



# Clinivid

## Administrative Console User Manual

Clinivid is a secure and mobile communication platform for Australian registered health practitioners that allows them to share clinical information with each other anytime from anywhere.

Let's start to explore Clinivid.

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## Product information

Clinivid is medical software developed in Australia exclusively distributed by Health Care Innovate Pty Ltd (A.C.N. 607 346 029).

## Referencing documents

This user manual should be read together with the [Privacy Policy](#) and [Terms of Service](#) that apply to all users, which can be found on our website [clinivid.com.au](http://clinivid.com.au). The [guide for end users](#) can be accessed on our [website](#).

## What is Clinivid?

Clinivid is a secure, mobile, cross-device platform that enables Australian Registered Health Practitioners and authorised persons to share clinical information with each other. Clinivid has been developed by a team of industry experts and clinicians to fit into the workflows of most clinicians who work across different hospitals and facilities, require 24/7 access to relevant patient data and a direct access to other clinicians for second opinion, treatment and care coordination or urgent and after hours' decisions.

## Data security

- Clinivid uses industry best practice to ensure a high level of data integrity and security.
- Information is encrypted, which means it can only be accessed by the clinicians sending and receiving a case, as well as enterprise administrators.
- Information is transmitted securely and stored temporarily in an Amazon Web Service (AWS) data center within Australia.

For more information, please request a copy of our Data Security and Privacy White Paper via [support@clinivid.com.au](mailto:support@clinivid.com.au)

## Privacy

Protecting personal and sensitive patient data is very important. Clinivid is compliant with Australian privacy legislation and has undertaken a full Privacy Impact Assessment, including an independent legal review.

## What information can be exchanged?

Depending on the individual organisation's set up, Clinivid may allow users to search for patient ID information (full name and date of birth) from their Medical Records. In addition, Clinivid allows users to add information, including images, videos, files and text. For example, videos of imaging results or lab results with the comment of the clinicians can be shared and commented on.

Where an integration allows users to initiate a Clinivid discussion from their existing medical records workflow, Clinivid accepts all type of information that is part of the medical record to be added to the Clinivid cases.

## Definitions

### Contact

Person eligible to receive information. All members of an organisation are automatically considered a contact and added to the shared contact directory. In addition, as an administrator you can add non-member contacts to the shared directory.

## Member

Members are added or invited by the Organisation Owner to join the Clinivid for this organisation. Once they accept the invitation, they are added to the shared contact directory. A member can search for patients from the linked organisation records (requires integration setup). Members also see the shared contact directory and can send information to any members and contacts on the shared contact directory (subject to their permission level).

## Connected Clinivid User

A user who has been registered with an account with Clinivid. Connected users display a  in the member list and shared contact directory.

## Non-connected Clinivid User

A person who has not registered for a Clinivid account. If added to the share contact directory, any member of your organisation will be able to send information via Clinivid to this person. A non-connected Clinivid user receives a text message or email providing a link to view the Clinivid case (after verification). They can view the information. They are not able to respond. To be able to respond they must register for a Clinivid account or be invited to become a member of your or another organisation using Clinivid.

## Administration Console

### How do you access the Clinivid Administrator Console?

You can access the [Clinivid admin console](https://control.clinivid.com.au) from any device using your web browser -> URL: <https://control.clinivid.com.au>. We support Chrome, Firefox, Safari and Microsoft Edge with versions 2016+.

## Login

1. Go to [Clinivid admin console](https://control.clinivid.com.au)
2. Use your email and password credentials to log in.

When you login, by default you can see a list of your organisation's shared contact directory.

## Forgotten / Reset your password

If you have forgotten your password.

1. Select 'forgotten password'.
2. Enter your email address.
3. Tick 'I'm not a robot'.
4. Select 'SEND RESET LINK'.

If you have forgotten your username (this is your email) you must contact [support@clinivid.com.au](mailto:support@clinivid.com.au) or (02) 9327 7737.

## Manage Organisation

Manage your organisation details here. Invite, add and manage invitations for [new members](#).

## Organisation Info

Display name: (mandatory) The organisation name as it appears to others.

Formal name: (mandatory) The registered organisation name. Used for billing purposes.

Description: A description of the organisation.

- To edit any of the organisation information:
  1. Click 'Edit'.
  2. Change the relevant information.
  3. Click 'Submit'.

