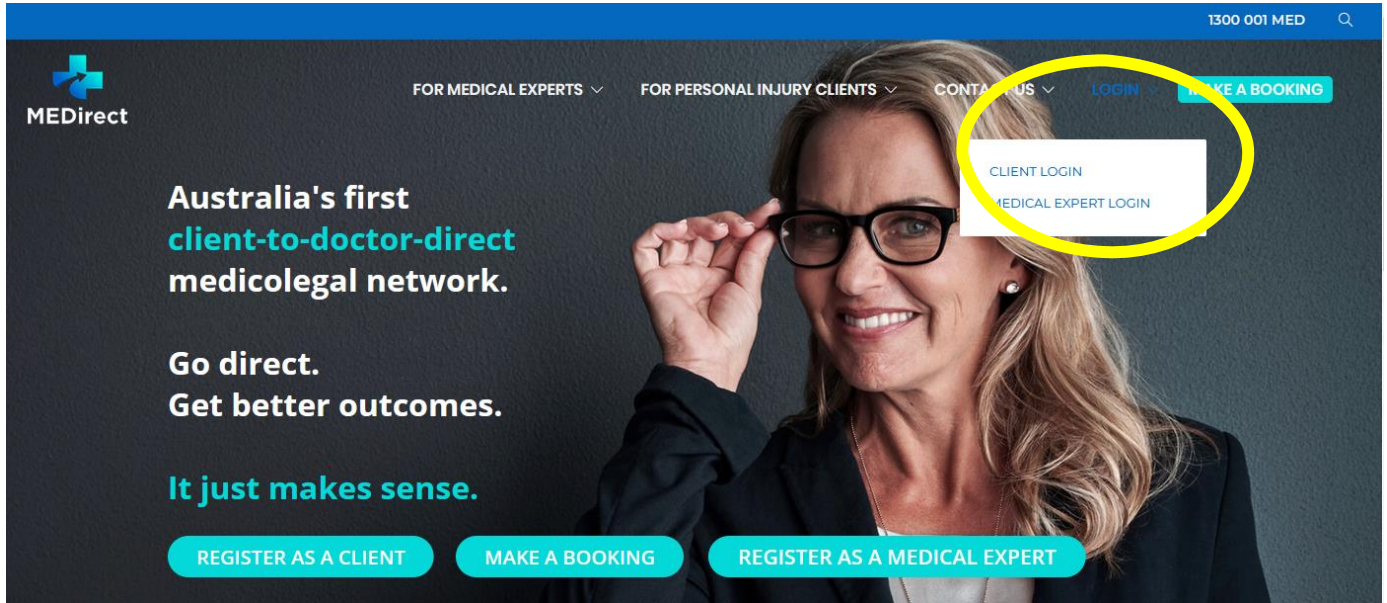


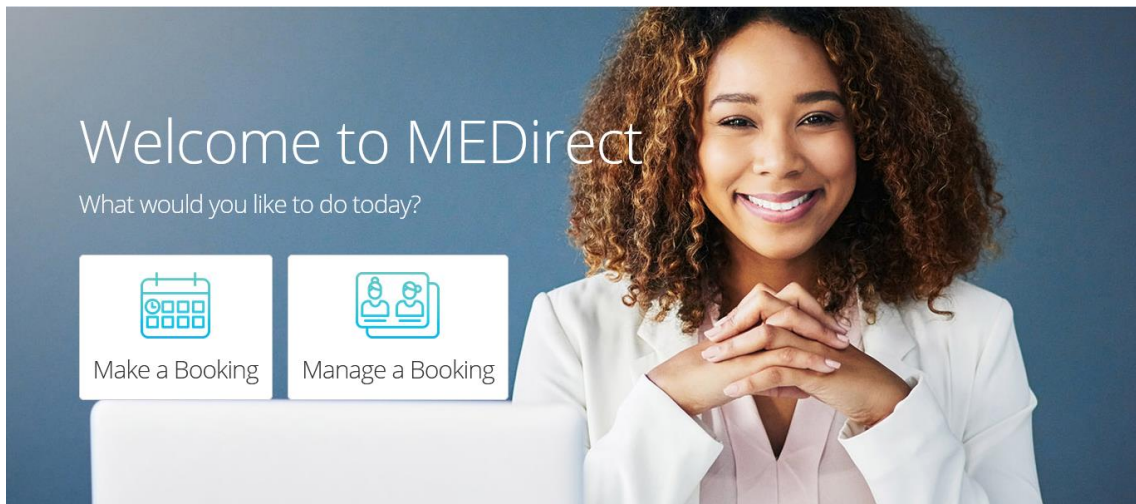
## How to make a telehealth booking with MEDirect

