

User Guide - Administration Front End

Clinivid Project

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1 Introduction

Clinivid is medical software developed in Australia exclusively distributed by InfoMedix Pty Ltd (ABN 82 093 160 653).

1.1 Purpose

Clinivid offers coordinators an efficient and secure way to manage Meeting meetings end-to-end. Clinivid has the ability to invite clinicians, receive patient nominations and associated patient information, request and receive relevant information and images from third-party health care providers, present Meeting cases in one web-enabled platform, instantly share results with care teams and archiving of full records to relevant patient records.

Clinivid is a cloud (Amazon AWS) based multi-tenanted application. Multiple organisations across Australia access the same software but data is securely kept separate from other organisations, and accessing patient data between organisations is not possible.

The purpose of this document is to provide information and instructions for using the Meeting module. Information contained within this guide describes the correct and expected behaviour of the application as at the date printed or date exported from InfoMedix's documentation portal.

1.2 Audience

Clinivid Meeting Administrators.

1.3 Referencing documents

This user manual should be read together with the [Privacy Policy](#) and [Terms of Service](#) that apply to all users, which can be found on our website <http://clinivid.com.au>.

The [guide for end users](#) can be accessed on InfoMedix's product documentation pages.

1.4 What is Clinivid?

Clinivid is a secure, mobile, cross-device platform that enables Australian Registered Health Practitioners and authorised persons to share clinical information with each other. Clinivid has been developed by a team of industry experts and clinicians to fit into the workflows of most clinicians who work across different hospitals and facilities, require 24/7 access to relevant patient data and a direct access to other clinicians for second opinion, treatment and care coordination or urgent and after hours' decisions.

1.4.1 Data security

- Clinivid uses industry best practice to ensure a high level of data integrity and security.
- Information is encrypted, which means it can only be accessed by the clinicians sending and receiving a case, as well as enterprise administrators.
- Information is transmitted securely and stored temporarily in an Amazon Web Service (AWS) data centre within Australia.

For more information, please request a copy of our Data Security and Privacy White Paper via support@clinivid.com.au¹

1.4.2 Privacy

Protecting personal and sensitive patient data is very important. Clinivid is compliant with Australian privacy legislation and has undertaken a full Privacy Impact Assessment, including an independent legal review.

1.4.3 What information can be exchanged?

Depending on the individual organisation's set up, Clinivid may allow users to search for patient ID information (full name and date of birth) from their Medical Records. In addition, Clinivid allows users to add information, including images, videos, files and text. For example, videos of imaging results or lab results with the comment of the clinicians can be shared and commented on.

Where an integration allows users to initiate a Clinivid discussion from their existing medical records workflow, Clinivid accepts all type of information that is part of the medical record to be added to the Clinivid cases.

1.5 Definitions

1.5.1 Contact

Person eligible to receive information, including authorised external contacts. All members of an organisation are automatically considered a contact and added to the shared contact directory. In addition, as an administrator you can add non- member contacts to the shared directory.

1.5.2 Member

Members are added or invited by the Organisation Owner to join the Clinivid for this organisation. Once they accept the invitation, they are added to the shared contact directory. A member can search for patients from the linked organisation records (requires integration setup). Members also see the shared contact directory and can send information to any members and contacts on the shared contact directory (subject to their permission level).

1.5.3 Connected Clinivid User

A user who has been registered with an account with Clinivid. Connected users display a in the member list and shared contact directory.

1.5.4 Non-connected Clinivid User

A person who has not registered for a Clinivid account. If added to the share contact directory, any member of your organisation will be able to send information via Clinivid to this person. A non- connected Clinivid user receives a text message or email providing a link to view the Clinivid case (after verification). They can view the information. They are not able to respond. To be able to respond they must register for a Clinivid account or be invited to become a member of your or another organisation using Clinivid.

¹ <mailto:support@clinivid.com.au>

2 Administration Console

2.1 How do you access the Clinivid Administrator Console?

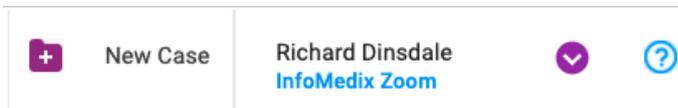
You can access the Administration Screens from your usual Clinivid main login.

2.1.1 Login

1. Go to Clinivid login - [Clinivid](#)²
2. Use your email and password credentials to log in.

When you login, you will be on the cases tab.

To access the administration section, click on your organisation name in the top right corner of the Clinivid web application.



