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Managing deferred cases

When a Medical Officer of the Commonwealth (MOC) is considering a client's health examination results, they may decide that they require additional information before they can provide their opinion on whether the applicant meets the health requirement. In this case, they will "defer" their opinion and request additional information/examinations to be completed. The process followed for deferred cases is explained below.

Note: in certain cases the eMedical system will also generate additional examinations that need to be completed based on health results recorded by panel clinics - that is, before the case even reaches a MOC.

What happens if Bupa Medical Visa Services decide that additional information is required?

As outlined in the flow chart at Appendix A, where additional information is required in order for a MOC to provide their opinion, a Bupa MOC will formally defer the case in the Health Assessment Portal (HAP). During this time, HAP and CSP will indicate that the case is deferred.

Where the client has provided an email address to the examining clinic at the time of the client's Immigration Medical Examination (IME), the formal 884 letter outlining the deferred opinion and the required additional health examinations will be automatically generated and emailed directly to the client. If the visa processing Post is indicated in HAP, the Post email will be included (for visibility) as a Cc: recipient. The 884 will also be available in PDF form in TRIM. You can find this 884 letter by searching in TRIM using the HAP ID, or finding the relevant BCC container reference number in HAP. Where the client has NOT provided an email address at the time of IME, the relevant Post or Bupa will be required to communicate with the client, per processes 0 outline below.

Note: ICSE will continue to display the Health Requirement Event as 'Outstanding' where a case has been deferred because health processing is not complete and you cannot yet finalise the client's visa application. Home

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Please note that where the client has NOT provided an email address at the time of IME:

- a. For cases being processed offshore :
 - i. a copy of the 884 will be emailed to the relevant post (where indicated in HAP) mailbox; and
 - a copy of the 884 will be emailed to the relevant post (where indicated in HAP) mailbox; and
 ii. posts are required to notify the client of the deferral. A letter template for this purpose is available at (Appendix B)
 For cases being processed onshore :
- b. For cases being processed onshore :
 - i. Bupa will communicate with the client regarding the deferral opinion and update HAP with a 'note' to advise that the correspondence has been sent so that the officer has visibility of this. (Note: Bupa only have access to client contact details as available in CSP. If Bupa cannot access client contact details via CSP, they will liaise with s. 47E(d) in an effort to obtain this information). eleased

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Bupa will formally write to the relevant client, giving them 28 days to provide the additional information (subject to exceptions for tuberculosis (TB) related cases explained below), or client is to contact Bupa explaining any issues in providing this information within the required timeframes.

The table below explains what action Bupa will take depending on contact from the client:

lf	Action to be taken
Additional health information received	Provide a final MOC opinion or a further deferral if required
Client contacts Bupa indicating that they	Bupa will update health case in HAP with relevant case
will be unable to obtain the required	notes so that the case officer has visibility of any legitimate
information within 49* days.	delays.
No contact received from client within 49	Bupa will record a <u>Health Not Completed</u> outcome in HAP
days* after the letter was sent	with the reason that the MOC requested health
	examinations were not provided.

*The 28-day period given to respond, plus 21 days provided for the client to actually receive the letter.

What if the client sends the additional medical information to me instead of Bupa?

Officers should record the examination(s) as received into the HAP portal, attach any documentation to the health case and send it onshore for processing.

Instructions can be found in the health processing guideline HAP: *Processing paper health examinations in HAP* on the <u>Bordernet</u>

Alternatively, please forward the information to **Bupa** by email to s. 47E(d) and provide the HAP ID for the client in the subject line.

What if my client has received a 'Health Not Completed' outcome because they did not provide the required information?

In this scenario, the officer should consider proceeding to visa refusal first following the steps/considering the information provided in the Sch4/4005-4007 – The Health Requirement Procedural Instruction (i.e. issuing a reminder letter, and following the natural justice process).

What if my client is legitimately unable to provide the required information within the required period?

It may be difficult for the client to be able to provide all the required information within a 49 day* period (for example, if a specialist report is required, there may be a significant wait period before the client can be seen and the report finalised). Consequently, Bupa will provide the client with an extension where considered legitimate and update the HAP with relevant case notes accordingly.

*That is, the 28 day period given to respond, plus 21 days provided for the client to actually receive the letter.

Note: onshore clients who receive a MOC deferred opinion as per one of the below codes, will already have been referred to a State or Territory chest clinic for follow up. There can be long waiting periods for an initial



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appointment with these clinics and further appointments may be required to either rule out active TB or finalise treatment:

- 603 Chest Clinic investigation on current status of TB
- 604 Chest Clinic investigation about radiological abnormality
- 606 Initial TB investigation
- 607 Continued Anti-TB treatment
- 608 Await TB culture results
- 610 Pulmonologist Report

If you have concerns about the time that has elapsed since the deferral opinion was provided, please check the notes in the HAP for advice and then contact Bupa via the agreed contact channels if required. The agreed communication protocols can be located at: <u>https://intranet.bcz.gov.au/border-ops/processing/visa/health/migration-medical-services-provider-communication-protocols</u>

There is no need to contact State or Territory chest clinics to verify the clients' progress through this process. Unnecessary contact by officers or applicants increases the workload for chest clinics and delays their ability to finalise referrals to them.

What if my client provides the information requested after a 'Health Not Completed' outcome is recorded but before a refusal decision has been made?

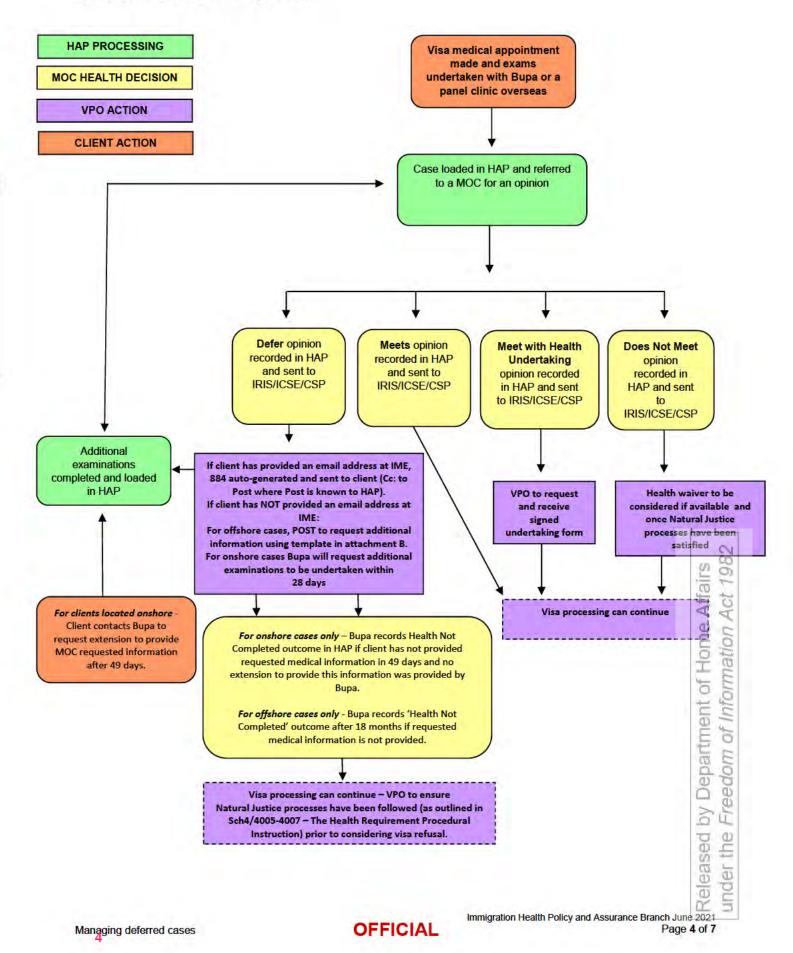
Officers should contacts. 47E(d) to create a New Assessment in HAP. This will then allow you to:

- record any examination(s) as received into the HAP portal, attach any documentation to the health case that has been provided to you and send it onshore for processing.
- request the client to undertake the examinations at the panel clinic.

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Appendix A: Standard deferral process



Appendix A: Standard deferral process (text based process map)

Case loaded in HAP and referred to a MOC for an opinion									
Can MOC provide a final									
lf Y		lf No							
Meets opinion	Meets with health	Defer	Opinion						
Meets opinion recorded in	undertaking Meet with Health	If client has provide	ed an email address at						
HAP and sent to IRIS/ICSE/CSP.	Undertaking opinion recorded in HAP and sent to IRIS/ICSE/CSP.	 IME, 884 auto-gene (Cc: to Post where If client has NOT p address at IME: For offshore request ad using temp For onshore request ad be underta Note: For clients loc contacts Bupa to reprovide MOC request 	erated and sent to client Post is known to HAP). rovided an email re cases, POST to ditional information plate in attachment B. re cases, Bupa will ditional examinations to ken within 28 days. pocated onshore - Client						
Visa processing can continue.	VPO to request and receive signed undertaking form.	49 days. Additional examinations completed and	Additional examinations not completed.						
	Visa processing can continue.	 loaded in HAP. MOC provides one of the final assessments given below: Meets opinion. Meets with health undertaking opinion (VPO to request and receive signed undertaking form). Does not meet opinion (Health waiver to be considered if available and natural justice processes are satisfied). 	 For onshore cases only – Bupa records Health Not Completed outcome in HAP if client has not provided requested medical information in 49 days and no extension to provide this information was provided by Bupa. For offshore cases only - Bupa records 'Health Not Completed' 						

(Continued from previous page) Appendix A: Standard deferral process (text based process map)

Visa medical appointment made and exams undertaken with Bupa or a panel clinic
overseas.
Case leaded in HAP and referred to a MOC for an opinion

Case loaded in HAP and referred to a MOC for an opinion Can MOC provide a final assessment

an MOC provide a fina						
lf Ye	S	lf No				
Meets opinion	Meets with health undertaking	Defer Opinion				
		Additional examinations completed and loaded in HAP.	Additional examinations not completed:			
		Visa processing can continue.	 outcome after 18 months if requested medical information is not provided. Visa processing can continue – VPO to ensure Natural Justice processes have been followed (as outlined in Sch4/4005-4007 – The Health Requirement Procedural instruction) prior to considering visa 			



Appendix B: Letter Template (Offshore Case ONLY)

<Date>

<Client Title> <Given Name> <Family name> <Client Address details>

ADVICE ABOUT YOUR AUSTRALIAN IMMIGRATION HEALTH EXAMINATIONS HAP Id.: <Health Case Id>

Birth Date: <Birth_Day> <Birth_Month> <Birth_Year>

Dear <Client Title> <Family_name>

I refer to the health examinations that you have undertaken in connection with your visa application to Australia.

What is the current status of my health examination results?

A Medical Officer of the Commonwealth (MOC) has considered your health examination reports and advised that further medical information is required before an opinion can be provided on whether you meet the health requirement for your visa. It is therefore necessary for you to undergo further health examination(s).

What additional information is required?

The additional medical information required is outlined below:

<Insert Examination details >

These new requirements have already been loaded into your online file in eMedical.

What do I need to do next?

You need to contact a panel clinic to arrange an appointment to discuss the additional information requested and undergo any additional health examinations required. Please take this letter with you when you visit the clinic. You will also need to provide your passport (or approved alternative identity documentation) to the clinic for identification purposes.

If it is not possible for you to attend the original panel clinic, an alternative eMedical enabled panel clinic may be approached for this follow-up request.

The panel clinic which you attend will enter and submit the additional information into eMedical against your record. If the clinic is not eMedical enabled, the paper record with be sent to the Migration Medical Services Provider 98

When does this information need to be provided?

This information must be supplied by <date required>.

However, we would encourage you to provide this information as soon as possible to facilitate processing of your visa application.

Т Please note: some testing and treatment, including for Tuberculosis, may take longer than 90 days. You 5 may also find it difficult to book an appointment within 28 days with some specialists. In this situation, please contact your visa officer as soon as possible so that you can be provided with an extension if required and considered appropriate. mer

Please be aware that it is responsibility of the visa applicant to meet all expenses incurred in connection to the request for additional health examinations, as part of the visa application process.

Yours sincerely <officer name> Department of Immigration and Border Protection

Immigration Health Policy and Assurance Branch June 2021

Managing deferred cases



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HAP - Health Assessment processes

This tip sheet is designed to assist visa processing officers (VPO) with the system processes that are involved in viewing and understanding the progression of a health case. It will also explain other functions that are available in HAP - Health Assessment to visa officers after the applicant has completed their health.

