

PROCEDURE

Entering and Reviewing items in RiskMan COVID-19 Register

PR_FaDS008_003_COVID19_REGISTER_V1.0

Related Policy	Crisis and Incident Management Policy
Application	Family and Disability Services
Contact Officer	Practice and Quality Manager

1 Purpose and scope

To provide guidelines for users who are entering COVID-19 cases into RiskMan using the COVID-19 register.

The scope includes all staff members assigned to enter COVID-19 cases into Family and Disability Services Riskman.

2 Procedure

2.1 Accessing RiskMan via the UnitingCare intranet

Open Internet Explorer from the Desktop, go to this web page address: http://ucc000rms001/RiskMan_Live/ and enter personal UCC network *Username* and *Password*.

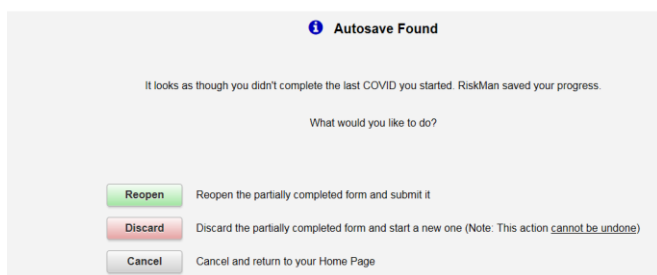
2.2 Entering a new COVID-19 case into RiskMan

2.2.1 On the top menu, select *My Workspace* > *New...* > *COVID19 Report*

A blank form will then appear for completion.

2.2.2 Complete all relevant fields appearing on the blank form (fields in yellow background are mandatory for completion).

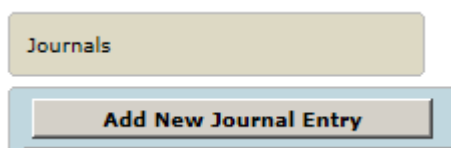
If for any reason the partially completed new form is not submitted, the system will automatically restore the last saved progress when the user attempts to create a new COVID-19 entry. The screen below will provide a user the options to either continue on their previous entry or start again with a blank form.



2.2.3 Journals

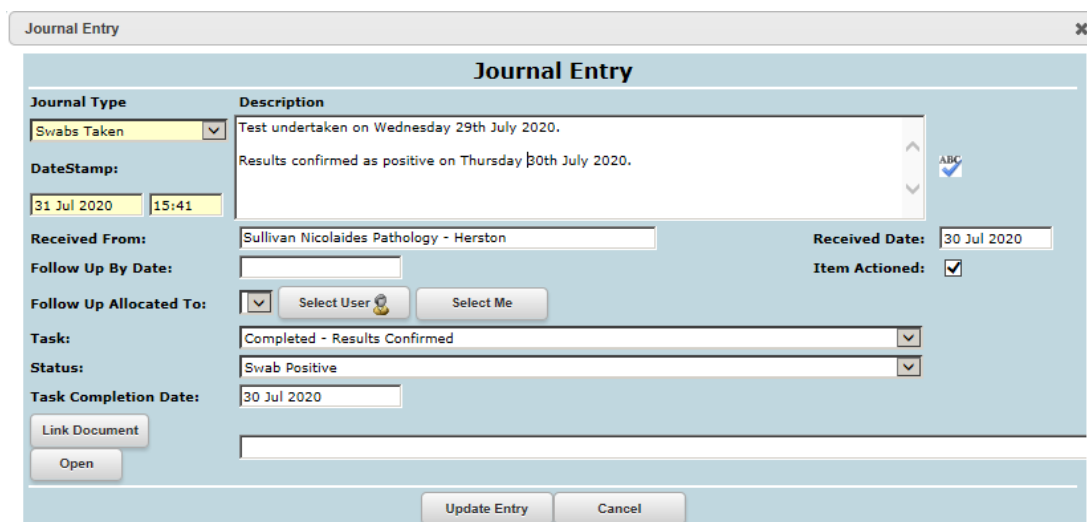
The Journals section of the form can be used to document comments, follow-up reminders and supplementary information relating to the COVID-19 case.

