

medEbridge®

Customer User Guide

Rehabilitation Services



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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 |

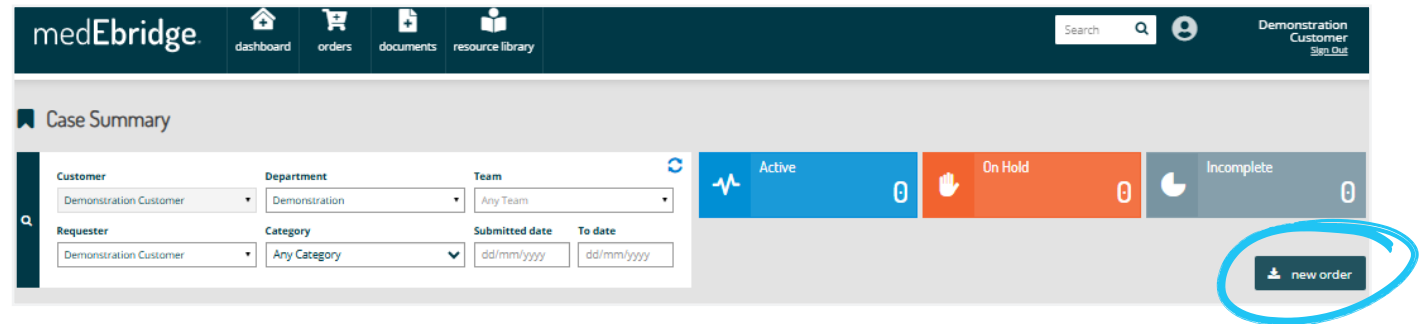
medEbridge®

| | |
|---|--|
| 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 |

How to place an order for a participant with no existing orders on medEbridge®

1

The 'new order' button is on the dashboard.

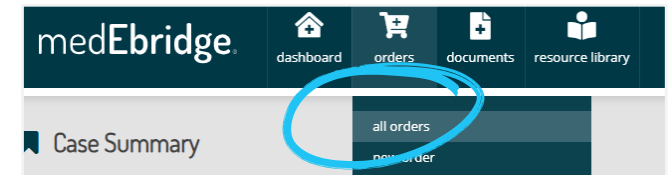


How to place an order for a participant with an existing order on medEbridge®

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1

Click on the 'Orders' tile and select *All Orders*.



2

Enter the claim number in the 'Customer Reference' data field.

The screenshot shows the medEbridge 'Customer Reference' form. The 'Customer Reference' field is highlighted with a blue circle. The form includes fields for Customer, Participant, Provider, Service Provider, Order / Case ID, Category, Adviser, Adviser Group, and Fund. A 'Filters' section on the right allows filtering by date and order status. A table at the bottom shows 1 match found for the entered claim number.

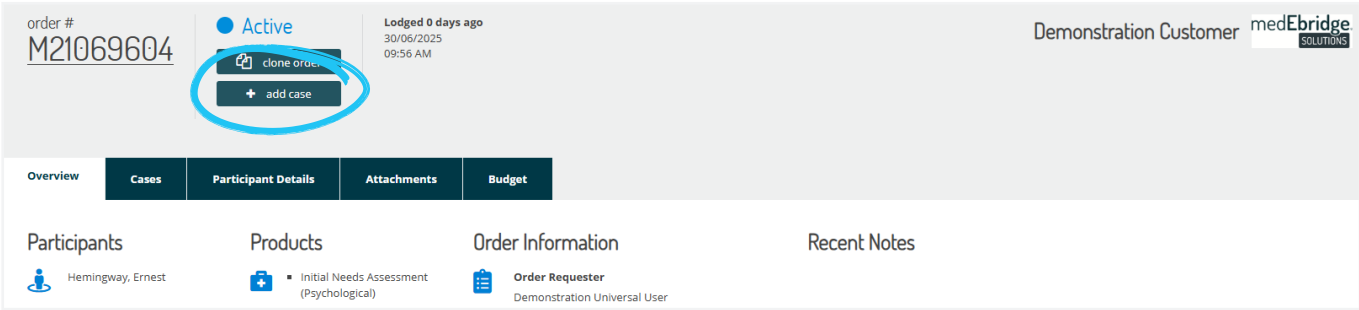
| Order Id | Date Created | Requester | Customer | Department | Team | Participants | Products | Status | Actions |
|-----------|--------------|------------------------------|------------------------|------------------------|------|-------------------|--|--------|---------|
| M21069604 | 30/06/2025 | Demonstration Universal User | Demonstration Customer | Demonstration Dept ALL | | Hemingway, Ernest | Initial Needs Assessment (Psychological) | Active | > |

Once identified click on the '>' under Actions.