There are also a number of other tip sheets regarding health related processes available on the intranet at: <u>https://intranet.bcz.gov.au/border-ops/processing/visa/health/processing-guidelines-visa-officers</u>

Migration Medical Services Provider (MMSP) Communication protocols

Our MMSP is Bupa Medical Visa Services (Bupa). If you require assistance to progress an assessment of a health case, please use the agreed communication protocols noted on the intranet. <u>https://intranet.bcz.gov.au/border-ops/processing/visa/health/migration-medical-services-provider-communication-protocols</u>

CSP Merge

Note: If you are required to complete a client merge, instructions are available via the below TRIM links. If

you require an urgent merge, please ensure you set the priority accordingly.

- ADD2015/382336 Requesting a client merge using the Client Search Portal (CSP)
- ADD2015/382356 Requesting a client merge using the Client Search Portal (CSP), if PIDs already merged in TRIPS

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Glossary

Term	Acronym (if applicable)	Definition	
Department of Home Affairs	Home Affairs	A department of the Government of Australia that is responsible for immigration, citizenship and border control.	or
Does not meet	DNM	The applicant has not met the health requirement and a visa can be granted unless a health waiver is available and exercised.	
Health Assessment Portal	HAP	A departmental system that allows officers to record applicant head declaration data, determine what immigration medical examination applicants are required to undertake, and generate health identified and documentation.	ns
Health Care Worker/Student	HCW/HCS	An applicant intending to work as, or study to be, a doctor, dentist and nurse or ambulance paramedic in a health care environment.	
Integrated Client Services Environment	ICSE	A departmental visa processing system that provides support for the processing and evidencing of citizenship applications as well as of onshore visa processing tasks.	ther
Immigration Records Information System	IRIS	A departmental visa processing system used primarily to support processing of visa applications offshore. Used to be the primary offshore visa processing system.	ne Affal
Immigration Medical Examinations	IME	The medical examinations required to determine whether a visa applicant satisfies the health requirement.	of Hor
Medical Officer of the Commonwealth	MOC	Registered medical practitioner appointed by the Department of Home Affairs . They may work directly for the Department, or be employed by the Migration Medical Services Provider.	tment
Migration Medical Services Provider	MMSP	The Department's contracted onshore MMSP. The current provide Bupa Medical Visa Services (Bupa).	eris
State and Territory Health Clinic	STHC	The designated authority within that state or territory that deals with the comprehensive investigation, management, treatment and reporting of a specific health condition.	_{by}
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How do I access HAP - Health Assessments?

I am an IRIS/CITRIX user

Offshore IRIS/CITRIX users need to logon to HAP via CITRIX (Alternative Links).

n				_	-	Client Search Health
emative Links		CEM	CMAL	eMedical	HAP	Health
-	-	-	-	-	-	Case Search Declarations
Legend	Legend E7	Legend E9	Microsoft Office	Revenue Receipting	Service Manager	Case Search
	0	X	0	W		ID * Required
Web Services	BorderNet	Microsoft Exce	Microsoft Outlook	Microsoft Wend	_Trim Desitor	Returned 100 results limit

VPOs need to select Health Assessment under Quick links on the intranet home page. You can manage your preferences by selecting "Manage" to display the most used portals. Alternatively, if this does not appear you should select Client Search.

Quick links					
easySAP		Ou	ırPeople		
ImmiAccount		Se	rvice Request Catalogue		
Health Assessment		Cli	ent Search		
Business Intelligence Repor	ting System	LE	GEND		
ney can then press on the	Health tab at the t	op of the p	oortal screen.		
Health	-				
Enterprise Correspondence	Client Search	Health			airs
ssociated to a visa applica	п оп шен чња ар		103L.		by Department of Homenal
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AP - Health Assessment process			Immediate Line Mb. Delining	nd Assurance Branch December	IT.

Assessment proces

How do I search for a health case

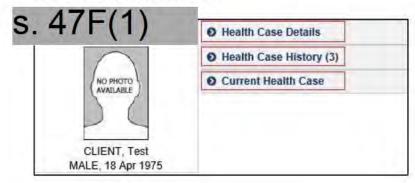
- 1. Open the Case Search screen in HAP
- Select ID Type, the relevant IDs are HAP ID, Visa Request ID or TRN and type in the unique identifier
- 3. Press Search.



The case you are looking for will appear with the Current Health Case open by default.

I have found the case but I don't know what I am looking for?

The panel on the left of the page contains summary information, which will assist you to understand the current status of the health case. You can use the "twisty" (these are arrows) to expand the screen to see more details of the health case.



See below for further details.

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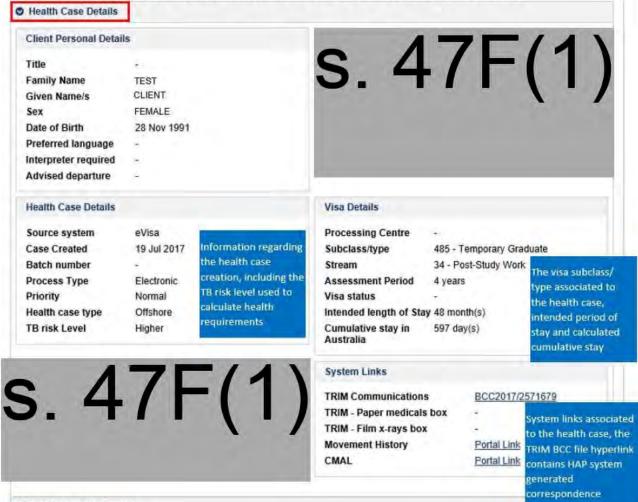
HAP - Health Assessment processes

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Health Case Details

This section displays important information in relation to the health case and its creation.



O Health Case History (3)

Health Case History

This section will display any health cases that are related to the client. You can click on the HAP ID hyperlink to take you directly to that health case.

 Health C 	ase History (3)					
HAPID	Assessed	Expires	Actioned By	Outcome	Subclass	View
17	7 E(1)	.		•	417	Q.
			HAPLOAD		600	Q
		4	ladmin Four	Does Not Meet	457	Q

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HAP - Health Assessment processes

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Current Health Case

This section displays important information in relation to the examinations, attachments and assessment of the visa applicant's health case.

Client Checks								
Is this Health Case lin Does the client have a Does the client have h	previous	Does No		Yes Yes No	details undert You ca	amination s of the exar aken by the n also view ed for this e	ninations visa appli the inform	cant. ation
Examinations						magnifying		
Examinations	Status	Exam. Date	Service Provider	and the second	Grade	e Source	Re-used from	View
Chest X-ray Examination	Expired	12 Feb 2015	Mr Radiologist TEST Testing Clinic	NG Central Health	12	eMedical	-	d,
. 47F(1) Assess		Expires 12 FEB 2	Actioned By 016 HAPLOAD	Centre Australian Service P	rovider	Outc	ome R(4005)	View Q
	2015 This s	12 FEB 2 ection dis nt assessn	016 HAPLOAD		rovider	-		
12 Feb Previous Assessment No Previous Health A	2015 This s curre and a ssessmen	12 FEB 2 ection dis nt assess ny previou its	016 HAPLOAD plays the tent outcome us assessments	Australian Service P		-	R(4005)	٩
12 Feb Previous Assessment No Previous Health A	2015 This s curre and a	12 FEB 2 ection dis nt assess ny previou its	016 HAPLOAD plays the ient outcome	Australian Service P		-	R(4005)	
12 Feb Previous Assessment No Previous Health A Assess ID This se	2015 This s curre and a ssessmen Assessed	12 FEB 2 ection disp nt assesso ny previou nts	016 HAPLOAD plays the pent outcome us assessments Expires Action hments that	Australian Service P		ACL	R(4005)	٩
12 Feb Previous Assessment No Previous Health As Assess ID	2015 This s curre and a ssessmen Assessed ection disp sociated t	12 FEB 2 ection dis nt assessm ny previou its	016 HAPLOAD plays the ment outcome us assessments Expires Action hments that th case	Australian Service P	tre	ACL	R(4005)	Q iew

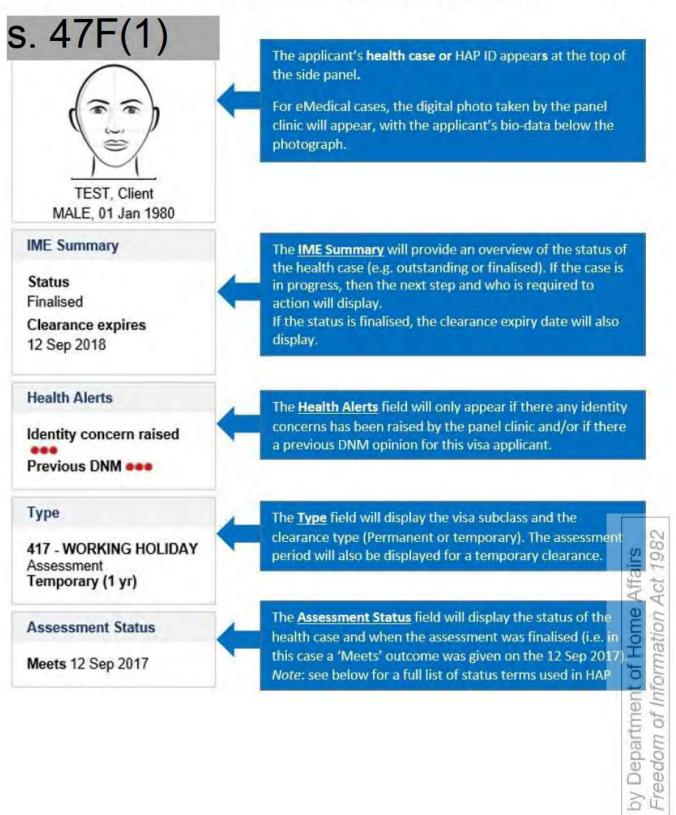
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HAP - Health Assessment processes

Health Summary Panel

The side panel of a health case in the HAP is the best place to start as this displays comprehensive details of the health case. See below for an explanation of the different fields displayed in this panel.



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HAP - Health Assessment processes

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Can you explain the terms used in HAP – Health Assessments?

