

# FIXUS USER GUIDE

## Primary Mental Health Services

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## Primary Mental Health Care Minimum Data Set (PMHC-MDS)

The Primary Mental Health Care Minimum Data Set ([PMHC MDS](#)) will provide the basis for PHNs and the Department of Health to monitor and report on the quantity and quality of service delivery, and to inform future improvements in the planning and funding of primary mental health care services funded by the Australian Government.

The data reported by PHNs through the PMHC MDS will form the basis for production of key performance indicators used to monitor services delivered across regions covered by PHNs.

### Operating system requirements

Fixus can be used on multiple operating systems such as Windows, Mac OSX, iOS and Android tablets. The only requirement of Fixus is an up-to-date browser. That means, Google Chrome, Mozilla Firefox or Safari.

### Getting started

New user registration

A request for new Fixus users should be emailed to [jwright@murrayphn.org.au](mailto:jwright@murrayphn.org.au) or phone (03 4408 5645). The Murray PHN administrator will register the new user into Fixus. Please provide the following details: Name, Email, Agency, Role and Team.

***Web based emails (e.g. Gmail/Hotmail) cannot be used for Fixus due to privacy.***

### Description of roles

Administrator - conducts client registrations and provides admin support for data entry. They will need to be added to each team that they oversee

PTS clinician - all health professionals

PMHCCC MH Nurse - Mental Health Nurse (Credentialed)

PMHCCC Other - PMHCCC team members that are not a MH nurse

Manager - Access to monitor service delivery, waitlists etc. They will need to be added to each team that they oversee.

Once staff members have been registered on Fixus they will receive an email and will need to log on and set up Multi-Factor Authentication. Once users have access to Fixus each user must update their profile. Organisational details and Staff Profile information is required as part of Commonwealth Primary Mental Health Minimum Data Set (PMHC-MDS).

New users can access the demonstration site where you can practice using Fixus and following this guide. Please note this data is not live and clients in it have been made up. This should only be used for training and trial and not for real client information.

[mphn-training.app.fixus.com.au](http://mphn-training.app.fixus.com.au)

User: [training@murrayphn.org.au](mailto:training@murrayphn.org.au)

Password: [Training2](#)

## 1. Login

Open your web browser. Enter this URL: [lmmml.app.fixus.com.au](http://lmmml.app.fixus.com.au)

Enter the username and password (provided by Murray PHN administrator).

**Login**

User name

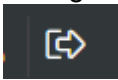
Password [Forgotten your Password?](#)

Remember my details for next time  
(not recommended for public machines)

*Please check with your organisation regarding their policy on saved passwords.*

## 2. Log out

To log out click on this icon on the top right hand of the navigation bar above to your name.



## 3. Multi-factor Authenticator

Murray PHN has enforced Multi-Factor Authentication (MFA) for all Fixus users. This is sometimes referred to as two-factor authentication (2FA) and is a security regime that verifies your identity by challenging you to provide more than just a username and password. MFA requires, other additional credentials, such as a code from your smartphone, or your fingerprint, or facial imprint. MFA makes it harder for an unauthorised person to gain access to your Fixus account.

*MFA installation instructions below*

## 4. Password

The first time you log in you will be prompted to change your password.

If you forget your password contact [jwright@murrayphn.org.au](mailto:jwright@murrayphn.org.au) or phone (03 4408 5645) and your password will be reset. You will be prompted to change the temporary password when you log in again.

**Change Password**

You must supply a new password you have not used before on Fixus.

Your password has expired and must be changed.


New Password

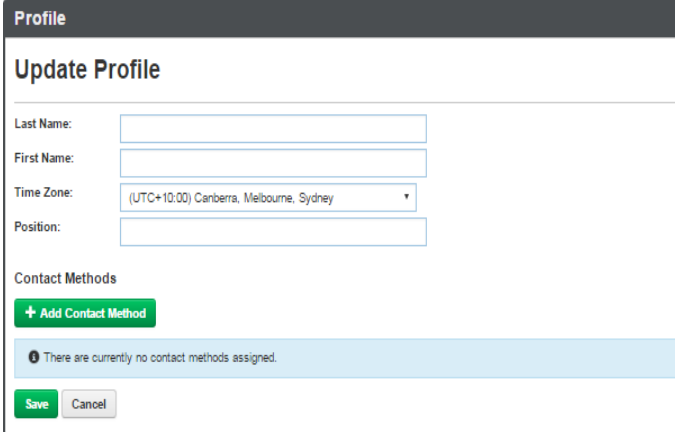
Repeat Password

As password security is of utmost importance, your new password must adhere to the following rules:

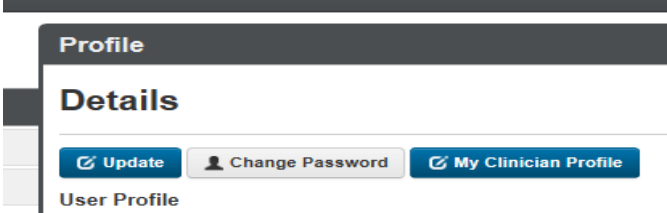
- Must be at least 6 characters in length.
- Must contain at least one number (0-9).
- Must contain at least one upper-case character, and at least one lower-case character.
- You cannot use a password you have previously

## 5. Your Profile

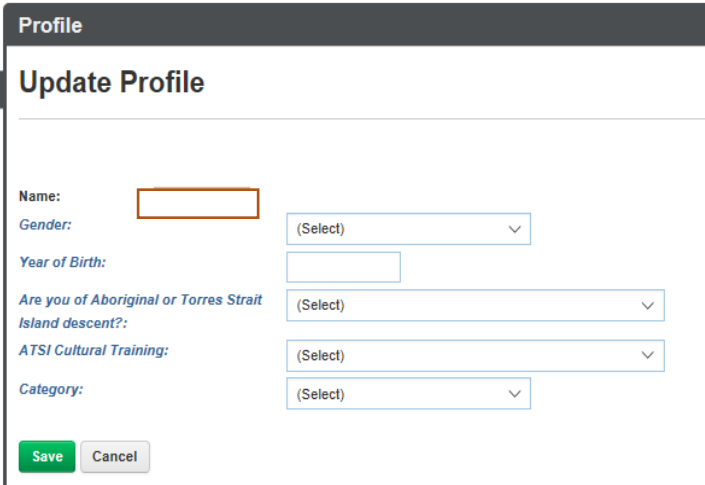
5.1 Once you have logged in you must update your profile. Select this icon  above your name and complete the all the fields. The time zone for the Murray PHN region is - (UTC+10:00) Canberra, Melbourne, Sydney. Then save.



5.2 You will then be taken to the profile details screen. Select My Clinician Profile.



5.3 You must complete all fields and save.



**The above steps will only be required at your first login. Subsequent logins will take you to your Overview page.**

## 6. Your Overview

Get to your Overview (or Homepage) at any time by selecting the Fixus icon at top right of screen.



