User Guide My Occ Health Record

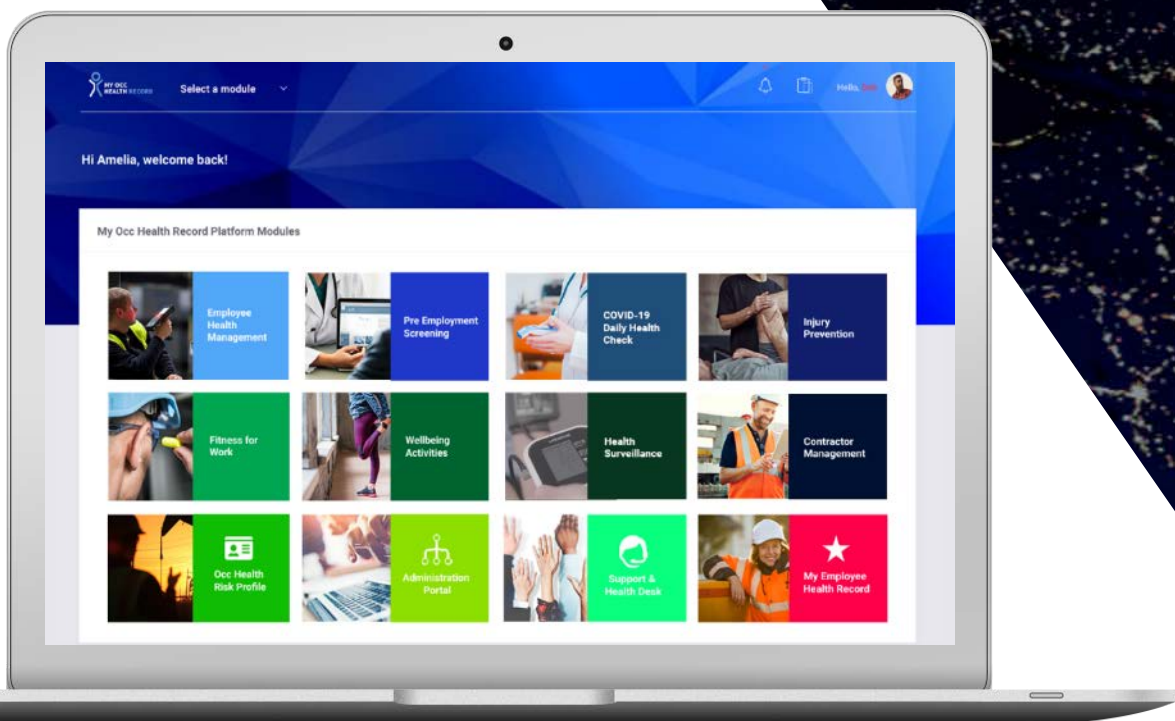**Jan 2021**

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1. Logging In & General Navigation

Logging in and Passwords

As part of your account set up, you will receive a welcome email with your username and a temporary password to access the MOHR system.

If you are already set up with access to the Bodycare dashboard, you will be automatically redirected to MOHR when you next log in.

Step 1: Navigate to the MOHR website by clicking your username within the email or by going directly to https://bodycarews.mohr.health

Step 2: When logging in, there are two login options, please select the **"Employer? Click here to login"** option to access the management portal. Note: the blue "Login" button is for employees to access their accounts.

Step 3: Enter your email and temporary password. Once logged in, you will be prompted to enter a permanent password. This password is unique to you.
Note: Bodycare will never ask for your password.
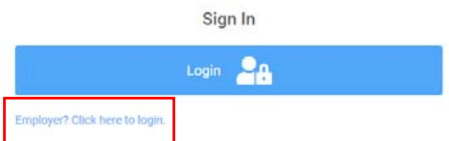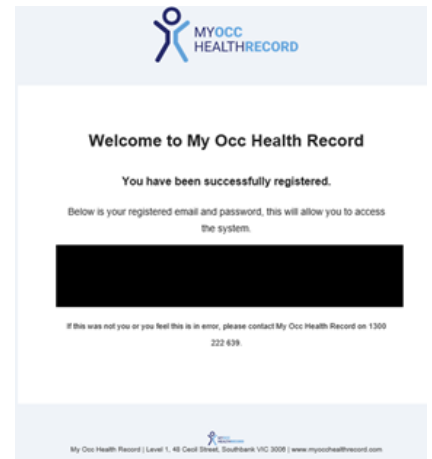
Tip: If you forget your password, click "Forgot password?", enter your email address. Your password will be reset and a new temporary password will be emailed to you.

Navigation

Navigating the system is easy…
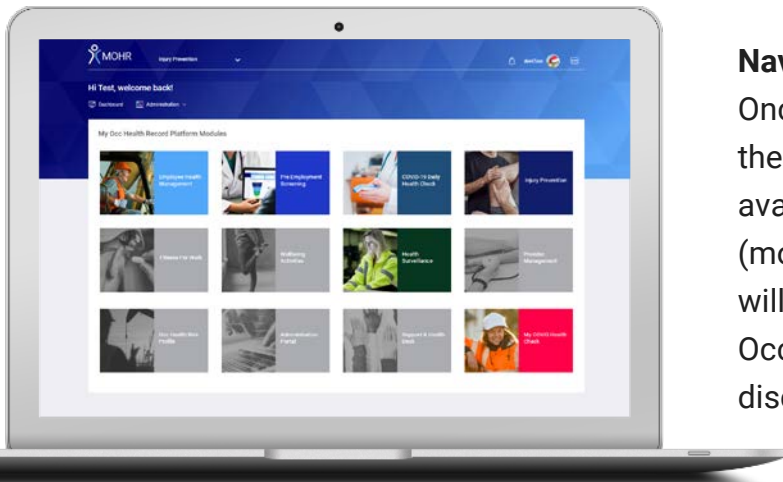Once you are logged in you will arrive at the home page, which displays all available modules you have access to (modules your company are not utilizing will appear grayed out, please contact My Occ Health Record if you would like to discuss any additional modules).

Alternatively, you can navigate to any of the modules by clicking on them from the launch screen, or at any time by selecting them from the drop-down box at the top left.
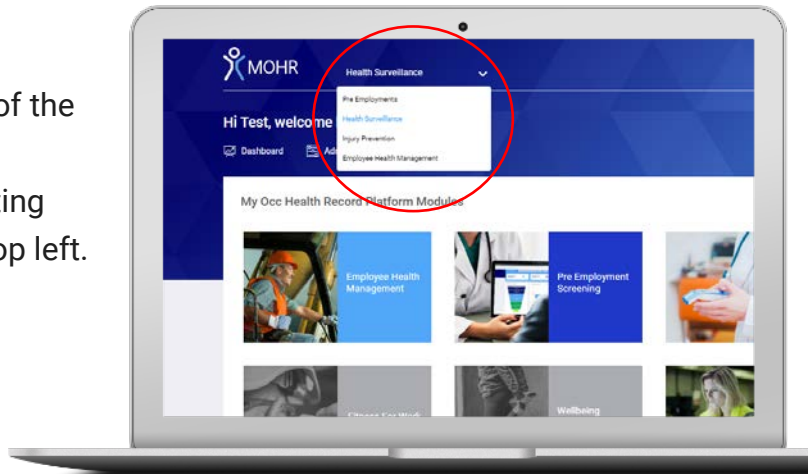
From any page you can also return to the launch by click on the MOHR icon in the top left.
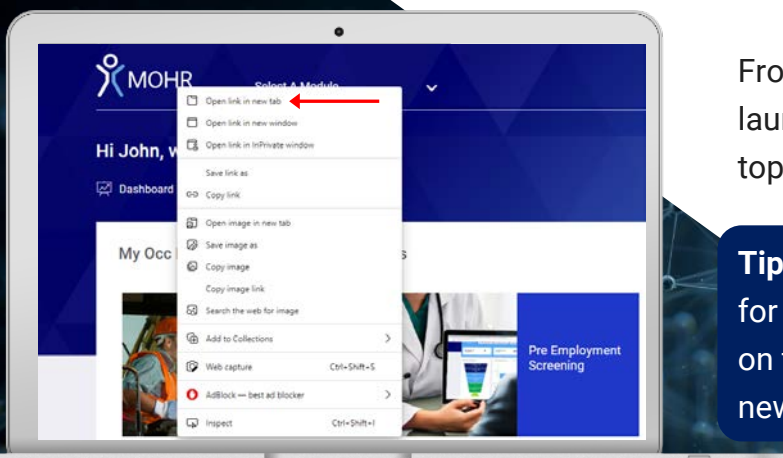
Tip: If you would like to open multiple tabs for different modules, you can right click on the MOHR icon and choose to open in new tab, then choose another module.

Site & Time Period Selection

Functions on most pages and modules will show information depending on the specified site and time period selected, so it's important to understand how these functions work.

Tip: Updating the site or time period selection will automatically update any information in the pages onscreen (excepting the bookings diary, which has its own separate calendar).

Specifying Sites

The company and site selection box is in the top left of most pages underneath the MOHR button.

Step 1: Use these drop-down menus to specify which sites you would like to see information for.

Step 2: You can choose a single site or multiple sites by ticking each box or choose all sites by clicking the box at the top of the list. By default, all sites you have access to will be selected.