Value	Meaning	
Assessment Sta	tus	
New	This is the default setting for this field. It essentially means that there is no indication t have been started and/or been received for this applicant.	hat medica
Pre Exam	An eMedical clinic has searched for and managed this applicant's health case. It is no inbox for processing.	w in their
Exams in	An eMedical clinic has completed the preliminary administrative steps within eMedical	for the
Progress	applicant's health case (e.g. uploaded photo and checked identity) and has now starter at least one exam for the applicant (e.g. Chest X-ray).	ed to proce
Auto Clear	Health case has already been completed and submitted, but the case has failed auto	
Denied	rules in HAP – Health Assessments. These cases can be processed by MMSP admin or will be referred to a MOC.	istrative sta
On hold admin	A MMSP health-processing officer has put this case on hold.	
Sent to MOC	Case has been referred to a MOC for an assessment.	
On hold MOC	This case has been put on hold by a MOC.	
Awaiting	For cases, which have been front-end, loaded, a MOC will not proceed to make an op	inion as to
application	whether or not the person meets the health requirement until a valid visa application is	lodged.
Application	An application has subsequently been lodged and linked to the health case previously	1
Received	"Awaiting Application" and contains 'Paper' exams and awaiting MMSP health process action.	
Awaiting	A health case has a paper component and examinations are being re-used, the MMS	^{>} health
Assessment	processing officers will retrieve the paper files and complete the assessment.	
Not required	HAP has determined that no health examinations are required for the applicant - giver circumstances/declarations at the time.	n their
Sent for	An offshore user (e.g. VPO at Post), has indicated that the case is not eligible for 'loca	al clearance
Processing	and as such, has been "Sent for health processing onshore", to be assessed by a MO	
Onshore		
Defer	More information, such as a specialist report or further tests, is needed before the MC provide an opinion.	C can
SMOC Review	A MOC has provided a Does not Meet Opinion and the case is now with a Senior MO for review.	2
Does Not Meet	The applicant has not met the health requirement and a visa cannot be granted un waiver is available and exercised.	less a hea
Return to MOC	A Senior MOC has sent a Does Not Meet opinion back to the MOC to re-consider.	E O
Compactus	This case has been deferred and paper examinations have been filed in the compactu	s, pending
Defer or	receipt of additional medical information.	Dig Lice
Compactus		OL
Auto Cleared	The health case has passed auto clearance rules and has automatically been finalised	H
Recommend	The MMSP health processing staff have not identified any health concerns, and real	commend
Cleared	health case be cleared.	1t Offe
Locally Cleared	A VPO has made a decision that the applicant meets the health requirement in line wi	th I deal
Looding Crodied	Clearance guidelines	EO
Deferred	More information, such as a specialist report or further tests, is needed before the MO	C can E
	provide an opinion.	0.0
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Value	Meaning	
Referred to	Onshore health cases Deferred for additional 600 series examinations are referred to Sta	ite and
Clinic	Territory Health Clinics (STHCs) to be completed.	
Meets	A MOC has determined the applicant has met the health requirement.	
Meets with	A MOC has determined the applicant has met the health requirement and sent comments	s for the
Comments	VPO.	
Meets with	A MOC has determined the applicant has met the health requirement subject to the appli	cant
Undertaking	providing the VPO with a signed 815 undertaking form.	
Does Not Meet	A MOC has determined the applicant has not met the health requirement.	
No Clearance	A MOC has indicated that an applicant is not a threat to public health.	
Required (NCR)		
NCR with	A MOC has indicated that an applicant must sign an 815 undertaking form due to potentia	al public
Undertaking	health issues.	
NCR – Auto	The health case has passed auto clearance rules and has been automatically finalised.	
NCR– Admin	The MMSP health processing staff have not identified any public health concerns, and re the health case be cleared.	commen
NCR – VPO	The VPO has not identified any public health concerns, and recommends the health case b	e cleared
Health not	This health case has been closed because the applicant did not complete their health examples the applicant did not complete the second did not complete the	mination
completed	or the case was created in error.	
Waiver Status		
Waiver Must Be	A MOC had determined the applicant did not meet the health requirement and a health	waiver i
Considered	available and must be considered.	
Sent to	A VPO has uploaded a health waiver submission into HAP – Health Assessments and se	
Immigration Health	Immigration Health for a recommendation on whether a health waiver is supported or not	•
Waiver	Immigration Health has recorded their recommendation indicating that a health waiver is	
Supported	supported.	
Waiver not	Immigration Health has recorded their recommendation indicating that a health waiver is	not
supported	supported.	
Waived	A VPO has recorded the delegate's decision to waive the health requirement.	
Not Waived	A VPO has recorded the delegate's decision not to waive the health requirement.	
AAT Remit	A VPO has recorded the AAT direction that the applicant meets the health requirement Health Assessments.	IN HAP
Undertaking Sta	tus	ffail ct 1
Required	The applicant is required to sign an 815 health undertaking form.	AA
Form sent	The applicant has been sent the 815 health undertaking form.	ne
Form received	A completed and signed 815 health undertaking form has been received by Home Affiars applicant.	from the
Arrived	The visa holder on a health undertaking has now arrived in Australia.	of
Primary non -	Visa holder who has failed to contact the Health Undertakings Service (HUS) within 28 da	ays of
compliant	arriving in Australia as required.	er In
Interim	Visa holder called HUS but could not be allocated to a clinic as they were departing Aust	ralia 8
compliant	shortly.	LIB
Interim non	Visa holder who advised HUS they could not attend a clinic due to an imminent departure	from
compliant	Australia, but failed to depart as advised. Case now requires further management.	00 60
Primary Non -	The visa holder failed to contact HUS and HUS have been unable to contact the visa hold	
Compliant -	despite attempts to do so on at least 3 occasions.	D. F.
Uncontactable		0.0
		ase th
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clinic Visa holder has attended an appointment but is yet to be discharged. Visa holders are not considered Compliant with their Health Undertaking until they have been discharged from a State/Territory Clinic. Clinic follow up required Visa holder has failed to advise Home Affairs whether they attended their appointment. Departed Visa holder has complied with their health undertaking obligation. Compliant Visa holder has been recorded as failing to attend their clinic appointment, but Home Affairs has not yet recorded as "non-compliant". Non-compliant Visa holder who Homa Affairs has recorded in HAP- Health Assessments as "non- compliant" and need to be sent a non-compliance letter and placed on MAL. National Mathematical Administratively Visa holder is no longer required to comply with their Undertaking as: Administratively Visa holder has received a subsequent 'unconditional' health clearance; Visa holder has since become an Australian citizen. Departure Health Check (DHC) Advice 'This applies to all 200 subclasses except subclass 202. DHC has been completed and the visa holder is fit to travel without any special arrangements. Cleared to travel DHC has been completed and the visa holder is cleared to travel with an Escort. Note:	Value	Meaning	
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MOC before future travel. Image: Complete travel before future travel. Image: Complete travel below to proceed with the planned travel based on the visa holder's condition. DHC Not DHC provider is unable to complete the DHC for any number of reasons. Image: Complete travel based on the visa holder's condition.			5
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What does the action panel allow me to do?

- Create a <u>New assessment</u> on the health case
- Manage health case to allow access to other functions such as:
 - extend health clearance validity
 - o recording paper medical results
 - o Uploading of any health related attachments
- View action history This allows you to audit the health case and see what has happened at various steps of the process.

Confirm

How can I tell why a health case failed auto clearance?

VPO's have the ability to view in HAP – Health Assessments why a health case has failed the HAP's auto clearance rules. This information can be found under Auto-clear failed details under the Current health case information. **Note:** Health cases with an assessment status of 'Auto clear denied' or 'Sent to MOC' require assessment by a person and are not finalised outcomes.

Client Checks	
s this Health Case linked to a Visa application?	Yes
loes the client have a previous Does Not Meet opinion?	No
loes the client have Identity concerns?	No
Auto-clear failed details	
Rule Id 10020 - Medical Exam - Abnormal, Present or Yes value Rule Id 10036 - Health Case has Expired Exams.	e detected.



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HAP - Health Assessment processes

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How do I find all the health correspondence that has been generated for the HAP ID?

Correspondence generated during the process of a health case assessment may include any 884 MOC opinion correspondence generated for the applicant, including Waiver regulations.

The System Links panel within the Health Case Details section will let you know the TRIM container that has been used to store any health related correspondence and health case attachments, including blood reports and x-rays

47F(1)	C Health Case Details			
TEST, Client FEMALE, 01 Jan 1980 ME Summary tatus	Given Name/s Sex	TEST Client FEMALE D1 Jan 1980	Svstem Reference S. 47F(1 Related HAP ID(s) TRN S. 47F(1) ELMA Case ID IRIS Schedule	
Finalised Clearance expires 15 Sep 2018	active a pression	CSE	Visa Details Processing Centre	
Health Alerts	(10,000 Dr. 200900)	15 Sep 2017	Subclass/type Stream	417 - WORKING HOLIDAY
Previous DNM	A CONTRACT OF A	Electronic Normal	Assessment Period Visa status	1 year
Туре	Health case type	Onshore Higher	Intended length of Stay	12 month(s)
417 - WORKING HOLIDAY Assessment Temporary (1 yr)			Cumulative stay in Australia	8
	Travel Document Detai	ls	System Links	
Assessment Status	Passport number		TRIM Communication	BCC2D17/41352
Meets 15 Sep 2017	Travel Doc ID		TRIM - Paper medical	
and a second second	Issuing country		TRIM - Film x-rays bo	
	Issue date		Movement History	Portal Link
	Expiry date		CMAL	Portal Link:

Waiver processes in HAP – Health Assessments

Where a MOC has provided a Does Not Meet outcome on a health case, and a health waiver is available, VPO's at the EL1 or above level must give careful consideration as to whether a health waiver should be exercised. VPO's are required to prepare the relevant health waiver submission template to document and record their decision. All health waiver submissions must be attached in HAP – Health Assessments for reporting purposes. For detailed instructions on processing a health waiver in the HAP, refer to the Manager health waivers tip sheet on the intranet.

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How do I upload extra attachments into HAP - Health Assessments?

To upload any additional health related attachments onto the health case, you will need to:

- 1. Search for the health case in Health Assessments
- 2. Select Manage Health Case in the Action panel and press the Confirm button.
- 3. Scroll to the bottom of the health case. 4. Click 'Add attachment'

Attachments								
No attachments or	this health cas	e						
Delete Filename	View	Result	Delivery	Arrived	Details	Associated exam	Date Attached	Edit

5. Fill in the Details of the attachment, Browse your computer for the file and press Ok

Add attachment		+ ×
Delivery	Uploaded V	
Details	Additional medical report	0
File name	* \\DIN.BCZ.GOV.AU\USE Browse	
Cancel		Ok
		2

6. The attachment will display successfully attached to the health case under the Attachments panel.

Attachments							
Delete Filename	View	Result	Delivery	Details	Associated exam	Date Attached	Ed
Additional medical report.pdf		Uploaded		: Additional medical report		17 Nov 2020	10
							20
Add attachment Add exam result							00 3
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How do I extend the validity of an applicant's health clearance?

In line with the Health Requirement Procedural Instruction, VPO's can, in certain situations, extend the validity of an applicant's health clearance. VPO's should only extend a health clearance in exceptional circumstances and after careful consideration of health policy, and should not just provide an extension automatically. VPO must use the functionality in HAP - Health Assessments to extend the validity of an applicant's health clearance. If extension of a health clearance is available under policy, however the VPO is unable to provide the extension in HAP - Health Assessments, VPO's should contact s. 47E(d) to investigate.

- 1. Search for the health case in HAP Health Assessments
- 2. Select Manage Health Case in the Action panel and press the confirm button.
- Scroll to the bottom of the health case.
- 4. Press the Extend button next to current assessment.

Client Checks										
s this Health Case	linked to a Visa	appli	ication?		No					
Does the client hav	ve a previous Do	es No	ot Meet opinion?		Yes					
Does the client hav	ve Identity conce	rns?			No					
Examinations										
Examinations	Sta	tus	Exam. Date	Service Provider		Grade	Source	Re-used from	Audit	View
Medical Examinat	tion Exp	pired	13 Oct 2014	Mr Doctor TESTING C	Central Health Testing Clinic	A Grade	eMedical	149971	Audit	Q.
Chest X-ray Exan	nination Exp	pired	13 Oct 2014	Mr Radiologist TESTI	NG Central Health Testing Clinic	c A Grade	eMedical	149971	Audit	Q.
Current Assessm	ent									
. 47F(1)	Assessed	ſ	Expires	Actioned By	Centre		Outcome	View		
	13 Oct 2014		13 OCT 2015	HAPLOAD	Australian Service Provide	er /	ACLR(4005)	q	Extend	
Previous Assessr	nont									

The Extend Assessment Expiry window will appear.

5. The Assessment Expiry Date will automatically default to an additional 6 months when you complete the process and you must select one of the two assessment extension reasons listed below. ų2

Note: Details are required if you are selecting compelling and compassionate reasons for the extension reason.

Assessment Current Expiry Date	13 Oct 2015		Ē
Assessment Extension Reason Details	Delays in processing not caused by visa applicant. Compelling or compassionate reasons		nt of Ho
Cancel	~	Ok	epartmer
			0

to reflect the extension that you have just actioned. elease

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5. 47F(1)	Current Health Cas	e							
\bigcirc	Client Checks								
(**)	Is this Health Case link	ed to a Vis	a application?		Yes				
	Does the client have a	previous D	loes Not Meet	opinion?	Yes				
CLIENT, TEST MALE, 01 Jan 1980	Does the client have Id	entity cond	ems?		No				
IME Summary	Examinations								
Status Finalised	Examinations	Status	Exam. Date	Service Provider		Grade	Source	Re-used from	View
Clearance expires 13 Apr 2016	Medical Examination	Expired	13 Oct 2014	Mr Doctor TESTING Testing Clinic	Central Health	A Grade	eMedical	s. 47F(1)	٩
Health Alerts Previous DNM	Chest X-ray Examination	Expired	13 Oct 2014	Mr Radiologist TEST Testing Clinic	ING Central Health	A Grade	eMedical		q.
Туре	Current Assessment								
417 - WORKING HOLIDAY Assessment Temporary (1 yr)	s. 47F(1)Asses	sed	Expires	Actioned By	Centre		01	Itcome	View
Assessment Status	13 Oc	t 2014	13 APR 2016	HAPLOAD	Australian Servic	e Provide	r Ac	CLR(4005)	Q.
Auto Cleared 13 Oct 2014		-							-

An updated expiry date will also be sent to CSP and the visa processing system:

· In ICSE - a new event will be added reflecting the new expiry date

. 47E(Auto Cle						n			
		077.04	e ex			/ill sim	nply b		ated	-		dden)	n) with the new expiry date
HAP Outco Health As			Clear		HAP	Inform	ID Co	ncerns: erable:			Syste omment rtakin	IS: N	
F1 INFO HWVR	F2 UNDR	F3	F4	F5 MARK ORIDE	F6	F7 PGUP	F8 PGDN	F9 SCHED REQ	F10	F11 HELP HELPS	F12 EXIT	SEND HAP	

Note: HAP – Health Assessments will also display the following information on the 'View Previous Assessment' window:

- Extension reason
- Name of the officer requesting the extension
- Date the extension was actioned
- · The new expiry date

aloo alopiay	View Current Assessment	
Previous	s. 47F(1)	80
	Pre Exam	air: 15
	So1 Medical Exam - Full Report	ot
the	502 Chest X-Ray Exam - Full Report	AA
	Decision - Auto Cleared	ũ là
ed	Assessment History	ati
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Health Undertakings

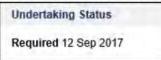
If a health undertaking is required, it will be displayed in the department's visa and health processing systems. It will also be indicated in the 'Form 884' MOC opinion that is generated.