### 6.1 Clinician Client List

All clients allocated to you will be listed in the Client List box.

Name	DOB	Program Stream	Referral Date	First Session Last Session	Sessions	Last assigned	
Anne FRANK	09-Dec-1961	PTS - Suicide Prevention	02-May-2017		0 / 18	Training Murrayphn	
Morgan ALEXANDER	13-Aug-1953	PTS - General	15-Aug-2016		0 / 6	Murray Fixus	
Mickey MOUSE	29-Aug-1966	PTS - General	29-Aug-2016		0 / 6	Training Murrayphn	

### 6.2 Cases requiring attention – No Session has been held recently

The list on your overview includes the following clients:

- Clients that have been registered but have no sessions recorded
- Clients that have had no activity in the last 12 weeks

This list can assist clinicians (or case allocators) to monitor clients that need to be either seen, closed or have the session limit changed.

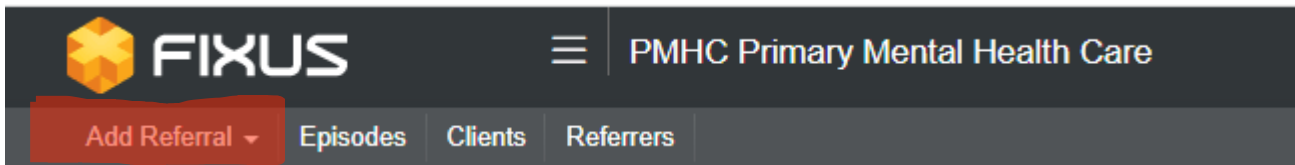
Name	DOB	Program Stream	Referral Date	First Session Last Session	Sessions	Last assigned	
Anne FRANK	09-Dec-1961	PTS - Suicide Prevention	02-May-2017		0 / 18	Training Murrayphn	
Morgan ALEXANDER	13-Aug-1953	PTS - General	15-Aug-2016		0 / 6	Murray Fixus	
Mickey MOUSE	29-Aug-1966	PTS - General	29-Aug-2016		0 / 6	Training Murrayphn	

**Murray PHN Fixus users will not see client names or addresses due client privacy. All data entered into Fixus is de-identified and only the Agency or Clinician providing the service will have access to client names and addresses.**

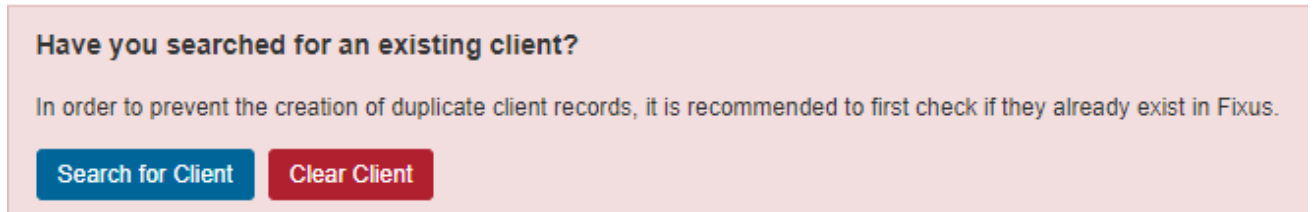
## 7. Registering a client

*Note: All items in blue italics are mandatory (PMHC-MDS) and must have a response in every field.*

### 7.1 Select "Add Referral"




### 7.2 Search for client using the blue "Search for Client" tab before entering any client details.



### 7.3 If client does not exist, click on the cancel tab and you will be taken back to the New Referral page.

### 7.4 If there is an existing client record, click on select and you will be taken to the referral page and the client demographics will automatically be pre-populated.

The image shows a 'Search Existing Clients' form. It has three input fields: 'Family Name' (containing 'john'), 'Given Names', and 'Alias / Preferred name'. Below the fields are 'Search' and 'Cancel' buttons. Underneath is a 'Search Results' section with a table. The table has columns for Name, Gender, Date of Birth, and Active Cases. One row is visible: 'JOHNSON, Jimmy', Male, 19-May-1965, Yes. A green 'Select' button is next to the row.

### 7.5 Complete the Episode New Referral form using information from the Client or the MH treatment plan.

***Please note: A response of "not stated" or "unknown" will enable PMHC MDS upload but return a value of missing data for reporting.***

*Bushfire Affected:*

*COVID MH Hub:*

### 7.6 If funded for select otherwise leave blank.

### 7.7 Select Program Stream according to your funding stream.

### 7.8 Select Principal Focus of Treatment Plan

- a) Psychological Therapy – all PTS and PTS specialist programs and Mental Health Hubs
- b) Clinical Care Coordination – PMHCCC
- c) Psychosocial Support – PRS

7.9 Select Consent PHN: This is consent to share deidentified data with the Department of Health, not consent for treatment.

**Consent:**

PHN:

(Select) ▼

7.10 The agency and staff member will automatically populate with the details of the signed in user. If this client is to be allocated to another user within your agency you can change it here by clicking on the drop-down arrow at staff member. Then select the person who will be caring for the client.

Agency: (Any) ▼

Staff Member: (Select) ▼

Primary Contact

7.11 Only select Client Session Group if funded for group sessions.

**Client Session Group:**

Optional: If this client will be using group sessions, you can assign them to a default group type here.

Group Type: (Select) ▼

7.12 At referral outcome select at the drop-down whether the referral is eligible, ineligible, or pending. (*pending indicates if a client is on a waitlist*). The referral outcome date will be the date the client is entered in Fixus.

7.13 Save the Referral.

**Referral Outcome**

Eligible ▼

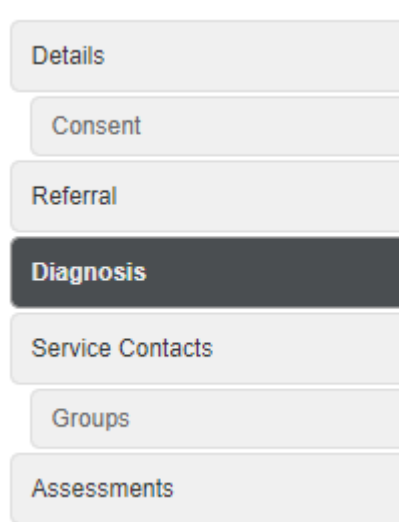
Referral Outcome Date: 22-Dec-2021 9:29 AM

