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National Employment Record (NER) Module, Guide for Medical HR Users

NDTP – Doctors Integrated Management E-System

NATIONAL DOCTORS TRAINING & PLANNING

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NATIONAL DOCTORS TRAINING & PLANNING

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 590 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.

1.1 NER Portal Website Address

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

1.2 Logon screen

Following registration, they can access their NER account by logging in using their 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 the 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 to Medical HR, is access to an NCHD's 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 an NCHD 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 NCHD 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 NCHD 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

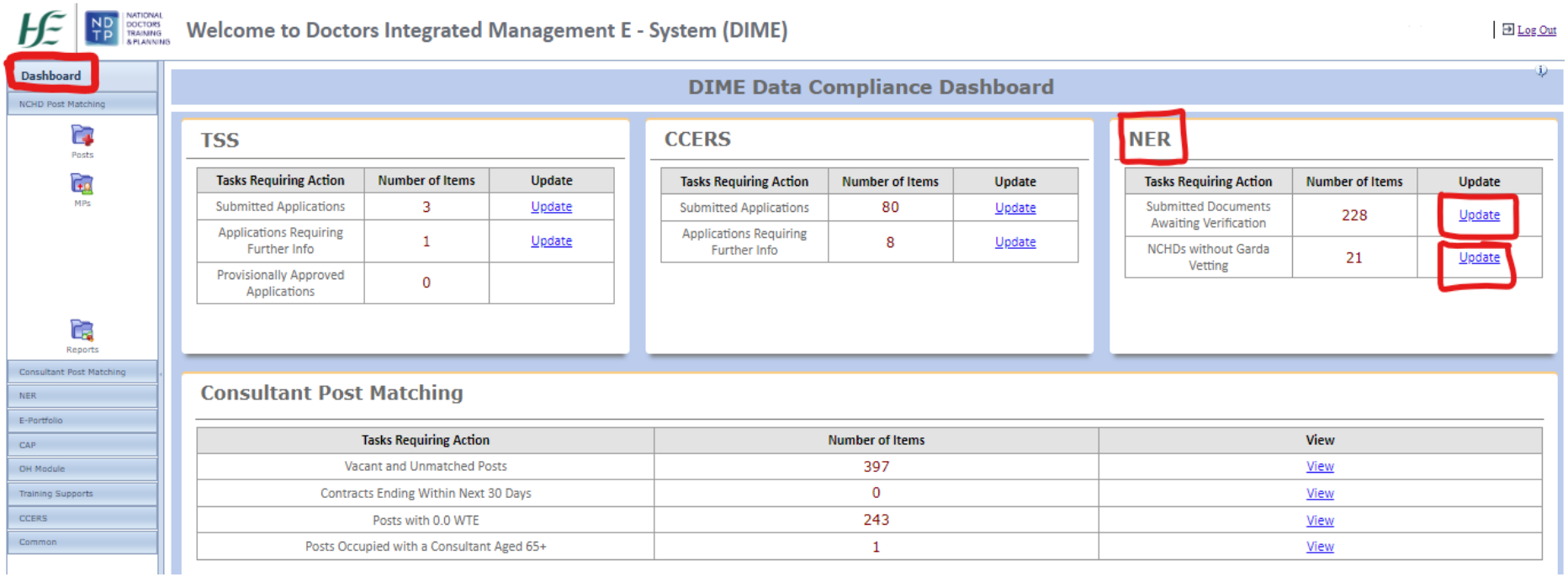
The DIME System can be accessed from any PC, Laptop via Microsoft Edge or Google Chrome. Please note that **Internet Explorer or Firefox browsers are not compatible with the DIME System**.

2.1 DIME Data Compliance Dashboard

Dashboard Functions:

When you first log in to DIME, you will be brought to the "DIME Data Compliance Dashboard". This provides a high-level overview of the tasks requiring action under the site users' remit.

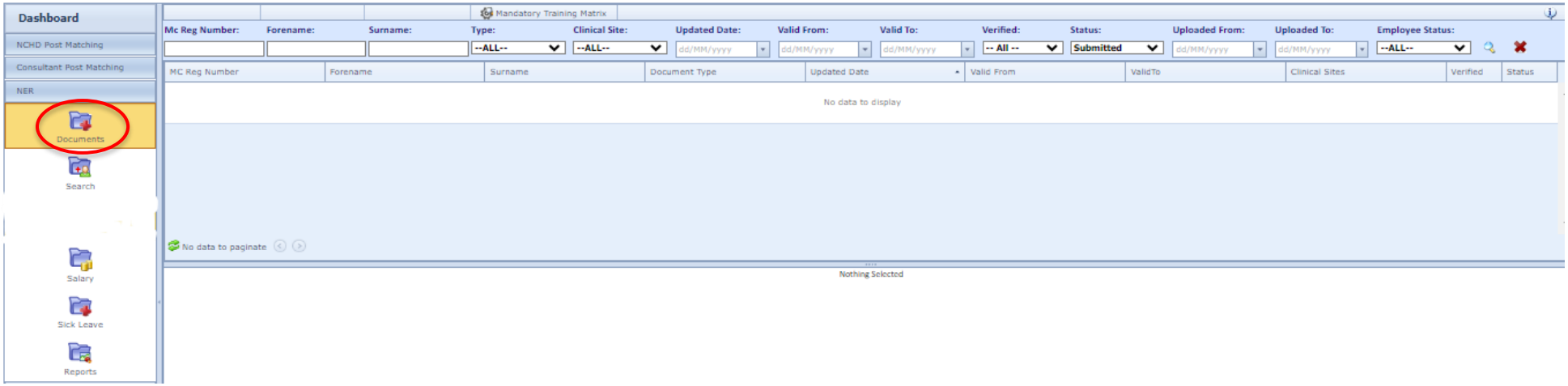
Depending on your role and your level of DIME access, you may have access to just NER/TSS/CCERS, or Consultant Post matching paperwork. Site users can quickly and easily access the section they need to action, by clicking on the link in that tile, for example, clicking on the "update" link in the NER Tile will bring you to documents awaiting verification or Garda Vetting paperwork that has been submitted by NCHD's and are awaiting verification:



Section 3 - NER Module

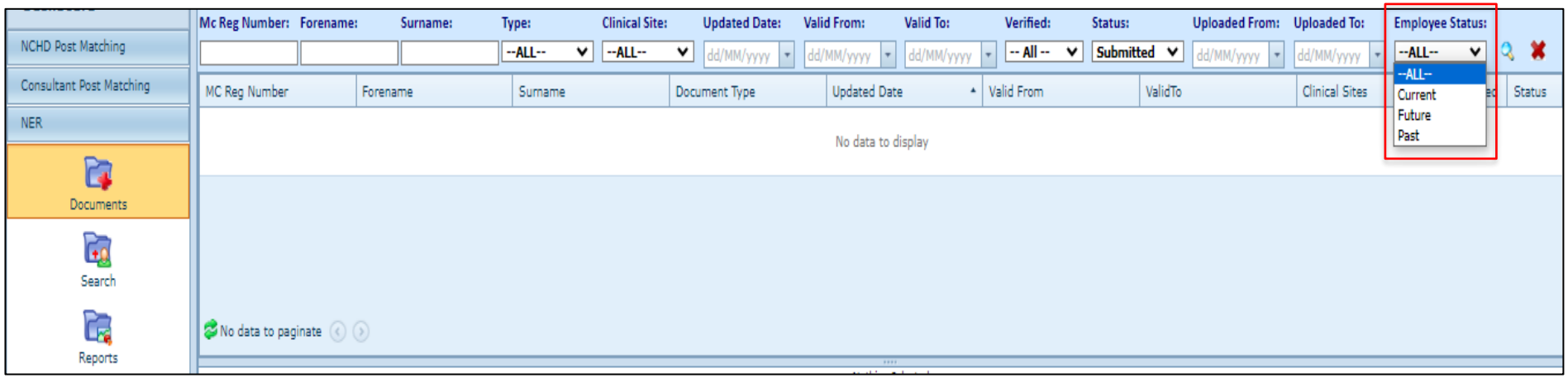
3.1 Logging onto DIME System and accessing NER

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



There are five options within the tab; **Documents**, **Search**, **Salary**, **Sick Leave**, and **Reports**

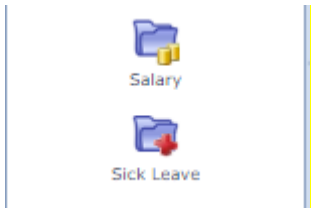
(i) **Documents** – this tab allows you to search for all of the documents submitted to your site by NCHDs in your employment. Filtering options include: Document type, Clinical site, Document dates (uploaded/from/to), and Document Status. You can also filter this data by Past, Current and Future MPs (see Employee Status Filter below). Please note, Future MPs will only be displayed if future post matching has been completed, and Past MPs will be displayed for three months after the NCHD has left your site.



(ii) **Search** – this tab allows you to search for individual NER accounts. Once you have selected an account (by either NCHD IMC number or NCHD forename and surname, you will have visibility of the NCHD's NER dashboard (see section 3.2)

(iii) **Salary and Sick Leave.** Separate user guides for Salary and Sick leave modules, can be found on the DIME website here:

https://www.hse.ie/eng/staff/leadership-education-development/met/database/userguides/dime-user-guides.html

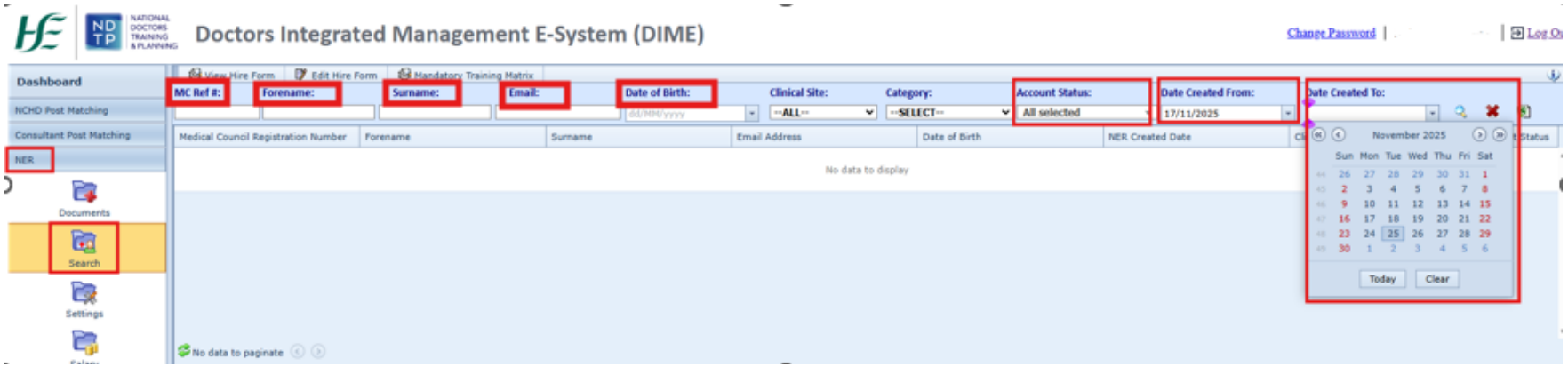


(iv) **Reports** – There are a number of useful reports you can run and more detail of these is provided in section 4. : NER Reports.

