

Non-Admitted Clinic Management System manual

2013-2014

A user guide for health services

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Introduction

The National Health Reform Agreement (NHRA) is a nation-wide agreement designed to improve the transparency, governance and financing of Australia's health care system. Under this Agreement the Commonwealth will fund a portion of the efficient cost of delivering public hospital services.

Activity Based Funding (ABF) links funding to the quantity and kind of services provided and the efficient cost of delivering those services.

Tier 2 is a classification system specifically for non-admitted services.

To comply with the requirements under the NHRA:

- most Victorian health services should classify non-admitted clinics into the most appropriate Tier 2 class, and
- all Victorian health services must report the agreed national non-admitted service activity data items in line with agreed timelines.

All ABF health services must register non-admitted clinics with the Department of Health. The mechanism for registering non-admitted clinics (or requesting changes to existing registered clinics) is via the HealthCollect portal. This user manual has been prepared to assist health services to register non-admitted clinics.

Once a non-admitted clinic has been registered, the department will review the clinic details to determine its eligibility for ABF funding. Only activity that meets the definition of a service event will be counted for ABF purposes. A non-admitted patient service event is defined as *"an interaction between one or more healthcare provider(s) with one non-admitted patient, which must contain therapeutic/clinical content and result in a dated entry in the patient's medical record."* This definition is published in the Independent Hospital Pricing Authority, Tier 2 non-admitted services compendium 2013-14.

A Tier 2 class will be assigned for all eligible non-admitted clinics.

Scope

Health services that will be funded under Activity Based Funding (ABF) must register all acute, non-admitted clinics. Clinics should be registered against the campus where the activity occurs. These health services are:

Albury Wodonga Health	Austin Health
Alfred Health	Benalla Health
Bairnsdale Regional Health Service	Ballarat Health Services
Barwon Health	Bass Coast Regional Health
Bendigo Healthcare Group	Castlemaine Health
Central Gippsland Health Service	Colac Area Health
Djerriwarrh Health Service	East Grampians Health Service
Eastern Health	Echuca Regional Health
Gippsland Southern Health Service	Goulburn Valley Health
Kyabram and District Health Service	Latrobe Regional Hospital
Maryborough District Health Service	Melbourne Health
Mercy Public Hospitals Inc	Mildura Base Hospital
Monash Health	Northeast Health Wangaratta
Northern Health	Peninsula Health
Peter MacCallum Cancer Centre	Portland District Health
Royal Children's Hospital	Royal Victorian Eye and Ear Hospital
Royal Women's Hospital	South West Healthcare
St Vincent's Health	Stawell Regional Health
Swan Hill District Health	West Gippsland Healthcare Group
Western District Health Service	Western Health
Wimmera Health Care Group	

Non-admitted services that are in-scope include, but are not limited to:

- Specialist Outpatient Clinic services
- Lymphoedema services
- Home parenteral/enteral nutrition services
- Home based post natal care
- Integrated Hepatitis C services
- Acute funded genetics services
- Renal, including home dialysis
- Radiotherapy

Where a hub and spoke arrangement is in place, contact the department to discuss which health service should register the non-admitted clinic.

Diagnostic and ancillary services, that is pathology, radiology, pharmacy should not be registered as clinics.

Exclusions

- Small rural health services did not need to register clinics for 2012-13. The department will contact small rural health services to discuss registration of clinics in 2013-14.
- Clinics operated by medical practitioners or other health professionals on a completely private basis where the medical record is not held by the health service should not be registered as these clinics will be ineligible for ABF funding.
- Dental services, funded by Dental Health Services Victoria.
- Non-admitted services that are funded by Home and Community Care Program (HACC), Primary Care etc.
- Non-admitted services that are not funded by the Department of Health. For example services funded by another department such as Disability Services Victoria or services funded by external agencies such as the Jane McGrath Foundation.
- Sub-acute non-admitted clinics are not required to be registered for 2013-14.
- Mental Health non-admitted clinics are not required to be registered for 2013-14.