Save

Cancel

## 8 Diagnosis and Medications

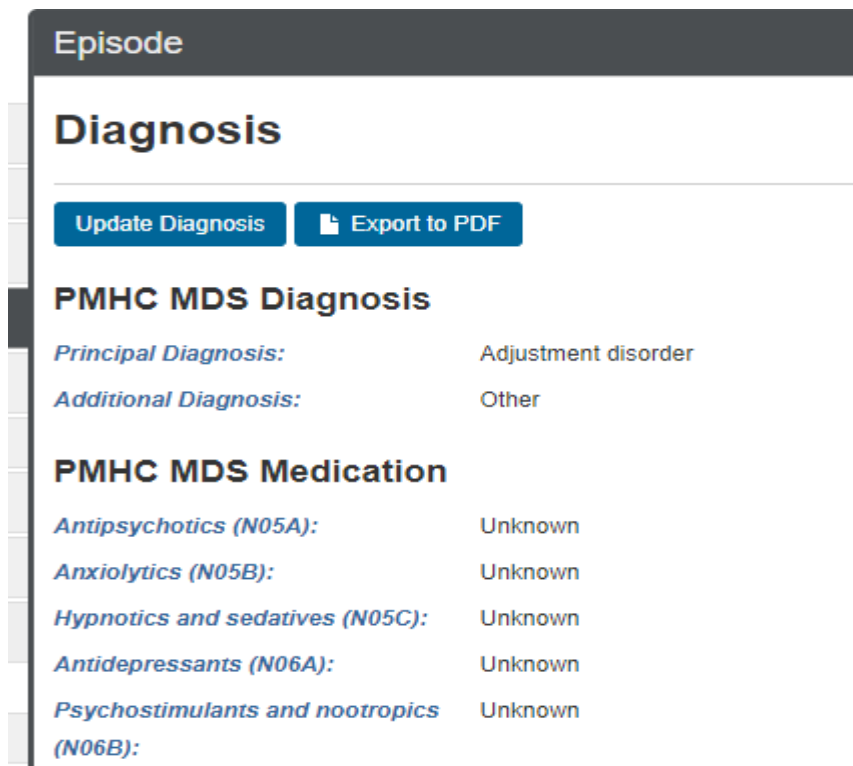
After the referral details have been completed, you must enter the client diagnosis and medications. Select Diagnosis from the left side menu and Update Diagnosis.



*Complete all blue italic fields.*

There must be a response in each field.

**Please Note: A response of “missing” or “unknown” will enable PMHC MDS upload but return a value of missing data for reporting.**



**Episode**

### Diagnosis

[Update Diagnosis](#) [Export to PDF](#)

#### PMHC MDS Diagnosis

<i>Principal Diagnosis:</i>	Adjustment disorder
<i>Additional Diagnosis:</i>	Other

#### PMHC MDS Medication

<i>Antipsychotics (N05A):</i>	Unknown
<i>Anxiolytics (N05B):</i>	Unknown
<i>Hypnotics and sedatives (N05C):</i>	Unknown
<i>Antidepressants (N06A):</i>	Unknown
<i>Psychostimulants and nootropics (N06B):</i>	Unknown

Select save



## 9. Entering Service Contacts

9.1 Select Service Contacts from the left side menu then Add Service Contact.

The screenshot shows the 'Episode' page with a sidebar menu on the left. The 'Service Contacts' menu item is highlighted. The main content area displays a table of service contacts with columns for 'Status' and 'Date'. A green '+ Add Service Contact' button is visible at the top of the list.

Status	Date
Attended	20-Aug-2018
Attended	23-Jul-2018
Attended	02-Jul-2018
Attended	15-Jun-2018
Attended	18-May-2018

9.2 Complete all blue *Italic fields* and save.

*Note: Payment date is not required and Funding Source will automatically populate.*

The screenshot shows the 'Add Service Contact' form. The form includes the following fields and options:

- Current Step:** There are currently no Steps added for this case
- Type:** Individual (dropdown)
- Funding Source:** Flexible funding pool - Psychological therapies for hard tr (dropdown)
- Date / Time:** (text input)
- Primary Practitioner:** (Select) (dropdown)
- Additional Practitioners:** (Optional) No additional practitioners available. First add them to the Episode Support Team if needed.
- Status:** (Select) (dropdown)
- Payment:** Payment Date: (text input)
- Buttons:** Save (green), Cancel (grey)

9.3 You will be taken to the service contact details form, Add Service Contact. *Complete all blue italic fields* and save

**Please Note: A response of “Not Stated” or “unknown” will enable PMHC MDS upload but return a value of missing data for reporting.**

**Service Contact**

### Add Service Contact

**Current Step:** There are currently no Steps added for this case

**Type:** Individual

**Funding Source:** Flexible funding pool - Psychological therapies for hard to

**Date / Time:** 05-Mar-2022 12:00 AM

**Primary Practitioner:** Michelle Eldridge

**Additional Practitioners:** (Optional) No additional practitioners available. First add them to the Episode Support Team if needed.

**Status:** Attended

**Co-payment amount:** \$ 0.00

**Participants:** (Select)

**Duration:** (Select)

**Modality:** (Select)

**Contact Type:** (Select)

**Venue:** (Select)

**Venue Description:**

## 10. Entering an Outcome Measure (Assessment)

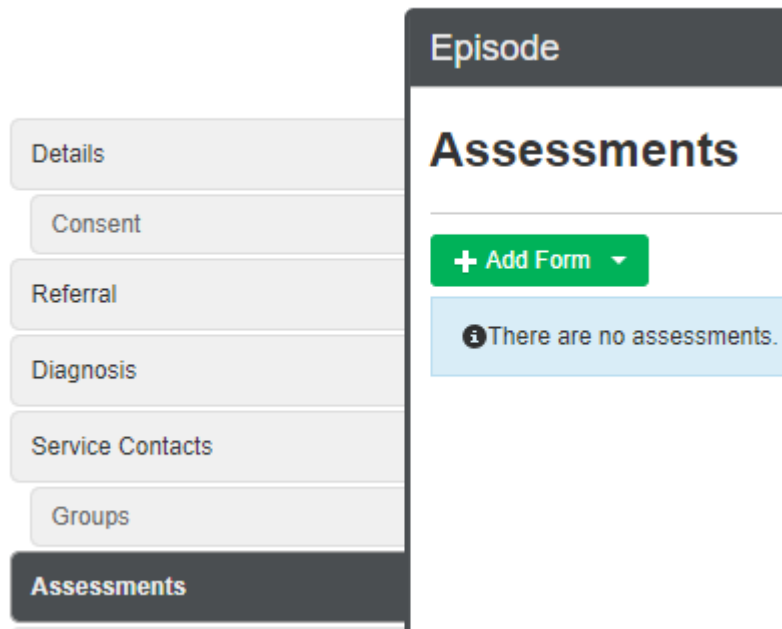
A Collection Occasion (Assessment) is defined as an occasion during an Episode of Care when the required outcome measure is to be collected. At a minimum, collection of outcome data is required at both Episode Start and Episode End but may be more frequent if clinically indicated and agreed by the client.

