Medical Manpower/HR Frequently Asked Questions

The following document contains the most frequently asked questions by the Medical Manpower/HR Department staff. The FAQs are divided per module for your convenience.

1. DIME General Queries

1.1 What is DIME?

DIME Stands for Doctors Integrated Management E-System. It currently consists of 7 modules:

- **National Employment Record (NER**) - a document repository database in which NCHDs can store pre-employment and training documentation for timely processing by Medical Manpower departments in advance of clinical rotations.
- **NCHD Post Matching** - a multi-party platform designed to track NCHD training and non-training posts and occupancies. Data sharing between post graduate training bodies, acute hospitals and the medical council support workforce planning activities, post holding records and facilitates registration of NCHDs on the correct division of the medical council register.
- **Consultant Post Matching** - a post matching module designed to facilitate national reporting of consultant posts and occupancies.
- **Occupational Health Module** - a platform developed to facilitate the electronic pre-employment health screening and generation of Exposure Prone Procedure certificates to prevent repetition of screening facilitate timely rotations.
- **Consultant Application Portal (CAP)** - the CAP has been developed to expedite the process of consultant post approval, and to allow visibility and transparency for stakeholders across the process.
- **Training Supports Scheme (TSS)** – a module developed to manage the status of TSS applications which are submitted by NCHDs
- **Clinical Course & Exam Refund Scheme (CCERS**) – a module developed to manage the status of CCERS applications which are submitted by NCHDs

For more information on individual modules on DIME and how to use these modules please see our user guides which are broken down per module and are available on our website here

1.2 Myself or a new staff member would like to apply for DIME access – what do we do?

Please download and complete a DIME access form which can be found here on our website. Forms should be returned to dime.team@hse.ie. The DIME team will then be in touch with your login details once your account has been created. Please note that NDTP has the right to refuse or remove DIME access at any stage.

1.3 I have forgotten my password to access DIME – what should I do?

Please contact the DIME team at dime.team@hse.ie to have your password reset

1.4 Myself or a colleague no longer requires access to DIME – what should we do?

Please contact the DIME team at dime.team@hse.ie immediately to inform them that you or a member of staff no longer requires access to DIME. The DIME team will then revoke access.

1.5 I require DIME training – how do I organise this?

In light of Covid-19, training sessions are now being hosted on virtual platforms. Please note you will require a laptop with video and audio functionality when joining the training sessions. DIME Training dates and times for each module are displayed here on our website. Please contact dime.team@hse.ie to enrol in one of the sessions stated online. Please state the date and time of the session you would like to attend as well as the module(s) you require training in.

2. NCHD Post Matching Module Queries

2.1 I am having difficulty post matching a NCHD. The following message is appearing: *"There are other assignments in the system for current MP for given period. Cannot save assignment."* What do I do?

This message means that the wte for this NCHD/Post is greater than 1. To progress please follow the below steps:

- **The NCHD may be matched to another post at the same time you are trying to post match them.** In order to see what post this NCHD is currently matched to you can run the *'MP Employment History Report'* which is found in the NCHD Post Matching Section of DIME. You can filter the report for the NCHD by using the IMC number.
  This report will display the start and end dates that the NCHD is in a post. If these dates overlap with the dates you are trying to enter you will not be able to save the post matching.
- **There may be other NCHDs already matched to the post you are using within the same dates.** You could also run the '*Post Employment History Report'* to see if there are other NCHDs matched to this post at the same time.
  This report will also display the start and end dates that any NCHDs are matched to this post. If these dates overlap with the dates you are trying to enter you will not be able to save the post matching.
- **Please note that in some cases you may be trying to assign more than one NCHD to a post.** In this case you need to make sure the wte for each NCHD is reduced to cater for this.

2.2 How do I manage updating a Maternity Leave / Long Term Sick Leave/Locum cover for NCHDs?

Please follow the below steps:

- First you will need to reduce the wte for the NCHD currently in post to 0 (i.e. the NCHD that is going on maternity leave/long-term sick leave) and change the *Occupation Type* field to reflect the NCHDs reason for absence e.g. Maternity Leave, Sick Leave etc.
- Then you can post match the NCHDs replacement/cover if applicable by completing post matching as normal. Please note you should enter the appropriate *Occupation Type* field to reflect the NCHDs reason for cover e.g. Locum, Agency etc.

