

## iRBS Provider Overview

The screenshot shows the iRBS Provider Overview interface. At the top right, the user is identified as Bradley-P Marshall, logged into iRBS, with the current active practice set to Acumen Melbourne. Below this is a search bar for appointments, with a callout explaining that it can be searched by EP ID, EP Name, DAN, or Provider Name. The main section displays appointment statistics: 18 Total requests, 0 Booked, 10 Confirmed, and 3 Reported. Below the statistics is a table of appointments with columns for Provider name, EP ID, Last name, First name, Practice, Requested on, Appt date, Status, DAN, and Action. Callouts explain the filters for each status: 'all' requests, Booked, Confirmed, and Reported appointments for the selected practice. A final callout on the left explains that the table lists requests and appointments by the active filter.

Click here to Search for appointments by EP ID, EP Name, DAN or Provider Name (search is not case-sensitive)

Current Active User Logged into iRBS

Displays the Practice currently active. Click the dropdown menu to select a different Practice that the user is assigned to. Note: there is an "All" option when applicable.

Bradley-P Marshall  
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Acumen Melbourne

### Appointments

Search iRBS

Search for Appointment ID, EP Name, EP ID, DAN or Provider

18 Total requests 0 Booked 10 Confirmed 3 Reported

Sort by: Date Status Priority

| Provider name     | EP ID      | Last name | First name  | Practice         | Requested on | Appt date   | Status   | DAN        | Action |
|-------------------|------------|-----------|-------------|------------------|--------------|-------------|----------|------------|--------|
| Demetrio Martinez | 466084E2-5 | Finnigan  | Bartholomew | Acumen Melbourne | 12 Nov 2019  | 21 Nov 2019 | Reported | J111222332 |        |
| Jack Gloury       |            |           |             |                  |              |             |          |            |        |

List requests and appointments by active filter.

Filter: display all requests and appointments of selected Practice.

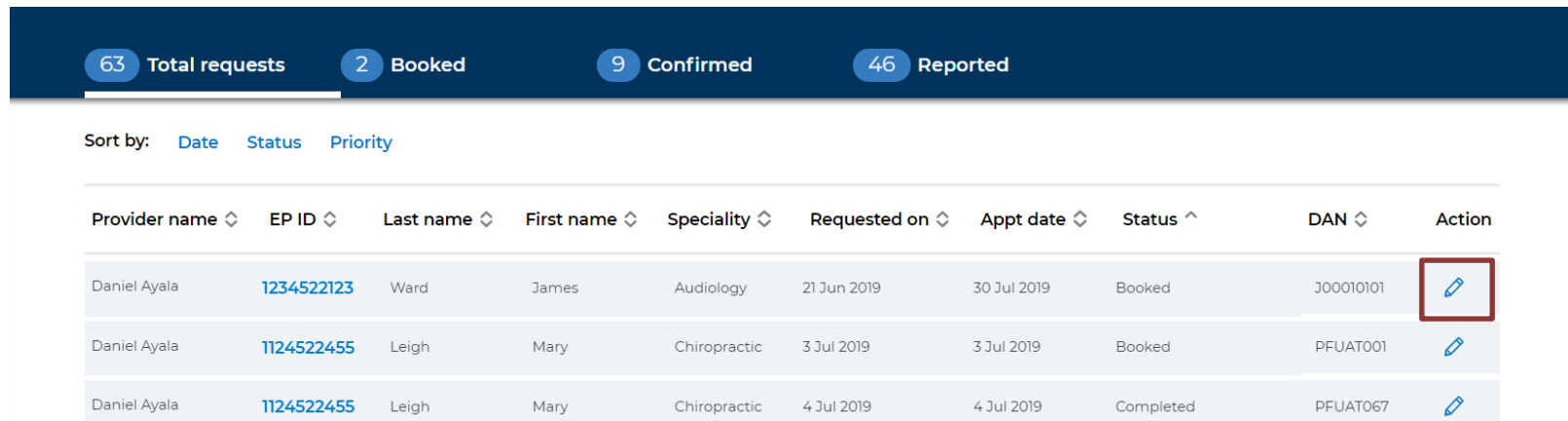
Filter: display all Booked appointments for the selected Practice




Filter: display all Confirmed appointments for the selected Practice

Filter: display all Reported appointments for the selected Practice

## Step 1: Finding the Referral

To locate a referral for a booked / confirmed appointment, click on the Pencil icon.



| Provider name | EP ID      | Last name | First name | Speciality   | Requested on | Appt date   | Status    | DAN       | Action  |
|---------------|------------|-----------|------------|--------------|--------------|-------------|-----------|-----------|---|
| Daniel Ayala  | 1234522123 | Ward      | James      | Audiology    | 21 Jun 2019  | 30 Jul 2019 | Booked    | J00010101 |  |
| Daniel Ayala  | 1124522455 | Leigh     | Mary       | Chiropractic | 3 Jul 2019   | 3 Jul 2019  | Booked    | PFUAT001  |  |
| Daniel Ayala  | 1124522455 | Leigh     | Mary       | Chiropractic | 4 Jul 2019   | 4 Jul 2019  | Completed | PFUAT067  |  |

The appointment details will be displayed, along with a link to the Defence Referral form.

