

# ADMISSION PORTAL USER GUIDE



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## Admission Portal – An Overview

Welcome to the Mater User Guide for the Admission Portal. The purpose of this document is to assist you with completing a pre-admission form for an admission at either the Pimlico or Hyde Park hospital via the online Admission Portal. This document provides detailed instructions on how to access, login and complete your pre-admission online.

### Why use the Admission Portal?

Please use the online Admission Portal to register and complete your details for any admission your doctor has arranged for you to undertake at either Hyde Park or Pimlico.

The first step is to access the Admission Portal to register and create an account. Once you have registered, you can then generate a hospital pre-admission form. You will be asked to complete the online form which is similar to the paper form that you might have completed if you have had a previous admission to Mater.

Completion of the pre-admission form requires you to provide specific information about you such as your name and contact details, information about the type of procedure you're having, as well as your complete health history. When accessing the pre-admission form for the first time, you should set aside at least 20 minutes for completion. Mater securely stores all the information that you provide which means that for subsequent visits you will only need to update any information that has changed.

### How does Admission Portal work?

Once you have submitted your forms via the Admission Portal, our hospital staff will review your information and begin making arrangements for your hospital stay. We will ensure that you have provided all the necessary information and our clinical team will assess your health history so that we can plan your admission and cater for your specific needs.

Our hospital staff will contact you if they have any questions before your admission.

## Registering with the Admission Portal

A link to the Admission Portal is available on the Mater website.

Once you have navigated to the Admission Portal for the first time, you will be required to register for the service by completing the section on the left of the page and then clicking “Register”.

The “Register” section requires you to nominate a password for accessing the portal in future. To keep your details safe, ensure that you create a complex password. If your choice of password is insufficient, a notification will appear so that you can enter a different one.

Upon registering, an email will be sent to the email address specified. Check your email inbox and open the email from Mater. Please follow the instructions to verify that you wish to create an Admission Portal account.

Clicking the ‘Activate Account’ link will direct you back to the Admission Portal, where you can login (on the right of the page) and proceed with your pre-admission form.

## First Time Users

After registering for the Admission Portal, you will see two options towards the top of the screen which give access to the following Admission Portal functions:

- ‘My Profile’ provides access to your details
- ‘My Forms’ allows you to create a new form, or edit and complete an incomplete form. From this section, you can also view a history of submitted pre-admission forms.

## Toggle buttons

As you progress through the pre-admission form, there are many questions concerning your medical history and include conditions, ailments, or preferences you have. Answering “Yes” will prompt a related question, often requiring you to type an answer.

## Click to Copy

Several questions allow you to copy data from fields previously completed. Use the 'Click to Copy' button.

## Mandatory questions

Many questions must have a valid answer for you to progress with completing the form. Most of these are compulsory because they help us identify you as a patient as well as provide us with information about how to best care for you during your stay. Other information is required to be provided by law.

If you try to advance to the next section of the pre-admission form without filling out a mandatory question, you will be prompted to answer that question. The relevant question will be highlighted for identification.

An asterisk (\*) indicates mandatory fields. These fields are also shaded blue when selected.

## 'My Profile'

### Completing Your Profile

If this is the first time you have logged into the Admission Portal, you will need to create a profile.

### 'My Profile' sections

#### Section 1: Patient Details

This section requires you to provide necessary information that will allow us to identify you before and during your admission.

#### Section 2: Next of Kin

This section requires you to provide your Next of Kin and Emergency Contact ('Person to Notify') details so that we know whom to contact during your stay with us.

- Your Next of Kin contact can be the same person as your Emergency Contact. This person does, however, need to be contactable by the hospital.
- An additional Emergency Contact can be helpful if your Next of Kin is unable to be reached.



If you have an Enduring Power of Attorney and/or Advanced Health Directive, please bring the copy of the document and not the original with you on the day of admission.

## Section 3: Medicare, Concession Cards and Special Needs

### *Medicare Details*

If you have a Medicare card, please enter all ten digits of the Medicare number as displayed on the card. The reference number is the one digit number displayed before your name.

### *Concession Card Details*

If you have concession cards, please enter the details including the card number and expiry.

If you are entering a PBS Safety Net card number, please be aware that this card expires on December 31 each year. If you type in an expired card number, the validation will fail, and you will need to remove it from the form before continuing.

If you have a DVA card, please also enter the details of your card number and colour into this section.