3. NER Module Queries

3.1 How do I reactivate a NCHDs NER Account?

To reactivate a NER Account for a NCHD please follow the below steps:

- Search for the NCHD in the NER module *Search* section. Please note you should make sure the *Account Status* filter is set to all.
- Once you have found the NER account you want to reactivate, double click on it to highlight it orange
- Then click on the *Reactivate Account* button located at the top left of the screen
- You should then notify the NCHD that their account has been reactivated and that they have 3 days to login before the account will automatically deactivate again. If this happens, you can always reactivate the account again.
- Please note if a NCHDs account has been locked, please refer their query to dime.team@hse.ie

3.2 If an NCHD has forgotten their password - what do I do?

You will not be able to reset their password for them. However, please refer them to the *Forgot Password* section that is found on the login screen. Please note that a reset password email may take up to 1 hour to be delivered and please advise the NCHD to check their spam/junk mail folders.

3.3 I am unable to locate a NCHD on the system by using their IMC number/a NCHDs NER account is not visible?

There may be a few reasons for this:

- **The NCHD may not have included their IMC number on their Hire Form** – Please contact the NCHD to ensure they include this. In the meantime you can search for the NCHD using their name.
- **The NCHDs account may be inactive** – Please change the Account Status filter to show all accounts.
- **The NCHD may not be matched to a post at your site** – Please make sure that the NCHD has been correctly post matched

3.4 What should I do if an NCHD's dashboard is not visible?

When you select the 'Search' function and type in the NCHD's name their account will become visible however, you need to double click on the account, before their dashboard will appear in the pane beneath.

3.5 How do I view a list of the incoming NCHDs as of a certain date?

To view a list of incoming NCHDs you can run the '*NER Account Docs Report'* for a future date. This will display all those NCHDs that are post matched as at the date you have entered as well as some contact details and the status of the documents that they have uploaded to their NER Portal.

You can also run the '*OH Account Documents Report*' which will show if a NCHD is considered *Fit for Employment* or not as per the system.

3.6 How do I know when an NCHD has not been passed fit on DIME?

You can check an NCHD's *Fit for Employment* Status by running the OH Account Documents Report which provides a list of all NCHDs within the remit of your Occupational Health Department, including IMC number, and a colour coded status of each document type.

3.7 Has Garda Vetting an associated defined validity period?

No. Presently legislation is not in place to cap the period of time that Garda Vetting is valid.

3.8 When should I verify an NCHD's identity?

You should verify an NCHD's identity when you have checked their identification. To do this you should check the photo id that they have uploaded against their details and ask the NCHD to present themselves to the Medical HR Department so that you can view the NCHD and their ID at the same time. If you are satisfied that the NCHD and the ID match you can verify their ID and their account.

3.9 How do I verify an NCHD's identity?

You should use the '*Search*' tool within the NER module. Search for the NCHD using their name, IMC number or email address. Once you have selected the NCHD, you should highlight their account, review and verify their ID and select '*Verify Identity'* option at the top left hand side of the screen.

3.10 How do I verify an NCHD's documents?

You should use the '*Documents*' tool within the NER module. Search for the NCHD using their name, IMC number or email address. Once you have selected the NCHD, you should highlight their account, review and verify the document by selecting the '*Verify Document'* option at the top left hand side of the screen.

3.11 How do I reject an NCHD's documents?

You should use the *'Documents'* tool within the NER module. Search for the NCHD using their name, IMC number or email address. Once you have selected the NCHD, you should highlight their account, review and verify the document and select '*Reject Document'* option at the top left hand side of the screen.

3.12 If I reject a document is the NCHD informed?

Yes. When Medical Manpower/HR reject a document, the system provides a drop down list of rejection reasons (one of which must be selected). The NCHD will then receive an automated email from the system advising them that their document has been rejected. The NCHD's dashboard will also be updated to show a red thumbs down symbol.