3.2 Search for an NCHD

To search for an NCHD, it is recommended that you use their unique IMC number. If this is not known, you can also search by Forename, Surname, Email address, or Date of Birth. You must select 'All' from the drop-down menu of *Account status* if you wish to see all accounts otherwise you can filter by selecting 'active', 'inactive', or 'new'. You can also search the DIME system for an account created using 'Date created from' and 'Date created to' filters, if you know the timeframe when an NER account was created.

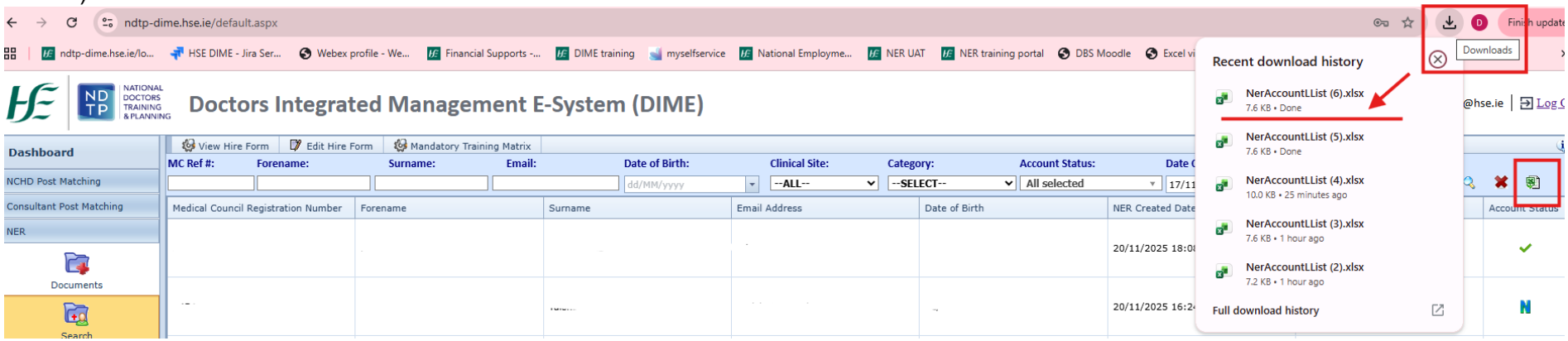
When you have found the NCHD account you are searching for, double click on their name to display the details of the doctor in the lower half of your screen.



A search of all NER accounts created within a certain timeframe can be done. When the details of the accounts created have appeared on your screen, a file containing the detailed list of accounts can then be exported to Excel. This is done by clicking on the excel symbol (i) and opening the download from the downloads list produced (ii) :

i)

ii)



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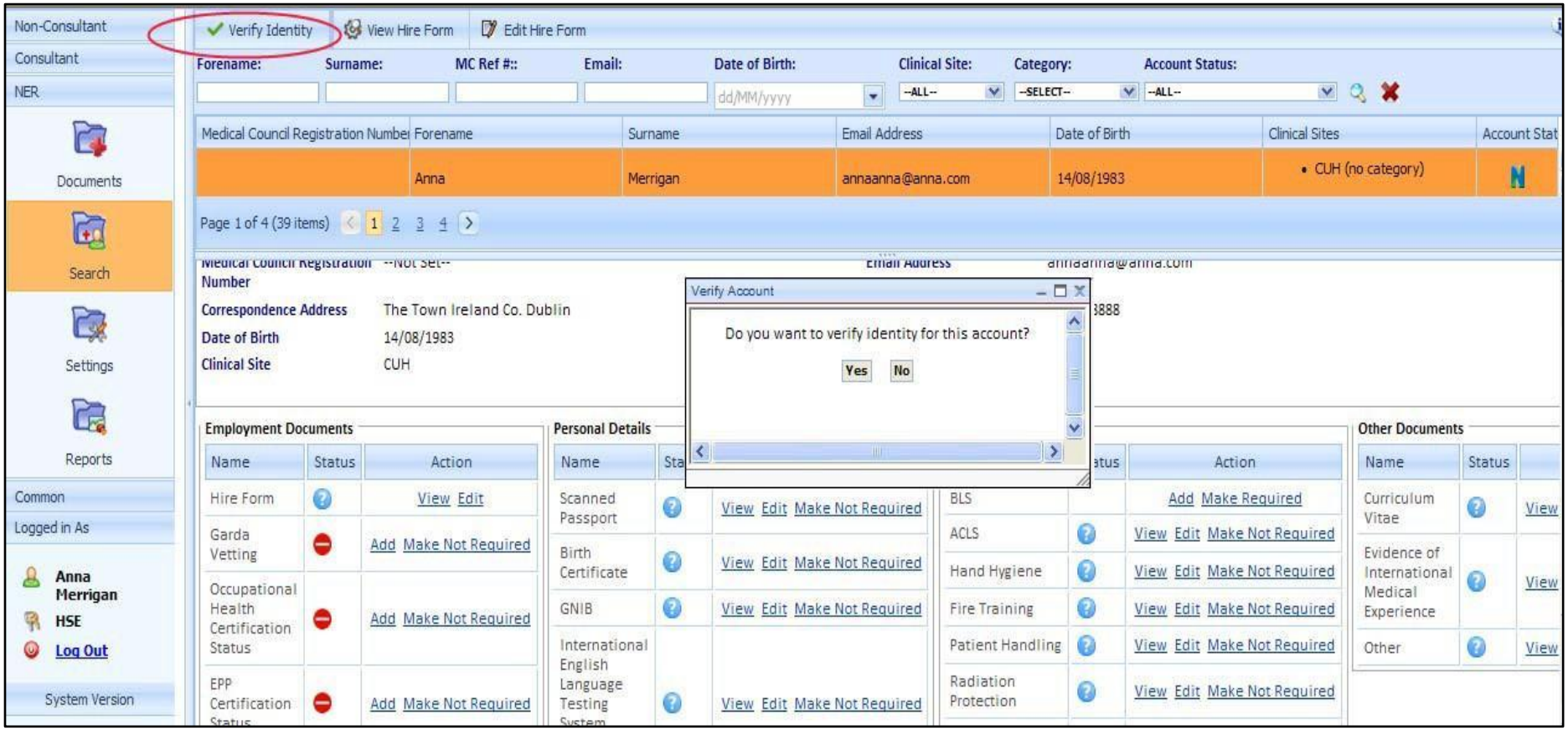
3.3 Verify an NCHD and Reactivate an NER Account

To verify an account so that it's 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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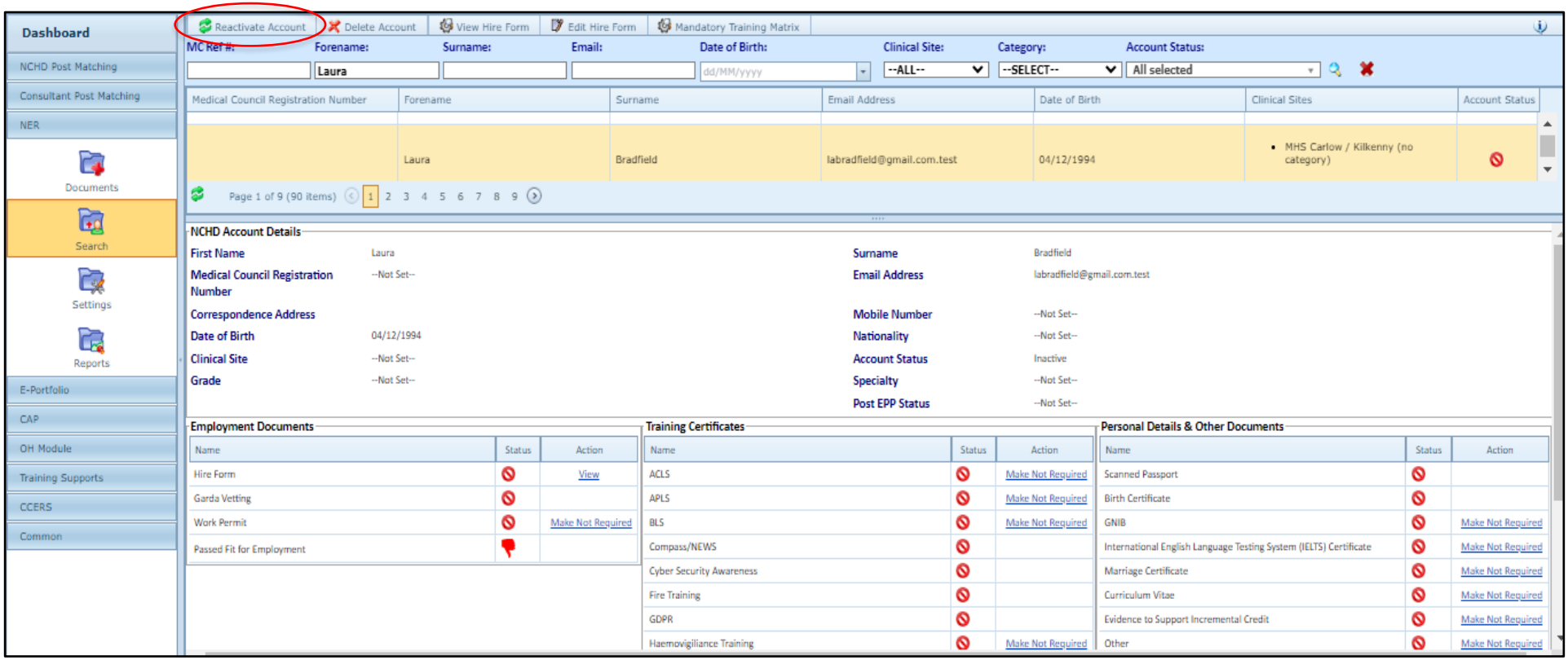
Reactivate Account - An account will automatically deactivate after 12 months if not in use. You can reactivate an account, if the NCHD is post matched to your site and they appear in the NER Search section by:

