



Australian Government

Civil Aviation Safety Authority

www.casa.gov.au

Medical Records System (MRS)

Designated Aviation Medical Examiners (DAME) User Manual

Version 1.3



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1 Introduction

CASA Medical Records System (MRS) is a way to manage the end to end application and processing of Aviation medicals.

MRS replaces outdated manual processes such as filling in medical forms, document scanning, payment receipt verification and mailing of documents including certificates.

MRS allows class 1, 2 and 3 medical certificate holders to complete an online medical questionnaire, make payment and obtain their printed certificate from the Designated Aviation Medical Examiner (DAME) where CASA's medical standards have been met. The system retains all information entered making it easier at future examinations.

MRS adds value to CASA, Designated Aviation Medical Examiners (DAMEs) and Applicants by:

- Visibility and transparency.
- Streamlined end to end management of aviation medical applications.
- Quicker processing – DAME can print certificate (conditions apply.)
- Applicants enter full medical history and then only update before their next renewal.
- Secure online medicals, payments and reminder notifications.
- See medical history and previous test results.
- Live status updates which include application processing progression and certificate validation.

Emails will be used to communicate to applicants and DAMEs, please ensure the applicants details are kept up to date in the system.

To assist users with the use of MRS, user guides and eLearning packages are available on the CASA website.

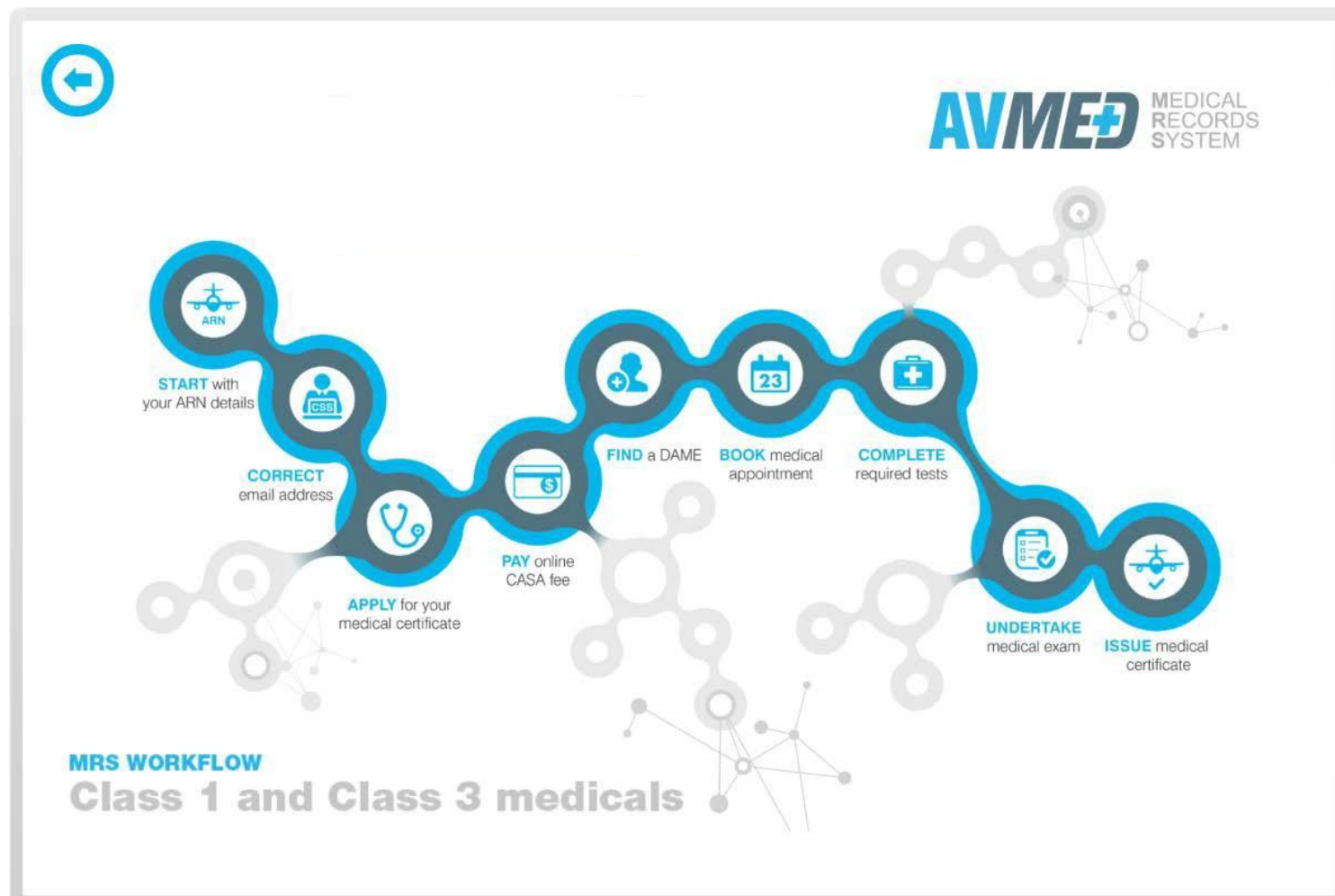
1.1 Purpose

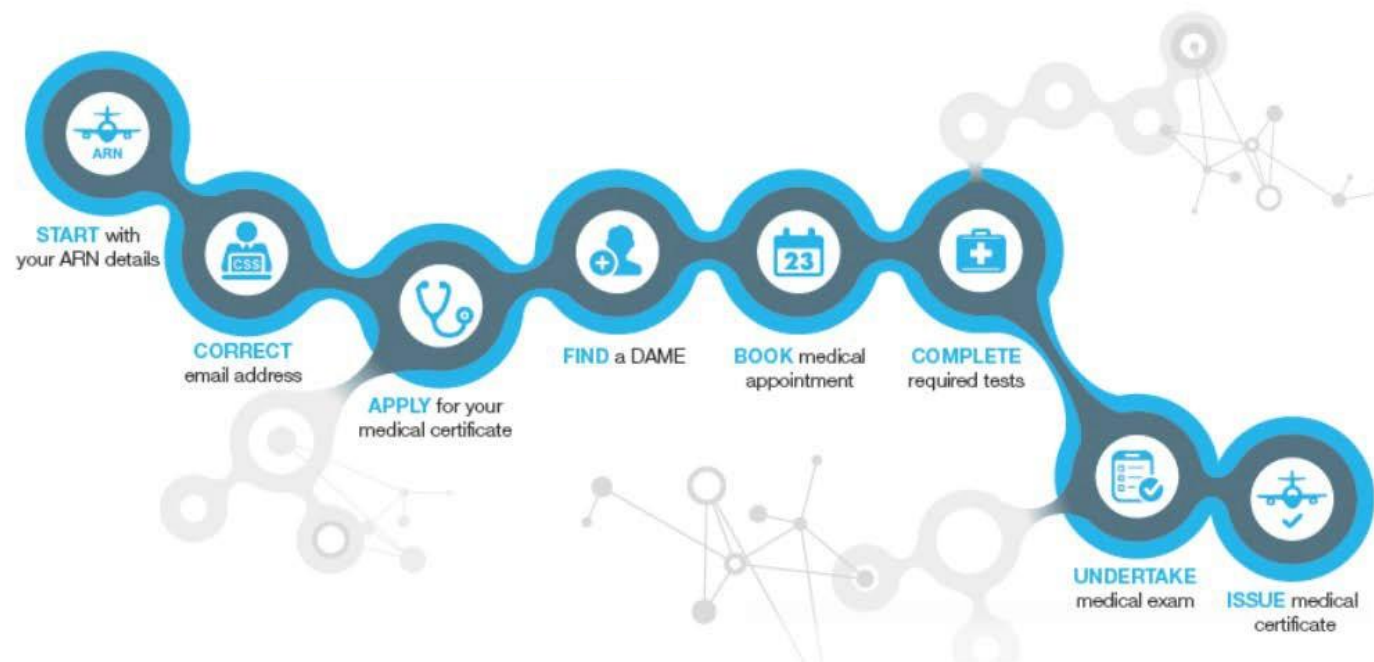
The purpose of the Examiners user manual is to provide Designated Aviation Medical Examiners with a guide on how to use the Medical Records System.

