

medEbridge®

Customer User Guide

Frequently Asked
Questions



Contents

Glossary of terms

User management

I clicked 'forgotten password', but I am not receiving my new reset link email.

How often do I have to reset my medEbridge password?

My MFA is not working/I have a new phone.

How do I change a case into another team members name?

Place an Order

How can I select a different team member as the Requester of the order?

I can't find the Service/Product I am looking for.

What does the private and confidential status mean in medEbridge®, and do I need to use this?

3 Case Management 7

4 I can't find a case on my Dashboard. 8

Will the Service Provider respond if I ask a question on my case? 8

What file types can I upload to medEbridge®? 9

What does On Hold mean and how do I action those requests?

I can't find my evidence.

IME Services 10

5 How do I see national availability for Telehealth appointments so I can find the most suitable appointment for the examinee? 11

If none of the availabilities suit my examinee, can I ask for a different time and date? 11

6 Where do I find the booking confirmation details? 12

For any further enquiries, please email **support@medEbridge.com.au**





Glossary of terms

Terminology

Customer	The organisation/business requesting a service or product in medEbridge®
Department (+Team)	The structure of your organisation on medEbridge® into separate business unit/s; scheme/s; etc where applicable
Requester	The user's name who the case is allocated to
Product	The service/product you are needing delivered
Service Provider	The business entity/company/brand delivering various products/services
Organisation	The medical clinic/location allocated to your case
Provider Person	The individual provider (Specialist, GP, Allied Health etc. where applicable) who is completing your case

medEbridge®

Mandatory fields	Shown in medEbridge® as an asterisk * at the end of the data field
	Allows you to move to the next page of medEbridge®. If clicking on the 'next' button does not move to the next page, you will have missed a mandatory field. Mandatory fields will be highlighted in RED if further information needs to be entered
	Allows you to move back through your order, save your order, or delete
Order	Every order will be made up of 1 or more cases. An order is identified as M1111111
Case	Where services and/or product/s will be delivered by an individual Provider/Service Provider medEbridge® divides these into a case. A case is identified with a hyphen after the order number ie M1111111-1; M1111111-2 etc
Evidence	Where applicable, the documentation which completes your request
Participant	The medEbridge® term for the examinee

User management



I clicked 'forgotten password', but I am not receiving my new reset link email.



If you have not activated your account or have not logged on for a few months you may be unable to reset your password and need to request we reset it for you. Please email support@medEbridge.com.au or contact your Service Provider.



How often do I have to reset my medEbridge password?



Every 60 days (except where your MFA is Federated, in which case you use your organisation's MFA and it will follow their password reset rules).



My MFA is not working/I have a new phone.



If you have changed mobile devices your MFA will not work as it is associated with a single device. You cannot reset this yourself and must request an MFA reset from by emailing support@medEbridge.com.au. Alternatively, if you email MFA and have not logged on in a few months this may also require a reset.



How do I change a case into another team members name?



Contact support@medEbridge.com.au and provide the team with:

- The medEbridge® Case ID
- Your name and email address
- The colleagues name and email address you want the case transferred to

Place an Order

1/2



How can I select a different team member as the Requester of the order?



When you start a new order, simply select the Requester you want to allocate the order to as shown below. This person will then receive all communication from medEbridge® on the in progress case.

The screenshot shows the 'Place Order' form with a progress bar at the top indicating the current step is 'Products'. Below the progress bar, there are two dropdown menus: 'Department' and 'Requester'. The 'Department' dropdown is set to 'Demonstration Dept ALL'. The 'Requester' dropdown is open, showing a list of options: 'Demo All', 'Colleague One', 'Colleague Two', and 'Demo All' (highlighted in blue). To the right of the 'Requester' dropdown is a search bar labeled 'Search all products' with a magnifying glass icon.

Note: If you want to change the Requester after an order is placed, this can be actioned by a *'user manager'*. You may have someone in your organisation with this access. Alternatively, you can contact your Service Provider to request the update and discuss getting user manager access.



I can't find the Service/Product I am looking for.



Send your enquiry to support@medebridge.com.au and our team will review your request and let you know how to proceed.

Place an Order

2/2



What does the private and confidential status mean in medEbridge®, and do I need to use this?



All cases lodged into medEbridge® adhere to the Australian Privacy Principals. The *'private and confidential'* checkbox enforces an additional flag on cases, only users with the highest permissions can access these cases after submission. These users are authorised by your organisation with these permissions. This flag may be used in cases where the participant is a high profile individual.

Review your order Below

Review all your order details below and make sure they're correct before you submit it for processing. You can jump back and change any of the options using the edit icons below.

Customer Options

Customer	Demonstration Customer	Claim Number	<input type="text" value="4444"/>	Date of Injury	<input type="text" value="02/07/2025"/>
Department	Demonstration Dept ALL				
Team	N/A				
Requester	Demo All demo.all@demo.com				
	<input type="checkbox"/> Private and Confidential				

Note: This feature must be configured for use. Contact your Service Provider or support@medebridge.com.au if you have any queries.

