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SARAA Biologics Registry FAQs:

1. What is the correct link to use to login to the SARAA Biologics Registry?

URL: <https://saraa.phoenixx.app/login>

2. What is the username which must be entered on the login screen?

The username which should be used is the same email address used to create the user profile on the system.

3. How do I search for a patient on my profile and with what can I search with?

There are two ways in which users can search for patients on the system. Firstly, at the top right next to the “Home” button, there is a magnifying glass which the user can click on. Once the pop-up bar shows, you can search with either name/surname or ID number for the patient/s. Secondly, the user can navigate to the participant dashboard view via the green briefcase icon on the landing page. Once there, the user can click within the “search box” on the right and search with either the patients ID or the unique system ID generated (number in the green box starting with RP).

4. What should be done if a patient is not found via either of the search options?

The user can send an email to support@nuvoteq.io with the patient/s name and surname as well as ID number and the applicable Doctor. The nuvoteQ team will then attend to this request within 24-48hours. This instance can occur where the patient is linked to the incorrect Doctor or the ID number could be entered incorrectly.

5. Do all fields within the forms need to be completed and do we need to push save somewhere to ensure the information captured is stored?

Only fields with the red asterisks are required to be completed on the system, all other questions which do not contain the red asterisks need only be completed if the information is available at the time the application is entered onto the system. Additionally, there is no need for the Doctor to push save for the information to be saved. The system is responsive in that it saves every entry made on the system per question automatically which can be seen by a small tick symbol next to the question/s name.

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6. Does the Visit Details form need to be completed for each visit and when updates are made to the patient's records?

The Visit Details form should only be completed after each new visit for the given patient whether routine or unscheduled or if any updates are required to be made on a patient/s profile, resulting from the panel declining an application due to missing information. However, any updates to not specific to a new application does not require a new entry by Visit Details.

7. How do we know if an application has been submitted to the panel for review? Do we need to submit something?

An application will be submitted automatically to the system once the Visit Details form has been completed for the given visit, therefore no need to submit anything. However, upon request, there will be a new feature on the system in due course where the Doctor will be able to click on a submit button to serve as confirmation the application has been submitted to the panel.

8. How do I resubmit an application to the panel if the previous application was declined by the panel?

This process is simply. The Doctor once the additional required information has been added to the patient/s profile, simply add a new entry by the Visit Details form using the same date and follow-up type used in the initial submission and simply indicate the reason for resubmission in the "If follow-up, please specify" question. Following this, the application will be resubmitted to the panel for reconsideration.

9. How do we know the status of the application and whether the panel have reviewed it yet?

Currently, the system does not have this functionality where the Doctor is able to see if the application submitted, in review or has been approved. This feature will be included within the next batch update to the system in due course.

10. What is the turn around time for application/s to be reviewed and or approved?

Provided that the Visit Details form has been completed, the general turn around time for review and/or approval of applications is 48 – 72 hours after application is submitted to the panel.

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11. How do I know an application is approved, where can I find the approval certificate?

Once an application is approved by the panel, the system will send an approval certificate to the email address used to create a user profile on the system. (i.e. Doctors email address). This email will contain the pdf certificate from the system.

12. Can we download the recent visit information into word or pdf format to send with the approval certificate to the medical aid?

Currently, the system only makes provision for the patient/s whole history to be downloaded. This will be updated to only include the most recent visit information in due course. In the meantime, Doctors can submit the approval certificate and the application form on hand to the medical aid until this feature is available on the system.

13. Does the Biologic Selected and dose question need to be completed for each application by Biologic request and Motivation?

Yes, the Biologic Selected question must be completed for each application as it is a required question and is reviewed by the panel each time. The name of the Biologic selected also appears on the approval certificate, therefore if it is not completed it will not show on the certificate.

14. In special circumstances urgent applications are required to be expediated before being loaded onto the system, how can this be done?

In this event, the Doctors and/or support staff can contact SARAA directly via exec@saraa.co.za and they will help facilitate the process of fast-tracking the application/s and approvals.