



Flex Web – User Guide

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Logging Into Flex Web

Flex Web is 3M|M*Modal's new eSign portal which introduces a new look, an improved user experience and better compatibility with web browsers and mobile devices.

Please Note: Depending on the user's operating system, the ideal browser used to access Flex Web can vary.

If you are a MAC user – please use the web browser Chrome.

If you are a Windows user – please use the web browser Edge.

To access Flex Web, go to URL: <https://flex.mmodal.com.au/?whr=FFT>

Use your current:

Username:

Password:

Company Number:

A screenshot of a login form. It contains three text input fields labeled 'Username', 'Password', and 'Company'. Below the 'Company' field is a checkbox labeled 'Remember me'. At the bottom right of the form is a 'Sign In' button.

Flex Web Home Screen

From your web browser login screen, you arrive at the list of jobs awaiting review and signature.

Inbox

Search Rows: 10 State: All First Back 1 / 5 Next Last

<input type="checkbox"/>	Stat	Document ID	Dictator	Attending	Patient	Co-Signer	State	Work Type	Created (Australia/Victoria)
<input type="checkbox"/>		24906136	Me		Juggle, Phillip Medical Record Number 7884313		Awaiting Signature	Lacey Oakley WT	15/01/2020 11:34:41
<input type="checkbox"/>		24939524	Me		John, Charles Medical Record Number 000000		Awaiting Signature	Lacey Oakley WT	29/01/2020 09:20:11
<input type="checkbox"/>		25067021	Me		Hope, Stan Medical Record Number 11111		Awaiting Signature	Lacey Oakley WT	03/03/2020 10:55:30
<input type="checkbox"/>		25090907	Me		Tom, Sebastian Medical Record Number 11111		Awaiting Signature	Lacey Oakley WT	06/03/2020 12:04:52
<input type="checkbox"/>	o	25228645	Me		Prowse, Claudia Medical Record Number 11111		Draft	Lacey Oakley WT	17/04/2020 14:05:03
<input type="checkbox"/>		25228682	Me		Howe, Drew Medical Record Number 124456		Sent To Transcription	Lacey Oakley WT	17/04/2020 14:06:47
<input type="checkbox"/>		25228729	Me		Waters, Trevor Medical Record Number 964584		Sent To Transcription	Lacey Oakley WT	17/04/2020 14:09:01
<input type="checkbox"/>		25229064	Me		Grays, Hannah Medical Record Number 8463958		Sent To Transcription	Lacey Oakley WT	17/04/2020 14:25:25

The column named 'State' allows you to see at what stage your letter is at;

- Sent to Transcription: Letter has been dictated and is waiting to be typed.
- Hold Queue: Letter has been typed and is currently with the administration team awaiting correction.
- Awaiting Signature: Letter is ready for editing and your final sign off.

Please Note: You can only edit and sign letters that are in the 'Awaiting Signature' state.

Inbox

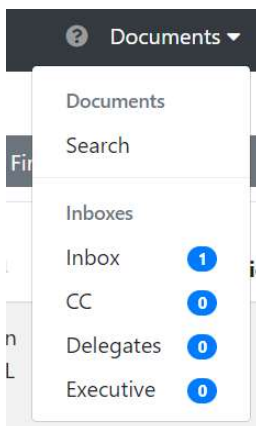
Search [] Rows: 10 State: All

Stat	Document ID	Dictator	Attending	Patient	Co-Signer	State	Work Type	Created (Australia/Victoria)
<input type="checkbox"/>	24906136	Me		Juggle, Phillip Medical Record Number 7884313		Awaiting Signature	Lacey Oakley WT	15/01/2020 11:34:41
<input type="checkbox"/>	24939524	Me		John, Charles Medical Record Number 000000		Awaiting Signature	Lacey Oakley WT	29/01/2020 09:20:11
<input type="checkbox"/>	25067021	Me		Hope, Stan Medical Record Number 11111		Awaiting Signature	Lacey Oakley WT	03/03/2020 10:55:30
<input type="checkbox"/>	25090907	Me		Tom, Sebastian Medical Record Number 11111		Awaiting Signature	Lacey Oakley WT	06/03/2020 12:04:52
<input type="checkbox"/>	25228645	Me		Provsie, Claudia Medical Record Number 111111		Draft	Lacey Oakley WT	17/04/2020 14:05:03
<input type="checkbox"/>	25228682	Me		Howe, Drew Medical Record Number 124456		Sent To Transcription	Lacey Oakley WT	17/04/2020 14:06:47
<input type="checkbox"/>	25228729	Me		Waters, Trevor Medical Record Number 964584		Sent To Transcription	Lacey Oakley WT	17/04/2020 14:09:01
<input type="checkbox"/>	25229064	Me		Grays, Hannah Medical Record Number 8463958		Sent To Transcription	Lacey Oakley WT	17/04/2020 14:25:25

Documents

In addition to being able to view all your letters at a glance, the 'Documents' drop down menu, in the top right hand corner hides additional functions;

- Search: Allows you to search for past clinical documents on a specific patient
- Inbox: Is the holding bay for all your letters that have yet to be signed off or completed.



