



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

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National Employment Record (NER) Module

Guide for Medical HR Users

DIME

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National Employment Record (NER)

Guide for Clinical Site Users

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Section 1 - Introduction to the NER Module and DIME System

In October 2015, the NER module was rolled out nationally. This enhanced existing Doctors Integrated Management E-System (DIME) functionality by incorporating an efficient management system of pre-employment screening documentation that NCHDs must provide prior to commencing a new post. The NER Module reduces the burden of paperwork on NCHDs by providing a central location for this documentation to be stored and accessed by their employers.

DIME is a quadripartite system which encompasses National Doctors Training & Planning, the Irish Medical Council, the Postgraduate Medical Training Bodies and Clinical Sites. The DIME system continues to be upgraded and developed on an on-going basis and currently consists of seven separate modules.

Currently there are approximately 500 service users that have access to some or all the DIME modules. These service users include Medical HR Staff, Postgraduate Medical Training Bodies and Occupational Health Departments.

DIME Access Forms

In order to gain access to the DIME system an access request form including a declaration is completed by each employer/clinical site employee agreeing to the terms of use of the system.

[System Access Request Forms](#) for Medical Manpower / HR in Clinical Sites, Community Health Care Organisations and Hospital Groups. Completed forms should be scanned and returned by email to the DIME Team dime.team@hse.ie

The DIME System can be accessed from any PC, Laptop via the latest version of Internet Explorer or Google Chrome. Please note that Firefox browser is not compatible with the DIME System.

The DIME System is secure and protected by a Secure Socket Layer (SSL) certificate. The browser displays a padlock symbol which means there is a secure connection; data transferred over the internet is encrypted and not visible to third parties. This technology is used e.g. for Internet Banking/Credit Card transactions. **For security reasons DIME Users should not allow the browser to save their password.**

If you have forgotten your DIME Password please email the DIME Team via email dime.team@hse.ie

1.1 NER Portal Website Address

To create an account on NER each NCHD must first register your details at www.nchder.ie

1.2 Logon screen

Following registration, the NER account can be accessed by logging in using the email address, date of birth and password.

1.3 Bank Account Details

In order to receive salary payment the NCHD must enter their Republic of Ireland Bank Account Details. BIC and IBAN account numbers are preferred however bank account and sort codes may also be required by your Medical HR Department. Online converters are available to assist if required, e.g. <https://ipsosepaservice.sentenial.com/ipso/>

The NER Portal is secure and protected by a Secure Socket Layer (SSL) certificate. The browser displays a padlock symbol which means there is a secure connection; data transferred over the internet is encrypted and not visible to third parties. This technology is used e.g. for Internet Banking/Credit Card transactions. **For security reasons the NCHD should not allow the browser to save their password.**

1.4 Email Reminders

In order to assist the NCHD in keeping their portal account up to date they will receive emails automatically from NER reminding them when documents are nearing expiry or expired (the first email will issue 90 days prior to expiry, then 60, 30 and finally on expiry of the certificate.

These date driven email reminders will relate to certificates such as Occupational Health, EPP and Garda Vetting for example.

Medical HR will be copied on these email alerts so that when essential documents are nearing expiry or expired action can be taken.

1.5 Account Visibility

In order to assist the pre-employment process, Medical HR will not only be able to view the accounts of those NCHDs in their employment but also those NCHDs matched to a post on their site provided the start date is within the next 12 months.

Another facility available is access to an NCHDs portal account up to 2 months following their rotation to another employer. This will ensure that any outstanding documentation yet to be uploaded by the previous employer can be added with minimum disruption to the NCHD or next employer.

1.6 Forgotten Password

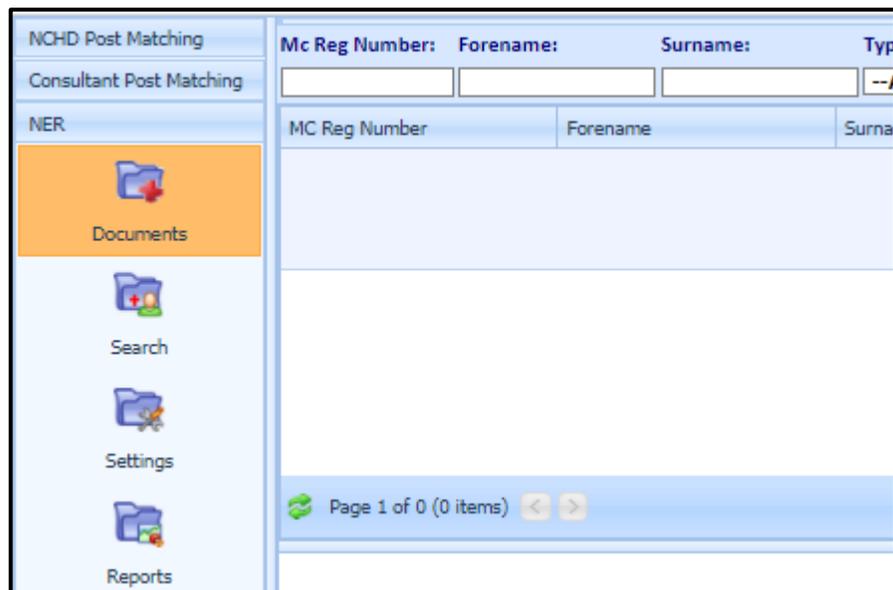
If a user has forgotten their password they can click the 'forgotten your password' link. The user will be asked to enter their email address that they registered their NER account with and click 'reset password'. An email will be sent to the user with a link to a 'Change Password' screen. **Please check your SPAM folder in case the email is here. Please do not select Forgotten Password more than once as this may lock the account.** If the user requires their email address to be updated to another account they can contact the DIME Team via email to update same.

Section 2: DIME System NER Module

2.1 Logging onto DIME System and accessing NER

The DIME System can be accessed from any PC, Laptop via Internet Explorer IE11 or Google Chrome. Please note that Firefox browser is not compatible with the DIME System.

Once you have logged onto the DIME System the NER tab on the left hand side of the screen will be visible.



