

# MOHR FAQs and Troubleshooting Guide



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## Q. WHO CAN ACCESS THE INFORMATION?

Only users set up with access to each site will be able to view reports and patient data. You can create users with varying levels of access depending on what functions they need to perform.

## Q. WHAT IS MY OCC HEALTH RECORD (MOHR)?

My Occ Health Record is a central hub that provides employers with a secure method for collecting, managing and storing occupational health data. My Occ Health Record not only stores and manages sensitive health information, it also streamlines the assessment process, removes the need for paper-based assessments and governs the flow of occupational health information.

## Q. IS MOHR PART OF BODYCARE?

MOHR, Bodycare, Healthworks and Bodycare NZ are all separate entities within the “Occupational Health Group”. These units work closely together to deliver cutting-edge services to clients.

## Q. WHY ARE WE UPGRADING?

The MOHR platform offers several enduring improvements over the dashboard allowing for easier integration across a range of services and centralised data, making it easier to track and report on health and safety onsite. MOHR has been designed from the ground up to be a central source of truth for your occupational health information.

## Q. WILL THE ONSITE PHYSIO COSTS INCREASE WITH MOHR?

The transition to MOHR for use with your Onsite Injury Prevention program will not affect the pricing for onsite physiotherapy services. MOHR has additional features which may be purchased and incorporated such as integration with Health Surveillance, COVID Health Checks, and Wellbeing programs. Please speak with your account manager if you would like to learn more.

## Q. WILL THIS CHANGE ANY OF THE DATA WE RECORD?

No, the patient data entered by your Onsite Injury Prevention Specialist will not change, just the way you can view and collate it using the dashboard.

## Q. WILL EMPLOYEE DATA BE SAFE IN MOHR?

Yes, MOHR are ISO 27001 certified. ISO 27001 is a global standard for the quality of our Information Security Management Systems and MOHR are audited against those standards every year. That means that clients can have full trust and confidence that employee information is safe and protected as the platform is built at the highest level possible.



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## **Q. WILL ANY OLD INFORMATION BE LOST?**

No, all existing patient files and records will transition and remain available.

## **Q. WILL ANY OF THE REPORTS CHANGE?**

The individual patient reports and emails regarding onsite physiotherapy treatments will not be changing at this time. This includes the email address which sends all automated reporting, so you will not need to adjust your email filtering/forwarding arrangements.

## **Q. DO I NEED TO CHANGE MY PASSWORD?**

You will be prompted to update your password the first time you log into MOHR. Password complexity criteria are stricter than in the previous dashboard for improved information security so it is likely you will need to update your password.

## **Q. WILL THERE BE MORE CHANGES COMING?**

We are constantly striving to improve the technology aspect of our service. We are currently working on more advanced features within the MOHR platform; however we don't expect your experience regarding Injury Prevention to change again in the near future.

## **Q. WHEN IS THE CHANGE OCCURRING?**

The Injury Prevention component of Bodycare's service (onsite diary, dashboard reporting, and employee records) will move to the new MOHR platform on the 11th of February 2021. Other elements such as Pre Employments, Health Surveillance, and Wellbeing activities are still in the final testing stages and will be migrated at a later point in 2021.

## **Q. IS MY BODYCARE CONTACT CHANGING?**

Your Bodycare Account Manager will continue to be your primary point of contact for all things relating to onsite injury prevention. If you are interested in other services and modules within the MOHR platform, your Account Manager may introduce you to the MOHR team to facilitate setting these up in a way that works best for you.

## **Q. WILL MOHR WORK ON MY COMPUTER?**

MOHR is supported for use with Chrome, Edge, and Firefox internet browsers, similar to the previous dashboard. While it will operate on Internet Explorer and other browsers, there may be layout or function inconsistencies.

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## **Q. CAN I USE MOHR ON MY MOBILE?**

MOHR operates on mobiles and tablets however there may be graphical or layout inconsistencies. There is currently no 'mobile mode' available.

## **Q. WHO DO I CALL FOR SUPPORT?**

The MOHR team will provide support relating to software and tech issues. Please contact 1300 734 600 or email [support@myocchealthrecord.com](mailto:support@myocchealthrecord.com) for support regarding the software (crashes, issues, questions). For questions or concerns regarding reporting, data, or your injury prevention program, your Account Manager is the best person to discuss with.

## **Q. ARE THERE ANY FUNCTIONS WHICH ARE BEING REMOVED IN MOHR?**

Once migration is complete you will have all of the same functions available in MOHR as you do in the dashboard. There will be a short delay before pre employment information is available in MOHR, so during this time you will still need to use the existing dashboard to access pre employments.

## **Q. HOW DO WE COMMUNICATE THE CHANGE WITHIN OUR TEAM?**

MOHR will be sending communications to all users currently set up with access to the Bodycare dashboard regarding the changes, including full instructions and quick-booking guides. If you have multiple people who use the same login you may need to pass this information on among those with access.

## **Q. I MANAGE PRE EMPLOYMENTS AND INJURY PREVENTION - HOW DO I MOVE BETWEEN THE TWO SYSTEMS?**

We've made it as easy as possible for you to navigate between the two systems. Upon login into the system you will be given the option of going between Pre Employments and Injury Prevention - it's as easy as a click of a button!

## **Q. I CAN'T FIND THE INFORMATION I NEED, OR PARTS OF THE SCREEN ARE CUT OFF.**

Depending on your screen size and resolution, you may find that adjusting the zoom on the page helps (75-80% recommended for laptops).

## **Q. ARE THERE ANY CHANGES TO BILLING OR INVOICING?**

No changes to billing or invoicing arrangements are required. Additional MOHR modules may be billed separately by MOHR if purchased.