Click on the *Add New Journal Entry* in the Journals section that appears towards the bottom of the form.



Select a relevant Journal Type and remaining details in the pop-up screen

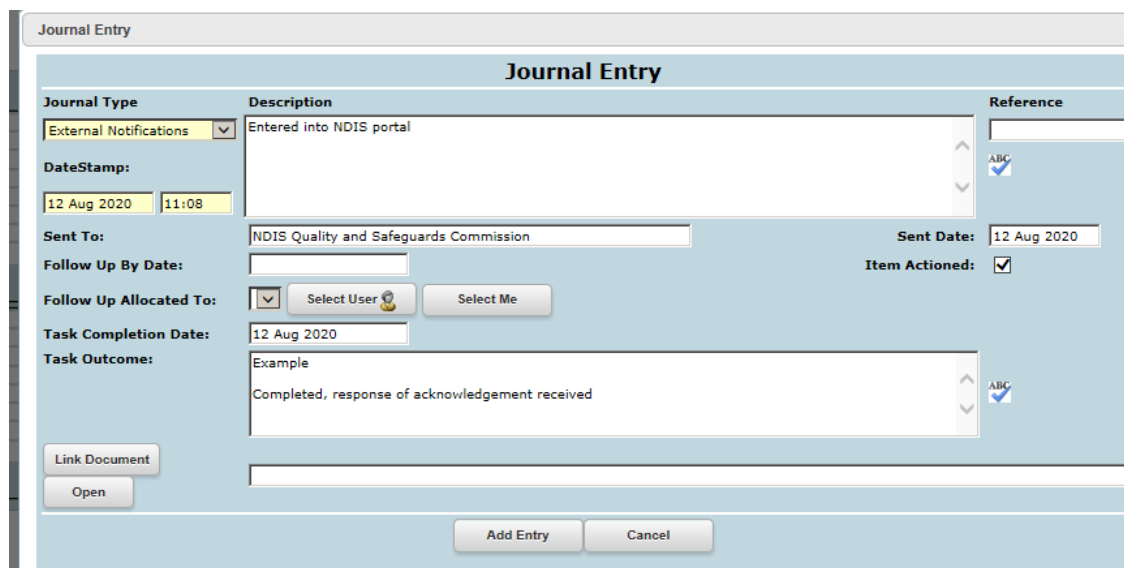
Swabs Taken: Select this Journal Type to document all swab test results for this COVID-19 case.



The screenshot shows a 'Journal Entry' window with the following fields:

- Journal Type:** Swabs Taken
- Description:** Test undertaken on Wednesday 29th July 2020. Results confirmed as positive on Thursday 30th July 2020.
- DateStamp:** 31 Jul 2020 15:41
- Received From:** Sullivan Nicolaides Pathology - Herston
- Received Date:** 30 Jul 2020
- Follow Up By Date:** (empty)
- Item Actioned:**
- Follow Up Allocated To:** Select User / Select Me
- Task:** Completed - Results Confirmed
- Status:** Swab Positive
- Task Completion Date:** 30 Jul 2020
- Buttons:** Link Document, Open, Update Entry, Cancel

External Notifications: Select this Journal Type to enter details of any reporting required for this case to an external agency (funders, insurance, accreditation, NDIS Commission etc.). Correspondence to the external agency will need to be completed using existing procedures.



The screenshot shows a 'Journal Entry' window with the following fields:

- Journal Type:** External Notifications
- Description:** Entered into NDIS portal
- Reference:** (empty)
- DateStamp:** 12 Aug 2020 11:08
- Sent To:** NDIS Quality and Safeguards Commission
- Sent Date:** 12 Aug 2020
- Follow Up By Date:** (empty)
- Item Actioned:**
- Follow Up Allocated To:** Select User / Select Me
- Task Completion Date:** 12 Aug 2020
- Task Outcome:** Example Completed, response of acknowledgement received
- Buttons:** Link Document, Open, Add Entry, Cancel

Click on the Add Entry button to complete the Journal Entry. Multiple Journal Entries is possible for each COVID-19 case item.


