



CDIS Updates

Release date - after hours on 7th October 2021. Some changes may take up to 24 hours to be available.

If you require assistance with CDIS regarding any of these items, please email CDIS Helpdesk CDISApplicationSupport@dhhs.vic.gov.au or call 1300 856 183.

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Updates to wording in CDIS

Municipality / Council / MCH Service

Service providers in CDIS have been referred to variously as either “Municipality” or “Council” on different screens and reports. This wording does not accurately reflect the nature of all CDIS providers, as some providers are Community Health Organisations, and soon there will also be Aboriginal Community Controlled Organisations using CDIS.

As a result, we have begun updating this wording to refer to all providers consistently, as an “MCH Service”. A number of screens have been changed in the update (See **Appendix 1** for more details). Further changes will be made in subsequent updates.

Disciplines

Two new disciplines that have been added to the system: (i) Aboriginal Health Practitioner and (ii) Aboriginal Support Worker.

SMS and Email

CDIS was recently updated by DRA to provide both SMS and Email as options for correspondence with clients when sending immediate and scheduled Appointment Reminders. This has prompted a review of all message templates, plus a further planned review, to ensure consistency within CDIS, for using SMS and Email.

- The first of these changes is explained in this document and relates to text updates for the standard SMS Templates, also now used for Emails.
- Future changes which are currently being assessed, will focus on the CDIS screens that are used now for both SMS and Email, ensuring there is more consistency for their use. (FAQ: Question 2)

This update summarises text changes made to the SMS templates in CDIS, which now work for both Email and SMS depending on client communication preferences. Changes were focussed on consistent abbreviations and reducing character counts where practical:

1. The word appointment has been abbreviated to appt
2. The reference to Maternal and Child Health has been abbreviated to MCH
3. We've removed superfluous words about rescheduling when the message is obvious
4. The end of each message has the words Automated no reply
5. The 'Group Waitlist' template has a similar limitation as the 'Manage Group' template. We will work with DRA to change the options so we can have a more meaningful template in the future

See **Appendix 2** for a more detailed list of changes, and some frequently asked questions.

If you require information on any of these existing SMS screens or functions, please review the materials available on <https://www2.health.vic.gov.au/primary-and-community-health/maternal-child-health/child-development-information-system?rid=135661>

Assessment Tools

Update: How to edit an Assessment Tool from within a Consultation screen

If you have completed an Assessment Tool with a consultation, but you then want to go back and change the Assessment Tool whilst you are still in the consultation, you have two options.

Option 1 - DELETE Assessment Tool

How to do this has NOT been changed in this update.

Locate the completed Assessment Tool in the list and click the red cross to delete. You can now start again with a new Assessment Tool.

Option 2 - EDIT Assessment Tool

How to do this HAS been changed in this update.

The old way

Previously, you could go back and edit a completed Assessment Tool by again selecting that same Assessment Tool from the Assessment Tool dropdown list and clicking the Assessment button. Because a completed version of the Assessment Tool already existed, CDIS would reopen that already completed Assessment Tool and allow you to edit the response. This will no longer work this way – it will now open a second copy of the Assessment Tool rather than reopen the first copy.

The new way

Now, to edit a Completed Assessment Tool, you should locate the completed Assessment Tool in the list and click on the pencil icon (next to the Remove cross). This will reopen the already completed tool and allow you to edit the response.

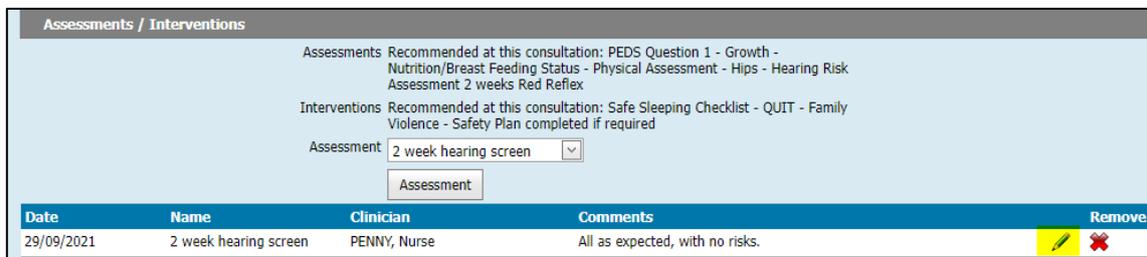


Image – Example: The new Edit icon for editing Assessment tools

New: Add multiple Assessment Tools of same name to any Consultation

In most circumstances, particularly in KAS consultations, there would never be a need to add more than one Assessment Tool of the same type/name. However, for Enhanced MCH, Sleep & Settling – Outreach, and potentially for Family or Additional Consultations, the need may arise.