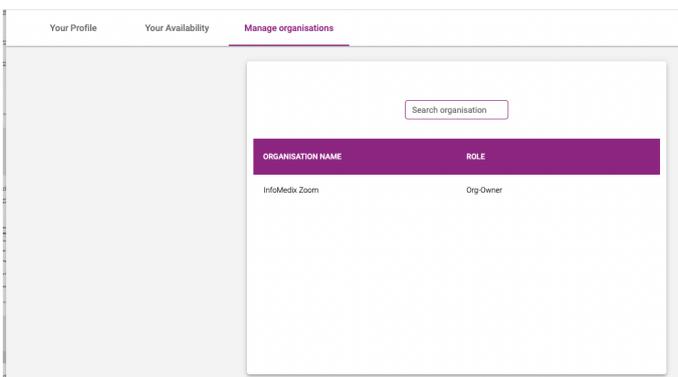
When you click on the organisation name, you are then taken to your profile page.



The Manage organisations tab will display if have been given administrator permissions to your organisation otherwise you will not be to access the screens below.

2.2 Manage Organisation

Manage your organisation details here. Invite, add and manage invitations for new members.



² <https://app.clinivid.com.au/user/login>

2.2.1 Organisation Info

Display name: (mandatory) The organisation name as it appears to others.

Formal name: (mandatory) The registered organisation name. Used for billing purposes and displays on medical record outputs.

To edit any of the organisation information:

1. Click into the field
2. Change the relevant information
3. Click 'Save'

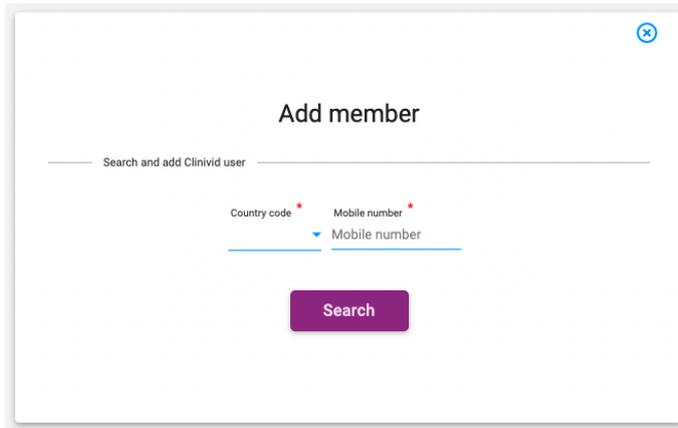
2.2.2 Add Member

Members are users of Clinivid (Messaging and/or Meetings) who are authorised under your organisation's account.

- Members have access to the organisation's shared contact directory.
- In the case of an integration between Clinivid and a PAS/EMR system, members have the ability to look up patients and archive records from Clinivid to the local PAS/EMR system.
- Members can include both AHPRA registered clinicians as well as any other staff members.
- The Organisation Owner (Administrator) controls the permissions of the members.

2.2.2.1 Search and Add an existing User of Clinivid

Search for existing Clinivid users using their mobile number. If no user exists, the person is currently not registered with Clinivid. You can use the 'Invite User' tab to invite a user.



The screenshot shows a web form titled "Add member" with a close button in the top right corner. Below the title is a horizontal line with the text "Search and add Clinivid user" centered. Underneath this line are two input fields: "Country code" and "Mobile number", both marked with a red asterisk. The "Mobile number" field has a dropdown arrow and the text "Mobile number" below it. A purple "Search" button is positioned below the input fields.

1. Enter the mobile number in the search box.
2. Select 'Next'.

2.2.3 Invite Member

2.2.3.1 Create and Add a Member

Use this form to register a new Clinivid account for a person and issue an email invitation to them to become a member of your organisation.

Invite member ✕

Use this form to add a non existing Clinivid user to your organisation. If you enter a new user, the system will issue an invitation to that user via email to complete their account registration. The user's account will not be active until they complete the instructions in the invitation email.

New member details

<p>Title *</p> <input type="text" value="Title"/>	<p>First name *</p> <input type="text" value="First name"/>
<p>Middle name</p> <input type="text" value="Middle name"/>	<p>Last name *</p> <input type="text" value="Last name"/>

Contact details

Email *

<p>Country code *</p> <input type="text" value="Country code"/>	<p>Mobile number *</p> <input type="text" value="Mobile number"/>
--	--

Professional details

Staff ID

Registered practitioner ?