How to place an order for a participant with an existing order on medEbridge®

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3 Click on the '+ add case' button.



4 Select the product/s and/or services required for your order.



How to place an order for a participant with an existing order on medEbridge®

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The screenshot shows the medEbridge interface with the 'Rehabilitation Services' tab selected. Below the tab, there are three columns of services: 'Business Coaching', 'Cancer Support for Life', 'Career Coaching', 'Chronic Disease Programs', 'Disability Counselling'; 'Exercise / Work Conditioning Program', 'Job Seeking Activities', 'Pain Assist', 'Physical Upgrading Program', 'Rehabilitation Counselling'; and 'RTW Plan Monitoring', 'Vocational Counselling', 'Work Readiness'. A blue arrow points to the 'Summary' box, which displays 'Job Seeking Activities' with a quantity of 1 and a 'next' button.

5

Search for the Provider Person that best meets your needs.

The screenshot shows the 'Provider Search' interface. It has a search bar for 'Search for Providers by Name', a 'Provider Type' dropdown, and a location filter set to 'Melbourne - 3000'. A green 'search' button is on the right. Below the search bar, it says 'We found 2 Healthcare Providers matching your search criteria'. The first result is 'Ms. Demonstration Allied Health', an 'Occupational Therapist' located in 'Pahran, VIC'. To the right of the result are two buttons: 'contact provider' and 'view profile'. A blue arrow points to the 'contact provider' button.

When you see the Provider Person you would like to undertake your request, click on the 'contact provider' button and complete your selection.

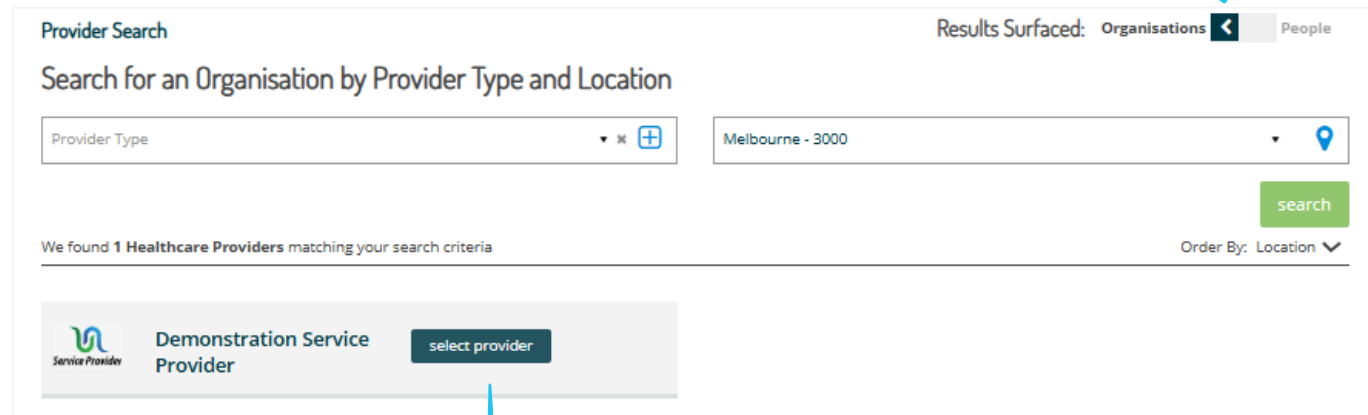
How to place an order for a participant with an existing order on medEbridge®

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6

Alternatively, you can select the Service Provider who you would like to deliver your referral.

Toggle the 'Results Surfaced' selection to Organisations.



