Daily Staff Attestation & Attendance Log FAQs

COVID - 19

Be Safe -- Be Smart -- Be Kind

Please click the relevant topic below to navigate the associated FAQ

COMPLETING THE SURVEY

When do I need to complete the online survey?

The online survey should be completed **PRIOR** to arriving at work, or **PRIOR** to entering each campus if travel between sites is unavoidable within a shift.

If the survey cannot be completed prior to work or entry to a new site, staff should complete the survey as soon as possible on arrival to the workplace.

SURVEY ACCESS

How do I access the online survey?

The online survey can be accessed 2 ways:
1. *By entering this web address* https://tinyurl.com/WHstaffcheck *on a smartphone/tablet or computer.*
2. *By scanning this unique Western Health QR code using your smartphone. This code is available at workplace / hospital entrance points. This code will take you directly to the survey*

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How do I scan a QR Code?

Using your smartphone camera, hold your phone in front of the QR Code as if you are about to take a photo. A weblink popup bar will appear at the top of your screen. Click this to be taken to the survey webpage.

How do I create a short-cut to access the survey on my smartphone/iPad?

For iPhone:

1. *Open the Symptom Check & Attendance Log Survey in your internet browser (safari)*
2. *Click the Share icon (the rectangle with an upward arrow) at the bottom of the screen*
3. *A menu will appear at the bottom of the screen. Swipe through the list to select 'Add to Home Screen'*
4. *Click 'Add' in the top-right corner*
5. *The icon for the website survey will appear automatically on your Home Screen. The icon is white with a black "R" and red cap image:*

Further details here

For Android:

1. *Open the Chrome app on your handset and navigate to the Symptom Check & Attendance Log Survey website*
2. *Open Chrome's Settings menu by tapping the three vertical dots found in the top right corner*
3. *Select "Add to Home Screen" option*
4. *Click "Add Automatically" button to add the new icon to your Android device's home screen.*

Further details here.

What do I do if I can't access the online survey (e.g. I don't have a smartphone or computer)?

It is preferable that you use the electronic format. Paper based surveys will still be available on the Western Health COVID-19 Microsite or via your manager. If this applies to you, ensure you discuss this with your manager to ensure your manager has appropriate storage processes for paper based surveys in place.

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I forgot my smartphone today – how/when should I complete the survey?

If symptom free, you must complete the survey as soon as you have access to a computer. Alternatively, contact your manager and complete a paper version. If you have any symptoms stay home and contact your manager.

How do I complete my symptom check & attendance log if the website doesn't load or in case of IT issues?

Contact your manager and complete a paper version immediately upon arriving at work. Paper based surveys are available on the COVID-19 Microsite. If you have any symptoms stay home and contact your manager.

The online survey is not loading when I'm connected to Western Health WiFi?

Currently the online survey is available using the WH-Patient-Wifi network. It does not function if using the "BYOD" Western Health WiFi network unless logged in via Citrix. Your phone or device may automatically connect to BYOD at Western Health if you have WiFi turned on. Alternatively, select the option on your mobile device to forget the "BYOD" WiFi network and reconnect to the WH-Patient-Wifi or connect remotely using 3G/4G services on your device. Paper based surveys are also available as outlined above.

WORKING FROM HOME / ON CALL / STUDENT & OTHER ROLES

What if I am working from home? Do I need to complete this?

No, only staff attending a Western Health work-place need to complete a staff symptom check & attendance log. This is to ensure minimisation of transmission of COVID-19 in the healthcare setting. However, if you are symptomatic at home you should still present to a Respiratory Assessment Clinic for testing as per Government recommendations.

I am on-call. Do I need to complete the survey?

Yes, if you are on-call to attend the health service as required, you need to complete the survey at the commencement of your on-call shift, even if you are at home. This is to ensure

you are deemed fit/suitable to work if called in. For the attendance log questions, please enter the most likely work site you may be called to work at.

If you are required to be on-call via the phone only, you are not required to complete the survey.

I am a student, contractor or agency worker. Do I need to complete the daily symptom check & attendance log? If Yes, what do I enter instead of employee number?

