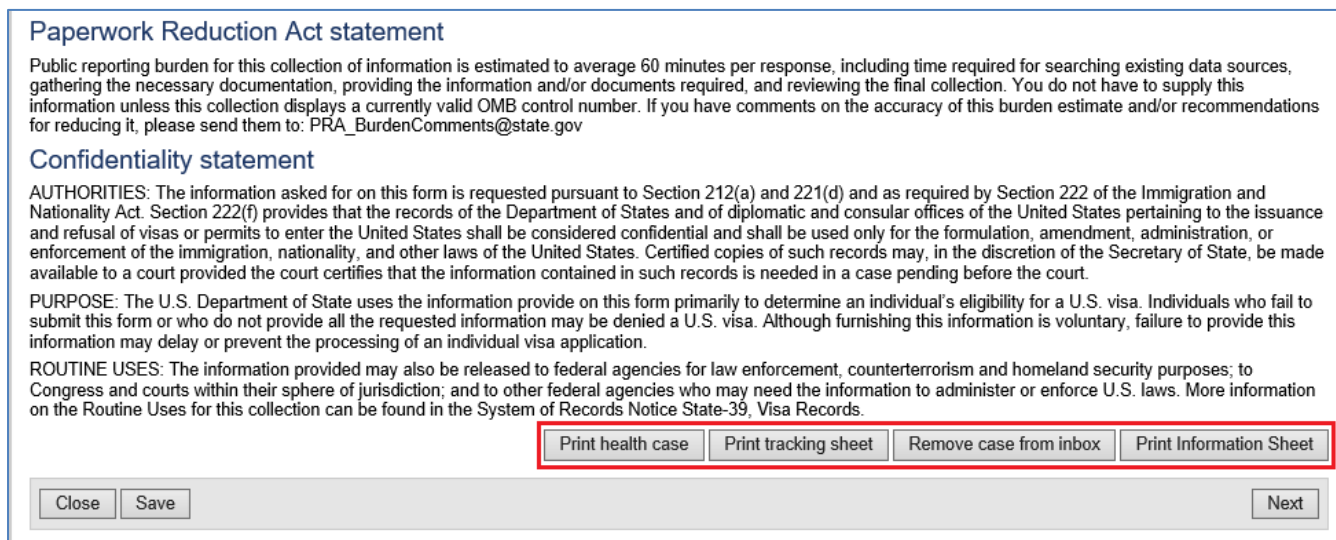The **Add New Attachment** window displays the **Attachment type** as **Uploaded.**



**Step 2.** Select an attachment from the **Document type** drop down list

**Step 3.** Select the **Browse** button to locate and choose the attachment file that you want to upload

**Step 4.** Select the **Save** button

*Print outputs*

On every **Health case detail** screen there are printing buttons.



## Print health case

You can use the **Print health case** button to print a summary of the health case with all the results recorded as a PDF
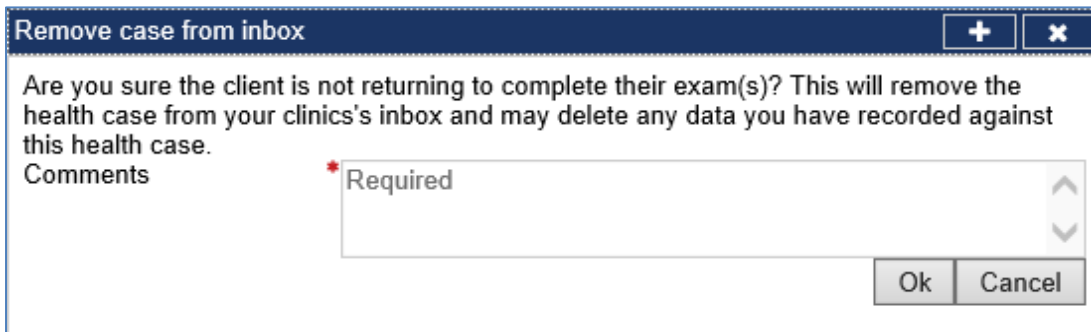
## Print tracking sheet

You can use the **Print tracking sheet** button to print a tracking sheet as PDF. This contains basic information about the applicant, their photo and the examination(s) that they need to undertake. A bar code also appears on this tracking sheet. If you work at a large clinic, you would find this document useful in managing the flow of applicants in your business premises. One can easily search for an applicant with the bar code (e.g. if you are at a combined clinic and the applicant will be undertaking various medical examinations and tests at your clinic).

## Remove case from inbox

Use the **Remove case from inbox** button after you have confirmed that the applicant does not intend to proceed with their IME at your clinic.

**Step 1.** Select the **Remove case from inbox** button

The **Remove case from inbox** window displays.



**Step 2.** Enter an appropriate reason for removing this case in the **Comments** text box

**Step 3.** Select the **Ok** button

The health case will be removed from your clinic's inbox.

> **Note: T**he **Remove case from inbox** option is available only when the health case is in the **Pre exam** stage. Refer to '***Removing health case from inbox'*** tip sheet for instructions.