

# Tip Sheet: Ongoing Support for eMedical: Questions About the eMedical System

**Queries about the eMedical system** should be submitted using the *Panel Physician Enquiry (PPE)* form in eMedical. This can be located via the **Contact us** menu within eMedical.

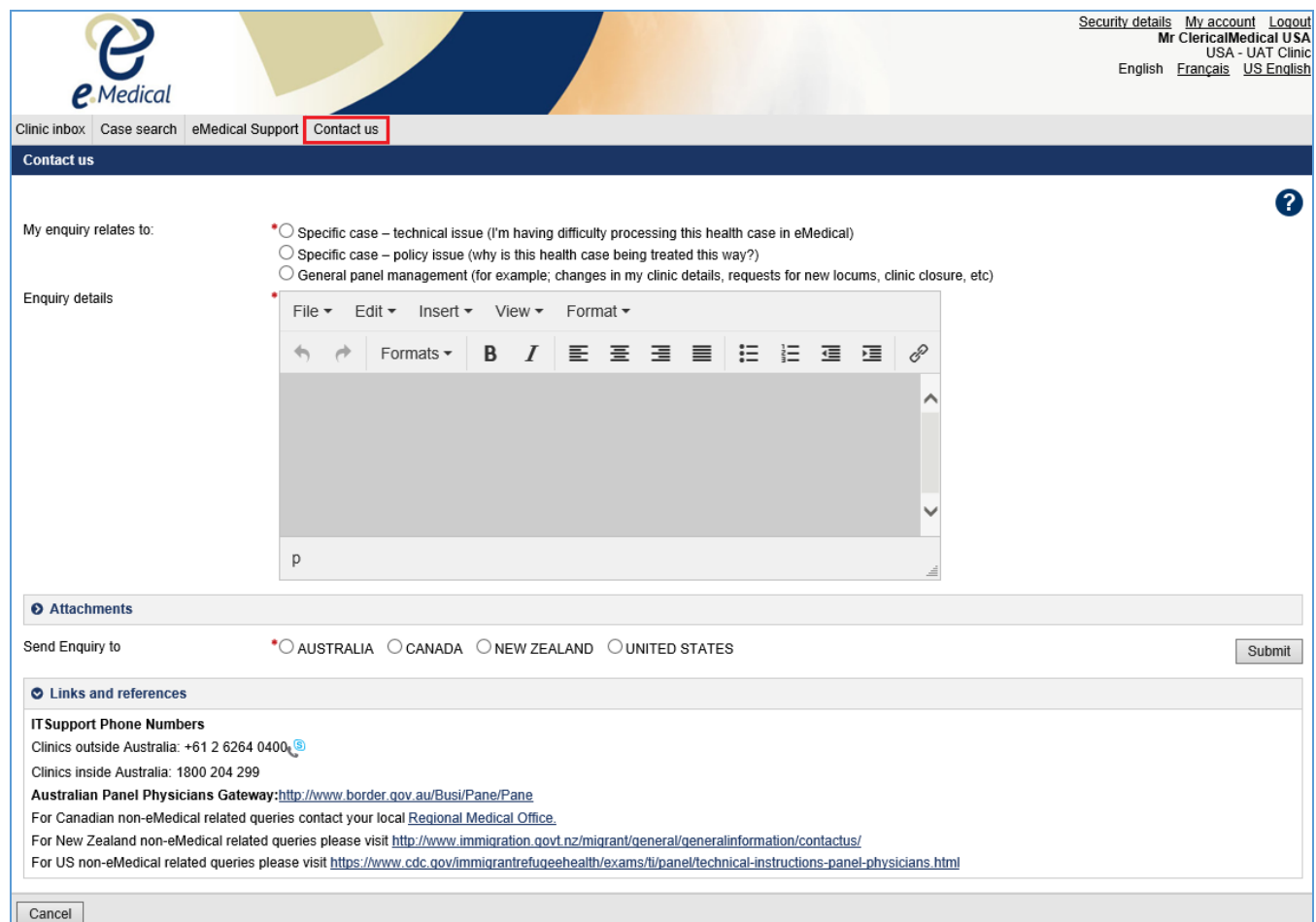
These queries will be automatically sent through to the U.S. Department of State (DOS).

**For critical incidents (i.e. eMedical system is “down” and you have tried again but you still are unable to logon to eMedical):**

Contact: Department of Home Affairs IT Support immediately by phone if possible

Phone: +61 2 6264 0400

Email: [itsupport@homeaffairs.gov.au](mailto:itsupport@homeaffairs.gov.au)



The screenshot shows the eMedical 'Contact us' form. At the top left is the eMedical logo. At the top right are links for 'Security details', 'My account', and 'Logout'. Below these is the user name 'Mr ClericalMedical USA' and 'USA - UAT Clinic', with language options for 'English', 'Français', and 'US English'. A navigation bar contains 'Clinic inbox', 'Case search', 'eMedical Support', and 'Contact us' (highlighted with a red box). The main form area is titled 'Contact us' and includes a help icon. It has a section 'My enquiry relates to:' with three radio button options: '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?)', and 'General panel management (for example; changes in my clinic details, requests for new locums, clinic closure, etc)'. Below this is the 'Enquiry details' section, which contains a rich text editor with a menu (File, Edit, Insert, View, Format) and various formatting icons. The text area contains the letter 'p'. There is an 'Attachments' section with a plus icon. Below that is the 'Send Enquiry to' section with radio buttons for 'AUSTRALIA', 'CANADA', 'NEW ZEALAND', and 'UNITED STATES', and a 'Submit' button. The 'Links and references' section provides 'IT Support Phone Numbers' (+61 2 6264 0400 for outside Australia, 1800 204 299 for inside Australia), the 'Australian Panel Physicians Gateway' URL, and instructions for contacting local Regional Medical Offices in Canada, New Zealand, and the US. A 'Cancel' button is at the bottom left.