Search Function

The Search function allows clinicians to search for past clinical documents on a patient.

When searching for a document that has been dictated using the Fluency for Transcription platform, you need to select the respective search criteria.

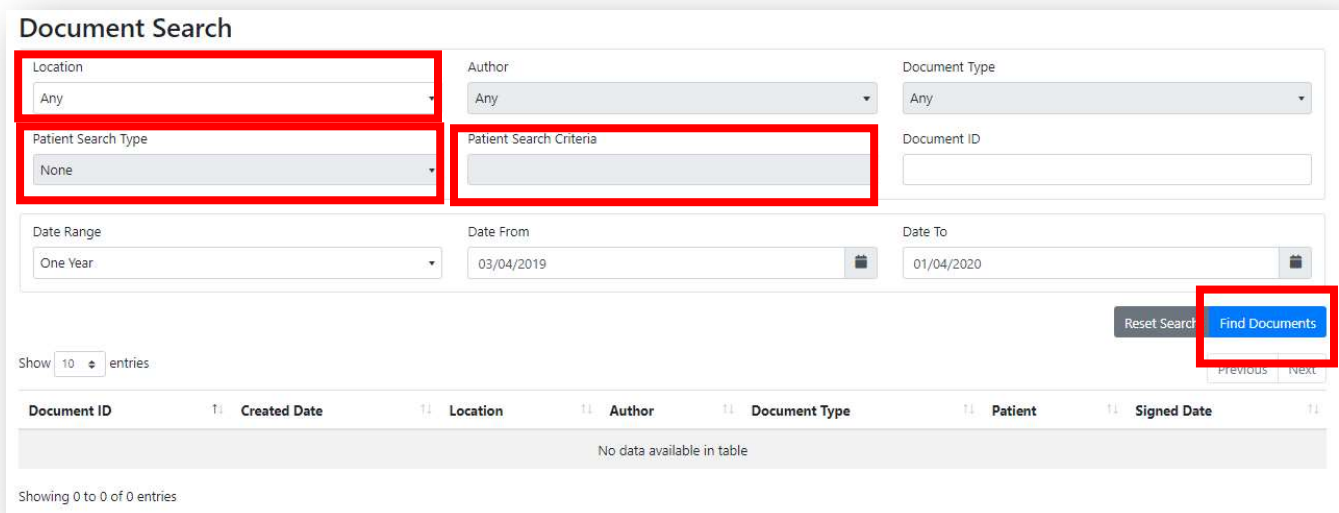
To begin, select the 'Location'.

The 'Patient Search Type' allows you to select for the document based on either;

- Patient ID (MRN)
- Visit ID
- Patient Name

Once you have selected the search type, enter the information in the 'Patient Search Criteria' field.

Then click 'Find Documents'



Document Search

Location: Any

Author: Any

Document Type: Any

Patient Search Type: None

Patient Search Criteria:

Date Range: One Year

Date From: 03/04/2019

Date To: 01/04/2020

Reset Search Find Documents

Show 10 entries

Document ID	Created Date	Location	Author	Document Type	Patient	Signed Date
No data available in table						

Showing 0 to 0 of 0 entries

Any results pertaining to the search criteria that you entered will show at the bottom of the screen.

Document Search

Location: z#Lacey Oakley CF 502427 : 502427 | Author: Any | Document Type: Any

Patient Search Type: Patient Name | Last name: Juggle | First name:

Document ID:

Date Range: One Year | Date From: 05/07/2019 | Date To: 03/07/2020

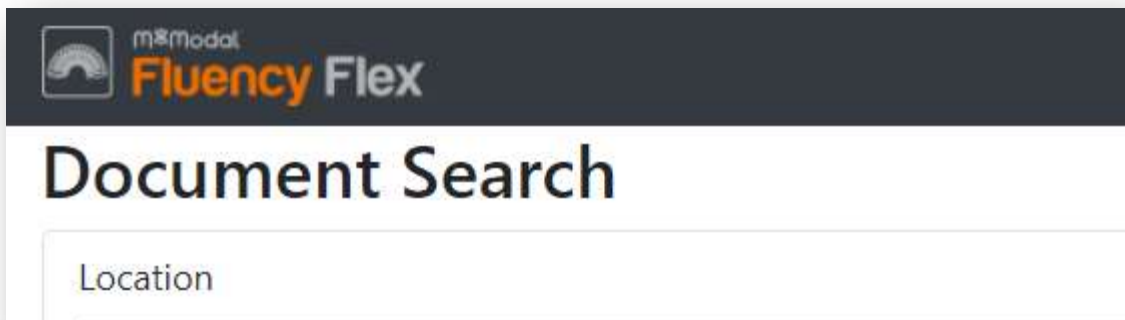
Show 10 entries | [Reset Search](#) | [Find Documents](#) | Previous 1 Next