The measures that must be collected will be:

- K10+.
- K5 In the case of Aboriginal and Torres Strait Islander clients.
- SDQ for children under 17 years old.
- IAR-DST FOR Head to Health clients

Providers may choose to employ other clinically relevant outcome measures in addition to those stated, however outcome measures beyond the K10+, K5, SDQ and IAR-DST will not be required to be reported.

10.1 Select Assessments from the left side menu, Add Form and select the type of assessment you need to complete.



10.2 All questions must have a response entered.

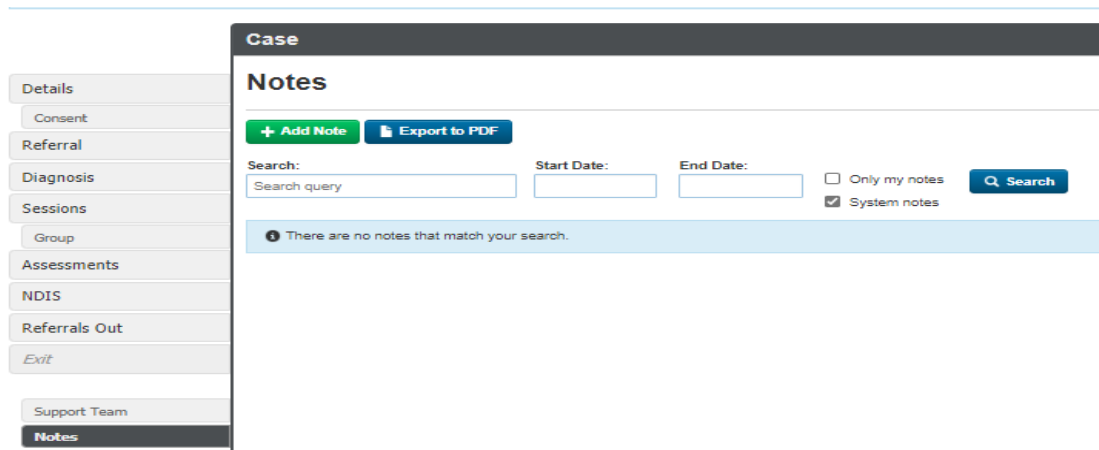
**Please Note: A response of “Not Stated” or “unknown” will enable PMHC MDS upload but return a value of missing data for reporting.**

## 11. Notes

Notes and documents in regard a client’s treatment can be stored in Fixus.

**Please Note: Murray PHN users do not have access to notes and are therefore only visible to the service provider.**

11.2 Select notes from the side menu and Add Notes



11.3 Complete all fields and add details in the space provided or upload a document.

11.4 For security please check the Visibility status and select the appropriate permissions

### Properties

Tags:

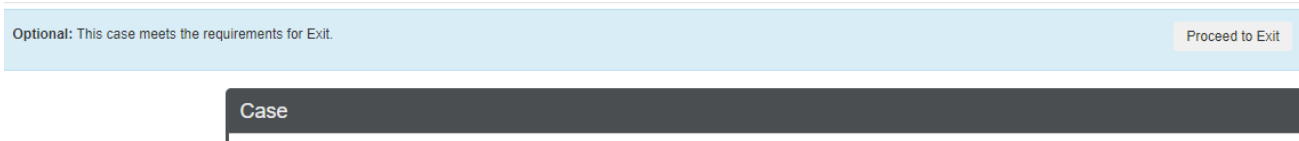
Visibility:  ▼

Priority:  ▼

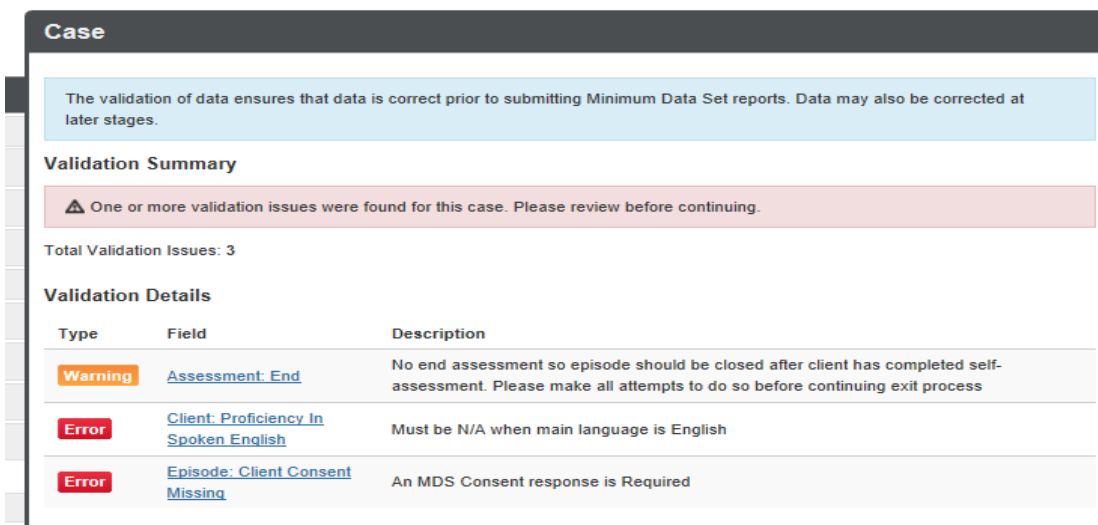
Category:  ▼

## 12. Closing a client

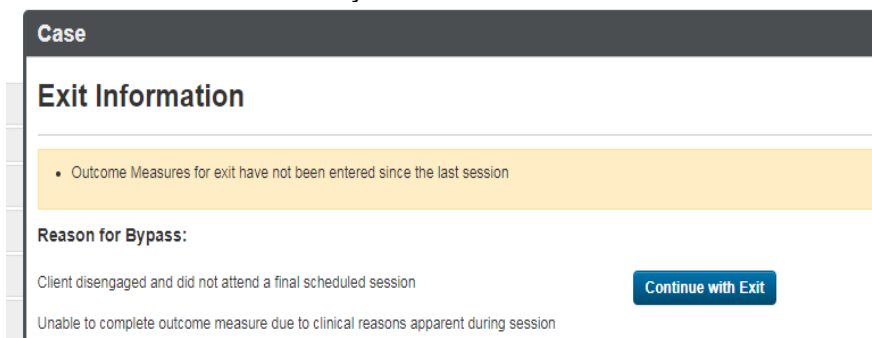
A client that no longer requires the service should be closed by clicking on the Proceed to Exit tab in the client case screen. **Note: Clients who have not received a service within 3 months should be closed.**



12.1 Any missing PMHC-MDS fields must be completed before a client can be closed. A list of missing data will display after the Proceed to Exit tab has been selected. If you click on the errors you will be taken to the location in Fixus that is incomplete.