Step 3: If you have access to more than one company, you can also select the desired company here.
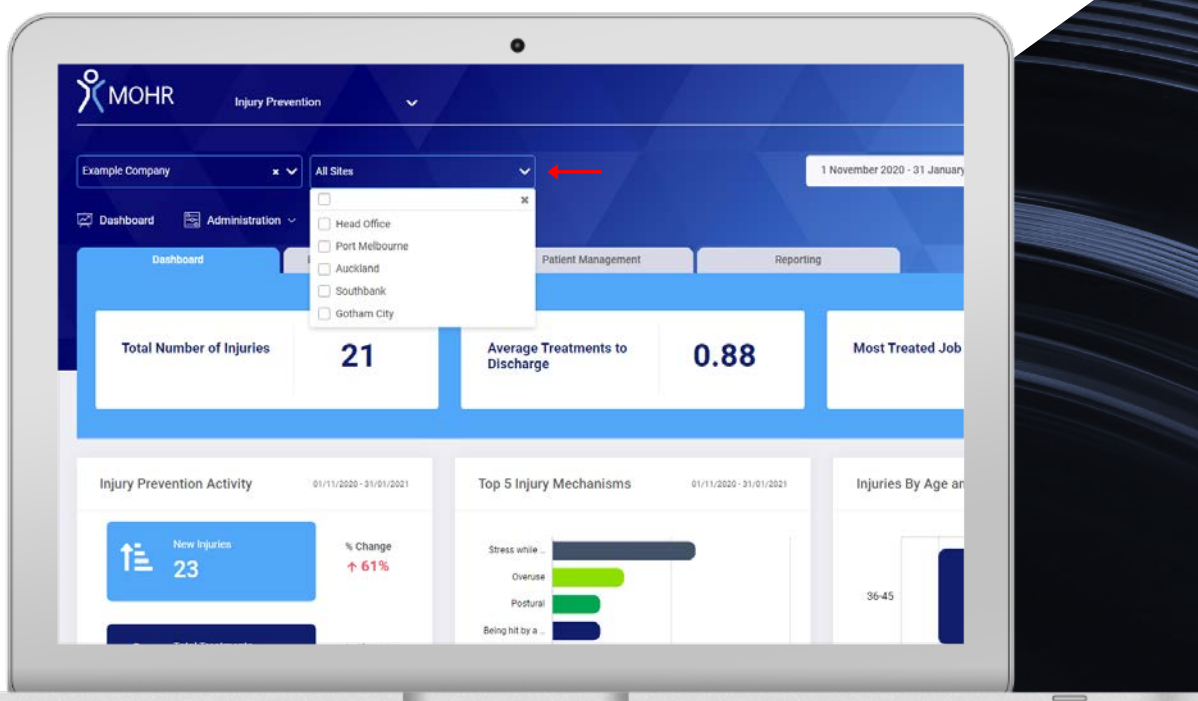
Site & Time Period Selection
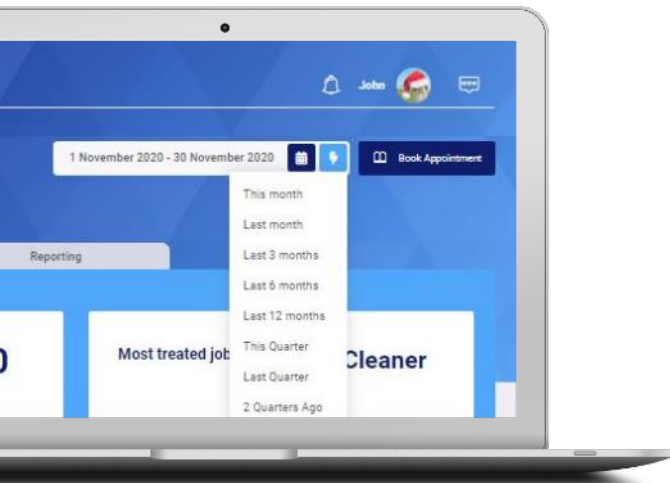
Specifying Time Period
The time period selection is in the top right of most pages under the profile options.

Option1: There are several options for quick date range selection using the "quick date selection button". ⚡

Option 2: Alternatively you can choose a specific range by opening the "manual date selection" calendar and picking a start and end date (inclusive). 📅

The site and time period selection will determine the information displayed in the various page headings and dashboards as well as information included in reports, patient data, and assessment lists.
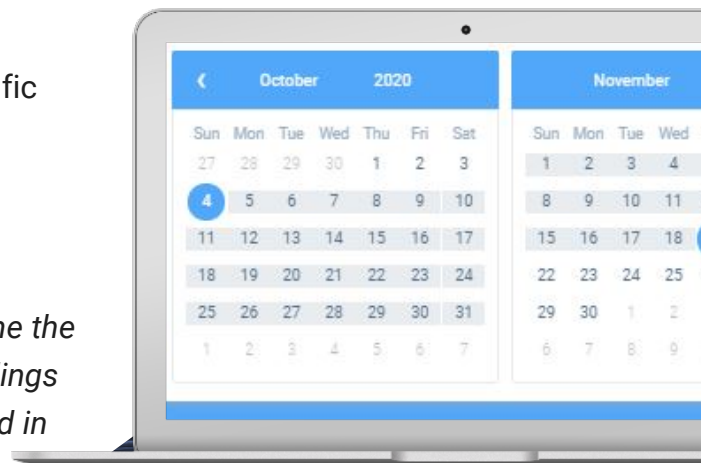
2. Injury Prevention

Injury Prevention Module

The injury prevention module has 4 primary tabs:

• Dashboard – Overview of injury prevention for the sites and date period selected.

• Booking and appointment tracking – Access to the onsite physiotherapy booking diary and a summary of upcoming offsite appointments.

• Patient management – Details about all patients in the time period selected.

• Reporting – Detailed reports regarding injury prevention activities onsite.
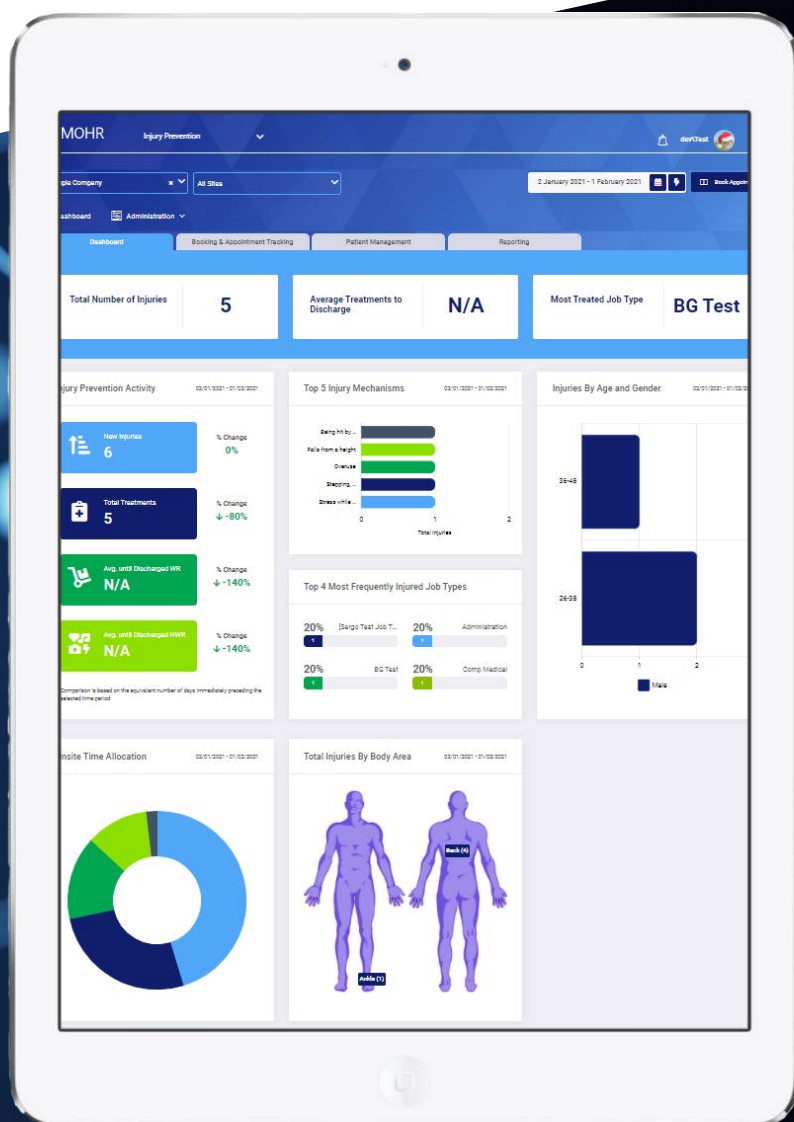
Injury Prevention Dashboard

Dashboard Overview

Total number of injuries treated in the time period selected.

Average number of sessions each patient had before discharge.

Most commonly treated job type in the time period selected.

% change shows comparison to the previous equivalent time period.

Number of new injuries treated onsite/offsite in the time period selected.

Top 5 injury mechanisms for total injuries treated in the time period selected.

Total treatment sessions in the time period selected.

Breakdown of total injuries treated in the selected time period by age and gender.

Average number of sessions until discharge for work-related injuries.

Average number of sessions until discharge for non work-related injuries.

Top 4 most common job types treated for injuries in the time period selected.

Breakdown of body areas within the total treatments in the time period selected.

Summary of time utilisation of onsite physio, including treating patients and proactive activities.

Tips:

- Changing the site and/or date range selection will instantly update the information in the dashboard.
- The % change information compares the data to the previous equivalent time period. Some examples:
    - If you have selected October 1st to 31st 2020, the data will be compared to August 31st – September 30th 2020 (31 days previous).
    - If you select "last quarter", it will compare the data to two quarters ago.

Booking & Appointment Tracking

Onsite Diary

Step 1: The Calendar on the left shows the current month, with existing schedules shown with their start and finish times.

Step 2: Running the mouse over a schedule will show a tooltip with the therapist's name.

Step 3: You can move to previous or future months using the arrow selectors `‹ ›` in the top right of the calendar.

Step 4: If you have access to more than one work site, ensure you select the correct site in the drop-down list above the calendar.

Step 5: Selecting any day in the month view will update the week view on the right. You can choose whether this includes 5 days (Monday – Friday) or 7 days (Sunday – Saturday) using the "view" option above the calendar. *Note that you may need to scroll up or down to see all available schedules.*

Step 6: Selecting a day in the month view will also update the headings at the top of the page.

Step 7: The diary is automatically updated at the refresh frequency set in the top right (1 minute by default). This is important to ensure all users are viewing the same information.
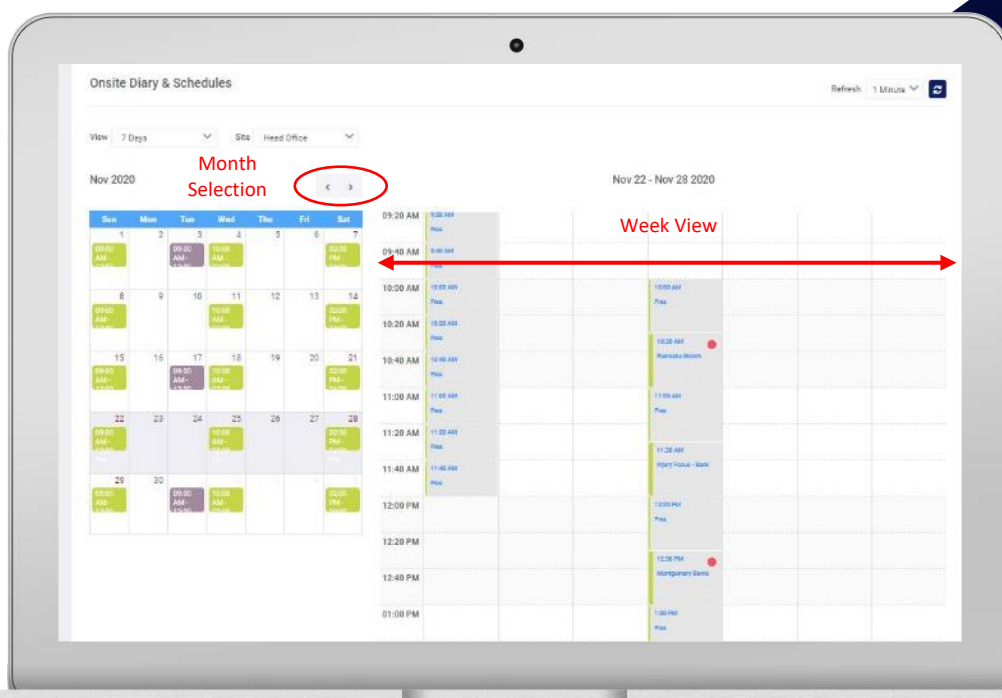
Booking & Appointment Tracking

Total slots booked with either patients or proactive activities in the week selected.