1.2 Examiners role within the MRS system

- Confirm identity of applicant.
- Complete medical assessment questions.
- Highlight any concerns.
- Prompt where more information is required / requested.
- Upload reports / tests as required.
- Finalise Problem list.
- Manage alerts and secure messaging.

1.3 MRS High Level Workflow





MRS HIGH LEVEL WORKFLOW
Class 2 medicals

2.0 Medical Records System

MRS has many different components within the systems. Each component has been built for different audiences such as Applicants (class 1, 2 and 3 medical certificate holders), Receptionists and Nurses, Medical Examiners and Assessors. Each component provides a unique login allowing the user to access the system and conduct the tasks they are required to perform.

2.1 Accessing MRS

MRS is accessed using the internet. If you have difficulty getting into the site, check your internet connection is working correctly. This can be done by searching for another site like www.google.com, if this search does not work there may be issues with your internet connection and you should contact your provider. If your internet is working for other sites, but not the MRS site please contact CASA.

What do I need to do:

1. Open your web browser for example; Chrome Firefox, Internet Explorer. We recommend using Chrome for the best experience.

2. Type in the address for the MRS system.
(<https://mrs.casa.gov.au/examiner>)

3. You should save this as your favourites for easier access next time. To do this, click the star at the top left of the screen on the MRS Home page as shown above.

Should you have issues with logging in please contact CASA AvMed IT Coordinator on
02 6217 1405 or email dame.liaison@casa.gov.au.
Or
Avmed.Itsupport@casa.gov.au

What should this look like

Medical Records System (MRS)

Version 1.0.5476.31734 (Build Date 2/02/2016 5:37:55 PM)

Login with your CASA Examiner account

Username:

Password:

A user's account will be automatically locked following 5 successive incorrect password attempts. Each successful password attempt resets the counter.

Passwords automatically expire after 90 days.

For support with MRS Online (including password resets), contact the MRS Online Administrator using the following contact details:

M: +61 434 076 851 Monday-Friday, 9am-5pm AEST

Ph: 131 757 (Local call cost within Australia)

F: +61 2 6217 1640

Email: avmed@casa.gov.au

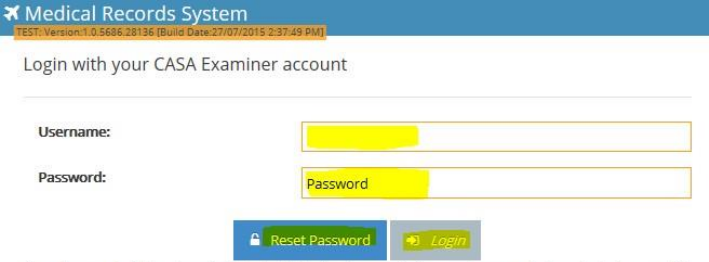
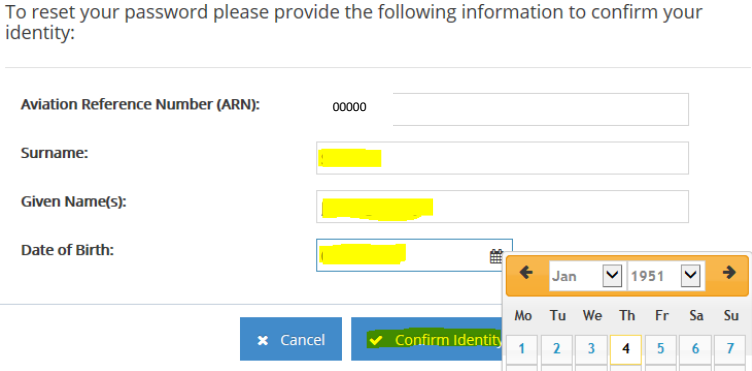
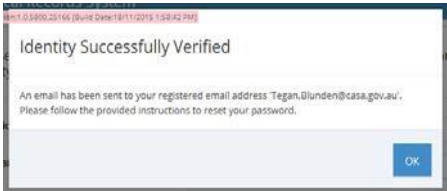
CASA

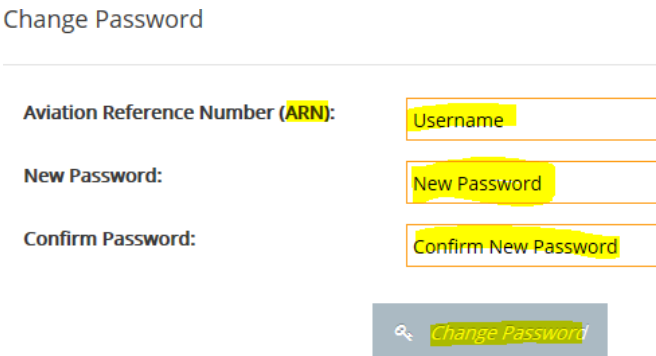

Aviation Medicine Contacts: CASA Contact Medication Info What must I report?

Feedback/Suggestions

2.2 Logging in

If you are logging in to MRS for the first time you will need to change your password.
Passwords expire every 90 days.

<p>What do I need to do:</p> <p>1. Select Reset Password.</p>	<p>What should this look like</p> 
<p>2. Type in your credentials as required. Your name needs to be your full name matching the details provided upon DAME registration. The Given Name field includes any middle names. Once your details are entered select Confirm Identity.</p> <p>3. Once you Confirmed Identity, a pop up screen will be displayed and an email confirming your request will be sent to you.</p>	 <div style="display: flex; justify-content: space-around;"> <div data-bbox="480 1570 928 1760">  <p>Confirm Identity Pop up</p> </div> <div data-bbox="928 1550 1412 1747"> <p>Dear Mr SMITH,</p> <p>A request has been made to reset your password for the Medical Records System. To reset your password and access MRS Online either click here or copy and paste the following link into your browser: https://mrstraining.casa.gov.au/User/User/ResetPassword?role=MrsDame&au</p> <p>The reset password link is only valid for 24 hours from request.</p> <p>If you have not requested a password reset please disregard this message.</p> <p>Email</p> </div> </div>

<p>4. Select the link in the email. Once the page is loaded, you will be required to enter in your ARN and new password.</p> <p>Password must be minimum length of 10 characters and consist of at least 3 of the following:</p> <ol style="list-style-type: none"> 1. Lowercase alphabetic characters (a-z) 2. Uppercase alphabetic characters (A-Z) 3. Numbers (0-9) 4. Special characters (!#\$*%@%)... 	
<p>5. Once your details are entered, select Change Password. You will be directed back to the MRS Login page shown in 2.2 Logging in, step 1.</p>	

2.3 Disclaimer on login

The following disclaimer will appear on the screen before you will be granted access to the system. Once you have read the disclaimer select Acknowledge to proceed.