### Step 1:

Go to <https://medirect.com.au/> and click *Login, Client Login*



Or, if you are already logged in, just click *Make a New Booking*



## Step 2:








Who do you represent? What's your sector? What's your state?  
Just click the buttons

**MEDirect Booking**  
Make Your Selections Below to Find the Right Medical Expert.

You Represent:

 Insurer	 Lawyer	 Employer	 DVA
--	---	---	--

Your Sector:

 State-Based Workers' Compensation	 Specialised or Self-Insurers
 Motor Vehicle	 Comcare
 Life: TPD/IP	 Professional and Public Liability
 Seafarers	

Your State:

<input type="text" value="ACT"/>	<input type="text" value="NSW"/>
<input type="text" value="NT"/>	<input type="text" value="QLD"/>
<input type="text" value="SA"/>	<input type="text" value="TAS"/>
<input type="text" value="VIC"/>	<input type="text" value="WA"/>

## Step 3:

What kind of assessment are you after?

Assessment Type:

<input type="text" value="IME Specialist Examination and Report"/>	<input type="text" value="IME Specialist Subsequent Examination and Report"/>
<input type="text" value="IME Specialist Supplementary Report"/>	<input type="text" value="IIA Supplementary Report"/>
<input type="text" value="IME Specialist Work Site Visit"/>	<input type="text" value="IIA Assessment and Report"/>

**NOTE:** The assessment types will reflect what's available in your state.

## Step 4:

What kind of Medical Expert are you looking for?

Specialty Required:  
(You may choose 1 or more related specialty type, e.g., Orthopaedic Surgeon and Musculoskeletal Physician)

<input type="text" value="Orthopaedic Surgeon"/>	<input type="text" value="Psychiatrist"/>
<input type="text" value="Occupational Physician"/>	<input type="text" value="Musculoskeletal Medicine"/>
<input type="text" value="Pain Medicine"/>	<input type="text" value="Neurosurgeon"/>
<input type="text" value="IMC - Psychological"/>	<input type="text" value="IMC - Physical"/>

Other Specialty:

We've included popular specialties here, but if you're after something else, just click the *Make a selection* dropdown and start typing in the search bar

Specialty Required:  
(You may choose 1 or more related specialty type, e.g., Orthopaedic Surgeon and Musculoskeletal Physician)

<input type="text" value="IMC"/>	<input type="text" value="Orthopaedic Surgeon"/>
<input type="text" value="Psychiatrist"/>	<input type="text" value="Occupational Physician"/>

Other Specialty:

Search

- Addiction Medicine
- Allergist
- Anaesthetist
- Anaesthetist & Pain Medicine
- Cardio-thoracic Surgeon
- Cardiologist
- Cardiovascular & Pain Medicine
- Chronic Pain
- Colorectal Surgeon
- Cranio/Maxillofacial Surgeon

## Step 5:

To make a telehealth appointment, click YES

Telehealth:

Will this be a Telehealth appointment?

Select the time zone of the injured person

Telehealth:

Will this be a Telehealth appointment?

Select the time zone of the injured person.

[Unassigned]

## Step 6:

Depending on your search criteria, a list of suitable Medical Experts will appear, with their next available appointment.

We have found a list below of available times.

**Dr DOCTOR TEST** Orthopaedic Surgeon - Back

Location	Date	Time	
Telehealth	Tue 21/04/2020	09:00 AM	<input type="button" value="Select"/>

By selecting Telehealth, the location for all appointments will show as 'telehealth' and the time will display in the time zone you selected for the injured person.

Regardless of the location, the first available appointment will display.

