

 **For employees only - not for distribution to patients**

FAQs for employees



Test Tracker at Monash Health COVID-19 testing sites

What is Test Tracker?

Test Tracker is a technology which supports the real time collection of detailed COVID-19 data, from the testing site through to the contact tracing team. It replaces paper and pathology slips at testing sites.

How does it work?

When a patient attends the site to be tested, the administration team will scan a QR code and record information about the patient into the system using an iPad, rather than recording any information by paper and pen.

This can also be done by the patient either prior to attending the site, or while they wait. Registration information is kept live for 90 days, so if a patient attends more than once during this period, there is no need for them to resupply their details.

Patients can either scan the QR code or visit: testtracker.covid19.dhhs.vic.gov.au/citizen-prefill to complete their details.

The data recorded at registration will include identifiers and details about the patient's living arrangements, symptoms, recent movements, language spoken and employment details. This means that if the case is positive, the Department of Health (DoH) and the South East Public Health Unit has enough information to prioritise contact tracing and ensure a timely and effective response.

DoH will be able to follow the journey of the swab and result from the time the QR code is activated. This will help them to identify emerging trends.

Once the patient has been registered and swabbed, they will receive a text message from DoH providing current information about what to do while waiting for their results. This helps people clearly understand their responsibilities when waiting for a result.

We began rolling out Test Tracker at Monash Health in November, beginning in November 2020, in partnership with DoH.



Why are we doing it?

Test Tracker is being trialled in Victoria as part of the statewide strategy to reduce COVID-19 transmissions.

Using a unique QR code for every test enables real-time and accurate outbreak contact tracing from the time of test to result, rather than waiting for this information to become available from organisation-specific data.

It gives the Department a better understanding of emerging trends and outbreaks, allowing for a timely and appropriate response.

It also eliminates the use of paper pathology forms, reducing transcription and legibility issues, and reduces reliance on data entry at pathology.

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How will the rollout work?

The rollout of Test Tracker will be staggered at each site. Generally, one half of the site will learn to use the technology first. When time permits during the day, this group will support other team members to become familiar with the system.

Your manager will have detailed information about how you will be supported during rollout. Please speak to them if you have any questions.

A DoH representative will be onsite to provide training prior to rollout and will support you during the day. Senior Monash Health employees will also be there to assist.

When employees present at subsequent shifts without Test Tracker experience, the ANUM will provide support as required.

What happens if we lose internet connectivity?

If the Telstra Network is unavailable, the ANUM will make a decision to revert to paper. This decision can only be made by the ANUM, in conjunction with senior Monash Health team members.

Do I need to manually record anything?

Clinicians taking the swabs will still need to complete the relevant stickers for swabs as per current process: (see page 3). The current Day Sheet process will remain to enable data to be cross-checked if required.

What should I say to patients?

There is no change to how the test is clinically conducted, the time in which patients will receive results and privacy of patient information. The system is secure and, as is current practice, patient

information is only accessed by Monash Health and DoH. You can explain to patients that we are trialling a new system in partnership with DoH which sends their COVID-19 result in real time to contact tracing, to enhance the state's response to potential outbreaks and to make things easier for them.. You could also explain that you're becoming familiar with the new registration system and that you appreciate their patience.

What other sites are doing this?

Casey Fields was the first Monash Health site to trial the technology. Other Victorian Health Services currently using Test Tracker include Western Health (Showgrounds), Latrobe Regional Hospital and Castlemaine Health/CHIRP Community Health.

Where do I get more information?

If you are onsite and have a question, please speak to the site ANUM who will be able to assist. You can also contact DHHS Test Tracker support on 1800 313 040 or test.tracker@dhhs.vic.gov.au. A range of resources and tools will be available to you on the Monash Health COVID-19 employee websites.