You can click this button or a free slot in the calendar to schedule an appointment.

Next available appointment in the week selected.

Total number of proactive sessions booed in the week selected.

Each block represents an appointment slot which can be booked with either a treatment session of proactive activity.

This list shows all upcoming offsite treatment appointments made using the VIP system.

Booking & Appointment Tracking

Making an Appointment

You can make appointments for onsite services, proactive activities (and offsite VIP treatment if available) using *either* of the following:

Step 1: Clicking 📖 Book Appointment "Book Appointment" in the top right from any page in the Injury prevention module.

Step 2: From this option you can also request an offsite appointment at one of Bodycare's affiliated VIP clinics (additional charges apply per session) or an onsite appointment.

Step 3: Clicking on a free block in the weekly view of the calendar.
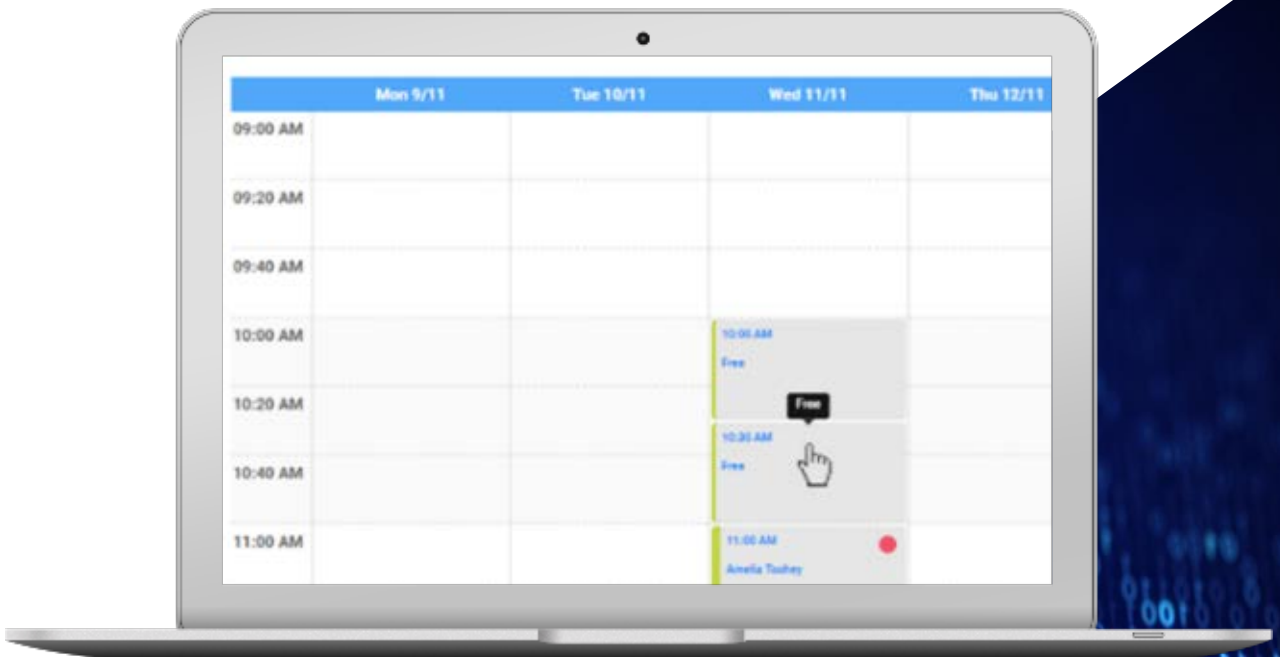
Booking & Appointment Tracking

After selecting a timeslot in the diary or clicking "onsite appointment" from the "book appointment" button you can then choose whether to book a session for a specific employee (treatment session or proactive activity), or for a general proactive activity (not linked to an employee).

To book an appointment for an employee:

Step 1: Select "employee".

Step 2: Once you start typing an employee's first or last name, you will be shown a list of possible workers in the system.

Step 3: If a worker does not yet exist in the system, you can create a new entry by clicking "add a new employee". *Ensure you search for a worker before adding a new employee to avoid duplicates.*

Step 4: Once you have selected the worker, you can choose one of the following options (if you are booking using the [Book Appointment] button you will be prompted to select a timeslot from those available first):

- Treatment – for a physiotherapy assessment or treatment session. Please complete all sections shown below.
- Proactive activity – choose an activity from the drop-down list. For more detail about available pro-active activities, see appendix 1. You can also leave an optional message for the treating therapist here, examples may be:
    - *"Ergonomic assessment with Maggie in sales, 4th cubicle."*
    - *"Please check handling during parts changeover on machine 5."*
    - *"Meeting with injury management to discuss patient X."*

Tip: In order for a proactive activity to appear in an employee's injury prevention record, it will need to be linked to a patient when booked. Proactive activities which are not linked to any patients will still appear in the proactive activity report.
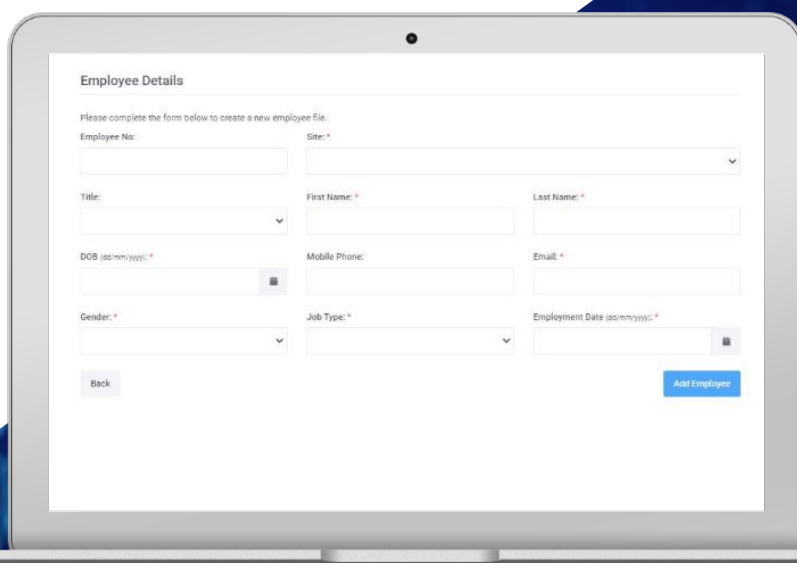
Booking & Appointment Tracking

Adding an Employee

To avoid creating duplicate patients, always search for the employee prior to creating a new employee. Even if it is their first injury prevention session a file may exist from other services such as pre-employments, health surveillance, or well-being activities.

Step 1: You can create a new employee entry either by creating a new booking for an employee then clicking "add a new employee", or by using the Employee Health Management Module (see training section).

Step 2: When creating a new employee there are several sections you will need to complete; sections marked with a * are mandatory.

- Employee Number – Optional, may be useful for tracking and identification.
- Site – Choose primary site from the drop-down menu. If there are sites missing from this list, please contact your Bodycare account manager.
- Email – This email address will receive booking confirmations for each appointment.
- Mobile phone – This will assist if the therapist needs to contact the patient urgently. SMS notifications for appointments may be available for additional cost – please speak to your account manager if you would like to discuss this further.
- Job type – Choose primary job type from the drop-down list. If there are job types missing, please contact your Bodycare account manager.
- Employment date – This is the date the employee commenced work with the company.

Booking & Appointment Tracking

Select whether the worker is currently on full duties, modified duties, or has an open claim. This will determine their treatment priority.

Select whether the appointment is an initial session or follow up. Initial sessions will be given priority.

Toggle whether the appointment will be visible in the booking diary.

Optional notes to treating therapist. Possible examples:
- "Open claim, returning to site following shoulder surgery."
- "Please call (specific supervisor) following assessment."

Any email entered into this field will receive a copy of the treatment report (and future reports for this episode). Please ensure these contacts have clearance to view treatment reports.
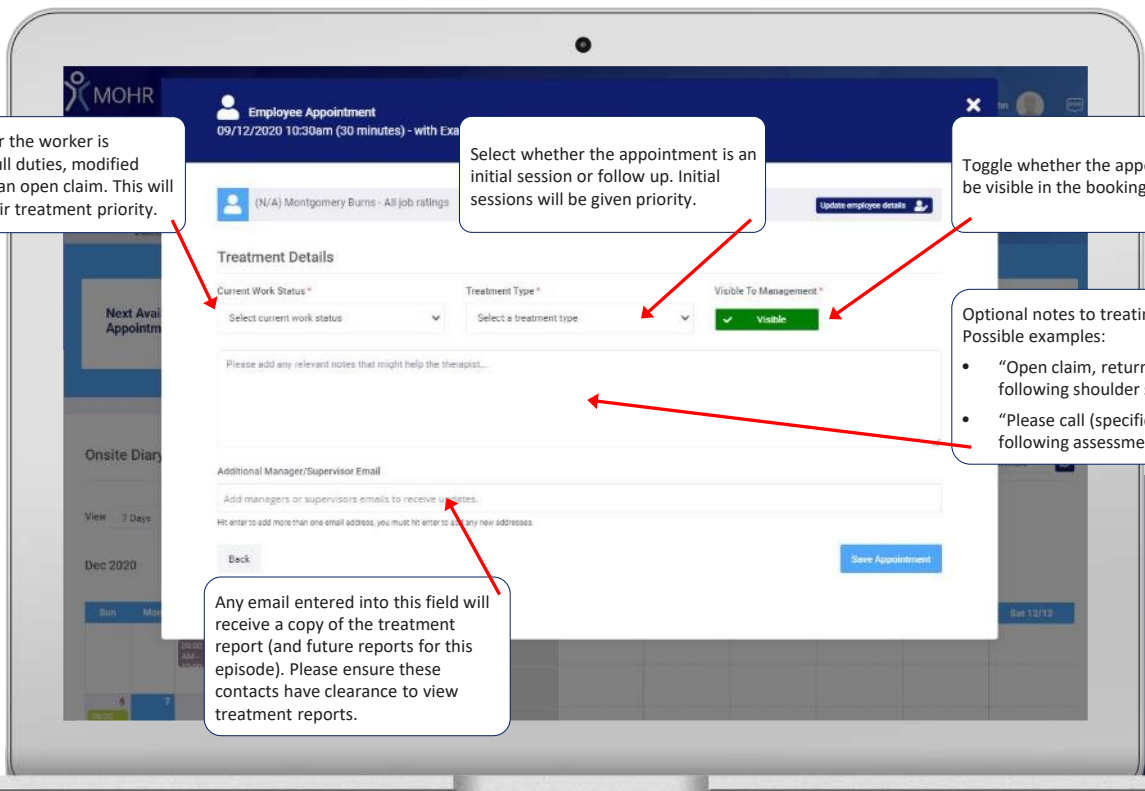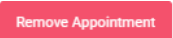
Booking & Appointment Tracking

Changing Appointments

Step 1: To update or cancel appointments click on the timeslot in the weekly calendar, make any required changes, then click update. You can also click [Remove Appointment] to cancel the appointment.

