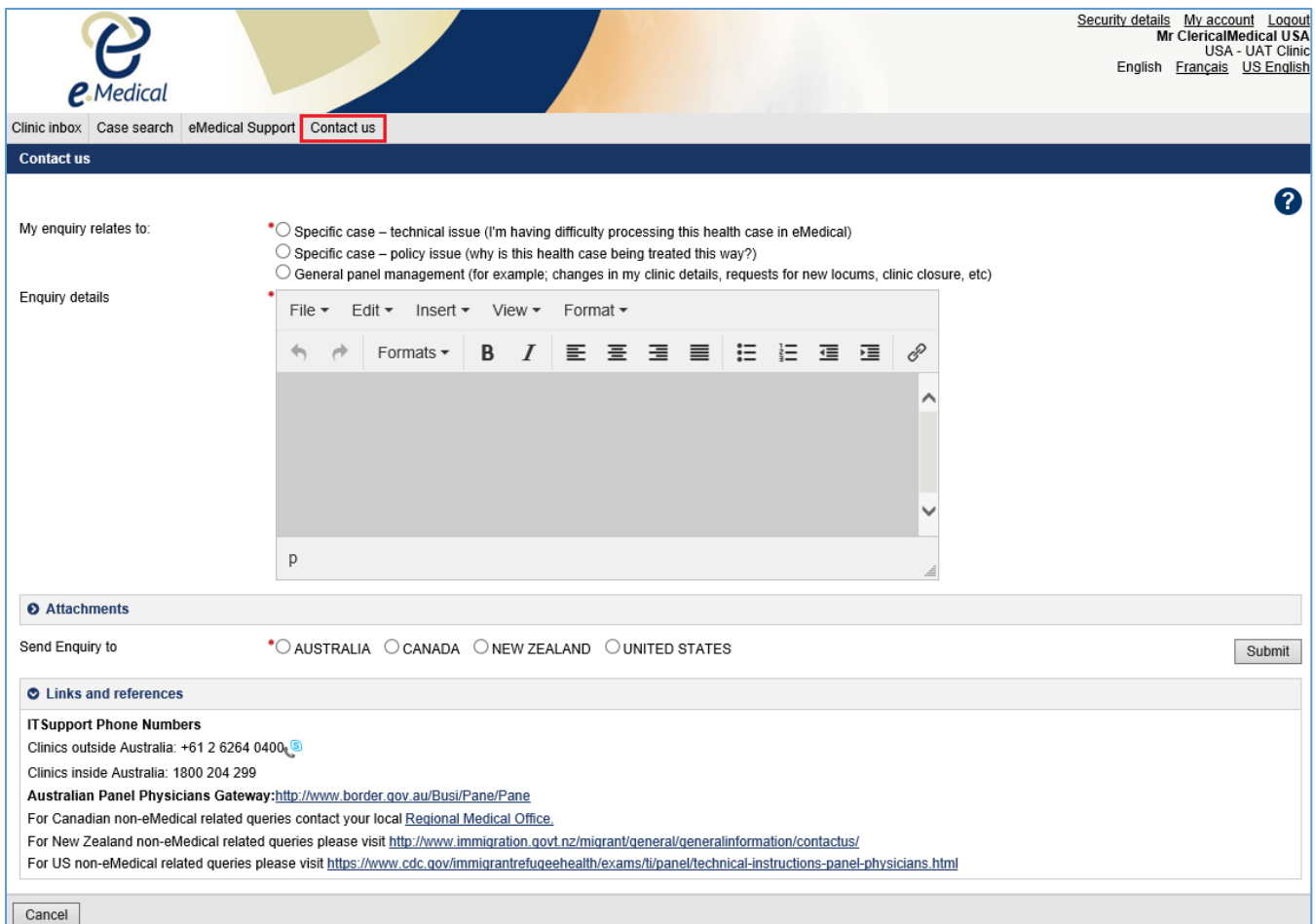


Tip Sheet: How to Use Contact Us in eMedical

This tip sheet has been developed to assist users on how to use the Contact us via eMedical to send enquiries to the U.S. Department of State (DOS).

