

AIDACARE ETAC Portal

**For:
Treater / Prescriber /
Healthcare Provider**

Hospital Discharge and Community

Network Partners

USER GUIDE VERSION 1.0

April 2018

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Overview

This document is intended to help you understand how to use the Aidacare E-TAC Portal and to gain insight into some of the features & benefits.

The E-TAC system has been designed with the TAC Claim Staff, Prescriber and Client in mind, for their common requirements and their specific requirements. Each of the users accesses then a tailored portal for his or her role.

The key objectives this portal is designed to achieve are:

1. Providing comprehensive product information allowing for ordering the right product, whether hire or purchase.
2. Bringing the Client, Prescriber and TAC Claim staff together to the same system and allowing all three stakeholders to have 360 degree view on their clients while complying with TAC privacy policy.
3. Simplifying the order processing for each role across Purchase/Hire order, Home Modifications or Repair Requests.
4. Complying with TAC business rules with regards to value limits for ordering and allow for seamless quotation approval process between Prescribers, Clients and TAC Claim staff.
5. Implementing best in class ecommerce solutions from other industries in general and other governmental contracts in particular.

Prescribers will also have an iPad app to use for ordering equipment or home modifications while out of the office. You can search for the Aidacare ETAC app on the Apple's App Store and download it to your iPad.

This user guide is for Prescriber, Treater, Healthcare Providers in the hospital (Hospital Discharge) and Community to use; due to different functionality for different roles, there is a separate user guide for Clients or TAC staff.

We hope that the site is intuitive and easy to use. For any suggestion you may have, please contact Aidacare's Ecommerce team on 1300 243 248 or ecommerce@aidacare.com.au.

Features Overview

Three distinguished order types. The E-TAC portal was developed with you in mind and we created three distinguished order types. Purchase/Hire orders are for ordering equipment for purchase or hire, with the ability to enter start and end date for hire. Home Mods orders are for ordering equipment and labour for home modifications, with the ability to upload drawings, photos or use the free drawing tool. Repair Request is a quick process to submit a repair request on Aidacare while capturing a description of the problem.

Detailed Dashboards. Providing you with full visibility of all orders you have raised, their status, historical data and reference point for all orders for a specific clients. Used by TAC Claim Staff, Prescribers and Clients as well, is a true 360 degree view on each of the clients.

Integrated Quote Approval Process. Providing you with ultimate visibility for products pre-approved vs required approval by TAC, processing quotes for TAC to review and, for you, to receive automated notification on the status of the quotes all in seamless flow.

Nominating your Preferred Supplier & Installer. Providing you with the flexibility to select your preferred supplier from Aidacare's five (5) branches in Victoria (and 25 branches nationally!) and additional eight (8) Network Partners who altogether provides you with the best coverage for regional coverage and enhanced customer service. You can choose who you like to work with on a daily basis!

Synchronised iPad app. Your web portal will synchronise with your iPad meaning that your information is with you wherever you go.

Offline processing. The iPad App are operable without network connection. This means you can access all parts of the application allowing you to create and submit an order without network connection but the Apps need to be synchronised when you have a network connection to push the orders to the server from the App.

Order and line item status. Providing TAC Claim Staff, Clients and the Healthcare Providers with the detailed status of the order, for both the whole order and individual line items, ensuring you are aware of the status of each piece of equipment you order from us.

Client Address Book. To help with repeated ordering, we introduced the Client Address Book containing the list of your clients that you place orders for. We also allow you to extend the address book by adding clients, amending clients and updating their information to keep the listing up to date with any changes.

Purchase and Hire on the same order. You no longer need to raise separate orders for purchase and hire equipment. Now you are able to bundle them together into one order and still manage each line item separately. Hire items will remain active while on Open Hire while Purchase items will be closed once delivered.

Comprehensive Product Information. The product catalogue is structured based on TAC categorisation for ease of navigation. Each product includes a clear list of features and benefits together with all the technical dimensions and specifications providing you with one place for all product information, for accurate ordering.

Unlimited Draft Orders. You can create a draft order at home (or in the field) and complete it when you have more time. You can raise an order on your App and then complete it later on your laptop/desktop via the website.

