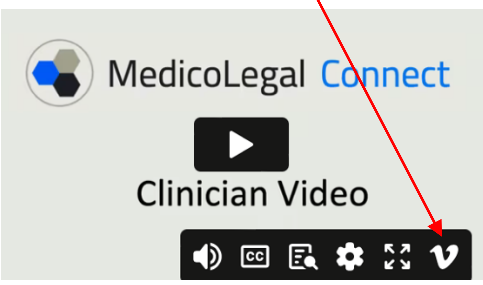
These are the instructions for clinicians using MedicoLegal Connect.

Please email us with any questions at support@medicolegalconnect.com.au or call Varad on 0402 251 972.

Help is also available by clicking on the many question marks throughout the site.

You can view the brief introductory video or a longer clinician video here: https://about.medicolegalconnect.com.au. If a video is blurry on your browser, you can click on the 'V' and download the video or download videos from https://vimeo.com/showcase/7925093.



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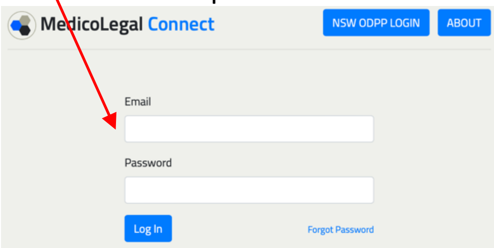
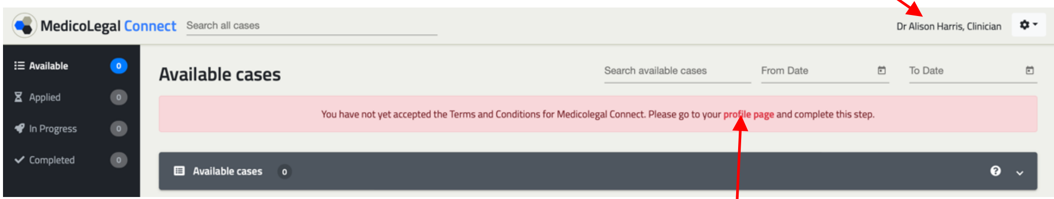
First Steps

1. Please go to https://medicolegalconnect.com.au on your internet browser and login with your email , and initial password you were provided. For security reasons, MedicoLegal Connect has to setup an account for users, and they cannot create your own account.



2. You will then see the screen below and your name will show here. We are using a mock clinician called "Alison Harris" in these instructions.



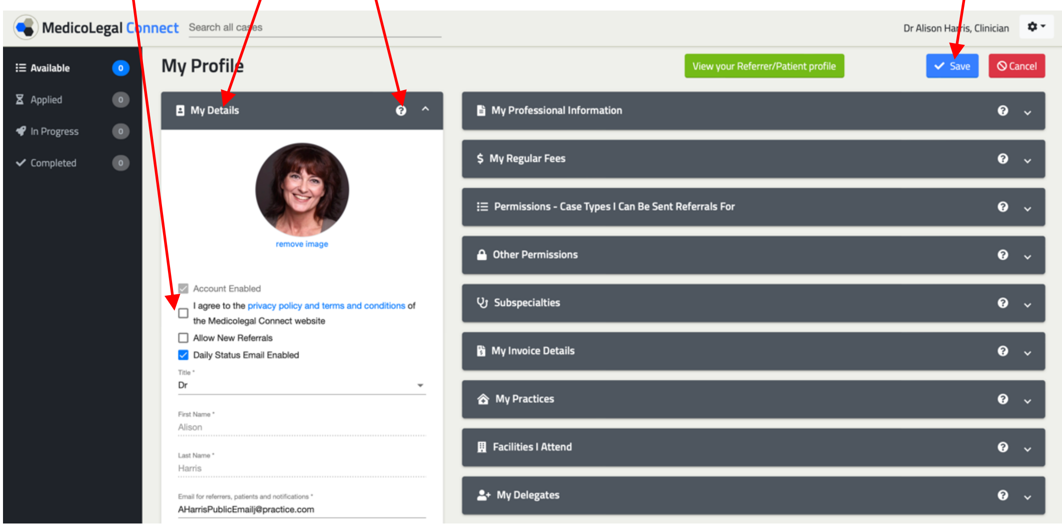
3. Initially please review your **profile** and change your password.

   a. The first time you login, you will be guided to your profile as you will need to accept the privacy policy and the terms and conditions, to use the site.

   b. There are question marks which provide help in each section.

   c. You can open or close any sections in your profile by clicking on the headers. For example, the **'My Details'** section has been opened in the image below.