Welcome! You are logging into the CASA Medical Records System (MRS)

- MRS contains medically sensitive information and must be treated in the strictest confidence.
- Your login to MRS is for you only. You **MUST** not disclose your MRS password to anyone else. This protects the applicant, you and CASA.
- Improper use or unauthorised disclosure of information held within MRS is a breach of your conditions of appointment under regulation 67.060 or 67.080 of the Civil Aviation Safety Regulations 1998 and of the Australian Medical Association's Code of Ethics.
- Access to MRS is monitored and routinely audited.

✕ Decline
✓ Acknowledge


2.4 What does the applicant need before attending a Medical with an examiner

Applicants need the following before having their medical assessment.

- An Aviation Reference Number (ARN)
- A Valid email address
- Advisable to complete the applicants proportion of the online medical questionnaire
- Credit card
- Completion of all required tests and test results back with DAME

2.5 Help Guide: Reviewing applicants answers to questions

For a full guide on how to conduct aviation medical examinations, refer to the DAME Handbook. When reviewing applicants answers within the online medical questionnaire, the following may assist DAMEs while conducting assessments:

1. Review any question answered 'Yes' or 'Unsure' by the applicant, ensure they have adequate information in the description field. DAMEs can update the entry where required by selecting the Add New button completing and updating the information as required.
2. If any question has been answered 'No' but the answer should be yes, as the examiner you may update the response to that question.
3. To view any previous answers to a question, select the information icon  located within the online questionnaire. Details will only be displayed where the information has been previously entered.
4. Applicants may not always remember exact dates of medical significant events. The system only requires a month and year where required. The system also allows users to leave the month blank (year is mandatory). DAMEs should enter a year even if it is an estimate of when the event.

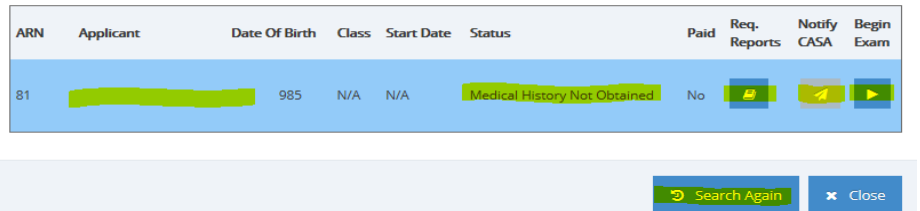
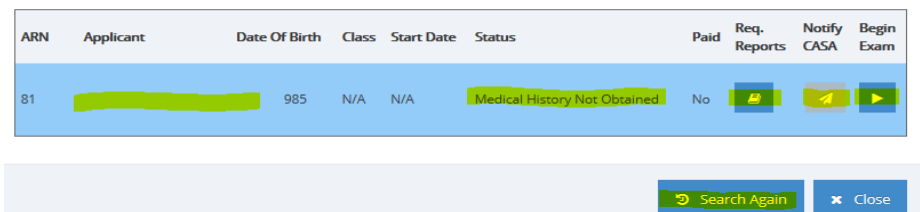
3.0 Conducting a Medical

Aviation medicals are conducted within MRS. Applicants will make the appointment with the DAME and should have completed their online medical application and obtained age based standard testing prior to the appointment.

If an applicant has not completed and submitted their application prior to attending the medical examination with their DAME, the medical can still be conducted. This may increase the time required to conduct the medical examination and in cases where the applicant's online medical application was partially completed and not submitted to the DAME, advise the applicant to complete and submit or contact CASA to assist with submission.

3.1 Finding Applicants (beginning an examination)

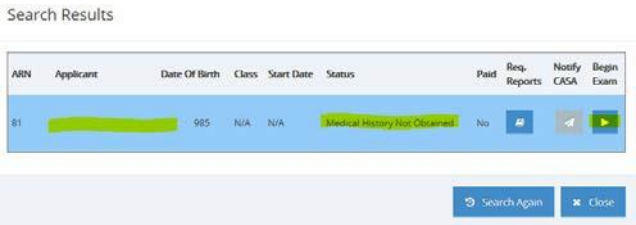
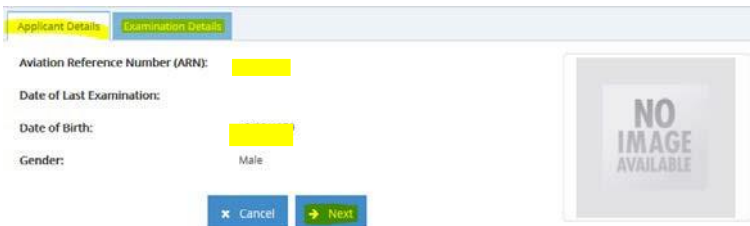
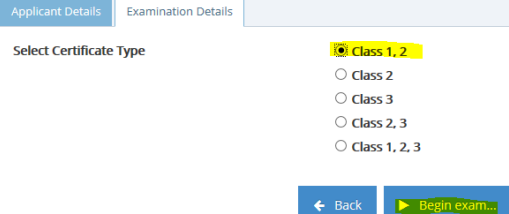
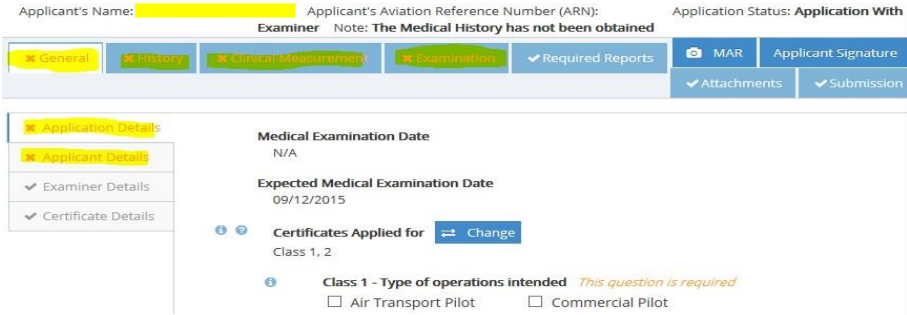
The DAME home page allows you to see assessments in your work tray. You can search for new applicants or find previous applicants you have assessed. To the left of the screen you can check and update your personal details, refer to the quick access useful links and a shortcut to email CASA.

<p>What do I need to do:</p> <p>1. To begin a new application, notify CASA of a change in medical condition or just search on what age based tests are required select the Find Applicant option.</p>	<p>What should this look like</p> 
<p>2. Enter the applicant's ARN or select Search By Name and DOB and enter the relevant details.</p>	<p>Search Results</p> 
<p>3. Select the appropriate option: View Reports - Determines exactly what age based reports are required. Notify CASA - Where the applicant is not due for a medical but their medical circumstances have changed, you can notify CASA using this option.</p> <p>4. Begin Exam - Where the applicant is due for renewal or wishes to apply for a CASA medical certificate.</p>	<p>Search Results</p> 

3.2 Applicant ***has not*** completed medical history - DAME begins exam

Some applicants may present to you without completing their proportion of the online medical application. If this occurs you will need to begin the exam and enter all of the relevant questions and medical history with the applicant.