There are three options within the tab; Documents, Search and Reports

(i) **Documents** – this tab allows you to search for all of the documents submitted to your site by NCHDs in your employment. Filtering options include by account status, document type, and NCHD name

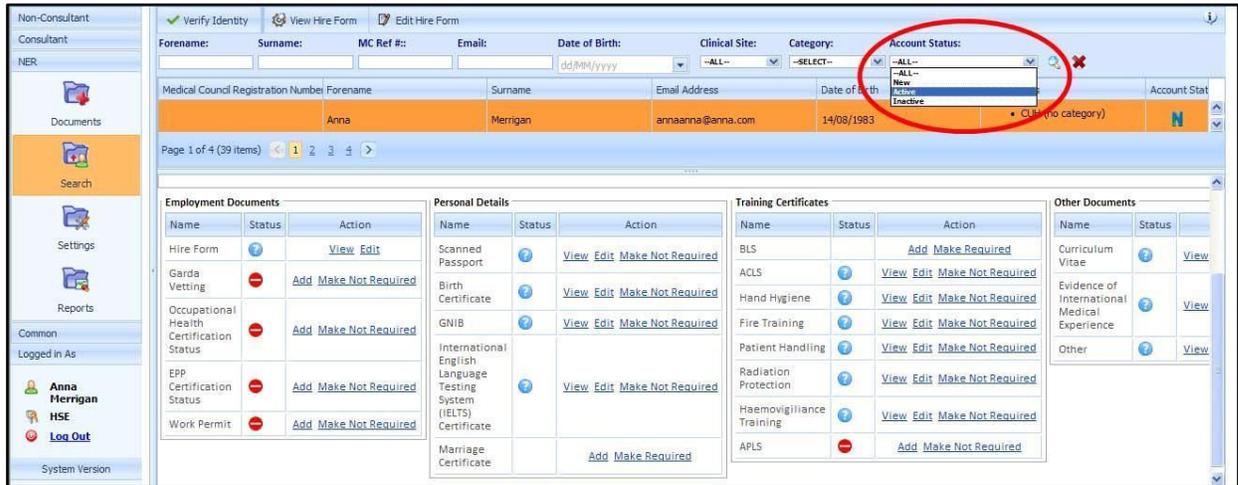
(ii) **Search** – this tab allows you to search for individual NER accounts. Once you have selected an account you will have visibility of the NCHDs NER dashboard (see section 2.2)

(iii) **Reports** – There are a number of useful reports you can run and more detail of these is provided in section 2.9

2.2 Search for an NCHD

You must select 'All' from the drop down menu of account type if you wish to see all accounts otherwise you can filter by selecting 'active' or 'new'.

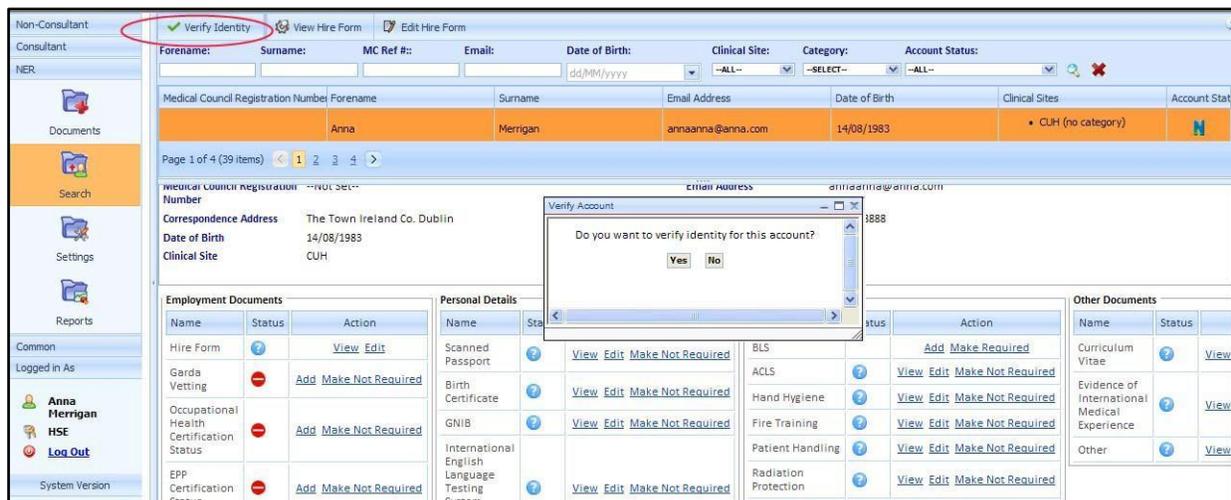
When you have found the NCHD account you are searching for, double click on their name to display the DIME dashboard view.



The DIME dashboard view will list all documents both mandatory and optional

2.3 Verify an NCHD and Reactivate an NER Account

To verify an account so that its status moves from new to active you must first double click on the NCHD's name and at the top left hand side of the screen select the 'verify identity' button.



An account will automatically deactivate after 12 months if not in use. **Reactivate Account**

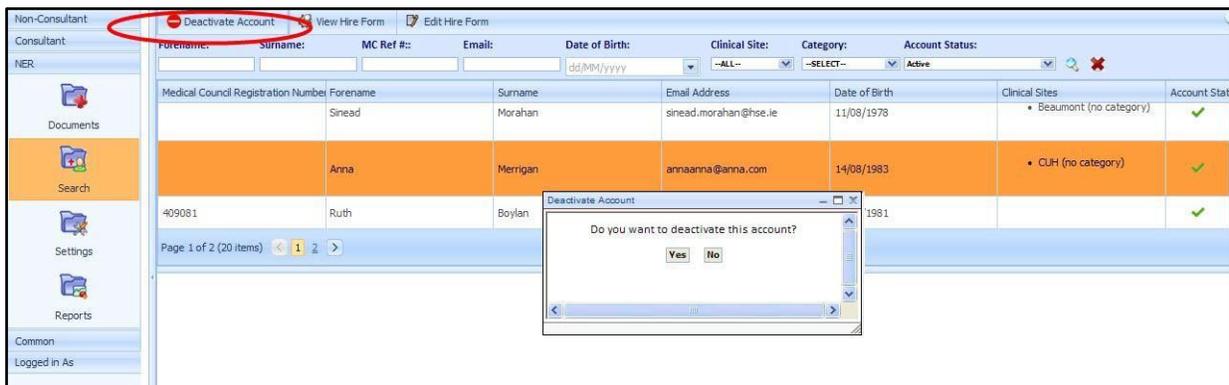
You can reactivate an account by

1. Highlighting the NCHDs account by double clicking on their name
2. Selecting 'Reactivate Account' on the top left-hand corner of the screen.



There is also an option for you to deactivate an account if required by using the following steps.

1. Highlight the NCHDs account by double clicking on their name
2. Select 'Deactivate Account' on the top left-hand corner of the screen.



The 'Delete Account' option is only available to the DIME Team. This option should rarely be required but should and NCHD need to delete an account please get them to request this by emailing dime.team@hse.ie

2.4 Document Status Symbols

All NER documents will carry a status symbol to highlight what status it is at



Missing or Expired – This means a document has not been added or has expired

Rejected – This means that the document that has been uploaded by the NCHD has been rejected by the Medical HR Department. The NCHD will receive an e-mail confirming the document has been rejected

Submitted – This means that the Doctor has submitted a document that has yet to be verified by the Medical HR Department

