Can I use the same login credentials that I use to enter I-MED Online 2.0 for the new portal?
Yes, you can access the new referrer portal using your existing login credentials for I-MED Online 2.0.

My credentials aren't working/I can't log in. What do I do?
For immediate assistance with any technical issues, contact the Referrer Success Team by Phone (1300 147 852) or Email (referrer.success@i-med.com.au).

I can't locate one of my patients (i.e., that I referred). What do I do?
• Make sure you are correctly spelling their first name and last name (or, if using their patient ID, that it is correct), and that their DOB is correct
• Make sure you are entering in the full DOB in the following format DD/MM/YYYY
• Check that your search filters are correct:

Search criteria defaults to "past week", "referred by me". If the patient you are looking for was referred by you more than one week ago, you will need to expand your search filters.

You can expand your search filters in two ways:
1. Manually adjusting the filters or,
2. Selecting "Update search to view all studies"

What is the right format to enter a patient's name?
You can use the following format types to enter in a patient's name, assuming you have the correct DOB entered:
• firstname lastname
• lastname firstname
• lastname, firstname
• lastname,firstname
• Lastname
• Firstname
• Lastname ,firstname
• Partial lastname
• Partial firstname

What does my "practice network" mean?
As a referring practitioner, you may work across multiple different practices, with each practice associated with your provider number.

Your "practice network" is the list of practices that you are "linked to" i.e., those practices that are associated with your provider number.

What do I do if my practice doesn't appear as one of my listed practices (i.e., it is not reflecting as part of my practice network)?
If one of your practices does not appear in your list of linked practices, you need to submit a request to the Referrer Success team so that it can be added.

For immediate assistance with any technical issues, contact the Referrer Success Team on 1300 147 852 or referrer.success@i-med.com.au

How do I view imaging/reports for patients referred by other practitioners in my network?
Once you have set the date range filter, you simply select "Referred by my network" to view patients referred by other practitioners in your network.

How do I view imaging/reports for patients referred by other practitioners outside my network?
Once you have set the date range filter to your required time period, you simply select "Referred by anyone" to view patients referred by other practitioners outside your network.

You will need to break glass for patients that have been referred outside your network. Breaking glass entails accepting the terms and conditions associated with a specific patient.

Once you have accepted the terms and conditions of breaking glass for a patient, you will not need to break glass again.

Can I view previous images side by side?
Currently the new referrer portal does not have the ability to view current and historical images, side by side, for comparison purposes, within the Image Viewer. This is a planned future enhancement to the new referrer portal.

How frequently do I need to log back in again? i.e., what is the timeout period?
You will automatically be logged out of the portal after 60 minutes of inactivity. This is in line with I-MED's data governance policy, to ensure protection of patient data.

Does the new portal work on a mobile device?
The new portal is responsive to mobile, but it has not been fine-tuned for mobile/tablet. However, it is certainly usable on a mobile/tablet. FYI: Usage stats are 93% desktop, 5% mobile (mostly iPhone) and less than 2% tablet.

Can I 'save' my preferred search filters, so I don't have to change them frequently?
You can save your most frequently used search queries via the existing "Patient Search" function. Select your desired filter settings and click "Save filters as default" and all new searches will have those same parameters.

I receive the following pop-up the first time I select "View images".
What does it mean?
This pop-up is likely due to the user's security settings. Simply select "Visit site anyway" to proceed to view images.

You may also be presented with a blank image viewer as per image below.

In this instance, simply refresh the browser by hitting "Ctrl" + "R" (or whatever the relevant shortcut is on your device), and the images should load.

The new referrer portal seems to take longer to load than the previous version.
IMOL 2.0 is just under 7 seconds whereas the images and reports pages on the new portal are just over 5 and 4.5 seconds, respectively.

There are many reasons why the new referrer portal takes longer to load, with the most likely being a slower network connection on the user's side. Generally, the new referrer portal is 2 seconds faster, based on extensive speed testing.