12.2 When all errors have been attended to you will be able to continue with exit.



12.3 Enter an exit date, select a reason for exit and Organisation type referred to at episode conclusion, then save.

**Episode**

### Exit Information

- Outcome Measures for exit have not been entered since the last session so bypass is required

**Reason for Bypass:**  
Unable to complete outcome measure due to clinical reasons apparent during session

**Exit Date:**

**Conclusion:** (Select)

**Organisation type referred to at episode conclusion:** (Select)

**Save** **Cancel**

## 13 Referrals Out

To be used when a client is being referred to another organisation or provider for treatment.

13.1 Select Referrals Out from the side menu and Add Referral.

**Episode**

### Referrals Out

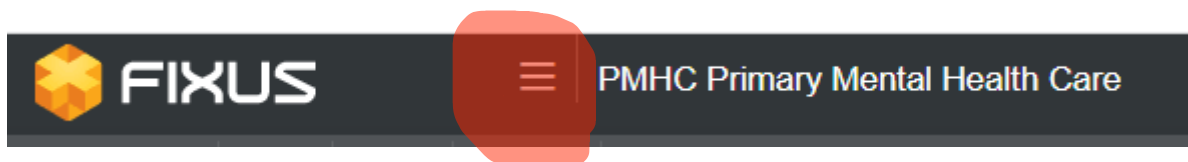
**+ Add Referral**

**i** There are currently no Referrals Out records.

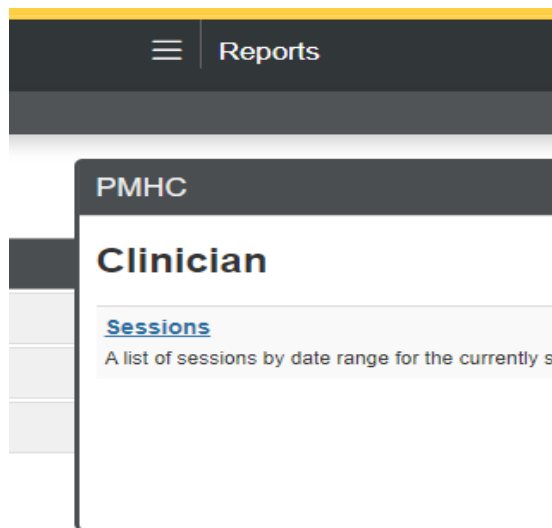
13.2 Complete the Add Referral Out form and save.

## 14. Clinician reports

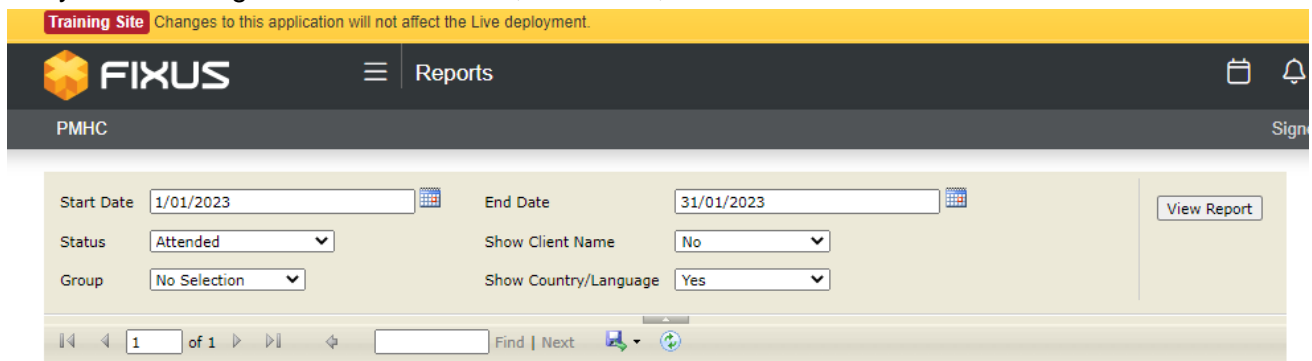
14.1 Select Reports from the Fixus drop-down Menu



## 14.2 Choose Clinician and Sessions

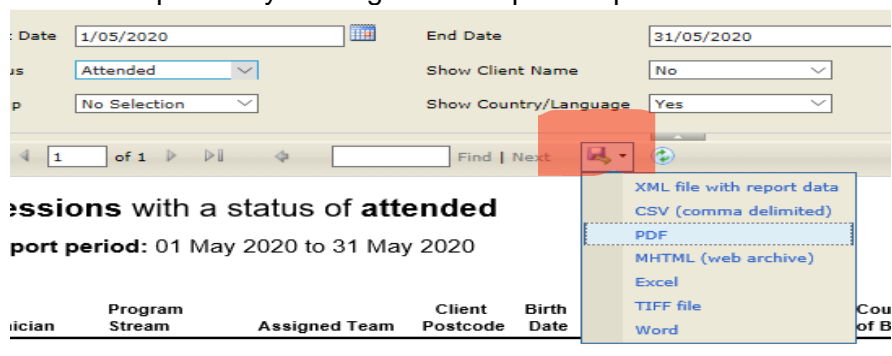


## 14.3 Select your date range and session status, Attended, Did not attend or Cancelled.



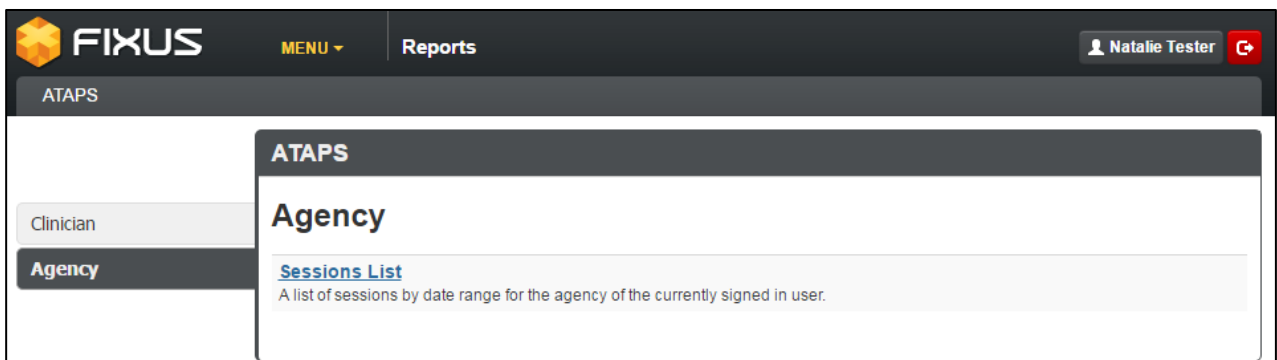
## 14.4 Click View Report.