Document ID	Created Date	Location	Author	Document Type	Patient	Signed Date
24906136	15/01/2020 11:34:41	z#Lacey Oakley CF 502427	Oakley, Lacey	Lacey Oakley WT	JUGGLE, PHILLIP	

Showing 1 to 1 of 1 entries

To open a document, simply click on the search document and it will open in a different tab.

To return back to the home screen, click on the logo in the top left hand corner of the Flex Web screen.



Editing And Signing Off A Document

Once you are ready to correct and sign off your letters, you can either

1. Select all of the 'Awaiting Signature' dictations by clicking top the tick box next to Queue or
2. Individually select 'Awaiting Signature' dictation by simply clicking the respective dictation

Inbox

Search Rows: 10 States: All First Back 1 / 5 Next Last

Stat	Document ID	Dictator	Attending	Patient	Co-Signer	State	Work Type	Created (Australia/Victoria)
<input checked="" type="checkbox"/>	24906136	Me		Juggle, Phillip Medical Record Number 7884313		Awaiting Signature	Lacey Oakley WT	15/01/2020 11:34:41
<input checked="" type="checkbox"/>	24939524	Me		John, Charles Medical Record Number 000000		Awaiting Signature	Lacey Oakley WT	29/01/2020 09:20:11
<input checked="" type="checkbox"/>	25067021	Me		Hope, Stan Medical Record Number 11111		Awaiting Signature	Lacey Oakley WT	03/03/2020 10:55:30
<input checked="" type="checkbox"/>	25090907	Me		Tom, Sebastian Medical Record Number 11111		Awaiting Signature	Lacey Oakley WT	06/03/2020 12:04:52
<input checked="" type="checkbox"/>	25228645	Me		Prowse, Claudia Medical Record Number 11111		Draft	Lacey Oakley WT	17/04/2020 14:05:03
<input checked="" type="checkbox"/>	25228682	Me		Howe, Drew Medical Record Number 124456		Sent To Transcription	Lacey Oakley WT	17/04/2020 14:06:47
<input checked="" type="checkbox"/>	25228729	Me		Waters, Trevor Medical Record Number 964584		Sent To Transcription	Lacey Oakley WT	17/04/2020 14:09:01
<input checked="" type="checkbox"/>	25229064	Me		Grays, Hannah Medical Record Number 8463958		Sent To Transcription	Lacey Oakley WT	17/04/2020 14:25:25

Once you have completed one of the two actions above, simply click on a job and you will be presented with the view as shown below:

Patient Name	Patient ID	Document State	Document Type	Client Facility	Visit ID
Testpatient, Test		Awaiting Signature	WH-1001 Pain Medicine - OL	WHS HIS CF 125186	

1 Sign Edit Send To MT Delete Print

⏪ ⏩ 🔍 🔍

This is a test

Patient Details
Mandatory

Medical Record Number

Last name Testpatient

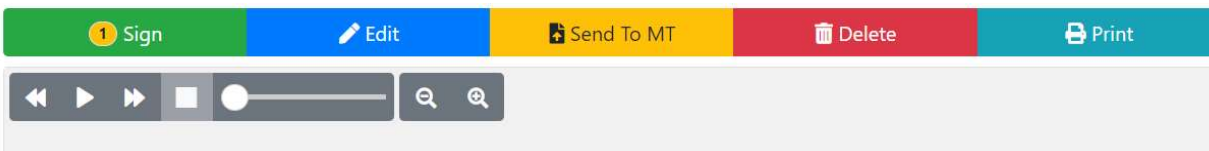
First name Test

Clinic Location 20

Date of Birth 27/09/1962

Main Menu Bar

The main menu bar across the top of the page, allows you to perform varying actions:



Sign: Completes the document and sends the document for dispatch eg. Print, Argus, Fax

Edit: To edit your document, this button must be clicked.

Delete: Deletes the dictation.

Print (Preview): Allows you to view the document prior to completion

Cancel: Abandons any changes made to the document.

The audio bar allows you to listen to the dictation.