Access to the Non-Admitted Clinic Management System

Health services should ensure that appropriate staff are authorised to access the Non-Admitted Clinic Management System and register clinics. Access for additional staff can be arranged by contacting: healthcollect.helpdesk@health.vic.gov.au.

Health services must have appropriate mechanisms in place to ensure that all new clinic registrations or changes to existing clinics submitted via the registration system are appropriately authorised by the health service.

To view already registered clinics

Log onto HealthCollect portal (<https://www.healthcollect.vic.gov.au/>) using authorised username and password.

1. Click **AIMS** from the HealthCollect home page.
2. Click [Non-Admitted Clinic Management](#) under Context Functions – this will open the Non-Admitted Clinic Registration screen.
3. Select your health service or campus from the drop-down box. You will only have access to see information for your health service. A list of all clinics submitted by your health service/campus will display, including Clinic ID, Clinic name, Status and Tier 2 code.
4. To search for specific clinics, enter data into any of the search criteria fields, and then click the [Search](#) button. For example selecting a specific Tier 2 class will display only clinics in that Tier 2 class.

Data Entry Instructions

To register a new clinic

Before registering a new non-admitted clinic it is recommended that the user is familiar with the Tier 2 Non-admitted Services Definitions manual and the Tier 2 Non-admitted Services Compendium which are both available on the Independent Hospital Pricing Authority website www.ihsa.gov.au/internet/ihsa/publishing.

Health services must ensure they have adequate clinic details before commencing to register a clinic. Sufficient detail must be provided in all fields in the registration form to allow the department to determine the most appropriate Tier 2 class. The details must be specific to the health service and must not be copied from the *Tier 2 Non-admitted Services Definitions manual*.

Log onto HealthCollect portal (<https://www.healthcollect.vic.gov.au/>) using authorised username and password.

1. Click **AIMS** from the HealthCollect home page.
2. Click [Non-Admitted Clinic Management](#) under Context Functions – this will open the Non-Admitted Clinic Registration screen.
3. Select your health service or campus from the drop-down box. You will only have access to see information for your health service. A list of all clinics submitted by your health service/campus will display, including Clinic ID, Clinic name, Status and Tier 2 code.
4. To register a new clinic, click [Register New Clinic](#).

State Government of Victoria, Australia, Department of Health
Victorian Government Health Information

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HEALTHCOLLECT PORTAL Ad

DEFAULT AIMS Reports Log Off Help

Context Functions

[Home](#)

[AIMS Selector](#)

[Non-Admitted Clinic Management](#)

Non-Admitted Clinic Administration

[Administer Clinic Registrations](#)

Non-Admitted Clinic Registration

Health Service:

[Register New Clinic](#)

Clinic Status:

Tier 2 Category:

Tier 2 Class:

Clinic ID:

Clinic Name:

5. The New Clinic Notification Form will open.

New Clinic Notification Form

This form is to be used by Health Services to notify the Department of Health of any new non-admitted clinics.

Agency: 9999 A Sample Campus

Clinic name:

ABF Tier 2 Code:

Clinic ID:

Status:

Date new clinic commenced:

How many Service Events in the clinic per month: (estimated)

What percentage of contacts are face to face : %

(i.e. patient is physically present with the health professional. Exclude telephone contacts)

6. Enter data into the fields provided:

Clinic Name – enter the name of the clinic. The name should be meaningful. Some Programs have recommended naming conventions that should be incorporated here.

ABF Tier 2 code – select the most appropriate Tier 2 code from the drop down menu. Refer to the Tier 2 Non-admitted Services Definitions manual for more detailed information.

Clinic ID – code used to identify the clinic. The clinic ID must be unique within the health service, not just the campus. (If reporting through VINAH, the clinic ID reported through VINAH must be exactly the same as the clinic ID on the Non-Admitted Clinic Management System).

