E-Portfolio Logbook FAQs

NDTP are pleased to announce the introduction of the NER E-Portfolio Logbook. This initiative was undertaken to help NCHDs, particularly those not on a training scheme, to record their career development and have their experience verified/validated.

1. Frequently Asked Questions (FAQs)

To complement the NCHD and Supervising Clinician/Consultant user guides we have developed these FAQs which will provide further information for you regarding the E-Portfolio module.

1.1 Who are NDTP?

National Doctors Training & Planning (NDTP), HSE is responsible for the functions of medical education and training, medical workforce planning, the Consultant post approval process underpinned by the Doctors Integrated Management E-System (DIME).

1.2 What is the National Employment Record (NER)?

The National Employment Record (NER) is a national electronic solution to ensure a seamless transition for NCHDs when rotating between employers, negating the requirement to repeatedly complete pre-employment paperwork and reducing the administrative burden for both NCHDs and employers.

2. FAQs for NCHDs

2.1 Can all NCHDs access the E-Portfolio module?

A NCHD that has a NER account can access the E-Portfolio module.

2.2 How do I create a NER Account?

If you don't have an NER account you can create an NER account by first registering your details at www.nchder.ie. Details on how to set up and access your NER account are available on www.hse.ie/doctors

2.3 My NER account is deactivated – how can I reactive it?

To reactivate your NER account you can contact your local medical manpower department.

2.4 If I am an NCHD on a training scheme can I still access this module?

The E-Portfolio module is available to all NCHDs that have a NER account, however if you are a trainee maintaining a training body provided E-portfolio, please do not seek duplication verification from consultant trainers.

2.5 I am on a training scheme – does this Logbook replace my Logbook for training?

This module is available to all NCHDs who have an NER account; however it is not intended to replace the Logbooks developed by the Post Graduate Training Bodies (PGTBs). Unlike the logbooks developed by the PGTBs, the E-Portfolio is **not** based on a training curriculum so there are no mandatory or specific sections required for completion. NCHDs are responsible for the content contained within their E-Portfolio.

2.6 Where can I find the user guide or further information about the E-Portfolio?

User guides or further information about the E-Portfolio can be found on our website at www.hse.ie/doctors .

2.7 If I move site or change post will I still have access to my E-Portfolio Logbook?

You have access to your E-Portfolio Logbook as long as you have access to your NER Account.

2.8 What do I do if I have a technical issue with the E-Portfolio Logbook?

If you need assistance trouble-shooting please contact dime.team@hse.ie

2.9 Who has sight of the activities I record in my E-Portfolio Logbook?

In addition to yourself, the DIME Team will have access to your recorded activities on DIME to assist with trouble shooting issues **only**. If you seek validation for an activity, the Supervising Clinician/Consultant that you sent the activity to will be able to see all details that you have entered for that particular activity **only**, not any other information contained within your E-portfolio. Please note your Medical Manpower Department will **not** have sight of recorded activities in your E-Portfolio Logbook.

2.10 Can I save my logbook on my NER portal?

All activities you have saved will appear under the appropriate sections of the E-Portfolio module. A PDF document can be generated, exported and saved to your own device. Please note PDF logbooks cannot be saved on the NER portal however they can be ran at any time.

2.11 Do I need to have all my activities validated by my Supervising Clinician/Consultant?

No, it is not necessary to have all activities validated by your Supervising Clinician/Consultant. Please note activities can be logged and not submitted to a Supervising Clinician/Consultant for review. Please consider if it is necessary to have your activity reviewed before sending. Only activities in the following sections can be sent for review provided they have an activity date within the last 6 months:

1. Procedures
2. Assessments
3. Training Plan & Review
4. Education and Clinical Experience – Leadership & Management

2.12 Who can validate an activity?

We recommend that only Supervising Clinicians/Consultants that have observed you performing a procedure and are on the Specialists Division of the Register should validate an activity. Prior to seeking validation, it is good practice to inform the Supervising Clinicians/Consultants that you are making a submission that you would like them to verify.