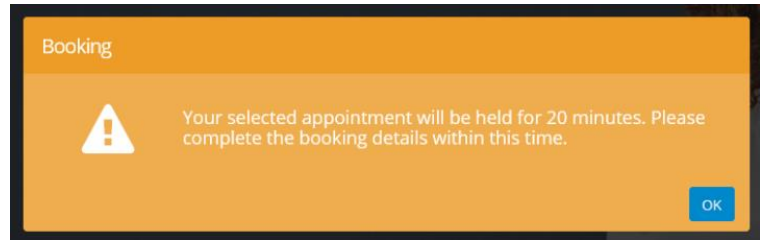
We have found a list below of available times.

**Dr DOCTOR TEST** Orthopaedic Surgeon - Back

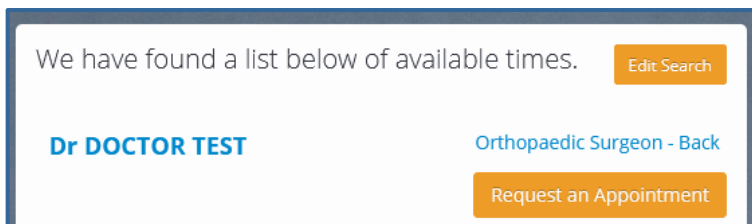
Location	Date	Time	
Telehealth	Tue 21/04/2020	09:00 AM	<input type="button" value="Select"/>

If you're happy to make an appointment with this Medical Expert, you can:  
 Select the appointment, or  
 Show more appointment times

Once you're ready to proceed with the booking, click on *Select*. You will then have 20mins to complete the booking details.



Alternative, if you need a specific day or time, you can request an appointment

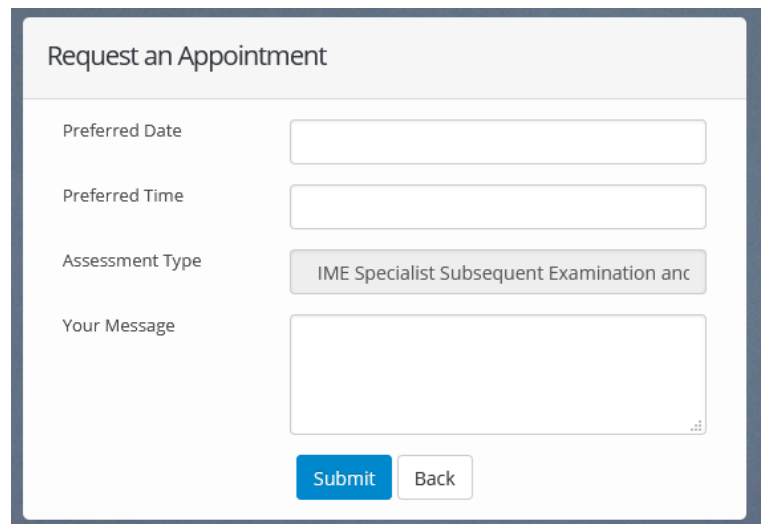


Click on *Request an Appointment*

Complete some basic details and click Submit. This will send the medical expert an email with your request. The doctor will call you back to set up the booking.