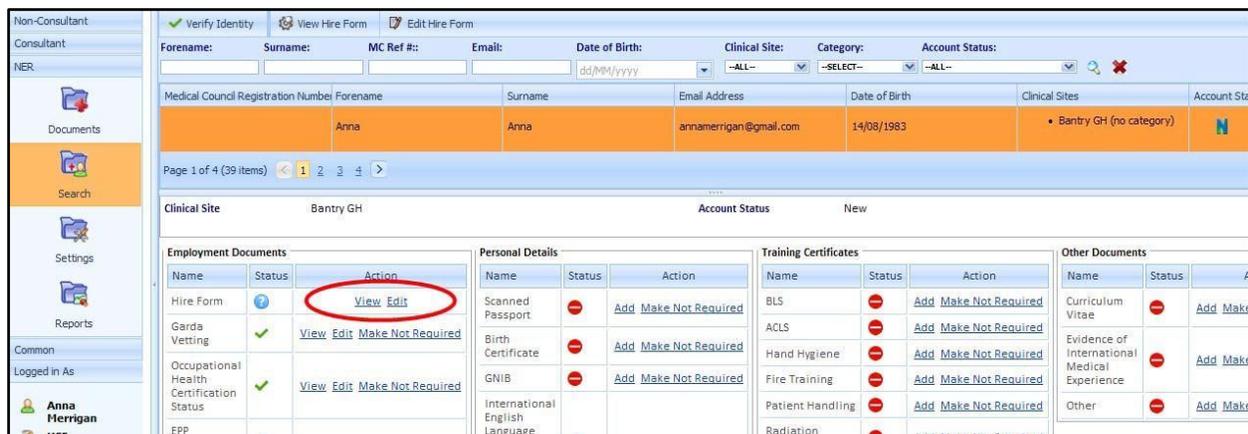
Warning – This means that the document will expire in 60 days or less. A reminder will be sent to the Doctor and the Medical HR Department

Verified – This means the document has been verified by the Medical HR Department and is in date

2.5 View and Edit Hire Form

To view and Edit the Hire Form

1. Select relevant NCHDs account by double clicking on their name.
2. Click either view or edit.



Forename:	Surname:	MC Ref #:	Email:	Date of Birth:	Clinical Site:	Category:	Account Status:
				dd/MM/yyyy	--ALL--	--SELECT--	--ALL--

Medical Council Registration Number	Forename	Surname	Email Address	Date of Birth	Clinical Sites	Account Sta
	Anna	Anna	annamerrigan@gmail.com	14/08/1983	Bantry GH (no category)	N

Page 1 of 4 (39 items) < 1 2 3 4 >

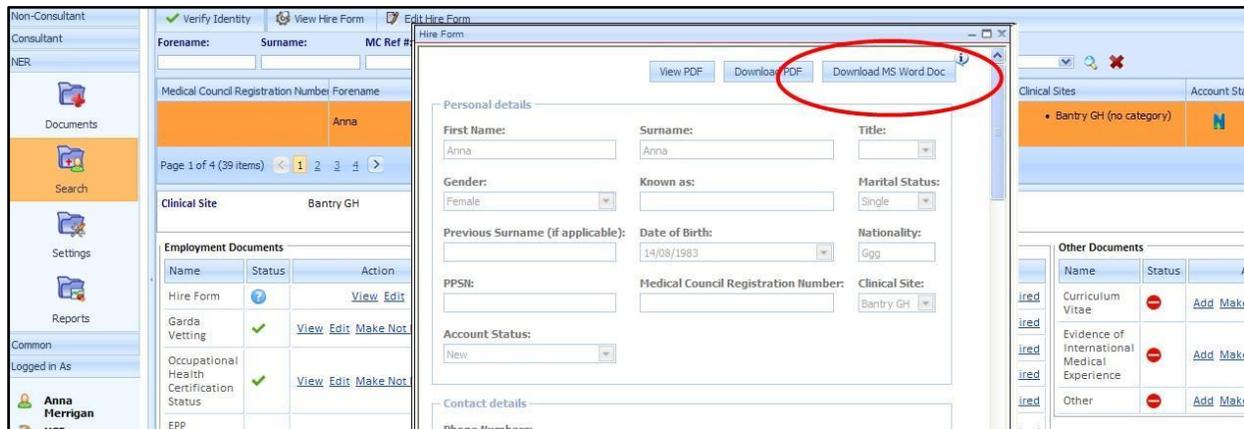
Clinical Site	Account Status
Bantry GH	New

Employment Documents			Personal Details			Training Certificates			Other Documents		
Name	Status	Action	Name	Status	Action	Name	Status	Action	Name	Status	Action
Hire Form	?	View Edit	Scanned Passport	⊖	Add Make Not Required	BLS	⊖	Add Make Not Required	Curriculum Vitae	⊖	Add Make
Garda Vetting	✓	View Edit Make Not Required	Birth Certificate	⊖	Add Make Not Required	ACLS	⊖	Add Make Not Required	Evidence of International Medical Experience	⊖	Add Make
Occupational Health Certification Status	✓	View Edit Make Not Required	GNIB	⊖	Add Make Not Required	Hand Hygiene	⊖	Add Make Not Required	Other	⊖	Add Make
EPP			International English Language			Fire Training	⊖	Add Make Not Required			
						Patient Handling	⊖	Add Make Not Required			
						Radiation	⊖	Add Make Not Required			

If you are editing the Hire Form, remember to click save at bottom of form when you have made the relevant changes. Example EMAIL ADDRESS TO BE UPDATED

To view in PDF click view PDF

There are two options when downloading the NER Hire Form. You can select PDF or MS Word. If you select MS Word the system will allow you edit and save the 'Office Use Only' which will eliminate printing the form and handwriting the relevant payroll, completing the checklist etc.



If an NCHD makes a change to a verified Hire Form, it will automatically be resubmitted to Medical HR. This will ensure that you are aware of any changes to address or bank details for example that an NHCD might make. The relevant change will also be highlighted so that it is easy for you to detect exactly what change was made.

2.6 View, Edit, Add and Print a Document

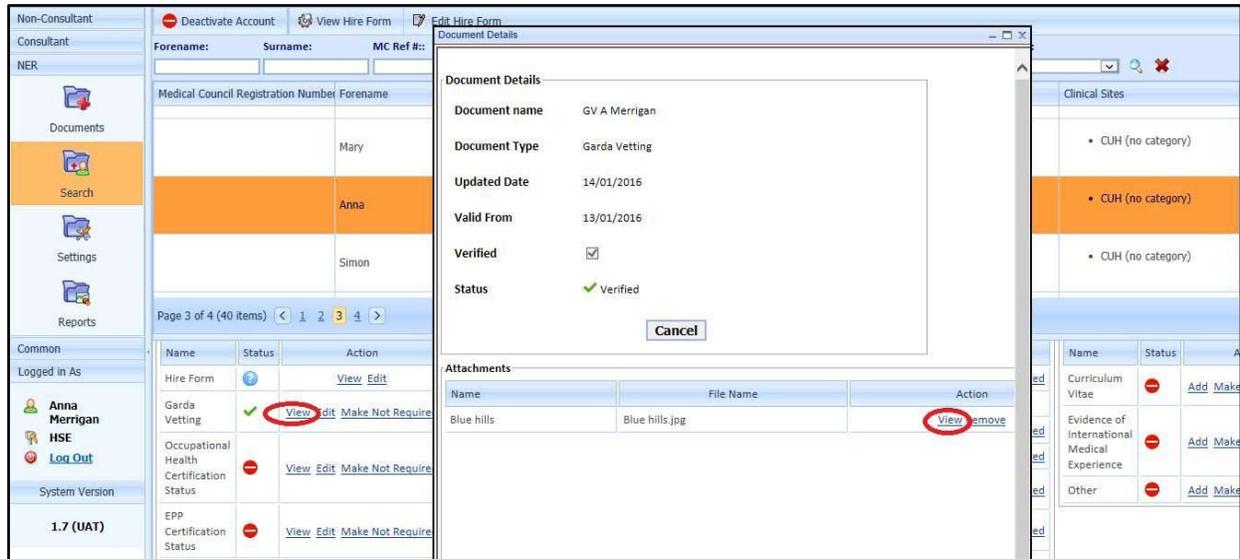
The individual NCHD is responsible for uploading through their portal account their personal e.g. Birth Cert, training e.g. BLS and other e.g. CV documentation. However, Medical HR can also upload these documents if necessary.