In-built Home Modification Draw Function. Both the website and the iPad Application have in-built home modifications draw functions allowing you to take a photograph and then draw and write on it to document your desired modifications.

Attribute Selection for Complex Products. We've heard that the ordering of compression garments, orthoses and other similar is complex (sizes, colours, compression etc.). We've simplified things by identifying the necessary Attributes that require selection. This will help ensure that the right product is delivered.

Support. Dedicated Ecommerce team with 1300 number to receive your call, dedicated email address to receive your emails and an Online Chat functionality to quickly ask questions about how to use the system or raise any other question that you may have.

Pre-approved products and Quotation Process

TAC has recently changed their rules and now supports a comprehensive list of pre-approved products. However, approval is still required in the following circumstances:

1. When the product value is greater than \$1,000.
2. When the hire period exceeds the pre-approved hire period.

When an approval is required, TAC requires a quote from you, the client or prescriber, with product information and clinical justification.

Aidacare's ETAC Portal facilitates the new TAC rules and simplifies the quotation process.

1. Each purchase product in the online portal is flagged whether it is pre-approved for purchase.
2. Each hire item product in the online portal is flagged with the number of pre-approved weeks.
3. When you process an order, if the requested hire period is longer than the pre-approved hire period, you are notified at the time of ordering and can then adjust your order.
4. When you submit the order, it is submitted as a quote to TAC with all the information you have entered. No need to send another email to TAC!
5. When TAC approves the order, the order is then automatically submitted to Aidacare and you will receive a confirmation email. There is no need to follow up with TAC or Aidacare to process the order again.

In the sections below you will be guided as to how this process is embedded into the different parts of the portal.

Login Page & Registration

Locate the Aidacare E-TAC Portal login page by navigating to: <https://etac.aidacare.com.au>

If you are a first time user then click “Prescriber - Registration” and follow the registration instructions. You will receive an email from us once the account has been verified and activated.



eTAC - TAC Portal

Email*

Password*

Remember me [Forgot Password](#)

Login

TAC Staff - Registration

Prescriber - Registration

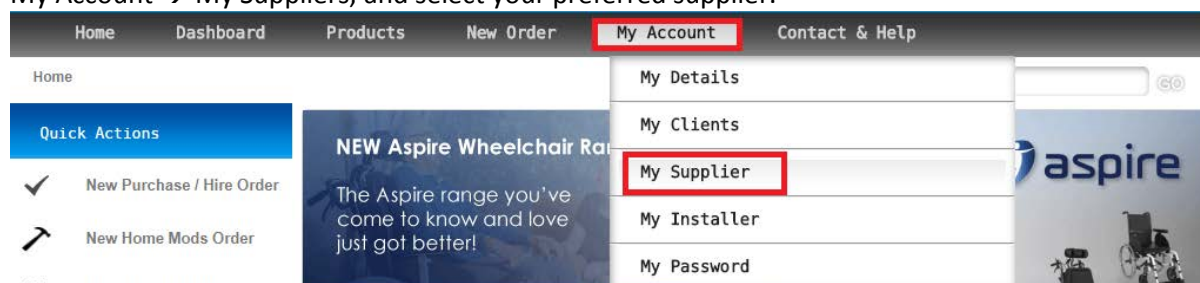
Client - Registration

Selecting your Preferred Supplier & Installer

Aidacare has five branches in Victoria (Brunswick, Cheltenham, Geelong, Mildura and Bendigo) and an extension network of partners to give you both the flexibility to choose your supplier and best in class coverage for timely delivery.

The ETAC Portal provides you the flexibility to choose the partner you wish to work with for the purpose of order fulfilment. By selecting one of our Network Partners, you will still use the ETAC Portal but orders raised by you and received by us will then be directed for fulfilment to your preferred supplier.

After registration, you can change your default supplier and installer by navigation to My Account → My Suppliers, and select your preferred supplier.

