

FIXUS GUIDELINES

ALCOHOL AND OTHER DRUG SERVICES

MAY 2025



Leadership



Collaboration



Respect



Accountability



Innovation

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AODTS data definitions and links

Further descriptions are available at <https://www.aihw.gov.au/about-our-data/our-data-collections/alcohol-other-drug-treatment-services>

AODTS NMDS	Alcohol and Other Drug Treatment Services National Minimum Data Set: https://www.aihw.gov.au/about-our-data/our-data-collections/alcohol-other-drug-treatment-services/guidelines-for-aodts-data-submitters/2023-24-data-collection-and-submission-information
Fixus	Client Information Management System (CIMS) managed by Murray PHN to collect the AODTS NMDS: https://lmmml.app.fixus.com.au/
Mental Health Guidelines	Primary mental health services - Murray PHN
Client consent	Client consent is an AODTS data item that confirms the client's willingness for de-identified data to be sent to AIHW. 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.
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.
Episode	A continuous period of contact that consists of one or more service contacts
Sessions	A service contact between the service provider and either the client or a third party (e.g. carer, family member, other professional/service provider), which would warrant a dated entry in the clinical record of the client.
Assessments	Client outcomes
Care plans	Treatment plan and goals
Referrals out	Referred to an additional provider or program in conjunction with AOD treatment.
Exit	On completion of treatment
Support team	Person/s providing clinical support to the client
MFA	Multi-factor authentication
PMHC Data Support	mhdatasupport@murrayphn.org.au

Alcohol and Other Drug Treatment Services National Minimum Data Set (AODTS NMDS)

The AODTS NMDS captures information on 'closed treatment episodes'. This refers to a period of contact between a client and a treatment provider where there are defined start and end dates. A treatment episode is closed when treatment is completed, when there has been no further contact between the client and treatment provider for three months, where there is a change in the main treatment type, principal drug of concern or delivery setting, or where treatment is ceased. If an episode is closed and it has not been reported in the quarterly AODTS MDS submission, it can be reopened. Otherwise, a new episode of care should be opened.

For more, refer to the [Primary Mental Health Guidelines Part C](#), and/or the Alcohol and Other Drug Treatment Service National Minimum Data Set.

Drug treatment agencies whose data will be included in the national collection are responsible for collecting the agreed data elements and forwarding this information to the appropriate health authority as arranged.

Operating system requirements

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

Getting started

Requests for new Fixus users should be emailed to mhdatasupport@murrayphn.org.au with the following details: Name, Email Address, Agency, Role and Team. The Murray PHN administrator will then register the new user on Fixus.

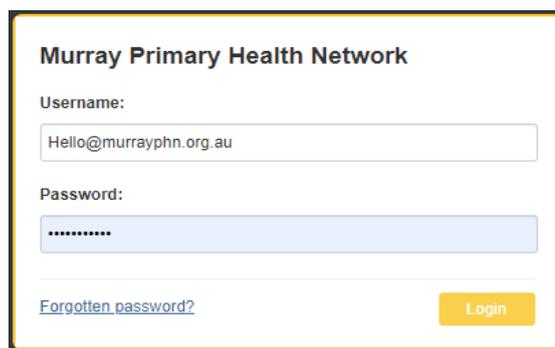
Note: web-based emails (e.g. Gmail, Hotmail) cannot be used for Fixus due to privacy.

Once staff members have been registered in Fixus they will receive an email and will need to login, set up Multi-Factor Authentication and update their profile.

Login

Open your web browser and enter this URL: immml.app.fixus.com.au

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



Log out

To log out, click the arrow icon on the top right of the navigation bar above your name.