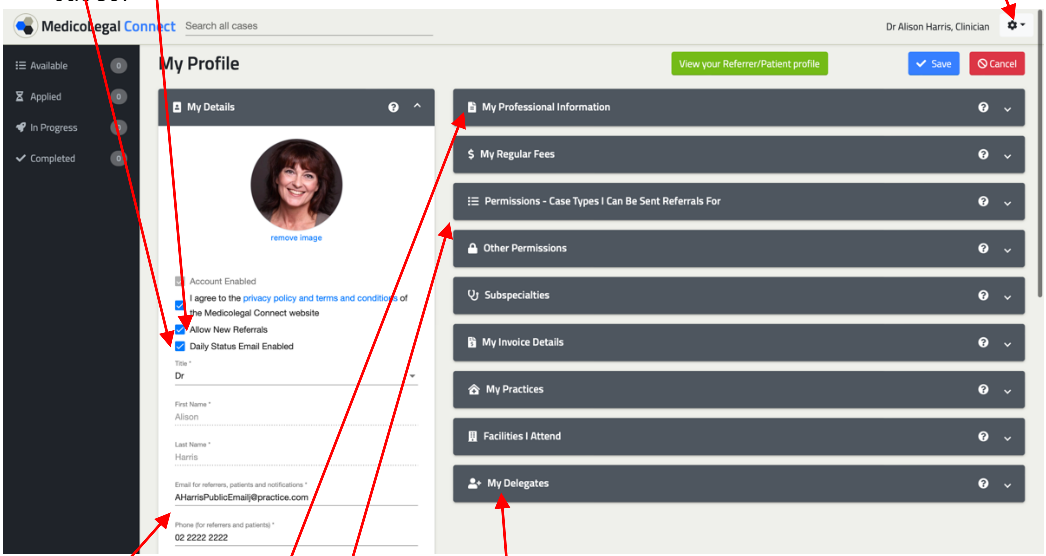
   d. If you make any changes to your profile, please make sure you press '**Save**'.



Your Profile

1. You can access your profile from the top right at any time by pressing ⚙▾. You can edit your profile or contact us to request changes at support@medicolegalconnect.com.au.

2. Important sections to initially review in your profile are:
    a. **'Allow New Referrals'**. When this is on, you can receive new referrals, and then choose to apply for the referrals you feel suitable for. You can switch this on and off as you like based on your availability.
    b. **'Daily Status Email'**. It is recommended you leave this on, as you only receive a daily status email each morning, when you have available referrals or active cases.



   c. **Contact Details** in 'My Details' section. These contact details are visible to referrers if you are accepting referrals, and they are usually your publicly visible practice contact details.
      i. Your contact details are only visible to referrers if you apply for cases.
      ii. Your contact details are not publicly visible, and clients do not have login accounts to the site.
      iii. Referrers can provide your contact information, to their client to make a booking- this can contain this email or phone number. You can use your practice contact details here rather than your personal contact details.
      iv. Your **Practice** contact details will also be visible if you accept cases.

   d. **'My Professional Information'** includes information such as your bio, booking, fee and document handling information for referrers. Referrers can share this information with their clients if you apply for a case.

   e. The **Permissions**, **Other Permissions** and **Subspecialties** sections, determine the types of cases you can receive referrals for. Please review these initially.

   f. If you have requested **Delegate** accounts for your admin team, please review their permissions. (See page 10 below)