Status – select Draft if not ready to submit to the department. Select Pending when submitting to the department.

Date new clinic commenced – enter clinic start date in the format DD/MM/YYYY. If registering an existing clinic, enter the approximate date that the clinic first commenced. A retrospective date can be entered. A prospective start date can also be entered which is useful when registering a clinic that has not yet commenced.

Service events – the estimated number of attendances at the clinic per month.

Face to face contacts – the percentage of patients that attend the clinic in person. The system will default to 100%. Users should change this as necessary. For example, if 60% of patients that attend a clinic present in person and the other 40% consult with the health care provider over the phone, the percentage of face to face contacts will be 60%. All home based clinics where the patient self administers the treatment such as HEN, TPN and home dialysis services should have a face to face value of 0%.

Patients seen – specify whether patients are *usually* seen individually or in groups.

Health Professionals – list all of the health professionals that see patients in the clinic. For example colorectal surgeon, social worker, nurse. Be as specific as possible - instead of 'Consultant' specify 'Colorectal surgeon', 'Gastroenterologist' etc; instead of 'Allied Health clinician', specify 'Social Worker', 'Physiotherapist', 'Occupational Therapist' etc. Insufficient detail will result in the department requesting further information.

Funding source – Public clinic (state funding); MBS clinic (Commonwealth funding); or Other (e.g. TAC, Research grant). This is the general or usual funding source for the patients attending the clinic. More than one funding source can be selected.

Type of medical conditions – list the broad type of conditions the majority of patients in the clinic have. For example Arthritis, Asthma, Diabetes, Dementia etc.

Target patient group – specify if applicable. For example refugees, new mothers, paediatrics etc.

Purpose of the clinic – specify assessment, consultation, treatment and/or education.

Briefly describe all the activities performed in the non admitted clinic.

Sufficient detail must be provided to allow the department to determine the most appropriate Tier 2 class. The details must be specific to the health service and must not be copied from the Tier 2 Outpatient Clinic Definition

1. List the types of conditions the majority of patients seen in this clinic have
2. Is the clinic targeted to any particular patient group (for example, adolescents, refugees, new mothers)
 ☐ N/A
3. What is the main purpose of the clinic (e.g. assessment, consultation, treatment, education)
 ☐ N/A
4. List any procedures/treatments routinely performed in this clinic
 ☐ N/A
5. If a doctor/nurse practitioner attends the clinic do they see every patient?
☒ Yes
☐ NA (doctor doesn't attend the clinic)
☐ No (if No, please give a reason why)
6. Are notes documented in the Agency medical record?
☒ Yes
☐ No (please specify)
7. Other Comments
 ☐ N/A

Procedures/treatments conducted – list procedures/treatments routinely performed in the clinic. For example removal of skin lesions, ECGs, infusions etc.

Does doctor see every patient? – select one of the three options provided. If No is selected, estimate the percentage of patients the doctor would usually see and give a reason why the doctor does not see every patient.

Where are notes documented? – if notes are not documented in the Agency medical record, specify where the clinical notes are written and kept.

Other comments – document details that might be helpful in classifying the clinic.

Clinic contact details – record details of the most appropriate person for the department to contact for follow-up.

Reporting to VINAH – tick this box if this clinic is currently reporting activity data via VINAH.

In scope and planned to report to VINAH – tick this box if the clinic is in scope for reporting activity data via VINAH.

Software used – specify the software used to collect data/create the file for submission to VINAH.

Comments – document additional clinic information that might be useful.

7. Once all mandatory fields are complete, click **Submit**. **The form will not be submitted if any mandatory fields have not been completed.** Instructions for entering data into vacant mandatory fields will be highlighted in red.
8. Once the form has been submitted, you will return to the Non-Admitted Clinic Registration screen and the newly registered clinic will appear in the list.
9. The person who submits the clinic registration details is the person who will receive automatic email notifications when changes are made to the clinic by the department, including changes to status.