The general tab allows you to see the applicant's details, past examinations and certificate details.

<p>What do I need to do:</p> <p>1. After searching for the applicant (section 3.1) select Begin Exam to start an application for medical certificate.</p>	<p>What should this look like</p> 
<p>2. Check the applicant's details and select next.</p>	
<p>3. Select the class type the applicant is applying for and then "Begin Exam".</p>	
<p>4. You can now commence the exam (questionnaire). As the applicant <u>has not</u> pre filled the application you will need to go through and enter / review the details for every question with the applicant.</p>	

3.3 Applicant has completed medical history - DAME begins exam

Once you in the applicants file you will notice that a good proportion of the application has been completed by the applicant, review and amend this detail as required. The application will start on the General tab. This tab allows you to see the applicant's details, a list of examiners the applicant has previously seen and certificate details. You may navigate back and forth as desired.

What should this look like

Applicant's Name: Andrea Blunden Applicant's Aviation Reference Number (ARN): Completed Application Status: Problems List

Completed

General History Clinical Measurement Examination Required Reports Attachments MAR

Application Details

Examiner Details

Applicant Details

Certificate Details

Medical Examination Date
29/07/2015

Certificates Applied for
Class 1, 2

Class 1 - Type of operations intended

☐ Air Transport Pilot

☒ Commercial Pilot

☐ Flight Engineer/Navigator

☐ Other

Class 2 - Type of operations intended

☐ Private Pilot

☐ Student Pilot

☒ Other

What do I need to do:

1. The applicant's full name, ARN and application status details will be visible at the top of the screen.
 2. In order to submit a medical application all tabs must be completed. Switching between tabs can be done by clicking the tab labels and or the Previous / Next navigation keys.
 3. Within each main tab there are sub tabs to the left of the screen, each sub tab focusses on different medical information required in order to complete the medical.
 4. No changes to the application can be made once the application has been submitted to CASA.
- N.B: Once the application is in a DAMEs account, the applicant cannot update the history portion.

3.4 General tab: Examiner Details

The examiner section allows you to see the last five examiners the applicant was assessed by.

What should this look like

Applicant's Name: [redacted] Applicant's Aviation Reference Number (ARN): Completed Application Status: Problems List

Completed

General History Clinical Measurement Examination Required Reports Attachments MAR

Application Details

Examiner Details


Applicant Details

Certificate Details

Details of the last five Examiners you were examined by:
N/A

Previous Exit Next

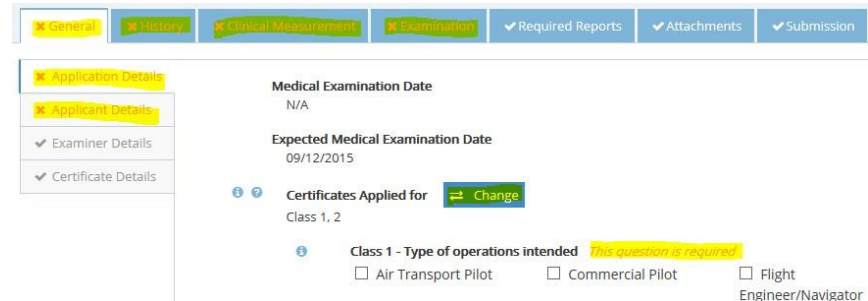
3.5 General tab: Applicant Details

Confirmation of the applicant identity is a necessary step in conducting the online medical. The declaration completed at the end of the exam will prompt the DAME to confirm the applicant's identity. Any tab marked with an  in front of the tab label indicates that there is something within that tab that needs to be completed.

What do I need to do:

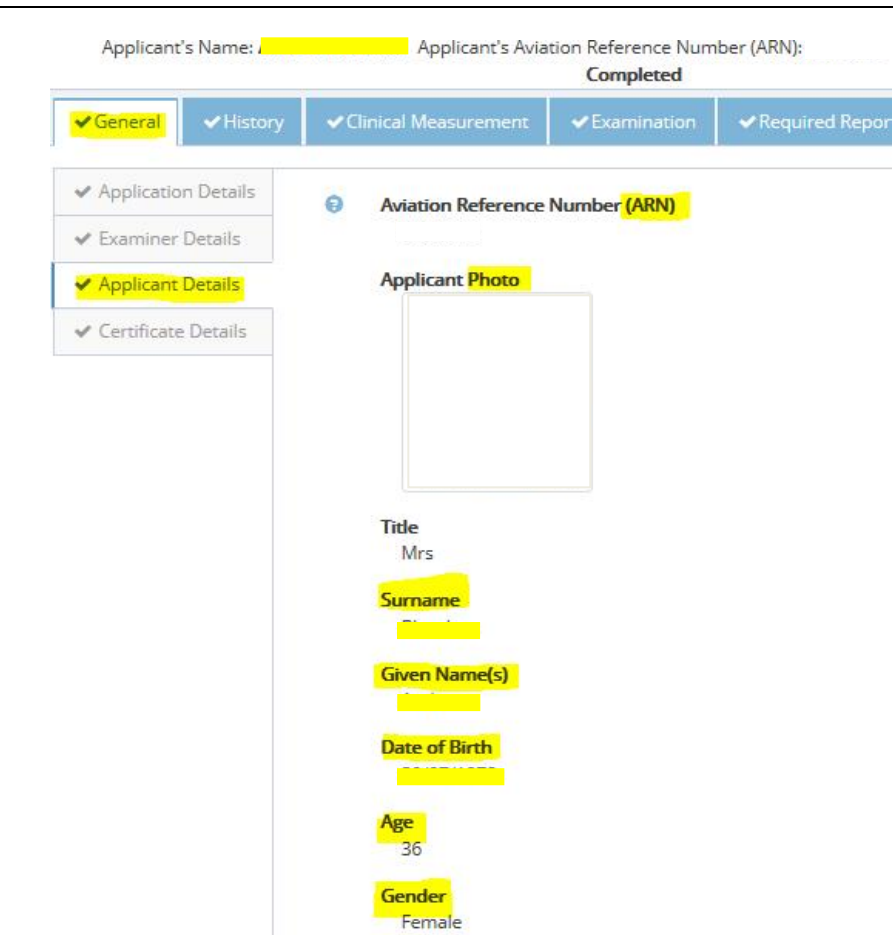
1. Confirm the applicant's details to ensure the person you are seeing is the rightful applicant.
2. If this is not the right applicant end the consultation and contact CASA.
3. Once you have completed the section, click next.
4. If the applicant's details have changed like their postal address, contact numbers or email please update these within the online application. All other changes of personal details will need to be done by the applicant directly with CASA.

What should this look like



The screenshot shows the 'General' tab selected, with a red 'X' icon next to the 'Application Details' sub-tab. The main content area displays the following information:

- Medical Examination Date:** N/A
- Expected Medical Examination Date:** 09/12/2015
- Certificates Applied for:** Class 1, 2 (with a 'Change' button)
- Class 1 - Type of operations intended:** This question is required.
 - ☐ Air Transport Pilot
 - ☐ Commercial Pilot
 - ☐ Flight Engineer/Navigator



The screenshot shows the 'Completed' status, with the 'General' tab selected. The main content area displays the following information:

- Applicant's Name:** [Redacted]
- Applicant's Aviation Reference Number (ARN):** [Redacted]
- Aviation Reference Number (ARN):** [Redacted]
- Applicant Photo:** [Redacted]
- Title:** Mrs
- Surname:** [Redacted]
- Given Name(s):** [Redacted]
- Date of Birth:** [Redacted]
- Age:** 36
- Gender:** Female

3.6 General tab: Certificate Details

Certificate Details section allows you to see a snapshot view of the applicant's most recent certificate such as issue and expiry date, any restrictions or conditions and recent reports dates.