YES
 NO

Roles

Choose roles to assign *

Organisation owner
 Clinician

* To add MDT coordinator or conference roles please contact us at support@clinivid.com.au



The user's account will not be active until they have accepted the email invitation. The invite link is valid for 48 hours. If the link has expired you will need to resend the invitation from the Invite Status screen .

2.2.3.2 New Member Details

To set up a new user account, enter the following information in the form:

- Title: (mandatory)*
- First name: (mandatory)*
- Middle name: (optional)
- Last name: (mandatory)*
- Roles:
 - Organisation owner - A user with admin rights with rights to view and access all cases in their organisation, as well as adding members, inviting and removing members.
 - Office admin - A user who can view cases with no contributing.
 - Clinician - User who can create, contribute and archive cases. When inviting new members, this is the role you select. You can select up to 3 roles if required.
- Default role: This is the user's primary role.

 Please note: Ensure these details are correct as you will need to contact support@clinivid.com.au³ to update this information.

2.2.3.3 Contact

- Email: Enter the email (mandatory).*
- Mobile: Enter the mobile number (mandatory).*
- Select the applicable country and select 'Next'.*

Please note: Ensure these details are correct as you will need to contact support@clinivid.com.au⁴ to update this information.

2.2.3.4 Profession

- Staff ID.
 - If applicable, enter the staff ID of the contact (optional).
- Registered Practitioner: Select YES or NO.
- Profession.
 - Select the profession (optional). This is visible to other members and Clinivid users.
- Registration number.
 - Enter the Australian Health Practitioner Regulation Agency (AHPRA) registration number.
 - A user invited to become a member of your organisation does not require to be registered with AHPRA.
- Select 'Submit'.

 Please note, the invite link is valid for 48 hours. If the link has expired you will need to resend the invitation.

2.2.4 Bulk uploading of members

On request, please [contact us](#) to arrange bulk uploading of your members. We require a list of members with the following information to add the members to your organisation.

- full name
- email
- mobile number
- profession (optional)
- permissions

2.2.5 Invite Status

In this part you can view the status of your invite to view if it has been accepted. The invitation to invite a new member expires after 48 hours.

³ <mailto:support@clinivid.com.au>

⁴ <mailto:support@clinivid.com.au>

The screenshot shows the 'Invite status' page with a search bar and a table of invitations. The table has four columns: NAME, SENT ON, STATUS, and ACTION. The rows represent different contacts and their invitation status.

NAME	SENT ON	STATUS	ACTION
Mr Adam Esposito	May 24, 2021, 4:04 PM	ACCEPTED	
Mr Amit Bangarwa	May 19, 2021, 3:53 PM	OPEN	RESEND
Dr Megha Sharm	May 19, 2021, 9:56 AM	ACCEPTED	
Dr Megha Sharma	May 19, 2021, 9:28 AM	OPEN	RESEND
Dr Richard Dinsdale	May 19, 2021, 9:27 AM	ACCEPTED	

2.2.5.1 To resend an invitation.

1. Click 'Invite Status'. Any ending invitations are highlighted in orange. Accepted invitations are highlighted in green.
2. Select the relevant contact.
3. Press 'Resend'.

2.3 Manage Members

In this part you can view members, edit their organisation roles or remove members.

 To edit a member's contact details, you need to contact support@clinivid.com.au.⁵

The screenshot shows the 'Members' page with a search bar and a table of members. The table has three columns: Name, Edit, and Delete. The rows represent different contacts.

Name	Edit	Delete
Dr Megha Sharm		
Mr Adam Esposito		

To view a member.

1. Select the contact.

⁵ <mailto:support@clinivid.com.au>

2. Select the blue edit icon

2.3.1 Edit a role

Edit member

— User details —

Title
Mr

First name
Adam

Middle name
NA

Last name
Esposito

Email
adam.esposito@infomedix.com.au

Mobile
#450645788

— User roles —

Edit roles to assign *

Organisation owner

Clinician

* To add MDT coordinator or conference roles please contact us at support@clinivid.com.au

Update

1. Select 'Edit'.
2. Select the role you want to give the user.
3. Select 'Submit'.

 Please note you will not be able to grant MDT access to users. To do so, please contact support@clinivid.com.au⁶

2.3.2 Remove a member

1. On the member list, Select the red trash can icon
2. You will be asked 'Are you sure?'
3. Confirm by pressing 'Yes'.

2.4 Manage Contacts

Contacts are external to your organisation and are either independently registered Clinivid users or currently non-registered users.