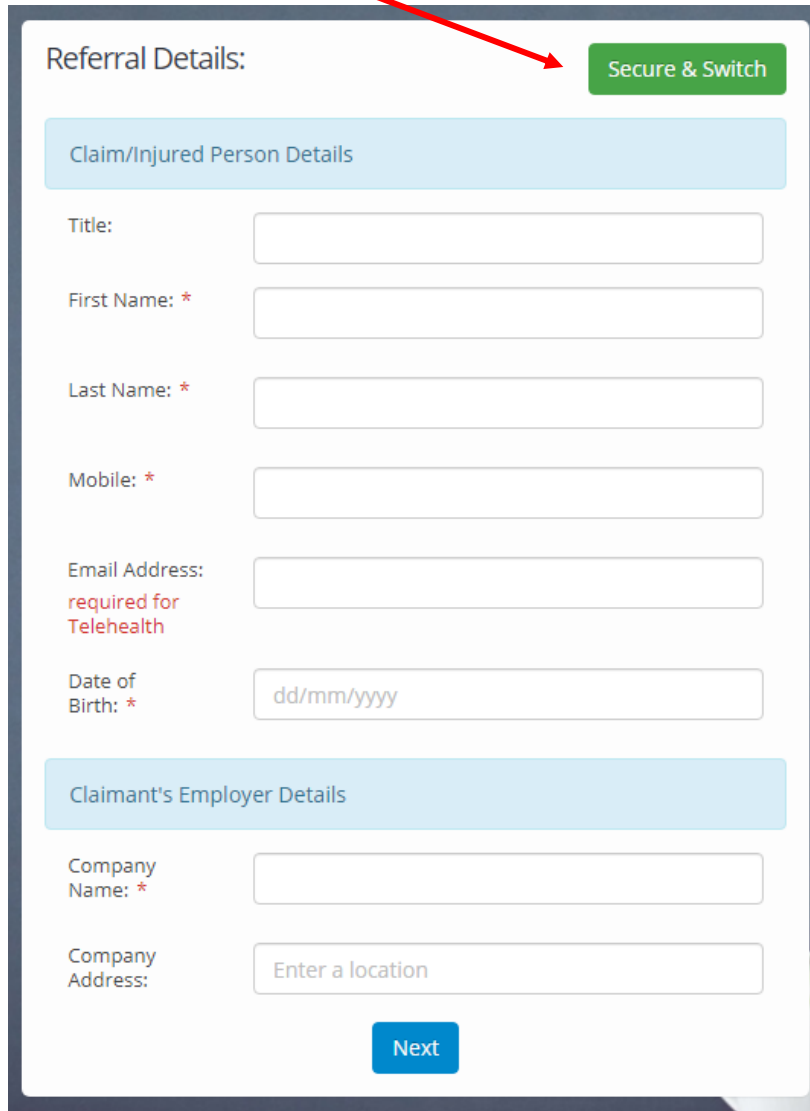
Please note that this appointment is not confirmed until you hear back from the medical expert.

You will then need to return to the MEDirect booking portal to complete the booking process.

A screenshot of the "Request an Appointment" form. It has a title bar and several input fields: "Preferred Date" (text box), "Preferred Time" (text box), "Assessment Type" (dropdown menu showing "IME Specialist Subsequent Examination anc"), and "Your Message" (text area). At the bottom are "Submit" and "Back" buttons.

## Step 7:

Want to secure an appointment slot but don't have the claimant details yet? Click on *Secure & Switch* to lock in the appointment and add the claimant details later.



Referral Details:

**Secure & Switch**

Claim/Injured Person Details

Title:

First Name: \*

Last Name: \*

Mobile: \*

Email Address:  
required for  
Telehealth

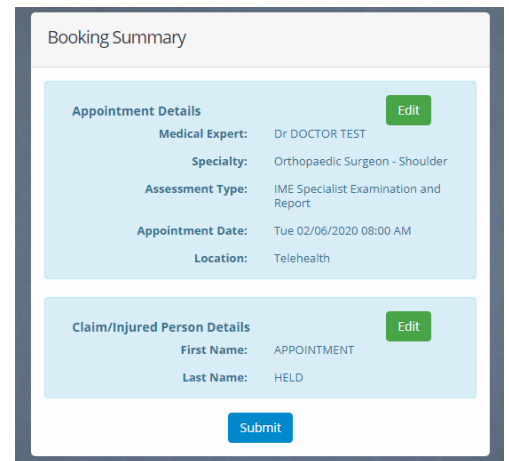
Date of Birth: \*

Claimant's Employer Details

Company Name: \*

Company Address:

**Next**



Booking Summary

Appointment Details **Edit**

Medical Expert: Dr DOCTOR TEST

Specialty: Orthopaedic Surgeon - Shoulder

Assessment Type: IME Specialist Examination and Report

Appointment Date: Tue 02/06/2020 08:00 AM

Location: Telehealth

Claim/Injured Person Details **Edit**

First Name: APPOINTMENT

Last Name: HELD

**Submit**

Step-by-step instructions on how to add claimant details to your *Secure & Switch* booking can be found in the help guide - *Your Portal*

If you are not using *Secure & Switch*, continue with completing the claimant details above, and click *Next* to progress to the next screen.

Be sure to include an email address for all telehealth assessments.

## Step 8: Complete the case details

**Case Details:**

Claim No. / Ref. No.: \*

Date of Injury: \*

Interpreter Required:  Arrange interpreter through Ezispeak

Urgent Report:

Comments in relation to this booking, if required:

Is the report to be addressed to you?  Yes  No

Is the Medical Expert required to speak directly with the Treating Health Practitioners, employers or others, for this referral?  Yes  No

Do you require an interpreter? We can arrange one for you.