Medical HR is responsible for uploading Employment Documents such as Garda Vetting and Work Permits.

Occupational Health Departments are responsible for all Pre Employment Health Assessment documentation such as Occ Health Form, Immunisation Status and EPP Certificates if required.

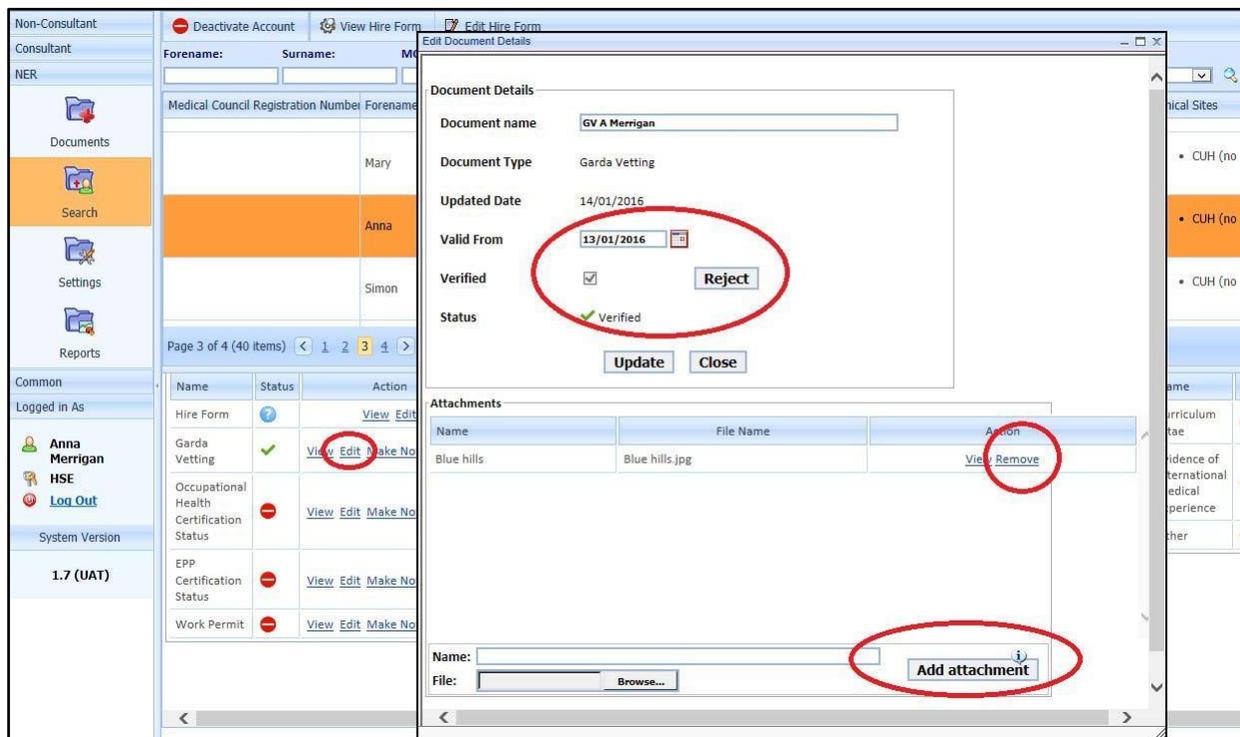
(i) View

From the search tab, double click on the NCHDs account. When the dashboard appears, you can view a document by clicking 'view' beside the relevant document.



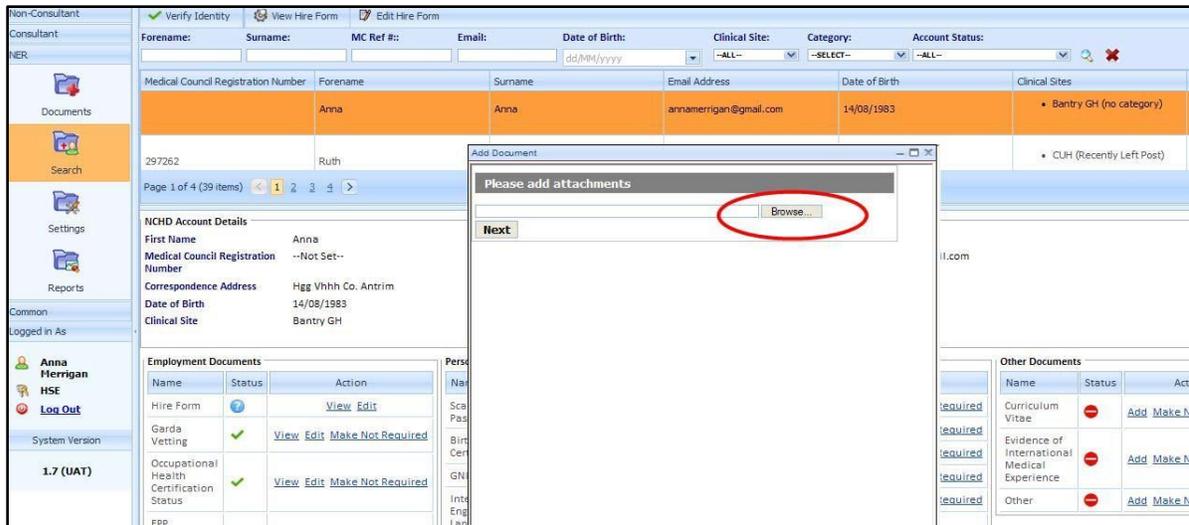
(ii) Edit

Likewise to edit a document click the 'edit' button beside the document and make the necessary amendments such as changing dates, removing the document or adding a further document.



