

- Login Page Editor -

FOR RISKMAN VERSION 19.02

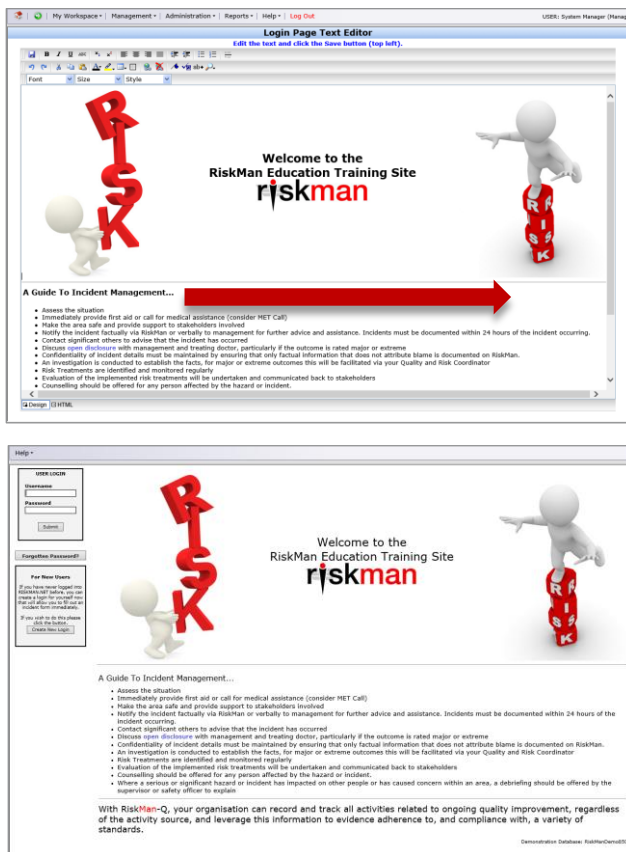
Last reviewed December 2019

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WHAT DOES THE LOGIN PAGE EDITOR DO?

The login page editor allows you to modify the content of your RiskMan system login page.



Your login page can be a valuable tool to communicate key messages to staff before they use the system. This guide will demonstrate how to modify the content of your login page, and also provide examples of the sorts of information you may wish to consider publishing on it.

→ How to access the Login Page Editor

You can access the login page editor by navigating to *Administration > Configuration > RiskMan Text Editor*. Click the **Edit** button next to **Edit the login page text**.

EXAMPLES

Here are some examples of different ways to approach what to put on your login page, and its design:

USER LOGIN

Username


Password

Forgotten Password?

For New Users


If you have never logged into RISKMAN.NET before, you can create a login for yourself now that will allow you to fill out an incident form immediately.

If you wish to do this please click the button.



RISKMAN SAFETY TEMPLATES: USEFUL SECTIONS

RECOMMENDATIONS



This section is excellent for recording and detailing any proposed or completed corrective actions that are generated to control the risk. You can choose up to eight (8) separate recommendations.

Please make sure all fields are completed.

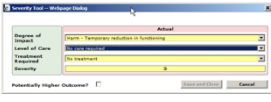
Choose the Rec # Hierarchy Control button to allocate a level of the hierarchy of control - you can choose more than one (1).

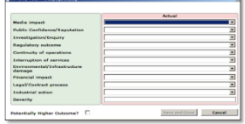
When the recommendation has been completed then a detail of how it was done should be entered into the Outcome field.

ES: The procedure was authorised by the executive and loaded to the intranet page via the facility procedure.

The changes to the workplace practice were communicated at the weekly department meeting.

INCIDENT ASSESSMENT – RAMSAY SEVERITY RATING






Please choose carefully from these sections. Each choice should reflect when care or interventions have been implemented.

Interventions may be as simple as having external services arrive to look at a fault.

Executive managers need to complete the organisational severity rating for all events that require Executive sign off.

A number of reports are generated for the Corporate committees on this section and if not completed will not be collected in the data.

INCIDENT SIGN OFF



All incidents need to be closed out when they are completed, and the date of closure entered.

Incidents can be posted before they are closed out, however incidents should not be closed unless all corrective actions have been completed.