## 14.5 This report can also be exported by clicking on the export drop down menu.



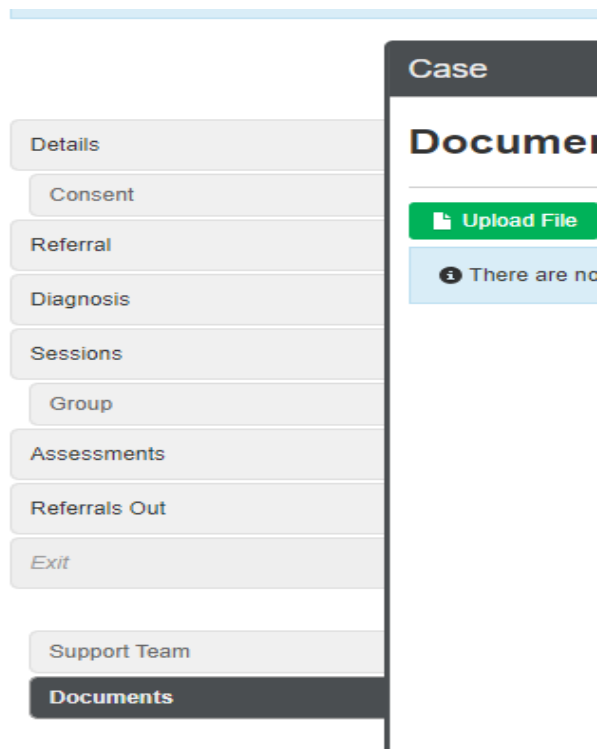
## 13. Agency reports

13.1 For managers or administrators, you can also view sessions based on the staff members from the Agency tab. Follow steps for section 12 Clinician reports.



## 14. Documents

Documents can be uploaded to Fixus but it is recommended that any identifiable information is not uploaded.



### Fault resolution process

In the event of a systems fault or concern please contact your Contract Manager, who will establish the nature of the issue and where necessary forward the issue to the Murray PHN Fixus Administrator.

### PMHC-MDS Data definitions

Further descriptions are available at [www.pmhc-mds.com](http://www.pmhc-mds.com).

### Principle focus of treatment

This PMHC-MDS item, completed at registration, identifies the main nature of the episode of care. The following description is from PMHC-MDS with some suggested related Murray PHN services.

The range of activities that best describes the overall services intended to be delivered to the client throughout the course of the episode. For most clients, this will equate to the activities that account for most time spent by the service provider.

1: Psychological therapy	PTS General and Specialist (Child Mental Health, Aboriginal and Torres Strait Islander, Suicide Prevention, Perinatal depression).
2: Clinical Care Coordination	PHHCCC.
3: Psychosocial Support	Psychosocial support

Once a client has been registered an email is sent by the Fixus system to those allocated to the client (e.g. clinician, administrator, agency manager).

### Client consent

Client consent is a PMHC-MDS item that confirms the client's willingness for de-identified data to be sent to the Department of Health. Any records attached to clients who do not provide this consent will still be captured in Fixus but will not be passed to the Department. This consent is different to the consent clients provide to share their information with Murray PHN.

### Murray PHN and identifying client information

The FIXUS platform provides an additional layer of security by restricting the information which Murray PHN staff can view on the system. This includes hiding client names, addresses and case notes.

## Initial Assessment and Referral Decision Support Tool User Guide

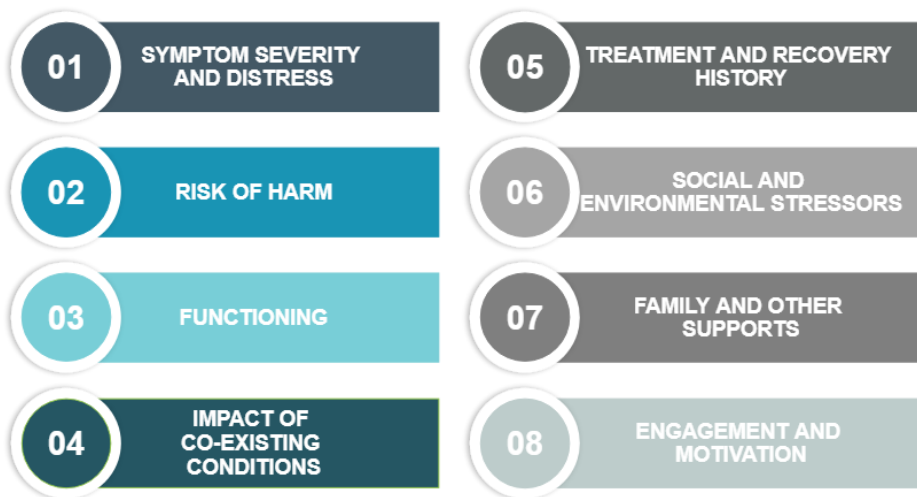
### About the IAR-DST Assessment

The National Initial Assessment and Referral Decision Support Tool is an initiative of the Federal Department of Health and brings together information from a range of sources including Australian and international evidence and advice from a range of leading experts.

In a stepped care approach, a person presenting to the health system is **matched** to the least intensive level of care that most suits their current treatment need, considering the balance between intended benefits and potential risks. The tool includes eight domains that should be assessed when determining the next steps in the referral and treatment process for a person presenting for mental healthcare. The eight domains fall into two categories:

- *Primary Assessment Domains* (Domains 1 to 4): These cover Symptoms and Distress, Risk of Harm, Functioning and Impact of Co-existing Conditions. Primary Assessment Domains represent the basic areas for initial assessment that have direct implications for decisions about assignment to a level of care.
- *Contextual Domains* (Domains 5-8): These cover Treatment and Recovery History, Social and Environmental Stressors, Family and Other Supports and Engagement/Motivation. Assessment on these domains provides essential context to moderate decisions indicated by the primary domains.



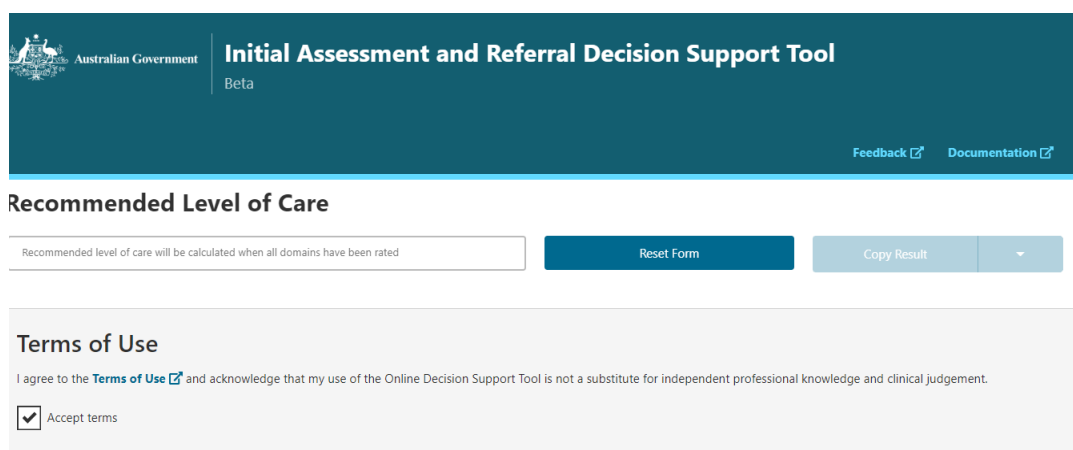


The online IAR-DST is also a useful resource and will provide additional information such as rating guides and suggested treatment options as outlined below if the clinician requires this.