(iii) Add

Another way to add a document is to click 'add' beside the document type and the screen below will appear;

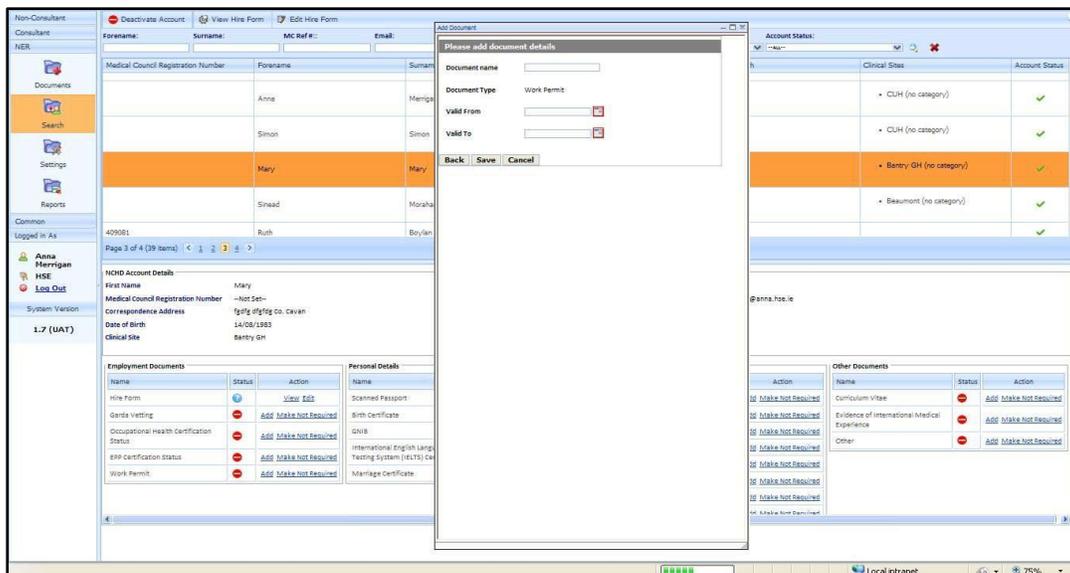


- Click 'Browse' and select the document from where it has been saved on the hard drive. Then click 'Open' and 'Next'

Remember, you can only upload files in the following format; jpg or pdf.

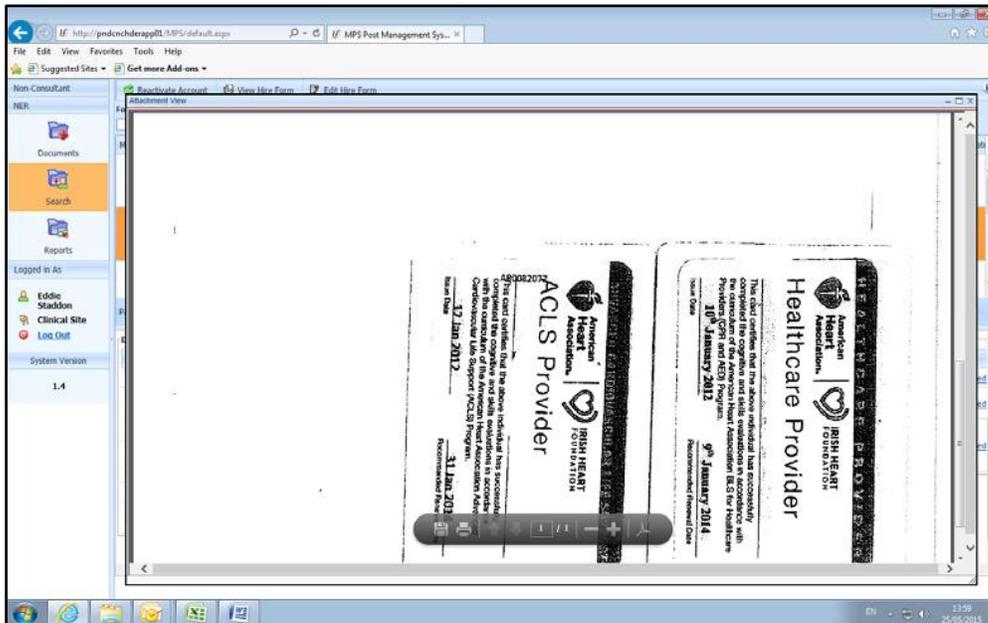
Type in the document name in the space provided. It is useful to name the document by its type and the NCHDs name, this will ensure the right document is uploaded to the correct NCHDs account.

Some documents have dates associated with them. In the case of training certificates when a valid from date is entered, the valid to date automatically populates. In the case of a work permit you will need to enter the dates.



(iv) Print

To print a document open the relevant document, hover the mouse over the bottom of the screen and the print icon will appear.



2.7 Documents Not Required

Remember, Medical HR can make certain documents not required, this is a really useful tool as it simplifies the NHCDS dashboard and when running reports, it will eliminate non-required documents from the calculations.

1. From the dashboard simply click on the not required button

Medical Council Registration Num	Forename	Surname	Email Address	Date of Birth	Clinical Sites
326315	Ann	O'Connell	ann.anna@anna.com	14/08/1983	<ul style="list-style-type: none"> CUH (Presently In Post) CUH (Recently Left)

Document	Status	Action
Hire Form	View Edit	
Garda Vetting	Add Make Not Required	
Occupational Health Certification Status	View Edit Make Not Required	
EPP Certification Status	View Edit Make Not Required	
Scanned Passport	Add Make Not Required	
Birth Certificate	Add Make Not Required	
GNIB	Add Make Not Required	
International English Language Testing System	Add Make Not Required	
BLS	Add Make Not Required	
ACLS	View Edit Make Not Required	
Hand Hygiene	Add Make Not Required	
Fire Training	Add Make Not Required	
Patient Handling	Add Make Not Required	
Radiation Protection	Add Make Not Required	
Curriculum Vitae		
Evidence of International Medical Experience		
Other		

2.8 Occupational Health Status

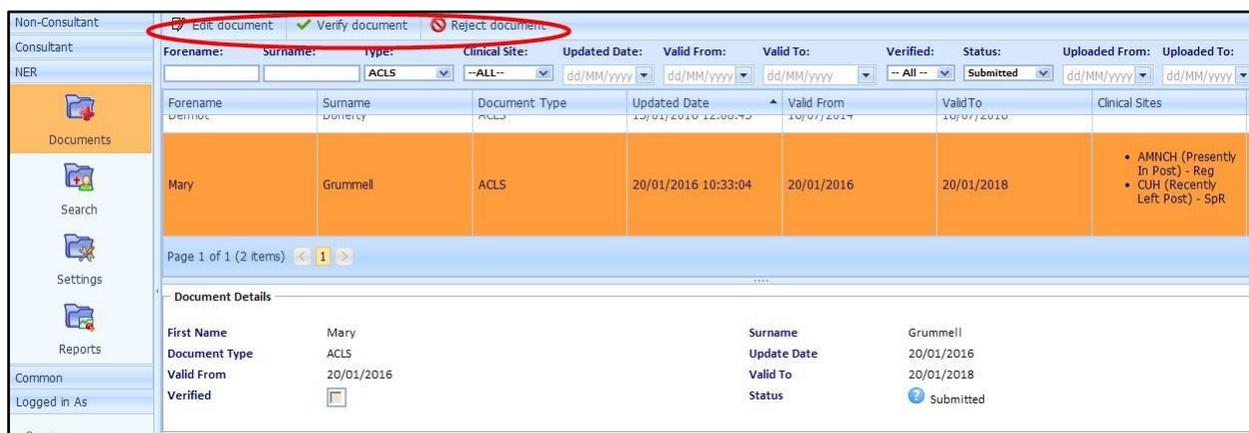
You will be able to check the Fit for Employment status of your NCHD within their NER Dashboard and located below Garda Vetting and Work Permit documents. Alternatively you can locate this information with the both the NER Account Docs and OHD Account Docs reports and these are covered in section 2.10 below.