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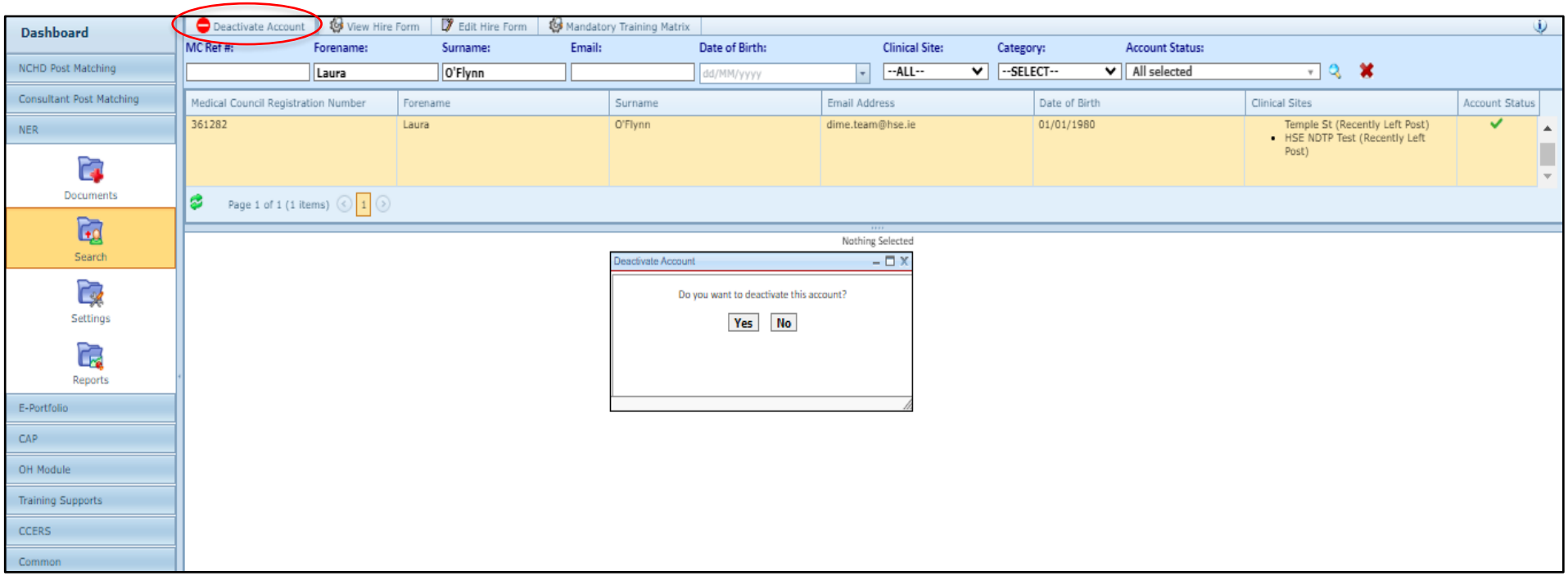
There is also an option for you to **deactivate** an account if required by using the following steps:

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 an NCHD need to delete an account, please get them to request this by emailing dime.team@hse.ie

If an account looks to be suspicious or fake, please take the above steps to deactivate the account, and contact the DIME team immediately by email, and we will investigate it further.

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3.4 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. (Documents with a status of "submitted" can be accessed from the DIME dashboard, on log in, as well as in the NER Documents module).

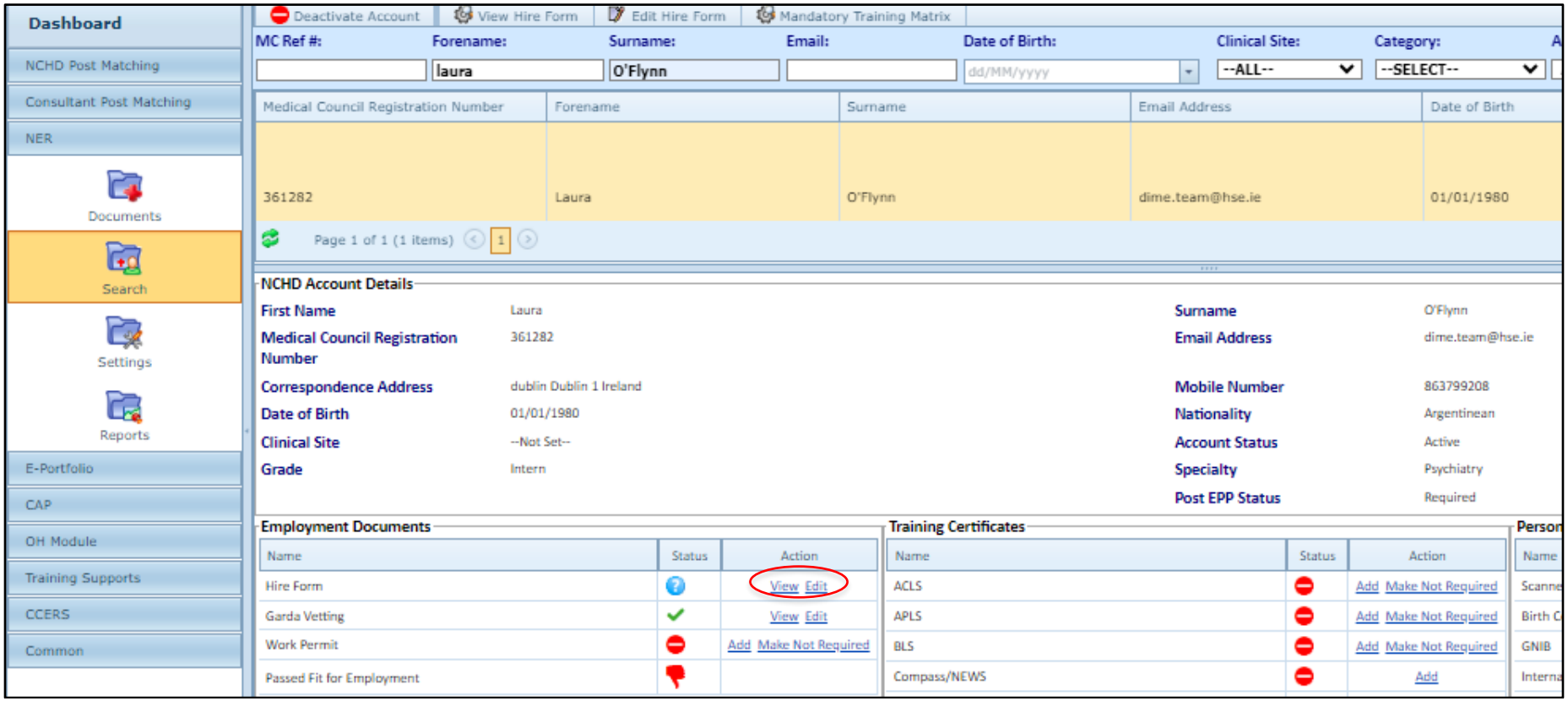
Warning – This means that the document will expire in 90/60/30 days or less. A reminder will be sent to the Doctor and the Medical HR Department.

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

3.5 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 beside the Hire Form.



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 in RED so that it is easy for you to detect exactly what change was made.

3.6 View, Edit, Add and Print a Document

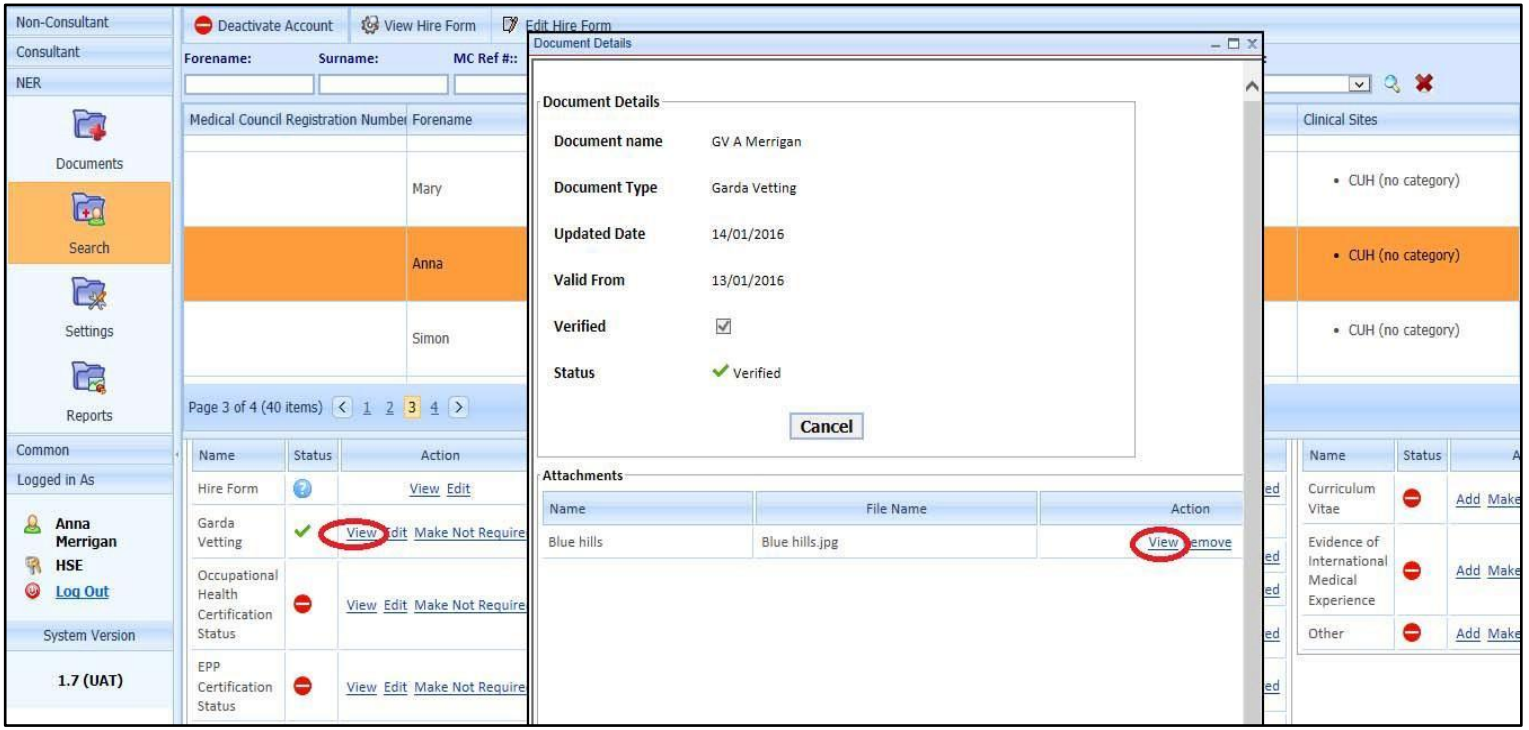
The individual NCHD is responsible for uploading documents through their NER portal account. However, Medical HR can also upload documents, on behalf of the NCHD, if necessary. Medical HR is responsible for uploading Employment Documents such as Garda Vetting and Work Permits.