Documents

Where appropriate, documents can be attached to the COVID-19 case. Select the *Add Document* button to attach a document.

View an uploaded document by clicking on the highlighted icon.

ID	Document Name	Description	Date Attached	Attached by	Size (KB)	Actions
521654	Test Doc.txt	Test Document Upload	12 Aug 2020 11:17	[Redacted]	0	[Yellow icon]

2.2.4 Once data entry is complete in the form, click the Submit button at the bottom of the page to save your responses. Select Submit again from this screen:

 **COVID Submission**

You have completed all the mandatory fields required to submit this COVID.

What would you like to do ?

Submit

Submit the form now.
Any required email notifications will be sent.

Return to the form

Return to the form and add more information.

A confirmation screen appears that display an ID number for the saved item.

COVID Entry

Confirmation: Notification Saved

The COVID ID is 4

Sending Mail
Notification E-mail Sent to 'Andrew Cooke'

All required emails sent.

Print

Report displayed as: PDF

Modify/Apply a Distribution List.

If this covid is one of a multi-person, or multi-event Group, click the following button to create another Linked COVID...

If you wish to enter another, unrelated COVID Notification, click the following button, or go to the Menu to access other options...

2.3 Reviewing and editing previous COVID-19 cases in RiskMan

2.3.1 On the top menu, select *My Workspace* >Review My...> *COVID19 Reports*

2.3.2 Select the highlighted icon on the top right of the page to customise the data fields to display on this screen.

Entered COVID ⚙️ 📅 📄 🗨️

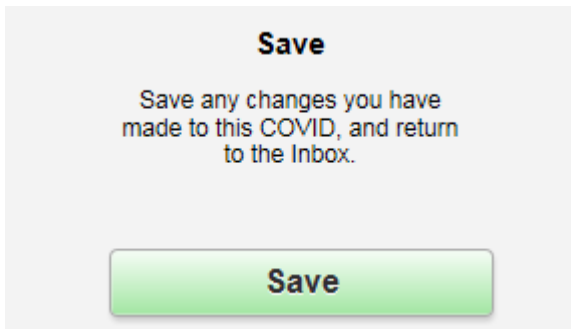
Shows COVID entered by you or anyone reporting to you, or that have been 'Distributed' to you.

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2.3.3 Review the list of COVID-19 items and select the blue ID number to access a specific case.

2.3.4 Update data fields as required and click the Save button at the bottom of the page to save your changes.

Click on the Save button as below:



A confirmation screen appears that displays the version of the ID form

COVID Entry	
Confirmation: Notification Updated	
Any changes to COVID #3 have been saved. This is version 2 of the COVID.	
<div style="display: flex; justify-content: center; align-items: center; gap: 10px;"> Print <div style="border: 1px solid #ccc; padding: 2px 5px;">Report displayed as: PDF ▼</div> </div>	
Modify/Apply a Distribution List.	
<small>If this covid is one of a multi-person, or multi-event Group, click the following button to create another Linked COVID...</small> Click here to create a related 'Linked COVID'.	
<small>If you wish to enter another, unrelated COVID Notification, click the following button, or go to the Menu to access other options...</small> Click here to create a new COVID item.	
Review this COVID item.	
Archive Now.	
Return to your covid selection page.	

3 Related Documents

- RiskMan COVID-19 Register Supplement
- Client Incident Management Procedures
- Reporting Requirements and Changes to Service Delivery relating to COVID-19

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4 Review and Version Control

Version	Authorising Position	Approval Date	Effective Date	Change History	Review Date
V1.0	Signed copy held on file General Manager, Practice Improvement and Development	25/08/2020	25/08/2020	New Procedure	25/08/2021