Multi-factor Authenticator

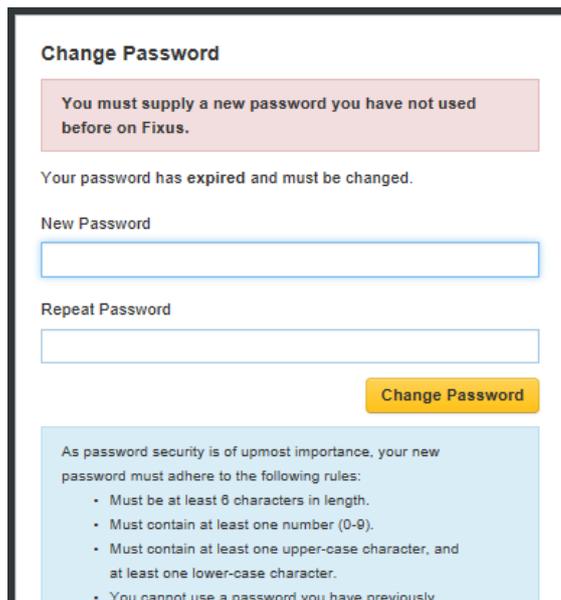
Murray PHN has introduced Multi-Factor Authentication (MFA) otherwise known as two-factor authentication (2FA) for all Fixus users. This security measure verifies a person's identity by asking them to provide more than just a username and password and makes it harder for an unauthorised person to gain access to Fixus accounts.

For MFA installation instructions see pages 13-15.

Password

The first time you login to Fixus you will be prompted to change your password.

If you forget your password, email mhdatasupport@murrayphn.org.au



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

Change Password

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

- Must be at least 8 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

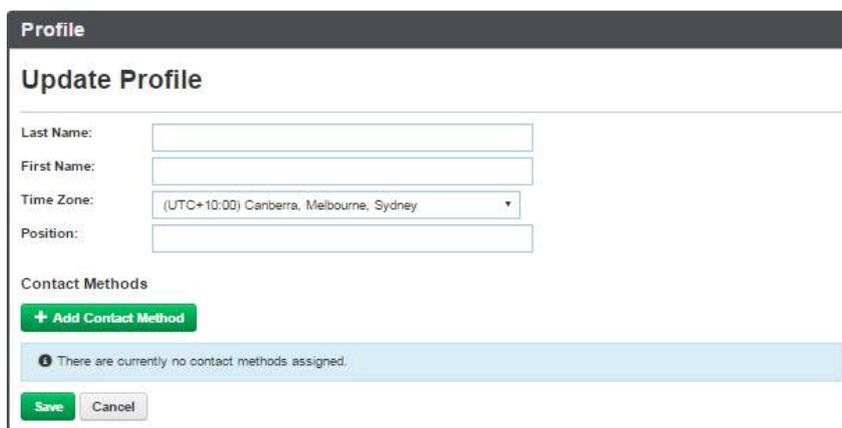
Your profile

Once you have logged in you must update your profile.

Select the people icon located above your name and complete the all the fields.

The time zone for the Murray PHN region is (UTC+10:00) Canberra, Melbourne, Sydney.

Click save.



Profile

Update Profile

Last Name:

First Name:

Time Zone: (UTC+10:00) Canberra, Melbourne, Sydney ▼

Position:

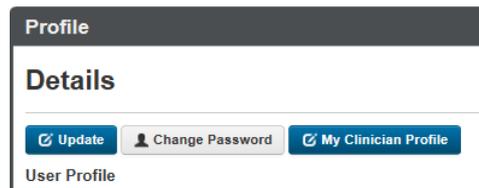
Contact Methods

+ Add Contact Method

There are currently no contact methods assigned.

Save

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

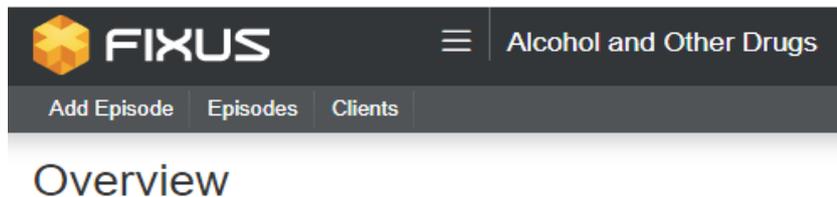


You must complete all fields and save.

Note: the above steps will only be required at your first login. Subsequent logins will take you to your Overview page.