Draft clinic

During the clinic registration process, a health service may select 'Draft clinic awaiting submission to DH' as a temporary clinic status. The draft status will allow the user the option of adding and changing information as necessary prior to submitting clinic registration details to the department. All fields in the registration screen must be complete prior to the clinic being saved as a draft clinic. Draft clinics will not appear on the AIMS S10 form until the clinic status has been amended to 'Pending' by the health service.

The following is an example of a clinic with a Draft status.

Clinic Edit Form

This form is to be used by Health Services to update non-admitted clinic information.

Agency: 9999 A Sample Campus

Clinic name: Pre-admission

ABF Tier 2 Code: 20.02 : Anaesthetics

Clinic ID: PREADM1

Status: Draft: Clinic awaiting submission to DH

To edit a draft clinic:

1. From the Non-Admitted Clinic Registration screen, select your health service from the drop-down box.
2. Search for the clinic, and then select **Edit** - the Clinic Edit form will open

Once final edits have been made the clinic status will need to be changed to 'Pending' in order for the clinic to be submitted to the department for review.

To copy clinic registration details

It is possible to copy the registration details from an existing clinic to create a new clinic registration. Use this function if the new clinic is identical to an existing clinic e.g. setting up a 2nd general Surgery clinic – could copy registration details from the original General Surgery clinic and edit fields where applicable. Health services must ensure that the new clinic registration has sufficient clinic details to support assignment of a Tier 2 class.

1. From the Non-Admitted Clinic Registration screen, select your health service from the drop-down box.
2. Search for the existing clinic, and then select **Edit**.

Non-Admitted Clinic Registration

Health Service: A Sample Campus

Register New Clinic

Clinic Status: All

Tier 2 Category: All

Tier 2 Class: All

Clinic ID:

Clinic Name:

Search
Clear

Clinics				
ID	Name	Status	Tier 2 Code	
Procedures Clinics				
DFIL2	Dental Fillings	Closed (18/06/2013)	10.04	
HEN123	HEN Clinic 2	Approved	10.18	Edit Close

The Clinic Edit form will open.

Clinic Edit Form

This form is to be used by Health Services to update non-admitted clinic information.

Agency: 9999 A Sample Campus

Clinic name:

ABF Tier 2 Code:

Clinic ID:

Status:

Date new clinic commenced:

How many Service Events in the clinic per month: (estimated)

What percentage of contacts are face to face : %

(i.e. patient is physically present with the health professional. Exclude telephone contacts)

3. Click **copy** – a new Clinic Notification Form will open populated with data from the previous form. Some fields can be edited; others are not able to be changed. Fields that can be edited are:

Clinic Name – enter the name of the clinic. The name should be meaningful.

Clinic ID – must be changed as no two clinics can have the same clinic ID. A clinic ID must be unique within the health service, not just the campus. If reporting through VINAH, the clinic ID reported through VINAH must be exactly the same as the clinic ID on the Non-Admitted Clinic Management System.

Status – select **Draft** if not ready to submit to the department. Select **Pending** when submitting to the department.

Date new clinic commenced – enter clinic start date in the format DD/MM/YYYY. A retrospective date can be entered. A prospective start date can also be entered which is useful when registering a clinic that has not yet commenced.

Clinic contact details – record details of the most appropriate person to contact for follow-up.

Reporting to VINAH – tick this box if this clinic is currently reporting activity data via VINAH.

In scope and planned to report to VINAH – tick this box if the clinic is in scope for reporting activity data via VINAH.

Software used – specify the software used to collect data/create the file for submission to VINAH.

Comments – document additional clinic information that might be useful.

4. Ensure all mandatory fields are complete, and then click **Submit**. The form will not be submitted if any mandatory fields have not been completed. Instructions for entering data into vacant mandatory fields will be highlighted in red.
5. Once the form has been submitted, you will be returned to the Non-Admitted Clinic Registration screen and the newly registered clinic will appear in the clinic list.