### *Special Needs*

It is essential for us to understand your needs. Please complete this section to ensure that we can meet all your needs.

## **'My Forms'**

Once you have completed 'My Profile', you will be returned to the Admission Portal main page where you can start a new form, edit and submit incomplete forms, or view a previous form. Click 'My Forms' in the banner to view forms that are:

- "Incomplete" – these are pre-admission forms that you have started but not completed. Click "Edit" to continue completing.
- "Waiting" - these are pre-admission forms that you have submitted and are waiting to be processed by the Mater Pre-Admission Team. You can still

- access these forms and make changes by clicking “Edit”. You can also copy this form for a subsequent admission.
- “Processed” - these are pre-admission forms that you have submitted and have been processed by the Mater Pre-Admission Team. You can no longer edit these forms but you can print. Please contact us if changes are required. You can also copy this form for a subsequent admission.

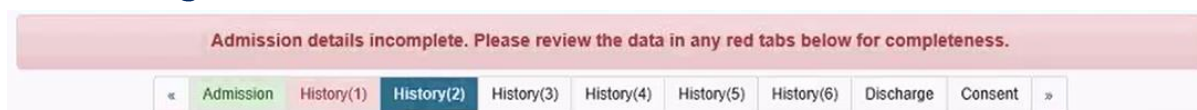
## Start a New Pre-Admission Form

Click the ‘Start New Pre-Admission Form’ button to commence your admission.

If you have previously completed a form via the Admission Portal, you will be prompted to choose whether you wish to use the data as provided in the previous form. This option saves you from having to provide many of your details again, particularly your medical history.

If you have not submitted a form previously to the Admission Portal, you will now start completing the various sections of the form. In total, there are nine sections that you need to complete before you can submit the pre-admission form to Mater. See the sections below for more information on how to complete your pre-admission.

## Form Progress



The top of the pre-admission form provides you with a clear indication of how many sections need to be completed to submit the booking successfully.

On completion of all the mandatory questions, click ‘Save and Continue’ and a green tab will be displayed for the section name. If any of the mandatory questions are not answered or the response is invalid, a red tab will be displayed for the section name. Click on the ‘Admission details incomplete’ section to review all incomplete questions.

## Admission Section

### *Admission Details*

This section requires you to provide details such as the reason for admission, admission date, procedure item numbers (if known), your intended length of stay, admitting doctor and GP details.

Your referral letter will assist you to answer many of the questions in this section.

Your reason for admission will be your surgical procedure or expected medical treatment.

Your treating doctor may have supplied the MBS item numbers for the procedure(s) they intend to perform. If a number has not been supplied, contact your treating doctor. You will also need this number to verify with your health insurer your eligibility for treatment, i.e. that your insurer will fund this treatment.

### *Recent Admission Details*

We ask if you have been hospitalised in the last 7 - 28 days. You are requested to specify all related prior admissions.

### *Method of Payment*

This section requires you to provide details of the person or organisation responsible for payment of your treatment in hospital. In many cases, this will be your Health Insurer or an organisation such as the Department of Veterans' Affairs (DVA) or a Workers Compensation organisation.

*Many insurers have limitations and exclusions in their policies. It is essential that you contact your health insurer before your admission to confirm that there are no limitations or exclusions to your cover that may result in your insurer not covering your admission. For example, are you covered for heart-related admissions, major joint surgery or obesity-related procedures?*

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## *Practitioner Details*

To ensure continuity of care, the Hospital may notify your GP of your admission and discharge. If you do not wish for this to occur, select 'No'.

## History 1-6 Sections

*Questions from these sections are related to your health history and other health-related information.*

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If you answer "Yes" to any of these questions, please specify details to enable our clinical staff to assess whether these could impact the care provided during your hospital stay.

## Discharge Section

This section asks some simple questions that will help us to plan for your discharge and make sure you return home safely.

Please ensure that you have a responsible carer who can stay with you for at least 24 hours after discharge if you are having a day procedure. If staying overnight, please ensure that the person who is taking you home can collect you from the hospital before 10am on your discharge date.

## Consent Section

This section contains information which requires your acknowledgement and consent. Please ensure that you read this information carefully and have understood and agreed to the terms associated with them.

## Finalising the Form

Once all the sections in the pre-admission form are completed, all the banner items will display as green.



If all sections of the form are completed, click on the 'Save and Submit' button to send the information securely to the Mater Pre-Admission Team. You will then view a confirmation message and an email will be sent to your email address.