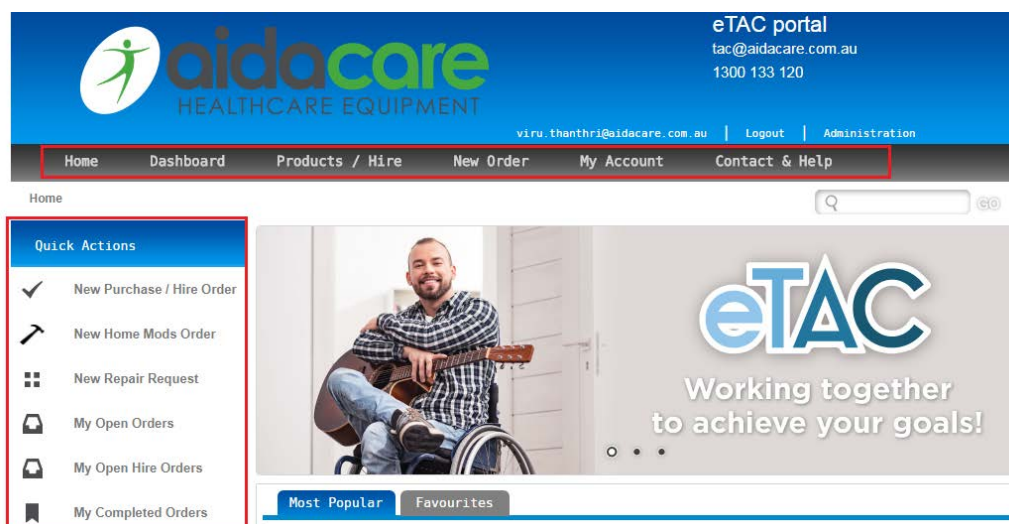


General Navigation

The homepage is the first page you will see after logging in.

The mega menu on the top will allow you to access all functions of the site. You can hover on the individual items and see further options.

Quick Actions on the left were carefully selected to provide you with the quickest way to complete the task that you require.



Mega Menu

- Home – will always take you back to the homepage.
- Dashboard – to view order status, search for orders or end a hire.
- Products – the TAC contracted product catalogue.
- New Order – will allow you to choose the type of order you want to raise:
 - New Purchase / Hire Order – for quickly raising new orders for purchase or hire equipment.
 - New Home Mods Order – for raising a home modification order including associated products.
 - New Repair Request – for raising a repair request for your client.
- My Account – will allow you to access and update your details, your Client Address Book, your nominated supplier and nominated installer and change your password.
- Contact & Help – general contact information and access to this user guide.

Quick Actions

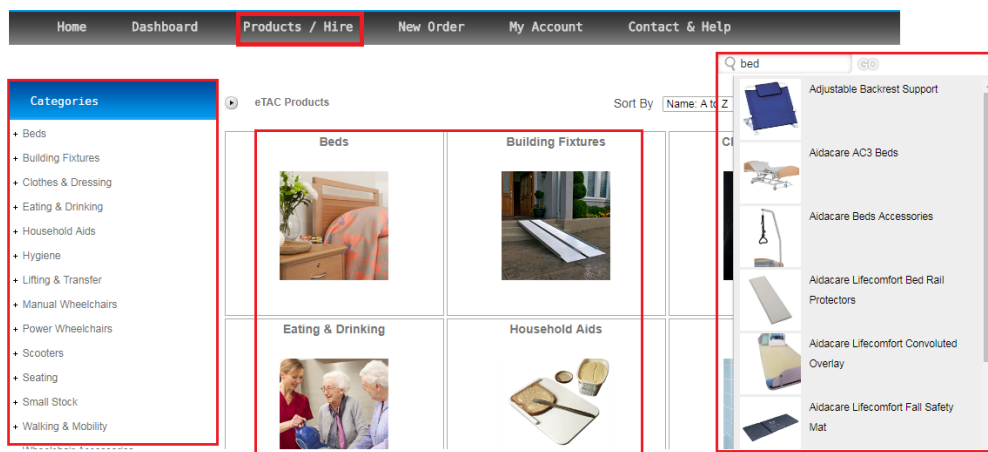
- New Purchase / Hire Order – for quickly raising new orders for purchase or hire equipment.
- New Home Mods Order – for raising a home modification order including associated products.
- New Repair Request – for raising a repair request for your client.
- My Open Orders – for checking the status of the open orders you raised on the dashboard.
- My Open Hire Orders – for checking the status of open hire orders and being able to end the hire.
- My Completed Orders – for referring back to closed orders.