## Appointments AA 007 170

### Patient

**First Name** Martin  
**Last Name** Harkin  
**EP ID** 5230212345  
**Phone** [REDACTED]  
**Email** [Nicholas.Pavlidis@bupa.com.au](mailto:Nicholas.Pavlidis@bupa.com.au)  
**Base**

### Appointment

**Service Type** Face-to-face  
**Date** 30 Apr 2020  
**Time** 4:15 pm AEST  
**Location** Level 2, 401 Collins Street Melbourne VIC 3000

### Referral

**DAN** US10408T6BO  
**Specialty** Occupational Rehab Off Base  
**Sub-specialty** Exercise Physiology (Off)  
**Number of appointments** 6

### Referral document(s)



This referral can be downloaded to your system by clicking on the link. Once downloaded, the referral can be viewed, printed and/or saved.

## Step 2: Recording the patient's appointment attendance

On the day of the appointment, complete the "Appointment Outcome" option by selecting the appropriate drop down option.

**Appointment outcome**

Select

Attended

Failed to attend

When you select "Attended" as the Appointment Outcome, you will then be able to upload your clinical report.

If you select “Failed to Attend”, press the “submit” button to close the appointment.

## Step 3: Upload Clinical Report

Clinical reports need to be saved to a folder, preferably as a PDF, prior to commencing this action. You can upload a clinical report from your system by clicking “Add File”. This will automatically allow you to search your folder and select the appropriate file. The file will be added to iRBS if you double click on it.

### Appointment outcome

### Clinical report

Please upload a clinical report in order to submit a payment request

[I am not uploading a report](#)

Acceptable file formats include: PDF, docx, PNG or JPEG. Max file size must not exceed 100MB

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**Once you have Added a File, you should identify any actions that you referenced in your report.** Doing this will allow rapid identification of follow-up activities by either the Bupa CSO or the referring Defence health facility (as appropriate).

### Appointment outcome

Attended ▼

### Clinical report

Please upload a clinical report in order to submit a payment request.

Add more files

Acceptable file formats include: PDF, docx, PNG or JPEG. Max file size must not exceed 100MB



Clinical Re... X

Urgent

Restricted service Request

On-Referral

Follow-up

The definitions for these actions are included in your Provider Terms and Conditions.

**The following actions will occur based on your selection of action(s), noting you may select more than one:**

1. **Urgent:** This will place a red flag in the iRBS dashboard for the Defence health facility to action as a priority.
2. **Restricted Service Request:** This will indicate to the Defence health facility that approval is required for further care as requested in your clinical report.
3. **On-Referral:** This will indicate to the Bupa CSO team that you have requested the patient undergo additional investigation(s) to support your care as outlined in your clinical report. The CSO team will look to assist the patient to book this care if required. It will also flag to the referring clinician that you have initiated further care.
4. **Follow-up:** This will indicate to the Bupa CSO team that you wish to see the patient again and the CSO team will contact you to create this appointment. We are working on an update in iRBS to enable you to enter an identified date and time for the follow-up appointment to streamline this process ASAP. If you have a sequence of appointments approved in advance, the number of remaining appointments will be displayed and you will be able to enter details of your preferred appointment time. CSO will then create the booking.

## Additional appointments

Currently, there are 4 appointments yet to be booked. Would you like to schedule a follow-up now ?

Yes  No

### Special Instructions

Member requires wheelchair access

Please note that this is a non-integrated calendar.

Service

Short Consult

Date

13th Aug 2019

Time

10:30 am

Add appointment

## When is a clinical report not required?

There are times when a clinical report will not be expected for the care that has been provided that day. These include when:

1. A care plan for multisession care has been submitted and care has been provided in keeping with that plan; or
2. You are not the principle provider (eg. a Surgical Assistant, an Anaesthetist).