What should this look like

Applicant's Name: [REDACTED] Applicant's Aviation Reference Number (ARN): [REDACTED] Application Status: **Problems Completed**

✓ General ✓ History ✓ Clinical Measurement ✓ Examination ✓ Required Reports ✓ Attachments [Camera Icon]

✓ Application Details
✓ Examiner Details
✓ Applicant Details
✓ Certificate Details

Medical Certificate Issue Date
Unknown

Medical Certificate Expiry Date
Unknown

Most Recent Medical Certificate Restriction/s and Condition/s
N/A

Most Recent Reports

Report Type	Report Date
Audio	N/A
ECG	N/A
GLUCOSE	N/A
LIPIDS	N/A
Ophthalmology	N/A

← Previous [Exit Icon] Exit → Next

What do I need to do:

1. Check the applicants certificate details.
2. What happens if the applicant's certificate is close to expiring or has recently expired. The DAMEs can revalidate the applicant's medical certificate through the examination process. The revalidation question is located at the end of the medical application. This revalidation should only be issue where the DAME sees fit to do so.
3. Review any restrictions or conditions that have previously been placed on the applicant's medical certificate.
4. Review recent reports undertaken.
5. Once you have completed the section, click Next.

3.7 History tab: General

Applicants need to list any and every course of medication they have taken over the last four years. This includes medication or supplements that one can purchase over the counter, prescriptions that were provided to the applicant but they did not take and intermittent medicine that maybe used. This information will be retained for subsequent application.

What should this look like

Applicant's Name: [REDACTED] Applicant's Aviation Reference Number (ARN) [REDACTED] Application Status: **Problems List Completed**

General History Clinical Measurement Examination Required Reports Attachments Show All [v] MAR...

Medication Investigations Procedures Medical Issues Symptoms Family History Health Professionals Visits

Have you (the applicant) taken (or been prescribed) any course of medication within the last 4 years? This includes:

- Over the counter medicines, herbal medicines, supplements and alternative health products;
- Medicines that you use intermittently e.g. Pain Relief, Viagra, Chemotherapy, Hormone Therapy etc;
- Medications that were prescribed but not taken.

☒ Yes ☐ No

Medication Name	Reason	When Started	Ongoing	When Stopped	Question Response	Date Entered	Who
Panadole	As required	07-1978	True		Yes	29/07/2015	Examiner
Iron Supliment	Low Iron levels	06-2015	True		Yes	29/07/2015	Applicant
Calcium supliment	Healthy bones	01-2012	True		Yes	29/07/2015	Applicant

What do I need to do:

1. Go through the list of medications the applicant has provided.
2. After talking with the applicant add any medication over the counter or prescribed that is missing from the list.
3. Pay particular attention to any items listed that applicant should not be taking while exercising the privileges of their CASA medical certificate and advise accordingly.

3.8 History tab: Investigations

The History tab is looking at any previous investigations that have taken place on the applicant, even if they are 50 years of age now and the incident took place when they were 5 to the best of their knowledge.

What should this look like

Applicant's Name: [REDACTED] Applicant's Aviation Reference Number (ARN) [REDACTED] Application Status: **Problems List Completed**

☒ General
 ☒ **History**
☒ Clinical Measurement
 ☒ Examination
 ☒ Required Reports
 ☒ Attachments
 Show All [v]
 MAR...

☒ Medication
☒ **Investigations**
☒ Procedures
☒ Medical Issues
☒ Symptoms
☒ Family History
☒ Health Professionals Visits

Have you (the applicant) ever had or been recommended to have any of the following investigations (other than when required by CASA)?

Heart Tests

ECG / Heart Trace
☐ Yes ☒ No

Stress ECG (Heart Trace)
☐ Yes ☒ No

Echocardiogram
☐ Yes ☒ No

Scans

X-Ray
☒ Yes ☐ No

When	Description	Question Response	Date Entered	Who
06-2008	Upper torso and shoulder - injury to shoulder	Yes	29/07/2015	Applicant



Ultrasound
☒ Yes ☐ No

When	Description	Question Response	Date Entered	Who
??-2005	Had plenty - have had 3 kids	Yes	29/07/2015	Applicant

Magnetic Resonance Imaging (MRI)
☒ Yes ☐ No

When	Description	Question Response	Date Entered	Who
??-2008	Shoulder instability, vascular thoracic outlet syndrome	Yes	29/07/2015	Applicant

What do I need to do:

1. Review all answers provided by the applicant and ensure they have adequate information in the description field. DAMEs can update the entry where required.
2. If any relevant question to a medical condition has been answered 'No' and you would like to add a comment, click the add button  beside the question to add a comment (completing the date and description).
3. To review any previous answers to a question select . If any information has previously been entered in the last 5 medical examinations, this will display on the screen.
4. Applicants may not always remember exact dates. The system allows users to enter a year only, leaving the month blank. The day is not required.
5. Where applicants have had many ultrasounds for example 'child birth – 3 children' applicants should only enter one entry for all ultrasounds undertaken that are related to the pregnancies. Same theory applies to ongoing physio sessions, chiropractor and other physicians, if they are to treat the same ailment.

3.9 History tab

This section looks at minor and major procedures that have taken place during the applicant's life.

What should this look like

Applicant's Name: **James Stinson** Applicant's Aviation Reference Number (ARN): Application Status: **Problems List Completed**

General History Clinical Measurement Examination Required Reports Attachments Show All

Medication Investigations Procedures Medical Issues Symptoms Family History Health Professionals Visits

Have you (the applicant) had or been recommended to have any of the following procedures?

Skin Cancer / Melanoma Removal
☐ Yes ☒ No

Angiogram / Angioplasty / Stents / Balloon Interventions
☐ Yes ☒ No

Heart or Valve Operations
☐ Yes ☒ No

Colonoscopy
☒ Yes ☐ No

When	Description	Question Response	Date Entered	Who
06-2014	Inflammatory bowel disease	Yes	29/07/2015	Applicant

What do I need to do:

1. Review the questions.
2. Ensure if 'Yes' has been selected there is adequate information in the description field. In the example above one does not know if the applicant was investigated for Inflammatory bowel disease or was actually diagnosed with the disease. The description needs to state the issue, findings, outcome and any treatment plan.

3.10 Clinical Measurement tab

This section looks at recording the clinical measurements for the applicant as shown below.

What should this look like

Applicant's Name: Mr Applicant's Aviation Reference Num

✓ General

✓ History

✗ Clinical Measurement

✗ Examination

✓ Required Reports

✗ General

✗ Vision

✗ Hearing

State the applicants:

Height (to nearest cm)

Weight (to nearest kg)

Body Mass Index (BMI)

Pulse Rate (BPM)

Blood Pressure

Systolic BP in mmHg

Diastolic BP in mmHg


Please state the applicants fasting serum LIPIDS levels

Total Cholesterol (mmol/L)

HDL Cholesterol (mmol/L)

Triglycerides (mmol/L)

LIPIDS Exam Date?