Your Overview

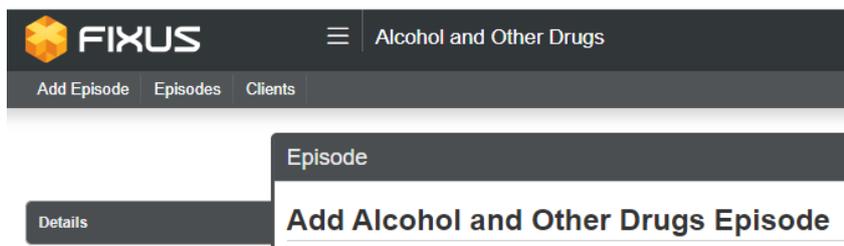
You can get to your Overview (homepage) at any time by selecting the Fixus icon, top right of screen. Your overview page will show a list of clients that have been allocated to you.



Note: Murray PHN Fixus users will not see client names or addresses due to 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.

Registering a client

Select "Add Episode"



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

Have you searched for an existing client?

In order to prevent the creation of duplicate client records, it is recommended to first check if they already exist in Fixus.

[Search for Client](#) [Clear Client](#)

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

Search Existing Clients

Family Name:

Given Names:

Alias / Preferred Name:

Suburb Name:

[Search](#) [Cancel](#) [Import details](#)

There are no search results which match your query. Please amend your query and try again.

Complete the "Add Alcohol and Other Drugs Episode" form using information from the client or the intake/assessment form and click save.

Client consent

Note: this is, consent to share deidentified data with AIHW, not consent for treatment.

Select Consent from the side menu under details and click Update Consent.

Episode Consent [Update Consent](#)

Current				
Consent type:	Consent provided:	Consent Date:	Date Recorded:	Program wide?
de-identified data	Client consent	18-Sep-2023	18-Sep-2023 10:57 AM	No
Consent type:	Consent provided:	Consent Date:	Date Recorded:	Program wide?
Agency	Client consent	18-Sep-2023	18-Sep-2023 10:57 AM	No

Select De-identified data as consent type and consent outcome at consent. You do not need to add a note, then save.

Update Consent

Consent Type:

de-identified data

Does the client consent to de-identified data being uploaded?

Consent:

Notes:

Written Consent: No file chosen

[Save](#) [Cancel](#)

Adding a Session

Select Sessions from the side menu, then Add Session.

The screenshot shows the 'Episode' page with a sidebar menu on the left. The 'Sessions' menu item is selected. The main content area displays a table with the following data:

Status	Date	Session Type	Support Member
Attended	02-Sep-2023	Individual	Amber Kelsey

Navigation buttons include '+ Add Session', 'View', 'First', 'Previous', 'Next', and 'Last'. A pagination control shows 'Showing results: 1 - 1 of 1' and 'Jump to page 1 Go'.

Complete the status.

If "Did Not Attend", session entry is complete.

If "Attended", more information is required.

The 'Add Session' form contains the following fields:

- Session Type: (Select)
- Date / Time: (empty)
- Clinician Name: (Any)
- Status: (Any)

Buttons: Save, Cancel

Attended Sessions

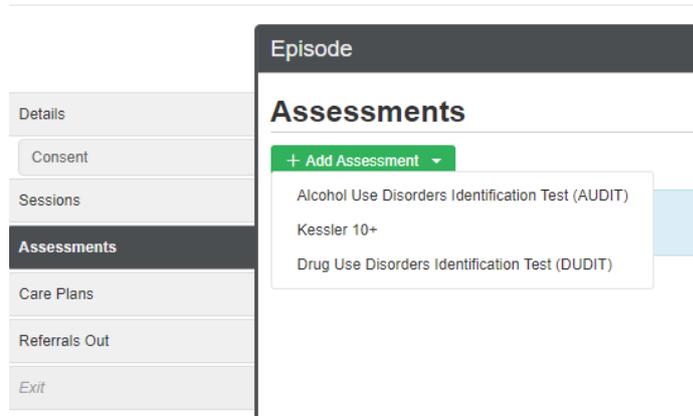
The 'Add Session' form for an attended session contains the following fields:

- Session Type: (Select)
- Date / Time: (empty)
- Clinician Name: (Any)
- Status: Attended
- Duration: (Select)
- Modality: (Select)
- Contact Type: (Select)
- Venue: (Select)
- Venue Description: (empty)
- Participation Indicator: (Select)
- Session Final: (Select)
- Postcode: (empty)

Buttons: Save, Cancel

Assessments (there are three assessment templates for AOD outcomes)

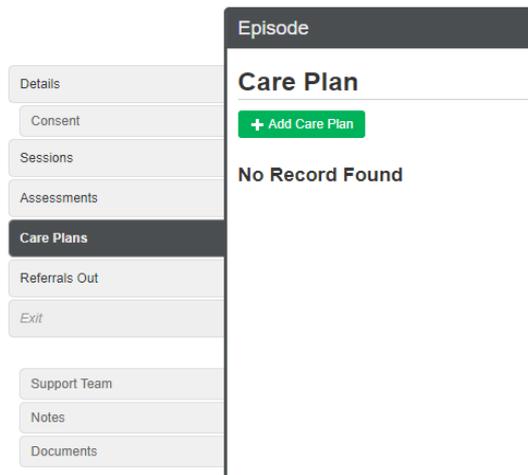
Select Assessment from the side menu and the most appropriate template for the client from Add Forms menu.



Care Plan

Select Care Plan from the side menu and Add Care Plan.

Please note: Murray PHN is unable to see any entries in this field.



Complete care plan.

Referrals Out

When a client needs to be referred to an additional provider or program in conjunction with AOD treatment within the same organisation or externally.

Select Referrals out from side menu and Add Referral.

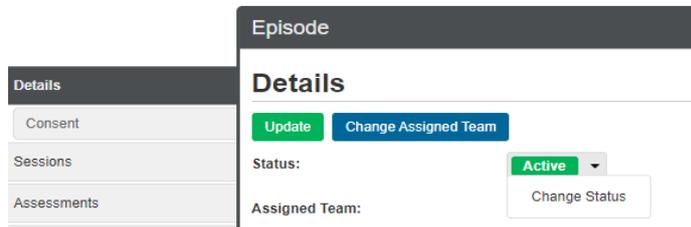
The screenshot shows a sidebar menu on the left with options: Details, Consent, Sessions, Assessments, Care Plans, Referrals Out (highlighted), Exit, Support Team, Notes, and Documents. The main content area is titled 'Episode' and 'Referrals Out'. It features a green '+ Add Referral' button and a light blue notification box stating 'There are currently no Referrals Out records.'

Complete details of where client is being referred to and why.

The screenshot shows the 'Add Referral Out' form. The sidebar menu is the same as in the previous screenshot. The form fields include: Date (text input), Service Type (dropdown menu), Contact Person (text input), Organisation (text input), Address (text input), Suburb / City (text input), State (dropdown menu), Postcode (text input), Phone (text input), Fax (text input), Email (text input), Method of referral (dropdown menu), and Description (text area). At the bottom, there are 'Save' and 'Cancel' buttons.