Case management

1/3



I can't find a case on the Dashboard.



If your case is complete, it will be transferred to the Completed page where all evidence and some invoices are located.

Completed Evidence

Customer

Demonstration Customer
Demonstration Dept ALL
team
order requester
option

Order

case Id
submitted from
submitted to
Any Category
products
case status

Participant

Ernest
family name
DOB
state
contact number

Document

uploaded from
uploaded to
Any Document Category
Downloaded
Non-downloaded

Active Filters

customer department given name
Demonstration Customer
Demonstration Dept ALL
Ernest

1 match found

Customer	Department (Team)	Case ID	Order Requester	Participant Name	Case Status	Case Products	Uploaded	Service Provider	Document Category	Actions
Demonstration Customer	Demonstration Dept ALL	M22475305-1	Demo All	Hemingway, Ernest	Active	Independent Medical Examination (IME)	31/07/2025 11:06 AM	mlcoa	Evidence	> 0

If your case is still in progress, it will be located on your Dashboard. If you are having difficulty finding an Order/Case, firstly check that your filters are set up correctly. Check the Requester filter, and ensure you clear any dates in the submitted date fields:

Case Summary

Customer

Demonstration Customer

Department

Demonstration Dept IME

Team

Any Team

Requester

Demo User

Category

Any Category

Submitted date

dd/mm/yyyy

To date

dd/mm/yyyy

You can also locate Order/Case via the All Orders search.

Case management

2/3

How to search for all Orders/Cases you or colleagues have requested.

Enter your CRN (Claim, Matter, Policy, Employee number) to find all orders associated with your participant.

The screenshot shows the medEbridge search interface. A blue arrow points from the text box above to the 'Customer Reference' field, which contains the value '6666'. Another blue arrow points from the text box below to the 'My Orders' checkbox in the 'Filters' section.

medEbridge dashboard orders documents resource library Search Demo All

Customer Demonstration Customer Demonstration Dept ALL Team

Participant Family Name Given Name DOB

Customer Reference 6666 i.e. Policy, Claim, Matter or Member Number

Provider Family Name Given Name Organisation

Service Provider Service Provider

Order / Case ID Order / Case ID Requester

Category Any Category

Adviser Adviser

Adviser Group Adviser Group

Fund Fund

Filters

from date: dd/mm/yyyy to date: dd/mm/yyyy go

Order Status: ☐ Draft ☒ Active ☐ On Hold ☐ Incomplete ☐ Complete ☐ Cancelled

☐ My Orders

2 results found

Order Id #	Date Created	Requester	Customer	Department	Team	Participants	Products	Status	Actions
M22475305	31/07/2025	Demo All	Demonstration Customer	Demonstration Dept ALL		Hemingway, Ernest	Independent Medical Examination (IME)	Active	>

1 match found

Case Id	Participant	Products	Provider	Customer	Date Created	Status	Actions
M22475305-1	Hemingway, Ernest	Independent Medical Examination (IME)	MLCOA Victoria, Dr Erin Redmond	Demonstration Customer	31/07/2025	Active	>

If you only want to view your orders/cases click on the *My Orders* checkbox.



Will the Service Provider respond if I ask a question on my case?



Yes, the Service Provider will respond on medEbridge® to any questions you raise. They will enter a case note response and you will be notified via email of the update.

Case management

3/3

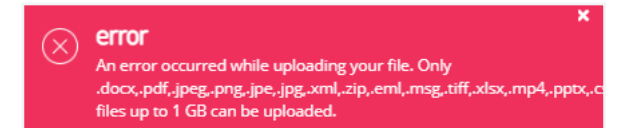
Q

What file types can I upload to medEbridge®?

A

medEbridge® accepts the below file types up to a file size of 1GB per file, should you try to upload another document format you will see the below error message, and you will need to convert your file to one of these file types.

.docx .png .xml
.pdf .jpg .zip
.jpeg



Q

What does On Hold mean and how do I action those requests?

A

A case goes On Hold when the Service Provider UHG require something from you in order to progress the case. This could be an additional signed authority if the Provider requires a specific authority, or it could be approval for additional fees.

Q

I can't find my evidence.

A

Evidence is in the 'documents' tile. You will be able to access any evidence which belongs to departments you are a member of. Check which filters you have entered in the search, sometimes less is more.

A screenshot of the 'Completed Evidence' search interface. It features a search bar with filters for Customer, Order, Participant, Document, and Active Filters. The Participant filter is highlighted with a blue circle. Below the search bar, there is a table with 2 results found. The table has columns for Customer, Department (Team), Case ID, Order Requester, Participant Name, Case Status, Case Products, Uploaded, Service Provider, Document Category, and Actions.