Step 1. Login to eMedical (if you are not already logged in)

Step 2. Click the **Contact us** tab



Security details My account Logout
Mr ClericalMedical USA
USA - UAT Clinic
English Français US English

Clinic inbox Case search eMedical Support **Contact us**

Contact us

My enquiry relates to:

- Specific case – technical issue (I'm having difficulty processing this health case in eMedical)
- Specific case – policy issue (why is this health case being treated this way?)
- General panel management (for example; changes in my clinic details, requests for new locums, clinic closure, etc)

Enquiry details

File Edit Insert View Format

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Attachments

Send Enquiry to AUSTRALIA CANADA NEW ZEALAND UNITED STATES

Links and references

IT Support Phone Numbers
Clinics outside Australia: +61 2 6264 0400
Clinics inside Australia: 1800 204 299
Australian Panel Physicians Gateway: <http://www.border.gov.au/Busi/Pane/Pane>
For Canadian non-eMedical related queries contact your local [Regional Medical Office](#).
For New Zealand non-eMedical related queries please visit <http://www.immigration.govt.nz/migrant/general/generalinformation/contactus/>
For US non-eMedical related queries please visit <https://www.cdc.gov/immigrantrefugeehealth/exams/ti/panel/technical-instructions-panel-physicians.html>

The **Contact us** screen will display

Step 3. Select an option for **My enquiry relates to:**

If the query relates to either a **Specific case – technical issue** or **Specific case – policy issue** then the **Health case details** fields will display.

Contact us

My enquiry relates to:

- Specific case – technical issue (I'm having difficulty processing this health case in eMedical)
- Specific case – policy issue (why is this health case being treated this way?)
- General panel management (for example; changes in my clinic details, requests for new locums, clinic closure, etc)

Health case details

Health Case ID known? Not selected Yes No

Contact us

My enquiry relates to:

- Specific case – technical issue (I'm having difficulty processing this health case in eMedical)
- Specific case – policy issue (why is this health case being treated this way?)
- General panel management (for example; changes in my clinic details, requests for new locums, clinic closure, etc)

Health case details

Health Case ID known? Not selected Yes No

Step 4. Select Yes or No

- a. For a **Yes** answer,
 - i. Select **Health case ID type**
 - ii. Enter **ID number**

System will search and display applicant's name and Date of birth.

Health Case ID known? Not selected Yes No

Health case ID type

ID number

Applicant name UAT IMMIGRANT, MALE HIGHRISK THREE

Date of birth 03 Mar 2016

Note: When you navigate to **Contact us** while managing a health case, the case details will be automatically populated if you selected **Specific case (– technical issue or – policy issue)**.

Note: A message will display if eMedical is unable to find a health case against the manually entered **Health case type** and **ID number**. This is to ensure that you have selected the correct **Health case ID type** and/or **ID number**. You may, however, re-enter the **Health case ID type** and/or **the ID number** to submit your enquiry even if eMedical is unable to find a health case record with the **Health case type** or **ID number**.

Health case details

Health Case ID known? Not selected Yes No

Health case ID type

ID number

Health Case not found. Please rekey.

- b. For a **No** answer, bio-details fields will display.
 - i. Enter data in the fields

Health case details


Health Case ID known? * Not selected Yes No

Please supply as much information about the client as you can:

Family name

Given name(s)

Passport number

Date of birth 

Note: Bio-detail fields are not mandatory however any information that you enter here will enable the helpdesk to assist with your enquiry.

Step 5. Provide details of the issue or enquiry in the **Enquiry details** box

Enquiry details

File Edit Insert View Format

← → Formats **B** *I* [List icons] [Link icon]

I am unable to attach record for a Syphilis test.

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Step 6. To send any file (if required) for example a test report or a screen shot of an error message, click on **Attachments**

a. Click **Browse** to select and attach the file

Attachments

Multiple files may be attached, total size not to exceed 2.5Mb.

Browse Browse...

Step 7. Select the country for **Send Enquiry to:**

Attachments

Multiple files may be attached, total size not to exceed 2.5Mb.

Browse Browse...

Send Enquiry to * AUSTRALIA CANADA NEW ZEALAND UNITED STATES

Attachments

Send Enquiry to * AUSTRALIA CANADA NEW ZEALAND UNITED STATES

Note: The **Send Enquiry to:** will default to AUSTRALIA when the **Specific case – technical issue** option is selected. For non-eMedical technical issues you may choose **Specific case – policy issue** or **General panel management** to send your enquiry to DOS.

Step 8. The **Send Enquiry to:** will default to United States and all enquiries will automatically be sent to the U.S. Department of State. Press the **Submit** button