What do I need to do:

1. Review the questions adding in the appropriate results.

3.11 Vision testing

Aged based requirements may indicate the applicant needs to be seen by other specialists for example an ophthalmologist. Once the applicant has seen the ophthalmologist, the report will be attached to the applicants file which can be viewed from the document tree which is located at the end of the questionnaire. In any case the following visual acuity testing is required to be completed by the DAME.

What should this look like

General

History

Clinical Measurement

Examination

Required Reports

Attachments

Submission

MAR

Applicant Signa

General

Vision

Hearing

Main type of correction worn (single select)

None

Distance Specs

look-over

Contacts

Progressive Focus

Bifocal

Trifocal

Standby type of correction worn (multiple select)

Distance Specs

look-over

Progressive Focus

Bifocal

Trifocal

	Uncorrected			Corrected			Standby Correction		
Visual Acuity	Right	Left	Both	Right	Left	Both	Right	Left	Both
Distance Visual Acuity 6m	6/5	6/5	6/5	6/5	6/5	6/5	6/5	6/5	6/5
Intermediate Visual Acuity 1m (Std N:14)	N:4	N:4	N:4						
Near Visual Acuity 30-50cm (Std N:5)									

ISHIHARA 24 Plate Book

Did the applicant make 3 or more errors reading the first 17 plates?

Yes

No

Is there any abnormality of the:

Pupillary reaction to light and accommodation?

Yes

No

What do I need to do:

1. Conduct the eye examination entering the correct results in the tables and questions contained in this tab.

3.12 Examination Tab

This section looks at the medical examination, the physical examination and the medical assessment:

What should this look like

Applicant's Name: Mr [redacted] Applicant's Aviation Reference Number (ARN): [redacted] Application Status: [redacted]

General History Clinical Measurement Examination Required Reports Attachments Submission

Medical Examination Physical Examination Medical Assessment

Have you (the applicant) been off work for a week or more due to medical reasons?
☐ Yes ☐ No

Have you (the applicant) often been bothered by having little interest or pleasure in doing things?
☐ Yes ☐ No

Have you (the applicant) been feeling down, depressed or hopeless during the last month?
☐ Yes ☐ No

Have you (the applicant) had an accident or incident while in control of a vehicle or aircraft?
☐ Yes ☐ No

Have you (the applicant) ever been refused an aviation medical certificate, OR had a Aviation Medical Certificate (Australia or any other jurisdiction) revoked?
☐ Yes ☐ No

Have you (the applicant) ever been refused life insurance for a medical reason?
☐ Yes ☐ No

Have you (the applicant) ever received compensation for any medical condition, including compensation from the Department of Defence?
☐ Yes ☐ No

What do I need to do:

1. Review each of the questions with the applicant in each of the tabs.
2. If 'Yes' has been selected, a box will appear seeking a date and a detailed description.

3.13 Attachments

This section looks at reports the applicant is required to complete.

What should this look like

Applicant's Name: Mr [redacted] Applicant's Aviation Reference Number (ARN): [redacted] Application Status: Application With DAME

General History Clinical Measurement Examination Required Reports Attachments Submission MAR Applicant Signature

Attachments

Please upload the following reports:

- ☐ Audio
- ☐ ECG
- ☐ LIPIDS
- ☐ GLUCOSE

The following reports have been uploaded:

Report Type	File Name
Applicant Summary	CASA-MedicalExam-1004768-2015-EDJZ.pdf

Upload

Previous Exit & Complete Later Next

What do I need to do:

1. Upload the relevant age-related mandatory tests for the applicant.
2. Select the 'Upload' button to upload relevant documents relating to the examination.

N.B: Only the resting ECG trace is a mandatory upload.

3.14 Make payment

Applicants should have already completed the CASA processing fee process for a Class 1, Class 2 or Class 3 medical certificate. If they have not the option for making payment is available from the DAMEs, Nurses, and Receptionists end via selecting the 'Make Payment' button. This will direct you to the secure Westpac payments gateway. Where payment has been previously made the 'Make Payment' button will be deactivated.

What do I need to do:

1. Select the Make Payment button.
2. Confirm the ARN and amount with the applicant.
3. Enter in the applicants credit card details, or allow the applicant to enter the details and select Next.
4. Confirm payment by typing in the verification code.
5. If the "I confirm that I want to process this duplicate payment" appears it means the applicant has already used this particular credit card in MRS and may not be required. Confirm with the applicant if they have paid.

If they have NOT paid for this medical, tick the box then select the Confirm button.

If they HAVE already paid for THIS medical certificate, select the Cancel button and proceed to submitting the examination.

What should this look like

The screenshot displays two sequential screens from the Westpac payment gateway. The top screen, titled 'Payment Details', features a dark header with the Westpac logo. Below the header, a form contains fields for 'Reference Number' (15.1), 'Customer Reference Number' (2015-ALIJ), 'ARN' (9999165), and 'Amount' (\$75.00 AUD). Mandatory fields for credit card details include 'Cardholder Name', 'Credit Card Number', 'Expiry Date' (01/16), and 'Card Verification Number (CVN)'. A 'Next' button is visible at the bottom right. The bottom screen, titled 'Confirmation', also has a dark header with the Westpac logo. It prompts the user to confirm payment details, showing the same information as the first screen. A 'Verification Code' field is present, with a sample code '50813' displayed. Below this, there is a checkbox labeled 'I confirm that I want to process this duplicate payment.' and a 'Confirm' button at the bottom right.

3.15 Process Exam

This section allows you to process the exam.

What should this look like

Applicant's Name: [redacted] Applicant's Aviation Reference Number (ARN): [redacted] Application Status: Application With DAME Note: The Medical History has not been obtained

General History Clinical Measurements Examination Required Reports Attachments Submission

Submit Medical

All questions must be completed before examination submission.
This medical is not ready for submission to CASA. The following errors must be rectified before the examination can be submitted.

- General
- Clinical Measurements
- Examination

Examiner Declaration

You are about to submit this report of an aviation medical:

- ☐ I wish to submit this report for assessment.
- ☐ By selecting confirm you are agreeing that an electronic copy of your signature will be placed on the Declaration form.
- ☐ I know or have reason to believe the applicant is who the applicant claims to be.

OR

- ☐ I have sighted current photographic identification of the applicant.

Previous

Cancel Examination Make Payment **Fitness Exam**

Exit & Complete Later

Documents

Type your query

No document found!

Dot points here = section is incomplete. Go to the section and look for questions or sections that have not been answered

If this is greyed out = one or more sections are incomplete

What do I need to do:

1. Ensure all documents have been uploaded.
2. Completed the declaration.
3. If the applicant has not already made payment select the Make Payment button.

3.16 Declaration

This section allows the examiner and applicant to complete the declaration form.