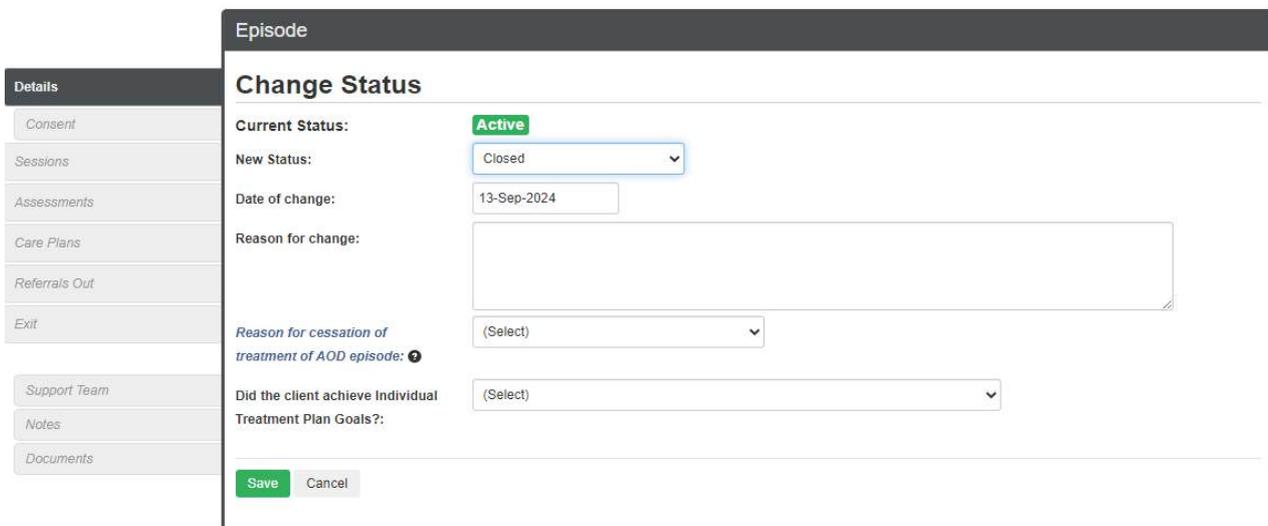
Exit

To close a client, select the details tab from the side menu.
Click on the Active drop down and select Change Status.



The screenshot shows the 'Episode Details' page. On the left is a sidebar menu with 'Details' selected. The main content area has a 'Details' header and two buttons: 'Update' and 'Change Assigned Team'. Below these, the 'Status' is set to 'Active' in a dropdown menu, which is open to show the 'Change Status' option. The 'Assigned Team' field is also visible.

Complete all fields and save. The client will now be marked as closed.



The screenshot shows the 'Change Status' form. The 'Current Status' is 'Active'. The 'New Status' dropdown is set to 'Closed'. The 'Date of change' is '13-Sep-2024'. There is a text area for 'Reason for change' and a dropdown for 'Reason for cessation of treatment of AOD episode:'. Below that is a dropdown for 'Did the client achieve Individual Treatment Plan Goals?'. At the bottom are 'Save' and 'Cancel' buttons.

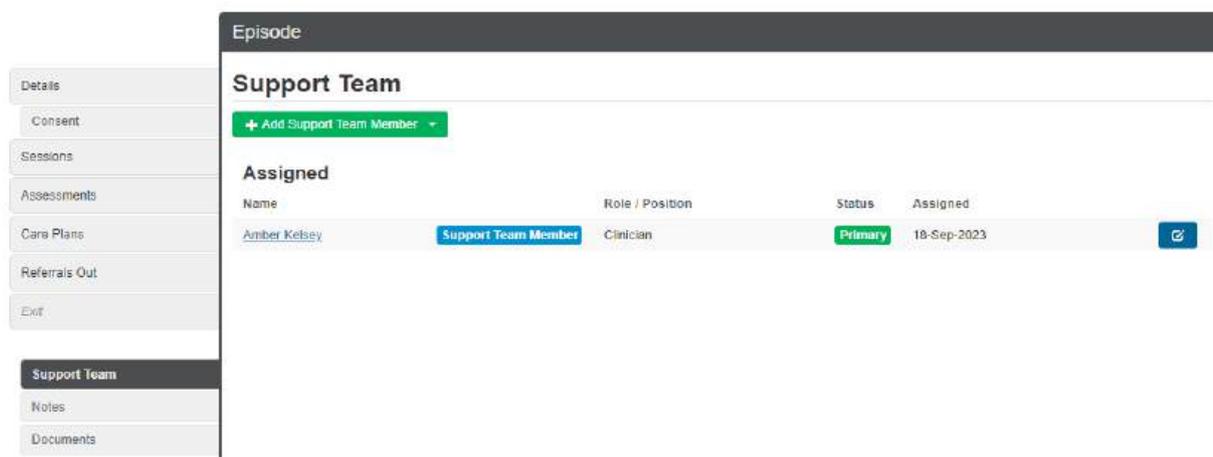
Support Team

More than one support worker from the same organisation can be added to a client.

Select Support Team from the side menu and select Add Support Team Member.

Select a name from the Support Team drop down list.