Provider Search


Results Surfaced: **Organisations** People

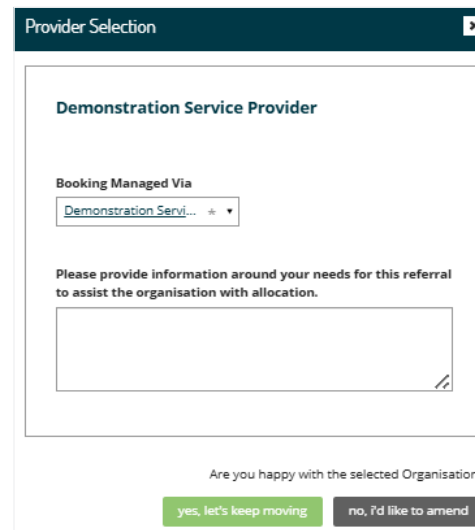
Search for an Organisation by Provider Type and Location

Provider Type Melbourne - 3000

We found 1 Healthcare Providers matching your search criteria

Order By: Location

 **Demonstration Service Provider**



Provider Selection

Demonstration Service Provider

Booking Managed Via

Please provide information around your needs for this referral to assist the organisation with allocation.

Are you happy with the selected Organisation?

How to place an order for a participant with an existing order on medEbridge®

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- 7
- Upload or drag and drop your referral into the Case Attachment.

Case Attachment

Attachments

Type

Apply to all Cases

Referral Template.docx

Letter of Instruction or Referral

Drag & Drop

your files into this box to upload, or

Browse...

(Up to 1 GB allowed)

- 8
- You need to add in your authorised funding allocation. Add this either as a time or fee allocation.

Funding Allocation

Inclusive of GST

(IP) Consulting Services including travel

Miscellaneous items / expenses

Time

4.00

hrs

OR

Fee

800.00

price

\$ 800.00

total

Fee

200

price

\$ 200.00

total

The contracted rates are all built into medEbridge® for your selected Provider Person/Service Provider.

How to place an order for a participant with an existing order on medEbridge®

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9

If this order is for a new claim on medEbridge® you will need to add the participant details, otherwise most fields will prepopulate with the existing data medEbridge® has stored.

Add Participant

Participant Personal Details

Given Name

Ernest

Family Name

Hemingway

Previous Name

Date of Birth

12/02/1959

Gender

Male

Occupation

Facilities Manager

Address Details

Street Address

1 Sample Street

Suburb

Melbourne

State

Victoria

Postcode

3000

Contact Details

Participant

Third-Party

+ Add another contact option

Pref.

Type

Details

☐

Mobile Phone

0410100100

☒

Personal Email

eh@gmail.com

next



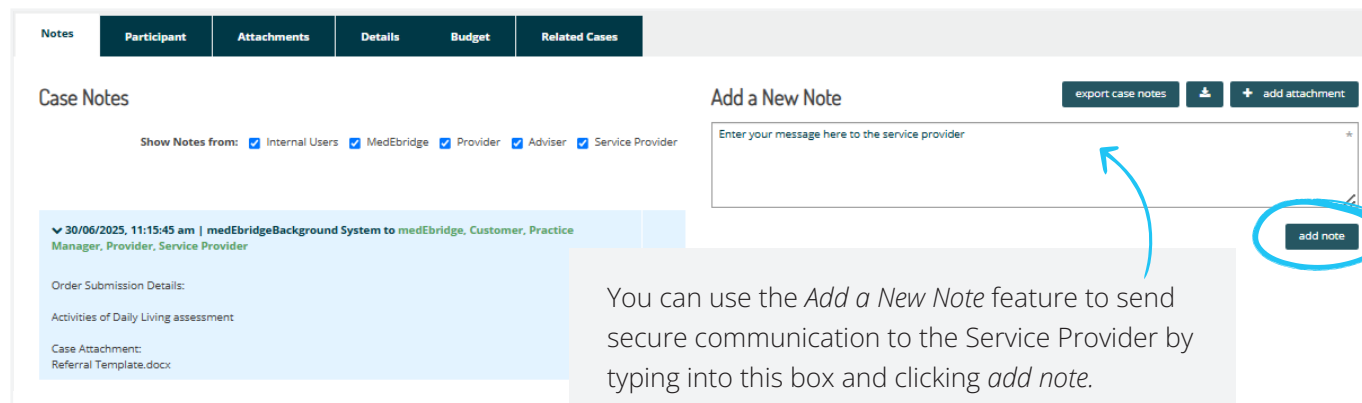
Once you review and submit your order, the Service Provider will be notified.