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

Should a DIME user try to download or open a file that is deemed malicious/corrupt, an alert will inform the user that the action has not taken place, as the file has been identified as a non-compatible file type or potentially corrupt. Should this message appear, please contact the DIME team via: dime.team@hse.ie immediately, providing NER Account details and the type/name of document which was deemed malicious. It is recommended that all DIME users have up to date malware installed on the PC where DIME is accessed from.

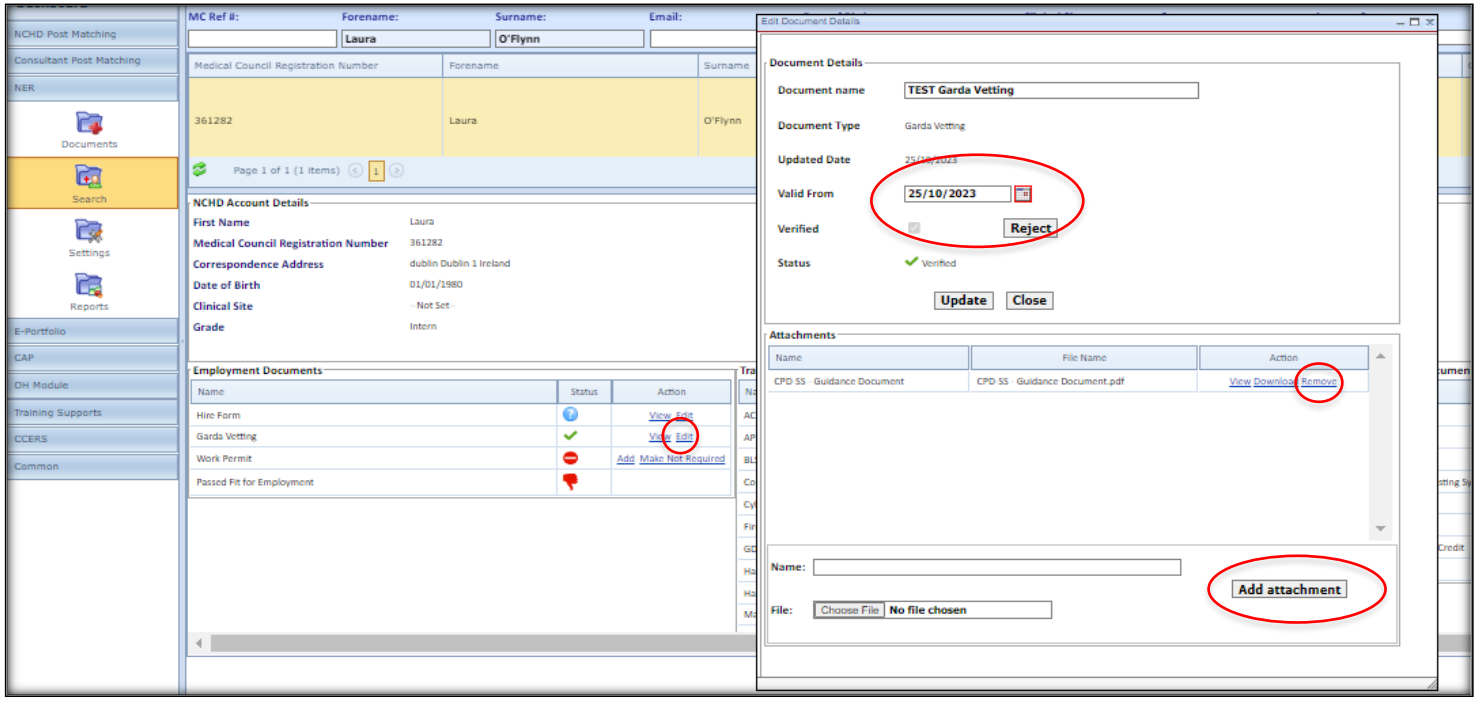
3.6.1 View

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.



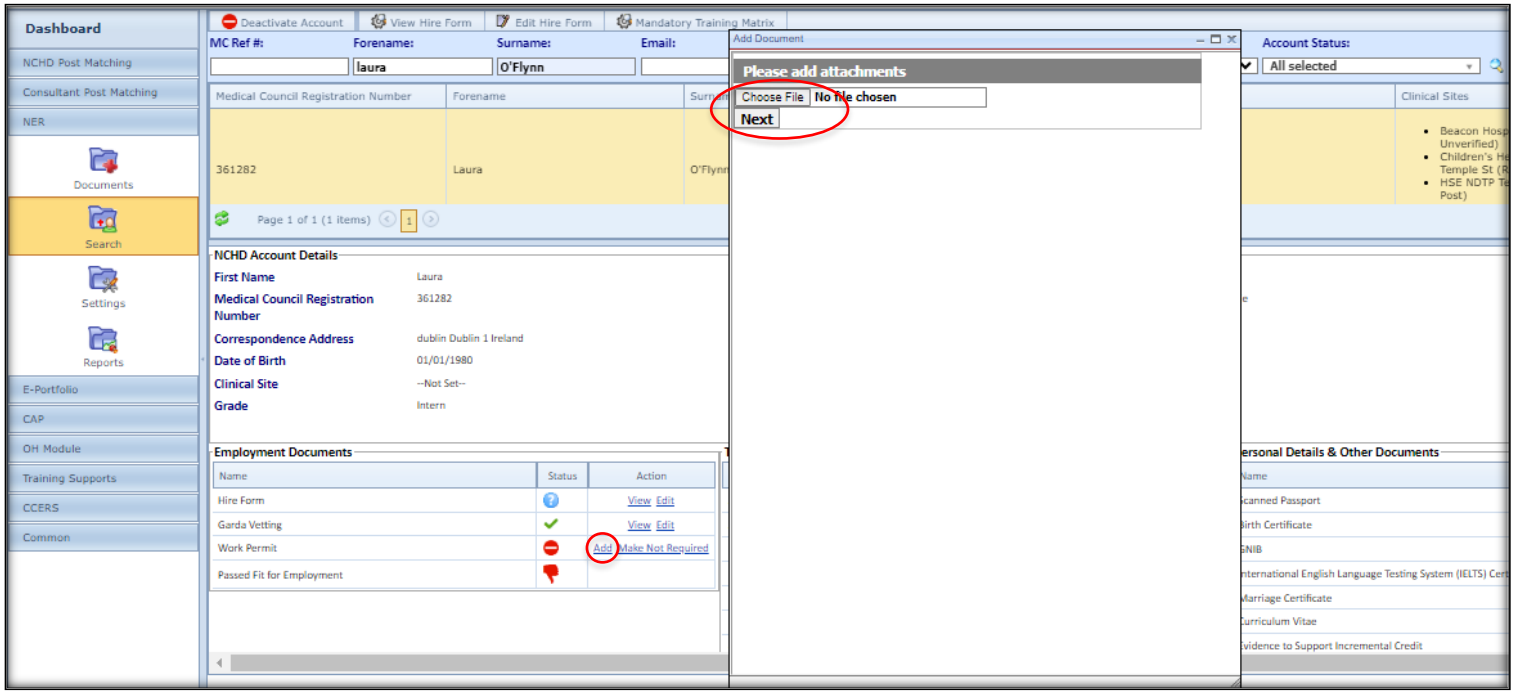
3.6.2 Edit

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.



3.6.3 Add

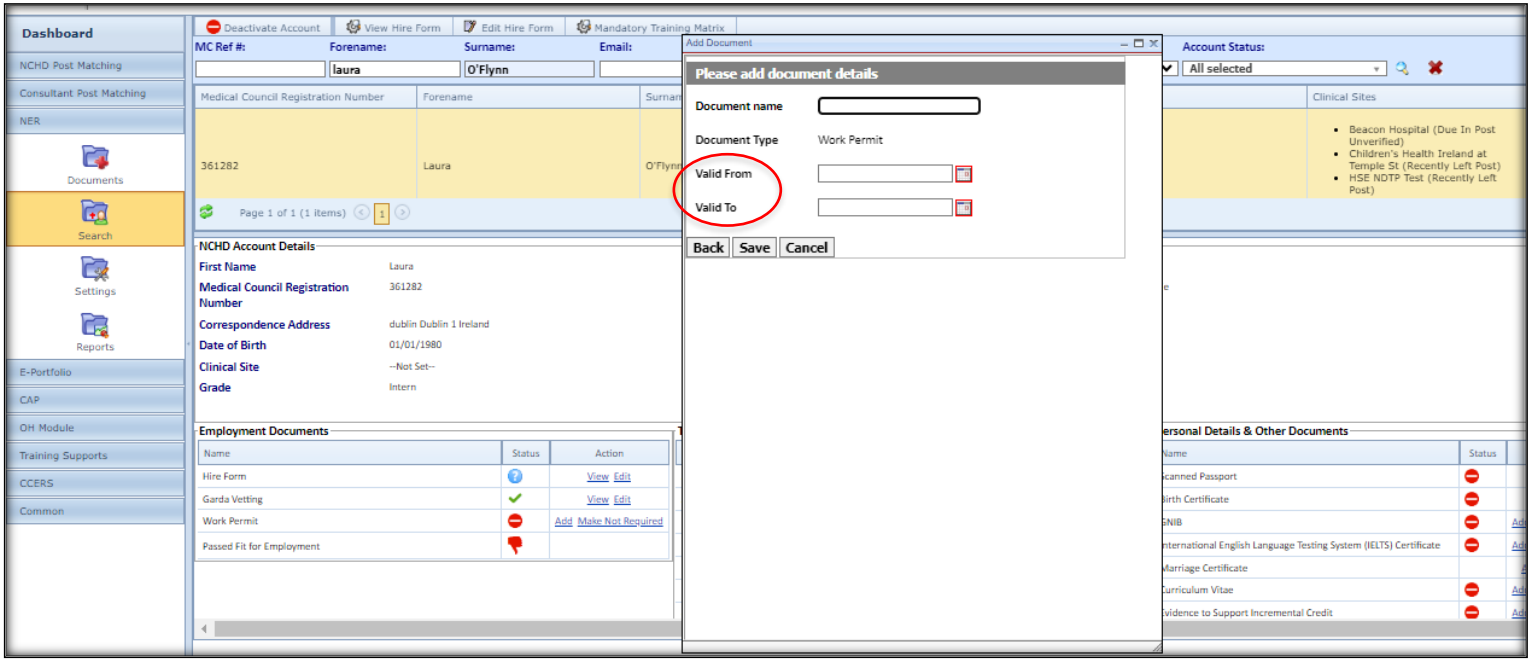
Another way to add a document is to click' add' beside the document type and the screen below will appear;