Employment Documents		
Name	Status	Action
Hire Form	⊘	View Edit
Garda Vetting	⊘	Add
Work Permit	⊘	Add Make Not Required
Passed Fit for Employment	👉	

2.9 Verify and Reject Documents

It is the responsibility of Medical HR to view the documents uploaded by each NCHD and verify or reject as required.

1. Click on the Documents tab and filter by 'submitted'. Once you are satisfied that a document is acceptable, i.e. is the correct document type, is legible, dates are correct, in the correct NCHDs name etc.
2. You can then click the Verify button at the top left hand side of the screen.



The screenshot shows the NER Dashboard interface. At the top, there are three buttons: 'Edit document', 'Verify document', and 'Reject document'. Below these are search filters for Forename, Surname, Type, Clinical Site, Updated Date, Valid From, Valid To, Verified, Status, Uploaded From, and Uploaded To. A table displays a list of documents, with one document highlighted in orange. Below the table, there is a 'Document Details' section showing information for the selected document.

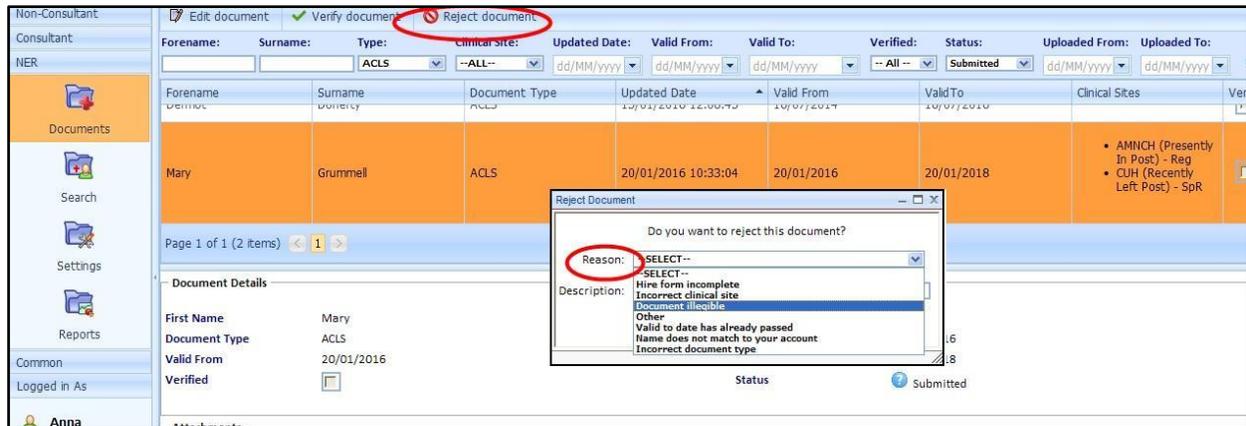
Forename	Surname	Document Type	Updated Date	Valid From	Valid To	Clinical Sites
Mary	Grummell	ACLS	20/01/2016 10:33:04	20/01/2016	20/01/2018	<ul style="list-style-type: none"> AMNCH (Presently In Post) - Reg CUH (Recently Left Post) - SpR

Document Details:

First Name	Mary	Surname	Grummell
Document Type	ACLS	Update Date	20/01/2016
Valid From	20/01/2016	Valid To	20/01/2018
Verified	<input checked="" type="checkbox"/>	Status	Submitted

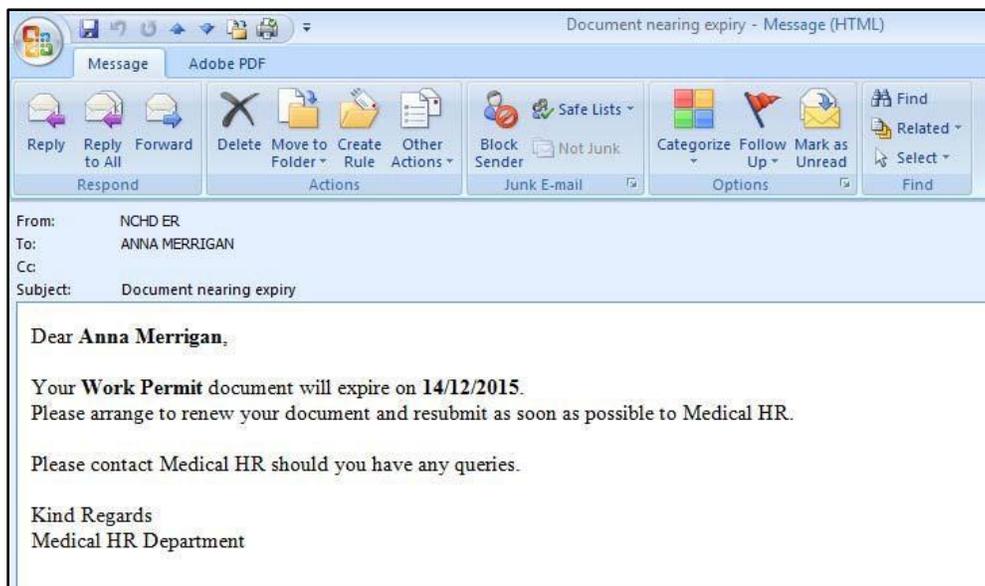
Edit, Verify or Reject a document.

If the document is unacceptable you can reject the document and a drop down list will appear with a predefined list of reject reasons and a free text box. The system will generate an email to the NCHD explaining that the document was rejected the reason for rejection and requesting that they resubmit the document.



The screenshot shows a web application interface for document management. At the top, there are buttons for 'Edit document', 'Verify document', and 'Reject document' (the latter is circled in red). Below these are search and filter options for Forename, Surname, Type, Clinical Site, Updated Date, Valid From, Valid To, Verified, Status, and Uploaded From. A table lists documents, with one row for 'Mary Grummell' having an 'Updated Date' of '20/01/2016 10:33:04' and a 'Valid To' date of '20/01/2016'. A 'Reject Document' dialog box is open, asking 'Do you want to reject this document?' and listing reasons such as 'Hire form incomplete', 'Incorrect clinical site', and 'Document illegible'. The 'Reason' dropdown in the dialog is also circled in red.