How: To add another copy of an Assessment Tool that already exists in a Consultation, select the desired Assessment Tool from the drop-down list, and click on the Assessment button.

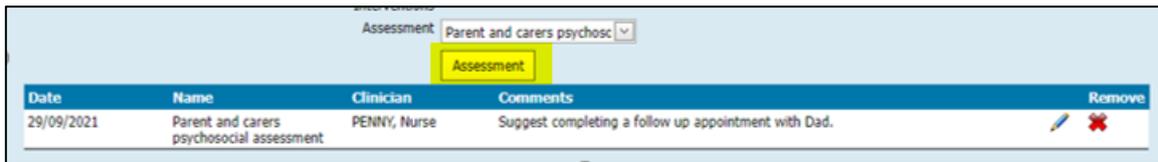


Image – Example: To open another tool of same name, select from drop-down list and click Assessment Fill out and save the Assessment Tool.

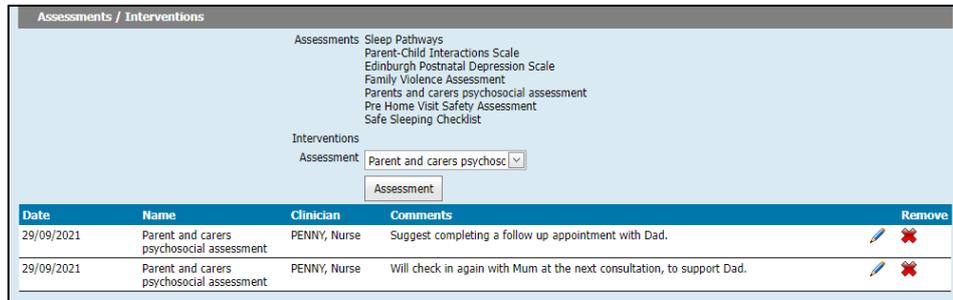


Image – Example: Multiple tools of same name now possible within a Consultation

(**Note:** Selecting an Assessment Tool from the drop-down list, will no longer let you edit an existing Assessment Tool. You now edit existing / completed Assessment Tools, by clicking the pencil icon, as per above).

New: “Note” Assessment Tool

A new Assessment Tool named ‘Note’, is now available for use within all consultations. This is a simple tool that enables you to add a text note to a consultation and is saved as an Assessment Tool rather than typed into the main consultation screen.

Although the Note Assessment Tool will be available for any consultation, it is primarily for use in Integrated Programs (Enhanced MCH and Sleep & Settling – Outreach), to allow clinicians to add notes that are specific to individual family members.

Using the Note Assessment Tool from within an Integrated Program consultation or a Universal consultation:

1. Open a Note Assessment Tool

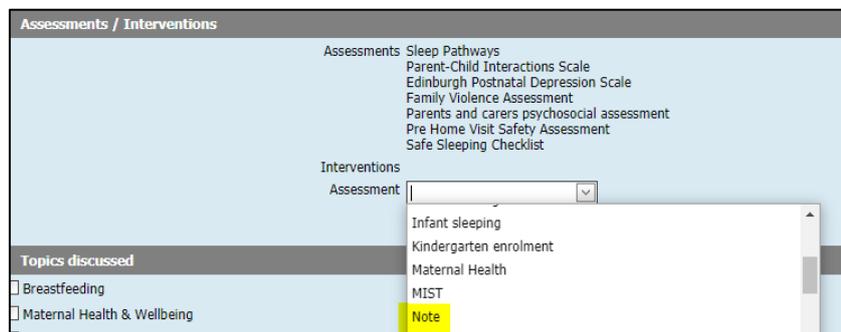


Image – New Assessment Tool ‘Note’ available in Enhanced MCH Consultations

For Universal consultations, skip to step 3.

