
AUSCARE Access and Login

Request access

Fill out the online form at:

<https://austinpath.atlassian.net/servicedesk/customer/portal/1/group/1/create/10>

Logging into AUSCARE

After successful registration for AUSCARE, you will receive an email with your username, password and the link to login.

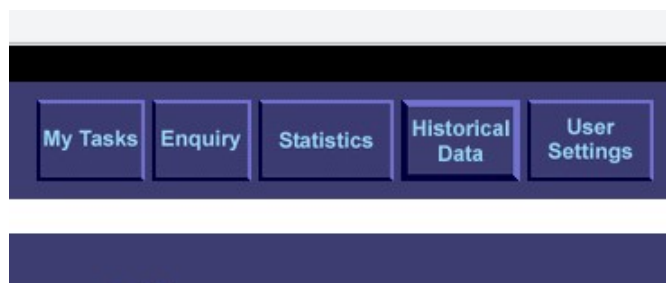
To login, click the link and enter the username and password and then press the login button. You can also access the login page from the home page of our website. Upon logging in for the first time it is recommended you change your password in the **User Settings**.

If you have forgotten your password, please submit an AUSCARE password reset request. The link for this can be found on the Useful Links page.

Basic Navigation

When AUSCARE opens, the Enquiry screen displays as the standard home page. The Enquiry screen is where clinicians can search and filter patient results based on a variety of fields. These fields are positioned on the left-hand side of the Enquiry screen.

If you require further assistance with AUSCARE access, passwords or troubleshooting please contact the Austin Health Pathology IT dept on 9496 5566

The image shows the AUSCARE login interface. At the top, the word "auscare" is displayed in a blue box. Below it, there is a "Server" dropdown menu with "AULDA" selected. Underneath the dropdown are two input fields: "Username" and "Password". To the right of the "Password" field is a blue "Login" button.

Search using patient demographics

Surname / Given name / DOB field (Optimum searching method)

The Surname field is mandatory for a Name search to be initiated. To narrow down the results further it is recommended to include the Given name and DOB.

The system will filter up to 1000 patients from the list of all patients associated to this patient demographic and display a patient list. Surname and Given/First Name fields also match for names that are phonetically similar e.g. Smith and Smyth

UR/MRN field (Limited searching method - not recommended)

It is not recommended that you search via patient UR as UR numbers vary across health care facilities.

Search using Doctor and / or Consultant

It is also possible to search via an Austin Pathology doctor code/ mnemonic. Enter the doctor code in the Doctor section on the left-hand side and search.

Searching this way allows the clinician to view all patient episodes where they are the requesting doctor.

These results can be displayed in date order, or alphabetically by clicking the top of the Name or Last Collection column above the results.

If using this search function, please note that each of your provider numbers will have a different doctor code. If you do not know your doctor codes, Client Services will be able to provide these to you.








The screenshot displays the 'auscare' patient search interface. At the top, the 'auscare' logo is shown in a black box, followed by the text 'DELBRIDGE, JESS' in yellow and 'Enquiry' in white. Below this is a yellow horizontal bar. The first section, 'Patient Demographics', contains input fields for 'UR/MRN:', 'Surname:', 'Given:', and 'DOB:'. The 'Sex:' field has three radio buttons: 'Male', 'Female', and 'Both' (which is selected). 'Clear' and 'Search' buttons are at the bottom of this section. A second yellow horizontal bar separates this from the 'Location Attributes' section, which has input fields for 'HCF:', 'Unit:', and 'Ward:'. Each field has a magnifying glass icon to its right. 'Clear' and 'Search' buttons are at the bottom. A third horizontal bar separates this from the 'Doctor and/or Consultant' section, which has input fields for 'HCF:', 'Doctor:', and 'Consultant:'. Each field has a magnifying glass icon to its right. 'Clear' and 'Search' buttons are at the bottom. The interface is dark blue with white and yellow text.

Icons used in reports

When viewing a list of reports, an icon may be seen which indicates the specific status for that report. An envelope, page or hourglass will display if there are unviewed/unsigned off/pending pathology results in the list of results using Reports, Requests or Episodes view types.

The icon representing the most critical status of the results will display. For example, where a result contains both normal and abnormal results the icon representing abnormal results will display.

Icons and their meanings:

	Icon	Meaning
	A red envelope or page	At least one validated critical result on the request
	A yellow envelope or page	At least one validated abnormal result on the request
	A green envelope or page	At least one validated normal result on the request
	A white page	Report signed off (by clinician)
	A grey page	Report automatically signed off by system
	An hourglass on a tilt	At least one validated result on the request
	An hourglass standing vertically	Request unvalidated and no results available

NOTE: If reports have not been signed off within the expected timeframe, the icons appear as flashing and will remain flashing until the reports are signed off.

Report views

Cumulative view

In this view you can see current and past pathology results in an aggregated format including numeric and non-numeric results, result comments and reference ranges.

Viewing a Patient Report via Cumulative View:

- The Cumulative View screen populates with all of the episodes that match the request list.
- The maximum number of episodes to be loaded onto the browser at any one time is 20 records.
- The episodes will display in COLLECTION date/time order with the most recent episode to the left hand side of screen.
- Results are colour coded and flag based on reference ranges, critical limits are configured for each test result:

- o Black Result is within the reference range
- o Orange Result is outside the reference range
- o Red Result is critical

Report view

- This view is a replica of the hard copy or paper report
 - The report view provides a list of reports on the left of the screen and under each, a list of collection date periods. The results for the selected report will be displayed on the body of the screen.
 - A report with cumulative results will show the icon (folder, page) colour of the highest overall status of any unsigned off reports:
- o Green: At least one validated normal result
 - o Yellow: At least one validated abnormal result
 - o The gold arrow will generally point to the first report page available for signoff.

AUSCARE Browser Compatibility and Troubleshooting

For Windows Users

Microsoft Edge

1. On the top right, click the 3 horizontal dots
2. In the search bar on the top left, type in 'pop'
3. On the right you should see 'Pop-ups and redirects', click into this
4. Untick the first box which says 'Block (Recommended)'

Google Chrome

1. On your computer, open Chrome.
2. At the top right, click the three vertical dots, and then settings.
3. On the left, click 'Privacy and Security',
4. Click 'Site Settings' in the middle of the screen
5. Scroll to the bottom and click Pop-ups and redirects.
6. Select the radio box: 'Sites can send pop-ups and redirects'

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For MAC users

1. Open Safari (not Firefox) and navigate to Safari > Preferences > Websites from the menu bar.
2. Click on the Pop up windows and select 'Allow when visiting other websites'
3. Close out and then restart Safari

If AUSCARE isn't launching on Safari and the pop-up blocker setting is unchecked, the following enables the user to access AUSCARE (albeit it is a workaround)

1. Open Safari and navigate to Safari > Preferences from the menu bar.
2. Click on the Advanced tab.
3. Check the 'Show Develop menu in menu bar' setting, then close the Preferences window. The Develop menu should now show in your menu bar.
4. Go to Develop > User Agent.
5. Choose one of the Internet Explorer 11
6. Don't restart the browser, as this resets it to default. Launch AUSCARE.