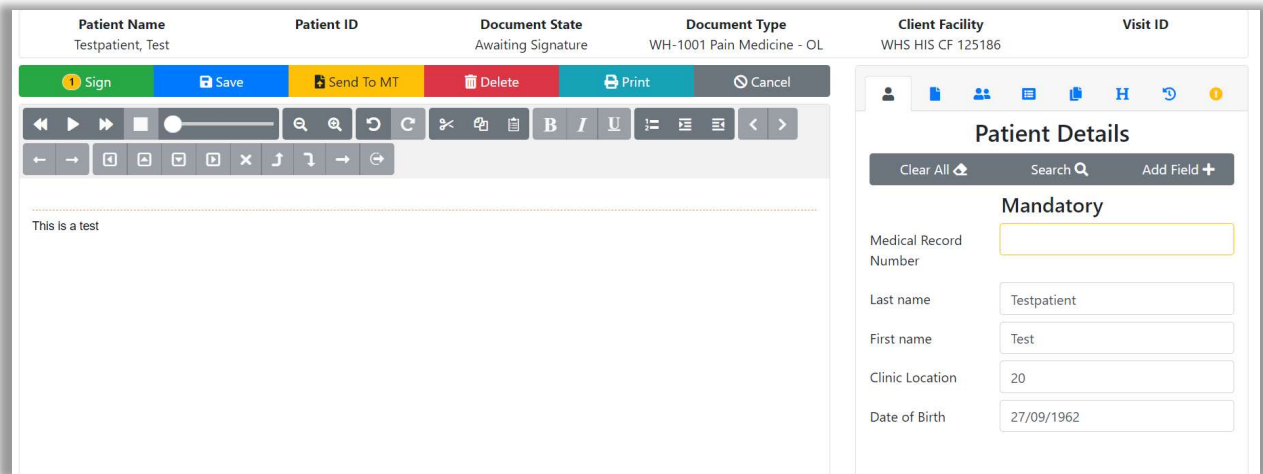
Please Note: DO NOT USE the “Send to MT” feature. This feature is not used by Western Health.

If you have any questions or require further correction from the typists, its imperative you contact the Transcription Services TranscriptionServices@wh.org.au email for further assistance.

Editing A Document

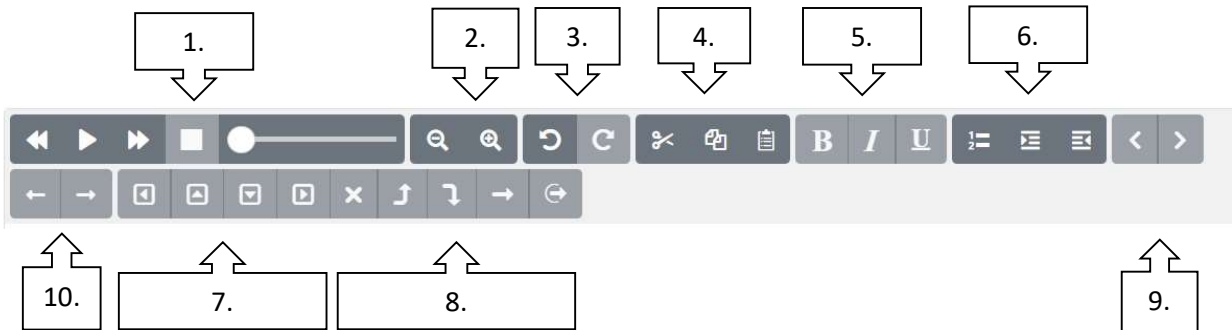
If you want to edit the document, you must click 'Edit' prior to making any changes.
If you do not select Edit then you won't be able to make any changes.

You then will be presented with the below screen:



The screenshot displays the 3M modal document editing interface. At the top, a header bar contains the following information: Patient Name (Testpatient, Test), Patient ID, Document State (Awaiting Signature), Document Type (WH-1001 Pain Medicine - OL), Client Facility (WHS HIS CF 125186), and Visit ID. Below the header is a toolbar with buttons for Sign, Save, Send To MT, Delete, Print, and Cancel. A rich text editor toolbar is visible below the buttons, and the main document area contains the text "This is a test". On the right side, a "Patient Details" panel is shown, featuring a "Mandatory" section with input fields for Medical Record Number, Last name (Testpatient), First name (Test), Clinic Location (20), and Date of Birth (27/09/1962). The panel also includes "Clear All", "Search", and "Add Field" options.