Step 2: You can cut, copy and paste appointments directly in the diary by right clicking.

Note: this does not function on appointments which have already been completed.
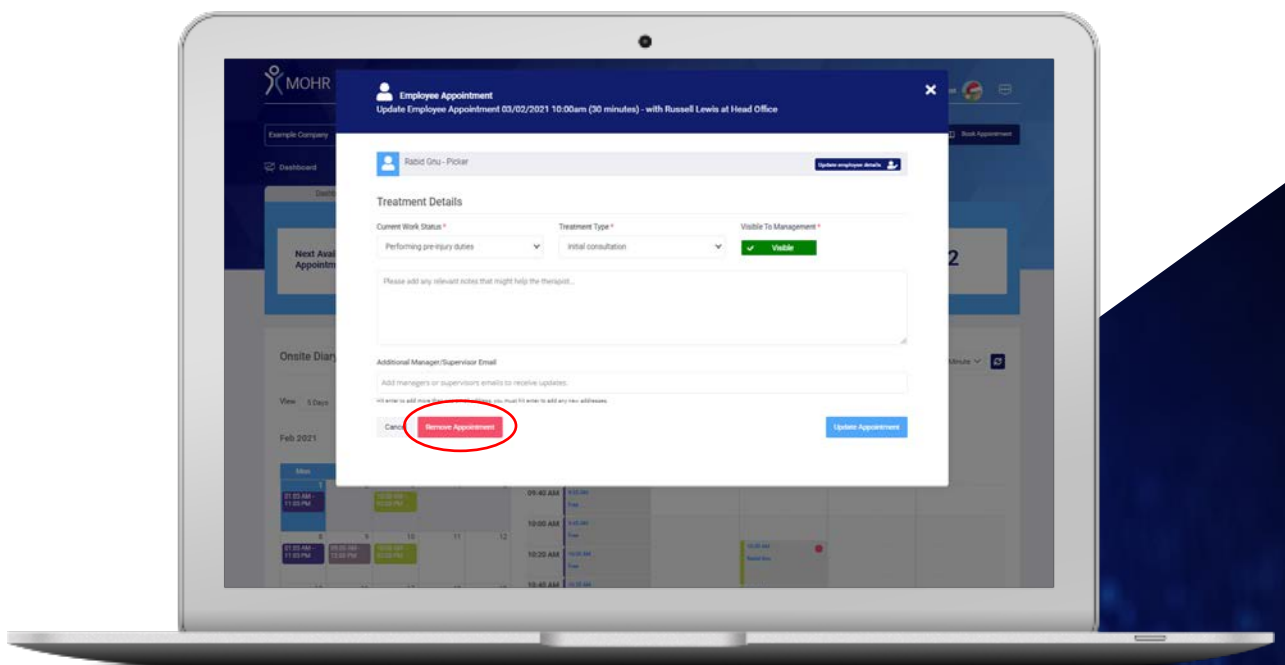
Booking & Appointment Tracking

Appointment Priority

There is a traffic light system for managing appointment priority in case availability is limited and appointments need to be moved or cancelled. When looking at the diary, you will see the following lights next to each booking:

- **Green** – This is a follow up appointment for a patient who is currently on full duties. If required, it could be moved if there is a more urgent need.
- **Orange** – This is a follow up appointment for a patient who is currently on modified duties or Workcover. It should not be moved unless absolutely necessary.
- **Red** – This is an appointment for a new injury. This is the highest priority and should not be moved, to ensure the injury is assessed quickly and recommendations are provided.

Offsite Appointments

Here you can see a list of all offsite VIP treatment appointments which have been scheduled or requested.

Step 1: Click [View] to show a log of communications and events relating to each offsite appointment. This may include notes from the Bodycare bookings team and confirmation emails or text messages sent to the employee.

Step 2: Each appointment made appears as a separate line, therefore the same patient may appear more than once if they have multiple future appointments scheduled.
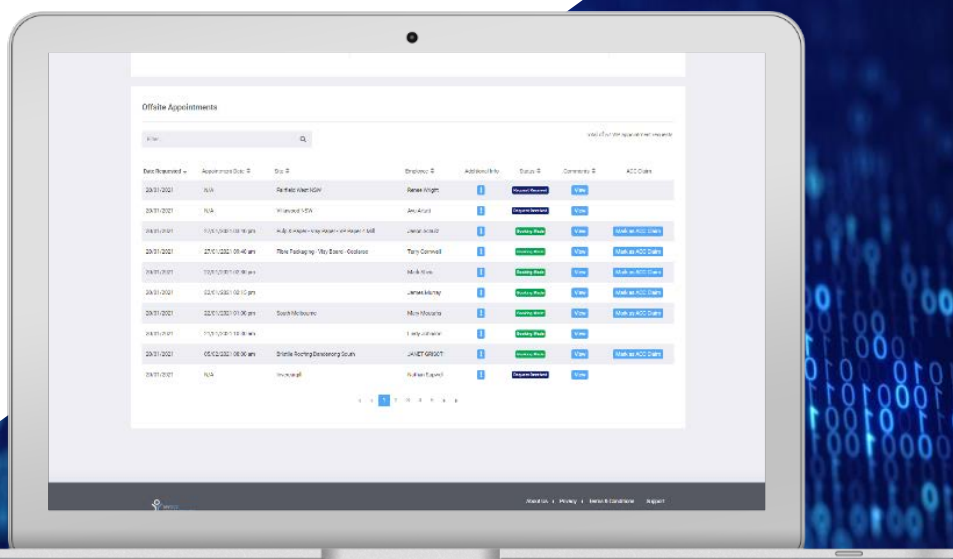
Patient Management

The patient management heading tab shows information about the current patients and recent injury activity.

- Number of active patients (open episodes) – This is the number of patients who have been treated in the last 6 weeks and have not yet been discharged.
    - **Note:** Patients who have not been seen for more than 6 weeks are automatically discharged. This timeframe can be altered on request.
- Number of new patients in this time period – This is the number of new episodes started during the time period selected.
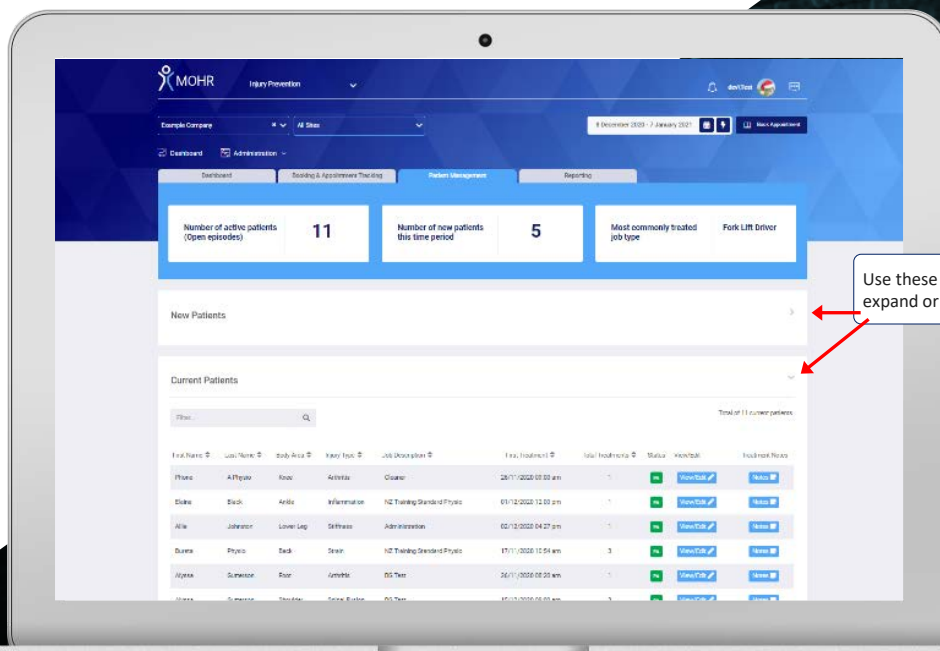   - **Note:** some episodes may be re-aggravations of previous episodes.
- Most commonly treated job type in the selected time period and at the selected sites.

Patient lists (expand or collapse lists using the ⟩ / ⌄ button at the right of the screen):

- Search Patients allows you to find an employee simply by typing their name into the bar.
- New patients includes all patients who had their first treatment in the time period selected (including re-aggravations).
- Current patients includes all patients who have been seen in the last 6 weeks and have not yet been discharged.
- Discharged patients includes all patients who were discharged during the time period selected.

Tip: *Patients may appear more than once in each list, if they have multiple episodes.*
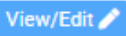

Use these buttons to expand or collapse the lists.

Patient Management

You can sort lists alphabetically and chronologically using the arrow selectors next to the headings.

First Name ⬍   Last Name ⬍   Body Area ⬇   Injury Type ⬍

Step 1: Clicking on `View/Edit ✎` "View/Edit" for a patient file will open a new tab with that patient's employee file.

Step 2: Clicking on `Notes ▣` "Notes" will open the treatment notes report for that patient/episode.