Please don't forget - there are presently many reports in the database that are still viewed as OPEN because this section has not been completed.

USER LOGIN

Username

Password

Forgotten Password?



What can I report in RiskMan?

Incidents

Patient

Staff

Visitor

Contractor

Hazards

Building

Environmental

Feedback

Complaints

Complaints

Audit Results

Modality Faults

Errors

Breakdowns

Serviceing

Faults

IT Faults

Equipment

Software

Imaging Queensland strives to achieve a culture of continuous improvement in the quality of all its processes and services. The RiskMan Management System which Imaging Queensland has adopted in all facets of its business is to ensure that quality is consistently achieved in accordance with AS/NZS ISO 9001: 2008 and the National Safety and Quality Health Service Standards in Healthcare, Stage II in the Diagnostic Imaging Accreditation Scheme and the Royal Australian and New Zealand College of Radiologists standards of Practice for Diagnostic and Interventional Radiology and the Queensland Health Clinical Services Capability Framework.

Need more information?


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**Sunshine Coast
Business Awards 2013**
celebrating business in the south coast
WINNER

Sunshine Coast Radiology awarded at the 2013 Professional / Business Services Awards

Sunshine Coast Radiology was successful in winning the Professional / Business Services award in the 2013 Sunshine Coast Business Awards. It was their second award in the last three years.

This would not have been possible without the hard work and support of the expert team at Sunshine Coast Radiology, who are committed to continuously improving quality, and excellence. Their professional and advanced trained staff always strive to achieve the best health outcome for every patient.

USER LOGIN

Username

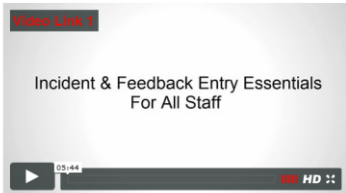
Password

Welcome to RiskMan - Practical, Innovative Risk Management

Effective risk management begins with timely incident management. When an incident occurs, you should review and follow these steps:

- Assess the situation
- Immediately provide first aid or call for medical assistance
- Make the area safe and provide support to stakeholders involved
- Notify the incident factually via RiskMan or verbally to management for further advice and assistance. Incidents should be documented within 24 hours of the incident occurring.
- Contact Significant Others to advise that the incident has occurred
- Discuss Open Disclosure with management and treating doctor, particularly if the outcome is rated major or extreme
- Confidentiality of incident details must be maintained by ensuring that only factual information that does not attribute blame is documented on RiskMan
- An investigation should be conducted to establish the facts, for major or extreme outcomes. This may be facilitated via your Quality and Risk Coordinator
- Risk Treatments and Controls should be identified and monitored regularly
- Evaluation of the Implemented Risk Controls will be undertaken, and communicated back to stakeholders
- Counselling should be offered for any person affected by the Hazard or Incident
- Where a serious or significant Hazard or Incident has impacted on other people or has caused concern within an area, a debriefing should be offered by the supervisor or safety officer to explain

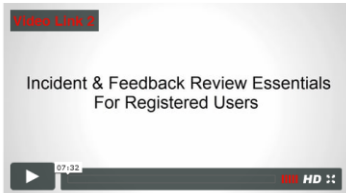
Video Link



Incident & Feedback Entry Essentials
For All Staff

05:44 HD

Video Link



Incident & Feedback Review Essentials
For Registered Users

07:32 HD

Please click here to visit the Training Site to try out RiskMan before entering your first incident / feedback

If you're ready now, please click here to visit the Live Site to start entering your first real incident or feedback

USER LOGIN

Username



Password

To log a new **Complaint or Incident**, enter the following details into the **USER LOGIN** box to the left:

←

Username: Medibank
Password: Medbank1

Complete the form and press the submit button at the bottom of the page. For a short instruction guide on how to log notifications, [click here](#).