Sample Emails issued to NCHDs



Document nearing expiry - Message (HTML)

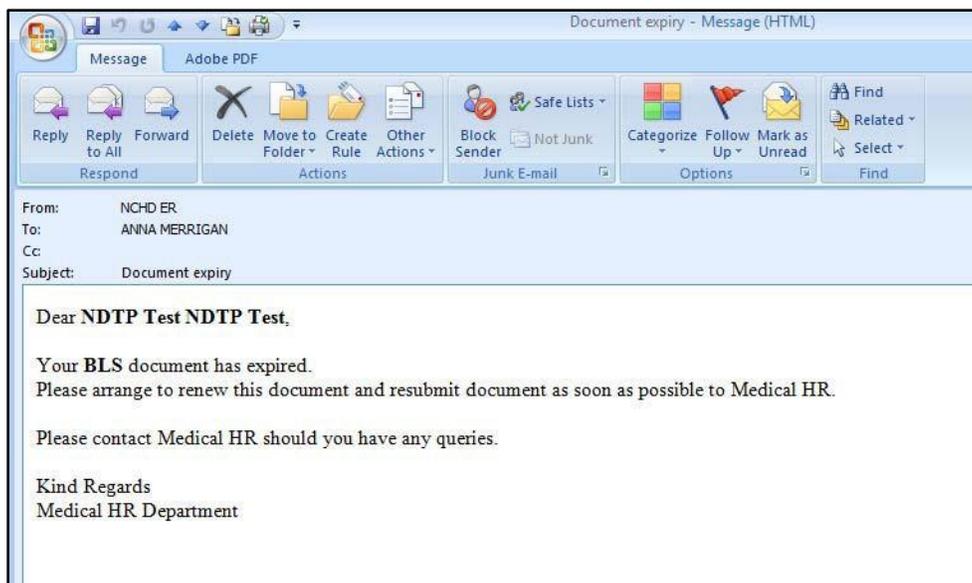
From: NCHD ER
To: ANNA MERRIGAN
Cc:
Subject: Document nearing expiry

Dear **Anna Merrigan**,

Your **Work Permit** document will expire on **14/12/2015**.
Please arrange to renew your document and resubmit as soon as possible to Medical HR.

Please contact Medical HR should you have any queries.

Kind Regards
Medical HR Department



Document expiry - Message (HTML)

From: NCHD ER
To: ANNA MERRIGAN
Cc:
Subject: Document expiry

Dear **NDTP Test NDTP Test**,

Your **BLS** document has expired.
Please arrange to renew this document and resubmit document as soon as possible to Medical HR.

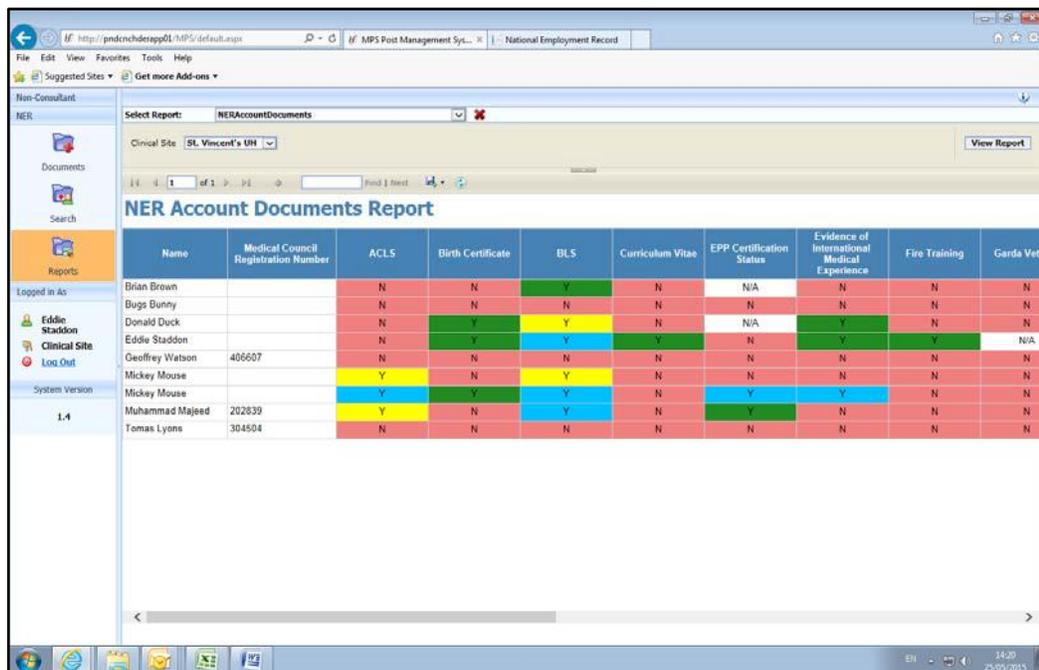
Please contact Medical HR should you have any queries.

Kind Regards
Medical HR Department

2.10 Reports

There are four NER reports available all of which can be exported to excel. There are also useful reports available on the NCHD DIME one of which, 'Detailed Trainee by Site' Report has been developed to include further fields – Date of Birth, Gender and Tenure

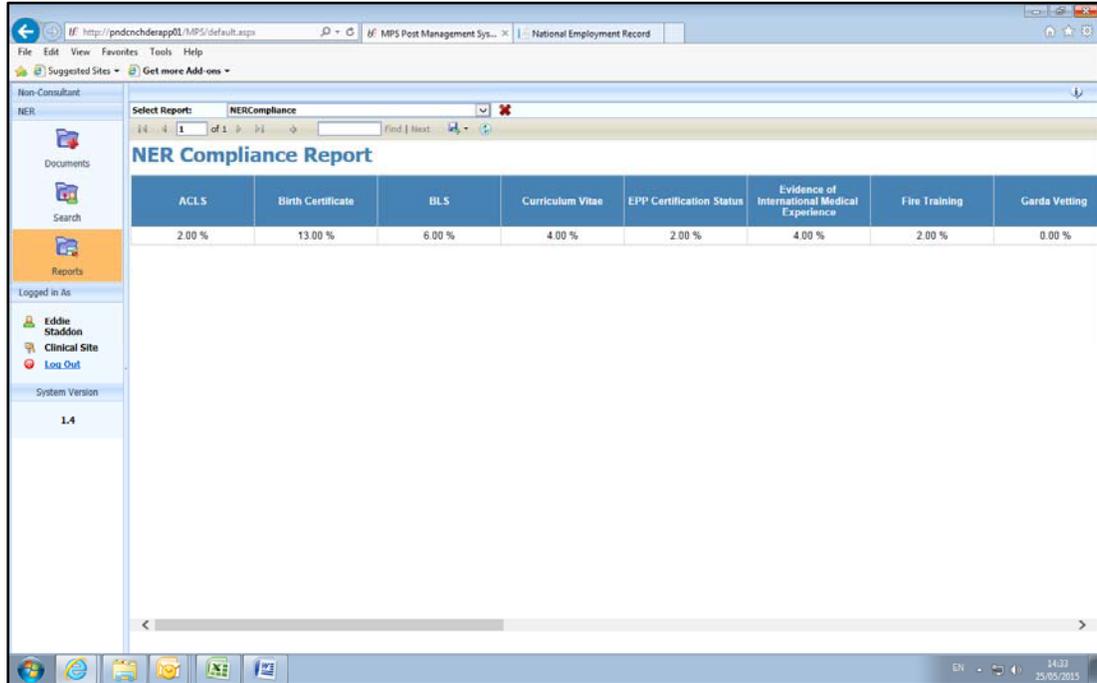
- (i) **NER Account Documents** which provides a list of all NCHDs employed by you, including IMC number, and a colour coded status of each document type. Date filtering functionality available with this report will also allow you view those NCHDs previously in post and those due to take up a post (pre-starters) depending on the date entered.