If the person who is joining the support team is not in the list they will have to be registered to the the AOD program in Fixus. Contact the Murray PHN Fixus Administrator.



The screenshot shows the 'Episode Support Team' page. At the top is a '+ Add Support Team Member' button. Below is an 'Assigned' table with the following data:

Name	Role / Position	Status	Assigned
Amber Kelsey	Support Team Member / Clinician	Primary	18-Sep-2023

AOD MDS/Reports

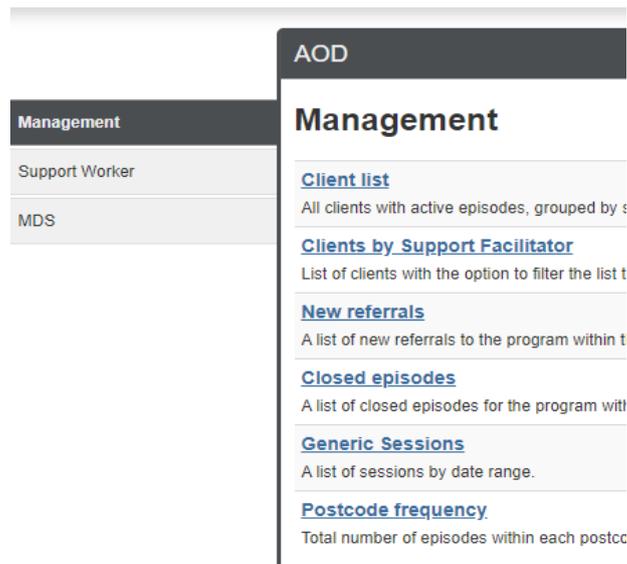
There are several useful reports within Fixus to enable Murray PHN and Provider Organisations monitor performance and deliverables.

Select reports from the AOD drop down menu.

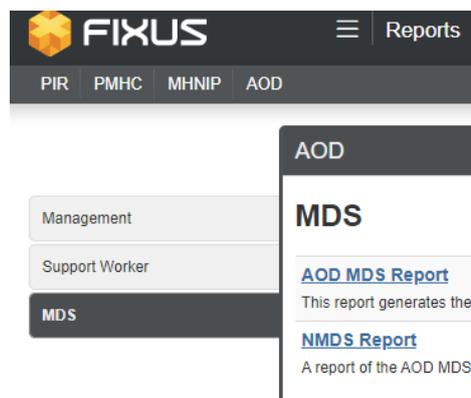


There are three types of reports within Fixus:

- Management reports are for everyday monitoring of organisations and providers for Murray PHN users only.
- Support worker reports are for individual signed into Fixus.
- MDS is the valid data for quarterly submission to AIHW and data error reports. If there are errors in your AODTS NMDS data, any recorded data within the Episode will not appear in the NMDS submission.



To access submission data and data error select AOD MDS Report.



Select the date range you require and make sure “Retrieve all client data, with non-consented records flagged” is selected.

Then validate.

Report Period Start Date: 01-Oct-2024 End Date: 31-Oct-2024 (All Agencies) [Validate](#)

Anonymised Consent: Retrieve all Client Data, with non-consented records flagged

You will now see how many errors are in your data and how many valid episodes.

From here you can view the errors in your data with a link to the affected clients.

Report Period Start Date: 01-Oct-2024 End Date: 31-Oct-2024 (All Agencies) [Validate](#)

Anonymised Consent: Retrieve all Client Data, with non-consented records flagged

Validation Summary

Type	Field	Errors	Description	
Error	Injecting Drug Use Status	1	Injecting Drug Use Status is required	View

[View Clients with Validation Errors](#) [Export Errors to Excel](#)

Valid Records Ready for MDS

Record Type	Count
Episodes	10

[Create Submission](#)

You can also download your valid episode data for submission to AIHW.

Select Create Submission and you will download a zip folder.

Open the folder and select the Episode file.

This is the data set you will submit to AIHW.