Welcome to the Medibank Health Solutions Complaints & Incidents Management (CIM) System

- The RiskMan CIM system is used to log and manage customer complaints and incidents that relate to **Medibank Health Solutions services only**
- If you need to log a workplace hazard or staff injury, click here: http://intranet.medibank.health.com.au/intranet/notifications/content/incidents_and_injuries
- Once the complaint or incident has been logged, a notification will be sent to the central CIM team, and an investigation will commence
- Complainants who request a callback will be advised of the outcome of the investigation and any actions that will be taken – ensure that you tick Yes to the question – Has Feedback/Callback Been Requested?, and record the person's contact phone or email

For the MHS CIM Procedure, click here: <http://hotwire/www/html/12507-complaints-clinical-incident-management-ccim.asp> If the system is offline, complete the CCIM word document & email it to Clinical Governance. [Click here](#)

For Investigators and staff assigned a Corrective Action:

- If you are using the system for the first time, click on the training video links above for a short demonstration on how to navigate the system
- Login using your network login and password
- You can either open the associated record by navigating to the My Workspace > Review My > Event Notifications menu option, or
- If you know the ID number of the record you wish to view, click on the GO TO button then type the ID number and press Enter

QUESTIONS OR ISSUES?? Contact the CIM Team:

CIM Administrator – Tenille Oien
Tenille.oien@medibankhealth.com.au
 P: 03 8330 9018
 CIM Manager - Shona De Forest
Shona.DeForest@medibankhealth.com.au
 P: 03 8622 6508
 For Garrison Health CIMs: Alexandra O'Farrell
alexandra.o'farrell@medibankhealth.com.au
 P: 02 9425 3722

DETAILED OVERVIEW

What can be shown on the login page?

The login page essentially functions in the same way as a web page. This means that, other than text, you can utilise the following:

- Links to things such as pages on your intranet, pages on external websites, and even files on your network
- Graphics and photographs
- Tables of information
- Embedded videos; e.g. Training videos, overview videos
- Contact details; e.g. a link to send an email directly to the system administrator

What makes a good login page?

The main principle to stick to when deciding what you add to your login page is *less is more*. If you fill your login page with too much information (often referred to as a “Wall of Text”), the user will likely not pay any attention to what is there. Generally, the information you provide on the login page should be:

- a) Succinct
- b) Useful to the user
- c) Easy to read (visually-speaking)

The user will likely only glance at the login page before logging in to RiskMan. If the information you present is not **succinct**, they will probably consider it too time-consuming to read, and ignore it. If the information you present is not **useful to the user**, then there is no reason to have it on the login page. If the information is not **easy to read**, the user will not devote any time to trying to read it anyway!

Suggestions for what you could display on the login page

The following is a list of the different types of information that clients often include on the login page:

- The name of the organisation, the system, and the purpose of the system. Let the user know what RiskMan is used to capture and manage in your organisation.

- Contact details for who they can speak to if they are having difficulties. This could be you, your IT helpdesk, or a dedicated RiskMan administrator, depending on your organisation. It's a good idea to include both a phone number or extension number, and an email address.
- Links to FAQs, help guides, training materials or videos, or any other internally produced reference materials
- Simple definitions for the items recorded in your system. For example, you could provide simple definitions for what constitutes an incident, a risk, a complaint, etc.

Getting clever

Some clients have taken things a step further, and added some dynamic information to the page.


Examples include:

- **System Changes:** A simple list of any modifications which have recently been made to your system, or perhaps a simple description of any new features available after a system upgrade.
- **Statistics:** Some clients opt to put high-level statistics (usually obtained via Indicators) on the login page, and update them on a regular basis; usually monthly. This can promote buy-in from users as they see the figures improve over time (hopefully!).
- **Themes:** Some clients have different monthly themes; for example, August might be WHS Correct Lifting Awareness month. Information can be included on safe lifting practices; details of refresher training sessions being conducted, and links to further resources.