2.13 What Activity types can I seek validation for?

Please note the following activities only can be sent for validation provided they have an activity date within the last 6 months:

1. Procedures
2. Assessments

3. Training Plan & Review
4. Education and Clinical Experience – Leadership & Management

You cannot seek validation for any other types of activities.

2.14 I have sent my activity to my Supervising Clinician/Consultant for validation, when should I expect to receive a response from them?

Supervising Clinicians/Consultants will receive an email once a week on Monday, with a list of any outstanding activities for their review. As long as the activity date falls within the last 6 month period, the activity will remain on the Supervising Clinicians/Consultant's list for review. Once the activity date falls outside of the last 6 month period, the activity will be removed from the Supervising Clinicians/Consultants list for review. It is thus recommended that activities are logged in a timely manner to give the Supervising Clinician/Consultants adequate time to review submissions.

2.15 I have tried to submit an activity for validation however; the system will not let me proceed – why is this?

This could be for a number of reasons:

1. **Does the activity have an activity date of greater than 6 months ago** – if so, you will not be able to seek validation for this activity.
2. **Check to see if you have entered the correct email address and IMC number for your Supervising Clinician/Consultant.** Supervising Clinician/Consultant email addresses must be from a recognised academic institution or clinical site e.g. HSE, RCSI, Mater, etc. No personal email addresses will be accepted e.g. Gmail, Yahoo, etc. If you are having difficulty sending your activity to a recognised academic institution or clinical site email address you can contact dime.team@hse.ie
3. Make sure you are sending the activity to a **recognised email address** from a recognised academic institution or clinical site.
4. Make sure you have **completed all mandatory fields** on the pop up. Mandatory fields are denoted by an asterix *.

2.16 The status of my activity is '*Unable to Validate*' - what does this mean?

If your Supervising Clinician/Consultant selects "*Unable to Validate*" they will select one of the following reasons as to why they were unable to validate an activity:

1. **Further Information Required** – The activity status will revert to *Logged* and the NCHD will be able to edit the activity further and return the activity to their Supervising Clinician/Consultant for review.
2. **I don't Recognise this NCHD -** The activity status will revert to *Logged* and the NCHD will be able to edit the record further and send the activity to another Supervising Clinician/Consultant for review.
3. **Sent to me in Error** - The record status will revert to *Logged* and the NCHD will be able to edit the record further and send the record to another Supervising Clinician/Consultant for review.
4. **Information is not Accurate** - The record status will remain as *Unable to Validate* and the NCHD will **not** be able to edit the record further or send the record to another Supervising Clinician/Consultant for review.

3. FAQs for Supervising Clinicians/Consultants

3.1 Can all NCHDs access the E-Portfolio module?

A NCHD that has a NER account can access the E-Portfolio module.

3.2 Does this Logbook replace the Logbooks for NCHDs on a training scheme?

This module is available to all NCHDs who have a NER account; however it is not intended to replace the Logbooks developed by the Post Graduate Training Bodies (PGTBs) and NCHDs on training programmes should continue to use these Logbooks. Unlike the logbooks developed by the PGTBs, the E-Portfolio is **not** based on a training curriculum so there are no mandatory or specific sections required for completion. NCHDs are responsible for the content contained within their E-Portfolio.

3.3 Will I be expected to review both this Logbook and the Training Logbook for a NCHD on a Training Scheme?

The E-Portfolio module is available to all NCHDs that have a NER account, however trainees maintaining a training body provided E-portfolio, should not seek duplicate verification from consultant trainers.

3.4 Where can I find the user guide or further information about the E-Portfolio?

User guides or further information about the E-Portfolio can be found on our website at www.hse.ie/doctors .

3.5 What do I do if I am experiencing technical issues?

If you need assistance trouble-shooting please contact dime.team@hse.ie. This email address is monitored from Monday to Friday should you have any queries.

3.6 Who can validate a record?

We recommend that only Supervising Clinicians/Consultants that have observed the NCHD performing a procedure and are on the Specialists Division of the Register should validate a record.