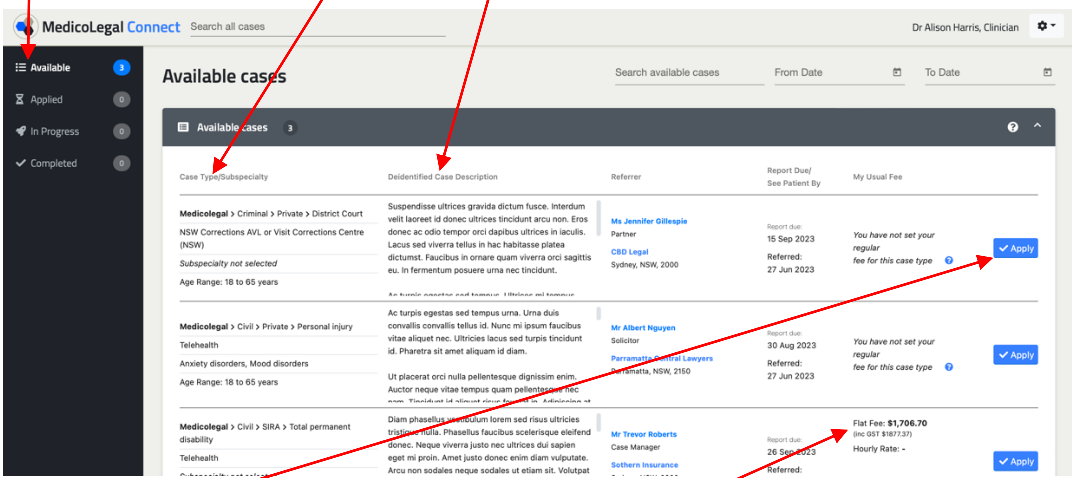
Available Tab

1. The 'Available' tab shows new referrals you can consider your suitability for.

    a. You can only receive referrals for the **case types, subspecialties, and age ranges** that match the permissions set in your profile (point 2e in page 3).

    b. You should review the **deidentified case description** to consider your suitability for a case. This is similar to the information in a usual referral, or what a referrer would speak to you about, or email your practice about when you consider taking on a case.

    c. You will receive an email in the morning when you have a new referral, so you know when to login. You only receive the daily email if you have the daily status email switched on (see point 2b of page 3 above).



2. You can '**Apply**' for the cases you are suitable for and can complete by the due date.

    a. If the 'My Regular Fees' section in your profile is set, it will show your standard flat fee or hourly rate here, for the specific case types that are set.

        i. When the case type matches with a fee already setup in your profile, your regular fee will show here.

        ii. You can edit this fee when you apply for a specific case.

        iii. This fee can be a flat fee or an hourly rate for most case types.

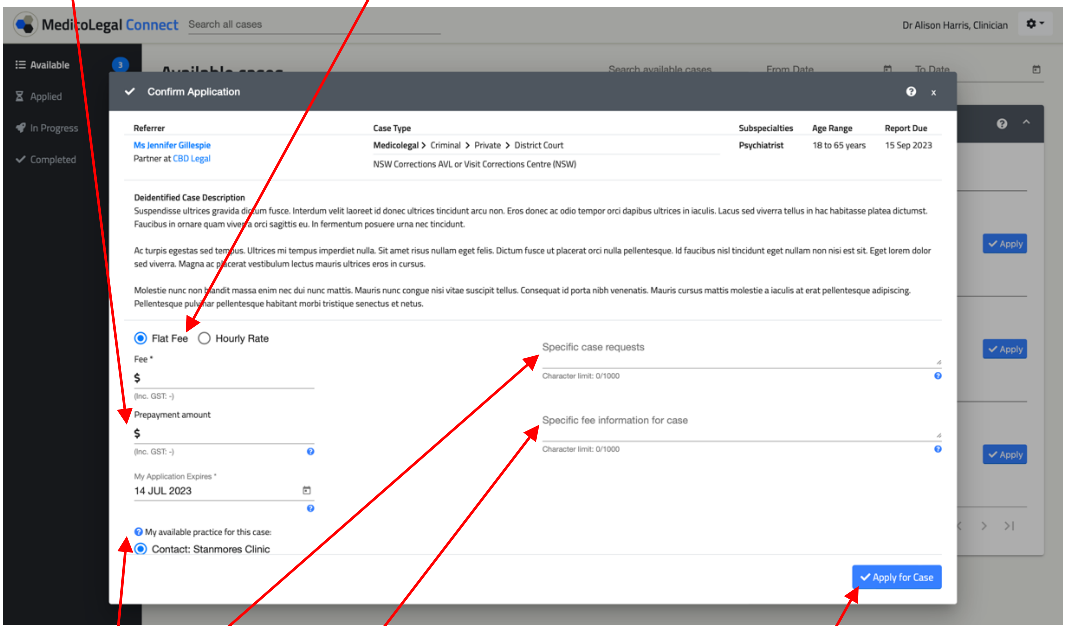
        iv. Some organisations have gazetted fees and MedicoLegal Connect can help set these fees up for you.