Note: An undertaking is required for all Meets with Undertakings outcomes. Undertakings can also be requested for Does Not Meet opinions and No Clearance Required opinions. This will be displayed on the 884, but is also shown in the HAP - Health Assessments and in CSP under the 'Undertaking Required' field.

In CSP: the Undertaking Required field will display Yes.



In HAP - Health Assessments: the status bar on the left of the screen will display Required in the Undertaking Status panel.



In ICSE: A 'Follow up outstanding' event will display to remind the officer that they are required to record Health Undertaking details in HAP – Health Assessments.

Reason Record health undertakin	Client Name (DOB,Sex) Igs details in TEST, Client (15/04/1987,M	Status Status Dat Unactioned 29/06/201		Information	
	vup Required Ilth undertakings details in HAP	By: HAPLOAD, H At: Central Office		0n: 29/06/2	016
guainer.		Original Qualifier	Record health undertakings		
1010					12
IRIS:					0
IRIS: ou will not be a	able to grant until all info	ormation is recorded ir	HAP – Health As	ssessments	Affai
ou will not be a 'C' code 'Mee	able to grant until all info ts with Undertaking' will ealth Assessments.				g screen
ou will not be a 'C' code 'Mee ad in HAP – He ore detailed in	ts with Undertaking' will	display as in the heal lertakings process car	th code field on th	ie visa processing	g screen
ou will not be a 'C' code 'Mee nd in HAP – He ore detailed in access	ts with Undertaking' will ealth Assessments. formation about the und the Health Undertaking	display as in the heal dertakings process can s screen.	th code field on th n also be viewed l	ie visa processing	a screent of Home

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Recording the 815 Health Undertaking Form in HAP

VPO's need to ensure that the applicant is provided with a copy of 815 Health Undertaking form. Once the applicant has signed and returned the 815 Health uUndertaking form, VPOs will need to update HAP – Health Assessments with the following:

- Scanned/Signed copy of 815 form
- The date the 815 Health Undertaking form was sent
- The date the 815 Health Undertaking form was received
- Also, ensure ICSE/IRIS is updated with the most up to date contact information for the client this
 will assist with the undertaking process onshore.
- 1. Search for the health case in Health Assessments
- 2. Select Manage undertaking in the Action panel and press the Confirm button

Action	
No action chosen New assessment Manage neatth case Manage undertaking View Action History	
	Confirm

- The Manage Undertaking screen will appear which allows you to record undertaking form details in HAP Health Assessments.
- 4. Scroll to the bottom of the screen and select Record undertaking form details in the Action panel.
- Record the Date Sent This is the date that the 815 Form was sent to the applicant and the Date Received – This is the date that the applicant signed and returned the completed 815 form

Action				
Required				
Date		17 Nov 2020		
Status		Required		
O No selection ma				
Record underta Date Sent:	aking form details 17 Nov 2020	1441		
Date Serie.				SI
Attach Form	In the same	Lus		I's
Discourse!				
Cancel			Confirm	ff
Cancel			Confirm	Affairs
				1 1
	Attach Forn	815 to upload a copy of the completed / si		1 1
	Attach Forn	815 to upload a copy of the completed / si		1 1
6. Select	Attach Forn	815 to upload a copy of the completed / si		1 1
6. Select	Attach Forn	1 815 to upload a copy of the completed / si		of Home /
6. Select	Attach Forn			of Home /
6. Select ion quired e tus No selection made	Attach Forn	17 Nov 2020		ent of Home /
6. Select ion guired e tus No selection made Change status		17 Nov 2020		ent of Home /
6. Select ion quired e tus No selection made Change status Record undertaking to	orm details	17 Nov 2020 Required		ent of Home /
6. Select ion quired e tus No selection made Change status Record undertaking to the Sent:		17 Nov 2020 Required		ent of Home /
6. Select ion quired e tus No selection made Change status Record undertaking to ste Sent:	orm details * 17 Nov 2020	17 Nov 2020 Required		ent of Home /
6. Select tion quired te tus No selection made Change status Record underteking to ate Sent: ate Received:	orm details * 17 Nov 2020	17 Nov 2020 Required		of Home /

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7. Once the signed Form 815 has been uploaded, select the Confirm button.

Required			
Date		17 Nov 2020	
Status		Required	
 No selection made Change status Record undertakin 	g form details		
Date Dant	* 17 Nov 2020	(m)	
Date Sent:			
Date Sent: Date Received:	17 Nov 2020		

8. The Undertaking status for the health case will be updated

O Success	Undertaking Status
Undertaking details recorded successfully	Form received 17 Nov 2020

ICSE case - The health outstanding event in ICSE will be finalised with the qualifier 'Meets with Undertaking-Form Received'. No further action is required to be undertaken. The Record health undertakings details in HAP follow up event will also be automatically finalised.



IRIS case - will be updated to reflect that undertaking processing has been completed and you will be able to proceed to visa finalisation.

R191-V#59.02) - HAP	UNDERTAKING INFORMATION -		10
nily Name: TEST	Given Names: CLIENT	1	airs
		Over-ridden:	Home Affairs
Undertaking Required: Y			emi
Undertaking Sent: Y Undertaking Received: Y	Date (DD-MM-YYYY): 20-03-2015 Date (DD-MM-YYYY): 20-03-2015		ent of Home
			nto
)epartment
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How do I create a New Assessment?

Please ensure you have assessed all factors before proceeding with creating a new assessment. If you incorrectly create a new assessment, please contacts. 47E(d) for assistance.

To create a New assessment you need to:

- 1. Navigate to the Case Search screen and enter the applicant's HAP ID then press Search. The Health Case Details screen will appear.
- Scroll to the bottom of the health case and select the correct New Assessment option for the case that you are managing from within the Action panel.

Note: more detailed instructions for each option are provided below.

1. Request a new assessment against a different regulation

Applicant's health clearance has been assessed against the wrong regulation (PIC) and the VPO requires the MOC to re-assess their health case to provide a new MOC opinion against a different PIC.

- a) Select the regulation that you want the health cases to be assessed against from the drop down list Note: only valid PICs listed in the regulations for the relevant visa subclass will appear.
- b) Press the Confirm button

Action		
No action chosen New assessment Manage health case New assessment reason	 Request a new assessment against a different regulation Organise for the client to complete repeat health examinations Request a new assessment based on additional medical information being received Request a new assessment for a different assessment period Study/work in health care 	
	Regulation - Select Resultation/PIC- 4005 4007	Confirm

Note:

- If the health case is electronic: the case will automatically be Sent to the MOC for re-assessment and no further action is required by the officer to facilitate this.
- If the health case is paper: the case will be updated to a status of Awaiting Assessment. Please
 note that the Migration Medical Services Provider (MMSP) will be unable to re-assess the case until
 they obtain any required health examination reports that need to be considered. MMSP (Bupa) will
 arrange to obtain these reports themselves directly or via Immigration Health Branch (IHB). No
 further action is required by the officer to facilitate this (unless paper files are held by the visa officer).

IME Summary	IME Summary	3
Status Outstanding Next step Medical officer to assess	Status Outstanding Next step Case being prepared for Medical officer	all be true
Type 417 - WORKING HOLIDAY	Type 417 - WORKING HOLIDAY	the second s
Assessment Status Sent to MOC 27 Jun 2016	Assessment Status Awaiting Assessment 27 Jun 2016	0.00

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2. Organise for the applicant to complete repeat health examinations

The VPO requires the applicant to undergo repeat health examinations as their previous ones have or are about to expire on the visa being processed. The VPO will have access to this if:

- Health case is expired .
- Health case will expire within 6 months •
- Health case is not a DNM or No Clearance Required (NCR) outcome

Note: HAP will generate standard exams and therefore, you must ensure that all required exams have been generated in line with policy. If examinations are missing, please contact s. 47E(d)

Press the Confirm button a)

Action		
No action chosen New assessment Manage health case View Acton History New assessment reason	Organise for the client to complete repeat health examinations Request a new assessment based on additional medical information being received Study/work in health care	Confirm

b) You will be promoted with a message to confirm you would like to create a new assessment, to proceed press Ok.

Message	+ ×
Important: This action cannot be undone. Please make sure that you require the client to complete repeat health examinations for this visa application because their health clearance has expired before proceeding.	
Cancel	Ok

Once the new assessment has been created, you will see that the C) Assessment Status will have been updated to New.

Success

A New Assessment has been created

Note: the applicant can now be provided with the same HAP ID and 1 they will be able to attend a panel clinic to complete their repeat set of health examinations.



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HAP - Health Assessment processes

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3. Request a new assessment based on additional medical information being received

The applicant was given an outcome, but the visa officer has since received new medical information that a MOC needs to consider and provide a new opinion.

Note: Do not create a new assessment if the applicant has only provided non-medical information. If the visa officer is unsure whether the information provided is medical in nature please contact before proceeding any further. s. 47E(d)

a) Scan the additional information the visa officer received (if the visa officer did not already receive it electronically) and press the Add Attachment button

Action		
No action chosen New assessment Manage health case View Action History New assessment reason	Organise for the client to complete repeat health examinations Request a new assessment based on additional medical information being received Study/work in health care Add attachment	Confirm

b) The visa officer will be prompted with a message to confirm the attachments the visa officer is attaching is new "Medical Information" that the MOC has not already seen. Note: This action cannot be undone - please ensure you would like to create new assessment based on new Medical Information.

	sure that you require this health case to be reassessed by a h I, that has not already been considered in the previous MOC i	
Cancel		Ok
	the second second	
	d attach the attachment and press OK. Th	ne visa officer will be returned to the
evious action pa	nel	
Add attachme	ent	+ ×
	Uploaded 🔽	+ ×
Delivery		+ ×
Delivery		+ ×
Add attachme Delivery Details File name		+ *

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d) Press Confirm button

Action							
No action chosen New assessment Manage health case View Action History							
Information							
Document HIV test report pd	If attached,	Continuing will c	reate an asses	sment.			1
New assessment reason		• Re		sessment bas		Ith examinations nal medical information being received	
					Add adaci	Thent	
Attachments							Confirm
Attachments Filename	View	Result	Delivery	Arrived	Details	Associated exam	Confirm Date Attached
	View <u>View</u>	Result Uploaded	Delivery	Arrived Yes	Details	Associated exam 502 - Chest X-ray Examination	
Filename			Delivery	Inclose and the	Details		Date Attached

Note:

- If the health case is electronic: the case will automatically be Sent to the MOC for reassessment and no further action is required by the visa officer to facilitate this – with the attachment now attached under the attachments panel.
- If the health case is paper: the case will be updated to a status of Awaiting Assessment. MMSP
 will be unable to re-assess the case until they obtain any required health examination reports that
 need to be considered in conjunction with any new medical evidence that the visa officer has
 attached in HAP or sent through to MMSP as per normal arrangements. MMSP (BUPA) will arrange
 to obtain these reports themselves directly or via IHB. No further action is required by the visa
 officer to facilitate this (unless paper files are held by the visa officer).

Message		+	×
Important: This action cannot be undo examinations for this visa application Cancel	one. Please make sure that you require the client to complete repeat health because their health clearance has expired before proceeding.	Sine	P982
c /	17 C / 1	HINN'S AFF	mation Act
5. 4	+/	internation	m of Infon
		hv Dan	Free
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- Health Assessment processes	Immigration Health Policy and Assurance Branch	Decem	ber 20

4. Request a new assessment for a different assessment period

The visa officer requires a MOC to re-assess a case for a different assessment period – e.g. because the visa officer intends to grant the visa for a shorter period than they were originally assessed for.

Note: This is relevant for cases where the MOC provided a DNM opinion. If the applicant received a DNM when completing permanent health examinations for a temporary visa, you MUST request a reassessment for the correct period of stay that you intend to grant the visa for.

a) Enter the assessment period you wish the applicant's health case to be re-assessed for.

