



Hospital Admission Booking System (HABS) User Guide

Patient Portal

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Overview

Welcome to HABS (Hospital Admission Booking System).

It is recommended that a person over 18 creates an account. A parent that may be a patient in the future or in the past will be able to skip the sign-up process and have family bookings under one login account.

This document will assist you with booking an admission at one of UnitingCare Hospitals via HABS. This guide will step through all the actions that you can perform to make your experience as easy and stress-free as possible.

What is HABS for?

In most cases, you will sign up with HABS to book an admission because your doctor has arranged for you to undertake a procedure on a specific date and at a specific hospital. HABS – also referred to in this document as the “Patient Portal”.

What information do I need to provide?

Once you have logged in for the first time, you can create a new booking where you are asked to complete an admission form. The admission form asks specific questions about you such as your name and contact details, information about the type of procedure you’re having, as well as a full clinical health history.

The first time you make a booking, you should set aside at least 20 minutes to complete the form. However, for subsequent visits, you need only update any information that has changed, as your details are securely stored to save you time.

Any questions that are optional are listed. All the information you provide will be considered for your care plan to assist with either your stay and/or your recovery.

What can I do within HABS?

The Patient Portal has different sections to help you navigate, that allow you to:

- Make a new booking or continue an unfinished booking
- View a history of your previous bookings and any documents relating to them
- Make a future booking quickly, using previously saved information
- Send and receive messages to and from hospital staff relevant to your booking
- Upload documents relevant to your admission such as consent forms or approval letters. View information sent by hospital staff that related to advice about your procedure, including your Informed Financial Consent (IFC).
- Make a payment for an amount owing prior to Admission
- View visitor information such as hospital visiting hours and amenities

How does HABS work?

Once you have submitted your booking, it is sent to our hospital staff who are able to review it and start arranging for your hospital stay. We ensure that you have provided all the necessary information, and assess your clinical health history so that we can plan your admission and cater for your specific needs. Our hospital staff will contact you if they have any questions prior to your admission.

Before you start

Please note that within this help guide there may be images that do not exact match example information, these are used as a visual guide and any information that is displayed within the images are either obscured, removed or generated for this guide.

Navigating to <https://bookmyadmission.com.au/> will display the following page. From here you have the following options from Signing up a new account to log in with an existing account or if you have forgotten your password for a verified account can be reset from this page.

There is also a link to this user guide for your convenience



Figure: Book My Admission Front Page

Sign up – Create a HABS account

To create a new account, you will be required to Sign up via the Sign up button on the login screen. A Sign up requires a valid email address and a password that is at least a minimum of 8 characters consisting of 6 letters and 2 numbers. Symbols can be used as part of the password; however, this does not count towards the number of letters or numbers.

Please use a *personal* email address so that confirmation emails go to a correct email address that you will continue to have access to in the event that your employment status changes.



The screenshot shows the 'Sign Up' form with the following elements:

- Sign Up** header
- Text: "Please Sign Up to submit and manage bookings for any UnitingCare hospital."
- Text: "Please ensure:"
- List of requirements:
 - You provide a valid email address as you will need to verify it to complete the Sign Up process
 - The password you select must be secure and it must be easy for you to remember but hard for others to guess
- Input fields: Email, Confirm Email, Password, Confirm Password
- Buttons: "Sign Up"
- Requirements box: "Password must include: A minimum of 8 characters, At least 6 letters, At least 2 numbers"