To edit/amend clinic details

Errors in registration details previously submitted to the department must be corrected. To edit clinic details:

1. From the Non-Admitted Clinic Registration screen, select your health service from the drop-down box.
2. Search for the clinic, and then select **Edit** - the Clinic Edit form will open

Health services can edit/amend all details during 'Draft' and 'Pending' stages. Once the clinic has been reviewed by the department, health services can only edit/amend the following details:

- Clinic Name
- Status (health services can change a clinic status from Approved to Inactive and vice versa)
- Service events
- Face to Face contacts
- Patients seen
- Clinic contact details
- Funding source
- VINAH integration
- Comments

If a health service requires a change to any other details after the department has reviewed the clinic, the hospital must submit the request in writing to healthcollect.helpdesk@health.vic.gov.au. If the requested change results in a different Tier 2 class, the clinic details will automatically be re-submitted for approval.

To close a clinic registration

When a clinic ceases to operate and is no longer active, the clinic should be closed.
To close a clinic:

1. From the Non-Admitted Clinic Registration screen, select your Health Service from the drop-down box.
2. Search for the clinic to be closed, and then select **Close**.

Non-Admitted Clinic Registration

Health Service: A Sample Campus

[Register New Clinic](#)

Clinic Status: All

Tier 2 Category: All

Tier 2 Class: All

Clinic ID:

Clinic Name:

Search
Clear

Clinics				
ID	Name	Status	Tier 2 Code	
Procedures Clinics				
DFIL2	Dental Fillings	Closed (18/06/2013)	10.04	
HEN123	HEN Clinic 2	Approved	10.18	Edit Close
Medical - Consultation				
PREADM1	Pre-admission	Draft	20.02	Edit Close

The Clinic Closure form will open.

- Click **Close** – a message confirming you want to close the clinic will appear, click OK to close the clinic.

Clinic Closure Form

This form is to be used by Health Services to notify the Department of Health that a non-admitted clinic has closed.

Close **Cancel**

Message from webpage
Are you sure you wish to close this clinic? Data will not be accepted for closed clinics and a closed clinic cannot be re-opened.
OK **Cancel**

Clinic name:

ABF Tier 2 Code:

Clinic ID:

Status:

Date of Closure:

- Once OK has been selected, you will be returned to the Non-Admitted Clinic Registration screen and the newly closed clinic will have a status of closed and the closed date will display.

Non-Admitted Clinic Registration

Health Service:

[Register New Clinic](#)

Clinic Status:

Tier 2 Category:

Tier 2 Class:

Clinic ID:

Clinic Name:

Search **Clear**

Clinics				
ID	Name	Status	Tier 2 Code	
Procedures Clinics				
MS2	Minor Surgery	Closed (25/06/2013)	10.03	

To change a clinic status to Inactive

When a clinic temporarily ceases to operate, the status should be changed to Inactive. Health services can change status from approved to inactive (and vice versa). If a clinic has a status of anything other than approved, the health service will not be able to change the status to inactive. The health service can submit a request for change in status (to inactive) in writing to healthcollect.helpdesk@health.vic.gov.au.

To change a clinic ID

If a health service requires a change to a clinic ID because of a typographic error, the department will make this change. The health service must submit the request in writing to healthcollect.helpdesk@health.vic.gov.au.

In all other circumstances where a clinic ID changes, the health service will need to make a copy of the original clinic details, enter the new clinic ID into the copy and then close the original clinic. In this situation the original clinic ID cannot be re-assigned. The new clinic details will be resubmitted for approval.

To delete a clinic

A health service cannot delete a clinic that has been registered. If a clinic has been registered by mistake the health service must submit a request in writing to the healthcollect.helpdesk@health.vic.gov.au and explain why the clinic needs to be deleted. The department will consider the request and notify the health service of the decision. If approved, the department will delete the clinic.

Clinic Evaluation and Approval

Health services may register a non-admitted clinic any time.