## Add Member

### Search and Add an existing User of Clinivid

Search for existing Clinivid users using their mobile number. If no user exists, the person is currently not registered with Clinivid. You can use the 'Invite User' tab to invite a user.

1. Enter the mobile number in the search box.
2. Select 'Next'.

## Invite Member

### Create and Add a Member

Use this form to register a new Clinivid account for a person and issue an email invitation to them to become a member of your organisation.

The user's account will not be active until they have accepted the email invitation. The invite link is valid for 48 hours. If the link has expired you will need to [resend the invitation](#).

## NEW MEMBER DETAILS

To set up a new user account, enter the following information in the form:

- Title: (mandatory)\*
- First name: (mandatory)\*
- Middle name: (optional)
- Last name: (mandatory)\*
- Roles:
  - Organisation owner - A user with admin rights with rights to view and access all cases in their organisation, as well as adding members, inviting and removing members.
  - Office admin - A user who can view cases with no contributing.
  - Clinician - User who can create, contribute and archive cases. When inviting new members, this is the role you select. You can select up to 3 roles if required.
- Default role: This is the user's primary role.

*Please note: Ensure these details are correct as you will need to contact [support@clinivid.com.au](mailto:support@clinivid.com.au) to update this information.*

## CONTACT

- Email: Enter the email (mandatory).\*

- Mobile: Enter the mobile number (mandatory).\*
- Select the applicable country and select 'Next'.\*

*Please note: Ensure these details are correct as you will need to contact [support@clinivid.com.au](mailto:support@clinivid.com.au) to update this information.*

#### PROFESSION

- Staff ID.  
If applicable, enter the staff ID of the contact (optional).
- Registered Practitioner: Select YES or NO.
- Profession.  
Select the profession (optional). This is visible to other members and Clinivid users.
- Registration number.  
Enter the Australian Health Practitioner Regulation Agency (AHPRA) registration number.
- A user invited to become a member of your organisation does not require to be registered with AHPRA.
- Select 'Submit'.

The invite link is valid for 48 hours. If the link has expired you will need to [resend the invitation](#).

#### Bulk uploading of contacts

On request, please [contact us](#) to arrange bulk uploading of your contacts. We require a list of contacts with the following information:

- full name;
- email;
- mobile number;
- profession (optional);
- permission;

to add the members to your organisation.

#### Invite Status

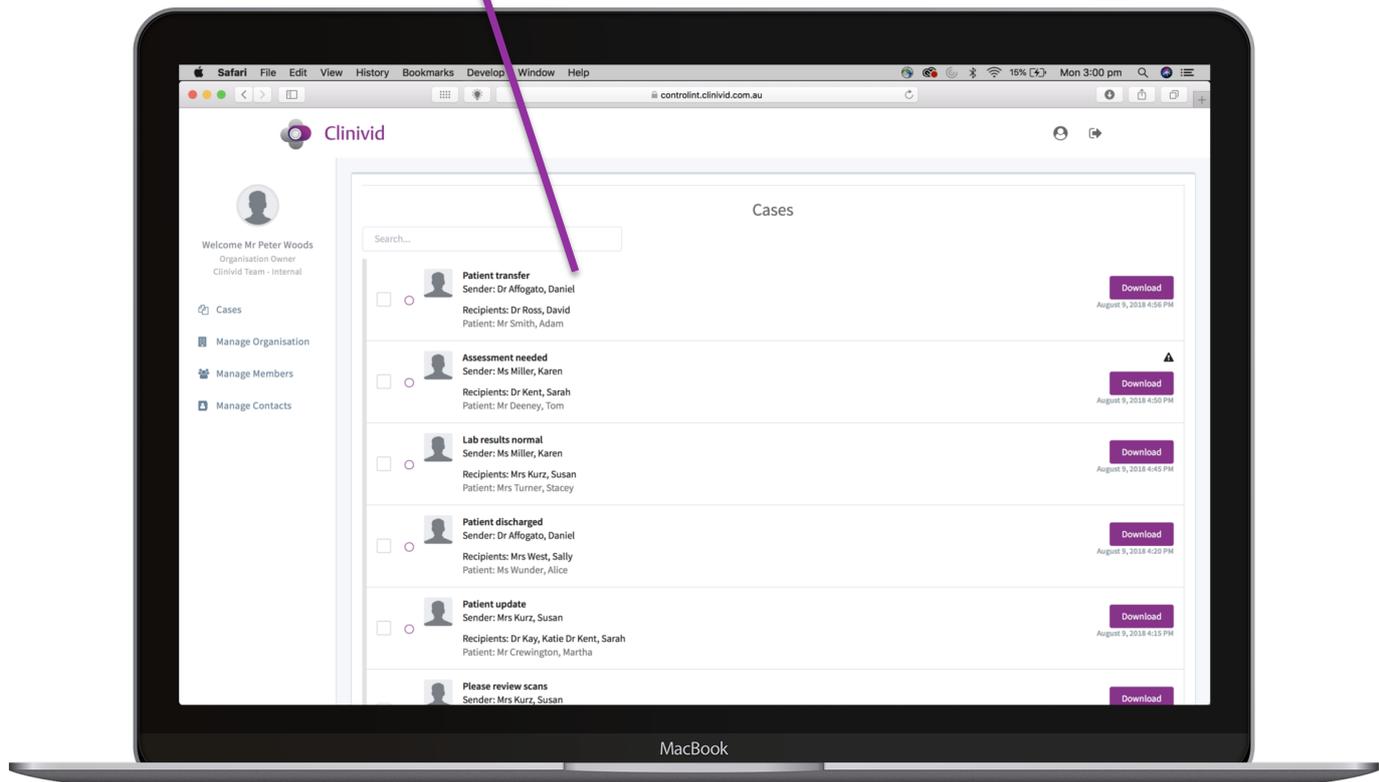
In this part you can view the status of your invite to view if it has been accepted. The invitation to invite a new member expires after 48 hours.