3.7 How often will I receive a link to validate activities?

You will receive a link to validate records once a week on a Monday provided there are valid activities to be reviewed. We have also advised NCHDs to alert their Supervising Clinician / Consultant if they will be sending an activity for their review. You will not receive individual emails for each NCHD that submits an activity of your review.

3.8 Will I require a password to access any activities that I need to review?

You will not require a username and password to access any activities that have been sent to you for review. You will be sent a weekly email, on a Monday, which contains a unique link so you can access any activities that require your review. You will be required to enter your IMC number to access these activities for security reasons. Please do not share or circulate your personal link.

3.9 I cannot access the NCHDs records using the link in the email – what do I do?

If you are having difficulty accessing activities using the link it could be for one of the following reasons:

1. **You may not be connected to the internet** – check your internet connection and try again
2. **You may need to copy and paste the link into your browser** (IE or Google Chrome) in order for it to load the link correctly
3. **There are currently no records awaiting your review** – in this case there are no further actions required
4. **You have incorrectly entered your IMC number –** check the IMC number you have entered is correct
5. **The activities that were on your list may have been undertaken more than 6 months ago.** If this is the case these activities will be removed from your list for review.
6. The email containing your unique link to access the activities requiring your review may have been **sent to your Junk or Spam mailbox in error** – please check these locations
7. If you are still having issues please contact dime.team@hse.ie who will be able to assist you with troubleshooting this issue

3.10 What record types can I be asked to validate?

Please note the following records only can be sent for validation provided they have an activity date within the last 6 months:

1. Procedures
2. Assessments
3. Training Plan & Review
4. Education and Clinical Experience – Leadership & Management

NCHDs cannot seek validation for any other types of records.

3.11 Do NCHDs need to have all their records validated by their Supervising Clinician / Consultant?

No, it is not necessary for NCHDs to have all records validated by their Supervising Clinician/Consultant. Please note records can be logged and not submitted to a Supervising Clinician/Consultant for review. Only records in the following sections can be sent for review provided they have an activity date within the last 6 months:

1. Procedures
2. Assessments
3. Training Plan & Review
4. Education and Clinical Experience – Leadership & Management

3.12 How do I view a NCHDs record and validate same?

Provided there are activities that require your review, you will receive an email once a week on Monday, with a list such activities for review. For more instructions as to how to review records please see our user guides on our website at www.hse.ie/doctors

3.13 How long do I have to review activities?

Provided there are activities that require your review, you will receive an email once a week on Monday, with a list such activities for review. As long as the activity date falls within the last 6 month period, the activity will remain on your list for review. Once the activity date falls outside of the last 6 month period, the activity will be removed from your list for review and you will no longer be able to review the activity.

3.14 What happens when I validate a record?

Once you have validated a record it will be removed from your list for review and the NCHD will see that the status of this record has changed to *Reviewed – Validated*. If a NCHD runs a logbook that contains a validated record the following details relating to the Supervising Clinician/Consultant will be displayed alongside the activity:

1. Supervising Clinician/Consultant Email
2. Supervising Clinician/Consultant IMC Number
3. Supervising Clinician/Consultant Name
4. Supervising Clinician/Consultant Register Type
5. Supervising Clinician/Consultant Speciality
6. Supervising Clinician/Consultant Division
7. Supervising Clinician/Consultant Comments (If applicable)

3.15 What happens if I do not validate a record?

If you select *Unable to Validate* you will be asked to select a reason from one of the following options as to why you are unable to validate the record:

1. **Further Information Required** – The activity status will revert to *Logged* and the NCHD will be able to edit the activity further and return the activity to their Supervising Clinician/Consultant for review.
2. **I don't Recognise this NCHD -** The activity status will revert to *Logged* and the NCHD will be able to edit the record further and send the activity to another Supervising Clinician/Consultant for review.
3. **Sent to me in Error** - The record status will revert to *Logged* and the NCHD will be able to edit the record further and send the record to another Supervising Clinician/Consultant for review.
4. **Information is not Accurate** - The record status will remain as *Unable to Validate* and the NCHD will **not** be able to edit the record further or send the record to another Supervising Clinician/Consultant for review.