Note: the permanent assessment period box will only appear checked where the correct set of permanent health examinations has been completed by the applicant.

b) Press Confirm button

Action			
No action chosen New assessment Manage health case View Action History New assessment reason	Request a new assessment based of Request a new assessment for a difference of the second se	n additional medical information being received erent assessment period	
	Assessment Period	Permanent	
		Years 0	
		Months 6	

Note:

- If the health case is electronic: the case will automatically be Sent to the MOC for re-assessment and no further action is required by the visa officer to facilitate this
- If the health case is paper: the health case will be updated to a status of Awaiting Assessment. MMSP will be unable to re-assess the health case until they obtain any required health examination reports that need to be considered in conjunction with any new medical evidence that the visa officer has attached in HAP or sent through to MMSP as per normal arrangements. MMSP (Bupa) will arrange to obtain these reports themselves directly or via IHB. No further action is required by the visa officer to facilitate this (unless paper files are held by the visa officer).

	82
Message	iei *
Important: This action cannot be undone. Please make sure that you require the client to complete repeat health examinations for this visa application because their health clearance has expired before proceeding.	f Home Af
	nent o
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	e Free
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HAP - Health Assessment processes

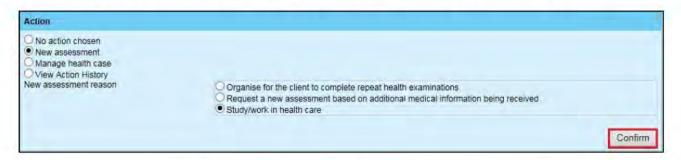
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5. Request a new assessment as the applicant intends to study/work in health care

The applicant is intending to work as (or study to be) a doctor, dentist, nurse or paramedic, but failed to declare this when they applied for their visa/submitted their My Health Declarations form. Consequently, their health case does not currently contain all the required health examinations (i.e. medical, x-ray and blood tests).

Note: If the health case has any exam that is "Finalised Incomplete" that exam will be re-added to the case.

a) Select Study/work in health care option from New assessment reason and press Confirm button



- b) Once the new assessment has been created, you will see that the Assessment Status will have been updated New.
- c) The additional health examinations that are required will also have been added to the health case. Note: the applicant can now be provided with the same HAP ID and they will be able to attend a panel clinic to complete their outstanding set of health examinations.

Status	Examinations	Status	Exam. Date	Service Provider	Grade	Source	Re-used from	
Outstanding	HIV test	Required	-			÷.	-	
Next step	Hepatitis B test	Required	-		6	-	-	9
Health to be undertaken	Hepatitis C test	Required	-		÷	-	- 0	n c
	Medical Examination	Fnalised	09 Jun 2016	Dr Automation Team Automation Clinic	A Grade	Paper	10	
Туре	Chest X-ray Examination	Fnalised	09 Jun 2016	Dr Automation Team Automation Clinic	A Grade	Paper	- 4	2
500 - Student (Temporary)	Examination		2010	Ginte	Glade			4. 5
Assessment Status New 27 Jun 2016							nf L	-

There are still scenarios where a new assessment may be required but visa officers will not be able to cre a new health assessment in HAP – Health Assessments themselves, refer to the Health Requirement Procedural Instruction.

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How can I find out if an applicant has declared pregnancy at the time of IME?

- 1. Search for the health case in HAP Health Assessments
- Scroll to the bottom of the screen to view the Current Health Case examinations that the applicant completed for their IME assessment.

Health Case Details	
Health Case History (40)	
Current Health Case	

 If the status of the 502 (Chest x-ray examination) is Set aside (Lower TB risk applicants) or On Hold (Higher TB risk applicants), this confirms that the applicant was pregnant at the time of the IME health assessment.

	Set aside	*				*		q
Examinations								
LAUTINIUSION								
Examinations		Status	Exam. Date	Service Provider	Grade	Source	Re-used from	View
	_	Status Required	Exam. Date	Service Provider	Grade	Source	Re-used from	View

 The visa officer can also view the HAP ID assessment to confirm the pregnancy declaration on the 502 provided by the applicant at the time of IME.

iew Current Assessment	+ ×	0
O Pre Exam	^	air
● 501 Medical Exam - Full Report		Aff
S 502 Chest X-Ray Exam - Full Report		Q
		10
O Clinic And Examination Details		보
⊞ Expand all ⊟ Collapse all		·
Radiologist Report		0
Pregnancy		en
Is the client pregnant? Y	s	De la
When does the client expect to give birth? 3		1
and the second	-Sep-2017	CDI
Does the client wish to proceed with the Y required X-ray examination(s)?	·S	0
	Radiologist TESTING	ő
Client has undertaken the x-ray(s) and has Y agreed to the declaration below		DV I

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How can I find an applicant's polio vaccination status?

To determine which applicants are required to present a polio certificate and for further information regarding polio requirements refer to the Health Requirement Procedural Instruction.

For electronic cases

- 1. Search for the health case in HAP Health Assessments
- Scroll to the bottom of the screen to view the Current Health Case examinations that the applicant completed for their IME assessment.
- You can press the view magnifying glass on the 951 Vaccination examination to view any details recorded by the panel physican or any attachments added



 Alternativley the clinic may have recorded this information in the 501 Medical examination general supporting comments. You can press the view magnifying glass on 501 Medical examination to view this information.

Note: Any attachments attached to the health case can be found under the attachments panel.

~ /	7 [/]]	
S. 4		0
	/ - /	Affairs Act 198:
Health Case 3455874 - 501 Medical exam		0
General Supporting comments OPV administered on 22/04/2017 and certificate issued.	^	ent of Home
A Warning		nt o
No exam attachments found		of II
For paper cases		Mark Concerning
Check the panel physician's responses in certificates.	n the Form 26, particularly any notes regarding polio vaccination	by Depar Freedom
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How do I record Hepatitis B paper results?

As per the Health Requirement Procedural Instruction, the visa officer is required to record Hepatitis B results that have been received for a pregnant visa applicant in Australia.

- 1. Search for the health case in HAP Health Assessments
- Scroll to the bottom of the screen and press Manage Health Case in the Action panel and press the Confirm button.
- Press the 'edit pencil icon' I to edit the Hepatitis B test result.
- Record the details of the examination result as below and press OK.

Edit Medical Exam		
Clinic Details Country	* AUSTRALIA	V
Clinic	* Onshore Specialist (panel - Active)	~
Service provider	* Dr Onshore Specialist (panel - Active)	
Results		
Exam	708 Hepatitis B test	
Exam date	* 05 Oct 2017 🛗	
	Results scanned and attached	
Exam Grade	* Non-reactive Reactive	
Details		1
		-0
		~
		_
Cancel		OK

- 5. Upload the Hepatitis B scanned results by pressing on the Add exam result button under attachments.
- 6. Press the Add Link button Add Link
- 7. Select the Associated Exam and Results Hepatitis B and press Save

Delivery	Uploaded	
Link to exams	* Associated * 708 Hepatitis B test (Uploade Exams Results * Hepatitis B test	ed exam - Finalised - 05 O 💌
		Cancel Save

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8. Browse the file to be uploaded and press Ok to upload the Hepatitis B results

Delivery	Upload	led 🔽			
Link to exams	Add	Link			
	Delet	e Associated Exam	Result	Description	Edit
	1	708 - Hepatitis B test	Hepatitis B test		1
Details					5
File name	WIMML	LOCAL\Dfs\Users' Brows	se		
Cancel					Ok

- 9. The results will then be uploaded into the Attachments panel.
- 10. Proceed to locally clear the results or send to onshore for processing to the MMSP as per the Health Requirement Procedural Instruction.

Note: Steps to locally clear or send onshore for processing can be found within tip sheet 'Processing paper health examinations in HAP' on the intranet

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HAP - Health Assessment processes

This tip sheet is designed to assist visa processing officers (VPO) with the system processes that are involved in viewing and understanding the progression of a health case. It will also explain other functions that are available in HAP - Health Assessment to visa officers after the applicant has completed their health.

There are also a number of other tip sheets regarding health related processes available on the intranet at: https://intranet.bcz.gov.au/border-ops/processing/visa/health/processing-guidelines-visa-officers

Migration Medical Services Provider (MMSP) Communication protocols

Our MMSP is Bupa Medical Visa Services (Bupa). If you require assistance to progress an assessment of a health case, please use the agreed communication protocols noted on the intranet. <u>https://intranet.bcz.gov.au/border-ops/processing/visa/health/migration-medical-services-provider-communication-protocols</u>

CSP Merge

Note: If you are required to complete a client merge, instructions are available via the below TRIM links. If

you require an urgent merge, please ensure you set the priority accordingly.

- ADD2015/382336 Requesting a client merge using the Client Search Portal (CSP)
- ADD2015/382356 Requesting a client merge using the Client Search Portal (CSP), if PIDs already merged in TRIPS

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Glossary

Term	Acronym (if applicable)	Definition	
Department of Home Affairs	Home Affairs	A department of the Government of Australia that is responsible for immigration, citizenship and border control.	or
Does not meet	DNM	The applicant has not met the health requirement and a visa can be granted unless a health waiver is available and exercised.	
Health Assessment Portal	HAP	A departmental system that allows officers to record applicant head declaration data, determine what immigration medical examination applicants are required to undertake, and generate health identified and documentation.	ns
Health Care Worker/Student	HCW/HCS	An applicant intending to work as, or study to be, a doctor, dentist and nurse or ambulance paramedic in a health care environment.	
Integrated Client Services Environment	ICSE	A departmental visa processing system that provides support for it processing and evidencing of citizenship applications as well as o onshore visa processing tasks.	
Immigration Records Information System	IRIS	A departmental visa processing system used primarily to support processing of visa applications offshore. Used to be the primary offshore visa processing system.	ne Aff a i
Immigration Medical Examinations	IME	The medical examinations required to determine whether a visa applicant satisfies the health requirement.	of Hor
Medical Officer of the Commonwealth	MOC	Registered medical practitioner appointed by the Department of Home Affairs . They may work directly for the Department, or be employed by the Migration Medical Services Provider.	tment
Migration Medical Services Provider	MMSP	The Department's contracted onshore MMSP. The current provide Bupa Medical Visa Services (Bupa).	eris
State and Territory Health Clinic	STHC	The designated authority within that state or territory that deals with the comprehensive investigation, management, treatment and reporting of a specific health condition.	Yd
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How do I access HAP - Health Assessments?

I am an IRIS/CITRIX user

Offshore IRIS/CITRIX users need to logon to HAP via CITRIX (Alternative Links).

						Client Search Health
emative Links		CEM	CMAL	eMedical	HAP	Health
-	-	-	-	-	-	Case Search Declarations
Legend	Legend E7	Legend E9	Microsoft Office	Revenue Receipting	Service Manager	Case Search
0	0	X	0	W		ID * Required Returned * 100

VPOs need to select Health Assessment under Quick links on the intranet home page. You can manage your preferences by selecting "Manage" to display the most used portals. Alternatively, if this does not appear you should select Client Search.

Quick links					
easySAP		Ourf	eople		
ImmiAccount		Serv	ce Request Catalogue	6 - C	
Health Assessment		Clier	it Search		
Business Intelligence Report	ting System	LEGE	ND		
ey can then press on the	Health tab at the	top of the po	rtal screen.		
Health					
nterprise Correspondence	Client Search	Health			airs
sociated to a visa applicar	n on men visa aj		JJL.		Department of HomenAf
					by

HAP - Health Assessment processes

How do I search for a health case

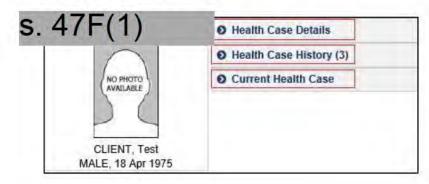
- 1. Open the Case Search screen in HAP
- Select ID Type, the relevant IDs are HAP ID, Visa Request ID or TRN and type in the unique identifier
- 3. Press Search.

175	(1)
Returned results * 100	
limit	
Reset	Search

The case you are looking for will appear with the Current Health Case open by default.

I have found the case but I don't know what I am looking for?

The panel on the left of the page contains summary information, which will assist you to understand the current status of the health case. You can use the "twisty" (these are arrows) to expand the screen to see more details of the health case.



See below for further details.

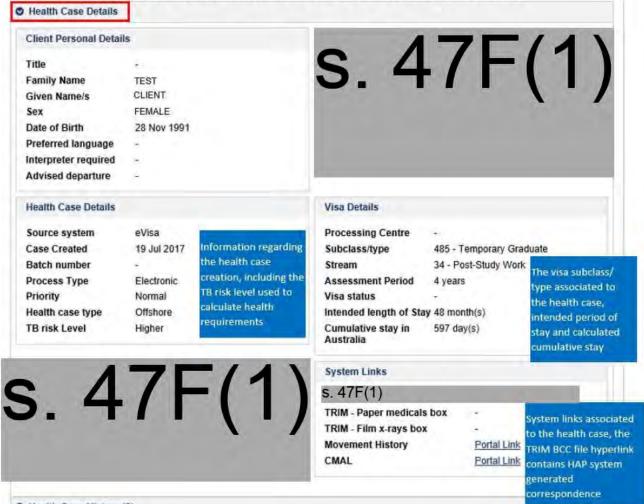
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Health Case Details

This section displays important information in relation to the health case and its creation.