Apply for A New Referral

3. If you press 'Apply' for a case in your available tab, you will see the screen below. Please click on the question marks for help with any specific field.

   a. You can apply for a case with a **Flat Fee** or an estimate with your **Hourly Rate**.

   b. **Prepayment amount**. Enter this if the client or referrer is required to pay an amount, when they make a booking to see you. Not all case types allow a prepayment.



   c. **Specific case requests**. This field is optional, and it will usually be left empty, as the general booking and document handling information you have setup in your profile, will be visible to the referrer after you apply. This field gives you the option of providing more specific instructions to the referrer or patient, after considering this specific referral. The question mark gives examples.

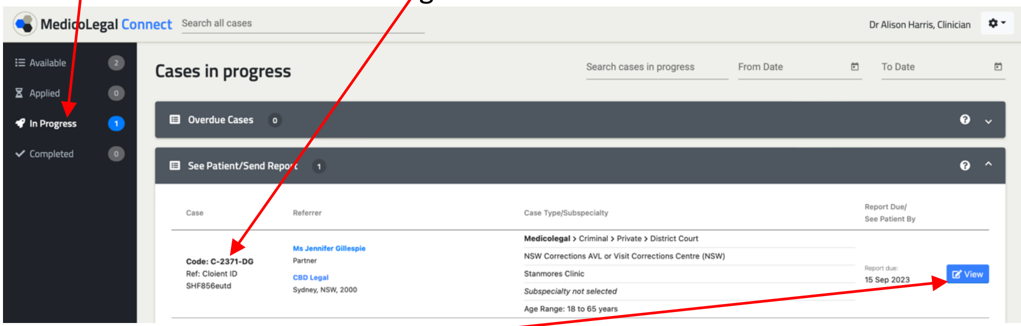
   d. **Specific fee requests**. This field is optional, and it will usually be left empty, as the general fee and cancellation information you have setup in your profile, will be visible to the referrer after you apply. This field gives you the option of providing more specific fee instructions to the referrer or patient, after considering this specific referral. The question mark gives examples.

   e. **My available practices for this case**. If you have multiple practices, select one for this case.

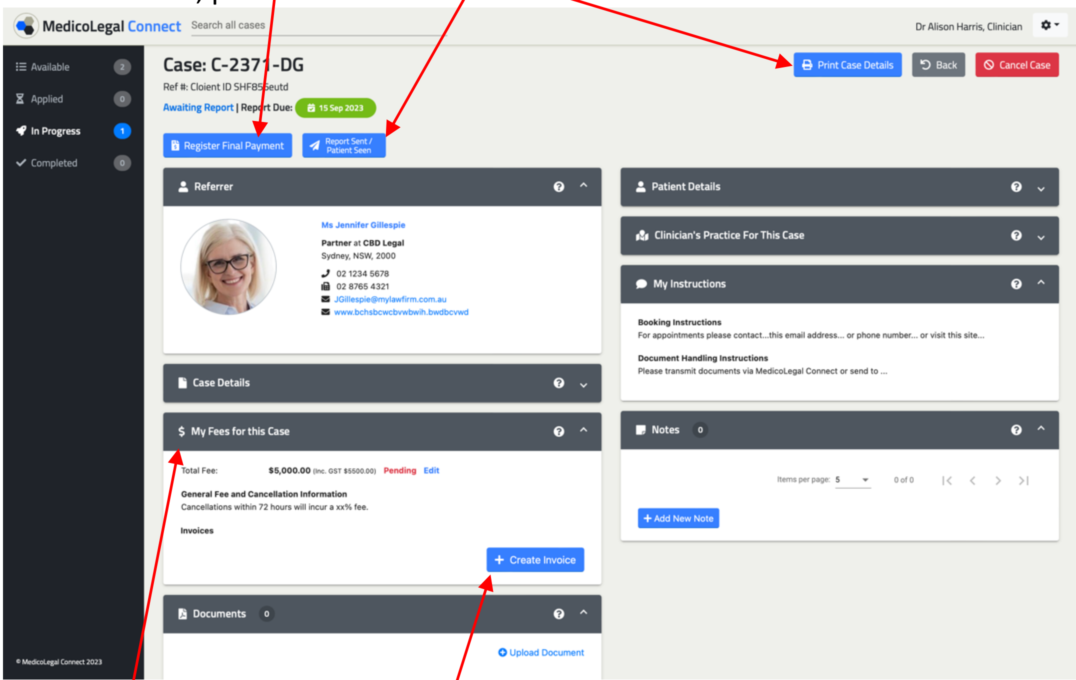
   f. When you are ready, press **'Apply for Case**' and the case will move to your '**Applied**' tab. A maximum of 5 clinicians can apply for one case. If the referrer selects you for the case, it will move to your **'In Progress**' tab, and you and your optional admin delegates will receive a notification email.