Click 'Choose File' 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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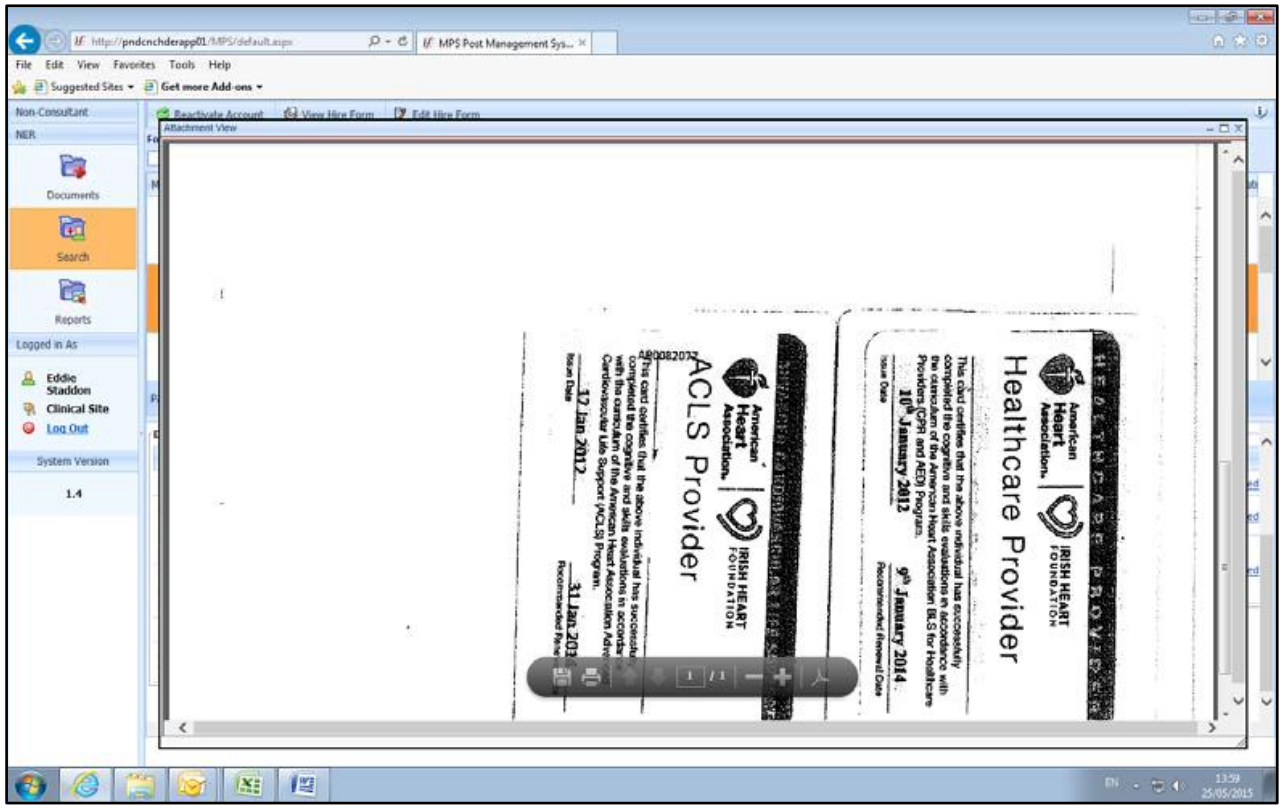
3.6.4 Print

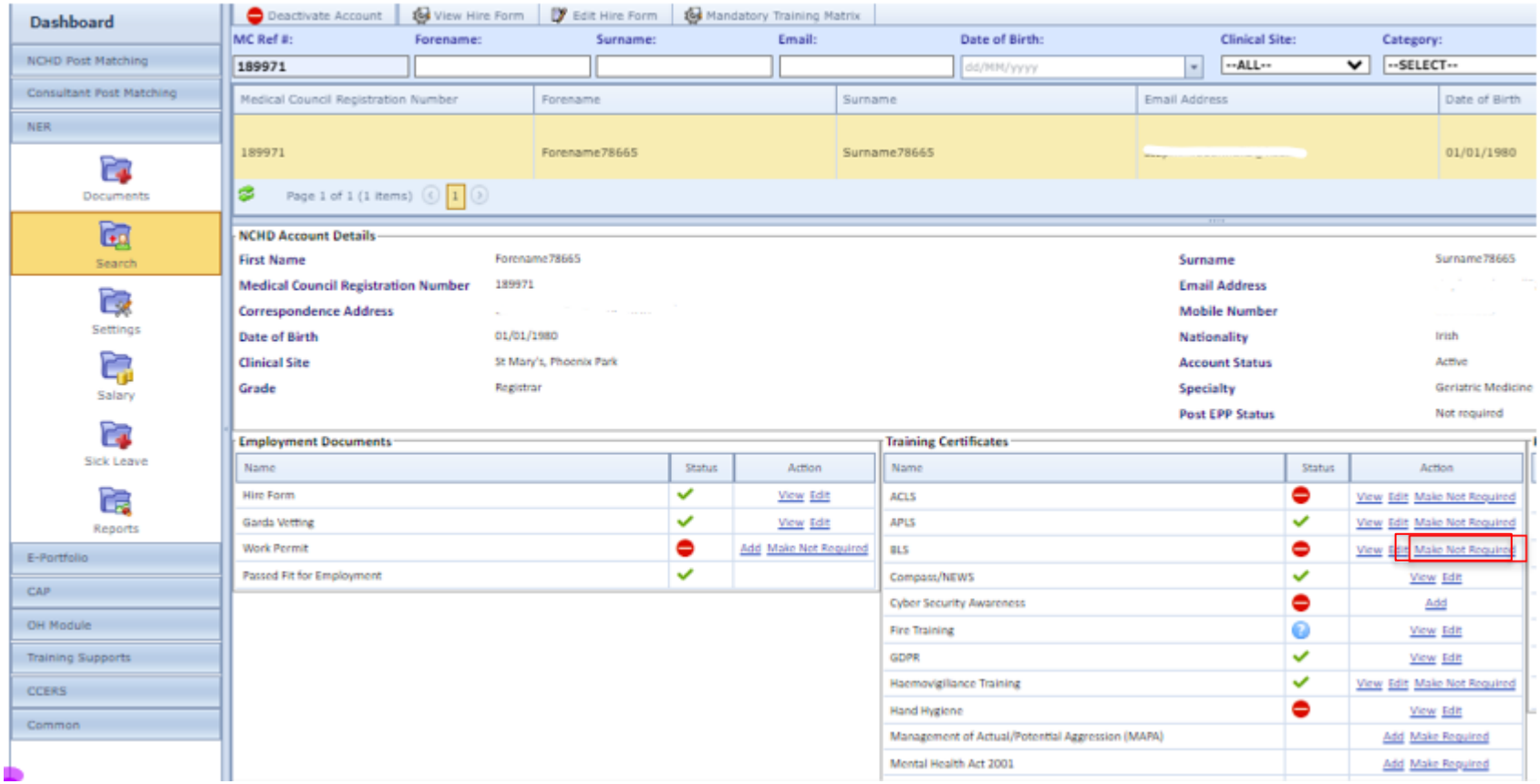
To print a document open the relevant document, click the ‘print’ button at the top right of the screen.



3.7 Documents Not Required

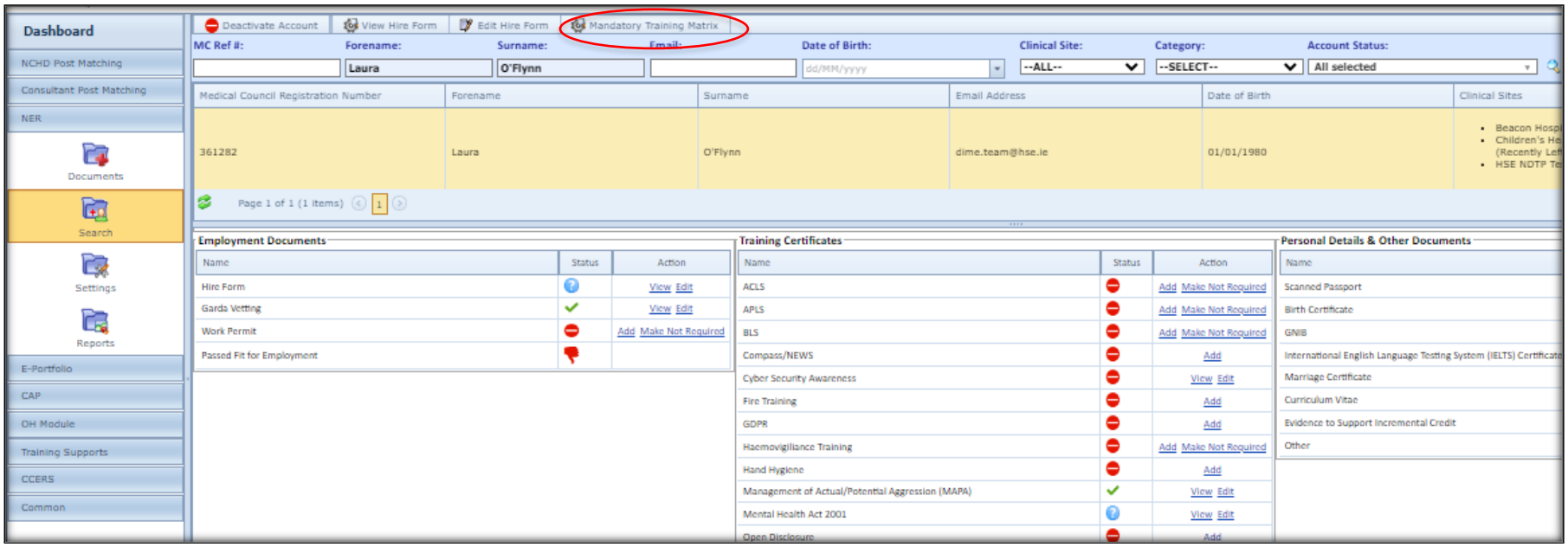
Remember, Medical HR can make certain documents **not required**. This is a really useful tool as it simplifies the NHCD's dashboard and when running reports, it will eliminate non-required documents from the calculations. For example, in the case of non-psychiatry posts, documents such as "MAPA – management of Actual/potential Aggression" can be marked as "make not required".