2. This step only applies to Integrated Programs.

Use the multi-client selector box at the top of the note (only available for Integrated Programs) to select which clients the note applies to.

Note			
For this assessment, select the required record-keeping action for each client linked to the case:			
Clients	Client is a subject of the assessment	Assessment is otherwise relevant to the client	Assessment is not relevant to the client
bb LEAD - 06M07D	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Father LEAD - 47Y03M	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Mother LEAD - 44Y02M	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Toddler LEAD - 02Y02M	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Add assessment to client file (Assessments > History) Add transcript to client notes (History / Notes > Notes)		Add reference to client notes (History / Notes > Notes)	No action
Date* 29/09/2021			
Clinician* PENNY, Nurse			
Note*			
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>			
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

Image – Example: Note Assessment Tool, using Multi-client selector

3. Complete and save the Note.

As per other changes to Assessment Tool functionality, this Note can be used multiple times within the one consultation.

Bug fix: PEDS Assessment Tool

The 'PEDS' Assessment Tool was not recording all required fields when saved as a progress note. This has been corrected so that the following fields are now included in the progress note when saving: Date; Age at assessment; Clinician; Comments.

Bug fix: SACS Assessment Tools

The three SACS Assessment Tools were not recording the 'Clinician' field when saved as a progress note. This has been corrected so that the 'Clinician' field is now included in the progress note when saving.

Appendix 1: Municipality / Council / MCH Service

Changes made in this update:

- Home Screen (for the first drop-down list label 'Council' is replaced with 'MCH Service')
- Employee Details Screen (a drop-down list label 'Council' is replaced with 'MCH Service')
- Update Details Screen (as above)
- Transfer Screen (a new reason in the drop-down list 'Changed MCH Service' replaces 'Changed Municipality'. References of 'Council' have been replaced with 'MCH Service')
- Employee Administration Screen (labels 'Council' are replaced with 'MCH Service', and the '+ Add Council' button is re-labelled '+ Add MCH Service')

Home Screen – Prior to the change

Home Screen – After the change

Employee / Update Details – Prior to the change

Employee / Update Details – After the change

Employee Administration - Prior to the change

Employee Administration - After to the change

Transfer Client Screen - Prior to the change

Transfer Client

Current Council Department of Health and Human Services

Transfer Reason* Changed Municipality

Based on clients address this client will be sent to site [Unknown]

Override (if necessary)

Cancel clients appointments in current Council

Comments

Upon transfer, the client's current enrolment(s) in the below program(s) will automatically be set to end.

Enhanced MCH Program (Start: 05/05/2021)

Sleep & Settling – Outreach Program (Start: 17/08/2021)

Transfer client to my Council Cancel

Transfer Client Screen - After to the change

Transfer Client

Current MCH Service Department of Health and Human Services

Transfer Reason* Changed MCH Service

Based on clients address this client will be sent to site [Unknown]

Override (if necessary)

Cancel clients appointments in current MCH service

Comments

Upon transfer, the client's current enrolment(s) in the below program(s) will automatically be set to end.

Enhanced MCH Program (Start: 05/05/2021)

Sleep & Settling – Outreach Program (Start: 17/08/2021)

