

ADF Direct Portal FAQ

July 2016

What is the portal address?

The portal site is <https://adfdirect.com.au/Portal/app>

What are the benefits of ADF Direct?

The advantages of ADF Direct include:

1. Imaging & Radiology reports are available for all authorised Defence health professionals, including ADF, APS and Contracted Health Professionals (CHP), who manage ADF member's healthcare.
2. Images & reports are visible to all authorised health professionals working with defence members i.e. specialists National Centralisation of Imaging & Radiology reports regardless of where the scan was performed (provided that it was carried out by a contracted network provider).
3. Imaging & Radiology reports are searchable by EPID no. (PMKeys #) not just name.
4. Images & reports are visible to all authorised health professionals working with defence members i.e. specialists.
5. Imaging & Radiology reports will remain accessible on the local I&R Clinic portal (MIA Direct, I-MED Online etc.) however the local portal won't show imaging performed by another contractor.
6. Imaging & Radiology reports are stored for life.

New Users

How do I apply for an Account?

Using your web browser, go to ADF Direct (<https://adfdirect.com.au/>) and click on the 'Apply for an ADFDirect Account' button on the home page of the portal. Complete the ADF Direct account application online form noting that a User Access Agreement is required to be manually completed, signed, scanned and attached to your application. . When you have successfully submitted your ADF Direct account application, you will receive an email notification advising you that your account application has been successfully received. If you don't receive this email, then something has gone wrong with your ADF Direct account application.

I don't know my AHPRA number.

You can look it up on the AHPRA website: <https://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx>

How long will it take for me to be granted access?

It should only take a 2-3 business days.

What can delay your access to ADF Direct?

If you are an authorised Defence health professional (ADF, APS or CHP), the Health Centre Manager (HCM) will need to respond to an email authorising your access to ADF Direct. If you haven't received your username and password within a few days please check with the base HCM as to whether they have actioned their email. If you need further assistance, please contact ADF Direct Enquiries from the link on the home page, advising when you submitted your application.

How will I know when my account is active?

You will receive an email advising your username and password to your nominated email address.

I have received my username and password what do I need to do next?

Log into: <https://adfdirect.com.au/Portal/app> and personalise your password (see below requirements). Defence on-base users are advised to update their email address to the nominated health centre central email inbox for clinical results at the base.

How do I know what the base central email inbox address for clinical results is?

The HCM at the base is responsible for establishing this and determining who has access. They will provide you with the email address.

Why do I need to change my email address?

The email address is changed to the central base address for clinical results so that the Health Centre (HC) administrative staff can work with you to manage the patients. It means if you are on leave or have left the particular base the administrative staff can ensure the patient's management is uninterrupted.

What are the password requirements?

The ADF Direct system requires passwords to be at least one upper case, alphanumeric and a minimum of 9 characters. Passwords will need to be reset each 3months.

How will I know there are results available for review?

ADFDirect will send an automatic notification email advising a result is available. The nominated health centre staff will download the report in pdf format and provide to the appropriate Dr for review.

Access Issues

My account seems to be locked, why is this?

To comply with security policies, if you have not logged into ADF Direct using your username and password for more than 90 days it will be disabled by I-MED. To reactivate your ADF Direct account, please use the Enquiries button on the home page of ADF Direct.

I can't remember my password / My account is locked

Go to: <https://adfdirect.com.au/Portal/app> and the Enquiries button and send an email requesting your account be unlocked or password reset. If you provide a phone number IT personnel will endeavour to call you with the details ASAP.

Alternately you can self-reset your password via the "Forgot your password?" button on ADF Direct by providing your ADF Direct username.

Technical Issues

Why doesn't the 'Launch Intelviewer' button work?

Intelviewer is currently not accessible from within the DRN and should not be used as it may crash your computer.

The images seem jumpy and don't display well, why is this?

The portal is designed to run on Internet Explorer 8. Your Defence on-base computer should have Internet Explorer 8 preinstalled on it already, however if this is not the case please check with your IT personnel for assistance.