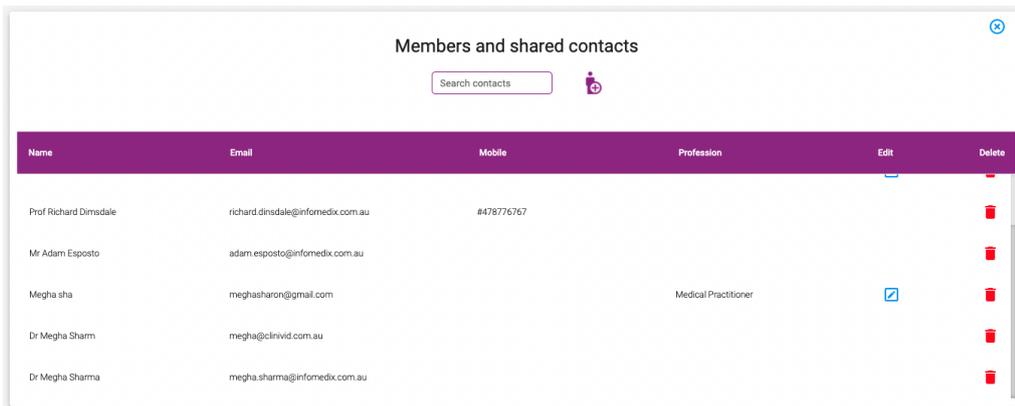
⁶ <mailto:support@clinivid.com.au>

- Contacts appear on your organisation’s shared contact directory.
- By adding a contact to the organisation’s shared contact directory, you are allowing your members to share information via Clinivid secure messaging with these external contacts, and/or allow your members to invite these authorised external contacts to a Clinivid meeting.
- Contacts are external to your organisation. Contacts are not members of your organisation.
- Contacts cannot view your organisation’s shared contact directory.
- In the case of an integration between Clinivid and a PAS/EMR system, contacts do not have access to look up patient information and contacts do not have the ability to archive aggregate records from Clinivid to your PAS/EMR system.
- As contacts are external users, you do not have control over their permissions.

 Your contact directory will include both external contacts as well as organisation members. This is so that all user types can be added to messaging etc.

2.4.1 Contact

This option shows you the shared directory of the Organisation. Any member of your organisation can view the shared directory. Clinivid members are automatically added to the shared directory.



Name	Email	Mobile	Profession	Edit	Delete
Prof Richard Dimsdale	richard.dinsdale@informedix.com.au	#478776767			
Mr Adam Esposito	adam.esposito@informedix.com.au				
Megha sha	meghasharon@gmail.com		Medical Practitioner		
Dr Megha Sharm	megha@clinivid.com.au				
Dr Megha Sharma	megha.sharma@informedix.com.au				

2.4.1.1 Add a contact

You can add non-member contacts to the shared directory. To do so, search for any Clinivid user using their mobile number.

If the mobile number belongs to a person who is a registered Clinivid user, you will be asked to connect. otherwise use the purple ‘add contact’ icon to create a new contact.

✕

Edit contact

User details

Title
Mr ▼

First name
Trent

Middle name
Middle name

Last name
Tester

Profession
Medical Radiation Practitioner ▼

AHPRA No
NA

Email
NA

<small>Country code</small>	<small>Mobile number</small>
+61 ▼	#450700000

Update

2.4.1.2 Search for a member and shared contact.

1. Enter a mobile number; or first or last name in the search field.
2. Press enter.
3. Select 'View' to view the contact.

If a contact is a Clinivid user, you see the connected symbol.

i You can edit contacts details for Non-member contacts. Please contact support@clinivid.com.au⁷ for assistance.

2.4.1.3 To delete a contact.

1. Select 'View' to select the contact.
2. Select 'Delete'.
3. You will be asked 'Are you sure?'
4. Select 'Ok'.

2.4.2 Bulk uploading of contacts

On request, please contact us to arrange bulk uploading of your contacts. We require a list of contacts with the following information to add the members to your organisation.

⁷ <mailto:support@clinivid.com.au>

- full name
- email
- mobile number

2.5 System notifications / Alerts

Clinivid has several alerts and system notifications to guide its users. If you have any questions or issues with notifications and alerts, please contact support@clinivid.com.au⁸

2.6 Data Retention

Any information exchanged by members of your organisation as part of a Clinivid case is accessible to the clinicians involved in the relevant discussion for up to thirty (30) days after the last activity on the case or until archived by the creator of the case, whichever is earlier.

Once a case is archived, it is available in your organisation's Medical Records system (subject to integration set up). Alternatively, Organisational Admin users have the ability to download cases using their Admin Console.

⁸ <mailto:support@clinivid.com.au>