

# CLINICIAN ASSIST

## Frequently Asked Questions

### General

#### **Q: What is the new website called?**

It is called Clinician Assist WA and the website address is [clinicianassistwa.org.au](https://clinicianassistwa.org.au)

#### **Q: Why is the website changing?**

In line with WA Primary Health Alliance's digital transformation strategy, we are evolving our platforms, systems, and processes.

This new website provides a crucial first step to allow us to provide ongoing updates tailored to local users into the future, supported by a unique login for each user, which will also increase security.

#### **Q: Is the new site the same as the previous one i.e. are all the same features and functions available?**

The new website maintains all core functionality including clinical content, referral information, quick access to GPbook Specialist Directory and more. Additionally, aesthetic improvements provide a more contemporary and user-focused experience.

#### **Q: What exactly is changing?**

The new site brings a range of key enhancements:

- Improved functionality: A range of usability enhancements, applying contemporary web design principles to ensure the most relevant information is prominent and easily accessible.
- Tailored user experience: Dedicated user profiles allow us to ensure that the service continues to be developed with the needs of local user groups in mind.
- Better security: The redesigned site incorporates a range of security enhancements to better protect both website and user data.

#### **Q: When is the change happening?**

The website went live on 8 August 2024. A redirect from the existing HealthPathways WA website will be in place thereafter.

#### **Q: How will users be notified when the new site goes live?**

We will be contacting GPs and other users, and relevant agencies to inform them of the change and provide clear instructions on how to apply to register as a user.

#### **Q: Why do we need a unique login?**

Unique user logins provide better security for both the website and users, in addition to creating the opportunity for future development to provide a more tailored and customisable user experience.

#### **Q: Are all existing pathways being transferred over?**

Yes, all existing pathways are being transferred to the new website.

**Q: Is the new site secure?**

Yes, the new website is built on software that incorporates best practice security functionality.

**Q: Can other health professionals apart from GPs use it?**

Yes, health professionals registered with AHPRA will be automatically verified by the system and given immediate access.

Other users may experience a slightly longer verification period, however these applications to register will be prioritised by our verification team.

**Q. My name as a practitioner is slightly different to my registration name with AHPRA. Does it need to match for my registration to work?**

No. The use name does not need to be an identical match, however the AHPRA number entered must be correct. This includes both letters and numbers. Users can register with Clinician Assist WA with the name they practice with.

**Troubleshooting**

**Q: How do I create a login?**

Detailed instructions will be provided when the new site launches, however, the process to set up your unique login is simple.

It is recommended users login for the first time during normal business hours (8am to 5pm weekdays), to ensure our staff are available to provide support as needed.

Health professionals who register with a valid AHPRA registration number are approved automatically. All other user registrations will be reviewed, verified and approved (where applicable) by the team within normal working hours.

**Q: Who do I contact if I need help with registering or navigating the new website?**

You can contact our Practice Assist **Help Desk** via email [practiceassist@wapha.org.au](mailto:practiceassist@wapha.org.au) or by telephone [1800 2 ASSIST](tel:18002ASSIST) (1800 2 277 478), or your usual WAPHA contact.

**Q: Will having the unique username and password make using the site more difficult?**

By making unique logins part of the website, we are following best practice data security protocols, offering more protection for the system and its users.

To make this as simple as possible for busy clinicians, and to minimise the number of times users have to login or remember their unique password, we are building in the following functionality:

**Login duration:** once a user has registered and logged in once, the session's authentication will be maintained for at least 8 hours. This means they will not have to login again during this time, even if they close their browser, unless they actively choose to log out of their account.

So, a single session will remain live during a typical day of consulting for a clinician.

**‘Remember me’ feature:** This enables the user’s web browser to save the unique account login information, enabling easy login with the remembered username and password.

**Q: If a user works from multiple practices or sites, do they need a unique user ID for each location?**

No. Users are asked to identify their primary location at the time of registration. They do not need to identify alternative work locations, one location per user is sufficient for the system.

**Q: How can I get a new login if I’m not already a user?**

New users should visit the website registration page and apply to register by inputting their name, email, AHPRA number (if applicable) and details required for registration.

**Q: I registered as a new user several days ago and have not received anything. What do I do?**

You can contact the Clinician Assist team at [clinicianassist@wapha.org.au](mailto:clinicianassist@wapha.org.au), or you can speak to your usual WAPHA contact.

**Q: How can I update my profile information?**

You can contact the Clinician Assist team at [clinicianassist@wapha.org.au](mailto:clinicianassist@wapha.org.au), or you can speak to your usual WAPHA contact.

**Q: What happens if I forget my password?**

The **‘Remember me’ feature** will enable users to easily log in with remembered username and password within the login fields.

However, if you have not selected this, there will be a password reset function, linked to your profile email address.

**Q: How do I delete my user profile?**

You can contact the Clinician Assist team at [clinicianassist@wapha.org.au](mailto:clinicianassist@wapha.org.au), or you can speak to your usual WAPHA contact.

**Q: There is incorrect information listed on a pathway, what do I do?**

We welcome all feedback on the website and pathways. Please use the ‘send feedback’ function on the site to share this information with our team, who will investigate.