Product Catalogue

This is the product catalogue, similar to other best in class ecommerce websites.

Key features include:

- The catalogue list, on the left, is structured based on the TAC categorisation of products. Using the TAC language assists you in finding the product where you would expect to find it.
- The category tiles in the middle, are useful if you prefer to navigate in a visual way based on images.
- The Predictive search field, on the right, helps you with searching products, and will show you the immediate results based on your search.



Product Detail Page

The first part of the product detail page provides you with comprehensive product data. Right to the images, you will find the Features & Benefits listed. Below them there is the size guide which provides a full suite of product specifications, both can be used together to select the right product for your client.

Aspire Premium Homecare Bed



Features and Benefits

- Combines a sleek stylish design with superior comfort and functionality
- Designed with personal design attention allowing it to fit subtly into any home environment
- Head and foot boards with adjustable side rails in a beech timber finish form a traditional bed surround when lowered to compliment a homely interior and care facilities alike
- This robust bed can also be easily assembled and dismantled for ease of transport and storage when not in use
- Designed for the home environment with 5 profiling functions to suit all comfort and positioning needs
 - High-low
 - Backrest (60 °)
 - Knee bend (30 °)
 - Trendelenburg (10.5 °)
- Combined backrest and knee bend
- Beech full length side rails
- Beech head and foot boards
- Integrated bed extension
- Four total-lock castors
- Self-help pole
- Mattress retainers
- TIMotion electronics
- Large lifting range

Sizing Guide

| Code | Description | Total Length | Total Width | Total Height | Mattress Dimensions | Mattress Platform Lengths | S.W.L |
|------------|---------------------------------|----------------|-------------|--------------|---------------------|-----------------------------------|--------|
| BE8046050K | Community Care Bed - 4 Function | 2140 - 2240 mm | 1025 mm | 220 - 710 mm | 2000 x 900 mm | 2020 - 2120 mm (25 mm increments) | 180 kg |

The second part of the product detail page is the product selector and it contains *critical* information for you:

1. The product SKU and name. The product name may contain some key information to help with the correct selection.
2. Order Type –
 - a. Buy – the option to purchase the product and the item has been pre-approved.
 - b. Quote – the option to purchase the product, but the item requires approval.
 - c. Hire – the option to hire the product. The portal then shows you the number of weeks the item is pre-approved for hire.
3. Add to favourites.
4. Add to cart and continue shopping.

| Select Product | | | | | | | |
|----------------|---------------------------------|------------|--------------|--------------------------------|------------|--------|--|
| SKU | Product Name | Order Type | Pre-Approved | Qty | Favourites | Action | |
| BEB046050 | Community Care Bed - 5 Function | Quote | No | <input type="text" value="1"/> | | | |
| H_BEB046050 | Community Care Bed - 5 Function | HIRE | 20 wks | <input type="text" value="1"/> | | | |

| Select Product | | | | | | | |
|----------------|-------------------------------|------------|--------------|--------------------------------|------------|--------|--|
| SKU | Product Name | Order Type | Pre-Approved | Qty | Favourites | Action | |
| BEA007400 | Bed/Chair Blocks - 40mm High | Buy | Yes | <input type="text" value="1"/> | | | |
| BEA007401 | Bed/Chair Blocks - 100mm High | Buy | Yes | <input type="text" value="1"/> | | | |

Attribute Selector is used where the specific products are different only by some attributes such as sizing, see example below:

| Select Product | | | | | | | |
|--|---|---------------------------------------|--------------------------------|--------------------------------------|--|--|--|
| Compression * | | Fitting * | | Size * | | | |
| <input type="text" value="20-30mmHg"/> | | <input type="text" value="Open Toe"/> | | <input type="text" value="X Small"/> | | | |
| SKU | Product Name | Order Type | Quantity | | | | |
| PTS641860 | Compress Stockings - GloriaMed - Unisex Knee - 20-30mmHg - Open Toe - X Small - Beige | BUY | <input type="text" value="1"/> | | | | |