How to communicate with your Service Provider

medEbridge® enables you to communicate securely with your Service Provider so you are not required to send unsecure emails.

1

Go to the relevant case by finding it on your Dashboard (if the case is active), or by searching in the 'orders' page.



Notes

Participant Attachments Details Budget Related Cases

Case Notes

Show Notes from: ☒ Internal Users ☒ MedEbridge ☒ Provider ☒ Adviser ☒ Service Provider

30/06/2025, 11:15:45 am | medEbridgeBackground System to medEbridge, Customer, Practice Manager, Provider, Service Provider

Order Submission Details:

Activities of Daily Living assessment

Case Attachment: Referral Template.docx

Add a New Note

export case notes + add attachment

Enter your message here to the service provider

add note

You can use the *Add a New Note* feature to send secure communication to the Service Provider by typing into this box and clicking *add note*.



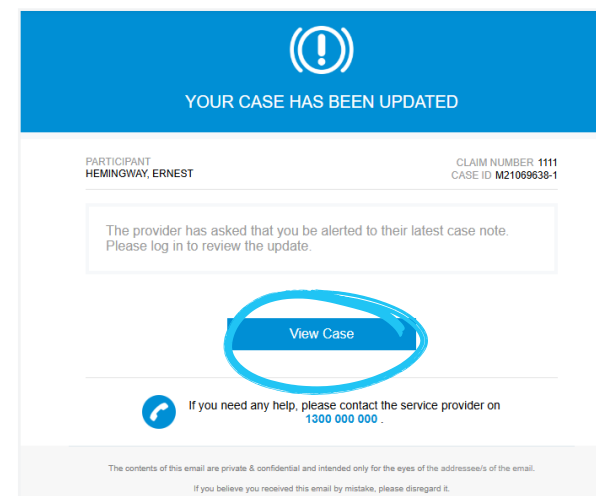
The Service Provider will review your communication and provide a reply, you will receive an email notification with the email subject line:

Provider has updated your case - [M21069638-1] [Hemingway, Ernest] [1111]

2

When the Service Provider responds to you on medEbridge® you will receive an email to you notifying you of the update.

Click on the 'View Case' and you will be able to access the response securely in medEbridge®.



YOUR CASE HAS BEEN UPDATED

PARTICIPANT
HEMINGWAY, ERNEST

CLAIM NUMBER: 1111
CASE ID: M21069638-1

The provider has asked that you be alerted to their latest case note. Please log in to review the update.

View Case

If you need any help, please contact the service provider on 1300 000 000.

The contents of this email are private & confidential and intended only for the eyes of the addressee/s of the email. If you believe you received this email by mistake, please disregard it.

How to respond to your Service Provider when they are requesting Additional Funds