3.13 What do the symbols on the dashboard mean?

The NCHD portal dashboard symbols will change depending on the validity of their documents. For example, when a document is valid but nearing expiry it will change from a green check symbol to an amber warning symbol. NCHDs will also receive automated emails advising them of a change in their document status. There are 5 symbols used to describe the status of documents, they are:

⛔ Missing or Expired 👎 Rejected ❓ Submitted ⚠ Warning: document nearing expiry ✔ Verified

3.14 How do I upload documents to an NCHD's NER Account?

Medical HR is responsible for uploading an NCHD's Garda Vetting and Work Permit. Follow the below steps which explain how to upload a NCHDs document:

- Use the *'Search'* tool within the NER module to search for the NCHD using their name, IMC number or email address.
- Once you have found the NCHDs account that you want highlight it orange by double clicking the NCHDs account. This will display the NCHDs dashboard.
- Click '*Add'* beside the document type, '*Browse*' to where you have saved the document, click '*Open*' and then '*Next*' to attach the document. Type in the relevant dates if applicable.

3.15 Why should I make documents '*not required'*?

You should make documents not required so that they do not appear as missing on the NCHD's dashboard. Also when you run reports documents made '*Not applicable'* will be removed from calculations to give accurate data on the compliance of documents. For example you might make an EEP certificate not required for a NCHD whose specialty is Psychiatry and they are therefore not required to perform a surgical procedure as part of their duties.

3.16 Can I download an NCHD's Hire Form and edit the document?

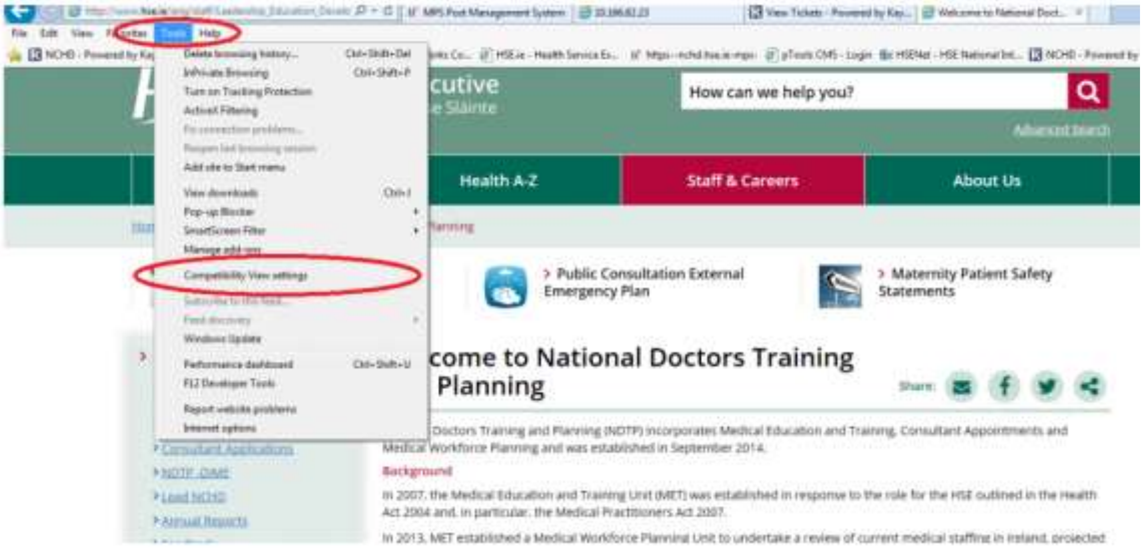
Yes. Please follow these steps to do this:

- You should use the *'Search'* tool within the NER module to search for the NCHD using their name, IMC number or email address.
- Once you have found the NCHDs account that you want highlight it orange by double clicking the NCHDs account. This will display the NCHDs dashboard.
- Click the '*View*' option beside the Hire Form and select '*View*' again when the second window opens. You will have the option to View as a PDF or download as a PDF or MS Word document.
- To download and edit you must select '*Download as MS Word Document'*
- If you don't want to download and edit the Hire Form you can select the *'Edit Hire Form'* button at the top left of the screen once you have selected the appropriate NCHD account