Flex Web allows you to edit documents if required, with helpful features:



1.	The audio bar allows you to listen to the dictation
2.	Increase text size Decrease Text Size
3.	Undo Redo
4.	Cut Copy Paste
5.	Bold Italics Underline
6.	Insert and Remove List Increase List Indent Decrease List Indent
7.	Outdent Section Move Section Up Move Section Down Indent Section
8.	Delete Section Insert Section Before Insert Section After Insert Sub-section
9.	Previous Field Next Field
10.	Previous QA Marker Next QA Marker

In addition to the above features, Flex Web also allows you access to further features:



1.	Patient Details	Displays all relevant information relating to the patient that you are dictating about.
2.	Document Information	Highlights information about the pertaining to the current document
3.	Recipients Addressees + Carbon Copies	This is where you have the chance to add or take away any individual that you either want to include or exclude from the letter.
4.	Standards	Pre-populated sections of text configured by your organisation.
5.	Related Documents	Contains all clinical documentation that has been dictated on this patient
6.	Heading List	Highlights all the headings that are contained in the current letter
7.	Document Recovery	Shows versions of the document at different stages
8.	Document Problems	Highlights any errors such as QA Markers or areas of concern within the letter that need to be fixed prior to signing the letter

Patient Details

All this information in these fields can be cleared, edited and additional fields created. Flex Web can also Search for patients. By click 'Search' a pop-up box will appear allowing a search of your database.

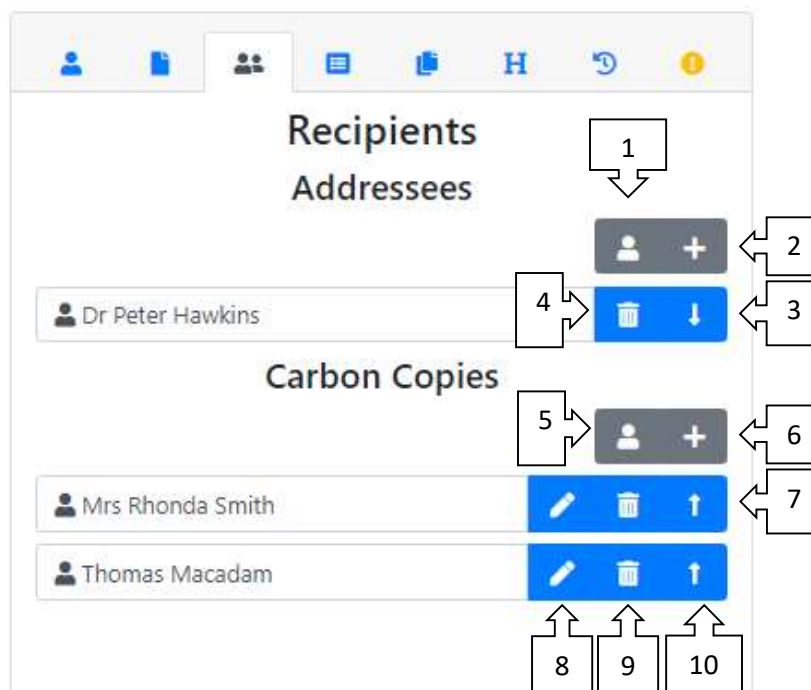
The screenshot shows a software interface for 'Patient Details'. At the top, there is a navigation bar with icons for user, documents, people, messages, a document, a house, a refresh, and a notification. Below this is the 'Patient Details' title and a toolbar with 'Clear All', 'Search', and 'Add Field' buttons. The 'Search' button is highlighted with a red box, and a red line points from it to the 'Patient Search Criteria' form on the right. This form includes a 'Patient Search Type' dropdown menu, a 'Patient Name' dropdown, and text input fields for 'Last name' and 'First name'. At the bottom right of the form are 'Cancel' and 'Search' buttons.

Recipients Addressees + Carbon Copies:

This feature allows you to add, delete, edit and re-order the recipients of your letter.

- The Addressee is who the letter is addressed to.
- The Carbon Copies are those recipients who you would like a copy of the letter to go to.

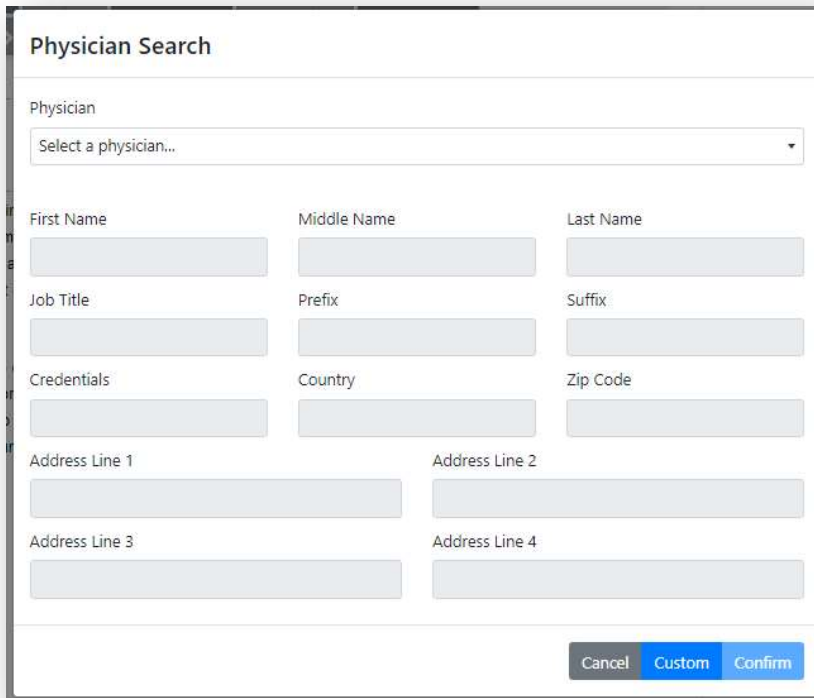
The below table and image highlight the different functions of the recipient feature:



1.	Add Patient as the recipient in addition to current addressee recipient
2.	Add another recipient as the addressee (explained further below)
3.	Move recipient from addressee to receive a carbon copy
4.	Remove Current Recipient
5.	Add Patient as a carbon copy
6.	Add another recipient to get a carbon copy of the letter (explained further below)
7.	Move carbon copy recipient to main addressee
8.	Edit the address details of recipient
9.	Remove Current Recipient
10.	Move carbon copy recipient to main addressee

When adding a new recipient or cc to the letter, you simply click on the '+' icon.

This will bring up a pop up box that allows you to search the database for the clinician,



Physician Search

Physician
 Select a physician...

First Name Middle Name Last Name

Job Title Prefix Suffix

Credentials Country Zip Code

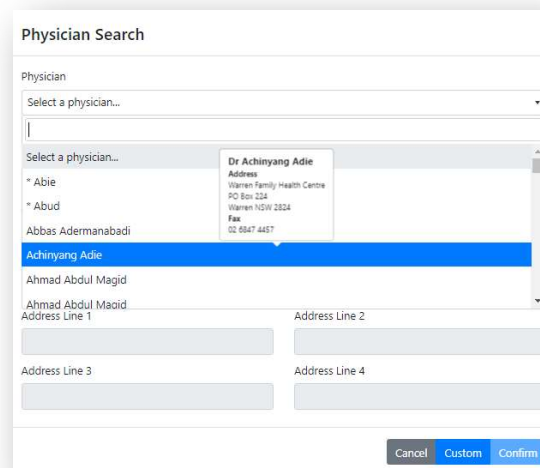
Address Line 1 Address Line 2

Address Line 3 Address Line 4

Cancel Custom Confirm

There are 2 ways to enter a recipient:

1. Search for the clinician by using the drop-down menu and type in the details. The system will start searching based on the details provided. By placing your cursor over the name within the address book, it will highlight to you that clinician's address.



Physician Search

Physician
 Select a physician...

Select a physician...
 Dr Achinyang Adie
 Address
 Warren Family Health Centre
 PO Box 124
 Warren NSW 2824
 Fax
 02 6947 4457

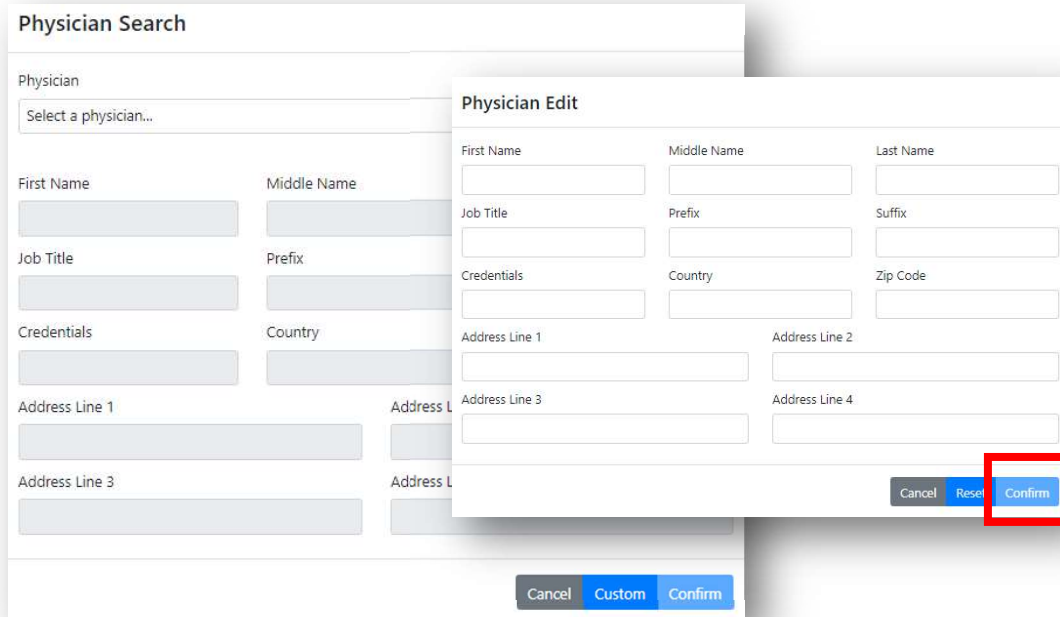
* Abie
 * Abud
 Abbas Adermanabadi
 Achinyang Adie
 Ahmad Abdul Magid
 Ahmad Abdul Maoid