Is this an urgent report?

Is the report to be addressed to you? If not, add in additional details

Is the report to be addressed to you?  Yes  No

Referrer First Name: \*

Referrer Last Name: \*

Referrer Email: \*

Is there someone you want the Medical Expert to speak to?

If **YES**, click *Add Contact* to bring up the contact screen.

Add the details of any Treating Health Practitioners, employers or others, that need to be contacted as part of this referral

Name	Action
<input type="text"/>	<input type="button" value="Add Contact"/>

Fill in the contact details and click *Add*.

If you need to add another contact for the Medical Expert to speak to, just click on *Add Contact* again to bring up this screen.

**NOTE:** this is not available with all assessment types

**Add Contact**

Title

First Name

Last Name

Contact Category  Treating Health Practitioner  Employer  
 Other

Role

Phone

Email

## Step 9:

### Documentation

Simply drag and drop your documents into the case.

Referral Letter and Supporting Documentation:  
(Please note you may upload these at a later time)

Drag and drop documents here.

Prev
Next

If you don't have documents ready now, you can upload them later.

Or if you have some but not all your documents, that's fine too.

When you're ready, click *Next* and confirm if all documentation has been uploaded.

Referral Letter and Supporting Documentation

?

Can you please confirm the below:

All supporting documentations are uploaded
Not All supporting documentations are uploaded

## Step 10:

### Booking Summary

Booking Summary

Appointment Details Edit

Medical Expert: Dr DOCTOR TEST  
Specialty: IMC  
Assessment Type: IMC Stage 3  
Appointment Date: Tue 18/02/2020 08:00 AM  
Location: Sydney Office

Claim/Injured Person Details Edit

Title: Mr  
First Name: Peter  
Last Name: Parker  
Date of Birth: 06/02/2000  
Mobile: 0440 440 440

Employer Details  
Company Name: Marvel Movies  
Company Address:

Case Details Edit

Claim No/Ref No: NewTest06  
Date of Injury: 10/02/2020  
Interpreter Required: No  
Urgent Report: No  
Date Report is Due:  
Comments:

Referral Letter and Supporting Documentation Edit

Public PRE flyer 0419.pdf

Invoice Details Edit

Legal Name: Department of Education  
ABN: 00 111 000 111  
Address Line 1: 50 Learning Street  
Address Line 2:  
City: Educationly  
State: NSW  
Postcode: 2000  
Email (to send invoice): karenwoods@medirect.com.au  
Phone number (for enquiries):

Report Dispatch Edit

Securely upload from MEDirect platform only: No  
Send to my email address: No  
Send to alternative email address: No  
Send to central email address: No

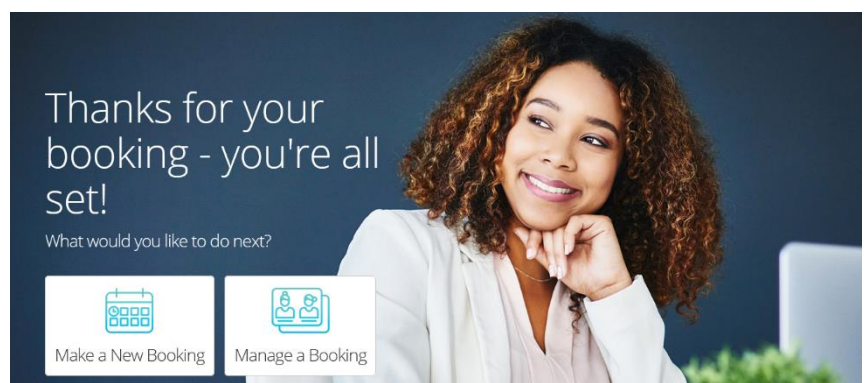
Submit

Take a moment to review your booking.

If you need to change anything, just click on the *Edit* button in that section.

And when you're ready, click *Submit*

And that's it, you're all done!



You can now *Make a New Booking*, or *Manage a Booking*.

[See Your Portal help guide for assistance on *Manage a Booking*]

Need help? Call Karen 0405 567 880