Fault resolution process

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

Multi-factor authentication (MFA) for Fixus users

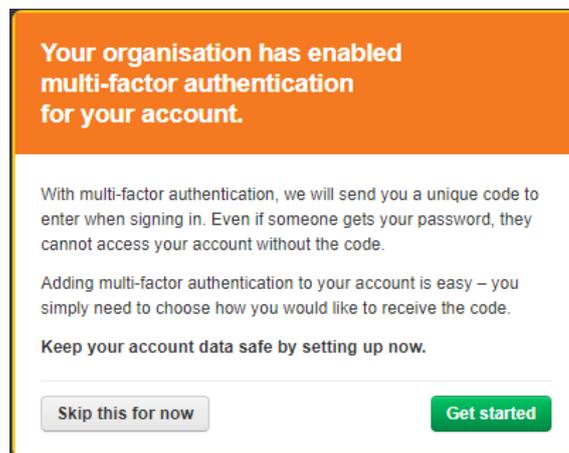
Murray PHN has introduced Multi-Factor Authentication (MFA) otherwise known as two-factor authentication (2FA) for all Fixus users. This security regime verifies a person's identity by asking them to provide more than just a username and password and makes it harder for an unauthorised person to gain access to Fixus accounts. MFA requires additional credentials, such as a code from a smartphone or email, a fingerprint or facial imprint.

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 the Murray PHN administrator will be available to trouble shoot and guide you through the process. For support, email mhdatasupport@murrayphn.org.au

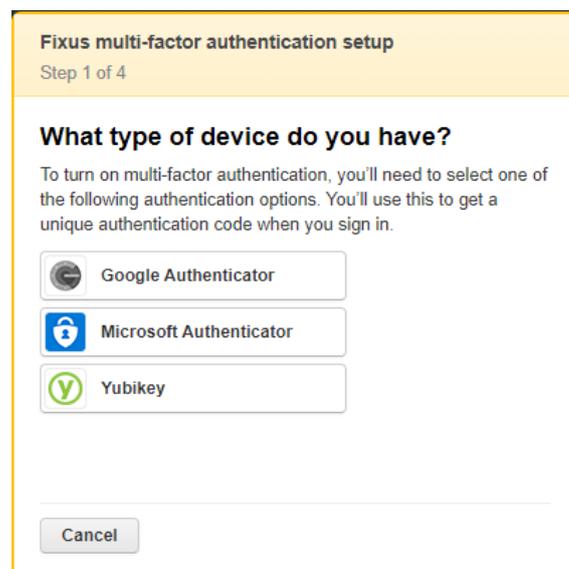
Getting set up

When you access your Fixus account, you will 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 six-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.

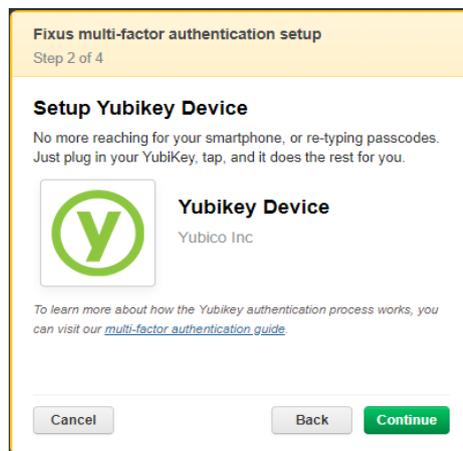


How to sign in using the Microsoft Authenticator App

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.

AODTS FAQ

What is a Referral ID?

A Referral ID is a unique identifier allocated to each Episode by Fixus. This is for Fixus search only and is not to be confused with the SLK or the client ID allocated by the provider.

How do I look up a referral ID?

Open the Fixus AOD platform and select Episodes from the menu bar under the Fixus icon. Enter the referral ID in the Referral ID tab and select Search. You will then be able select View and open the referral.

Why do we need to complete an assessment?

There are three assessment tools in Fixus that should be completed at the start of a clients Episode and at the end. Murray PHN evaluates these assessments to determine client outcomes.

What are the Assessment Tools?

Fixus provides the following assessment tools:

- AUDIT – Alcohol Use Disorder Identification Test
- DUDIT – Drug Use Disorder Identification Test
- K10 – Kessler Psychological Distress Scale.