The portal times out after 45mins why is this?

This is a confidentiality requirement to ensure that others do not access your login unauthorised should you forget to log off ADF Direct.

Why is the portal running on IntelConnect not IntelViewer?

IntelViewer is currently not approved on the Defence Restricted Network (DRN).

The images say that they are not of Diagnostic Quality, why is this?

This is a standard disclaimer provided by Intelerad. The images are provided via Intelconnect not Inteleviewer and as a result images may be compressed and not of diagnostic quality.

Results Issues

What is the notification email?

This is an email sent to the nominated email address of the referrer (On Base this should be the central email address for clinical results) It includes the name of the referring Dr, the Patient EPID (PMKeys#) and a link to the ADFDirect portal. If the user clicks on the link to view the report it requires them to log into ADFDirect using their unique user name and password and then takes them direct to the new report provided.

I need a film copy of results, how do I arrange this?

Electronic Images & Reports are encouraged to be used by Defence. Results and Film will only be provided in exceptional circumstances. The referring Health Clinician can request these on the referral. JHC personnel have been provided with formal guidelines for when film may be requested. Film will be available by request to the local I&R clinic with 24hrs notice. Film will need to be collected from the local I&R service provider.

Can I request a CD copy of results?

It is recommended that electronic results are retrieved via ADF Direct and provided where necessary via PDF. In exceptional circumstances, reports (with images) can be provided via CD by I-MED.

I would like to talk with a reporting Radiologist, is this possible?

Yes, please contact your local clinic who will arrange this. I&R Clinic staff are also available to provide clinical education and assistance with ADFDirect.

Can I ask my local I&R clinic for assistance?

Yes. They will be happy to assist you, either immediately on the phone or by arranging a visit or by getting back to you with further information or a response.

I am a defence Health Centre Manager, what do I need to do?

JHC have provided [Health Instruction 5.0.2.6](#) 'ADF Direct Imaging and Radiology Picture Archiving and Communication System'.

In summary:

1. Establish a central email address for clinical results through your local base IT Support
2. Determine who will have access to this email inbox. Generally, it is recommended that several administrative staff and nursing staff have access.
3. Instruct MO to establish accounts and change their email address to the central address
4. Instruct HC administrative staff to monitor the inbox and if a notification of a result being available is received they should log in to ADFDirect via the email notification. Then open the pdf of the report and print this. The report is then provided to the appropriate MO for actioning. N.B. It is important that if the notification email is opened that the result is downloaded OR staff may not be aware that the report has not been provided to the MO.
5. When a new MO starts confirm they have access to ADFDirect, are familiar with its use and that they change their email address to the central email address for their new base.
6. Arrange an induction for any MO not familiar with ADFDirect. The local I&R clinic will happily assist with this.
7. Assist the local I&R clinic to ensure that all local specialists have access to ADFDirect. Images will also be available via the local portal e.g. I-MED Online and specialists may choose to work with this.

8. Respond promptly to email requests from I-MED IT for approval of new users accounts. Physiotherapists, nurses etc. are allowed access if you wish to authorise this.

Confidentiality Issues

Why do I have to sign both the User Access Agreement as well as the online Confidentiality Agreement?

I-MED is facilitating access by all personnel involved in the healthcare management of defence personnel to all imaging. In order to ensure that users understand and agree to the privacy requirements MHS and I-MED require the User Access Agreement signed in addition to the standard Confidentiality Agreement.

How will access & confidentiality be monitored?

Each user must log in with a unique username and password. I-MED will monitor all ADF Direct users' usage and provide random access audit reports to MHS & JHC. ADF Direct system audits are in place to ensure the security and confidentiality of ADF members health records contained on ADF Direct.

What will happen if I access a file without a valid medical reason?

Audits will reveal inappropriate and unauthorised access. Breaches of privacy and confidentiality will be treated seriously through formal clinical governance guidelines and may result in disciplinary and legal action including contract termination and de-registration by AHPRA.