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



3.8 Mandatory Training Matrix and Mandatory Training Certs

NCHDs will have a list of mandatory training they will be required to complete. This training guide has been developed to assist NCHDs with identifying what training they must complete, where to complete it, and how often they should seek recertification. This information has been summarized in a matrix-style format. It can be accessed in a downloadable PDF document both in DIME, and in the NCHD's NER portal. This can be found at the top of the screen beside the 'edit hire form' button.



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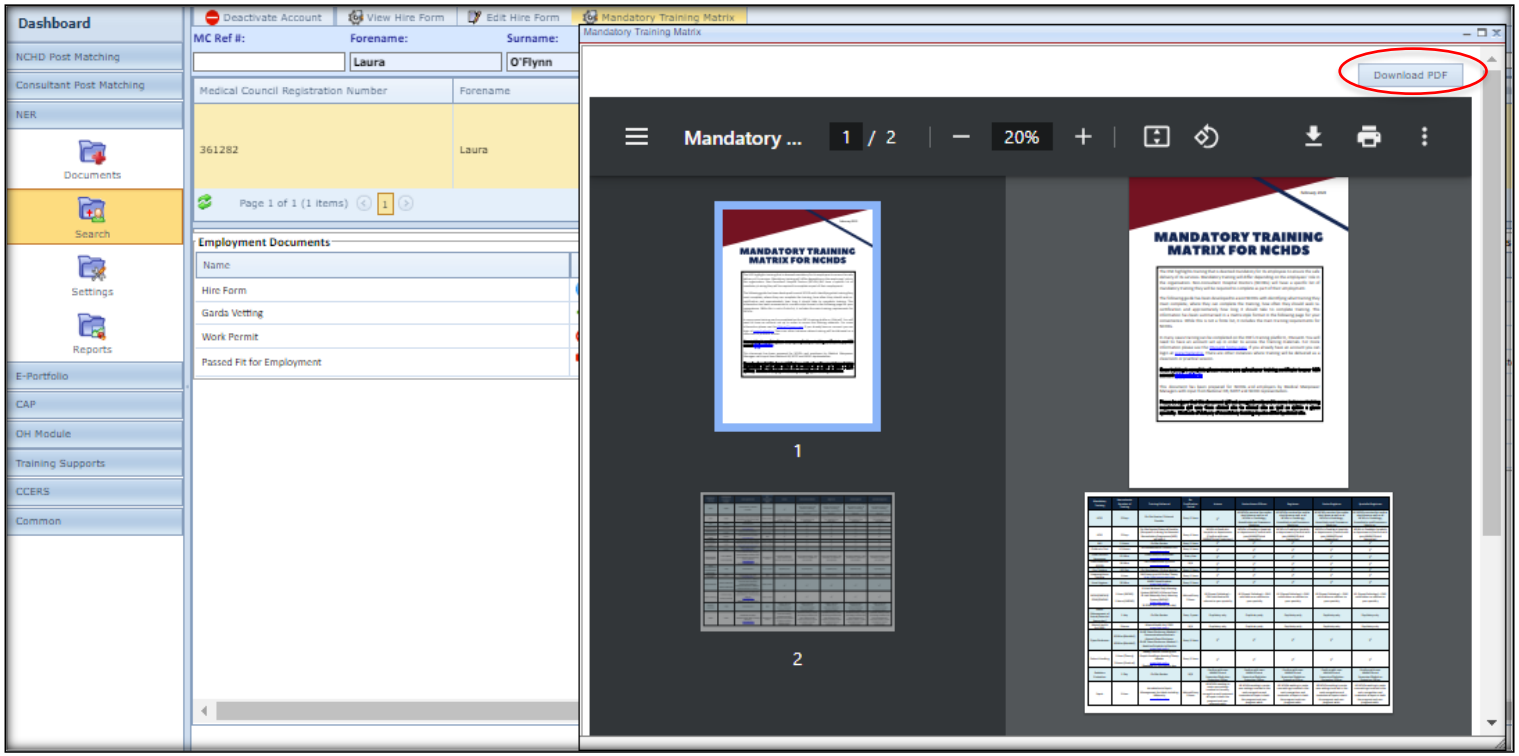

While this is not a finite list, it includes the main training requirements for NCHDs.

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Mandatory Training	Approximate Duration of Training	Training Delivered	Re-Certification Period
ACLS	2 Days	On Site Session / External Provider	Every 2 Years
APLS	2 Days	On Site Session/External Provider (Site specific training for Neonatal Resuscitation Programme (NRP) will apply)	Every 4 Years
BLS	3 Hours	On Site Session	Every 2 Years
Children's First	1.5 Hours	*An Introduction to Children First* www.hseland.ie	Every 3 Years
Cyber Security Awareness	15 Mins	*Cyber Security Awareness* www.hseland.ie	Every Year
Data Protection (GDPR)	30 Mins	*The Fundamentals of GDPR* www.hseland.ie	N/A
Fire Training	0.5 Day	On Site Session / Online Session	Every 2 Years
Haemovigilance Training	1 Hour	NHS Learn-pro UK Online Theory http://nhs.learnprouk.com	Every 2 Years
Hand Hygiene	30 Mins	*AMRIC Hand Hygiene* www.hseland.ie	Every 2 Years
INEWS/IMEWS/ PEWS/EMEWS	1 Hour (INEWS) 1 Hours (IMEWS)	**1.** *Irish National Early Warning System (INEWS) V2:Doctor Focus* **2.** *Irish Maternity Early Warning System (IMEWS)* www.hseland.ie **3.** PEWS and EMEWS (on site)	Advised Every 3 Years
MAPA (Management of Actual/Potential Aggression)	1 day	On Site Session	Every 2 years
Mental Health Act 2001	2 hours	*Mental Health Act, 2001* www.hseland.ie	N/A
Open Disclosure	45 Mins (Module1) 40 Mins (Module2)	**1.***HSE Open Disclosure: Module 1 - Communicating effectively through Open Disclosure* **2.***HSE Open Disclosure: Module 2 - Applying Principles to Practice* www.hseland.ie	Every 3 Years

In many cases training can be completed on the HSE's training platform, HSeLanD. NCHD's will need to have an account set up in order to access the training materials. A link to www.hseland.ie can be found on the matrix.

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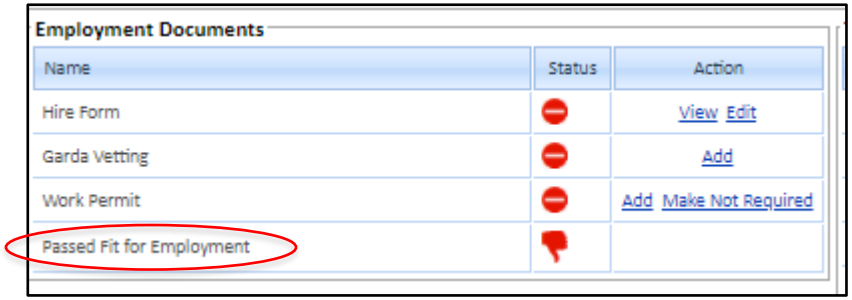
3.9 Occupational Health Status

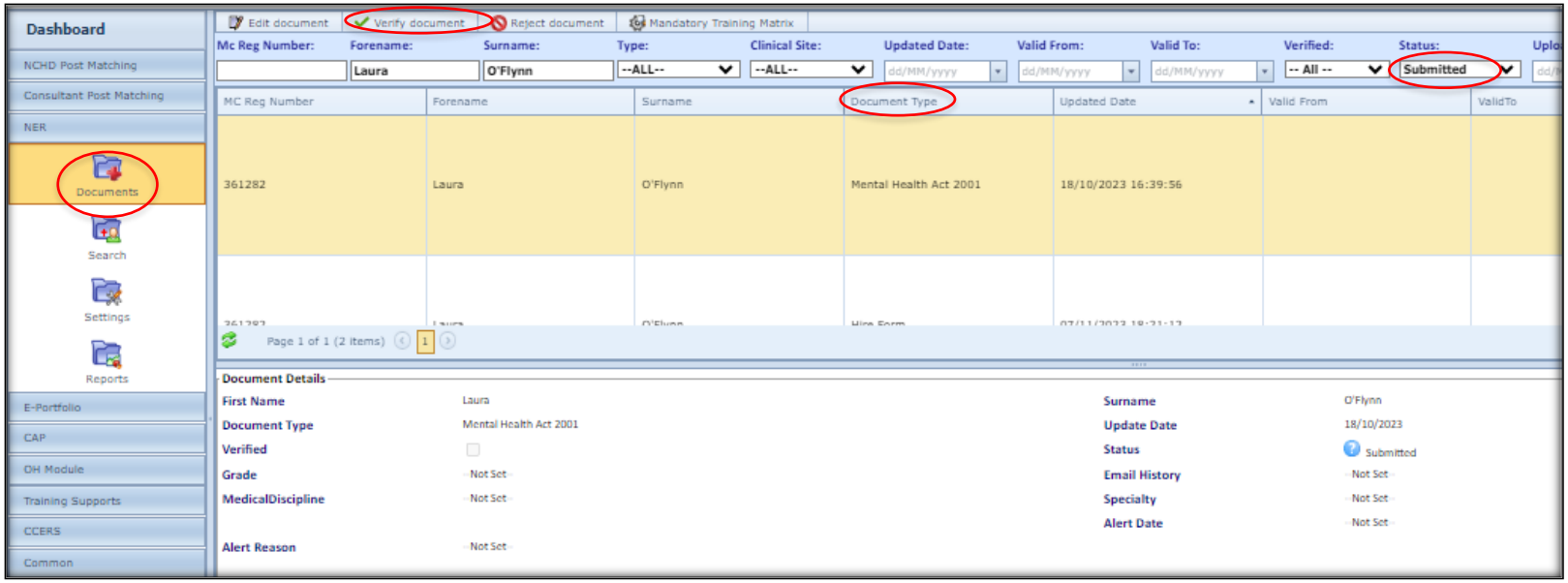
You will be able to check the 'Fit for Employment' status of your NCHD within their NER Dashboard, located below Garda Vetting and Work Permit documents. Alternatively you can locate this information within both the NER Account Docs and OHD Account Docs Reports, and these are covered in section 4 – Reports, below.