Step 3: You can save or print the report from this section.
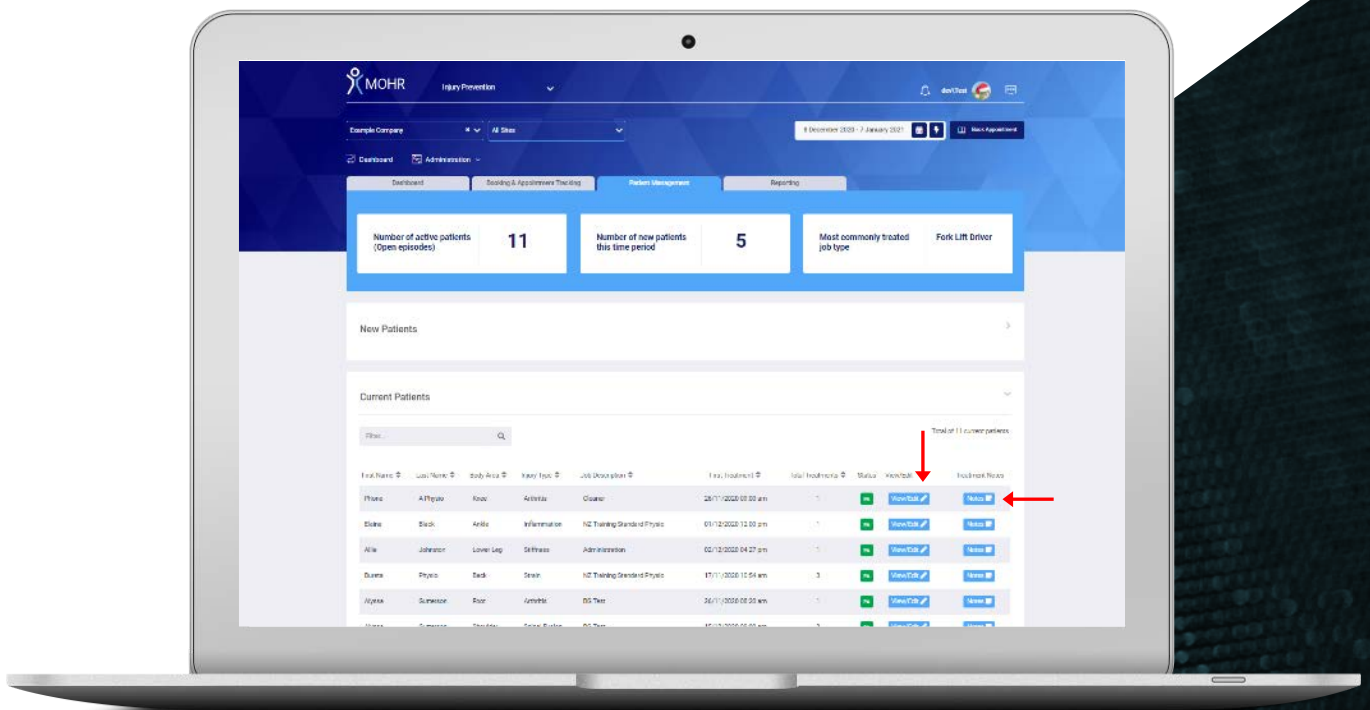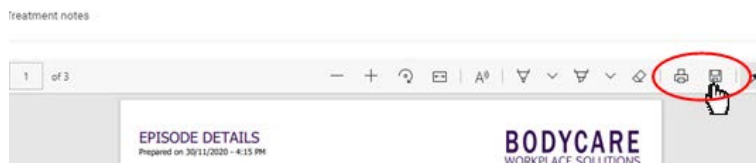
Patient Management

Note that "first treatment" date and "total treatments" numbers are for each episode. Some patients may have more than episode for the same body area or injury and therefore more total treatments in total.

The status bar shows indications of the patient type and whether they have been discharged.

Patient Types:

- **PA** Proactive – These are all non work related injuries and minor work related injuries that would not have been expected to progress to a claim (generally 4 or fewer treatments).

- **PC** Prevented Claim – These are more serious injuries. If the therapist were not onsite, this episode would have resulted in offsite intervention or claim – must be a work related or work relevant – possibly work related patient (usually more than 4 treatments).

- **WC** Workcover – Active Workcover claims.

- **DC** Discharged – Patient has been discharged from treatment. Note that patients not seen for over 6 weeks are automatically discharged.

- **WRI** Work related incident – Injury is work related resulting from a specific incident occurring onsite.

- **PWR** Possibly work related – No distinct incident identified but there is a potential link between the injury and the employee's work.

- **UWR** Work relevant, unlikely work related – The injury did not occur at work, however it has the potential to affect the employee's work onsite.

- **NWR** Non-work-related – Injury did not occur at work and is not currently affecting work.

- **RA** Re-aggravated – This injury has been treated previously and subsequently re-aggravated. Re-aggravations are classed as a separate episode and total treatments only include those for the current aggravation.

Patient Management

In the patient management section, you can also search for an employee by typing their name into the "Search Patients" bar.

Once you find the employee you can click on "View/Edit" and a separate tab will open with their details. Here you can see their contact details, date of birth, sites, and role of the employee.

Updating Employee Details

Step 1: To update employee details, click 🖊 next to their picture.

Step 2: To archive the employee, click 🗔 next to their picture.

Each tab will show information for the relevant module. (You may not have access to all the modules).
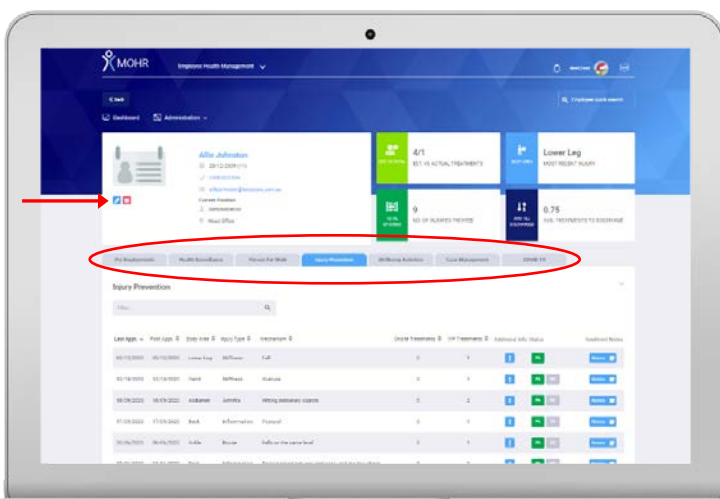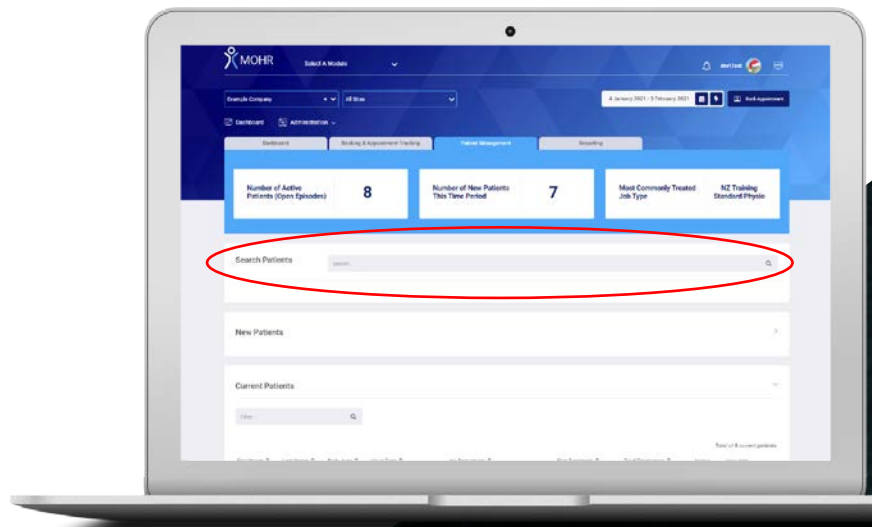
Patient Management

Injury Prevention Reminders

This section allows you to set reminders for upcoming events or renewals, such as when a new Workcover certificate may be required, a review of suitable duty status, or a recurring manual handling or ergonomic assessment.

Step 1: To create a reminder, click "Add Activity Reminders", set the date, and choose the category.

Step 2: If you would like to enter additional information, select "other" and complete the text field.

Tip: Injury prevention reminders for all patients are viewable as a list in the reporting tab in the Injury Prevention module.
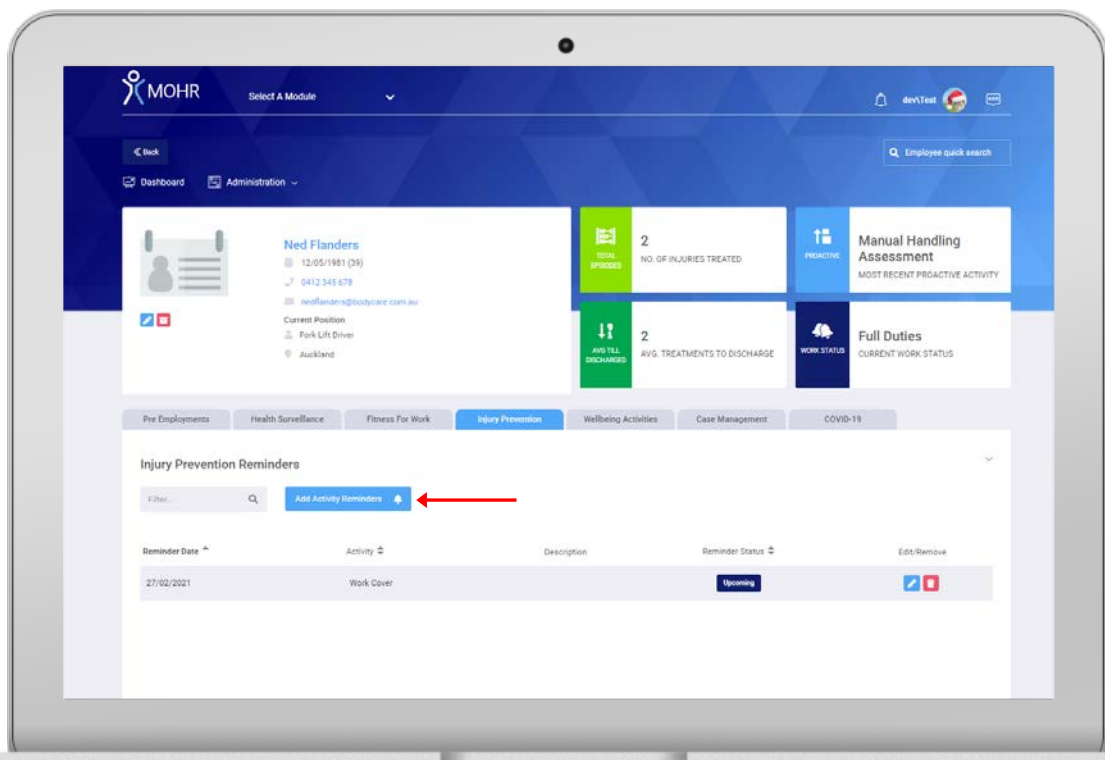
Patient Management

Injury Prevention Widget

The section will display a list of the episodes that the employee has seen the onsite (or offsite) physiotherapist for.

Step 1: You can search the list by typing a term in the 'filter' box, for example searching by "back" or "knee".

Step 2: Total onsite treatment numbers are shown as well as offsite VIP treatments. Note that the numbers shown are for that episode only, and may not include other re-aggravation episodes for the same body area or injury.

Step 3: Mousing over the [!] button will display additional information such as injury date, whether the injury is work related, the estimated number of sessions required (made during the first session) and claim number if applicable.

Step 4: You can access the treatment report by clicking on Notes 🗒 .