What do I need to do:

1. Select the 'Applicant Declaration' button

2. At this stage a notification will appear explaining the applicant must complete the declaration.

3. Once the 'OK' button has been selected, a box will appear allowing the applicant to Agree to declaration. Please let the applicant read this declaration and tick the box if they agree

What should this look like

Application for Aviation Medical Certificate – Declaration

Application ID: [redacted]

Applicant to complete
(Name of Applicant): [redacted]

Date of Examination
18 Apr 2017

- am applying for an Aviation Medical Certificate Class 2 in accordance with CASR Part 67; and
- have carefully considered every question the examiner has asked me in relation to the medical certificate I am applying for and I have reviewed the answers in the Medical Questionnaire and Examination form. I have answered every question correctly and completely (see Note 1 below); and
- except as provided in CASR 67.180(5) (see Note 2 below), authorise the disclosure to CASA and the examiner of any information about me that may help CASA to decide whether I meet the relevant medical standard, being information that is held by a person, organisation, body or authority referred to in CASR 67.180(6). I also authorise CASA to disclose to any DAME that has assessed me, any medical or other information about me (see Note 3 below); and
- understand that CASA will use relevant medical information for internal audit or research (results will be de-identified), and disclose relevant medical information to another ICAO State's civil aviation regulator if I hold, or apply for, medical certification in that State; and
- acknowledge that a fee applies to the processing and consideration of a medical certificate application and CASA may not process my application until the appropriate fee has been paid.
- consent to CASA's use of my email for communicating personal and medical information

Buttons: Cancel, Examiner Declaration, Applicant Declaration, Confirm Declaration

NOTE TO EXAMINER

This declaration can only be accepted by the Applicant. Before proceeding, please ensure that they can view their declaration and they click 'I agree' in your presence. Then ask them to hand back control to you, so you can make the Examiner's Declaration.



Applicant Declaration

(Name of Applicant)

Mrs Fiona Marie BENDER

- am applying for an Aviation Medical Certificate Class 1, 2 in accordance with CASR Part 67; and
- have carefully considered every question the examiner has asked me in relation to the medical certificate I am applying for and I have reviewed the answers in the Medical Questionnaire and Examination form. I have answered every question correctly and completely (see Note 1 below); and
- except as provided in CASR 67.180(5) (see Note 2 below), authorise the disclosure to CASA and the examiner of any information about me that may help CASA to decide whether I meet the relevant medical standard, being information that is held by a person, organisation, body or authority referred to in CASR 67.180(6). I also authorise CASA to disclose to any DAME that has assessed me, any medical or other information about me (see Note 3 below); and
- understand that CASA will use relevant medical information for internal audit or research (results will be de-identified), and disclose relevant medical information to another ICAO State's civil aviation regulator if I hold, or apply for, medical certification in that State; and
- acknowledge that a fee applies to the processing and consideration of a medical certificate application and CASA may not process my application until the appropriate fee has been paid.
- consent to CASA's use of my email for communicating personal and medical information.

Note 1

A false statement in relation to the issue of a certificate is an offence punishable by imprisonment for 12 months (see the Criminal Code section 137.1).

Note 2

The authorisation in paragraph 2 above does not require a person, organisation, body or authority to disclose information:

- that was collected for use as evidence in a legal proceeding, and has not been tendered or admitted as evidence in a court; or
- information that could not, because of Part 3.10 of the Evidence Act 1995, be given in evidence in a proceeding to which that Part applies (Part 3.10 of the Evidence Act 1995 is about client legal privilege, religious confessions, self-incrimination in other proceedings, and evidence excluded in the public interest – for details, see that Act).

Note 3 CASR 67.180(6)

- A medical practitioner;
- Any other person or organisation (including a hospital) that has made a physical, psychological or psychiatric examination of the applicant;
- Any other person or organisation (including a hospital) that has treated the applicant for a medically significant condition;
- An employer (including a former employer) of the applicant;
- Any other person, organisation, body of authority (including a police force or police service and, subject to Part 10C of the Crimes Act 1914, a court) that holds information of the kind referred to in paragraph 3 above.

Privacy Notice – CASA is collecting the information on this form for the purpose of assessing an application by you for a medical certificate. This is required by Part 67 of the Civil Aviation Safety Regulations 1988. The form and any associated medical reports or documents are provided to CASA by a designated aviation medical examiner (DAME). The form will be stored by CASA in medical files for each pilot holder who applies for or seeks renewal of a medical certificate in a Medical Records System (MRS). The form and associated documents are accessible to officers of CASA's Office of Aviation Medicine. The documents may be provided, when required, to other officers of CASA, such as the Legal Affairs, Regulatory Policy and Information Strategy Branch. CASA will provide the form and associated documents to medical specialists where a review of medical issues raised in the reports is necessary. It may also disclose them to recreational aviation administration organisations to facilitate their responsibilities for overseeing sport and recreational aviation activities.

Buttons: I Decline, I Agree

N.B: The applicant declaration can be acknowledged at any point in the examination via the ‘Applicant Declaration’ button located in the upper right hand side of the examination screens.

you (the applicant) been off work for a week or more due to medical reasons?
 Yes ☐ No ☐

you (the applicant) often been bothered by having little interest or pleasure in doing things?
 Yes ☐ No ☐

you (the applicant) been feeling down, depressed or hopeless during the last month?
 Yes ☐ No ☐

4. Repeat step for the examiner.

Select the ‘Examiner Declaration’ button.

Select the ‘I Agree’ button’.

Once both the Applicant and Examiner have agreed to the declarations, then you can select the ‘Confirm Declaration’ button.

Australian Government
Civil Aviation Safety Authority

Application for Aviation Medical Certificate – Declaration
 Application ID

Applicant to complete
 (Name of Applicant) [Redacted] ADAM [Redacted] Date of Examination 18 Apr 2017

I am applying for an Aviation Medical Certificate **Class 2** in accordance with CASR Part 67; and
 have carefully considered every question the examiner has asked me in relation to the medical certificate I am applying for and I have reviewed the answers in the Medical Questionnaire and Examination form. I have answered every question correctly and completely (see Note 1 below); and
 except as provided in CASR 67.180(5) (see Note 2 below), authorise the disclosure to CASA and the examiner of any information about me that may help CASA to decide whether I meet the relevant medical standard, being information that is held by a person, organisation, body or authority referred to in CASR 67.180(6). I also authorise CASA to disclose to any DAME that has assessed me, any medical or other information about me (see Note 3 below); and
 understand that CASA will use relevant medical information for internal audit or research (results will be de-identified), and disclose relevant medical information to another ICAO State's civil aviation regulator if I hold, or apply for, medical certification in that State; and
 acknowledge that a fee applies to the processing and consideration of a medical certificate application and CASA may not process my application until the appropriate fee has been paid.
 consent to CASA's use of my email for communicating personal and medical information

Australian Government
Civil Aviation Safety Authority

Application for Aviation Medical Certificate – Declaration

Application ID: [Redacted]

Applicant to complete
I (name of Applicant) [Redacted] ARN [Redacted] Date of Examination 21 Feb 2017

- am applying for an Aviation Medical Certificate **Class 1, 2** in accordance with CASR Part 67; and
- have carefully considered every question the examiner has asked me in relation to the medical certificate I am applying for and I have reviewed the answers in the Medical Questionnaire and Examination form. I have answered every question correctly and completely (see Note 1 below); and
- except as provided in CASR 67.180(5) (see Note 2 below), authorise the disclosure to CASA and the examiner of any information about me that may help CASA to decide whether I meet the relevant medical standard, being information that is held by a person, organisation, body or authority referred to in CASR 67.180(6). I also authorise CASA to disclose to any DAME that has assessed me, any medical or other information about me (see Note 3 below); and
- understand that CASA will use relevant medical information for internal audit or research (results will be de-identified), and disclose relevant medical information to another ICAO State's civil aviation regulator if I hold, or apply for, medical certification in that State; and
- acknowledge that a fee applies to the processing and consideration of a medical certificate application and CASA may not process my application until the appropriate fee has been paid.
- consent to CASA's use of my email for communicating personal and medical information

Buttons: Cancel, Examiner Declaration, Applicant Declaration, Confirm Declaration

3.17 Examination summary

This section allows you to review the Examination and complete the problem mapping.