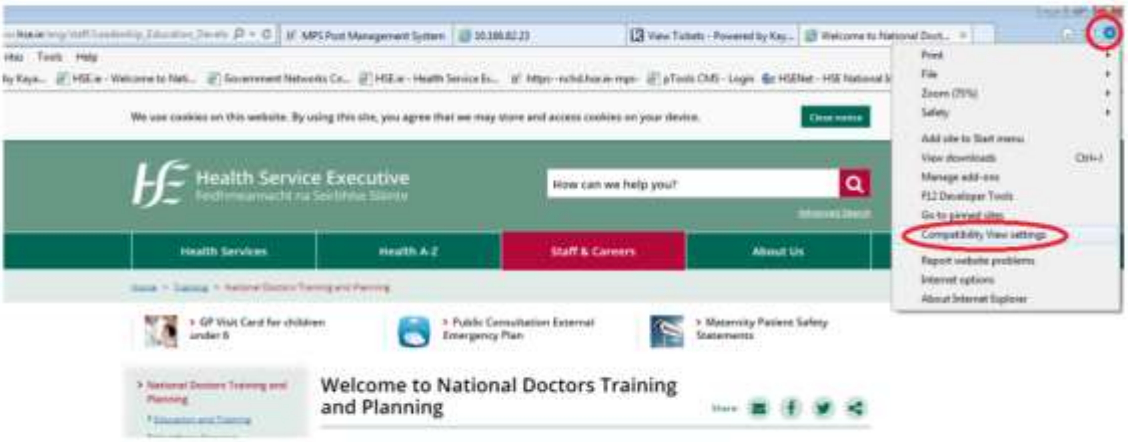
3.17 I am unable to upload documents to an NCHD dashboard. What should I do?

Some browsers have settings automatically selected which will not allow you upload documents. These settings can be changed within the COMPATIBILITY option of your browser. Select the Settings Cog or 'Tools' options as shown below:

<u>Internet Explorer</u>



<u>Google Chrome</u>



When the compatibility menu opens ensure that the tick boxes are unchecked are per the screenshot below:

4. CAP Module Queries

4.1 I am unable to progress applications on CAP due to unmatched posts. How can I identify these posts?

- Log in to DIME
- Select reports under Consultants Post Matching Module
- Select Consultant Post and Occupancy Report
- Select View Report
- Export to Excel
- Column AQ "Post sub status" provides current stage of the post
- Filter only Unmatched Posts
- The unmatched posts within your area should be then marked as vacant or matched to the current consultant in post if any
- Once this exercise is completed you should be able to progress applications
- If you are still unable to progress applications after these steps please contact Consultants Division Team at consultant.applications@hse.ie

4.2 What are the requirements for a new Consultant post application?

A new Post is a post which has not been previously approved and is a new role or an additional post for an established department. The following documents are required:

- CAP Full Application
- CPL Comments
- Confirmation of Funding
- NCCP Views (if applicable)

4.3 What are the requirements for a replacement Consultant post application?

A Replacement post is an approved post which has been become or is due to become vacant and approval is being sought to refill. The following documents are required:

- CAP Full Application
- CPL Comments
- Confirmation of Funding
- NCCP Views (if applicable)

** In cases where changes are being proposed to the hours / structure of post, the following documentation is also required in addition to the requirements outlined above:*

- Letters of support from CEO/General Manager of each site(s)
- Letter of support from each Hospital Group CEO involved in the restructure (this in only required if the restructure occurs between different Hospital Groups)

4.4 What are the requirements for a restructure Consultant post application?

A Restructure Post is an approved post where changes are being proposed to the structure of the post – e.g. working hours, location of post.

Requirements if post is currently occupied by a permanent consultant:

- CAP Application (Sec A, Sec C, Sec H)
- CPL Comments
- NCCP Views (if applicable)
- Letter from Incumbent
- Letters of support from CEO/General Manager of each site(s)
- Letter of support from each Hospital Group CEO involved in the restructure (this in only required if the restructure occurs between different Hospital Groups)
- Confirmation of Funding is only required where there is an explicit increase in funding

Requirements if post is currently vacant:

- CAP Full Application
- CPL Comments
- NCCP Views (if applicable)
- Confirmation of Funding
- Letters of support from CEO/General Manager of each site(s)
- Letter of support from each Hospital Group CEO involved in the restructure (this in only required if the restructure occurs between different Hospital Groups)

4.5 What are the requirements for Change of Contract Type (other than Type C)?

The application for change in contract type (under the Consultants Contract 2008 and change in category of Contract under the Consultants Contract 1997) is for all requests for a change of contract other than to Type C.

The employer with the sole or major interest in the post submits this application form complete with the necessary documentation to the office of the Hospital Group CEO or equivalent.