O Health Case History (3)

Health Case History

This section will display any health cases that are related to the client. You can click on the HAP ID hyperlink to take you directly to that health case.

 Health C 	ase History (3)					
HAPID	Assessed	Expires	Actioned By	Outcome	Subclass	View
1	7F(1)	<u>.</u>		•	417	Q
			HAPLOAD		600	Q
		- a.	ladmin Four	Does Not Meet	457	Q

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HAP - Health Assessment processes

Current Health Case

This section displays important information in relation to the examinations, attachments and assessment of the visa applicant's health case.

	-								
Client Checks									
Is this Health Case lin Does the client have a				inion?	Yes Yes		examination Is of the exa		plays
Does the client have l	dentity co	oncerns?			No	You	rtaken by th an also view ded for this	the inform	nation
Examinations							e magnifying		ering.
Examinations	Status	Exam. Date	Servic	e Provider		Gra	de Source	Re-used from	View
Chest X-ray Examination	Expired	12 Feb 2015		diologist TEST g Clinic	ING Central Health	1.4	eMedical	-	ď
Current Assessment									
5. 47F(1) Assess	sed	Expires	ļ	Actioned By	Centre		Out	come	View
12 Feb	2015	12 FEB 2	016 H	HAPLOAD	Australian Servic	e Provider	ACL	R(4005)	Q
and the second se	-		plays the						
	and the second	ection dis		me					
Previous Assessment	curre	ection dis nt assessn iny previor	nent outco						
	currel and a	nt assessn iny previou	nent outco						
Previous Assessment No Previous Health A Assess ID	currel and a	nt assessn iny previou 1 ts	nent outco		ned By (Centre	Outcome	v	'iew
No Previous Health A: Assess ID	curre and a ssessmen Assessed	nt assessn iny previou 1 15	nent outco us assessm Expires	Action	ned By (Centre	Outcome	v	'iew
No Previous Health A Assess ID / This se	curre and a ssessmen Assessed ection disp	nt assessn iny previou 1 ts	ent outco us assessm Expires hments th	Action	ned By (Centre	Outcome	v	'iew
No Previous Health A Assess ID	curre and a ssessmen Assessed ection disp sociated t	nt assessn iny previou nts plays attac	ent outco us assessm Expires hments th	Action	ned By () Details Associate		Outcome	V Date Atta	

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HAP - Health Assessment processes

Health Summary Panel

The side panel of a health case in the HAP is the best place to start as this displays comprehensive details of the health case. See below for an explanation of the different fields displayed in this panel.

s. 47F(1 The applicant's health case or HAP ID appears at the top of the side panel. For eMedical cases, the digital photo taken by the panel clinic will appear, with the applicant's bio-data below the photograph. TEST, Client MALE, 01 Jan 1980 **IME Summary** The IME Summary will provide an overview of the status of the health case (e.g. outstanding or finalised). If the case is Status in progress, then the next step and who is required to Finalised action will display. If the status is finalised, the clearance expiry date will also **Clearance** expires display. 12 Sep 2018 **Health Alerts** The Health Alerts field will only appear if there any identity concerns has been raised by the panel clinic and/or if there Identity concern raised a previous DNM opinion for this visa applicant. Previous DNM •••• Type The Type field will display the visa subclass and the 1982 clearance type (Permanent or temporary). The assessment 417 - WORKING HOLIDAY Affairs period will also be displayed for a temporary clearance. Assessment Act Temporary (1 yr) by Department of Home Information The Assessment Status field will display the status of the Assessment Status health case and when the assessment was finalised (i.e. in this case a 'Meets' outcome was given on the 12 Sep 2017 Meets 12 Sep 2017 Note: see below for a full list of status terms used in HAP

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Can you explain the terms used in HAP – Health Assessments?

Value	Meaning	
Assessment Sta	tus	
New	This is the default setting for this field. It essentially means that there is no indication t have been started and/or been received for this applicant.	hat medica
Pre Exam	An eMedical clinic has searched for and managed this applicant's health case. It is no inbox for processing.	w in their
Exams in	An eMedical clinic has completed the preliminary administrative steps within eMedical	for the
Progress	applicant's health case (e.g. uploaded photo and checked identity) and has now starter at least one exam for the applicant (e.g. Chest X-ray).	ed to proce
Auto Clear	Health case has already been completed and submitted, but the case has failed auto	
Denied	rules in HAP – Health Assessments. These cases can be processed by MMSP admin or will be referred to a MOC.	istrative sta
On hold admin	A MMSP health-processing officer has put this case on hold.	
Sent to MOC	Case has been referred to a MOC for an assessment.	
On hold MOC	This case has been put on hold by a MOC.	
Awaiting	For cases, which have been front-end, loaded, a MOC will not proceed to make an op	inion as to
application	whether or not the person meets the health requirement until a valid visa application is	lodged.
Application	An application has subsequently been lodged and linked to the health case previously	1
Received	"Awaiting Application" and contains 'Paper' exams and awaiting MMSP health process action.	
Awaiting	A health case has a paper component and examinations are being re-used, the MMS	^{>} health
Assessment	processing officers will retrieve the paper files and complete the assessment.	
Not required	HAP has determined that no health examinations are required for the applicant - giver circumstances/declarations at the time.	n their
Sent for	An offshore user (e.g. VPO at Post), has indicated that the case is not eligible for 'loca	al clearance
Processing	and as such, has been "Sent for health processing onshore", to be assessed by a MO	
Onshore		
Defer	More information, such as a specialist report or further tests, is needed before the MC provide an opinion.	C can
SMOC Review	A MOC has provided a Does not Meet Opinion and the case is now with a Senior MO for review.	2
Does Not Meet	The applicant has not met the health requirement and a visa cannot be granted un waiver is available and exercised.	less a hea
Return to MOC	A Senior MOC has sent a Does Not Meet opinion back to the MOC to re-consider.	E O
Compactus	This case has been deferred and paper examinations have been filed in the compactu	s, pending
Defer or	receipt of additional medical information.	Dig Lice
Compactus		OL
Auto Cleared	The health case has passed auto clearance rules and has automatically been finalised	H
Recommend	The MMSP health processing staff have not identified any health concerns, and real	ommend
Cleared	health case be cleared.	1t Offe
Locally Cleared	A VPO has made a decision that the applicant meets the health requirement in line wi	th I deal
Looding Crodied	Clearance guidelines	EO
Deferred	More information, such as a specialist report or further tests, is needed before the MO	C can E
	provide an opinion.	0.0
	F	00
		0
		5 P
		0 0
		eleased
		0 0
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Referred to Onshore health cases Deferred for additional 600 series examinations are referred to Stat Clinic Territory Health Clinics (STHCs) to be completed. Meets A MOC has determined the applicant has met the health requirement. Meets with A MOC has determined the applicant has met the health requirement and sent comments Omments VPO. Meets with A MOC has determined the applicant has met the health requirement subject to the applic undertaking Does Not Meet A MOC has determined the applicant is not a threat to public health. Required (NCR) A MOC has indicated that an applicant is not a threat to public health. Required (NCR) A MOC has indicated that an applicant must sign an 815 undertaking form due to potential undertaking NCR – Auto The health case has passed auto clearance rules and has been automatically finalised. NCR – Auto The work is the processing staff have not identified any public health concerns, and rec the health case be cleared. NCR – VPO The VPO has not identified any public health requirement and a health available and must be considered. Sent to A MOC had determined the applicant did not meet the health requirement and a health available and must be considered. Sent to A VPO has uploaded a health waiver submission into HAP – Health Assessments and ser Immigration </th <th></th>	
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Value	Meaning	
Allocated to clinic	Visa holder has been referred to a clinic and no outcome has been recorded yet.	
Appointment Attended	Visa holder has attended an appointment but is yet to be discharged. Visa holders are not considered Compliant with their Health Undertaking until they have been discharge from a State/Territory Clinic.	
Clinic follow up	Visa holder has failed to advise Home Affairs whether they attended their appointmer	nt.
required		
Departed	Visa holder was allocated to a clinic but then departed Australia.	
Compliant	Visa holder has complied with their health undertaking obligation.	
Secondary	Visa holder has been recorded as failing to attend their clinic appointment, but Home	;
noncompliant	Affairs has not yet recorded as "non-compliant". Visa holder who Homa Affairs has recorded in HAP- Health Assessments as "non-	
Non-compliant	compliant" and need to be sent a non-compliance letter and placed on MAL.	
Inactive	The visa holder has been given a subsequent MOC opinion that has superseded the	
macuve	health undertaking.	
Undertaking	Visa holder is no longer required to comply with their Undertaking as:	
Administratively	 new medical information has been received and a new MOC opinion will be 	
Closed	provided;	
	 visa holder has received a subsequent 'unconditional' health clearance; Visa holder has since become an Australian citizen. 	
Departure Health	Check (DHC) Advice	
	ll 200 subclasses except subclass 202.	
Cleared to travel	DHC has been completed and the visa holder is fit to travel without any special	
Cleared to travel	arrangements.	
with Escort	DHC has been completed and the visa holder is cleared to travel with an Escort. Note This only applies to subclass 202 visa holders in which case the Escort costs are the	
WITLSCOT	responsibility of the sponsor and a MOC/ Home Affairs financial delegate is not	
	required to consider the escort request. The sponsor's approval needs to be obtained	d
	before the DHC is finalised with this outcome.	-
* Escort	DHC provider identifies the need for an Escort and request Home Affairs consideration	on
Requested	and approval. Note: This is not a final outcome.	
* Escort clinically	MOC supports the Escort on clinical grounds and the financial delegate has approved	d
supported and	this. Note: The escort request requires clinical support of a MOC and approval of a	
approved	Hiome Affairs financial delegate for the Escort travel costs.	1
* Escort clinically	A MOC does not support the need for an Escort on the basis that an Escort is not	E
not supported	necessary i.e. travel should proceed without Escort.	T.
* Escort Not	The financial delegate does not approve request for an Escort (clinically supported).	E
Approved		ō
Travel deferred -	The MOC does not support travel. The visa holder's condition may require stabilisation	on
MOC	before future travel.	5
Travel deferred -	DHC provider decides not to proceed with the planned travel based on the visa holde	¥'s
Clinic	condition.	D
DHC Not	DHC provider is unable to complete the DHC for any number of reasons.	5
Completed		TT.
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What does the action panel allow me to do?

- Create a <u>New assessment</u> on the health case
- Manage health case to allow access to other functions such as:
 - extend health clearance validity
 - o recording paper medical results
 - o Uploading of any health related attachments
- View action history This allows you to audit the health case and see what has happened at various steps of the process.

Confirm

How can I tell why a health case failed auto clearance?

VPO's have the ability to view in HAP – Health Assessments why a health case has failed the HAP's auto clearance rules. This information can be found under Auto-clear failed details under the Current health case information. **Note:** Health cases with an assessment status of 'Auto clear denied' or 'Sent to MOC' require assessment by a person and are not finalised outcomes.

Client Checks	
s this Health Case linked to a Visa application?	Yes
loes the client have a previous Does Not Meet opinion?	No
loes the client have Identity concerns?	No
Auto-clear failed details	
Rule Id 10020 - Medical Exam - Abnormal, Present or Yes value Rule Id 10036 - Health Case has Expired Exams.	e detected.



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HAP - Health Assessment processes

How do I find all the health correspondence that has been generated for the HAP ID?

Correspondence generated during the process of a health case assessment may include any 884 MOC opinion correspondence generated for the applicant, including Waiver regulations.