Step 5: The status bar shows indications of the patient type and whether they have been discharged.
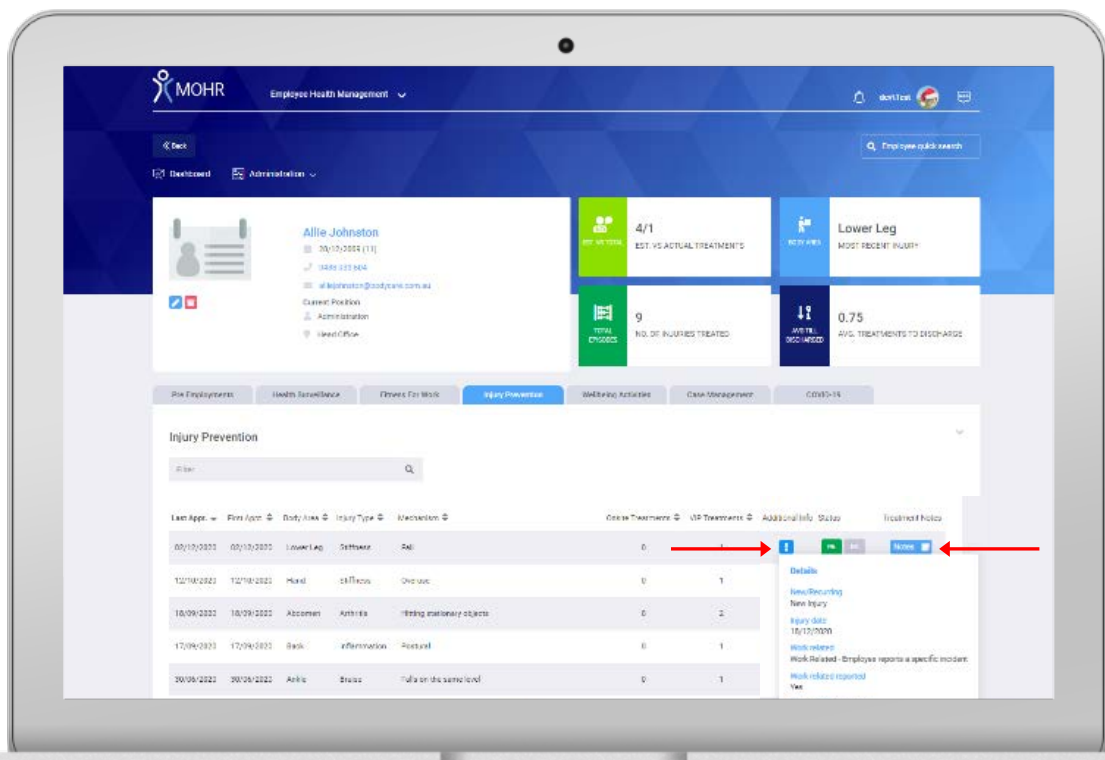
Patient Management

Injury Prevention Documents Widget

This box allows you to upload and retrieve documents relating to injury prevention, such as Workcover certificates, clearance letters or injury scans. Documents relating to other areas such as health surveillance should be uploaded to the relevant tab in the employee file.

Step 1: Click [Upload Record ☁] to upload a new document. You will be prompted to select an activity type, activity date, and enter a brief description.

Step 2: In the notes/documents section you can add a timestamped note to the document, for example: "Letter sent to case manager 18th December".

Step 3: Mousing over the [❗] button will display the record description.

Step 4: Click [Results 📄] to view the relevant record.

Tip: B*y default, documents uploaded to this section will be visible to all users who are set up to view injury prevention data. If you wish to limit who has access to upload and/or retrieve documents for privacy reasons, please let your CRM know.*

Proactive Tasks Widget

This list shows all proactive tasks which have been linked to the employee. This might include manual handling or ergonomic assessments, functional assessments, injury focus sessions, or exercise and training sessions.

Step 1: You can search the list by keyword using the 'filter' box at the top of the widget.

Step 2: Mousing over the [❗] will display the physiotherapist notes entered for that session.
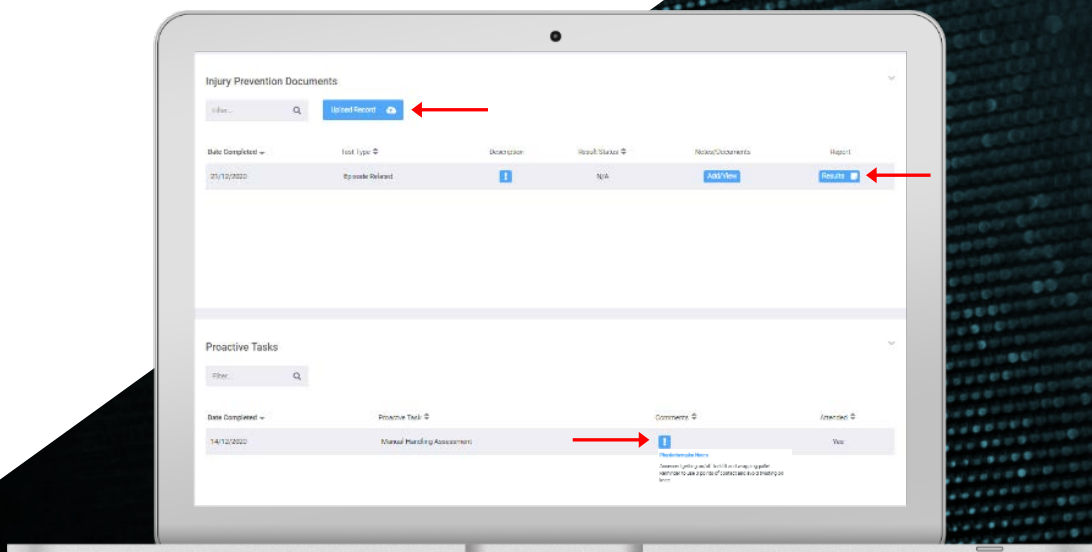
Patient Management

Employee Injury Prevention Screen Overview

Click each tab to view information for that module.

List of injury prevention reminders.

List of onsite injury prevention sessions.

Document upload and storage section.

Record of all proactive tasks linked to this employee.
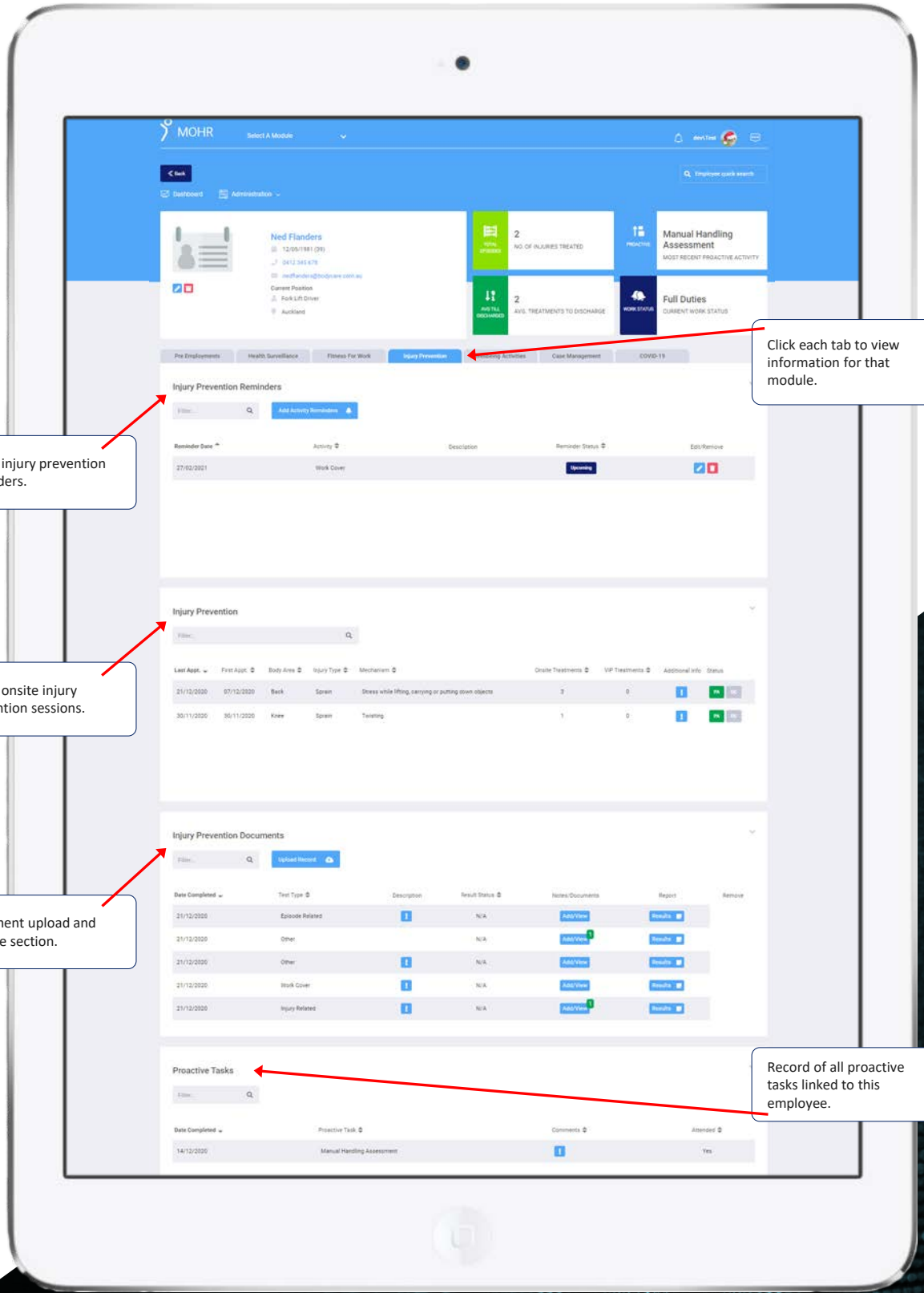
Reporting

The Reporting tab in the Injury Prevention module gives you real time access to data analysis based on the onsite injury prevention activities and treatments.

Step 1: The three headings at the top of the page will give you an overview of the following trends based on the date/site selection:

- Most commonly injured body area
- Most common injury type
- Most common injury mechanism

Step 2: All reports are based on the time period and site(s) selected in the report filter. Altering these selections will automatically update the report onscreen.

Step 3: Clicking on sections of each graph will expand further to break down the selection information. Most graphs have two or three levels which can be expanded, right down to the employee details.

> **NOTE:** Some users may be set up to only view anonymized data. In this case the employee breakdown will not be available.

Step 4: Once the employee list is displayed, you can click on the heading of each column to quickly sort by that group.

> Clicking on **View/Edit** ✏ will open that employee's file in a new window.

> Clicking on **Notes** ▪ will open the treatment report for that episode.