3.10 Verify and Reject Documents

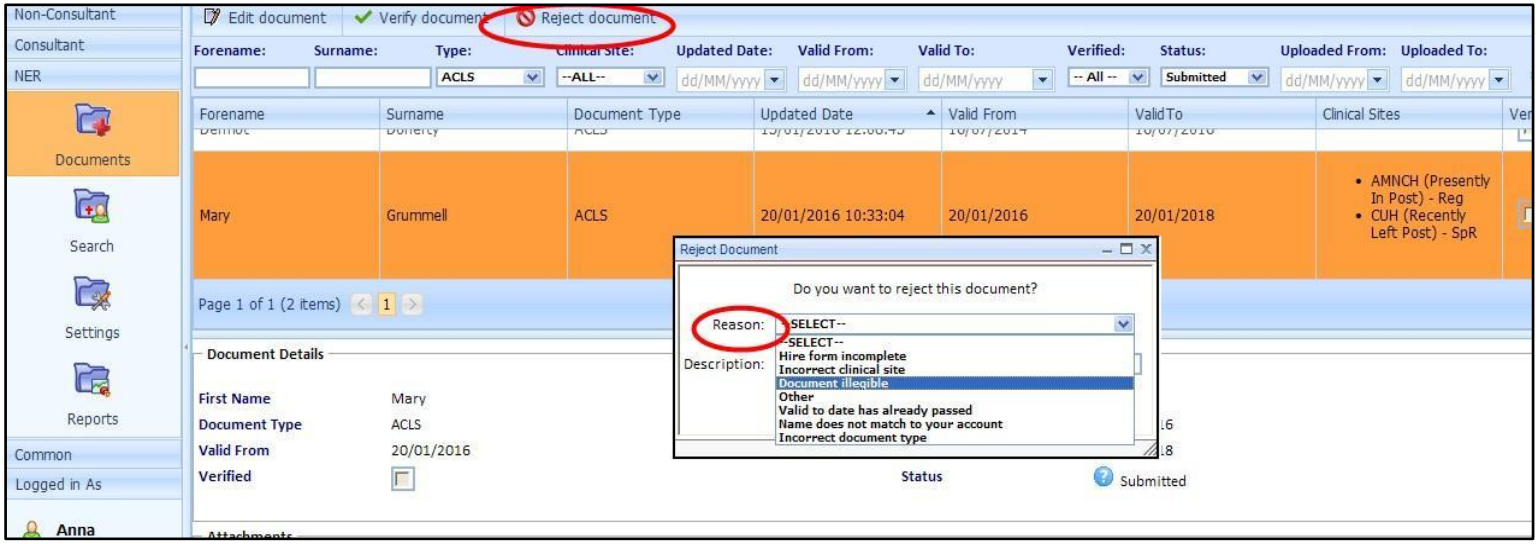
It is the responsibility of Medical HR to view the documents uploaded by each NCHD and verify or reject as required.

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.



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.



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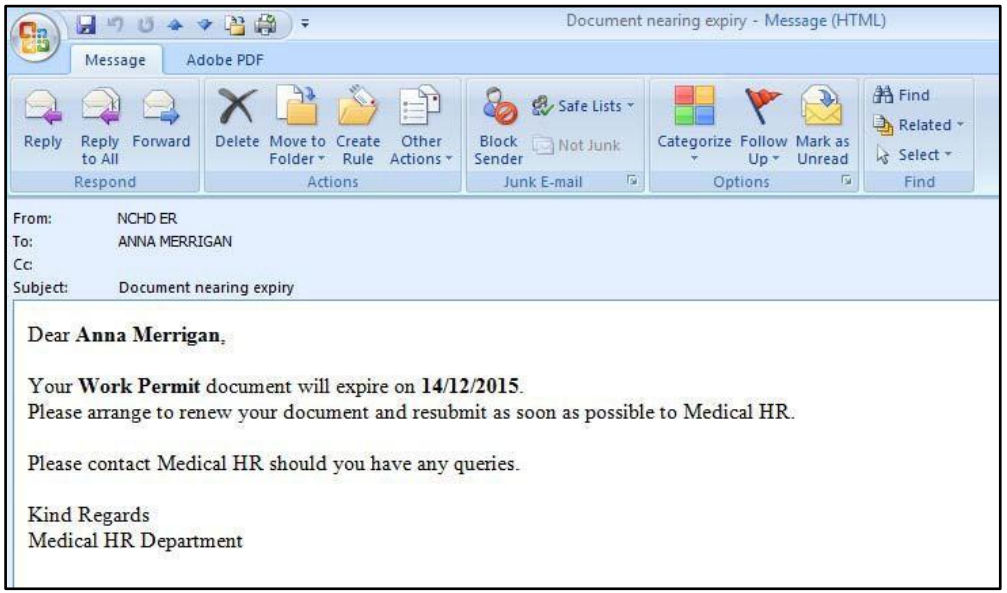
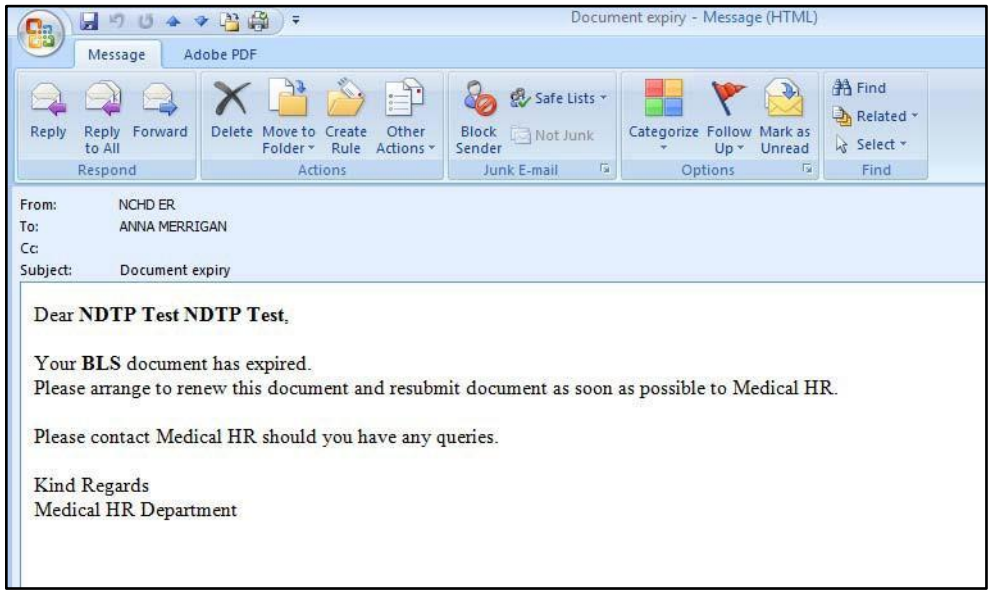
Sample Emails issued to NCHDs





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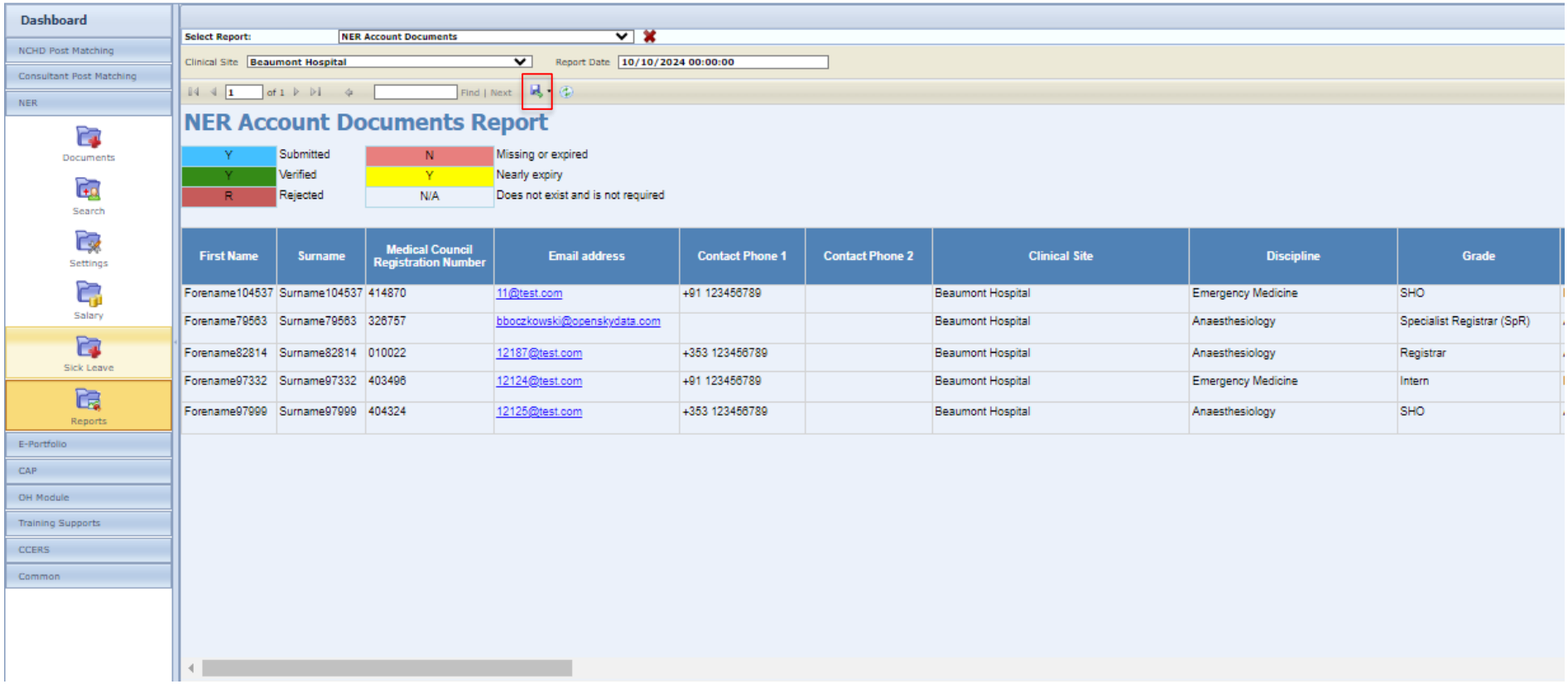
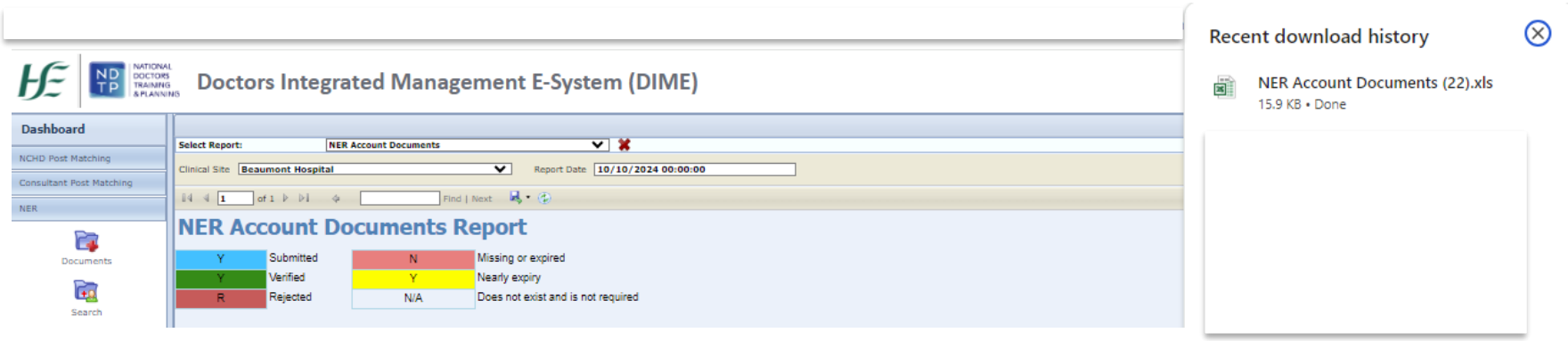
Section 4 - NER Reports

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.

