



This Quick Reference Guide will explain how to:

- Submit a Tweak
- Track Tweaks you've submitted

What is a Tweak?

The BOSSnet tweak functionality is designed for users to communicate with Health Information Services on scanning or direct upload issues identified while viewing documents in BOSSnet.

A Tweak should be submitted whenever a document is identified as incorrect. For example:

- Form assigned to an incorrect patient
- Form assigned to an incorrect folder on BOSSnet
- Displayed incorrectly (portrait instead of landscape, pages misaligned etc.)
- Deletion of a previous version of a form (see below)

Submitting a Tweak



When viewing the document in BOSSnet, click on the 'Document Action' icon in the top pane.

1. The "DMR Document Tweaks" screen will appear. Tick to select the most appropriate type of Tweak for the document from the list displayed.
2. Use the free text box to provide as much information as possible.
3. Once documentation is finished, click on submit referral.

Submit Referral



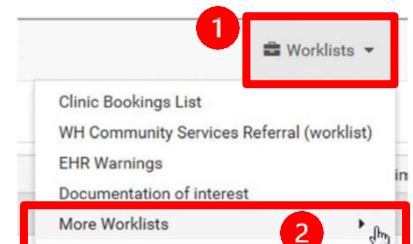
Handy Hint – Additional information

Providing additional information prevents delays in correcting the document.

| Tweak Type Selected | Additional Information Required |
|--|--|
| This document is assigned to the wrong patient | Specify: - UR number for the correct patient |
| The document is named incorrectly | Specify: - The correct form name |
| This document is assigned to the incorrect episode | Specify: -The correct episode |

Tracking a Tweak you've submitted

1. On the BOSSnet home page, click on Worklists
2. Select More Worklists
3. The "My WorkList" screen will appear. Tweaks you have submitted will be listed in the "DMR Document Tweaks Made" section.
4. To see more information, click on the line. The DMR Document Tweaks Made screen will appear.





5. The DMR Document Tweaks Made screen is split into 3 sections:

- Pending Change Requests: Outlines all Tweaks you have submitted.
- Actioned Requests: Shows Tweaks that have been corrected.
- Rejected Requests: Displays Tweaks that have been rejected – the reason for the rejection will appear in the “Additional Info” section. Reasons for rejection include more information is required, it has been passed on to another area to correct, and it is not relevant or cannot be corrected.

Worklists

BOSSNET™ DMR Document Tweaks Made All Pending C

| Pending Change Requests | | | | | |
|--------------------------|-----------------------|--|--|--------|---|
| Patient | Referred Date | | | | Document Name |
| Mouse, Mickey A (600600) | 14/12/2017 8:39:53 AM | | | review | Able & Stable Assessment & Discharge (AH 457) |
| Mouse, Mickey A (600600) | 13/12/2017 3:58:04 PM | | | review | Generic Discharge Summary |

| Actioned Requests | | | | | |
|--------------------------|-----------------------|-----------------------|----|--------|---|
| Patient | Referred | Closed | By | | Document Name |
| Mouse, Mickey A (600600) | 11/01/2018 3:47:38 PM | 11/01/2018 3:53:00 PM | | review | Orthogeriatric Services (OGS) Discharge Summary |

| Requests Rejected | | | | | |
|--------------------------|-----------------------|-----------------------|----|--------|--|
| Patient | Referred | Rejected | By | | Document Name |
| Mouse, Mickey A (600600) | 11/01/2018 3:51:54 PM | 11/01/2018 3:53:00 PM | | review | Emergency Department Paediatric Flow Chart (<18) |

Once all Tweaks have been corrected (acknowledged) the My Worklist summary page should display zero orders that haven't been acknowledged



Important – Submitting a Tweak

- In the event you need this functionality you will need to request this from the BOSSnet team.
- Please contact service desk (servicedesk@wh.org.au (opens in a new tab) or 8345 6777) and ask that your request be addressed by the BOSSnet team.