Application form and guidance documents can be located here

4.6 Why am I receiving CAP alerts not linked to my clinical site(s)?

The Principal Clinical Site is responsible for initiating the CAP application. If there is a commitment to another Clinical Site, users associated with this site will also be CC on all alerts linked to this CAP application. Submitters for the Hospital Groups / CHOs will also be CC on CAP alerts related to same. If you have any queries regarding CAP Alerts, please contact the DIME Team / Consultants Division on dime.team@hse.ie or consultant.applications@hse.ie

5. Consultant Module Queries

5.1 How do I know if a letter of approval (LoA) has issued for a Consultant Post?

In order to ascertain if a post has been approved at CAAC and a letter of approval has issued. The relevant HR Department within the Hospital Group or Community Healthcare Organisation should be contacted in the first instance. It is also possible to view the LoA on DIME by double clicking the post in question. This will display further details on the lower part of the screen. One field is called '*Letter of Approval*' should you wish to view the LoA click '*View*'. If there is no LoA associated with the post you will not have the option to view.

5.2 I am having difficulty post matching a consultant. The following error message is appearing *"There are other assignments in the system for current MP for given period. Cannot save assignment."* – What do I do?

This message means that the wte for this Consultant/Post is greater than 1. To progress please follow the below steps:

- **The Consultant may be matched to another post or there may be other Consultants matched to this post at the same time you are trying to post match them.** In order to see what post this Consultant is currently matched or what other Consultants are matched to this post, you can run the *'Consultant Post and Occupancy Report'* or the '*Consultant Employment Details Report'* both of which are found in the Consultant Post Matching Section of DIME. You can filter the report for the Consultant/Post by using the IMC number/Post ID.
  This report will display the start and end dates that the Consultant is in a post. If these dates overlap with the dates you are trying to enter you will not be able to save the post matching.
- **Please note that in some cases you may be trying to assign more than one Consultant to a post resulting in a wte greater than 1.** In this case you need to reduce the working hours for the Consultant which in turn results in the wte being recalculated.

5.3 The following pop-up message is appearing *"Start date predates most recent approval letter. Do you wish to proceed?* – What do I do?

If a Consultant is matched to a post where the start date of the Consultant in the post is before the most recent approval date for the post the above pop up will appear. To continue to match the Consultant to the post, click the '*OK*' button. It is important to ensure that the employment status is correct. For example, the Consultant may have been in post in a locum capacity until the approval date and then changed to a permeant contract. This instance would require two separate matches indicating the different employment statuses.

5.4 How do I match a Locum Consultant to a post?

Locum appointments may be made in the following circumstances:

- When the permanent post holder is on a period of leave eg maternity leave, sick leave, unpaid leave, leave of absence, career break etc.
- When the permeant post holder is seconded to another role on a temporary basis eg clinical programme lead, clinical director etc.

- A permanent post holder has been appointed to the post, but has not yet commenced employment.
- Circular 21/2015 sets out the conditions and process by which permanent consultant posts may be filled by locum or temporary appointments.

Please follow the below steps which describe how to assign a locum:

- First you will need to reduce the working hours for the Consultant currently in post to 0 (i.e. the Consultant that is on long term leave). This should reduce the wte to 0.
- Then you can post match the Consultants replacement/cover if applicable by completing post matching as normal. The option selected in the '*Grade*' field should reflect that this post match is the Locum cover.

5.5 I cannot find a Consultant Post – why is this?

There may be a few reasons for this:

- Unapproved posts do not have a post ID number. If you are trying to search for an unapproved post using the post ID you will not be able to locate same.
- You will not have access to posts in the Consultants Post Matching section of DIME if the commitment for your site is less than that of the Principal Clinical Site. Please note only the Principal Clinical Site can post-match, however, if there is a commitment to your Clinical Site you will be able to view the post in the reporting section of DIME.

5.6 How do I mark a post as vacant?

The default status for a consultant post will always be '*Unmatched*' and will only update to '*Filled*' when a Consultant is matched to same or to '*Vacant*' when the post has been marked as vacant.
Posts that are not occupied by a Consultant should be marked as vacant on DIME. It is important to ensure that the post sub-status is kept up to date. To mark a post as '*Vacant'* please follow the below steps:

- Locate the post you want to mark as vacant by using the filters in the Consultant Post Matching section of DIME
- Double click on the post you want to mark as vacant highlighting the post orange
- Click the '*Post*' icon at the top of the screen and select '*Mark as Vacant'* from the dropdown

6. Training Supports (TSS)/Clinical Course & Exam Refund Scheme (CCERS) Module Queries

6.1 I have approved an application but I entered the incorrect amount – can I amend this?

As long as you have not sent the application details to your finance department for processing you can amend the amount on DIME by using the "*Amend Application*" button

6.2 I have accidentally rejected a TSS/CCERS application – how can I rectify this?

TSS: If you have accidentally rejected a TSS application you will need to ask the NCHD to resubmit the application to you via their NER Portal.