Before submitting a clinic to the department, health services must check that all fields in the clinic registration form are complete.

The department will review every clinic registered on the Non-Admitted Clinic Management System.

Once a clinic is submitted to the department, the clinic will be reviewed for completeness. If sufficient details are not provided, the department will request more information. Insufficient clinic details will delay the clinic approval process.

The department will review the clinic details provided to assess the most appropriate Tier 2 class. Once the department has reviewed the clinic and proposed a Tier 2 class, the clinic status will be updated to 'Reviewed'.

If the department doesn't agree with the Tier 2 class proposed by the health service, the department will liaise with the health service. If agreement cannot be reached, the clinic will be submitted to the Non-Admitted Clinical Classification Committee (NACCC) for discussion at the next meeting. The health service will be notified when a clinic is referred to the NACCC for consideration of the Tier 2 class.

All clinics that have a status of 'Reviewed' are submitted to the NACCC for consideration. In cases where the department and health service don't agree on the Tier 2 class, the NACCC will discuss the clinic and provide an independent recommendation. All eligible clinics are evaluated by the NACCC, which meets approximately four times a year.

The outcomes of the NACCC review and final decision by the department will be conveyed to health services in writing. Health services will be given opportunity to respond to the decision.

Further details of the Tier 2 clinic evaluation and approval process is on the department's ABF website <http://www.health.vic.gov.au/abf/service-streams/non-admitted.htm>

Non-admitted data reporting

Once a clinic has been registered on the Non-Admitted Clinic Management System and has a status of Pending, health services will be able to report service event activity against the clinic on the AIMS S10 form. The commencement date of the clinic specified in the clinic details, will determine which month the clinic first displays on the AIMS S10 form.

Some of the key information in the Non-Admitted Clinic Management System will also appear on the AIMS S10 form - including the Clinic Name, Clinic ID, Tier 2 Classification and Clinic Status.

Where a clinic has been registered and the department have assessed the clinic as 'Ineligible' for ABF funding, the clinic will not display on the AIMS S10 form and any activity reported against this clinic will be excluded from reporting by the department.

Definitions

Non-admitted clinic

Services provided to non-admitted, non-emergency department patients.

Eligible non-admitted clinic

Clinics that undertake activity which is clinically directed at hospital patients. This excludes activity undertaken purely by the private sector.

Tier 2 clinic classification

The Tier 2 Non-admitted Services Definitions manual provides a national framework for classifying non-admitted service events.

The most recent version of the Tier 2 Non-admitted Services Definitions manual can be found at <http://www.ihpa.gov.au/internet/ihpa/publishing.nsf>

Clinic Identifier (ID)

A code used to identify the clinic. The clinic ID must be unique within the health service (not just the campus), and should be short and meaningful. The clinic ID can be alphanumeric. Do not include spaces or backslashes or any other character in the clinic identifier code. This same clinic ID must be used to when reporting patient level activity and cost data associated with the clinic.

Funding source

This is the general or usual funding source for the patients attending the clinic. Some patients in the clinic will differ from the general funding source for the clinic. For example a TAC patient in a public clinic. Not every patient in the clinic has to have the same funding source.

Status

The most up to date clinic status will display in the Non-Admitted Clinic Management System and can be one of the following:

- **Pending** = The clinic has been submitted for consideration and received by the department. It is awaiting review by the department. Activity data can be submitted.
- **Reviewed** = The clinic has been reviewed by the department prior to submission to the NACCC and a final decision. Activity data can be submitted.
- **Approved** = The Tier 2 class for this clinic has been approved by the department. Activity data can be submitted.
- **Ineligible** = Clinic ineligible following consideration by the department. An ineligible clinic is one that undertakes activity which is either not clinically directed at hospital patients, is undertaken purely by the private sector or is funded from another source. A clinic will be deemed ineligible if:
 - It is a private practice where the patient pays for the service and the medical record is not kept by the health service
 - It is funded by an external funding source eg Jane McGrath foundation
 - It is a stand alone diagnostic clinic
 - The patient pays for the service, for example, education classes
 - It is not clinician led
- **Inactive** = Clinic and Tier 2 class has been approved but the clinic is not currently active. Activity data cannot be submitted. The clinic identifier cannot be re-issued.
- **Closed** = The clinic is closed and no longer active. Activity data cannot be submitted.
- **Draft** = Draft clinic registration. The health service's submission is still in draft stage and has not been lodged with the department. Activity data cannot be submitted.