Yes, all students, contractors or agency workers must complete the daily COVID-19 symptom check & attendance log survey when attending a Western Health site as part of DHHS requirements.   If you do not have an employee number, please select this option on the electronic survey. You will be prompted to enter your mobile number and work role / student category.   If you do not have access to the online survey, please discuss with your manager / supervisor to complete the paper based survey.

GENERAL

How do I find my employee number or what do I do if I don't have an employee number?

Check your payslip for your Western Health Employee Number.   If you do not have an employee number (e.g. students/contractors) you will be prompted to enter your mobile number and work role on the electronic survey.

SYMPTOMS, ASYMPTOMATIC TESTING & DE-ISOLATION

It is recognised that there are a number of complex symptom scenarios that may require clarification. Please review the FAQ responses below and seek guidance through your manager and/or the COVID-19 Staff Enquiries Helpline if required.

What do I do if I get a red summary screen but think I am safe to be at work?

Firstly, notify your manager and contact the staff COVID-19 Enquiries Helpline whscovid-19staffclinicenquiries@wh.org.au *(please ensure you include your direct phone number so you can be contacted).*

Am I safe to work after having an asymptomatic COVID-19 test?

Yes, *it is safe to return to work after you have had an asymptomatic COVID-19 test. Complete the Online Daily Staff Symptom Check survey as required at the start of each shift. Due to the internal logic built in to the survey system, your responses to the questions will result in a summary screen to indicate that you are eligible/safe to attend work as follows:*

- *Are you experiencing any of the following symptoms? - Your answer here will be NO as you are asymptomatic.*
- *Have you come in to close contact with a person who has confirmed COVID-19 in the past 14 days…? – Your answer here will be NO as you have not been identified as a close contact. Staff attending asymptomatic testing are not close contacts. Close contacts are notified individually by the Contact Tracing Team or ID team and a different follow up process will be in place.*
- *Have you been diagnosed with COVID-19 OR are you awaiting a COVID-19 test result? Your answer here will be YES, as you are awaiting a COVID-19 test result. Your answer to this question will result in an additional follow up question that "pops-up" within the survey:*
- *Have you been told by a healthcare professional that you meet the criteria to leave isolation and return to work? – Your answer here will be YES as you are not told to isolate with asymptomatic testing.*

After entering these responses, you will receive a GREEN summary screen indicating you can proceed to work as usual today.

Do I need to get a COVID-19 test if I have hay fever, asthma or other chronic condition that cause symptoms that are similar to COVID-19?

There should be a low threshold for testing for COVID-19 particularly if the symptoms are different to your usual hay fever or asthma symptoms. Factors that would make allergies more likely include:

- *History of allergies in the previous years at a similar time of year*
- *Associated itchy nose and eyes*
- *Response to usual treatments*

Factors that would make COVID-19 more likely include:

- *Other respiratory symptoms (sore throat, cough, impaired smell) or*
- *Systemic symptoms (such as fever, myalgia)*
- *No or minimal response to usual treatments.*

People with known allergies or asthma should have:

- *Their treatment optimised, including through having an up to date asthma actions plan or hay fever treatment plan*

- *Advice about what symptoms might suggest COVID-19 infection and require them to immediately get tested for COVID-19 and stay home until a negative result is received. (https://www.dhhs.vic.gov.au/assessment-and-testing-criteria-coronavirus-covid-19#what-about-hay-fever-and-asthma)*

Staff with asthma, hay fever or other chronic conditions that cause symptoms which could be confused with COVID-19 should consult their GP or health care provider to ensure their chronic condition is appropriately managed and controlled.

Staff should seek testing if their symptoms change or are worse than the usual presentation. Staff with chronic conditions which could be confused with COVID-19 may also access the Staff Asymptomatic Surveillance Testing program to provide further clarity.

If symptoms do not respond to a previous management plan, staff should consult their GP and consideration be given for repeat COVID-19 testing.

For further advice, please contact the Staff COVID-19 Enquiries Helpline whscovid-19staffclinicenquiries@wh.org.au

I have a chronic condition, how do I complete the staff attestation?