### Completing the online IAR-DST Assessment

The online tool once completed produces a recommended level of care and a copy of the results can then be downloaded via a simple Excel spreadsheet to inform the completion of the IAR\_DST tool in Fixus. It's worth noting this online IAR-DST tool does not require or retain any identifying client information and we recommend having the Fixus instance of the tool open along with the online IAR-DST Assessment tool in order to transfer the information from the tool to Fixus consecutively. The tool clears itself automatically of all information each time it is opened and closed.

1. Navigate to the online IAR-DST Assessment. (<https://iar-dst.online/#/>).



2. Accept the terms
3. Upon completion of all 8 domains, a score indicating the recommended level of care will be provided. This along with the other scores will need to be transferred into the Fixus instance of the tool.
4. You can also open an explanation in each domain under the Rating Guide that will provide further guidance around scoring from 0 to 4.

## Symptom severity and distress

Domain 1

[Rating Guide](#) 

Please select one

- If you need a copy of the results from the online tool select Copy Result and from here you can download an Excel spreadsheet file. This can be saved or printed for future reference when completing the Fixus IAR-DST.

### Recommended Level of Care

 We'd love to hear your initial impressions of using the tool. [Provide Feedback](#) [Close](#)

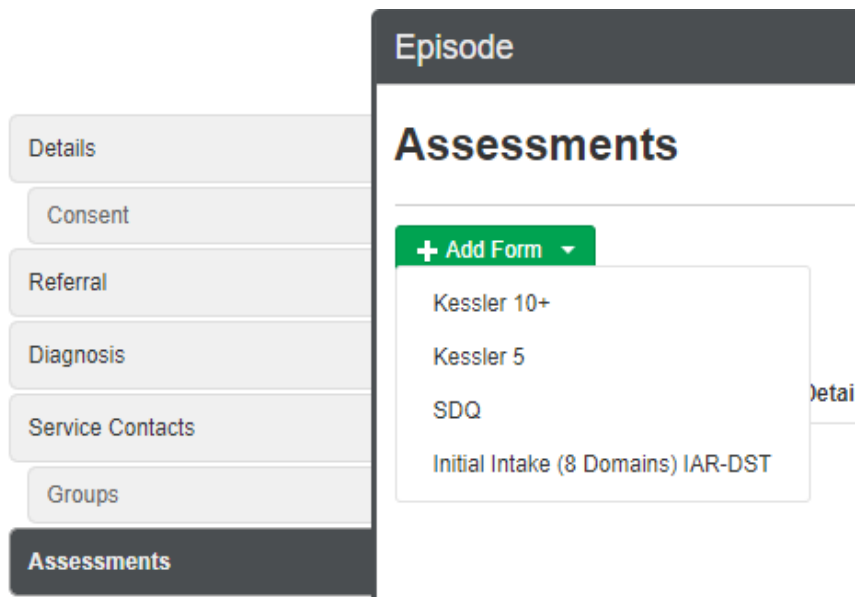
Moderate intensity services or above (Level 3+) [Reset Form](#) [Copy Result](#)

domain_1	domain_2	domain_3	domain_4	domain_5	domain_6	domain_7	domain_8	level_of_c
1	1	2	2	2	1	1	1	3+

## Completing the IAR-DST Assessment in Fixus

**This tool must be used in conjunction with the online IAR\_DST Assessment tool as above**

- To complete the IAR-DST assessment, register the client in Fixus as per Fixus User Guide, page 5.
- Navigate to the Assessments tab and select Add Form
- Select Initial Intake (8 Domains) IAR-DS from the drop-down menu.



#### 4. Complete each Domain

5. Questions 24 to 34 are the primary domains and relate directly to the online IAR-DST assessment. **(please note: questions 24 to 34 or the Primary Domains are mandatory and must be completed before saving the assessment)**

Primary Domains		
24)	Domain 1 – Symptom severity and distress	(Select) ▼
25)	Domain 2 – Risk of harm	(Select) ▼
26)	Domain 3 – Functioning	(Select) ▼
27)	Domain 4 – Impact of co-existing conditions	(Select) ▼

Contextual Domains		
28)	Domain 5 – Treatment and recovery history	(Select) ▼
29)	Domain 6 – Social and environmental stressors	(Select) ▼
30)	Domain 7 – Family and other support	(Select) ▼
31)	Domain 8 – Engagement and motivation	(Select) ▼

Level of Care		
32)	Recommended Level of Care	(Select) ▼
33)	Practitioner Level of Care	(Select) ▼
34)	Comments	<input type="text"/>

6. Question 1 to 23 are not mandatory fields and are not captured in the online IAR-DST tool, but will help guide the clinician and client towards the best level of care required. These questions should be completed with client participation to inform the outcome of the recommended level of care. It is also important to note that the recommended level of care may not be the chosen level of care and this will be a collaborative decision between the client and the clinician.

7. If you have any question specifically, in regard to the IAR-DST tool please contact Julie Wright T: 03 4408 5645 E: [jwright@murrayphn.org.au](mailto:jwright@murrayphn.org.au)

## Multi-factor authentication (MFA) for Fixus users

Murray PHN has enforced Multi-Factor Authentication (MFA) for all Fixus users. This is sometimes referred to as two-factor authentication (2FA) and is a security regime that verifies your identity by challenging you to provide more than just a username and password. MFA requires, other additional credentials, such as a code from your smartphone, or your fingerprint, or facial imprint. MFA makes it harder for an unauthorised person to gain access to your Fixus account.

You will continue to use your email address and password to sign into your Fixus account, but in addition, you will be required to provide a second piece of information such as the code provided by the mobile app or a SMS text message.