Address Line 1 Address Line 2

Address Line 3 Address Line 4

Cancel Custom Confirm

- Secondly, you can manually enter the address details in by selecting Custom and then entering the information. Once completed, you select Confirm.



Physician Search

Physician
Select a physician...

First Name
Middle Name
Job Title
Prefix
Credentials
Country
Address Line 1
Address Line 3

Physician Edit

First Name
Middle Name
Last Name
Job Title
Prefix
Suffix
Credentials
Country
Zip Code
Address Line 1
Address Line 2
Address Line 3
Address Line 4

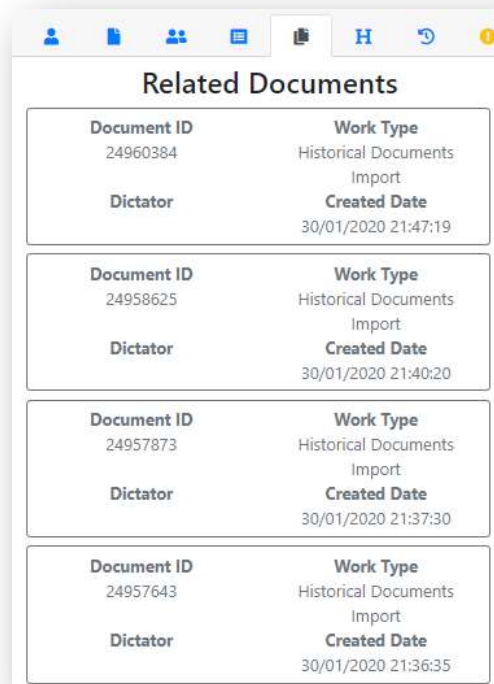
Cancel Custom Confirm

Cancel Reset Confirm

Related Documents

The related documents tab shows all the clinical documents, whether that be written by yourself or other clinicians.

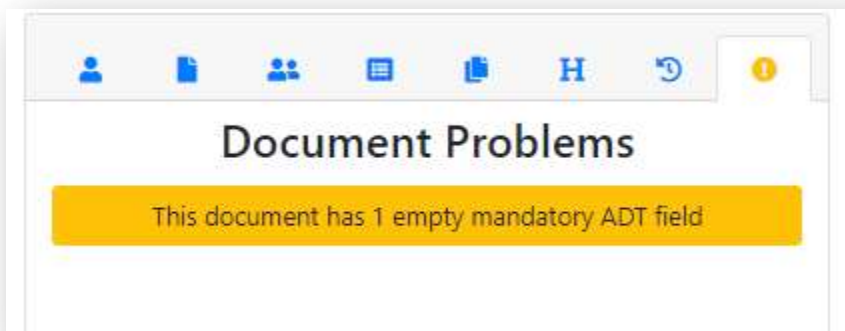
Simply click on any of the documents and it will open in a different tab.



Document ID	Work Type
24960384	Historical Documents Import
Dictator	Created Date 30/01/2020 21:47:19
24958625	Historical Documents Import
Dictator	Created Date 30/01/2020 21:40:20
24957873	Historical Documents Import
Dictator	Created Date 30/01/2020 21:37:30
24957643	Historical Documents Import
Dictator	Created Date 30/01/2020 21:36:35