Some examples of how the login page could be structured by using tables:

| | |
|--|--|
| Your main content, including what can be recorded in RiskMan; who the user should contact if they need help, etc | Links to user guides and company policy documents relating to the information managed in RiskMan |
|--|--|

Two column layout

| | |
|---|---|
|  <p>Company name & logo</p> | <p>Links to user guides and company policy documents relating to the information managed in RiskMan</p> |
| <p>Your main content, including what can be recorded in RiskMan; who the user should contact if they need help, etc</p> | |

Two column layout with company logo area

| | |
|--|---|
|  <p>Company name & logo</p> | <p>Who the user should contact if they need help, etc</p> |
| <p>Your main content, including what can be recorded in RiskMan, company announcements, regular statistics</p> | <p>Links to user guides and company policy documents relating to the information managed in RiskMan</p> |

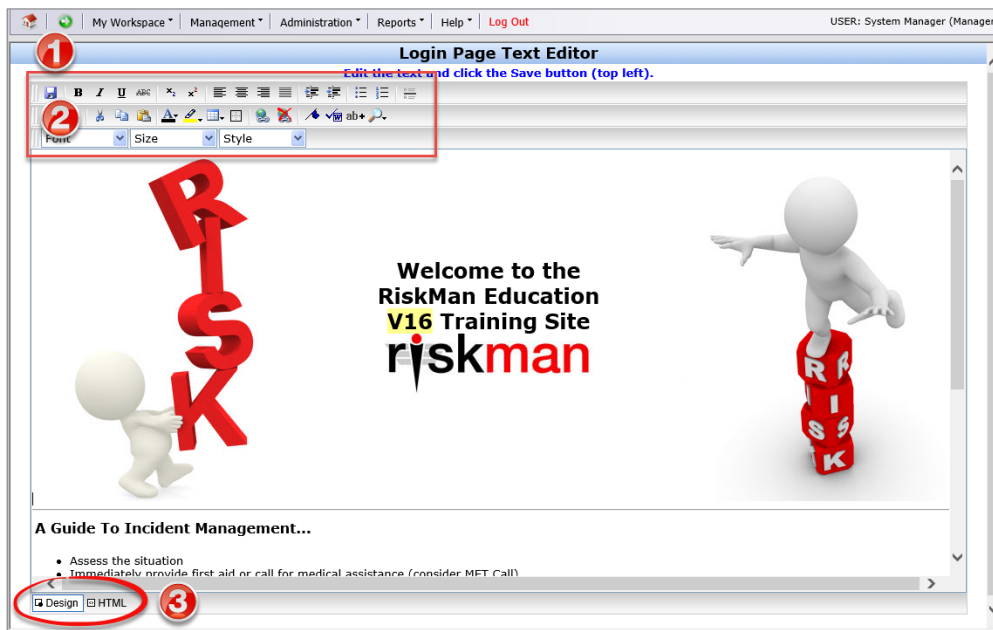
Two column layout with multiple table cells

USING THE LOGIN PAGE EDITOR

→ How to access the Login Page Editor

You can access the login page editor by navigating to *Administration > Configuration > RiskMan Text Editor*. Click the **Edit** button next to **Edit the login page text**.

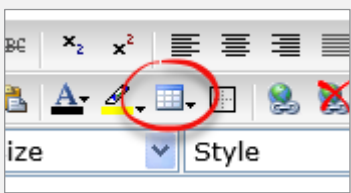
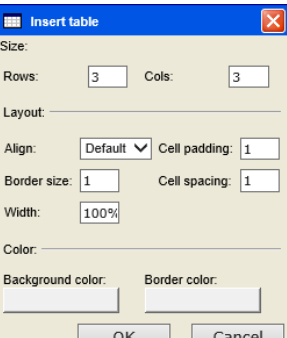
The editor window

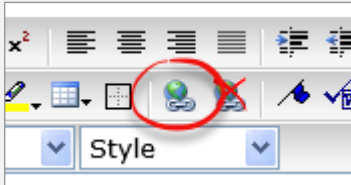
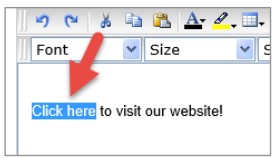
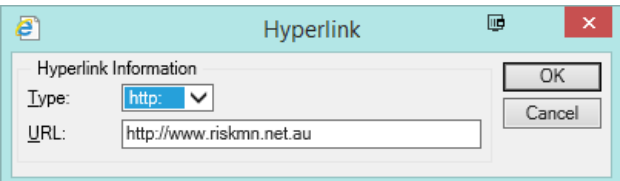
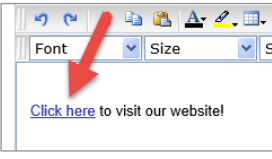