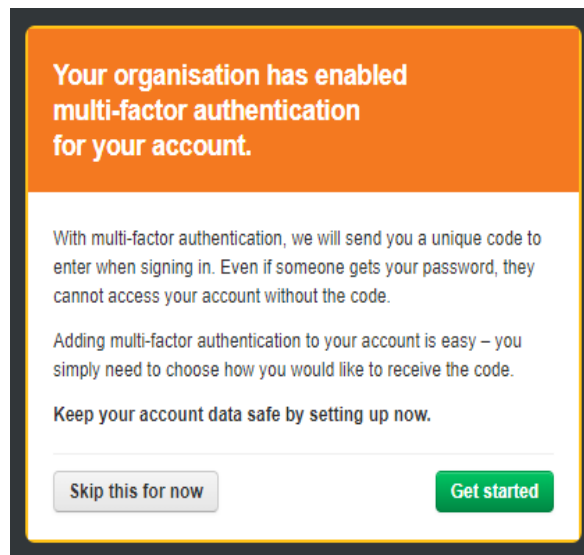
During this process I will be available to trouble shoot and guide you through the process. My contact details are:

Email - [jwright@murrayphn.org.au](mailto:jwright@murrayphn.org.au)

Phone – 03 44085645 or 0438 525 498

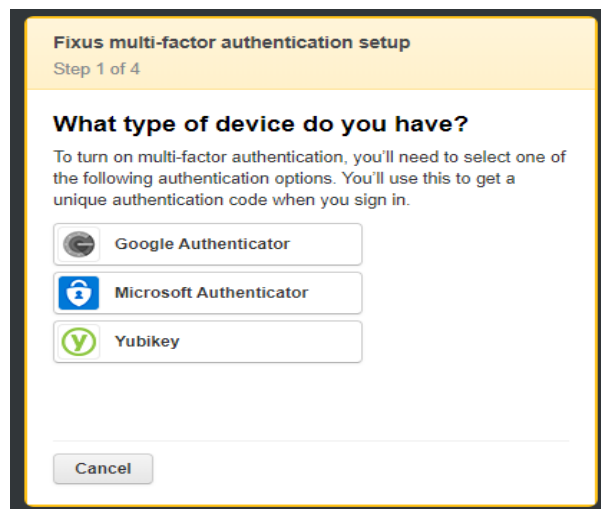
### Getting set up

When you access your Fixus account, you'll be guided through the multi-factor authentication setup process. You will need to choose one of the available authentication options, this will become your second factor to be used when signing in.



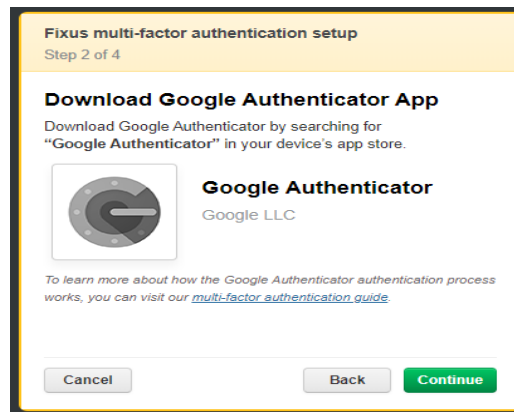
### Setting up MFA for your Account

Choose the MFA device you wish to use – Google and Microsoft Authenticator are apps

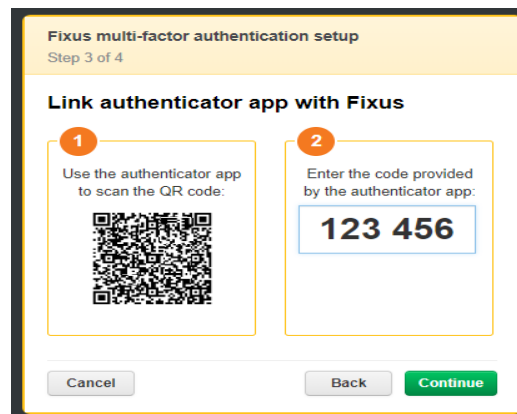


## How to install the Google Authenticator App

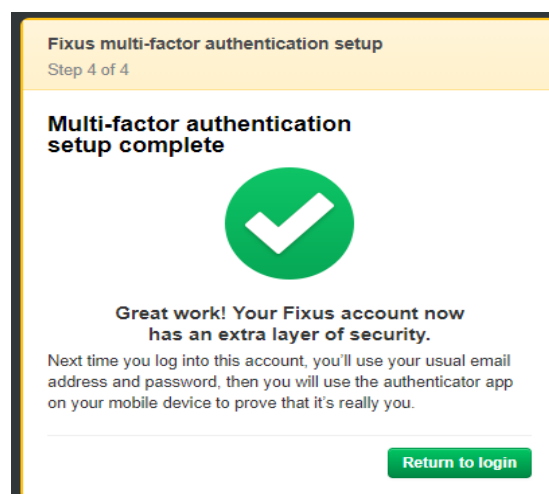
Go to the Google Play store to install the Authenticator App onto your phone



Use your App to add Fixus : scan the QR Code, and it will automatically display a 6 digit code



Once the correct code is entered, the MFA is Successful!



## How to sign into the Google Authenticator App

1. Sign in to your Fixus account as normal, using your email address and password.
2. When you click on the **Login** button a screen will appear asking you to provide a code from the Google Authenticator app.
3. Open Google Authenticator app and enter the code into the space provided.
4. Click on the **Login** button and you are finished.

## How to install the Microsoft Authenticator App

Go to the Microsoft app store to install the Authenticator App onto your phone, then Add Site

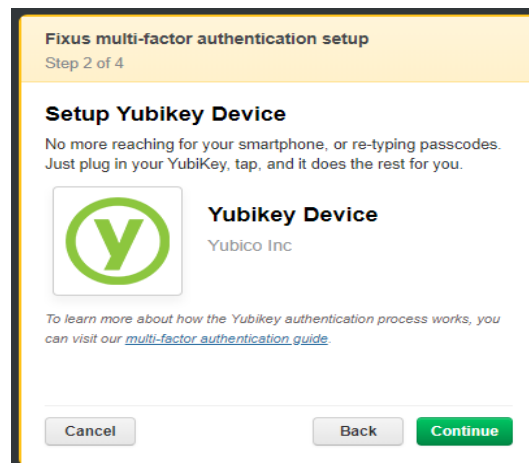


## How to sign in using the Microsoft Authenticator App

1. Sign in to your Fixus account as normal, using your email address and password.
2. When you click on the **Login** button a screen will appear asking you to provide a code from the Microsoft Authenticator app.
3. Open Microsoft Authenticator app and enter the code into the space provided.
4. Click on the **Login** button and you are finished.

## Yubikey

A Yubikey device is needed prior to setting this up.



## How to sign in using Yubiky

1. Sign in to your Fixus account as normal, using your email address and password.
2. When you click on the **Login** button a screen will appear asking you to provide a code from your yubikey.
3. Insert your Yubikey into the computer and tap it to generate the code.
4. Click on the **Login** button and you are finished.