If this applies, you will need to select "I am not uploading a report" and a supporting reason from the drop down menu:

## Clinical report

Please upload a clinical report in order to submit a payment request

Select

Continued with Care Plan

Dispensed Glasses

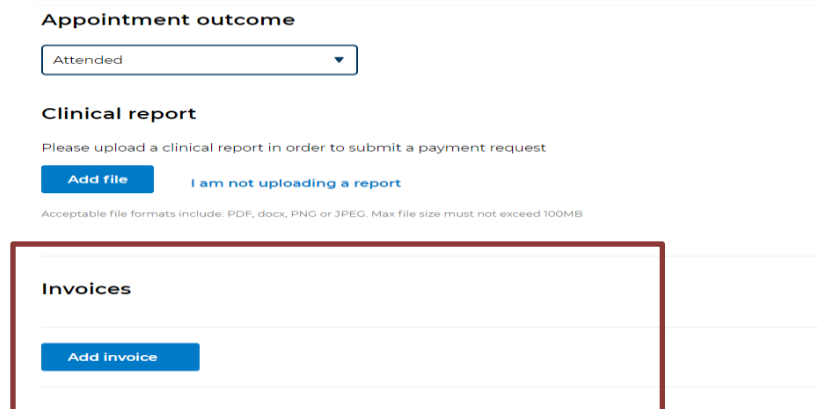
Report Not Required

I will upload a report

Max file size must not exceed 100MB

## Step 4: Submitting an invoice for services rendered

Once you have completed the Clinical Report step, you can proceed to submitting an invoice for the services rendered.



The screenshot displays a web interface with the following elements:

- Appointment outcome:** A dropdown menu currently set to "Attended".
- Clinical report:** A section with the instruction "Please upload a clinical report in order to submit a payment request". It contains two buttons: "Add file" and "I am not uploading a report". Below these buttons, a note states: "Acceptable file formats include: PDF, docx, PNG or JPEG. Max file size must not exceed 100MB".
- Invoices:** A section containing a single button labeled "Add Invoice". This section is highlighted with a red rectangular border.

When you click on "Add invoice", you will need to input the Item Codes as per the agreed schedule of fees that we have with you, or add in a new item by selecting the Miscellaneous item and filling in all the service items, descriptions and costs.

## Invoices

### Add services rendered

Invoice number

| Item code   | Description  | Quantity                       | Unit cost (exc GST) | Total item cost (exc GST)           |                            |
|---|--|--------------------------------|---------------------|-------------------------------------|----------------------------|
| <input type="checkbox"/> Miscellaneous <input type="text" value="104"/> | <input type="checkbox"/> Professional attendance at consulting r... <input type="checkbox"/> Inpatient | <input type="text" value="1"/> |                     | <input type="checkbox"/> GST exempt | <input type="checkbox"/> X |
| <input type="checkbox"/> Miscellaneous <input type="text" value="112"/> | <input type="checkbox"/> Professional attendance on a patient by... <input type="checkbox"/> Inpatient | <input type="text" value="1"/> |                     | <input type="checkbox"/> GST exempt | <input type="checkbox"/> X |

[+ Add another service](#)

[I am not adding services rendered](#)

### Additional appointments

No More Appointments to Book

[Submit](#)

[Save for later](#)

[Cancel](#)

## Step 5: Adding additional appointments

Depending on the referral from Defence, you may be given a set number of follow up appointments, or you may book as many appointments as you deem clinically required. To make a follow up appointment click 'Yes' under the Additional appointments heading.



## Additional appointments

Currently, there are 5 appointments yet to be booked. Would you like to schedule a follow-up now ?

Yes  No

**Submit**

Save for later

Cancel

Enter the service type (appointment delivery method), date and time of the appointment and select the “Add appointment” button.

## Additional appointments

Currently, there are 5 appointments yet to be booked. Would you like to schedule a follow-up now ?

Yes  No

Special Instructions

Please note that this is a non-integrated calendar.

Service Type

Date

Australian Eastern Standard Time

Time

**Add Appointment**

The appointment details will appear on the screen. These details can be removed if incorrect.

Please note that this is a non-integrated calendar.

Service Type

Date

Time

Service Type: Face-to-face Date: 14th Aug 2020 Time: 9:30 am Time Zone: AEST

To complete the booking, select submit.

At this point, the EP will receive an SMS notification containing the follow up appointment details. The appointment will also be visible in your iRBS appointment list view.

## Accessing iRBS for the first time

When you log in to iRBS for the first time using the log in and password provided, you will be prompted to update your password to suit your preference. The new password must:

- Be longer than eight characters
- Have an upper and a lower-case character
- Have at least one number
- Have at least one special character.

## Register with Password Manager

Once you register with the One Identity Password Manager, you will be able to re-set your password at any time by answering a series of security questions. To register:

- On the iRBS entry page, select your iRBS account
- On the iRBS log in page – select 'Forgot my password' (below the Sign in button)
- Enter your user name
- Select 'Register with Password Manager'
- Enter your password
- Select a Question from each drop-down menu and provide your answer (you'll need to remember these answers to reset your password in future).
- Select 'Next' to complete your registration
- The new Reset Password option will now appear in your One Identity menu.



### Reset Password

Set your new password by answering secret questions.



### Register

Register with Password Manager.

Select a question:

< Select your question >

< Select your question >

What was your childhood nickname?

In what city did you meet your spouse/significant other?

What is your oldest sibling's birthday month and year? (e.g., January 1900)

What school did you attend for sixth grade?