To resend an invitation.

1. Click 'Invite Status'. Any ending invitations are highlighted in orange. Accepted invitations are highlighted in green.
2. Select the relevant contact.
3. Press 'Resend'.

#### Cases

All cases in your organisation will be listed here.



The date and time from the most recent case sent is displayed on the right hand side of each case.

- Use the search bar to search for any case.
  1. Enter the case title.
  2. Press enter.

You can view the priorities that the sender assigned to the relevant cases.

- ⚠ is the icon used to mark a case as URGENT priority.
- ! is the icon used to mark a case as HIGH priority.

You can download cases to your drive.

1. Select 'Download'.

### Data Retention

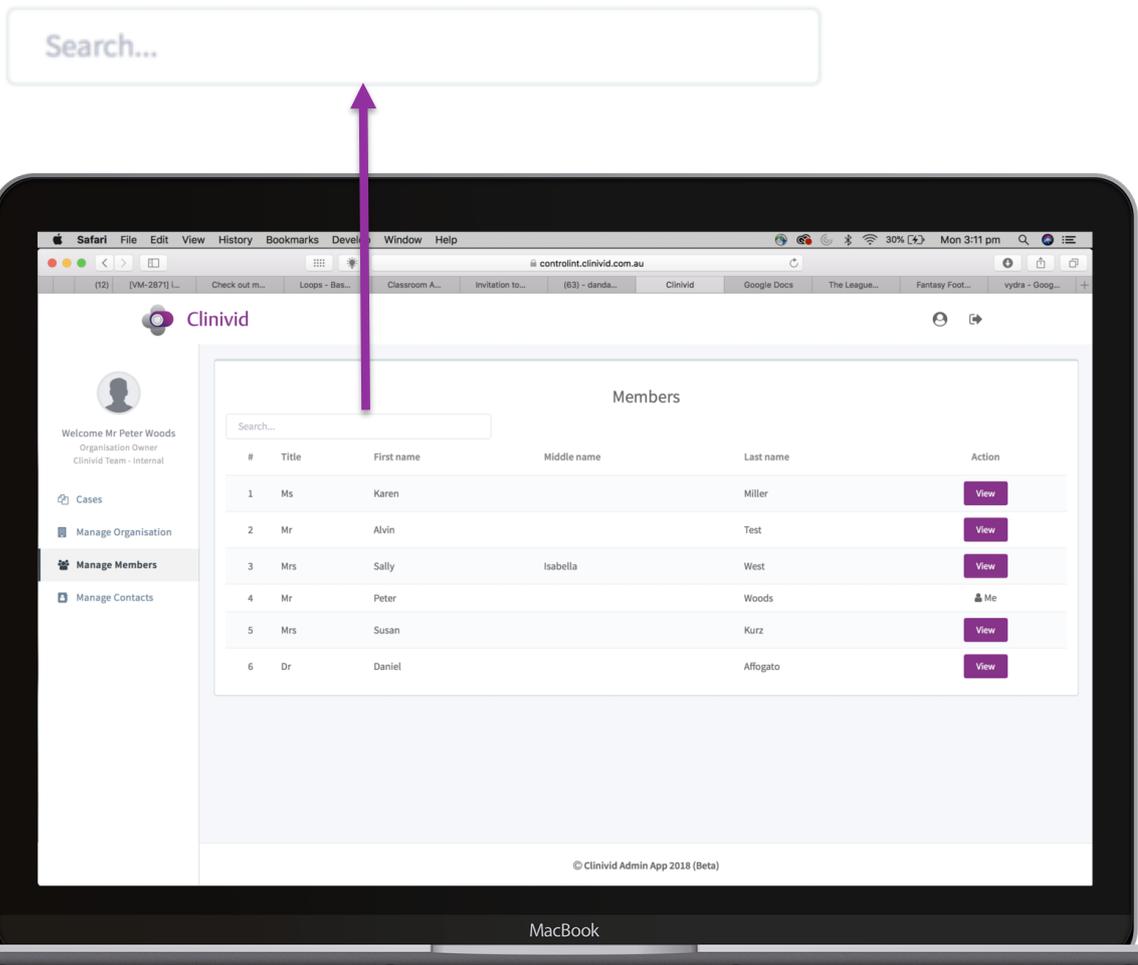
Any information exchanged by members of your organisation as part of a Clinivid case is accessible to the clinicians involved in the relevant discussion for up to thirty (30) days after the last activity on the case or until archived by the creator of the case, whichever is earlier.