Document Problems

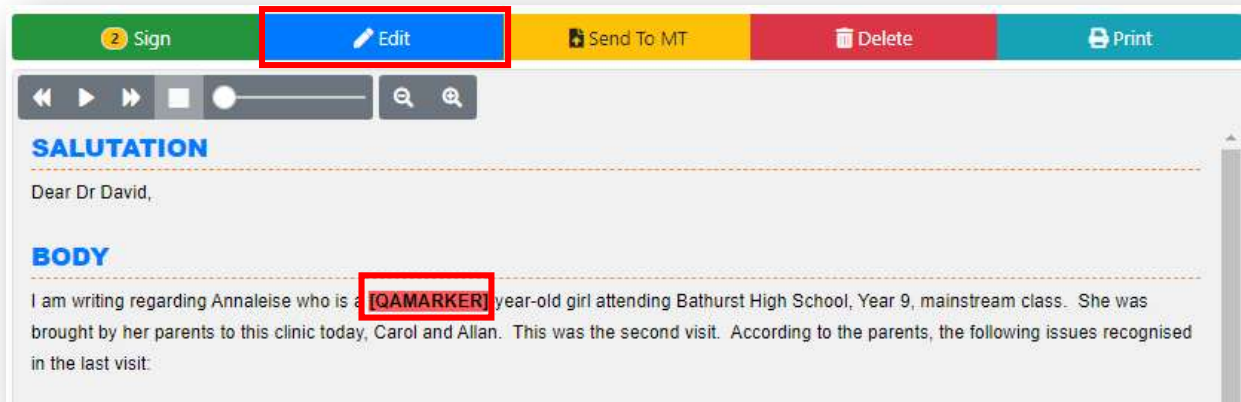
This feature shows the clinician any errors or areas of concerns relating to the document. By clicking on the error, you will automatically be taken to the area of concern for correction.



QA Markers

When a QA MARKER is placed in the body of the text, it means that the typists was unsure of the dictated audio. This then allows the dictator to view this section of the text and make the required changes.

To make these alterations, click 'Edit' and then you can add the correct word or sentence to the specific area of text.

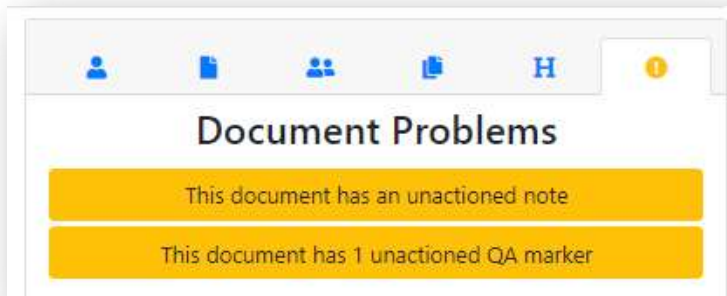


Note: The sign button will remain greyed out until all QA Markers are finalised.

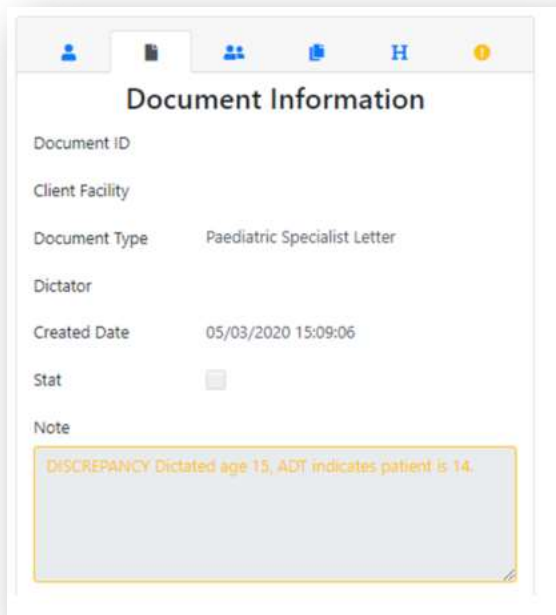
Job Notes

When a JOB NOTE is created, it means that the typists needs to clarify a piece of information. This job note can be viewed in 2 ways:

1. By clicking on the note within 'Document Problems' – this will automatically take you to the note that was entered in by the typist.

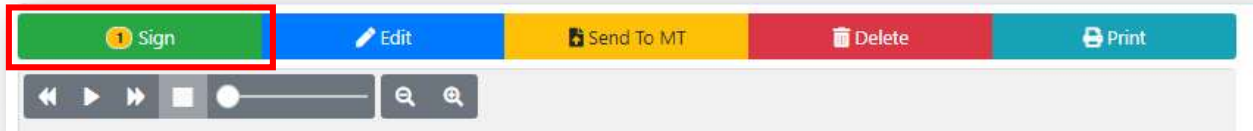


2. By Clicking on the 'Document Information' tab, it will show you any job notes associated with the current letter.



eSign Documents

Once all corrections have been made and you are ready to send the document for distribution, click 'Sign'.



This will perform two actions:

1. Electronically Signs the document and sends it for distribution eg print, Argus, fax &
2. Automatically takes you to the next letter for correction or back to the home screen if you only choose to edit one letter at a time.

Need Further Support?

If you need assistance with dictating, troubleshooting, etc., please contact the following resource to request assistance.

PH: 1800 029 706

Email: hisanzsupport@mmm.com