In Progress Tab and Case Details Page

1. The **'In Progress'** tab is where the cases you have been authorised to complete reside.
    a. Each case has a unique **case number** (E.g. in this case C-2371-DG).
        i. The referrer or client can contact your practice using this case number to make a booking.



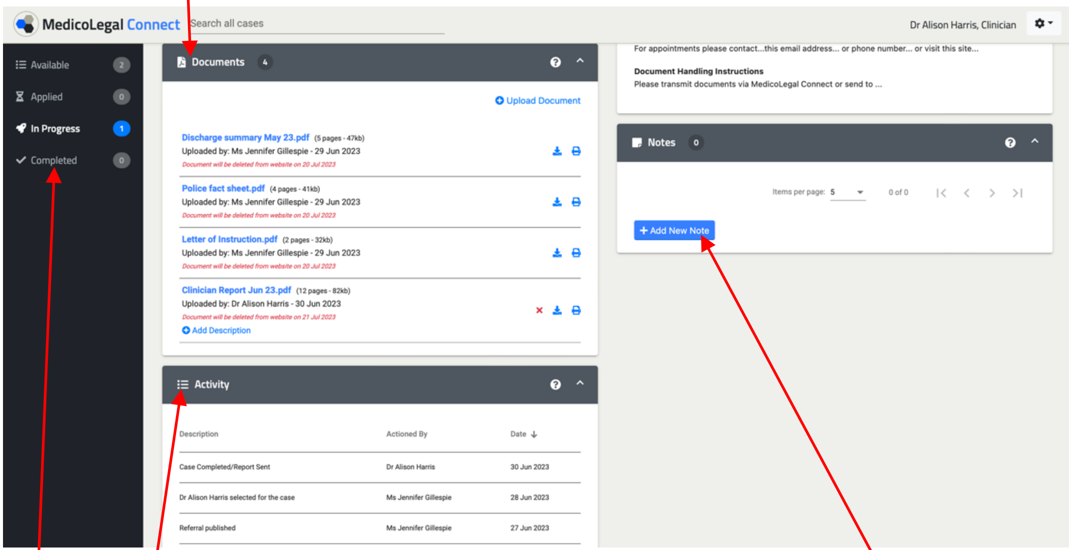
2. Press '**View**' to go to the 'Case Details' page for any case- shown in image below.
    a. After you send your report press, **'Report Sent'**. When the report is paid for, press **'Register Final Payment'**. If you had a prepayment, there will also be a button to register this here. When the buttons at the top are registered, the case moves to the 'Completed' tab.
    b. To download or print a pdf, to store an offline version of the case for your records, press the **'Print Case Details'** button.



    c. **My Fees for this Case**. For cases with an hourly rate, you can set the number of hours taken in this section.
        i. If you change your fees for a case, you can edit them here - please ensure you discuss and confirm fee changes with the referrer.
        ii. You can **Create Invoices** for a case if you have allowed this in your profile. You can also send invoices to referrers in the other usual methods you use.

d. pdf **Documents** can be transmitted between the referrer and yourself.

   i. This section is for document transmission only, and not for document storage, as documents are deleted 21 days after they are downloaded, by the other party.