Customer	Department (Team)	Case ID	Order Requester	Participant Name	Case Status	Case Products	Uploaded	Service Provider	Document Category	Actions
Demonstration Customer	Demonstration	M21049341-1	Demonstration Customer	Montague, Romeo	Complete	Independent Medical Examination (IME)	22/05/2025 02:23 PM	Demonstration Service Provider	Invoice	> ⚙
Demonstration Customer	Demonstration	M21049341-1	Demonstration Customer	Montague, Romeo	Complete	Independent Medical Examination (IME)	22/05/2025 02:22 PM	Demonstration Service Provider	Evidence	> ⚙

Note: You can do partial name searches as well.

IME services

1/3

Q

How do I see national availability for Telehealth appointments so I can find the most suitable appointment for the examinee?

A

The best way to do this on medEbridge® is to do a search for the clinical background without a location and use the filter of Telehealth to the left side of the screen. This will ensure you will see the full availability nationally.

Product Options

☐ Case ☒ Independent Medical Examination (IME)

Provider Search Results Surfaced: Organisations ☒ People

Search for a Provider

Is an interpreter required? ☐ No ☒ Yes

Is the evidence required urgently? ☐ No ☒ Yes

Is this for permanent impairment? ☐ No ☒ Yes

Provider Organisation

Search for Providers by Name

Orthopaedic Surgeon

Expertise

Enter a suburb or postcode

Appointments from

Appointments to

Refine Providers By [clear filters](#)

Locations within

0km

☒ Telehealth

☐ Face to face

Accreditations

☐ AMA 4th Edition

☐ AMA 5th Edition

☐ AMA 6th Edition


☐ NSW PIC MA

☐ NSW WC

We found 1 Healthcare Providers matching your search criteria

Order By: Date

Dr. Demo Specialist
Orthopaedic Surgeon
Hip, Spine, Trauma



Monday 26 May	Wednesday 28 May	Monday 02 Jun	Wednesday 04 Jun	Wednesday 11 Jun
Prahran	Prahran	Prahran	Prahran	Prahran
Morning 2 available	10:00	Morning 2 available	10:00	10:00

[view full calendar](#)

[view profile](#)

[contact provider](#)

IME Services

2/3



If none of the availabilities suit my examinee, can I ask for a different time and date?



There are 2 options that you can use.

Option 1: When you know the provider/specialist you want to undertake the assessment, simply click on the 'contact provider' button and detail your requirements to the provider. They will receive your request and respond in medEbridge®.

The screenshot shows a search results page for 'Dr. Demo Specialist Orthopaedic Surgeon'. On the left, there are filters for 'Locations within' (0km) and 'Accreditations' (AMA 4th, 5th, 6th Edition, NSW PIC MA, NSW WC). The main area shows a table of availability for Monday 26 May, Wednesday 28 May, Monday 02 Jun, Wednesday 04 Jun, and Wednesday 11 Jun. The 'contact provider' button is circled in blue.

Monday 26 May	Wednesday 28 May	Monday 02 Jun	Wednesday 04 Jun	Wednesday 11 Jun
Prahran	Prahran	Prahran	Prahran	Prahran
Morning 2 available	10:00	Morning 2 available	10:00	10:00

Option 2: When you have no preference for the actual provider and want to ask the Service Provider (brand) a question in medEbridge®, use the toggle to select the Service Provider you want to respond and detail your requirement to them. They will receive your request and respond in medEbridge®.

The screenshot shows the 'Provider Search' interface. It includes a search bar for 'Provider Type' and 'Enter a suburb or postcode'. Below the search bar, it says 'We found 1 Healthcare Providers matching your search criteria'. A toggle switch is set to 'Organisations' (selected) and 'People'. A button labeled 'select provider' is visible next to 'Demonstration Service Provider'.

Note: You may wish to use this feature when you are not sure what kind of specialty is most appropriate to conduct an assessment.

IME Services

3/3

Q

Where do I find the booking confirmation details?

A

You will receive an email to notify you that the provider has updated your case with a Booking Confirmation. Click on the link in the body of the email and in the Attachments tab you can download the document.

Hemingway, Ernest

Independent Medical Examination (IME)

Participant Details

DOB: 16/01/1963
Mobile Phone: 0410100100
Appointment Date: 06/08/2025
Appointment Time: 10:00 AM (Melbourne)

Demonstration Customer

Demonstration Dept ALL
Claim Number: 6666

MLCOA Victoria
North Tower, Level 3, 485 La Trobe Street,
Melbourne VIC 3000 Australia
Dr Erin Redmond (Psychiatrist)

Appointment Date: 06/08/2025
Appointment Time: 10:00 AM

mlcoa - mlcoa - VIC
(0396502000)

reschedule

Active

Service Provider Days

Business 1
Calendar 1
Provider 1
On Hold 0
Total On Hold 0

case #

M22475305-1

clone order

view evidence

cancel the case

Notes

Participant

Attachments

Details

Related Cases

+ add attachment

Current Attachments	Authority Info	Size	Category	Date Added	Added By	History
Booking Confirmation Template.docx		22.41 KB	Booking Confirmation	31-Jul-2025	medEbridge	

CUSTOMER USER GUIDE | PAGE 12

medEbridge

medEbridge®