Figure: Example of a filled in sign-up form



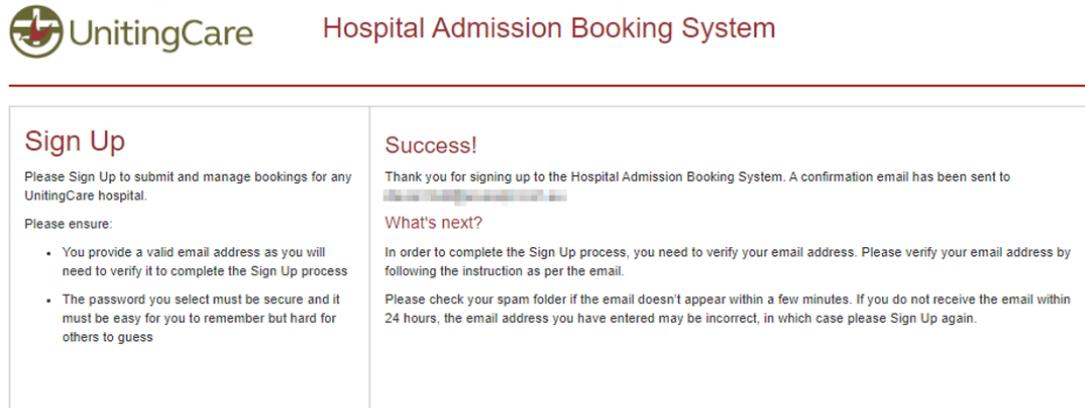
The screenshot shows the 'Sign Up' form with the following elements:

- Sign Up** header
- Text: "Please Sign Up to submit and manage bookings for any UnitingCare hospital."
- Text: "Please ensure:"
- List of requirements:
 - You provide a valid email address as you will need to verify it to complete the Sign Up process
 - The password you select must be secure and it must be easy for you to remember but hard for others to guess
- Input fields: Email (your_email@email.com.au), Confirm Email (your_email@email.com.au), Password (*****), Confirm Password (*****). Each field has a green checkmark on the right.
- Buttons: "Sign Up"
- Requirements box: "Password must include: A minimum of 8 characters ✓, At least 6 letters ✓, At least 2 numbers ✓"

Figure: Filled in example of a signed-up account

Success Message with Next Steps Instructions

Provided that you have all green ticks on each field when you click Sign Up it will display the following message with information on where a verify email has been sent to.



The screenshot shows a two-column layout. The left column is titled "Sign Up" and contains instructions for submitting and managing bookings, along with a list of requirements: providing a valid email address for verification and selecting a secure password. The right column is titled "Success!" and includes a thank-you message, a confirmation that an email has been sent, and instructions on how to verify the email address, including a note to check the spam folder.

Figure: Example of a completed sign up message

Verify your account

You should expect to see an email within a few minutes such as the below asking you to verify your account. When you receive this email, please click the link to gain access to the portal which will verify your account. **Note:** This link is valid for only seven (7) days before it will expire. If expired, you will be required to complete the sign-up process again.

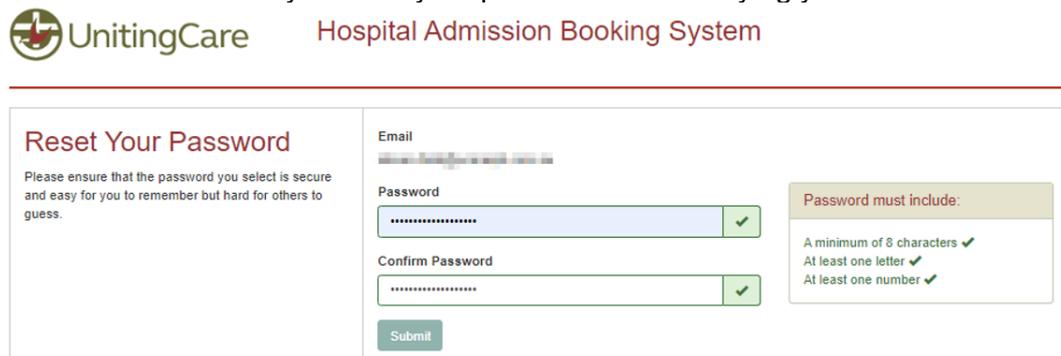


The screenshot shows an email header with the UnitingCare logo and the word "Welcome". The main body of the email asks the user to verify their email address by clicking a link. A note states that the link expires in 7 days. At the bottom, there is a disclaimer link: <http://www.uhealth.com.au/disclaimer>.

Figure: Example of a completed sign up email

Reset your Password

You will also have the ability to reset your password after verifying your account.



The screenshot shows a form titled "Reset Your Password". It includes fields for "Email", "Password", and "Confirm Password", each with a green checkmark indicating successful input. A "Submit" button is located at the bottom. To the right, a box titled "Password must include:" lists requirements: a minimum of 8 characters, at least one letter, and at least one number, each with a green checkmark.

