Australian Government

Civil Aviation Safety Authority

www.casa.gov.au

Medical Records System (MRS)

Receptionist

User Manual

Version 1.0

safe skies for all

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MRS replaces outdated manual processes such as filling in medical forms, document scanning, payment receipt verification and mailing of documents including certificates.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

- 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.

Receptionists are able to check and update applicants personal contact information and advise the applicant of what tests they need based on their age and estimated date of examination.

To assist users with the use of MRS, this user manual and a suite of self-help tools have been made available on the casa website.

1.1 Purpose

CASA recognises every practice is different. As such this user manual is a guide of what tasks receptionists <u>can</u> perform within MRS. Some practices may choose for their receptionists and nurses to not use the system. The purpose of the user manual is to provide receptionists with a user guide in using MRS if they are to conduct receptionist's tasks relating to aviation medicals within MRS.
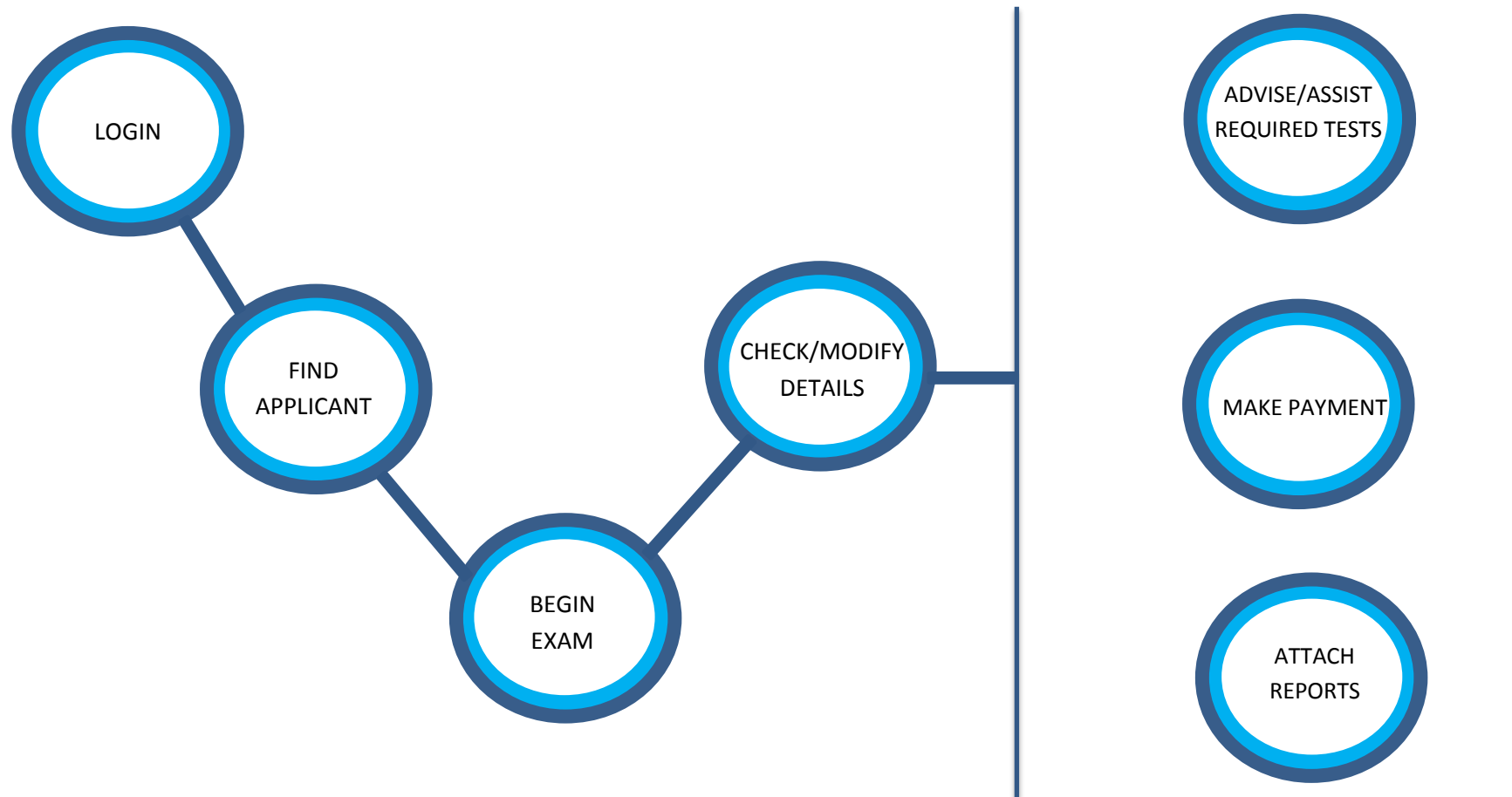
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2.0 Receptionists Tasks

This section details tasks required in order to complete receptionist tasks within MRS.

