



# SMHS COVID-19 Staff Reporting app

## Frequently Asked Questions



### Is this a new app?

The [SMHS COVID-19 Staff Reporting](#) app replaces and enhances the functions previously provided by the SMHS Staff Absence Declaration and the COVID-19 Test Result app. All SMHS staff must now use this app to report any COVID-19 related absence from work.

A key change is that in most cases, even if you are COVID-19 positive, you will not be contacted by the COVID Staff Response Team. Instead you will receive information about what you need to do via email.

### Why use the SMHS COVID-19 Staff Reporting app?

All SMHS staff must now use the [SMHS COVID-19 Staff Reporting](#) app to report any COVID-19 related absence from work.

The app enables you to report that you are a close contact and need to be absent from work, and if you are absent from work due to having COVID-19, including providing evidence of any test results. Images of COVID-19 positive, negative and inconclusive polymerase chain reaction (PCR) test and rapid antigen test (RAT) results can be uploaded via the app.

If you are a close contact or if you have had a positive COVID-19 test result, you will receive instant feedback on what to do next via the app. You will either:

- receive an email with important wellness and return to work instructions which you must follow
- be notified you will be contacted by the COVID Staff Response Team via telephone.

In most cases this means you will no longer be contacted by the COVID Staff Response Team directly. Instead the relevant information will be sent to you via the email address you provide, and you **MUST** follow the instructions provided. You do not need to call the COVID Staff Response Team.

The app helps us to manage our critical services. It will help to provide oversight of COVID-19 related staff absences across the entire SMHS network so we can easily identify staffing gaps and respond appropriately. Most importantly, it will allow us to continue to deliver care safely.

### Who can use the app?

All SMHS staff must self-report via the app. This includes staff who work at a SMHS site and have a HE number (e.g. Serco staff).

## **Do I still need to do my usual notification of absence?**

Yes. You are still required to notify your workplace as soon as possible via the normal process. You must also complete a leave form following your absence. The app is an additional step for COVID-19 related absence ONLY.

## **What do I do if I don't have a smart phone?**

The app is also accessible via a computer desktop or your manager can report on your behalf using the app. The app can be accessed via a link, QR code, or by downloading the app, meaning there are plenty of options to choose from.

## **What if I am unable to use the app?**

Please ensure you have read the user guide and followed the instructions provided. If you experience technical issues you should contact one of the supports listed in the table at the end of this document. If you are still unable to self-report after trying these options, please liaise with your manager who can report on your behalf via the app. Please speak with your manager if you need them to do this.

## **Can I use the previous form to report my absence?**

No. Please disregard any forms previously in circulation and use the app ONLY. Notification via any other process or in any other format will not be accepted and you will be directed to resubmit via the app.

## **Who will see the data?**

The COVID Staff Response Team will access the data. Aggregated data will be provided to workforce management to quickly determine and address workforce gaps.

## **Will the COVID Staff Response Team contact me?**

The COVID Staff Response Team will contact you only if it is stated in the app that you will be contacted by the COVID Staff Response Team on the final screen. If this is the case, you should be contacted within one day. If you are not contacted after this time, please email the [COVID Staff Response Team](#).

## **How long will the email take to arrive?**

Emails will take usually between 10 to 60 minutes to arrive after you have submitted your information via the app. If you have not received an email after one hour and the app had informed you would receive an email, please email the [COVID Staff Response Team](#).

## **How do I know if I need a RAT or PCR?**

If you have COVID-19 like symptoms present to a COVID Clinic for a PCR.

You may also require a PCR if directed to do so by WA Health that includes the COVID Staff Response Team.

For other testing requirements, a RAT may be used.

## **If I have a positive RAT result, do I still need to report the result to the Department of Health?**

Yes. You must report your positive RAT via the SMHS COVID-19 Staff Reporting app as well as with the WA Department of Health. Here is the link to [WA Department of Health](#) to register your positive RAT result.

## Where can I get more information about isolation and close contacts?

Access these internet resources:

[COVID-19 coronavirus: What do if you have COVID-19 or are close contact \(www.wa.gov.au\)](http://www.wa.gov.au)

[COVID-19 coronavirus: Testing, isolation and close contact frequently asked questions](#)

## How do I access support?

Please contact the appropriate service desk for technical/IT assistance.

Location	Service Desk	Available	Phone
<b>Fiona Stanley Hospital</b>	ICT Help Desk	24 hours	6152 2222
<b>Fremantle Hospital</b>	Health Support Services	7.30am to 5.00pm	13 44 77
<b>Rockingham Peel Group</b>	Health Support Services	7.30am to 5.00pm	13 44 77

Contacts for COVID-19 related staff assistance:

\*Please ensure you have taken reasonable steps to self-report before contacting the SMHS COVID Response Team. More information is available via the [SMHS COVID-19 Staff self reporting](#) website (accessible outside the network) including a user guide which steps you through the process.

Location	Reason	Available	Phone
<b>Public Health Operations Team</b>	General enquiries	8.00am to 7.45pm	1300 316 555
<b>Fiona Stanley Fremantle Hospitals Group</b>	Return to work related	Monday to Friday 8.00am to 8.00pm  Weekends/Public holidays 8.00am to 4.00pm	Email:  <a href="#">COVID Staff Response Team</a>
<b>Fiona Stanley Fremantle Hospitals Group</b>	Urgent enquiries	Monday to Friday 8.00am to 8.00pm  Weekends/Public holidays 8.00am to 4.00pm	0481 266 363
<b>Fiona Stanley Hospital</b>	Urgent enquiries after hours – Hospital Coordinator	8.00pm to 8.00am	0481 097 259
<b>Fremantle Hospital</b>	Urgent enquiries after hours – Capacity and Access	8.00pm to 8.00am	0404 890 090
<b>Rockingham Peel Group</b>	Urgent enquiries	8.00pm to 4.00pm	Email:  <a href="#">COVID Staff Response Team</a>
<b>Rockingham Peel Group</b>	Urgent enquiries after hours - Duty Nurse Manager	8.00pm to 4.00pm	9599 4770