Once a case is archived, it is available in the Organisation's Medical Records system (subject to integration set up). Alternatively, Organisational Admin users have the ability to [download cases](#) using their [Admin Console](#).

### Manage Members

In this part you can view members, edit their organisation roles or remove members. To edit a member's contact details, you need to contact [support@clinivid.com.au](mailto:support@clinivid.com.au).

- Search for members here.
  1. Type a first or last name into the search box.
  2. Press enter.
  3. Select 'View' to view the contact.
- To view a member.
  1. Select the contact.
  2. Select 'View'.
- [Edit a role](#).
  1. Select 'Edit'.
  2. Select the role you want to give the user.
  3. Select 'Submit'.
- Remove a member.
  1. Select 'Remove'.
  2. You will be asked 'Are you sure?'
  3. Confirm by pressing 'Yes'.



## Manage Contacts

### Contact

This option shows you the shared directory of the Organisation. Any member of your organisation can view the shared directory. Clinivid members are automatically added to the shared directory.

### Add a contact

You can add non-member contacts to the shared directory. To do so, search for any Clinivid user using their mobile number.

If the mobile number belongs to a person who is a registered Clinivid user, you will be asked to connect.

- Search for a member and shared contact.
  1. Enter a mobile number; or first or last name.
  2. Press enter.
  3. Select 'View' to view the contact.
- If a contact is a Clinivid user, you see the connected symbol. 
- You can edit contacts details for Non-member contacts. Please contact [support@clinivid.com.au](mailto:support@clinivid.com.au) for assistance.
- To delete a contact.
  1. Select 'View' to select the contact.
  2. Select 'Delete'.
  3. You will be asked 'Are you sure?'
  4. Select 'Ok'.

### New Contact

- Add a contact with a mobile number.
  1. Enter the mobile number.
  2. Select the applicable country.
  3. Select 'Next'.\*

### Bulk uploading of contacts

On request, please [contact us](#) to arrange bulk uploading of your contacts. We require a list of contacts with the following information:

- full name;
- email;
- mobile number;
- profession (optional);
- permission;

to add the members to your organisation.

## System notifications / Alerts

Clinivid has several alerts and system notifications to guide its users. If you have any questions or issues with notifications and alerts, please contact [support@clinivid.com.au](mailto:support@clinivid.com.au)

## Feedback

We are here to help you. If you have any questions, please contact us at:

Email: [support@clinivid.com.au](mailto:support@clinivid.com.au)

Phone: (02) 9327 7737 (Mon-Fri 8.30am – 6pm & Saturday 8.30am – 2pm AEDT)

Or visit our website at [clinivid.com.au](http://clinivid.com.au), which also includes a resource section with [Frequently Asked Questions](#) and a number of templates to download.

Thank you for using Clinivid – the safe and convenient way for clinicians to  
connect | communicate | collaborate.