2.1 High Level Process

Other sub tasks a receptionist can perform

LOGIN

FIND APPLICANT

BEGIN EXAM

CHECK/MODIFY DETAILS

ADVISE/ASSIST REQUIRED TESTS

MAKE PAYMENT

ATTACH REPORTS

2.2 Login Screen

What should this look like
Medical Records System   TRAIN: Version:1.0.5800.25166 [Build Date:18/11/2015 1:58:42 PM]   Login with your CASA Examiner account   Username: Username   Password: Password   🔒 Reset Password   ➔ Login   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

What do I need to do:
1. Log into MRS (the link is available on the CASA website.)   2. If you are logging in for the first time you will need to reset your password. To do this type in your ARN and select the reset password tab.   3. If you have already reset the password type in your user name and password, then click the login button.

2.3 Home page

What should this look like
Medical Records System   HOMER LOGAN   TRAIN: Version:1.0.5800.25166 [Build Date:18/11/2015 1:58:42 PM]   Role: Examiners Receptionist   📭 Home   ⌄   Assessments   🔽   🔍 Find Applicant...   👤 My Details   ▲ Start Date   ⇕ ARN   ⇕ Applicant   ⇕ Class   ⇕ Status   ⇕ Initiated By   🔗 Useful Links   ⌄   📅 Range...   ✉ Email AvMed   17/12/2015   M   Class 1, 2   CASA Issued Certificate   Applicant

What do I need to do:
1. Once logged in you can find applicants, review details, go to links or email AvMed.

2.4 Searching for an applicant

What should this look like

What do I need to do:

1. To find a new applicant select the find applicant button.

2. Type in the persons ARN and select search.

3. To find someone who has recently seen your DAME or who is already booked into the DAME select the filter button and type in the persons ARN.

2.5 Begin Exam

What should this look like

What do I need to do:
1. Check the applicant's details and click next.
2. Select examination type and certificate type then select begin exam.

2.6 Examination updates

What should this look like

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

Note: **The Medical History has not been obtained**

| ✖ General | ✔ Required Reports | ✔ Attachments | ✔ Submission |

- ✖ Application Details
- ✖ Applicant Details
- ✔ Examiner Details
- ✔ Certificate Details

Medical Examination Date
N/A

Expected Medical Examination Date
18/12/2015

ℹ ❓ **Certificates Applied for** ⇄ Change
Class 1, 2

ℹ **Class 1 - Type of operations intended** *This question is required*
☐ Air Transport Pilot ☐ Commercial Pilot
☐ Flight Engineer/Navigator ☐ Other

ℹ **Class 2 - Type of operations intended** *This question is required*
☐ Private Pilot ☐ Student Pilot
☐ Other

ℹ **Do any of the following apply?** *This question is required*
☐ Single Pilot ☐ Multi-crew
☐ Instructor ☐ Charter
☐ Mustering ☐ Aerobatics
☐ Agricultural flying ☐ Angel flight or similar
☐ Instrument Flight Rules ☐ Formation Flying
☐ Visual Flight Rules ☐ Observer

⏻ Exit & Complete Later   → Next

What do I need to do:
1. Under the 'General' tab you can change the certificate type being applied for by selecting the ⇄ Change button.
2. Select the type of class operations that applies to the applicant.
3. Select the appropriate description i.e. 'multi-crew.'
4. Select the next button to proceed.

2.7 Required Reports

What should this look like

What do I need to do:

1. After completing the 'General tab' you will be directed to the required reports tab.
2. Each practice is managed differently but if your practice processes allow, you can assist the applicant to obtain the necessary referrals they require before they see the DAME. These reports are based on the age of the applicant and the timing of the medical examination date.
3. If your practice does not assist applicants with organising the referrals you can advise the applicant they will need the following tests.

2.8 Attachments

What should this look like

Applicant's Name: **Mr** ▓▓▓▓▓▓▓▓   Applicant's Aviation Reference Number (ARN): ▓▓▓▓▓▓   Application Status: **Application With Examiner**
Note: **The Medical History has not been obtained**

| ✔ General | ✔ Required Reports | ✔ Attachments | ✔ Submission | | Applicant Signature |

✔ Attachments

Please upload the following reports:
○ Audio
○ ECG
○ LIPIDS
○ GLUCOSE

The following reports have been uploaded:

Report Type	File Name

🔗 Upload

← Previous   ⏻ Exit & Complete Later   → Next

What do I need to do:
1. Select the 'Upload' button.
2. Search and attach the file/s required.
3. Select the next button when finished.

2.9 Submission

What should this look like

What do I need to do:

Most applicants will pay the CASA administration fee prior to attending the medical appointment. For those that have not, payment to CASA must occur before any examination can be submitted.

1. If the Process Exam button is greyed out it may indicate the applicant has not paid the CASA administrative fee that is required prior to the submission of an exam.
2. To make payment select the 'Make Payment' button.
3. A new Westpac page will open. The applicant will need to provide their credit card details to make payment.
4. Enter in the applicant's card details and select next.
5. A confirmation screen will appear.
6. After payment has been made select the 'Process Exam' button.