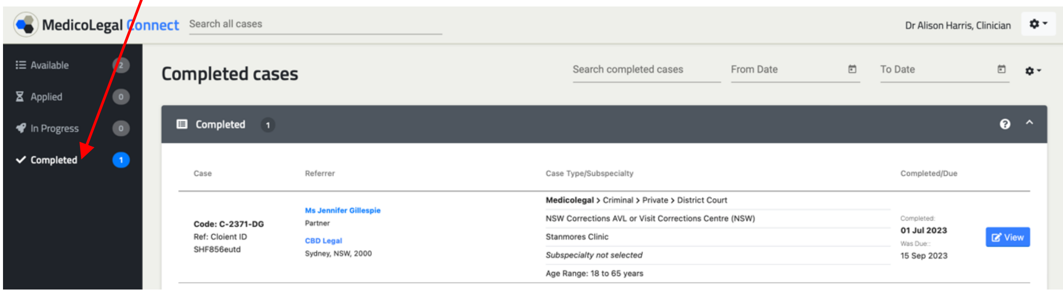
e. **Notes**. To optionally store notes on a case, or to communicate with the referrer about a case, and store your communication, press '**Add New Note**'. If you or the referrer share a note, the receiver of the note, will also receive an email notification.

f. **Activity**. This Activity section at the bottom left of the 'Case Details' page, records case activity as the case progress.

3. After the buttons at the top in point 2a on page 6 are pressed, the case will move to your '**Completed**' tab.

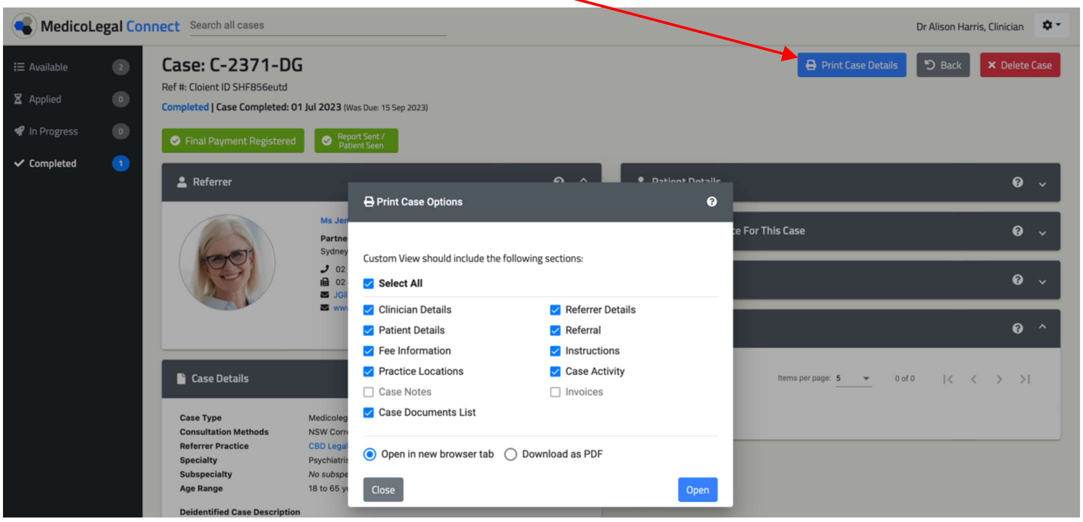
Completed Tab

Cases for which you have registered that you have sent the report, and you have been paid, will show in your '**Completed**' tab. You do this by the buttons at the top of the case details page as shown in point 2a of page 6 above.

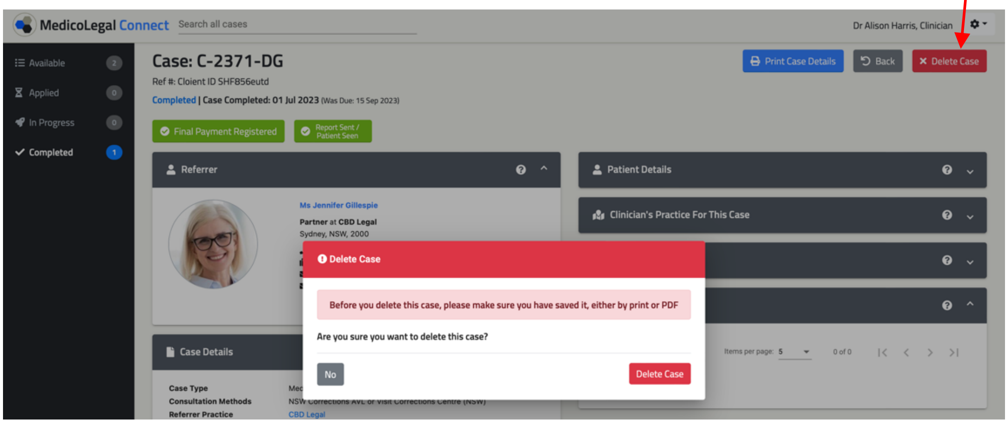


Cases in your completed tab can be saved as pdf's for your own records, and then deleted.