Change date range here:

Choose site(s) here:

Click on graph section to expand further break down of data.
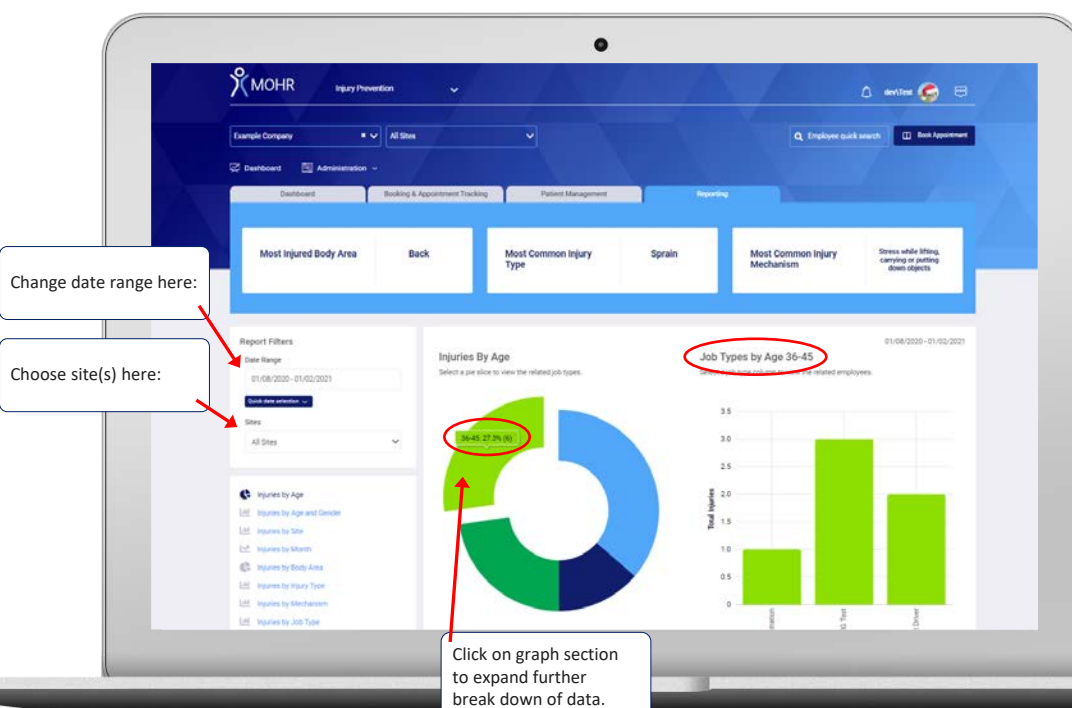
4. Other

Profile Menu

By clicking on your name or photo in the top right, you can adjust the following settings:

- Change password.

- Login attempts – This shows a record of all recent attempts to login to your account, including IP addresses. This may allow you to see if your account has been accessed by someone else.

- Change your profile picture – This allows you to upload to profile picture will be linked to your account and employee profile. This will be visible to other users who have administration access.

- Logout.
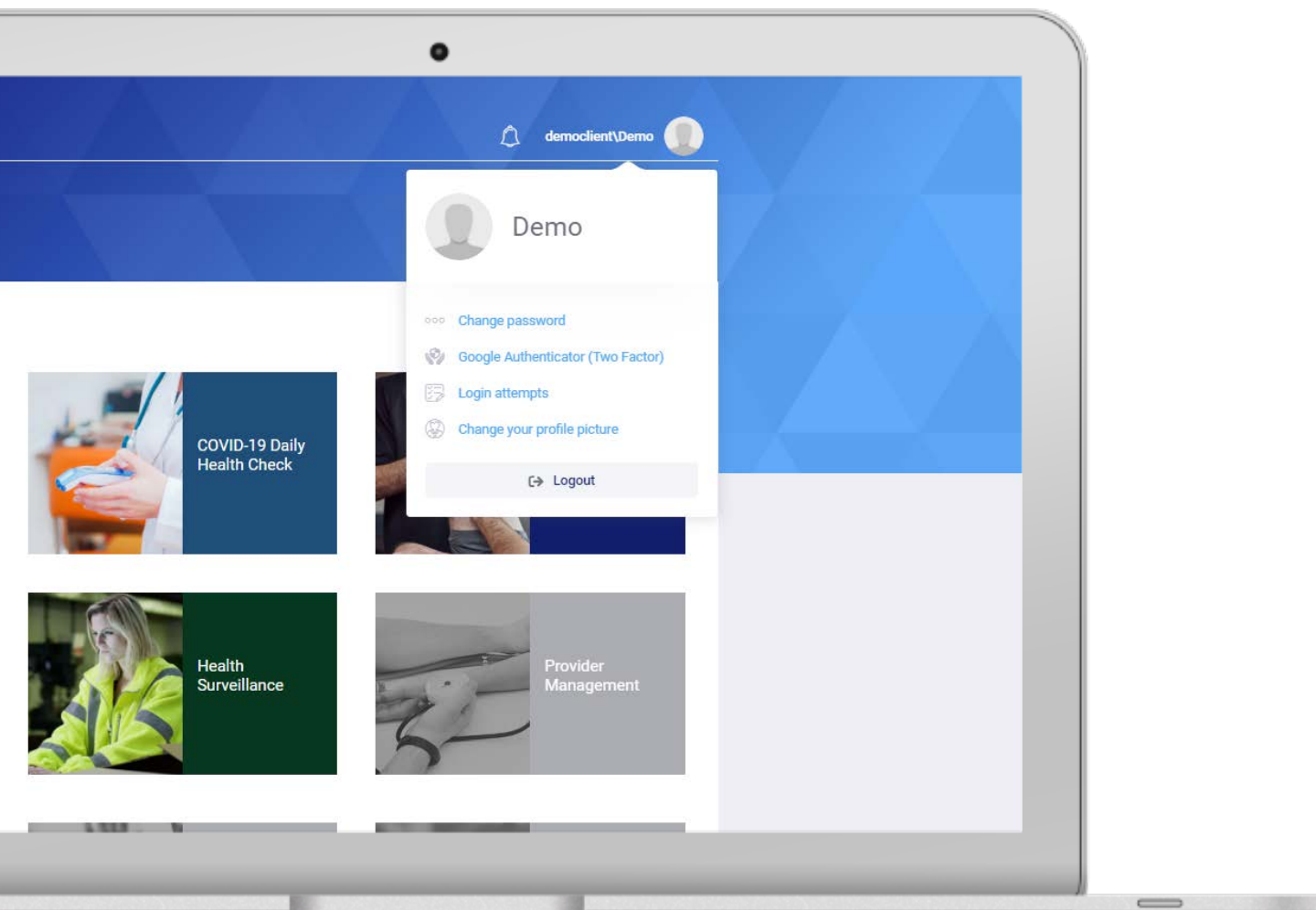
Notifications

Incoming notifications will be flagged in the bell icon in the top right.
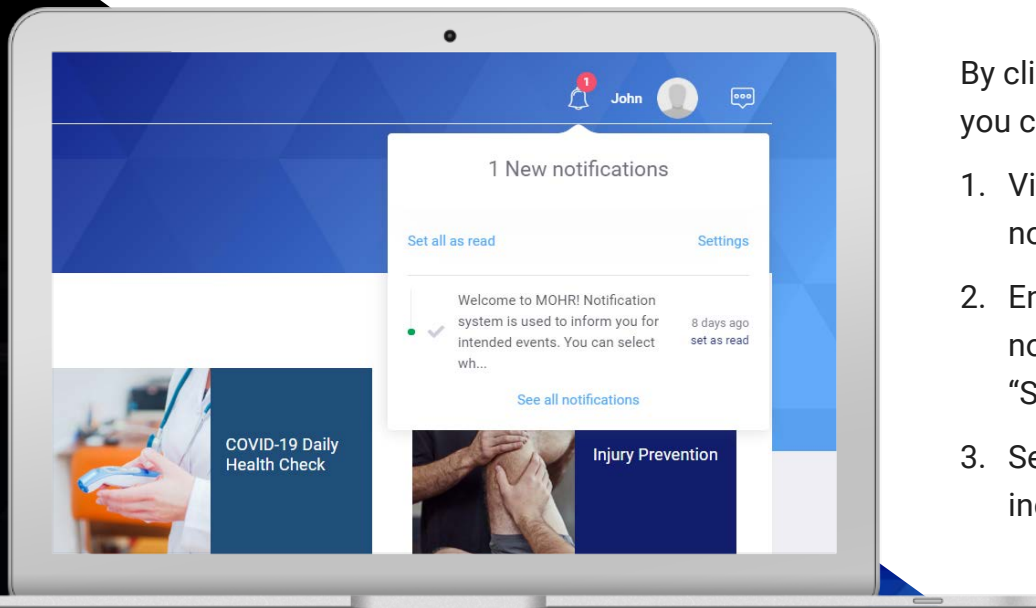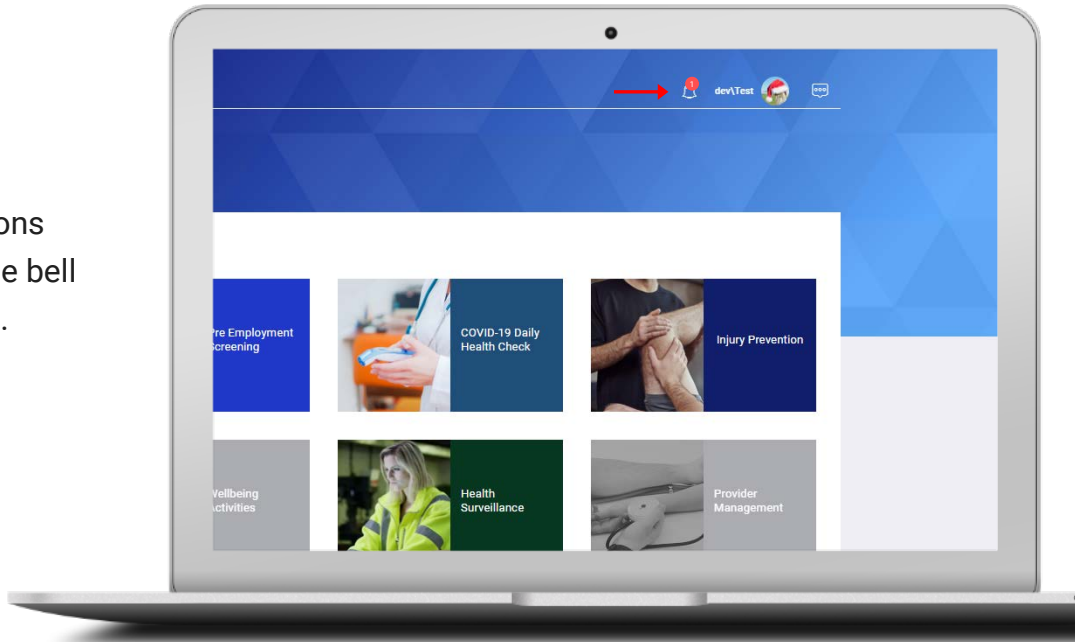
By clicking on the bell, you can:

1. View a preview of notifications

2. Enable/Disable notifications using "Settings"

3. See all notifications including full history

Messages and Contacts

This section allows you to connect with other users in your organization.
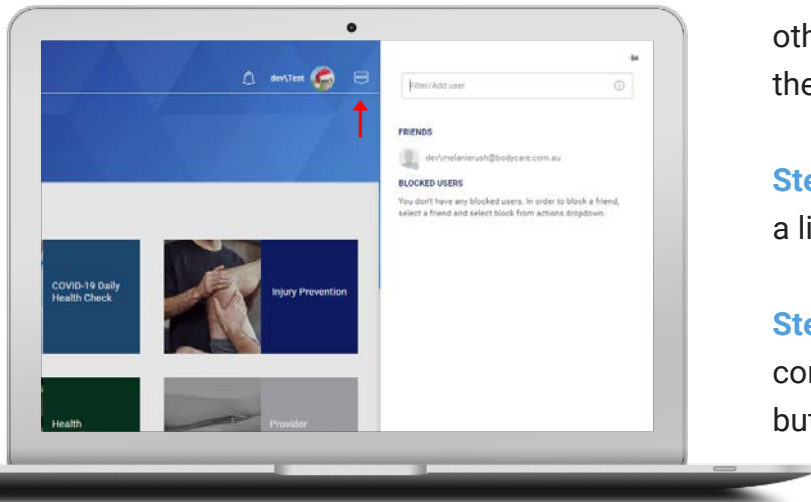
Step 1: To add a contact, search for other users by typing their name into the filter/add user box.

