



Feidhmeannacht na Seirbhíse Sláinte Health Service Executive

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National Employment Record (NER) Module

Guide for Medical HR Users





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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.

<u>System Access Request Forms</u> 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 <u>dime.team@hse.ie</u>

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

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. <u>https://ipsosepaservice.sentenial.com/ipso/</u>

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 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. <u>Please note that Firefox browser is not compatible with the DIME System.</u>

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.

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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.

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System Version	EPP Certification Status	•	Add Make Not Required	Language Testing System	0	View Edit Make	Not Reg	uired F	Radiation Protection		D	View Edit Make No	ot Required			





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.

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Jearon	NCHD Account	Details													
	First Name		Anna				Surr	name		Me	rrigan				
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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.

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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 <u>dime.team@hse.ie</u>





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.

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merngan	EPP			Language				Radiation						

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.

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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.





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.

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(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.

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(iii) Add

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

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• 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.

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Documents			1000		Document Type Work Permit		CUH (no category)		
			0008	Merry	Valid From				-
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Settings			Mary	Mary	Back Save Cancel		Bantry GH (no cate	egory)	
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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

Non-Consultant	🖌 🗸 Verify Ident	ity	🚱 View Hire Form 🛛 🗊 Edit Hir	e Form														
Consultant	Forename:	Sur	name: MC Ref #::	Email:		Da	ate of Birth:		Clinical Site	e:	Cate	egory:		Account Status:				
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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								
Status	Action							
•	View Edit							
•	Add							
•	Add Make Not Required							
	Status							

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.

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Search	Mary	Grummell	ACLS	20/01/2016 10:33:04	20/01/2016	20/01/2018	AMNCH (Presently In Post) - Reg CUH (Recently Left Post) - SpR
	Page 1 of 1 (2 items)	≪ 1 ≫					
Settings	Document Details						
Reports	First Name Mary Document Type ACLS			Surna Updat	ame Gr Ite Date 20	ummell /01/2016	
Common	Valid From	20/01/2016		Valid	То 20	/01/2018	
Logged in As	Verified			Statu	15	Submitted	
ware in the							

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.





Non-Consultant	🛛 🕅 Edit document	Verify documen	Reject document	5					
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Documents									The Property in the second
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Cottings	Page 1 of 1 (2 items)	≪ 1 ≫		Reaso	Do you want to rejent	ect this document?	~		
Secongs	Document Details			Description: Hire form incomplete					
Reports	First Name	Mary			Document illegible Other Valid to date has alread	dy passed			
Common	Valid From	20/01/2016			Incorrect document typ	o your account	1.8		
Logged in As	Verified				St	atus	Submitted		
Anna									

Sample Emails issued to NCHDs

	J 17 U 4	🕈 📴 🎒 🗧	Document	nearing expiry - Message (HTI	ML)
	Message Ad	lobe PDF			
Reply	Reply Forward to All Respond	Delete Move to Create Other Folder * Rule Actions * Actions	Block Not Junk Sender Junk E-mail	Categorize Follow Mark as v Up v Unread Options	Find Related * Select * Find
From: To: Cc: Subject:	NCHD ER ANNA MERRI Document r	IGAN learing expiry			
Dear Your Pleas	Anna Merrig: Work Permit se arrange to rer	an, document will expire on 14/1 new your document and resub	2/2015. mit as soon as possibl	e to Medical HR.	
Pleas	se contact Medi	cal HR should you have any q	queries.		
Kind Medi	l Regards ical HR Depart:	ment			







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.

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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

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Pa	2.00 %	13.00 %	6.00 %	4.00 %	2.00 %	4.00 %	2.00 %	0.00 %
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Staddon								
 Clinical Site Log Out 								
System Version								
1.4								
	<							>
	3 📴 🛙						EN	14:33 25/05/2015





(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.

File Edit View Favo	rites Tools Help rorks Co 🧃 HSE.ie	Please Select NERAccountDoc - He NERCompliance	uments RyClinicalSites	.ogin 🚮	HSENet - HSE Nat	ional Int 【 NCHD - Powe	red by Kaya		
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Search	First Name	Surname	Medical Council Registration Number	Clinical Site	Grade	Speciality	Sub-Specialty	Email	Landline Pho
	Ann			CUH	SpR	Anaesthesia		ann.anna@anna.com	014444444
	Barry			Drogheda/Dundalk RH	SpR	Gastroenterology	N/A	pmatuszewski@openskydata.c	:om
Settings	Elizabeth			СИН	Sen. Reg.	GIM		elizabeth.anna@anna.com	012222222
	Glen			AMNCH	Intern	General Surgery			
	John			CUH	SpR	Infectious Disease		john.anna@john.com	014444444
Reports	Mary			AMNCH	Reg	Paediatrics		mary.anna@mary.com	
	Patrick			СИН	Sen. Reg.	Cardiology	N/A	patrick.anna@anna.com	014444444
Logged in As Anna Merrigan HSE Log Out Surtan Varian									

(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.

OHD -	OH Do	cuments Re	eport						
Y	Submitted	Ν	Missing or expired						
Y R	Verified Rejected	Y N/A	Nearly expiry Does not exist and is not required						
First Name	Surname	Medical Council Registration Number	Contact	Clinical Site	Hospital Group/ CHO	Grade	Speciality	Sub-specialty	EPP Required Post
		Ĭ		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 <u>dime.team@hse.ie</u>