1. Press the '**Print Case Details**' button to download or print a pdf copy of the case for your records.



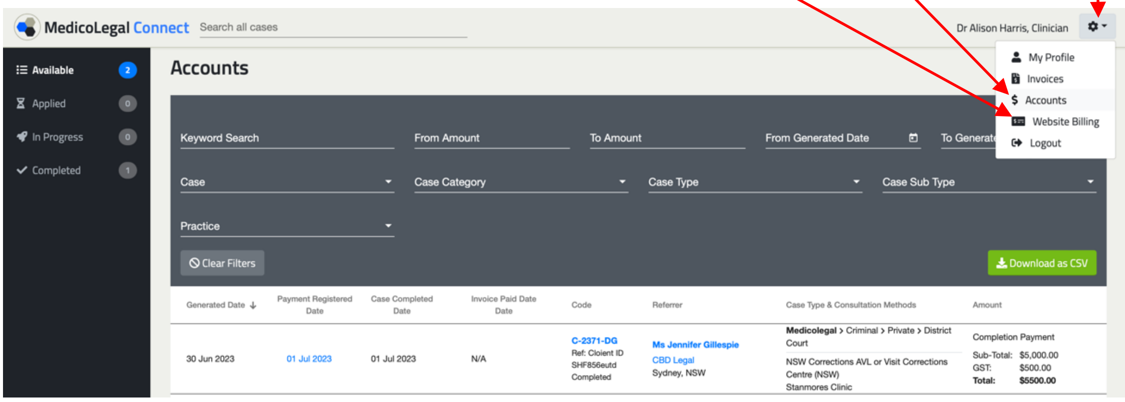
2. When you have saved your own pdf record of a completed case, you should delete the case. Please note we cannot retrieve information about your deleted cases or documents, and we prefer to minimise the data retained on the site.



https://medicolegalconnect.com.au support@medicolegalconnect.com.au

Accounts and Website Billing

1. You can access the drop-down menu from the top right at any point by pressing .
   a. This allows you to see your overall **accounts**.
   b. **Invoices** are visible in the drop-down if you generate invoices on the site.
   c. You can also view the **website billing** to clinicians here.
      i. MedicoLegal Connect charges the clinician 7% of the fee, the clinician charges the referrer or client for a case. There are no other fees from us.



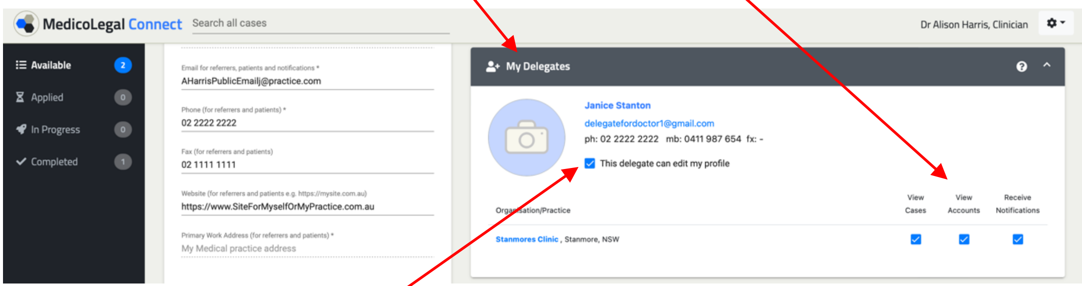
Delegates

You can view your delegates in your profile and adjust the settings for each delegate. Delegates would be the staff members that assist you with your cases and administration.

1. Delegates can view and interact on cases on your behalf.

    a. Your delegates may be able to receive notifications, communicate with the referrers, or transmit documents for you.

    b. You can control what any of your delegates can access on the site on your behalf.



    e. Delegates that can edit your profile **cannot** edit your delegate settings. You will need to change your delegate preferences yourself, or contact MedicoLegal Connect to change your delegate settings.

Please contact us at support@medicolegalconnect.com.au or call on 0402 251 972 with any questions. Further information and the videos are available at: https://www.about.medicolegalconnect.com.au.

16 Jan 2024