Purchase / Hire Order

The Purchase / Hire order is a multi-step ordering form, allowing you to order equipment for purchase or hire.

| ID 119 | Created Wednesday, 18 April 2018 |
|--------------------------------|----------------------------------|
| Step 1. My Details | Prescriber Details + |
| Step 2. Add Client | Add Client + |
| Step 3. Hospital Discharge | Hospital Discharge + |
| Step 4. Add Products | Add Products + |
| Step 5. Supplier & Installer | Supplier & Installer + |
| Step 6. Clinical Justification | Clinical Justification + |
| Step 7. Review & Submit | Review & Submit + |

Step 1 – Prescriber Details

This is your details; you can check and update them need be.

Step 2 – Add Client

At first, you are presented with your client address book. Your Client Address Book includes all the clients you have ordered for within ETAC before. You can 'search' for a client, 'select' a client or 'Add New Client'.

| Add Client | | | | | | |
|---------------------|--------------|------------------|----------------------------|---------------------------|-------------------------------------|------|
| Client Address Book | | | | Search Name, Claim #, DOA | | |
| Name | Claim Number | Date of Accident | Address | Phone | Select | View |
| Hawk Ethan | TAC88876 | 04/02/2017 | fdgrge, bdgfd, 6666, NSW | 0412123436 | <input checked="" type="checkbox"/> | |
| Tes66 Test22 | TAC8870 | 04/03/2017 | vcbv, vcbv, 4444, NSW | 0444444444 | <input checked="" type="checkbox"/> | |
| Test555 Test44 | TAC9971111 | 02/01/2018 | ffgsgfs, fgsfgs, 2232, NSW | 2222222222 | <input checked="" type="checkbox"/> | |

Displaying items 1 - 13 of 13

Exit **Add New Client** << Prev or Next Step >>

Selecting a client.....will bring up a pop up with the client details, you must ensure you check that all details are indeed still correct.

Adding New Client....will let you search the client in the database in case it was already created by another TAC Claim Staff, Prescriber or the client itself. If not, you can add a new client.

Once a client is selected, it will be highlighted in green. You can then proceed to the next step.

| | | | | | | |
|--------------|----------|------------|------------------------------|------------|-------------------------------------|--|
| Silva Silvio | 16/80178 | 07/09/2017 | 2nd Street, Ponds, 3345, NSW | 0410108976 | <input checked="" type="checkbox"/> | |
|--------------|----------|------------|------------------------------|------------|-------------------------------------|--|

Step 3 – Hospital Discharge

In this step you will indicate whether the equipment is required for Hospital Discharge and the discharge date.

Step 4 – Products

In this step you will browse or search the product catalogue for the equipment you require to order. For hire items, you will need to add the start and end date and if the hire period exceed the pre-approved hire period, the portal will show you a message accordingly.

Step 5 – Supplier & Installer

In this step you will choose your preferred supplier & installer, whether be our branches or a network partner you would like to nominate.

Step 6 – Clinical Justification

In this step you will need to provide clinical justification for the selected equipment. Clinical justification is only required when the equipment is not pre-approved and a quote is required.

Step 7 – Review & Submit

The final step of the order process. This is your last chance to review and make changes to correct your order before submitting.

Home Mods Order

The Home Modifications Order is a multi-step ordering form, allowing you to order equipment and add home modification drawing and labour requirements.

| ID 119 | Created Wednesday, 18 April 2018 |
|--------------------------------|----------------------------------|
| Step 1. My Details | Prescriber Details + |
| Step 2. Add Client | Add Client + |
| | Hospital Discharge + |
| Step 3. Hospital Discharge | Add Products + |
| Step 4. Add Products | Supplier & Installer + |
| Step 5. Supplier & Installer | Home Modifications + |
| Step 6. Home Modifications | Clinical Justification + |
| Step 7. Clinical Justification | Review & Submit + |
| Step 8. Review & Submit | |

The only difference to the Purchase / Hire Order process is the Home Modification step. Please refer to the Purchase / Hire Order section in these instructions for the other steps.