The System Links panel within the Health Case Details section will let you know the TRIM container that has been used to store any health related correspondence and health case attachments, including blood reports and x-rays

47F(1)	3 Health Case Details	
TEST, Client FEMALE, 01 Jan 1980	Client Personal Details Tide - Family Name TEST Given Name/s Client Sex FEMALE Date of Birth D1 Jan 1980 Preferred language Interpreter required Advised departure -	S. 47F(1) Related map rules TRN s. 47F(1) ELMA Case ID IRIS Schedule
Status Finalised Clearance expires 15 Sep 2018	Health Case Details Source system ICSE	Visa Details Processing Centre
Health Alerts	s. 47F(1) Batch number -	Subclass/type 417 - WORKING HOLIDAY Stream -
Previous DNM	Process Type Electronic Priority Normal	Assessment Period 1 year Visa status
Type 417 - WORKING HOLIDAY Assessment Temporary (1 yr)	Health case type Onshore TB risk Level Higher	Intended length of 12 month(s) Stay Cumulative stay in – Australia
remporery (* yr)	Travel Document Details	System Links
Assessment Status	Passport number	TRIM Communications BCC2017//41352
Meets 15 Sep 2017	Travel Doc ID - Issuing country - Issue date - Expiry date -	TRIM - Paper medicals box TRIM - Film x-rays box Movement History <u>Portal Link</u> CMAL Portal Link

Waiver processes in HAP – Health Assessments

Where a MOC has provided a Does Not Meet outcome on a health case, and a health waiver is available, VPO's at the EL1 or above level must give careful consideration as to whether a health waiver should be exercised. VPO's are required to prepare the relevant health waiver submission template to document and record their decision. All health waiver submissions must be attached in HAP – Health Assessments for reporting purposes. For detailed instructions on processing a health waiver in the HAP, refer to the Manager health waivers tip sheet on the intranet.

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HAP - Health Assessment processes

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How do I upload extra attachments into HAP - Health Assessments?

To upload any additional health related attachments onto the health case, you will need to:

- 1. Search for the health case in Health Assessments
- 2. Select Manage Health Case in the Action panel and press the Confirm button.
- 3. Scroll to the bottom of the health case. 4. Click 'Add attachment'

Attachments								
No attachments on th	is health cas	Ð						
Delete Filename	View	Result	Delivery	Arrived	Details	Associated exam	Date Attached	Edit

5. Fill in the Details of the attachment, Browse your computer for the file and press Ok

Add attachment		+ ×
Delivery	Uploaded V	
Details	Additional medical report	0
File name	* \\DIN.BCZ.GOV.AU\USE Browse	
Cancel		Ok
		2

6. The attachment will display successfully attached to the health case under the Attachments panel.

Attachments							
Delete Filename	View	Result	Delivery	Details	Associated exam	Date Attached	Ed
Additional medical report.pdf		Uploaded		: Additional medical report		17 Nov 2020	10
							20
Add attachment Add exam result							00 3
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HAP - Health Assessment processes

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How do I extend the validity of an applicant's health clearance?

In line with the Health Requirement Procedural Instruction, VPO's can, in certain situations, extend the validity of an applicant's health clearance. VPO's should only extend a health clearance in exceptional circumstances and after careful consideration of health policy, and should not just provide an extension automatically. VPO must use the functionality in HAP - Health Assessments to extend the validity of an applicant's health clearance. If extension of a health clearance is available under policy, however the VPO is unable to provide the extension in HAP - Health Assessments, VPO's should contact s. 47E(d) to investigate.

- 1. Search for the health case in HAP Health Assessments
- 2. Select Manage Health Case in the Action panel and press the confirm button.
- Scroll to the bottom of the health case.
- 4. Press the Extend button next to current assessment.

Client Checks									
Is this Health Case linked to	a Visa appl	ication?		No					
Does the client have a previo	ous Does Ne	ot Meet opinion?		Yes					
Does the client have Identity	concerns?			No					
Examinations									
Examinations	Status	Exam. Date	Service Provider	The second second second	Grade	Source	s. 47F(1)	Audit	View
Medical Examination	Expired	13 Oct 2014	Mr Doctor TESTING C	Central Health Testing Clinic	A Grade	eMedical	(Locality)	Audit	Q
Chest X-ray Examination	Expired	13 Oct 2014	Mr Radiologist TESTI	NG Central Health Testing Clinic	A Grade	eMedical		Audit	Q.
Current Assessment									
5. 47F(1) Assess	ed	Expires	Actioned By	Centre	0	utcome	View		
13 Oct 2	014	13 OCT 2015	HAPLOAD	Australian Service Provider	AC	CLR(4005)	٩	Extend	
Previous Assessment									

The Extend Assessment Expiry window will appear.

5. The Assessment Expiry Date will automatically default to an additional 6 months when you complete the process and you must select one of the two assessment extension reasons listed below. ŝ

Note: Details are required if you are selecting compelling and compassionate reasons for the extension reason.

ssessment Current Expiry Date	13 Oct 2015		Ē
ssessment Extension Reason letails	Belact – Delays in processing not caused by visa applicant Compelling or compassionate reasons		t of Ho
Cancel	~	Ok	partmen
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to reflect the extension that you have just actioned. elease

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HAP - Health Assessment processes

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$\langle \cdot \rangle$	Client Checks								
CLIENT, TEST MALE, 01 Jan 1980	Is this Health Case links Does the client have a Does the client have Ide	previous D	loes Not Meet		Yes Yes No				
ME Summary	Examinations								
Status Finalised	Examinations	Status	Exam. Date	Service Provider	-	Grade	Source	Re-used from	View
Clearance expires 13 Apr 2016	Medical Examination	Expired	13 Oct 2014	Mr Doctor TESTING C Testing Clinic	entral Health	A Grade	eMedical	s. 47F(1)	٩
Health Alerts Previous DNM ***	Chest X-ray Examination	Expired	13 Oct 2014	Mr Radiologist TESTIN Testing Clinic	G Central Health	A. Grade	eMedical		٩
Гуре	Current Assessment								
117 - WORKING HOLIDAY Assessment Cemporary (1 yr)	s. 47F(1) Asses	seđ	Expires	Actioned By HAPLOAD	Centre		Ou	itcome	Vīew

An updated expiry date will also be sent to CSP and the visa processing system:

· In ICSE - a new event will be added reflecting the new expiry date

vent MAL Check inalised Hea	Ith Bequire	ment		Qualifier CMAL Po Auto Cla		Match		02/	/12/2015	02/12/	2015 T	ient Name EST, Clier	nt	Information Yes,AMBER,2015-12-02T13:41:42 149971.13/04/2016
	In IRI	S - th	e ex	piry da	te w	/ill sin	nply b	e upda	ated	(i.e. o	verri	idden) with the	new expiry date
IAP Outco Health As			Clear		HAP	Inform	ID Co	ncerns: erable:		MOC C Unde				
F1 INFO	F2	F3	F4	F5 MARK	F6	F7 PGUP	F8 PGDN	F9 SCHED	F10	F11 HELP	F12 EXIT	SEND HAP		

Note: HAP – Health Assessments will also display the following information on the 'View Previous Assessment' window:

- Extension reason
- Name of the officer requesting the extension
- Date the extension was actioned
- · The new expiry date

aloo alopiaj	View Current Assessment	
Previous	s. 47F(1)	s 982
	D Pre Exam	air.
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the	502 Chest X-Ray Exam - Full Report 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 F
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Health Undertakings

If a health undertaking is required, it will be displayed in the department's visa and health processing systems. It will also be indicated in the 'Form 884' MOC opinion that is generated.

Note: An undertaking is required for all *Meets with Undertakings* outcomes. Undertakings can also be requested for *Does Not Meet* opinions and *No Clearance Required* opinions. This will be displayed on the 884, but is also shown in the HAP – Health Assessments and in CSP under the 'Undertaking Required' field.

· In CSP: the Undertaking Required field will display Yes.



 In HAP – Health Assessments: the status bar on the left of the screen will display Required in the Undertaking Status panel.



 In ICSE: A 'Follow up outstanding' event will display to remind the officer that they are required to record Health Undertaking details in HAP – Health Assessments.

leason Record health undertakir	Client Name (DOB,Sex) ngs details in TEST, Client (15/04/1987,M	Status Unactioned		eversal Reason	Information	
	wup Required alth undertakings details in HAP	At.	Central Office	1.D rd health undertakings	Dn: 29/06/2 details in HAP	2016
						6
IRIS:	and the second					airs
IRIS: bu will not be	able to grant until all info	ormation is re	corded in HA	P – Health As	ssessments	Affairs
ou will not be a 'C' code ' <mark>M</mark> ee	able to grant until all info ets with Undertaking' will ealth Assessments.					Affairs

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Recording the 815 Health Undertaking Form in HAP

VPO's need to ensure that the applicant is provided with a copy of 815 Health Undertaking form. Once the applicant has signed and returned the 815 Health uUndertaking form, VPOs will need to update HAP – Health Assessments with the following:

- Scanned/Signed copy of 815 form
- The date the 815 Health Undertaking form was sent
- The date the 815 Health Undertaking form was received
- Also, ensure ICSE/IRIS is updated with the most up to date contact information for the client this
 will assist with the undertaking process onshore.
- 1. Search for the health case in Health Assessments
- 2. Select Manage undertaking in the Action panel and press the Confirm button

Action	
No action chosen New assessment Manage neatth case Manage undertaking View Action History	Control I

- The Manage Undertaking screen will appear which allows you to record undertaking form details in HAP Health Assessments.
- 4. Scroll to the bottom of the screen and select Record undertaking form details in the Action panel.
- Record the Date Sent This is the date that the 815 Form was sent to the applicant and the Date Received – This is the date that the applicant signed and returned the completed 815 form

Action				
Required				
Date		17 Nov 2020		
Status		Required		
O No selection ma				
Record underta Date Sent:	aking form details 17 Nov 2020	1441		
Date Serie.				SI
Attach Form	In the same	Lus		I's
Discourse!				
Cancel			Confirm	ff
Cancel			Confirm	Affairs
				1 1
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	Attach Forn	815 to upload a copy of the completed / si		1 1
6. Select	Attach Forn	815 to upload a copy of the completed / si		1 1
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6. Select ion guired e tus No selection made Change status		17 Nov 2020		ent of Home /
6. Select ion quired e tus No selection made Change status Record undertaking to	orm details	17 Nov 2020 Required		ent of Home /
6. Select ion quired e tus No selection made Change status Record undertaking to the Sent:		17 Nov 2020 Required		ent of Home /
6. Select ion quired e tus No selection made Change status Record undertaking to ste Sent:	orm details * 17 Nov 2020	17 Nov 2020 Required		ent of Home /
6. Select tion quired te tus No selection made Change status Record underteking to ate Sent: ate Received:	orm details * 17 Nov 2020	17 Nov 2020 Required		of Home /

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7. Once the signed Form 815 has been uploaded, select the Confirm button.

Required			
Date		17 Nov 2020	
Status		Required	
 No selection made Change status Record undertakin 	g form details		
Date Cant	* 17 Nov 2020	1 m	
Date Sent:			
Date Sent: Date Received:	17 Nov 2020		

8. The Undertaking status for the health case will be updated

O Success	Undertaking Status
Undertaking details recorded successfully	Form received 17 Nov 2020

ICSE case - The health outstanding event in ICSE will be finalised with the qualifier 'Meets with Undertaking-Form Received'. No further action is required to be undertaken. The Record health undertakings details in HAP follow up event will also be automatically finalised.



IRIS case - will be updated to reflect that undertaking processing has been completed and you will be able to proceed to visa finalisation.

mily Name: TEST	Given Names: CLIENT		2
Undertaking Required: Y		Over-ridden:	ne Affairs
Undertaking Sent: Y Undertaking Received: Y	Date (DD-MM-YYYY): 20-03-2015 Date (DD-MM-YYYY): 20-03-2015		t of Hor
			artment
			by Depar
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HAP - Health Assessment processes

How do I create a New Assessment?

Please ensure you have assessed all factors before proceeding with creating a new assessment. If you incorrectly create a new assessment, please contacts. 47E(d) for assistance.

To create a New assessment you need to:

- 1. Navigate to the Case Search screen and enter the applicant's HAP ID then press Search. The Health Case Details screen will appear.
- Scroll to the bottom of the health case and select the correct New Assessment option for the case that you are managing from within the Action panel.

Note: more detailed instructions for each option are provided below.

1. Request a new assessment against a different regulation

Applicant's health clearance has been assessed against the wrong regulation (PIC) and the VPO requires the MOC to re-assess their health case to provide a new MOC opinion against a different PIC.

- a) Select the regulation that you want the health cases to be assessed against from the drop down list Note: only valid PICs listed in the regulations for the relevant visa subclass will appear.
- b) Press the Confirm button

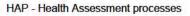
Action		
No action chosen New assessment Manage health case New assessment reason	 Request a new assessment against a different regulation Organise for the client to complete repeat health examinations Request a new assessment based on additional medical information being received Request a new assessment for a different assessment period Study/work in health care 	
	Regulation - Select PsychologyPIC - 4005 4007 - Confin	rm

Note:

- If the health case is electronic: the case will automatically be Sent to the MOC for re-assessment and no further action is required by the officer to facilitate this.
- If the health case is paper: the case will be updated to a status of Awaiting Assessment. Please
 note that the Migration Medical Services Provider (MMSP) will be unable to re-assess the case until
 they obtain any required health examination reports that need to be considered. MMSP (Bupa) will
 arrange to obtain these reports themselves directly or via Immigration Health Branch (IHB). No
 further action is required by the officer to facilitate this (unless paper files are held by the visa officer).