Transfer client to my Council Cancel

Advanced Search Screen – Before the change

Other ID Type Middle Name First Name

Last Name Middle Name First Name

Gender Approx age Yrs Birth Date

Suburb Post Code

Phone Number

Home Address Street Type Home Address Street Name Home Address Street Number

Council

Search Clear

Show Address Use Soundex Clients Only

Advanced Search Screen – After to the change

Other ID Type Middle Name First Name

Last Name Middle Name First Name

Gender Approx age Yrs Birth Date

Suburb Post Code

Phone Number

Home Address Street Type Home Address Street Name Home Address Street Number

MCH Service

Search Clear

Show Address Use Soundex Clients Only

Appendix 2: SMS and email changes

Table of changes

SMS / email template name	Description of text
Appointment Reminder	<p>Previous message: [ClientFirstName]'s MCH apt is on [AppointmentStartDate] [AppointmentStartTime] at [SiteName]. Please call [SitePhoneNumber] if anyone in the family is unwell. NO SMS REPLY</p> <p>New message: [ClientFirstName]'s MCH appt is on [AppointmentStartDate] [AppointmentStartTime] at [SiteName]. Masks required. If unable to attend or if anyone in your family is unwell call [SitePhoneNumber]. Automated no reply</p>
Did Not Attend	<p>Previous message: Hello [RecipientFirstName], you have missed your child's appointment at the MCH Centre. Please call [SitePhoneNumber] to reschedule your appointment. AUTOMATED MSG NO SMS REPLY</p> <p>New message: Hello [RecipientFirstName], you have missed your child's appt at the MCH Centre. Please call [SitePhoneNumber] to reschedule your appt. Automated no reply</p>
Group Wait List	<p>Previous message: Hello [RecipientFirstName], your name has been placed on a waiting list for the next available New Parent Group. We will contact you soon with more details. Please call [SitePhoneNumber] if you would like more information. AUTOMATED MSG NO SMS REPLY</p> <p>New message: Hello [RecipientFirstName], your name has been placed on a waiting list for the next Parent Group. We will contact you soon with details. Please call [SitePhoneNumber] if you would like more information. Automated no reply</p>
Manage Group	Remains blank and free for services to add their own words
Overdue for Assessment	<p>Previous message: Hello [RecipientFirstName], [ClientFirstName] is now due for their next Maternal and Child Health Assessment. Please call [SitePhoneNumber] to make an appointment. NO SMS REPLY</p> <p>New message: Hello [RecipientFirstName], [ClientFirstName] is now due for their Maternal & Child Health Assessment. Please call [SitePhoneNumber] to make an appointment. Automated no reply</p>

SMS / email template name	Description of text
Bulk Reschedule	<p>Previous message: Unfortunately, today's MCH appointment has been cancelled. We will attempt to call you to reschedule, or you can call [SitePhoneNumber] to reschedule</p> <p>Your appointment tomorrow has been cancelled due to nurse illness. Please contact [SitePhoneNumber] to reschedule</p> <p>New message: Unfortunately, today's MCH appt has been cancelled. We will attempt to call you, or you can call [SitePhoneNumber] to reschedule. Automated no reply</p> <p>Your next MCH appt on [AppointmentStartTime] has been cancelled due to the nurse being unavailable. Please contact [SitePhoneNumber] to reschedule. Automated no reply</p> <p>OR</p> <p>Your MCH appt on [AppointmentStartTime] has been cancelled due to the nurse being unavailable. Please contact [SitePhoneNumber] to reschedule. Automated no reply</p>
Scheduled Appointment	<p>Previous message: Hello [RecipientFirstName] reminder that your appt at the MCH centre is on [AppointmentStartDate] at [AppointmentStartTime]. If unable to attend or if you/your child is unwell call [SitePhoneNumber] to reschedule. NO REPLY</p> <p>New message: [ClientFirstName]'s MCH appt is on [AppointmentStartDate] [AppointmentStartTime] at [SiteName]. Masks required. If unable to attend or if anyone in your family is unwell call [SitePhoneNumber]. Automated no reply</p>
Upcoming Assessment Due with No Appointment	<p>Previous message: Your child's Key Age and Stage assessment is due soon at your Maternal and Child Health centre. Please call [SitePhoneNumber] to make an appointment. AUTOMATED MSG NO SMS REPLY</p> <p>New message: [ClientFirstName]'s Key Age and Stage assessment at your MCH centre is due soon. Please call [SitePhoneNumber] to make an appt. Automated no reply</p>

Frequently Asked Questions

1. When will my MCH Service be able to see the changes made to the text?

It will take up to 24 hours for cache updates; within 24 hours it will be accessible / visible to all services. Changes were made at the end of the business day, in the date provided at the beginning of this update.

2. When I send an SMS, the screens are all labelled with 'SMS'. Are these now both SMS and Email?

Yes. Though many screen labels in CDIS still say “SMS”, the functionality has been extended to include correspondence for both SMS and Emails. Screen examples (which depends on your CDIS role and access), are below:

- **SMS Client** screen, accessed from Letters/Reports menu, (within a CDIS client record)
- **Bulk SMS Reschedule** screen*, accessed from the Schedule menu (Home screen)
- **Bulk SMS** screen, accessed from the General menu (Home screen)
- **SMS Templates**, accessed from the Administration menu (Home screen)
- **Settings / Parameters** screen > SMS Settings, accessed from the Administration menu (Home screen)

*see question 6

3. I'm not familiar with all of the screens mentioned in the previous question. How do I get help?

There are materials available on <https://www2.health.vic.gov.au/primary-and-community-health/maternal-child-health/child-development-information-system?rid=135661>

If you have reached out to your service Team Leader or Coordinator, and your service still requires specific support or assistance, you can email CDIS Helpdesk CDISApplicationSupport@dhhs.vic.gov.au or call 1300 856 183, and specify the screen/area for which you'd like some support.

