



# Health Operations Centre October 2009

## A message from the Chief Medical Officer

I'd like to welcome you to a special edition of the Panel Members' Newsletter. This quarter the newsletter is devoted to our online health system, eHealth.

eHealth is an electronic system for recording the health examination results of immigration clients. It has been in use at select panel clinics since 2003, for a limited number of eVisa clients.

Since that time there has been strong uptake amongst eligible clients, and a focus on improving the stability and capacity of eHealth.

Over the last 12 months an accelerated expansion strategy has been pursued, with eHealth now available in 16 different countries. This expansion is going to continue, with many more clinics to be trained in eHealth in the near future, and audits of the panel network now including a focus on the capacity of clinics to adopt eHealth.

Australia is a world leader in this field, and we are continually working towards improving eHealth performance, and allowing more clients to use eHealth.

This newsletter outlines a number of important changes that are coming into effect from the 23 November, including new procedures for recording the examination results of paper-based visa applicants through eHealth.

Much of the advice in this newsletter will only apply to clinics that are already using eHealth, but will be useful for all clinics to be aware of as eHealth is expanded to a growing number of clinics over the coming months and years.

**Increasingly, as eHealth becomes more available for different visas and in different countries, we see eHealth as being possibly the sole delivery format for immigration medicals in many regions of the world.**

### Update – Where to Send Australian Visa Medicals

Occupational Trainee Visa 442 will be processed by HOC from 9 Nov 2009. Please refer to the updated 'Where to Send Australian Visa Medicals' form on the Panel Doctors Gateway:

[http://www.immi.gov.au/gateways/panel\\_doctors/](http://www.immi.gov.au/gateways/panel_doctors/)

## What is eHealth?

eHealth is the department's online system for the recording of health examination results. On eHealth, all examination results are recorded online by the panel clinics, including the client's photo, digital x-ray and report(s), and transmitted electronically to the department for processing. Most results are then assessed by the Health Operations Centre within 48 hours of the panel doctor and panel radiologist submitting their findings. Using online health processing as part of lodging a visa application results in a significant reduction in the time it takes to assess a visa applicant against Australia's visa health requirement.

## Paper visa applicants now eligible for eHealth!

In August 2009, a trial pilot scheme was launched to enable Chinese students who have lodged paper-based visa applications processed in Australia to complete their health examinations through eHealth. This is an important step towards our long term goal of having all clients using eHealth.

For this, new features were added to eHealth which allows the health examination results of paper-based visa applicants to be entered into eHealth in almost the same way as for eVisa applicants. The trial has been a great success and has been enthusiastically received by Chinese panel clinics and clients alike.

## From 23 November, all eHealth clinics will be able to convert eligible paper-based cases to eHealth.

Eligible clients who have their paper-based visa applications processed in Australia (including Sponsored Family Visitor and General Skilled Migration streams) will arrive at your clinic with a 'Health Examinations List' from DIAC that will include client's bio-details and a Health Request ID (HRI). You can then use the Health Request ID, together with either the Passport number or date of birth to search for the client in eHealth.

After locating the client in eHealth, you will be required to ensure the record is for the correct client, before assigning the client to your clinic. The case will then appear in your clinic's 'current referrals' inbox. For these clients, you will need to complete the medical history questions on behalf of the client, before you can proceed to enter the examination results.

Please see the 'Paper to eHealth conversion' tipsheet on the Panel Doctors Gateway for further information.

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Fig 1: The new eHealth search screen, retrieving a paper visa applicant in eHealth using their HRI and Passport Number

## eHealth is now available for all eVisa clients in eligible countries

In the past, eHealth was only available for temporary eVisa clients. Now, all eVisa clients, including permanent visa applicants, can use eHealth.

If a client arrives at your clinic with a 160EH or 26EH form, you will now be able to record their examination results through eHealth. These will include permanent eVisa clients, such as those who have lodged a General Skilled Migration application, and clients that have lodged a temporary eVisa application, but downloaded the forms instead of selecting an eHealth clinic online.

To process these clients in eHealth, use the Transaction Reference Number (TRN) from the 160EH or 26EH form to search for the client in eHealth and assign them to your clinic.

## The Aged Visitor Health Check and eHealth

The Aged Visitor Health Check (AVHC) can now be completed through eHealth. For eligible clients, the AVHC will appear as a requirement in their eHealth record, allowing panel doctors to enter the examination results electronically, in much the same way as they currently do for the medical examination.

**Update:** From 9 Nov 2009, the threshold for an Aged Visitor Health Check will be increase from 70 to 75 years of age.

## Other eHealth improvements

### New search functionality in eHealth

Improvements have been made to the search fields in eHealth. The TRN and HRI fields will be merged, and it will

be possible to search for clients using a combination of their given name, family name, date of birth and passport number, as well as their HRI or TRN. This can be used to find clients previously seen by the clinic, to search for new clients (TRN search or HRI and date of birth/passport number) and clients already in one of your eHealth inboxes.

## Update to the medical history and examination questions

Medical clinics that use eHealth will already be aware that the medical history questions in eHealth and those on the Form 26 and 160 have been inconsistent for some time. From 23 November eHealth will be updated to reflect the existing forms, bringing the number of medical history questions down from 22 to 12. This will mean less data entry for eHealth users!

There are also a number of minor changes to the radiology medical history questions, including allowing eHealth users to select 'permanent' as the period of stay in Australia.

The examination questions for both components are also being updated, to reflect those on the existing Form 26 and 160.

## Improvements to photo attachment

We value the feedback of eHealth users and one of the most frequent comments that we have received has been in relation to photo attachments. In order to reduce the risk of attaching incorrect photos, an additional screen will be introduced into eHealth allowing you to view the photo and confirm it is correct, before it is uploaded. If a wrong photo is accidentally attached, please continue to email the Health Strategies Unit with the correct photo and they will arrange for it to be replaced.

## Additional Requirements for Abnormal Results

Under certain conditions, eHealth will no longer auto-generate the Obesity Test, Repeat Urinalysis and Ophthalmology Report requirements. This is to bring the rules in eHealth up to date with the current Panel Doctor Instructions.

All eHealth users are provided a unique logon ID and password to access eHealth. This is your digital signature and must not be disclosed to any other person. If your password becomes know to any other person, please notify us immediately so that the password can be changed.

Intentionally sharing your logon ID and password will result in disciplinary action, including, but not limited to, having eHealth access revoked and being suspended from the panel.

## eHealth Expansion

2009–10 is going to be a busy year for eHealth expansion, with a large number of clinics to be trained in eHealth through a combination of site visits and remote training. Although clinics will be contacted prior to a rollout in their country, you may contact us via the Panel Doctors Gateway to register your interest in advance.

**IF YOU HAVE ANY QUESTIONS:** Please refer to the eHealth Tipsheet on the Panel Doctors Gateway.

If you require further assistance, please send an email to: [Health.Strategies.Unit@immi.gov.au](mailto:Health.Strategies.Unit@immi.gov.au)

**Health Operations Centre:** [Health.Operations.Centre@immi.gov.au](mailto:Health.Operations.Centre@immi.gov.au)

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**Panel Doctors Gateway:** [http://www.immi.gov.au/gateways/panel\\_doctors/](http://www.immi.gov.au/gateways/panel_doctors/)