



# Frequently Asked Questions

## NSW Fitness to Drive medical assessments online

### How do I access the form through my medical records system?

- Each medical records system is slightly different when it comes to accessing the form. The systems that support the online form are Medical Director, Best Practice, Genie and MedTech. Helpful user guides have been created for each medical record system and these can be found at <https://au.healthlink.net/knowledge-base>.
- If you do not have access to the form in your medical records system you can receive free registration and installation by calling 1800 125 036 or emailing [register@healthlink.net](mailto:register@healthlink.net). Please note there are no fees or charges for using the digital NSW Fitness to Drive medical assessment forms.

### Do I have to have access to a medical records system to submit an online form?

- You can still submit medical forms online without access to a medical records system, by using a web based portal. To receive free registration please call 1800 125 036 or email [register@healthlink.net](mailto:register@healthlink.net). Please note there are no fees or charges for using the online NSW Fitness to Drive medical assessment forms.

### Can I park the form to submit later?

- At any time before submitting the form you have the option to park the form. This means that the details already entered into the form are saved to be submitted at a later time.
- To park a form just click the 'Park' button which can be found in the top right hand corner of the form near the submit button.

### How do I submit a parked form?

- Once you have selected the parked form you wish to continue updating, make any changes you require and then click the green 'submit' button which is located on the top right hand corner.

## Where do I find a parked form?

- If you are using a medical records system when you access a patient's record, in the online form section you will be able to see any parked medical forms as well as previously completed forms. Just click on the parked form you wish to amend.
- If you are using the portal, on the left hand side there is a link called 'Parked', this is where you will find all your patients' parked forms. Just selected the form you wish to continue to update. There is also a search function at the top that allows you to search for an individual patient.

## Can I view/print a previous form I have submitted for a patient?

- Yes any forms that have been submitted for a patient can be accessed and reprinted at any time.
- If you are using a medical records system when you access a patient's record, in the online form section you will be able to see any previously completed forms. Once you have located the form just click on the form and it will appear as a PDF ready to view or print.
- If you are using the portal, on the left hand side there is a link called 'Submitted', this is where you will find all your previously submitted forms. There is also a search function at the top that allows you to search for an individual patient. Once you have located the form just click on the form and it will appear as a PDF ready to view or print.

## Can I submit a form without patient consent?

- If you do not have the consent of the patient you can still submit an online medical report; however you will need to select and complete the 'Medical Condition Notification' form.

## Can I submit a form if the patient does not have a NSW driver licence?

- Yes if the patient does not hold a NSW driver licence you can submit an online medical assessment by using their NSW customer number if they have one.

## How do I submit a form if I do not have valid driver licence number?

- If you do not have a valid licence number you can still submit an online form by selecting the 'Medical Condition Notification' form.

## Where can I find the 'Assessing Fitness to Drive' standards?

- The standards can be found at <https://austroads.com.au/publications/assessing-fitness-to-drive/ap-g56/foreword>

## Will the medical form validate with Transport for NSW records?

- If you have a valid NSW licence number or NSW customer number the medical form will validate and retrieve the patient's current medical information recorded with Transport for NSW.

## Can a Registered Nurse complete a Fitness to Drive form?

- Unfortunately Transport for NSW does not accept medical forms completed by a Registered Nurse. For a medical report to be considered valid it is necessary for a registered practitioner/specialist to complete the form as per the Road Transport (Driver Licensing) Regulation 2017 60 (1)(c).

## How do I attach a document?

- When you are completing the form you will see 4 boxes on the left hand side. If you click on the box 'Attachments' you will then be able to add any document you wish to provide. You can either do this by searching in the documents on the medical records system or on your local drive.

## How do I know that the online form has been submitted successfully?

- Once you have clicked the submit button the system will process the form and return a real time response. Information confirming receipt of the form will be displayed on the top of the PFD that is generated which you can also print and provide to your patient for their records.

## What are the benefits of completing the form online?

- Inbuilt guidance to help you assess your patients in line with the required licensing standards.
- Information will be securely and instantly sent to Transport for NSW, and you will receive a real time response that can be shared with your patient on the spot.
- A copy of the completed form will be saved to the patient record for future case review and completions
- Time and costs involved in handling, distributing and duplicating paper based patient information will be reduced, significantly improving efficiency for practices
- Patients will no longer need to take their paper form to a Service NSW Centre for processing