4.1 NER Account Documents Report

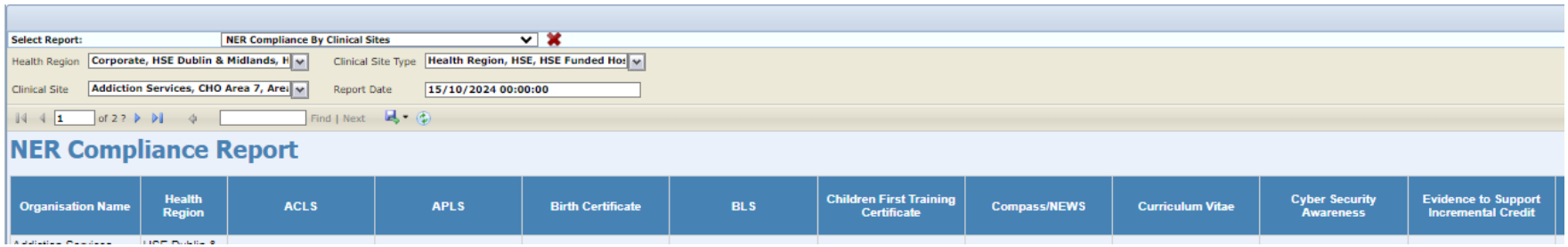
NER Account Documents which provides a list of all NCHDs employed by you, including IMC number, and a colour coded status of each document type. Date filtering functionality available with this report will also allow you view those NCHDs previously in post and those due to take up a post (pre-starters) depending on the date entered. Like all reports, this is exportable to Microsoft Excel by clicking on the floppy disk and downloading it:





4.2 NER Compliance by Clinical Site Report

NER Compliance by Clinical Site report will show the percentage compliance per clinical site that you have access to for each NER 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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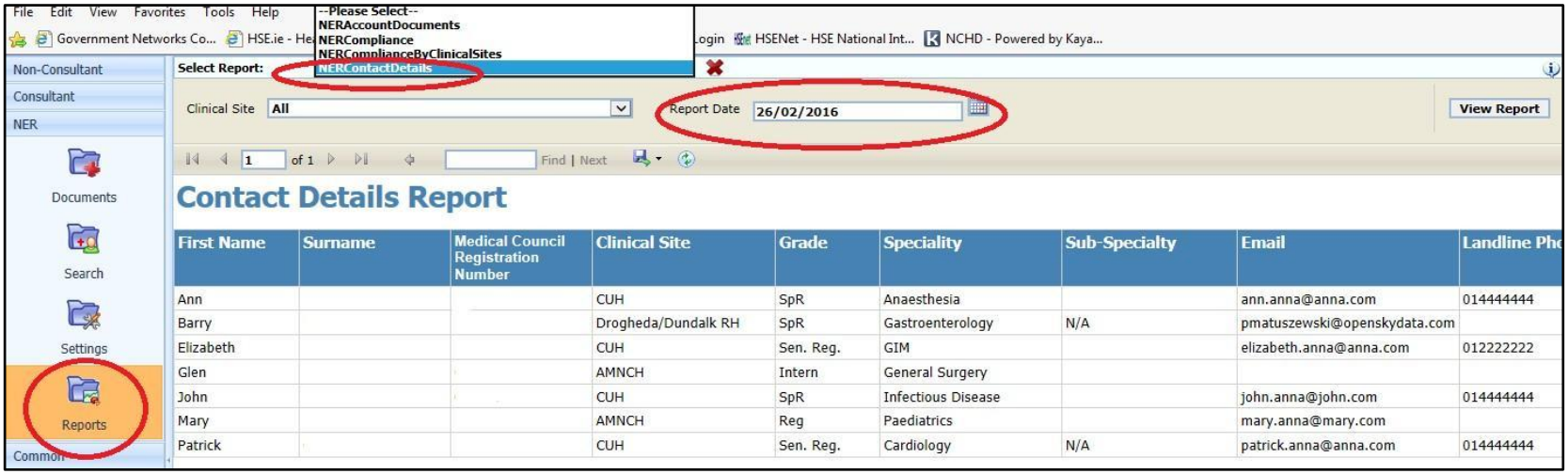
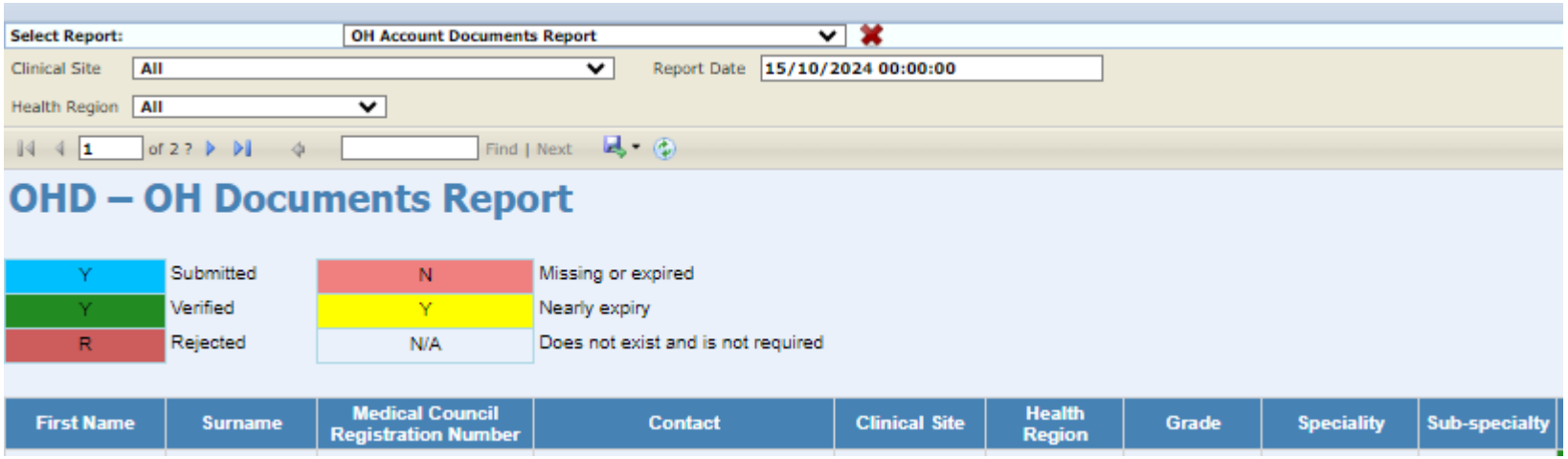
4.3 NER Contact Details Report

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. This is a helpful tool to use should you need to contact NCHD's about Occupational Health appointments or missing/nearing expiry documents.



4.4 OH Account Documents Report

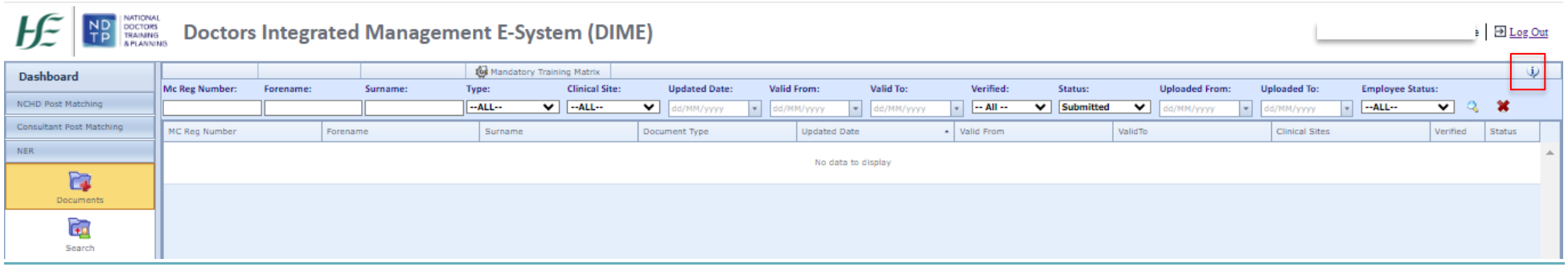


OH Account Documents Report which provides a list of all NCHDs within the remit of your OHD, including IMC number, and will inform you whether the post is an EPP Required Post or Not, for the NCHD, as well as a colour coded status of each document type. Date filtering functionality available with this 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.

Section 5 – Help and Further information

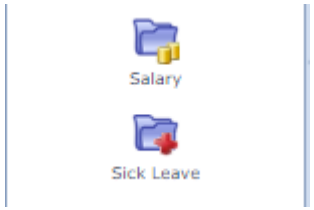
5.1 Help Icon

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



5.2 Other User guides

For further information and guidance on the use of the Salary and Sick leave modules, DIME reset password function, as well as other DIME modules, please refer to the separate user guides relating to these sections, available on the DIME website here:



https://www.hse.ie/eng/staff/leadership-education-development/met/database/userguides/dime-user-guides.html

Should you have any difficulty with troubleshooting or would like to attend one of our training sessions please contact us at dime.team@hse.ie or visit https://www.hse.ie/eng/staff/leadership-education-development/met/database/forms/

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