Name	Medical Council Registration Number	ACLS	Birth Certificate	BLS	Curriculum Vitae	EPP Certification Status	Evidence of International Medical Experience	Fire Training	Garda Vett
Brian Brown		N	N	Y	N	N/A	N	N	N
Bugs Dunne		N	N	N	N	N	N	N	N
Donald Duck		N	Y	Y	N	N/A	Y	N	N
Eddie Staddon		N	Y	Y	Y	N	Y	Y	N/A
Geoffrey Watson	406607	N	N	N	N	N	N	N	N
Mickey Mouse		Y	N	Y	N	N	N	N	N
Mickey Mouse		Y	Y	Y	N	Y	Y	N	N
Muhammad Majeed	202639	Y	N	Y	N	Y	N	N	N
Tomas Lyons	304504	N	N	N	N	N	N	N	N

(ii)

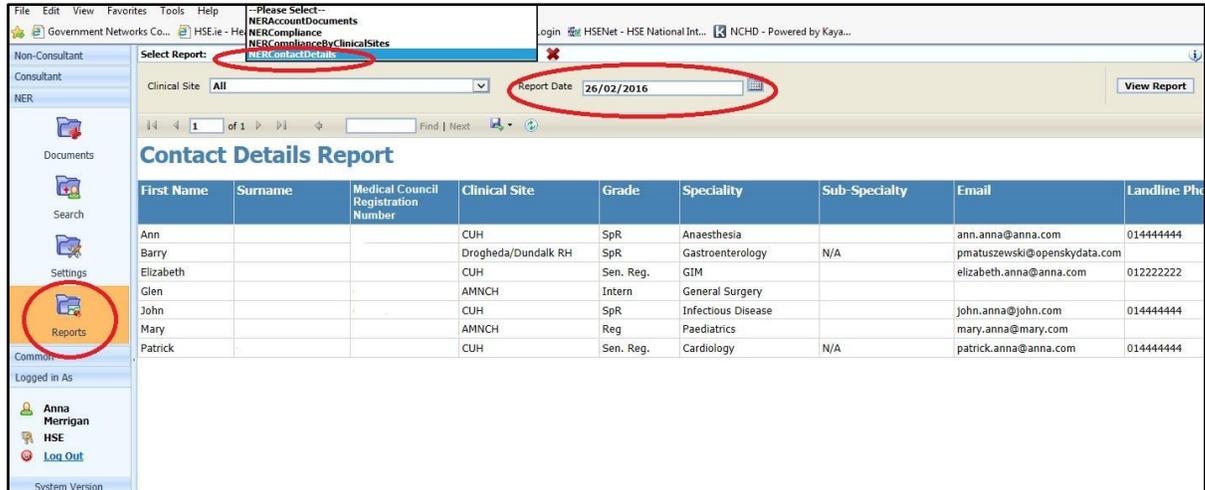
NER Compliance report will show the percentage compliance for your site for each document type. It is important to exclude documents not relevant to individual NCHDs from the calculations by selecting 'Not Required' on the Dashboard view of the NCHD account. This will ensure that the compliance report is accurate. Date filtering is available for this report so that you can see the compliance rate of your future starters provided you have matched them to a post on your site



The screenshot shows a web browser window displaying the 'NER Compliance Report' for a 'Non-Consultant' user. The report is titled 'NER Compliance Report' and shows a table of compliance percentages for various document types. The table has 8 columns: ACLS, Birth Certificate, BLS, Curriculum Vitae, EPP Certification Status, Evidence of International Medical Experience, Fire Training, and Garda Vetting. The compliance percentages are: ACLS (2.00%), Birth Certificate (13.00%), BLS (6.00%), Curriculum Vitae (4.00%), EPP Certification Status (2.00%), Evidence of International Medical Experience (4.00%), Fire Training (2.00%), and Garda Vetting (0.00%). The interface includes a sidebar with navigation options like Documents, Search, and Reports, and a user profile section for Eddie Staddon.

Document Type	Compliance Percentage
ACLS	2.00 %
Birth Certificate	13.00 %
BLS	6.00 %
Curriculum Vitae	4.00 %
EPP Certification Status	2.00 %
Evidence of International Medical Experience	4.00 %
Fire Training	2.00 %
Garda Vetting	0.00 %

- (iii) **NER Contact Details** which will run a detailed contacts report of your NHCDs. Again, date filtering is available for this report so that you can see the contact details of your future starters provided you have matched them to a post on your site.



First Name	Surname	Medical Council Registration Number	Clinical Site	Grade	Speciality	Sub-Specialty	Email	Landline Ph
Ann			CUH	SpR	Anaesthesia		ann.anna@anna.com	014444444
Barry			Drogheda/Dundalk RH	SpR	Gastroenterology	N/A	pmatuszewski@openskydata.com	
Elizabeth			CUH	Sen. Reg.	GIM		elizabeth.anna@anna.com	012222222
Glen			AMNCH	Intern	General Surgery			
John			CUH	SpR	Infectious Disease		john.anna@john.com	014444444
Mary			AMNCH	Reg	Paediatrics		mary.anna@mary.com	
Patrick			CUH	Sen. Reg.	Cardiology	N/A	patrick.anna@anna.com	014444444

- (iv) **OH Account Documents Report** which provides a list of all NCHDs within the remit of your OHD, including IMC number, and will inform you whether the post is an EPP Required Post or Not for the NCHD, as well as a colour coded status of each document type. Date filtering functionality available with this report will also allow you view those NCHDs previously in post and those due to take up a post (pre-starters) depending on the date entered provided they have been matched to a post by Medical HR.

First Name	Surname	Medical Council Registration Number	Contact	Clinical Site	Hospital Group/ CHO	Grade	Speciality	Sub-specialty	EPP Required Post
				University Hospital Galway	Saolta Hospitals Group		Emergency Medicine		Y
				Cavan GH	RCSI Hospitals Group		Emergency Medicine	N/A	Y
				University Hospital Galway	Saolta Hospitals Group		Emergency Medicine		Y
				St Luke's General Hospital, Carlow/Kilkenny	Ireland East Hospitals Group		General Surgery	N/A	Y
				Our Lady's Hospital, Navan	Ireland East Hospitals Group		General Surgery		Y
				Cavan GH	RCSI Hospitals Group		Emergency Medicine		Y
				Area 6 MHS - Connolly	N/a		Psychiatry	N/A	N

2.11 Help Icon

The help icon is at the top right of the screen. When you click on the help icon it will bring you automatically to the section you require. Should you require further assistance please do not hesitate to contact the DIME Team dime.team@hse.ie