Reports

1. Click **Reports** from the HealthCollect home page
2. Click **AIMS**
3. Click **Non-Admitted Clinics**

Two reports are available:

 - Non-Admitted Clinic Details and
 - Non-Admitted Clinic Summary
4. Select either report by clicking on it
5. Select **Agency** from the drop down list

Home > AIMS > Non-Admitted Clinics > Non-Admitted Clinic Summary

Home | My Subscriptions | Help

Status:

Agency:

Tier 2 Category:

Tier 2 Class:

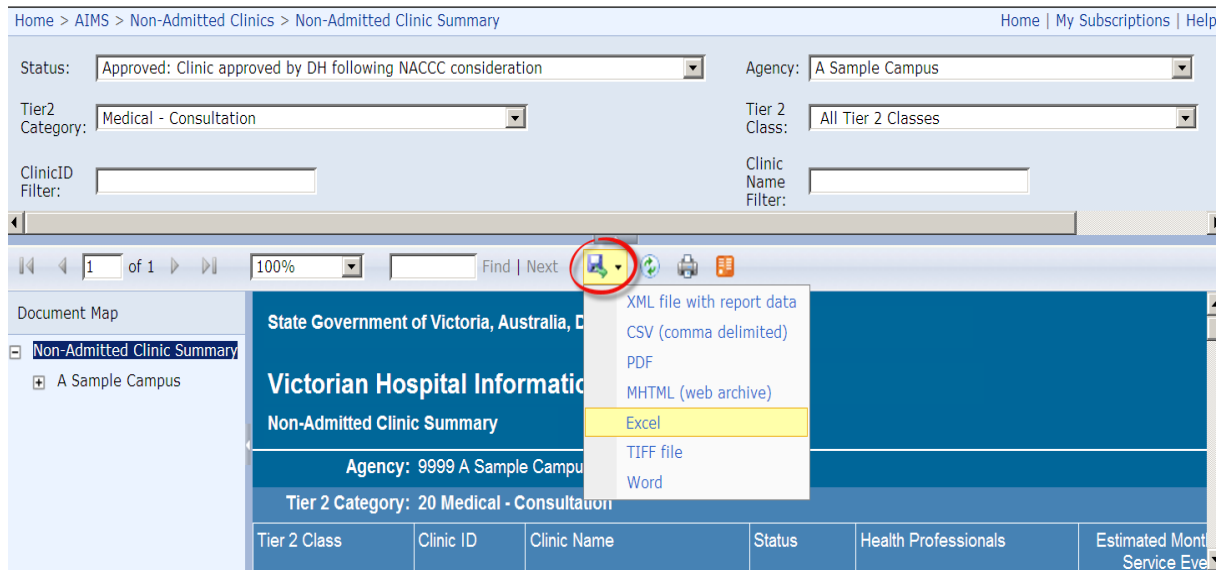
Clinic ID Filter:

Clinic Name Filter:

[View Report](#)

6. To minimise the number of clinics the report returns:
 - Select **Status** from the drop down list and/or
 - Select **Tier 2 Category** from the drop down list and/or
 - Select **Tier 2 Class** and/or
 - Enter a **Clinic ID** if looking for a specific clinic and/or
 - Enter **Clinic name** if looking for a specific clinic

7. Select **View Report**
8. Reports can be exported. To export a report:



- Click the **Export button**
- Select the format for the file to be exported into, for example Excel
- Save the file