On the daily staff attestation, for those with chronic conditions, please report only new or worsening symptoms above your usual symptoms to the first question regarding symptoms. See further detail above in the response to the question regarding hay fever / asthma.

I have been unwell, received a negative COVID-19 test result but I still have mild symptoms. Can I return to work?

No, if you have symptoms of another illness you should stay home so as not to transmit the illness to others within the healthcare setting. Consult the Staff COVID-19 Enquiries Helpline if unsure [whscovid-19staffclinicenquiries@wh.org.au.](mailto:whscovid-19staffclinicenquiries@wh.org.au)

If mild symptoms are lingering and you otherwise feel well enough to work, you will require verbal or written medical clearance from a medical practitioner to safely return to work. This is to ensure you are not at risk of transmitting any other illness to others.

I have received confirmation that I can de-isolate following a COVID-19 positive diagnosis but I still have symptoms (such as loss of taste). Can I return to work?

Ideally you should discuss ongoing symptoms with the health professional who informs you to de-isolate. If you are unsure, please contact the COVID-19 Staff Enquiries Helpline. whscovid-19staffclinicenquiries@wh.org.au *to clarify if these symptoms should be recorded on your survey.*

If I answer "Yes" to a staff attestation declaration and am deemed not suitable to be at work, why is my contact number collected?

WH are committed to following up all staff who have 'at risk' symptoms as quickly as possible to provide support and advice. Your contact number will only be provided to the WH Staff COVID-19 Enquiries Helpline so they can contact you directly. In the event that a contact number is not provided, the Helpdesk will contact your manager.

DAILY ATTENDANCE LOG

It is recognised that there are a number of questions relating to attendance log, particularly what Work Area to select. Please review the FAQ responses below and seek guidance through your manager if required.

Why do I need to complete the daily attendance log?

It is a DHHS and Worksafe requirement as part of creating a COVIDSafe workplace that Western Health collect records of all workers, subcontractors, clients, volunteers and students attending the work premises for 15 minutes or longer and that records are retained for 28 days.

In addition, attendance logs may also facilitate Western Health's contact tracing team to enhance the organisation's response to COVID-19 outbreaks.

Do I still need to keep a paper based record of my attendance?

Paper based records need to be kept in the following instances:

- *For staff who cannot complete the online attendance log (e.g. do not have access to a smartphone / tablet / computer). Paper based logs will be made available in all work areas by managers.*
- *For break rooms (see below)*

Paper based attendance logs can be found on the Coronavirus Microsite in the QRG section.

What do I select if I work in multiple areas or sites during one day?

The online attendance log enables you to select your primary work area only. If you are working at a single site during your shift but in multiple areas please select the primary area that you are going to be working in during your shift.

If you are working at a single site during your shift but across a large number of work areas in one day (e.g. clinical staff moving frequently between wards), please select the option "Multiple Areas".

If you are working across more than one site and travel during your shift is unavoidable, you should complete the online attendance log before entering each site.

How do I find my work area?

1. *Select the hospital site/ building you are working at*
2. *Choose the level/floor) that you will be working on*
3. *An additional list will appear. Scroll down to select your work area*

   Example: To find ward 2F at Sunshine

   1. *Select Sunshine Hospital*
   2. *Choose Level 2*
   3. *Click on Ward 2F*

My work area isn't listed. What should I enter?

Western Health have elected to identify wards and main work areas.

1. *Please choose the area that is most representative of your work area for the day (e.g. Sunshine – CBR is sufficient for all clinical and non-clinical areas within CBR; Footscray – 2 West is sufficient for all non-clinical offices located on 2 West; Basement is sufficient for all workspaces in the Basement at each site).*
2. *Managers/team leaders should ensure all staff in their work area are selecting the same option.*
3. *If unsure what to select, please clarify with your manager/team leader.*
4. *If you are unable to identify an appropriate selection, please choose "**Other**" (at the bottom of the list for each level/floor) and type a short description.*
5. *If you believe your work is not listed and encompasses a significant number of staff, please advise your manager who may contact the COVID Response Team.*

Do I still need to complete an attendance log for break rooms?