Step 2: Selecting "add friend" will open a list with all relevant names.

Step 3: Once you have found your contact you can use the ⊘ "select" button to add them to you friends list.

Step 4: To send a message, click on a name in your friend list, type your message at the bottom of the screen then hit enter.

Step 5: The message will appear in their dashboard, and they will also be sent an email notification.
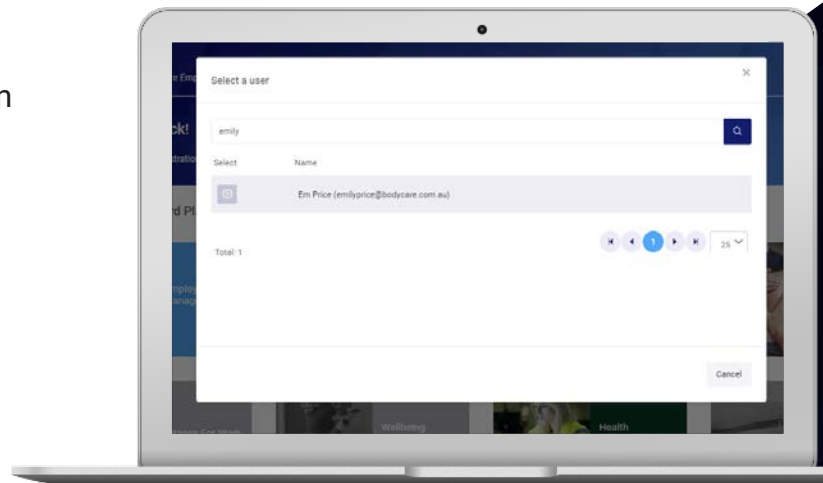
Messages and Contacts
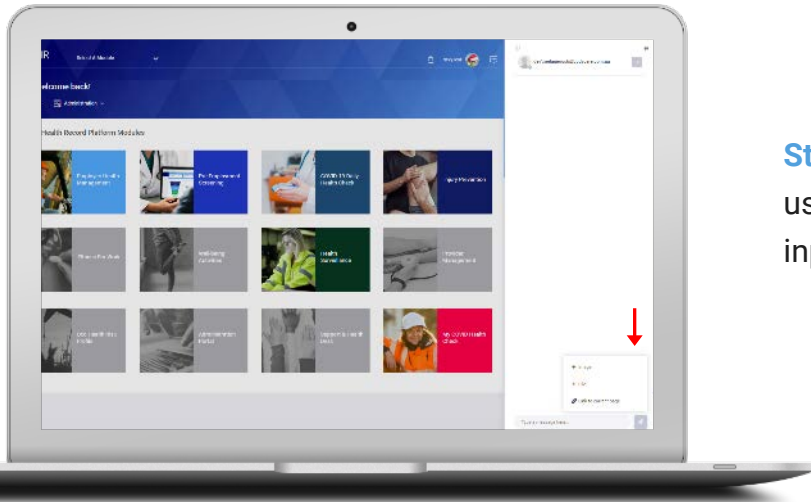
Step 6: To send a file, picture or link, use the attach button next to the text input.

Step 7: If you wish to block a contact, first select them from your friends list, then use the drop-down box to the right of name and select "block".

4. Appendix

Appendix 1: Proactive Activities

The following is a list of activities which can be selected when scheduling a proactive session onsite. Each activity can either be linked to an individual employee and their file or left as a standalone proactive task.

Tip: Items on this page are general proactive tasks which can be used in most situations.

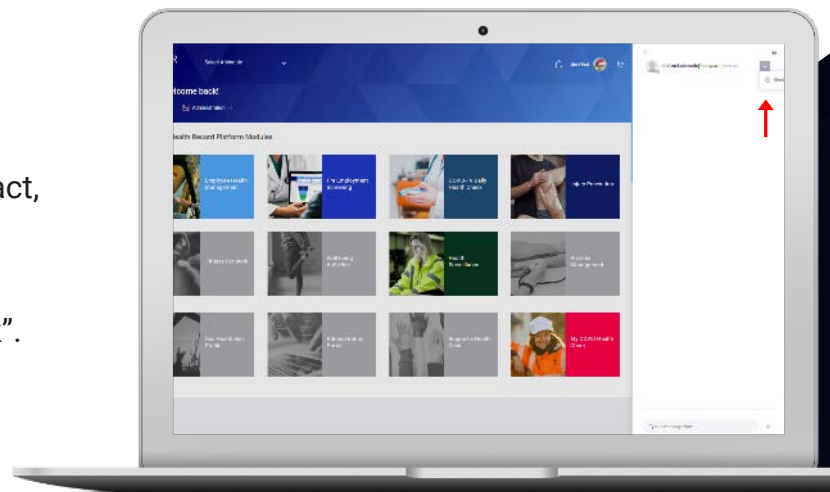| Proactive Activity	Description
Ergonomic Assessment	Most commonly this term is used to describe an ergonomics assessment of someone's seated work space, typically a desk workstation. It can also be used for specific ergonomics assessments of other equipment e.g. forklift or other vehicle. The aim is to show the user how to set up/adapt their equipment to best suit the user. Where adaption is not possible then recommendations can be made for changes/additional equipment.
Manual Handling Assessment	Manual Handling Assessment and/or interactions in the workplace; usually one-on-one. Usually as an adjunct to more formal manual handling training classes. E.g ensuring manual handling equipment being used appropriately for a particular task or positive reinforcement of good manual handling technique.
Exercise/ Training	Exercises given outside of standard treatment sessions for pre-habilitation or rehabilitation purposes. May be one-on-one or group training.
Injury Focus/ Training	Injury Focus' are advice for avoiding or managing injury given outside the treatment setting. Can be one-on-one or in groups.
Proactive Observation & Advice	Generalized interactions with employees in their work space. Including welfare checks, observation of common practice to inform future interventions, relationship building and maintenance, checking on previous patients etc.
Safety Conversations and Interactions	Typically targeted safety interactions around a pre-agreed topic in the workplace e.g. wearing seatbelt when driving onsite, using a specific type of manual handling equipment for a task , asking them to risk assess their own role etc. The other common use of this category is when a conversation is held with an employee as a result of observed unsafe behavior e.g. climbing on racking in warehouse.
Functional Assessment	Functional Assessments are performed on an employee that is not being actively treated, typically to guide safe return to work. Sometimes functional assessments may be performed outside an injury context as a screening tool.
Job Task Analysis	Used when creating or updating a specific Job task analysis (JTA) document that outlines the physical requirements of a role or task. Agreement of the document format used needs to be made before commencing. Performing a JTA requires coordination, observation, making measurements, documenting etc, all of which are generally recorded under JTA in proactive time.
Manual Handling Training	Formal new starter or recurrency Manual Handling Training, may be one on one or in groups.
Meeting	Meetings could include attendance of: WHS Committee attendance, catch ups with Managers, operational meetings, site safety meetings, quarterly meetings etc.
Reporting	Completion of patient notes or reports, correspondence with doctors or case managers.
Risk Assessment	A tool to judge the type and level of risk associated with a task, procedure or piece of equipment. Can be run in its entirety by Bodycare or we can act as a subject matter expert helping to assess the manual handling risk. The scope, format and paperwork to be used for a risk needs to be decided prior to undergoing the assessment.
Treatment Planning	Treatment planning for individuals with complex injury, or treatment planning for groups of workers e.g. planning an exercise pre-habilitation group. Often done in consultation with any or all of the following: nominated treating doctor, Injury Coordinator, Claims Manager, Line Manager, Employee.

Appendix 1: Proactive Activities

The following is a list of activities which can be selected when scheduling a proactive sessions onsite. Each activity can either be linked to an individual employee and their file, or left as a standalone proactive task.

Tip: Items on this page are specialized programs which need to be set up and agreed upon in advance. Please contact your client relationship manager if you would like further information about any of these products and services.

Proactive Activity	Description
RTW assessment	Assessment of an individual and their capability of returning to work safely, usually following a period of time off due to injury, illness or other reasons.
Travel	Agreed in advance when travel is required between two or more sites or sites within an onsite session.
Dorsa Vi Assessment	A specialized assessment using the wearable technology platform Dorsa Vi which measures and collects movement and muscle activity information. Please discuss with your client relationship manager if you would like more information about how this technology can be utilized onsite.
Health & Wellbeing Assessment	These are usually specialized assessments scheduled with consultants, for example heart checks.
Health Surveillance	Specific surveillance initiatives such as hearing and vision testing.
Fatigue Management	Fatigue management training and education is a specific service that may be offered onsite, usually delivered by a specialist consultant.
Drop-In Clinic	A scheduled time for the therapist to be available at a specified location on the floor to provide advice for any workers who wish to see them, without the need for a full appointment. Drop in clinics should be arranged in advance and communicated to workers and therapists to maximize utilization.
Ergoanalyst	A specific form of Risk Assessment supported by the software and risk management system Ergoanalyst. Please discuss with your client relationship manager if you would like to learn more about how Ergoanalyst can be used onsite.
RTW Assessment	Assessment of an individual and their capability of returning to work safely, usually following a period of time off due to injury, illness or other reasons.
Travel	Agreed in advance when travel is required between two or more sites or sites within an onsite session.
Dorsa Vi Assessment	A specialized assessment using the wearable technology platform Dorsa Vi which measures and collects movement and muscle activity information. Please discuss with your client relationship manager if you would like more information about how this technology can be utilized onsite.
Health & Wellbeing Assessment	These are usually specialized assessments scheduled with consultants, for example heart checks.
Health Surveillance	Specific surveillance initiatives such as hearing and vision testing.

Appendix 2: Troubleshooting

- The MOHR platform is supported for use on the following browsers: Chrome, Firefox, Edge. Please note that Internet Explorer is not supported.

- If the webpage freezes or fails to load, try refreshing your browser by clicking "refresh" or pressing F5. If you are still experiencing issues, try holding Shift while refreshing which will clear cached files.

- If you forget your password, enter your email address then click "Reset your pin?" on the login page. A link will be sent to your email address with instructions for creating a new password.

- If you can't find the information you need or if parts of the screen are cut off, try adjusting the zoom. Depending on your screen size and resolution, you may find adjusting the zoom on the page helps. (75-80% zoom is recommended for laptops).

- If you need further support, please email support@myocchealthrecord.com or call us on 1300 734 600.