ME Summary Status Outstanding Next step Medical officer to assess	IME Summary Status Outstanding Next step Case being prepared for Medical officer	mont of Lond
Type 417 - WORKING HOLIDAY	Type 417 - WORKING HOLIDAY	Pic ric
Assessment Status Sent to MOC 27 Jun 2016	Assessment Status Awaiting Assessment 27 Jun 2016	N PU D

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2. Organise for the applicant to complete repeat health examinations

The VPO requires the applicant to undergo repeat health examinations as their previous ones have or are about to expire on the visa being processed. The VPO will have access to this if:

- Health case is expired .
- Health case will expire within 6 months .
- Health case is not a DNM or No Clearance Required (NCR) outcome

Note: HAP will generate standard exams and therefore, you must ensure that all required exams have been generated in line with policy. If examinations are missing, please contact s. 47E(d)

Press the Confirm button a)

Action		
No action chosen New assessment Manage nealth case View Acton History New assessment reason	Organise for the client to complete repeat health examinations Request a new assessment based on additional medical information being received Study/work in health care	Confirm

b) You will be promoted with a message to confirm you would like to create a new assessment, to proceed press Ok.

Message	+ ×
Important: This action cannot be undone. Please make sure that you require the client to complete repeat health examinations for this visa application because their health clearance has expired before proceeding.	
Cancel	Ok

Once the new assessment has been created, you will see that the C) Assessment Status will have been updated to New.

Success

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A New Assessment has been created

Note: the applicant can now be provided with the same HAP ID and 1 they will be able to attend a panel clinic to complete their repeat set of health examinations.



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3. Request a new assessment based on additional medical information being received

The applicant was given an outcome, but the visa officer has since received new **medical** information that a MOC needs to consider and provide a new opinion.

Note: Do not create a new assessment if the applicant has only provided non-medical information. If the visa officer is unsure whether the information provided is medical in nature please contact s. 47E(d) before proceeding any further.

a) Scan the additional information the visa officer received (if the visa officer did not already receive it electronically) and press the Add Attachment button

Action		
No action chosen New assessment Manage health case View Action History New assessment reason	Organise for the client to complete repeat health examinations Request a new assessment based on additional medical information being received Study/work in health care Add attachment	Confirm

b) The visa officer will be prompted with a message to confirm the attachments the visa officer is attaching is new "Medical Information" that the MOC has not already seen. Note: This action cannot be undone - please ensure you would like to create new assessment based on new Medical Information.

having been received	sure that you require this health case to be reassessed by a , that has not already been considered in the previous MOO	
Cancel		Ok
owse to find an	d attach the attachment and press OK . T	The visa officer will be returned to the
vious action pa		
nous action pa		
Add attachme		The visa officer will be returned to the
Add attachme	nt	+ *

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C)

d) Press Confirm button

Action							
No action chosen New assessment Manage health case View Action History							
Information							
Document HIV test report po	If attached,	Continuing will o	reate an asses	sment.			
New assessment reason		• Re		sessment bas	ed on additio	alth examinations nal medical information being received	
					Add attac	hment	
Attachments							Confirm
Filename	View	Result	Delivery	Arrived	Details	Associated exam	Date Attached
	View <u>View</u>	Result Uploaded	Delivery	Arrived Yes	Details	Associated exam 502 - Chest X-ray Examination	
			Delivery	COLUMN DATE	Details	Concerning of the second se	Date Attached

Note:

- If the health case is electronic: the case will automatically be Sent to the MOC for reassessment and no further action is required by the visa officer to facilitate this – with the attachment now attached under the attachments panel.
- If the health case is paper: the case will be updated to a status of Awaiting Assessment. MMSP will be unable to re-assess the case until they obtain any required health examination reports that need to be considered in conjunction with any new medical evidence that the visa officer has attached in HAP or sent through to MMSP as per normal arrangements. MMSP (BUPA) will arrange to obtain these reports themselves directly or via IHB. No further action is required by the visa officer to facilitate this (unless paper files are held by the visa officer).

Message		+	×
Important: This action cannot be undo examinations for this visa application I Cancel	ne. Please make sure that you require the client to complete repeat health because their health clearance has expired before proceeding.	aire	1982
c /	17E/1	AF HINTIG AFF	imation Act
5. 4		enantment	eedom of Info
		O vy pasede	TE
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- Health Assessment processes	Immigration Health Policy and Assurance Branch	TY	1

4. Request a new assessment for a different assessment period

The visa officer requires a MOC to re-assess a case for a different assessment period – e.g. because the visa officer intends to grant the visa for a shorter period than they were originally assessed for.

Note: This is relevant for cases where the MOC provided a DNM opinion. If the applicant received a DNM when completing permanent health examinations for a temporary visa, you MUST request a reassessment for the correct period of stay that you intend to grant the visa for.

a) Enter the assessment period you wish the applicant's health case to be re-assessed for.

Note: the permanent assessment period box will only appear checked where the correct set of permanent health examinations has been completed by the applicant.

b) Press Confirm button

Action			
No action chosen New assessment Manage health case View Action History New assessment reason	 Request a new assessment based or Request a new assessment for a difference 	n additional medical information being received erent assessment period	
	Assessment Period	Permanent	
		Years 0	
		Months 6	

Note:

- If the health case is electronic: the case will automatically be Sent to the MOC for re-assessment and no further action is required by the visa officer to facilitate this
- If the health case is paper: the health case will be updated to a status of Awaiting Assessment. MMSP will be unable to re-assess the health case until they obtain any required health examination reports that need to be considered in conjunction with any new medical evidence that the visa officer has attached in HAP or sent through to MMSP as per normal arrangements. MMSP (Bupa) will arrange to obtain these reports themselves directly or via IHB. No further action is required by the visa officer to facilitate this (unless paper files are held by the visa officer).

	ns 982
Message	iej *
Important: This action cannot be undone. Please make sure that you require the client to complete repeat health examinations for this visa application because their health clearance has expired before proceeding.	f Home At
	nent o
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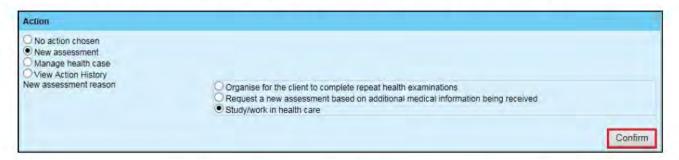
HAP - Health Assessment processes

5. Request a new assessment as the applicant intends to study/work in health care

The applicant is intending to work as (or study to be) a doctor, dentist, nurse or paramedic, but failed to declare this when they applied for their visa/submitted their My Health Declarations form. Consequently, their health case does not currently contain all the required health examinations (i.e. medical, x-ray and blood tests).

Note: If the health case has any exam that is "Finalised Incomplete" that exam will be re-added to the case.

a) Select Study/work in health care option from New assessment reason and press Confirm button



- b) Once the new assessment has been created, you will see that the Assessment Status will have been updated New.
- c) The additional health examinations that are required will also have been added to the health case. Note: the applicant can now be provided with the same HAP ID and they will be able to attend a panel clinic to complete their outstanding set of health examinations.

Status	Examinations	Status	Exam. Date	Service Provider	Grade	Source	Re-used from	
Outstanding	HIV test	Required	-			÷.	-	
Next step	Hepatitis B test	Required	-		6	-	-	9
Health to be undertaken	Hepatitis C test	Required			÷	-	- 0	n c
	Medical Examination	Fnalised	09 Jun 2016	Dr Automation Team Automation Clinic	A Grade	Paper	10	
Туре	Chest X-ray Examination	Fnalised	09 Jun 2016	Dr Automation Team Automation Clinic	A Grade	Paper	- 4	2
500 - Student (Temporary)	Examination		2010	Cinne	Glade			4. 5
Assessment Status New 27 Jun 2016							of Lon	-

There are still scenarios where a new assessment may be required but visa officers will not be able to cre a new health assessment in HAP – Health Assessments themselves, refer to the Health Requirement Procedural Instruction.

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How can I find out if an applicant has declared pregnancy at the time of IME?

- 1. Search for the health case in HAP Health Assessments
- Scroll to the bottom of the screen to view the Current Health Case examinations that the applicant completed for their IME assessment.

Health Case Details	
Health Case History (40)	
Current Health Case	

 If the status of the 502 (Chest x-ray examination) is Set aside (Lower TB risk applicants) or On Hold (Higher TB risk applicants), this confirms that the applicant was pregnant at the time of the IME health assessment.

Chest X-ray Examination	Set aside					-	-	٩
Examinations								
CAUTINIUTIONS								
Examinations	_	Status	Exam. Date	Service Provider	Grade	Source	Re-used from	View
	-	Status Required	Exam. Date	Service Provider	Grade	Source	Re-used from	View Q

 The visa officer can also view the HAP ID assessment to confirm the pregnancy declaration on the 502 provided by the applicant at the time of IME.

fiew Current Assessment + *	10
• +/1(1)	airs
501 Medical Exam - Full Report	Affa
S02 Chest X-Ray Exam - Full Report	(D)
Expand all B Collapse all	5
O Clinic And Examination Details	nt of Home
⊞Expand all ⊟Collapse all	4
C Radiologist Report	0
Pregnancy	L.
Is the client pregnant? Yes	De
When does the client expect to give birth S. 47F(1)	tme
Pregnancy declaration date	y Depart
Does the client wish to proceed with the Yes required X-ray examination(s)?	0.
Pregnancy declaration examiner Mr Radiologist TESTING	ă
Client has undertaken the x-ray(s) and has Yes agreed to the declaration below	No.
Do you intend to give birth in Australia? Yes	and a

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How can I find an applicant's polio vaccination status?

To determine which applicants are required to present a polio certificate and for further information regarding polio requirements refer to the Health Requirement Procedural Instruction.

For electronic cases

- 1. Search for the health case in HAP Health Assessments
- Scroll to the bottom of the screen to view the Current Health Case examinations that the applicant completed for their IME assessment.
- You can press the view magnifying glass on the 951 Vaccination examination to view any details recorded by the panel physican or any attachments added



 Alternativley the clinic may have recorded this information in the 501 Medical examination general supporting comments. You can press the view magnifying glass on 501 Medical examination to view this information.

Note: Any attachments attached to the health case can be found under the attachments panel.

- 1	7 [/] \	
S. 4		
U . I		lirs 1982
s. 47F(1)	* *	e Affairs n Act 19
General Supporting comments OPV administered on 22/04/2017 and certificate issued.	^	ent of Home
A Warning		for
No exam attachments found		of In
For paper cases		april 1
	s in the Form 26, particularly any notes regarding polio vaccination	by Depar Freedom
		eleased nder the
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How do I record Hepatitis B paper results?

As per the Health Requirement Procedural Instruction, the visa officer is required to record Hepatitis B results that have been received for a pregnant visa applicant in Australia.

- 1. Search for the health case in HAP Health Assessments
- Scroll to the bottom of the screen and press Manage Health Case in the Action panel and press the Confirm button.
- 3. Press the 'edit pencil icon' 🥒 to edit the Hepatitis B test result.
- 4. Record the details of the examination result as below and press OK.

Clinic Details	the Tart of	
Country	* AUSTRALIA	~
Clinic	* Onshore Specialist (panel - Active)	~
Service provider	* Dr Onshore Specialist (panel - Active)	
Results		
Exam	708 Hepatitis B test	
Exam date	* 05 Oct 2017	
	Results scanned and attached	
Exam Grade	* Non-reactive Reactive	
Details		
		-0
		1
		-
Cancel		OK

- 5. Upload the Hepatitis B scanned results by pressing on the Add exam result button under attachments.
- 6. Press the Add Link button Add Link
- 7. Select the Associated Exam and Results Hepatitis B and press Save

Delivery	Uploaded	
Link to exams	* Associated * 708 Hepatitis B test (Uploade Exams Results * Hepatitis B test	ed exam - Finalised - 05 O 🔽
		Cancel Save

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8. Browse the file to be uploaded and press Ok to upload the Hepatitis B results

Delivery	Upload	led 🔽			
Link to exams	Add	Link			
	Delet	e Associated Exam	Result	Description	Edit
	1	708 - Hepatitis B test	Hepatitis B test		1
Details					5
File name	WIMML	LOCAL\Dfs\Users' Brows	se		
Cancel					Ok

- 9. The results will then be uploaded into the Attachments panel.
- 10. Proceed to locally clear the results or send to onshore for processing to the MMSP as per the Health Requirement Procedural Instruction.

Note: Steps to locally clear or send onshore for processing can be found within tip sheet 'Processing paper health examinations in HAP' on the intranet

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