Occupational Health Department Frequently Asked Questions

The following document contains the most frequently asked questions by the Occupational Health 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 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 at https://www.hse.ie/eng/staff/leadership-education-development/met/database/userguides/

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 on our website at https://www.hse.ie/eng/staff/leadership-education-development/met/database/forms/
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 on our website at https://www.hse.ie/eng/staff/leadership-education-development/met/database/forms/ 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.

2. Occupational Health Module Queries

2.1 How do I view past, current and future NCHDs?

Occupational Health Dept (OHD) can identify if NCHDs are:

- Current - Currently matched to their Clinical Site
- Past - Have recently left employment within the last 60 days
- Future – Incoming NCHD due to take up employment within your Clinical Site

To sort NCHDs according to the above headings, please follow the below steps:

- Go to the Documents section
- Click on the drop down arrow beside Employee Status and choose Current, Future or Past
- Click on Search and this will group NCHDs accordingly allowing OHD to only view pre-employment screening documentation relevant to each

2.2 How do I view OH documentation rejection details?

OHD have the ability to view the reason why documentation was previously rejected by another OHD. Please note that this functionality is only available from Nov 2018 onwards. Prior to this date, rejection reasons were not recorded on DIME. To view same, please follow the below steps:

- Go to the Documents section
- Change the Status filter option to Rejected in order to only display rejected documents on screen
- Click on the record you wish to view and under the Document Details tab, click on View Rejection details section beside the Email History heading.
- Date, Reason & Description will then appear on screen

2.3 What to do if a NCHDs account is deactivated and OHD cannot view documentation

NER Accounts automatically deactivate due to inactivity of 365 days + If you need an NCHDs NER Account reactivated, please link in with your Medical Manpower Dept who have the ability to reactivate same. Note: The account will only stay active for 3 days before automatically deactivating again

2.4 How do I identify a future NCHD and if they are occupying an EPP / Non EPP post?

Run OH Account Documents report for a future date. This report will list your incoming NCHDs and clearly state their EPP status under the EPP Required Post column

2.5 How do I set an Alert Date on OH documentation?

Alert dates can be input against an Occupational Health Form, Immunisation Status Documentation or EPP Certificate if an NCHD has only been passed fit for a defined period of time or if any follow-up is required by OHD. To set Alert Dates, please follow the below steps:

- Go to Search within the OH Module
- Search for the MP in question and double click to select same
- Click on Manage beside Occupational Health Form, Immunisation Status or EPP Certificate
- Enter an Alert Date in the field provided and click Update
- Likewise if an Alert needs to be removed at a later stage, follow the steps above, delete the date input and click Update to save

Note: Alert dates can also be set when managing submitted documents in the Documents section of the OH Module

2.6 How do I add restrictions to an Occ Health Form / EPP Certificate?

OHD have the ability to add restrictions to the Occ Health Form for NCHDs occupying Non EPP required posts and the EPP Certificate for NCHDs occupying EPP required posts. To set Alert Dates, please follow the below steps:

- Go to Search within the OH Module
- Search for the MP in question and double click to select same
- Click on Manage beside Occupational Health Form or EPP Certificate
- Click on Verify and then enter a description of the restriction in the text box labelled 'Restriction Applicable'
- To remove a restriction, search for the MP and click Manage beside Occupational Health Form or EPP Certificate
- A Remove Restrictions button will be visible only if there are restrictions added to the document

Note: Restrictions can also be added when managing submitted Occ Health Forms in the Documents section of the OH Module

2.7 How do I view my own Occupational Health Professional Activity within DIME?

A new report is now available within the Occupational Health Module called the OH Professional Activity Report. This will allow you to track your Clinical Site's activity if required. Note: This data is only reportable on since 1st November 2020. Any actions undertaken prior to same will not be visible on this report.

2.8 How do I view who previously approved an Occ Health Form in DIME?

OHD can view who previously approved a NCHDs Occ Health Form by searching for the MP in question under Search in the OH Module and double clicking on same. The Occupational Health Form History table will display information on all OH Forms including Date of Submission, Date of Approval, Approver Name and Status. It will also give you the option to view / download same.

2.9 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:

Internet Explorer
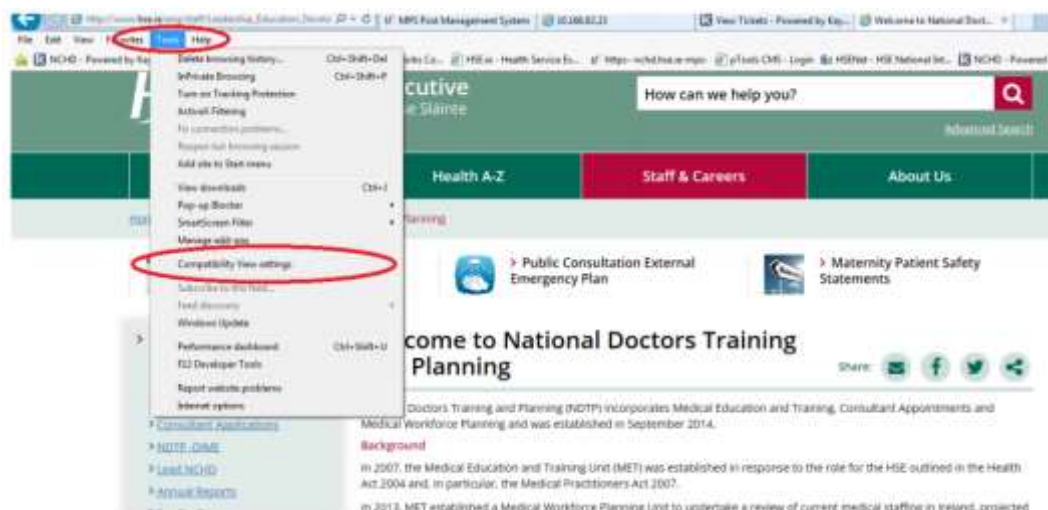
Google Chrome

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