1/3

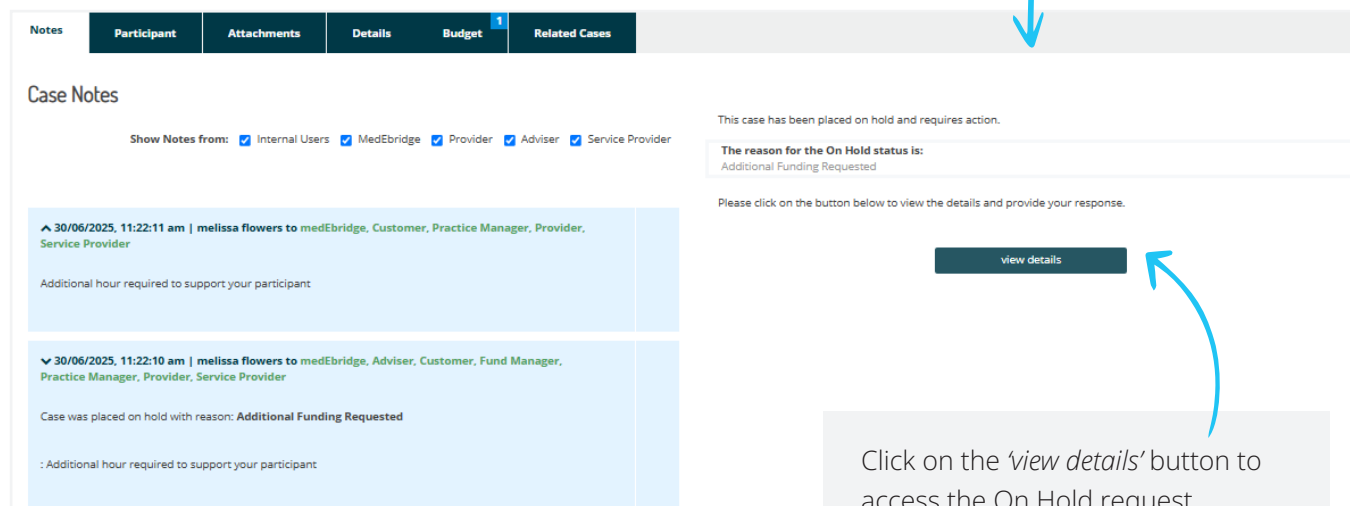
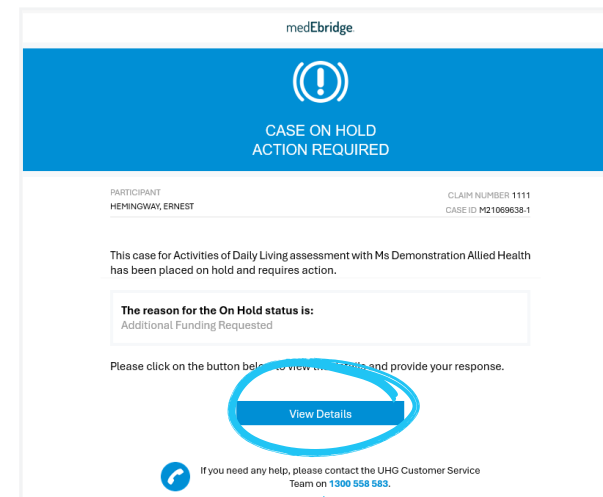
When the Provider Person or Service Provider's invoice exceeds the amount in your funding wallet, you will be requested to authorise additional funds through the On Hold process.



You will receive an email notification from medEbridge® when Additional Funds are requested.

1

Click on 'View Detail' and you can then access the response securely in medEbridge®.



Click on the 'view details' button to access the On Hold request.

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2 Add a note and select if you approve or reject the request.

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How to respond to your Service Provider when they are requesting Additional Funds

3/3

The screenshot displays the 'Case Summary' dashboard. At the top, there are filter sections for Customer (Demonstration Customer), Department (Demonstration Dept ALL), Team (Any Team), Requester (Demonstration Universal User), Category (Any Category), Submitted date, and To date. To the right, status counts are shown: Active (1), On Hold (1), and Incomplete (0). A 'new order' button is located in the top right. Below the filters, a section titled 'Cases requiring your attention' (1) lists a case for Ernest Hemingway, dated 12/02/1959. The case details include Claim Number 1111, Requester Demonstration Universal User, Department/Team Demonstration Customer, Created date 30/06/2025, Demonstration Dept ALL, Product Activities of Daily Living assessment, Service Provider Demonstration Service Provider, Provider Demonstration Provider Clinic, Appointment TBA, and Case ID M21069638-1. The case status is 'On Hold with Customer' for 8 days, with a note 'Additional Funding Requested'. To the right of the case details, a legend indicates 'Case Created' (green checkmark), 'Case On Hold' (green checkmark), and 'Case Completed' (grey circle). Below the case details, a section titled 'Cases in progress' (1) is visible. An 'Actions' dropdown menu is open, showing options: Respond, View Case, and View Case Notes. A blue arrow points from the text box below to the 'Respond' option in the dropdown.

Alternatively, On Hold cases will display on your Dashboard and you can Respond via the actions dropdown

How to access your completed reports and invoices

1/2

medEbridge® will email you a Completed Case notification when the Provider Person or Service Provider has uploaded your medical report.

1

Click on the 'log into medEbridge® to review the case details' link in the email and you will be taken to the Completed documents page.