1. Formatting controls, similar to those found in Microsoft Word
2. Save button
3. Design / HTML tabs

Special formatting controls

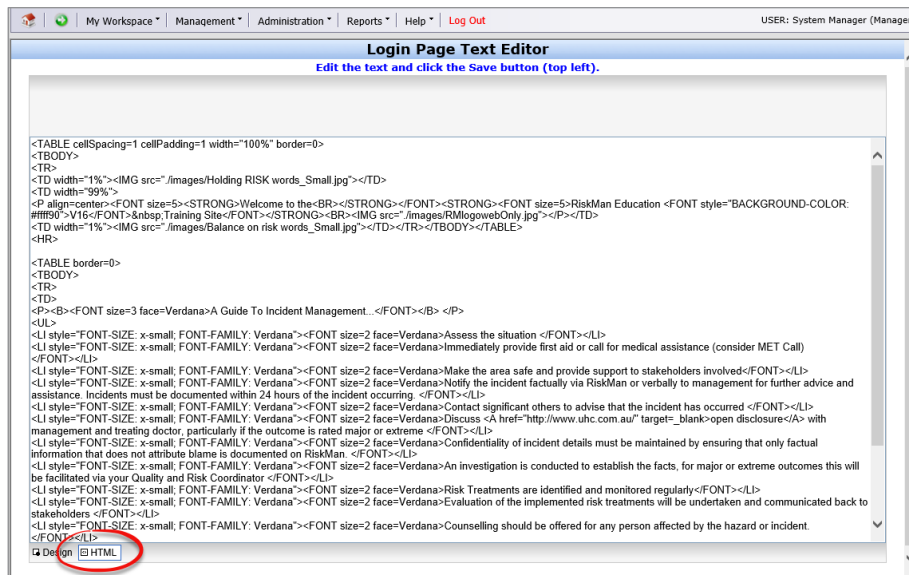
There are several functions available that warrant further explanation:

| | | |
|---|--|---|
| <p>Table</p>  | <p>Displays all the functions for creating and modifying tables. When your cursor is <u>not</u> in an existing table, the only available option will be Insert New Table, which gives you the chance to determine the</p> |  |
|---|--|---|

| | |
|---|---|
| | <p>size and formatting options for a new table.</p> <p>Cell padding is the amount of space, in pixels, from the border of the cell to the content inside it. Cell spacing is the amount of space, in pixels, between the borders of each cell. Width is the width of the table as a percentage of the available space on your page.</p> |
| <p>Insert Link</p>  | <p>Helps you insert a link to a file, intranet page, external web page, etc.</p> <p>Select the text that you wish to make into a link:</p>  <p>Then click the Insert Link icon. The following window appears:</p>  <p>The Type drop down box contains the different types of links, eg. http/https (used for web pages), mailto (used for email addresses), and so on.</p> <p>Enter the address in the URL field and press OK. Your link will be blue, and will have an underline when you hover your mouse cursor over the top of it:</p>  |

The HTML tab

If you want complete control over the design of your login page, you can click the **HTML** tab and directly modify the HTML code. Please note that this would suit experienced users only.



Note

When you are modifying the HTML code, the Save button is not visible. When you finish modifying the code, ensure you switch back to the **Design** button and click the **Save** icon before leaving the editor page, otherwise you will lose your changes.

ADMINISTRATION OF THE LOGIN PAGE EDITOR

There is only one permission needed for a user to be able to access the Login Page Editor:

General tab > Administrative Permissions

- Can Modify Global Settings

ADDITIONAL INFORMATION & TIPS

As the Login Page Editor is connected to a high-level user permission, we would recommend that only a select few administrative users should have the ability to use it.

Additionally, there is no change history for the Login Page Editor; if you delete all the content and save, we are unable to get it back for you.

Login Page Editor

RELATED TOPICS

Global Settings