What should this look like

Examination Summary

Application ID: -2015-ALIJ

Status: System Processing Successful

Certificates Applied For: Class 1, 2

Applicant Aviation Reference Number (ARN): [Redacted]

Applicant Name: Donald Duck

Examination Date: 09/12/2015

Stamp:

Examiner Aviation Reference Number (ARN):

Examiner Name: James Geoffrey SMITH
Charles Dickens

Submission Date: 09/12/2015 3:31:22 PM

Submitted By:

Problems List

[Complete Problem Mapping...](#)

Documents

Search [Icon] [Icon] [Icon]

No documents found!

[View Completed Application](#) [Upload Attachment](#) [Make Payment](#) [Send to CASA to Assess](#)

What do I need to do:

1. View the completed application if required.

2. Upload any further documents.

3. You will need to complete the problem mapping prior to being able to send it to CASA for assessment.

4.0 Completing Problem Mapping

The system may generate a number of Unallocated Findings based on the answers from the applicant and from entry's made during the examination. SNOMED is used to identify the problems whereby all Unallocated Findings will need to be mapped to a problem record. The SNOMED problem codes are for diagnoses, not treatments. For example, you would search for “acute cholecystitis” but not “cholecystectomy”.

These may;

- Related to each other.
- Relate to an underlying condition.
- Just be random symptoms the applicant is experiencing.

You can add Problems to the list by clicking the 'Add A Problem' button.

What should this look like

Problems List Show non-Safety Relevant problems. ☐

Unallocated Findings

- Near Vision Uncorrected Standard Not Met
- Near Vision Corrected Standard Not Met
- Near Vision Standby Standard Not Met
- Diastolic BP Outside Range
- Abnormal LIPIDS
- Binocular Visual Acuity Standard Not Met

Comments Preview:

Problems List

☒ Safety Relevant ☐ Unresolved Problem

☐ Requires Surveillance

SNOMED Code:

Date Identified:

Findings:

Comments:

↑

All unallocated findings must be mapped to a problem.

You cannot group numerous unallocated findings to the single problem record where the problem checked as "Unresolved Problem". The Unresolved Problem check allows you to map an Unresolved Finding without having identified a SNOMED problem.

Safety Relevant Problems **Add A Problem** Finalise Exam

Problems List Show non-Safety Relevant problems. ☐

Unallocated Findings

- Near Vision Uncorrected Standard Not Met
- Near Vision Corrected Standard Not Met
- Near Vision Standby Standard Not Met
- Diastolic BP Outside Range
- Abnormal LIPIDS
- Binocular Visual Acuity Standard Not Met

Comments Preview:

Problems List

☒ Safety Relevant ☐ Unresolved Problem

☐ Requires Surveillance

SNOMED Code:


Date Identified:

Findings:

- Near Vision Corrected Standard Not Met
- Diastolic BP Outside Range
- Abnormal LIPIDS
- Binocular Visual Acuity Standard Not Met (Class2)
- Right Visual Acuity Standard Not Met (Class 1/3)
- ECG Must Be Sent To CASA
- CASA Approved OPHTHALMIC

Comments:

What do I need to do:

1. By selecting the toggle  this provides a link between Unallocated Findings and the problem. This allows you to select a range of findings allocating them to a single problem.
2. By selecting the Undo All button this will undo ALL changes made on this tab.
3. If you mapped a Finding to a problem by mistake select the "X" at the end of the Finding label. This will send the finding back to the Unallocated Finding list.
4. When adding a new problem, ensure you select the toggle on that problem otherwise the findings will map to whichever problem was toggled.
5. Ensure all details are complete, including date identified, unallocated findings mapped to a SNOMED code are entered (comments optional). Once everything has been completed, Finalise Exam button will be active.

4.1 Send to CASA for assessment

Once everything is complete you will be able to send the examination to CASA.

What should this look like

Examination Summary

Application ID: i-2015-ALIJ

Status: Problems List Completed

Certificates Applied For: Class 1, 2

Applicant Aviation Reference Number (ARN):

Applicant Name: Donald Duck

Examination Date: 09/12/2015

Stamp:

Examiner Aviation Reference Number (ARN):

Examiner Name: Charles Dickens

Submission Date: 09/12/2015 3:31:22 PM

Submitted By:

Problems List





Purple glove syndrome


- Near Vision Corrected Standard Not Met
- Diastolic BP Outside Range
- Abnormal LIPIDS
- Binocular Visual Acuity Standard Not Met (Class2)
- Right Visual Acuity Standard Not Met (Class 1/3)
- ECG Must Be Sent To CASA
- CASA Approved OPTHALMIC


Pink disease

- Left Visual Acuity Standard Not Met (Class 1/3)
- Binocular Visual Acuity Standard Not Met (Class 1/3)
- Near Vision Standby Standard Not Met
- Near Vision Uncorrected Standard Not Met

Documents

Search    


 00000 – Donald Duck

▶  Medical 09/12/2015

 View Completed Application


 Upload Attachment

 Make Payment

 Send to CASA to Assess

Send to CASA to Assess Successful

The medical exam has been successfully sent to CASA.

 OK

What do I need to do:

1. Select the Sent to CASA to Assess button.
2. A confirmation message will be displayed advising you that the send was successful.

N.B: If CASA fee has been paid and the Problem Mapping is complete, the system will automatically submit the examination to CASA. This will be reflected in the “status” change to CASA Received Application.

4.2 Medical Assessment Report (MAR)

The MAR allows an examiner to look at the applicant's medical history with CASA, when a condition was identified, the SNOMED description, comments and any safety relevant or surveillance requirements. This is a read only view of the applicant medical history record with CASA. Details cannot be modified in this view of the MAR.

What should this look like


The screenshot displays the 'Application Status: Problems List' interface. At the top, there are three buttons: 'Required Reports', 'Attachments', and 'MAR...'. Below this is a table with the following columns: 'Date Identified', 'SNOMED Description', 'Comments', 'Safety Relevant', and 'Requires Surveillance'.

Date Identified	SNOMED Description	Comments	Safety Relevant	Requires Surveillance
06-2009	Mild persistent asthma	Mild Asthma - daily preventative prescribed to manage symptoms	<input checked="" type="checkbox"/>	<input type="checkbox"/>
06-2008	Vascular thoracic outlet syndrome	Patient sustained an injury resulting in unstable shoulder, bursitis - these were operated on - patient left with ongoing vascular thoracic outlet syndrome, causing ongoing numbness in R/Hand. Sees Chiro every 6 weeks for realignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Below the table is a section titled 'Medical Certificate Restrictions'.

Class	Valid to End	Restrictions & Conditions
Class 1	29/07/2016 (Class 1 Air Transport Pilot) 29/07/2016 (Class 1 Commercial Pilot)	N/A

What do I need to do:

1. Select the MAR icon at the top right hand side of any application.
2. MAR may be opened in a separate window by selecting the Pop-out  icon.