Completed

Completed Evidence

Customer

Order

Participant

Document

Active Filters

Demonstration Customer

Demonstration Dept ALL

team

order requester

option

case Id

submitted from

submitted to

Any Category

products

case status

ernest

family name

DOB

state

contact number

uploaded from

uploaded to

Any Document Category

Downloaded

Non-downloaded

customer department given name

Demonstration Customer

Demonstration Dept ALL

ernest

clear all filters

search

download selected

1 match found

| <input type="checkbox"/> | Customer | Department (Team) | Case ID | Order Requester | Participant Name | Case Status | Case Products | Uploaded # | Service Provider | Document Category | Actions |
|--------------------------|------------------------|------------------------|-------------|------------------------------|-------------------|-------------|---------------------------------------|---------------------|--------------------------------|-------------------|-------------------|
| <input type="checkbox"/> | Demonstration Customer | Demonstration Dept ALL | M21069638-1 | Demonstration Universal User | Hemingway, Ernest | On Hold | Activities of Daily Living assessment | 30/06/2025 12:14 PM | Demonstration Service Provider | Evidence | <div>> ⓘ</div> |

From here you can download the PDF report and/or invoice, you can also view an audit trail to see who has accessed the report.

> ⓘ

history

History

| File Type | .pdf | File Size | 10.2KB | |
|-----------------------|------------|-----------------------------|------------------------|---|
| Date | Action | User | Organisation | IP Address |
| 22/05/2025 2:23:11 PM | Created | medEbridgeBackground System | MedEbridge | |
| 22/05/2025 2:35:23 PM | Downloaded | Demonstration Customer | Demonstration Customer | 10.112.21.49:58267, 10.112.144.151, 10.112.149.121:4517 |
| 22/05/2025 2:36:03 PM | Downloaded | melissa flowers | MedEbridge | 10.112.21.49:57878, 10.112.144.151, 10.112.149.121:4517 |

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Notes

Participant

Attachments

Details

Budget

Related Cases

Invoice Template.docx

22.22 KB

Paid Provider Invoice

30-Jun-2025

medEbridge

Evidence Template.docx

22.20 KB

Provider Report

30-Jun-2025

medEbridge

Referral Template.docx

22.71 KB

Referral

30-Jun-2025

Demonstration Customer

+ add attachment

Completing your medEbridge® user profile

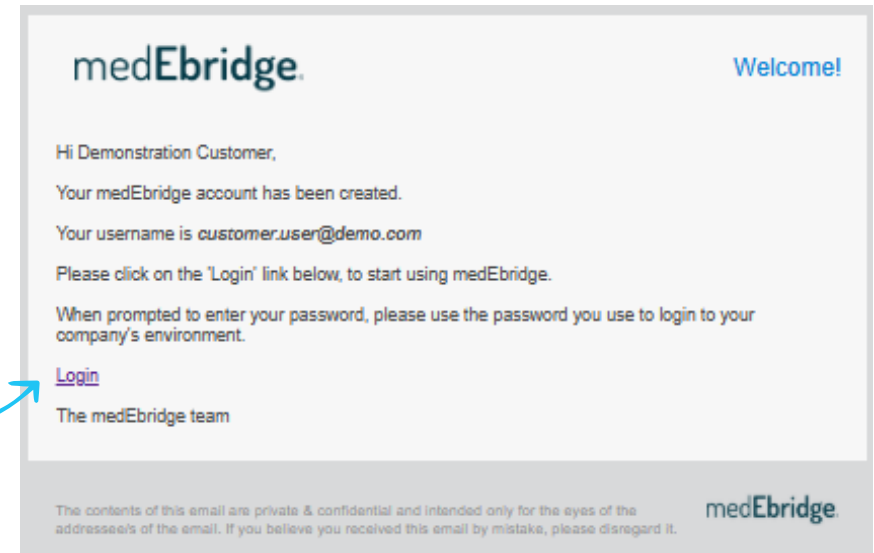
To access medEbridge® an account must be created for you under your Company.

There are 2 main user logins in medEbridge®, a 'federated' and a 'non-federated' customer user.