Home Modification step

1. Open a Template.....1.
2. Use the Drawing Tool to modify a template.....2.
3. Alternatively, you may use a program of your choice to create your recommended drawings and upload it as an image from files saved on your computer.....3.
4. Upload other files relevant to your order e.g. reports, drawings, own pro-forma, ATI forms.....5.
5. Click **Save**6.
6. Saved fill will be shown here.....7.

The screenshot shows the 'Step 4: Home Modifications' section of the form. Red circles with numbers 1 through 7 point to specific features:

- 1: 'Current Draft Orders!' button
- 2: Drawing tool toolbar
- 3: 'Add Home Drawing Modification to' button
- 4: 'Open Template' button
- 5: 'Upload Images' button
- 6: 'Save drawing' button
- 7: The drawing canvas area

Repair Request

The Repair Request is a multi-step ordering form, allowing you to request of a repair of different products.

The screenshot shows the top of the Repair Request form. At the top left, it says 'ID 119' and at the top right, 'Created Wednesday, 18 April 2018'. Below this is a navigation bar with four steps: 'Step 1. My Details', 'Step 2. Add Client', 'Step 3. Product(s) Requiring Service' (highlighted with a red box), and 'Step 4. Review & Submit'. To the right of the steps is a list of sections: 'Prescriber Details', 'Add Client', 'Product(s) Requiring Service' (highlighted with a red box), and 'Review & Submit'. Each section has a plus sign icon to its right.

The main step is 'Products Requiring Service' while the other steps are the same as with the Purchase / Hire Order process. Please refer to the Purchase / Hire Order section in these instructions for the other steps.

Products Requiring Service step

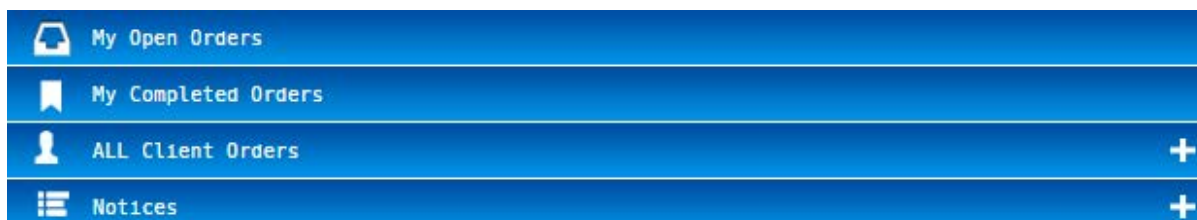
You will need to select the most appropriate products from the list (you can select several products), or enter the details of another product if it is not on the list. You then need to describe the problem and click next to review and submit the request.

The screenshot shows the 'Product(s) Requiring Service' step. At the top, there is a blue header with the text 'Product(s) Requiring Service' and a minus sign icon. Below the header is a light grey box with a cube icon and the text 'Please indicate the products requiring service'. Underneath is a list of products with checkboxes: 'Electric hospital bed', 'Power recline/lift chair', 'Electric standing hoist', 'Electric ceiling hoist', 'Electric scooter', 'Motorised wheelchair', 'Manual wheelchair', 'Tilt in space manual wheelchair', 'Shower transporter/commode', 'Alternating air pressure mattress', 'Alternating air pressure mattress cushion', 'Feed pump', 'Ventilators & Suction machine', 'Nebulizer', 'Tilt table', and 'Wheeled Walking Aid'. Below the list is a section labeled 'Other Product(s)' with a text input field. Below that is a section labeled 'Describe the problem' with a text input field. At the bottom right, there are three buttons: 'Exit', 'Save', and '<< Prev or Next Step >>'. The 'Other Product(s)' and 'Describe the problem' sections are highlighted with red boxes.

Dashboards

The Dashboard is your destination if you want to:

1. Edit a draft order.
2. Check order status.
3. Review order history.
4. End the hire of a specific order.
5. View notices from Aidacare.



