

Application Security, Technical and Transitioning to Paper FAQ eHealth Online Services Portal for Physiotherapists

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Contents

| | |
|---|---|
| Application Security | 2 |
| Interruption/system timed-out | 2 |
| Printing/saving report | 2 |
| Transitioning from paper..... | 2 |
| Adding a therapist information to the drop-down menu..... | 3 |

1. Application Security

The eHealth Online Services Portal contains confidential personal and medical information protected by Manitoba's Personal Health Information Act and Freedom of Information and Protection of Privacy Act. The WCB protects this information through WEB Security Policy.

Only authorized registered users for your organization will be able to view information created by your organization.

2. Interruption/system timed-out

The eHealth Online Service Portal does not automatically save your work. It is important to always save your work before exiting/closing the application or periodically. After 30 minutes of inactive the eHealth Online Services Portal will automatically log you out and you will lose any unsaved work.

3. Printing/saving reports

The eHealth Online Services Portal attempts to retain copies of reports, however there may be circumstances where reports submitted cannot be accessed on the portal. It is important to establish a process to keep copies, paper and/or electronic of all of your reports submitted for your own file retention system.

Please refer to the **eHealth Online Services Portal for Physiotherapist User Guide** for instructions on how to print or save a report.

4. Transitioning from paper

If you have started any paper reports, complete them and submit via mail, fax or courier. Make sure you invoice the associated report fee or initial visit using the same method.

Paper invoice already submitted to the WCB will be processed in due time. Do not resend any invoices through the eHealth Online Services Portal. This will only lead to delays in processing and increased risk of overpayments.

You clinic should move to using only the eHealth Online Services Portal for submitting reports and invoice as soon as access is granted (except any paper reports and invoices that had been started prior).

Treating therapists should submit their own reports to the WCB using the eHealth Online Services. The submitter is required to acknowledge they agree with the content in the report in lieu of a signature. The user ID of the person submitting will appear on the report.

5. Adding a therapists information to the drop-down menu

Each report and visit contains the name, therapist type and registration number of the treating therapist. The information must be added on the first eHealth Online Services Portal submission, then it will appear in a drop down menu of therapists for the clinic for all future submissions.

If an error was made entering the therapist information, on the next submission for that therapist, simply select "Other" and add a new, correct version. After 45 days of not being selected, the incorrect version will be eliminated from the drop down list.