Federated user

This is where your company and medEbridge® are using integrated authentication. You will receive your activation confirmation email from **donotreply1@medEbridge.com.au**

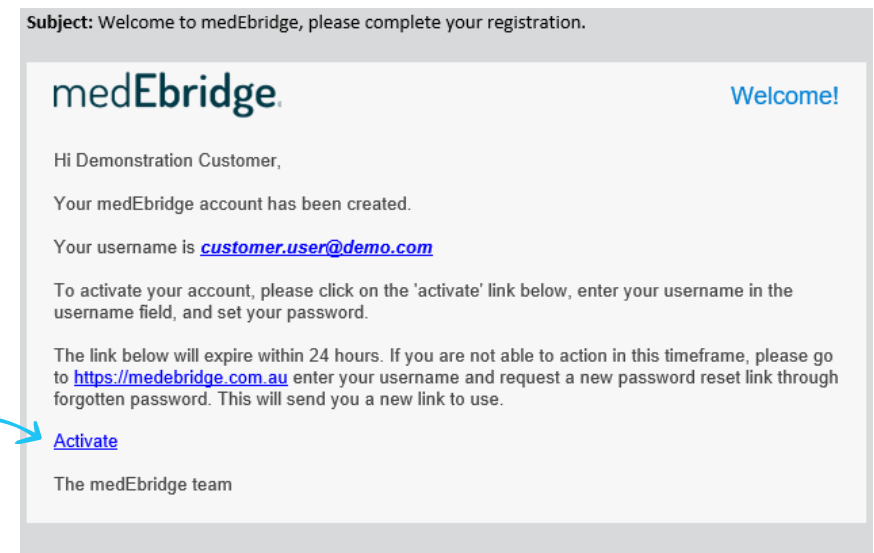
To log in click on the '*login*' link and enter your email address and your usual company password.



Non-federated user

This is where your company has elected to use the standard Microsoft MFA option for medEbridge®. In this instance, when you receive your activation confirmation email from **donotreply1@medEbridge.com.au**

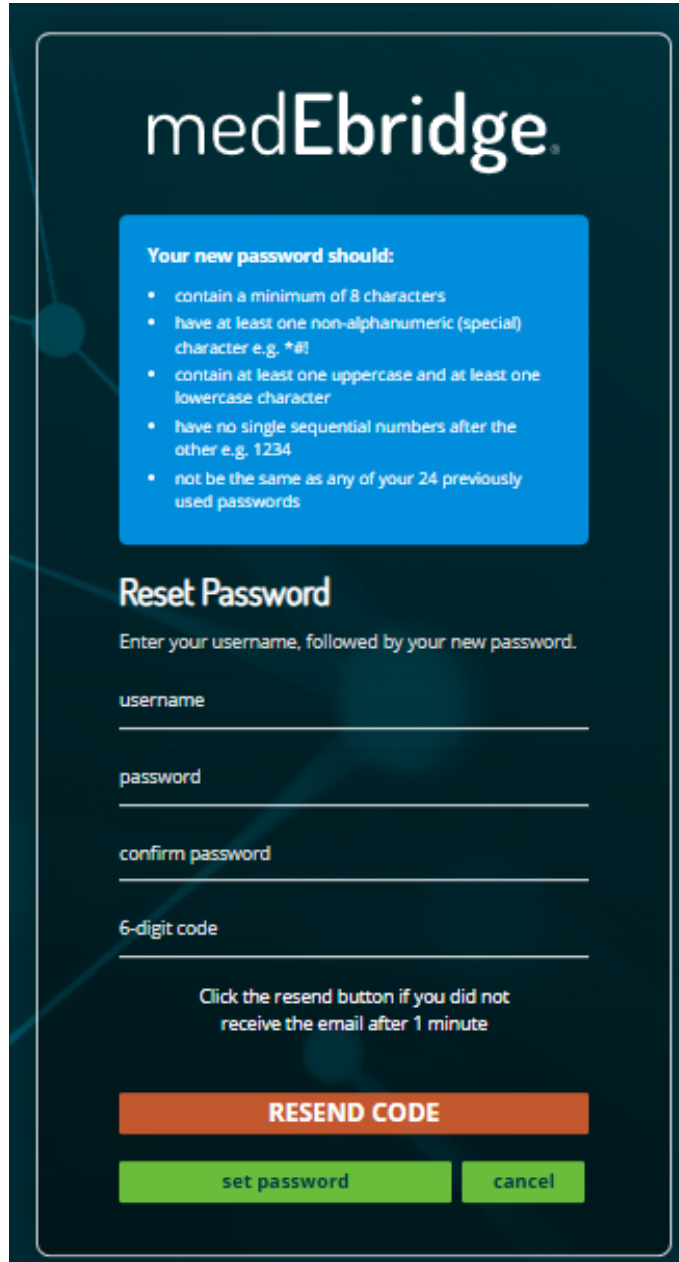
To log in click on the '*activate*' link (within 24hrs of the email receipt) and enter your email address in the username field.