IMPORTANT: you are able to see all orders you are part of. Those can be orders that you raised but also orders that the Client or the TAC Claim Staff nominated you as the prescriber.

Edit draft order

Locate your order in the My Open Orders and click 'EDIT'

A screenshot of the 'My Open Orders' table. The table has a header row and one data row. The 'Status' and 'Details' cells in the data row are highlighted with red boxes. The 'Details' cell contains an 'EDIT' link.

| ID | Date | Client Name | Claim No | Accident Date | Created By | Status | Type | Details |
|----|------------|-------------|----------|---------------|------------|--------|-----------|----------------------|
| 63 | 12/04/2018 | Hawk Ethan | TAC88876 | 04/02/2017 | TAC | Draft | Home Mods | EDIT |

Check Order Status

Against each order, you can see the order status; and when you view the order, you will be able to see the line status.

My Open Hire Orders

This section is a sub-section of My Open Orders and specifically includes only Open Hire orders for quick access in case you want to end or extend the hire.

Ending Hire

To end a hire of a specific piece of equipment, you need to follow the following steps:

1. Locate the order under 'My Open Hire Orders'.
2. Click on action: "End Hire" and review the order details to confirm that is indeed the order you want to end the hire of.
3. Click on End Hire, choose the item you want to return and add pickup instructions for our drivers to pick up the item from the correct location.

The order status will remain as Open Hire but the line status will change to Request Pickup. At this point, our Customer Service team will stop the billing and continue with organising the collection of the equipment based on the instruction.

My Account

This section allows you to manage your details, your client address book, your supplier, your installer and password. Hover your mouse over the “My Account” option in the horizontal menu for the drop down options to appear.

The screenshot shows the 'My Account' page with the 'Account Details' section highlighted. The left sidebar contains a menu with 'My Details' selected. The main content area displays personal information in a table format:

| Personal Details | | | |
|------------------|--------------|---------|-------------------------------|
| First Name: | Viru | Phone: | 0323458765 |
| Last Name: | Thanthri | Mobile: | |
| Employer: | Mobility2You | Email: | viru.thanthri@aidacare.com.au |

The screenshot shows the 'My Account' page with the 'My Client Address Book' section highlighted. The left sidebar contains a menu with 'My Clients' selected. The main content area displays a table of client information with search filters and a '+ Add New Client' button.

| Name | Claim Number | Date of Accident | Address | Prescribe | Edit/View | ALL |
|---------------|--------------|------------------|----------------------------|-----------|-----------|-----|
| C | | | | | | |
| Chris, Kakris | TAC33215 | 13/12/2017 | 25th Ave, Minto, NSW, 2234 | Prescribe | Edit/View | C |
| K | | | | | | |
| c | | | | | | |

The screenshot shows the 'My Account' page with the 'Default Supplier' section highlighted. The left sidebar contains a menu with 'My Supplier' selected. The main content area displays detailed supplier information for Aidacare Healthcare Equipment:

Default Supplier

Detailed Supplier Information

Company Name: Aidacare - Melbourne
Contact Name: Michelle De'Almeida

aidacare HEALTHCARE EQUIPMENT
 Partner Description
 Our Showroom at 82 Albion St Brunswick provides a fantastic

The screenshot shows the 'My Account' page with the 'Default Installer' section highlighted. The left sidebar contains a menu with 'My Installer' selected. The main content area displays detailed installer information for Aidacare Healthcare Equipment:

Default Installer

Detailed Installer Information

Company Name: Aidacare - Melbourne
Contact Name: Michelle De'Almeida

aidacare HEALTHCARE EQUIPMENT
 Partner Description
 Our Showroom at 82 Albion St Brunswick provides a fantastic

Contact Us & Online Support

Contact us details can be found under the mega menu ‘Contact & Help’. You can also find this user guide in the same section on the portal.

Online help is also available by clicking on the Online Help icon on the left panel of each page.

The screenshot shows the 'Online Help' section with a blue header. Below the header is a circular image of a smiling woman with a headset, next to the text 'Contact Us QUESTIONS? Or call 1300 243 248'.