CCERS: If you have accidentally rejected a CCERS application you can revert the status of the application back to *'Submitted'* by using the *'Amend Status'* button

We will be aligning both modules in an upcoming Suggestions Register to include the *'Amend Status'* button.

6.3 I have an application which is in status 'Further Information Required' but I cannot edit it – what can I do?

The NCHD will need to return this application to you by submitting the application after making the appropriate changes in the '*Edit Applications'* section of TSS/CCERS.

6.4 The NCHD has advised that they have submitted their application – however, I cannot see it – why is this?

There may be a few reasons for this:

- **The NCHD may have submitted the application to a different site** – This application may have been submitted to a previous site. Ask the NCHD to check what clinical site the application was sent to. They can see this information in the '*TSS/CCERS Log of Applications'* section.
- **The application may have status *'New'*** - Applications with status *'New'* have not yet been submitted to Medical Manpower/HR Department. Only when the status is *'Submitted'* will the Medical Manpower/HR Department be able to view the application. NCHDs can submit an application with status *'New'*, via the '*Edit Application'* section of TSS/CCERS.

6.5 I am unsure if an application is eligible for reimbursement via TSS/CCERS – what do I do?

If you are unsure what is eligible under either scheme please see the TSS/CCERS policy documents which can be found on our website at https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/ . If you are still unsure please contact doctors@hse.ie

6.6 How long do I have to action a NCHDs application?

Applications should be processed in a timely manner. Please note that a Medical Manpower/HR have **28 days** after a NCHD leaves their site to process any outstanding applications (i.e. applications with status *Submitted, Provisionally Approved, Further Information Required*). If an application is not processed within this time, the application will become '*Unprocessed'* and you will not be able to update this status.

6.7 Once I have approved an application will the NCHD be paid?

DIME is not a financial system. Therefore there are no direct links with DIME and local finance systems. In order to ensure a NCHD is reimbursed, please link with your local finance department to establish the appropriate payment pathway for TSS and CCERS applications.

6.8 How can I check if a NCHD has made a duplicate application under TSS/CCERS?

The system has a duplicate functionality within TSS and CCERS which can help you to try and establish if a NCHD has submitted a duplicate application. The *Possible Duplicate Application* columns will display potential duplicate applications for the application that you are looking at. The system will only flag a potential duplicate application if the activity date falls within 7 days before or after the activity date of the application you are reviewing. Please note that while in TSS this functionality will check CCERS applications and whilst in CCERS this will check TSS applications. While the system will not identify a definite duplicate application it can be used to assist you when reviewing documents.

6.9 How do I check what NCHDs still require a TSS balance?

You can check a NCHDs TSS balance in the *Balance Setting* Section of the TSS module. You can also run the *Current NCHD Balance Report* which should provide you with the same details.

6.10 Why are there NCHDs not appearing in the *Balance Setting* section of TSS?

You will only be able to see a NCHD in the *Balance Setting* section of TSS if they are post matched.

6.11 Is the *Total Amount Granted* in the *Balance Setting* section the same as the amount the NCHD has remaining to be spent?

The *Total Amount Granted* column in the *Balance Setting* section of TSS is not always the same as the *Balance Remaining* for the NCHD. The *Total Amount Granted* refers to the amount that the site has awarded the NCHD to date. The Balance Remaining refers to the *Total Amount Granted* subtract any approved applications.

6.12 How do I know what the NCHD has received from a previous clinical site?

You can check the Grant Allocated from Previous Clinical Site which is located at the bottom of the *Balance Setting* screen.

6.13 What does the TSS Rollover mean?

For more information on the TSS Rollover please see our website at www.hse.ie/doctors

6.14 How do I check my TSS/CCERS Clinical Site Balance?

To check the amount of funding awarded to your site to cover the cost of TSS/CCERS you can run the TSS/CCERS Clinical Site Balance Reports. These reports will display the amount frontloaded to your site, the amount spent and the amount remaining.