Creating your password

In this instance you will need to create a new password every 60 days and the password will need to meet the following criteria.

- A minimum of 8 and maximum of 20 characters
- At least 1 non alphanumeric character (special character set eg. %@#)
- At least 1 number and 1 letter
- A mix of upper and lower case
- Should **NOT** contain sequential digits in your password (eg. 1234 or 4321)



The screenshot shows the medEbridge password reset page. At the top is the medEbridge logo. Below it is a blue box with the heading "Your new password should:" followed by a bulleted list of password requirements. The requirements are: contain a minimum of 8 characters; have at least one non-alphanumeric (special) character e.g. *@#; contain at least one uppercase and at least one lowercase character; have no single sequential numbers after the other e.g. 1234; and not be the same as any of your 24 previously used passwords. Below the blue box is the "Reset Password" section. It contains the instruction "Enter your username, followed by your new password." and four input fields labeled "username", "password", "confirm password", and "6-digit code". Below the input fields is a link that says "Click the resend button if you did not receive the email after 1 minute". At the bottom are three buttons: a large orange "RESEND CODE" button, and two smaller green buttons labeled "set password" and "cancel".

medEbridge

Your new password should:

- contain a minimum of 8 characters
- have at least one non-alphanumeric (special) character e.g. *@#
- contain at least one uppercase and at least one lowercase character
- have no single sequential numbers after the other e.g. 1234
- not be the same as any of your 24 previously used passwords

Reset Password

Enter your username, followed by your new password.

username

password

confirm password

6-digit code

Click the resend button if you did not receive the email after 1 minute

RESEND CODE

set password cancel



To set up your MFA, you can elect to have the code sent to you via your email or phone app.

Multifactor Authentication (MFA)

Phone app authentication

An authenticator app helps verify your identity by providing a code to pass for each user session. The unique code is refreshed every 30 seconds.

Instructions

1. Install and open either the Microsoft Authenticator app or Google Authenticator app on your mobile phone
2. Select 'Setup Account' or 'Add New Account' or + button
3. Scan the QR code which displays on screen
4. Enter the 6-digit verification code displayed on your chosen authenticator app and continue to complete the registration

Unable to scan the QR code?

1. Open your chosen authenticator app
2. Select 'Setup Account' or 'Add New Account'
3. Select the manual setup process
4. Enter your account name and the key



Email authentication

With this option, an email will be sent with a unique code for each user session.

Instructions

1. Click 'send' to send an email to your email address
2. Click the 'send' button again if you do not receive the email after 1 minute
3. Enter the 6-digit code sent to your email address and continue to complete the registration

Please note that if you select Email Authentication and your organisation has firewalls which delay the receipt of emails from external organisations, this may not be the best option for you.

Troubleshooting

Common FAQs

1/2



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.



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.



I can't find my case on the Dashboard



The dashboard only displays active cases. If your case is complete, you will find it in the 'orders' page. Alternatively, if your case is still active, you may need to review any filters applied to the dashboard.

Check the 'Requester' filter, and ensure you clear any dates in the submitted date fields.

The screenshot shows the 'Case Summary' dashboard with various filters. The 'Requester' dropdown menu is open, displaying three options: 'Any Requester', 'Customer Case Manager', and 'Demonstration Customer'. The 'Submitted date' and 'To date' fields are empty, indicating that no date filters are currently applied. A blue arrow points from the text box to the 'Requester' dropdown.

Troubleshooting

Common FAQs

2/2

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.

Note: you can do partial name searches as well.

Completed Evidence

Customer
Demonstration Customer
Demonstration
team
order requester
option
option

Order
case id
submitted from
submitted to
Any Category
products
case status

Participant
romeo
family name
DOB
state
contact number

Document
uploaded from
uploaded to
Any Document Category
☒ Downloaded
☒ Non-downloaded
search

Active Filters
customer: Demonstration Customer
department: Demonstration
given name: romeo
clear all filters

2 results found

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

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