4. How do I know if my clients are set up to receive SMS or Email for their Appointment Reminders?

The correspondence to a CDIS clients is:

- Confirmed when creating or editing the Client appointment,
- Preference set when filling out the Update Client Details screen (Client Details menu), and
- May be impacted by information sharing / correspondence options within client Relationships also (Client Details menu),

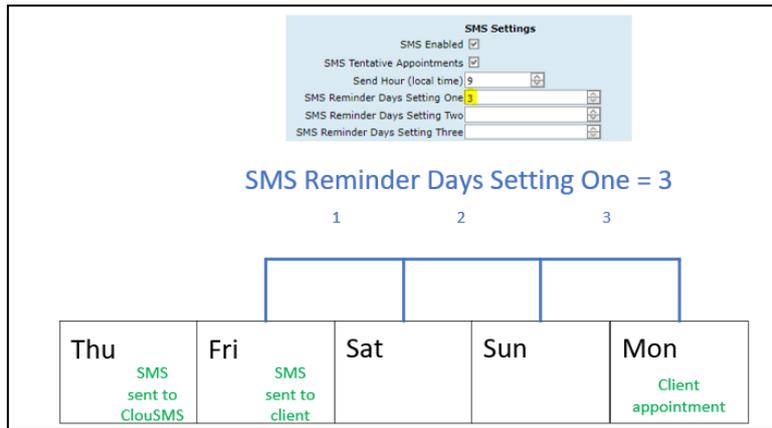
For more information on any of these areas visit <https://www2.health.vic.gov.au/primary-and-community-health/maternal-child-health/child-development-information-system?rid=135661>

5. How do I know when the new text will be included in scheduled appointment reminders?

All correspondence from CDIS, is delivered to the CDIS client via a Cloud service called CloudSMS. The correspondence journey is therefore CDIS to CloudSMS to Client. For immediate reminders, this happens consecutively and quickly. For scheduled reminders, these two system activities are spanned:

- a) CDIS checks the appointment schedule to calculate when the message should be sent to the client.
- b) For all scheduled appointments, CDIS requires an extra day to send the message to the CloudSMS.

Therefore, the new text will be included in scheduled messages, based on these factors, once your service can see the new text (it is in your cache).



6. *I have looked at the Bulk SMS Reschedule screen, and I don't see how we can use this with the way our current Calendars are set up.

From the Home screen, click on the menu named **Schedule** > selecting **Bulk SMS Re-Schedule**, to open this screen. For MCH Services whose calendars are assigned to a Site not a staff member, this screen is of great benefit if client appointments include staff members. This allows the staff member to be used in the search criteria, when/if appointments are requiring scheduling changes due to staff unavailability.

See below two images. The first image highlights where staff members can be added to client appointments. The second image shows the Bulk SMS Reschedule screen and how the search can then be conducted using the relevant staff member and date range.

Example - Client appointment with Staff Members

Bulk Re - Schedule message

Staff member* PENNY, Nurse

Start Date* 17/08/2021

End Date* 17/08/2021

Search

ID	Name	DoB	Interpreter	Location
Flags	Appointment Type	Date / Time	Primary Contact	Site
<input type="checkbox"/>	4799703	OPTIC, bg	01/03/2021	(No)
	Additional Consult	17/08/2021 11:45 AM	Teen OPTIC	DHHS EMCH

Select All [1] Results Returned

SMS Message*

Unfortunately today's MCH appointment has been cancelled. We will attempt to call you to reschedule or you can call [SitePhoneNumber] to reschedule

Your appointment tomorrow has been cancelled due to nurse illness. Please contact [SitePhoneNumber] to reschedule

Send SMS Cancel

Example – using Bulk Reschedule screen, to search for and cancel appointments for Staff Members