Yes, break room logs must be kept in addition to the daily attendance log. This is to facilitate contact tracing & minimise COVID-19 transmission. For further information, please refer to the relevant QRG on 'Use of Break Rooms' located on the microsite.

Why are break room logs not completed electronically?

This is currently being considered as a future enhancement. Please continue to keep paper based break room logs for now.

Some work areas are requesting I complete attendance logs when I enter and exit their areas. Do I need to do this?

No, if you have completed a daily electronic or paper attendance log at the commencement of your shift that encompasses your primary work area for the day, this is sufficient.

Some areas may have implemented additional controls / logs – please discuss with the relevant manager to clarify any additional requirements.

Do I need to complete paper based attendance logs as I move around the hospital?

No, if you have completed a daily electronic or paper attendance log at the commencement of your shift, this is sufficient.

As per the above, some areas may have implemented additional controls / logs – please discuss with the relevant manager to clarify any additional requirements.

What if I work in an area that I did not anticipate working in at the start of my shift when I completed my daily attendance log?

The attendance log is designed to capture the primary area you work in during your shift. If unsure where you will be working, please select your primary/home work area where you intend on starting your day. E.g. Allied Health staff would choose the Allied Health department/office; ICU staff who attend a code/emergency in another ward/area would choose ICU.

I don't know where I will be working on a given day. What should I enter for work area?

Select your primary/home work area where you intend on starting your day as described above. If you are required to move across sites during your shift you should complete the online attendance log before entering each site, and select as the primary area of work as where you are starting at each site.

I needed to leave work early, how do I change my "Shift Finish Time"?

You do not need to change your daily attendance log. It is recognised that finish times may be difficult to estimate/predict, particularly for some work roles. Please enter your "usual shift finish time" or closest estimate if unsure.

DATA STORAGE AND ACCESS

Where is my information stored?

Electronic Surveys will be stored securely on Western Health's servers. Paper based surveys will be stored on secure drives by department Managers. These records will be used only for the purpose of informing contact tracing and report generation for the DHHS and Work Safe.

Any discussion with, or medical evidence provided to the COVID-19 Staff Enquiries Helpdesk will be saved and stored confidentially.

Who will see my information?

Managers and contact tracers will receive access to the data via MaP dashboards. Managers will only be able to view the data of staff within their cost centre.

Alert emails will be generated for staff with 'at risk' symptoms. The Staff COVID-19 Enquiries Helpdesk receive these email alerts and are responsible for contacting staff and/or managers of staff with 'at risk' symptoms to confirm and document their eligibility to attend work and provide support and advice as required.

How long is this information stored for?

It is a requirement of the DHHS that data is stored for a minimum period of 6 weeks.

I am a cost centre manager. How do I access the MaP Dashboard?

All cost centre managers can access the COVID-19 Staff Attestation report via MaP 2.0. This can be accessed via the intranet home page by selecting MaP from the Quick links Menu and then selecting: MaP 2.0 > Workforce > COVID-19 Staff Attestation.

Attendance log data will be visible in the same location approximately 1 week after GoLive

I am a cost centre manager. I cannot see all of my cost centres or all of my staff on my dashboard?

The report lists the symptom check and attendance log survey responses completed by staff within your cost centre(s) over the past 24 hours. If you are unable to see staff from your cost centre, it may mean that those staff have not completed the survey in the past 24 hours. Alternatively, staff may have entered an incorrect employee number. Staff missing from the list who are currently working should be reminded to complete the survey using the correct employee number.

FURTHER INFORMATION

Where can I obtain further information?

- **Via the DHHS website:** https://www.dhhs.vic.gov.au/assessment-and-testing-criteria-coronavirus-covid-19
- **By contacting Staff COVID-19 Enquiries Helpdesk:** *Western Health COVID Helpdesk via email* whscovid-19staffclinicenquiries@wh.org.au.
- **Further detail is also included in the relevant QRG on Staff Daily Symptom Check & Attendance Log.**