Figure: Example of a password reset on confirm of account creation

Forgot Password

From the login screen you can request for your password to be reset. By entering your email, the system will send a password reset to your email address. If the email is valid and you have logged into HABS at least once you can expect to see an email within a few minutes up to 24 hours.



<h3>Reset Your Password</h3> <p>If you have created an account, please submit your email address and we will send you an email with instructions about how to reset your password</p>	<p>Email</p> <input type="text"/> <input type="submit" value="Submit"/>
---	--

Figure: Page waiting for the email address to reset the password email

Enter your email address and click submit for an email to be sent out



<h3>Reset Your Password</h3> <p>If you have created an account, please submit your email address and we will send you an email with instructions about how to reset your password</p>	<h3>Password reset email sent successfully!</h3> <p>We've sent an email to [redacted] containing a temporary link that will allow you to reset your password for the next 24 hours. Please check your spam folder if the email doesn't appear within a few minutes.</p>
---	---

Figure: Example message of the password rest

Below is a copy of the email you will receive with instructions to change:



You recently requested a link to reset your patient portal password.

Please set a new password by clicking the link below.

[Reset Password](#)

*** This is an automated message, please do not reply. It was sent from an email address that cannot accept incoming messages. ***

UnitingCare Email Disclaimer: <http://www.uhealth.com.au/disclaimer>

Figure: Example of the email received on resetting password

Logging In

Once you have signed up you will be able to log into the Patient Portal.



Figure: HABS Home Page

General Navigation

General Overview

When logging into HABS you will see the following.

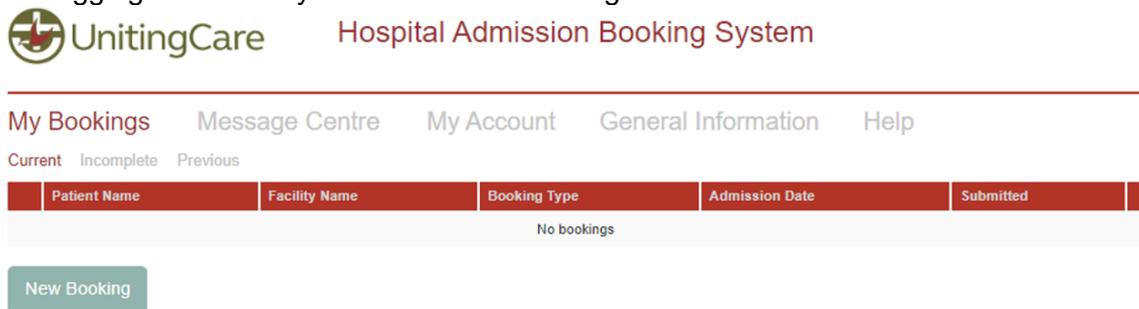


Figure: HABS Patient Portal

HABS is sectioned with the following headings.

My Bookings

This is where your bookings will be displayed. Bookings can be either for you or another person. For example, a parent, who already has an account can create a booking in their account for their child or vice versa.

Bookings are separated into three sections:

Current

These are bookings that have been completely filled out and submitted to the hospital and are planned for a future visit.

Incomplete

These are bookings that have been started but not submitted and still require information.

Previous

These bookings are bookings that are now past their admission date. Any previous visit to one of the UnitingCare hospitals will be displayed here.

Message Centre

If you need to contact one of the hospitals in regards to a booking you can use this section to send a secure message, the hospital will reply back via this Message Centre and is the preferred method of communication. If you have issues using this function or it's of an urgent matter, please call the hospital, and our friendly staff will assist you.

My Account

This is where any bookings that have outstanding payments or have been paid are displayed to allow for easy access of invoices. Invoices can also be found within the booking. You can also sign your IFC (Informed Financial Consent) and/or pay an account.

General Information

This section will have general information on getting to the hospital, visiting hours, available amenities and contact information for each of our hospitals

Help

This section contains this guide.

Home

At times the text “Home” will be displayed. Clicking on this link will always return you back to My Bookings with Current section selected within HABS.



Figure: Home Link back to the My Bookings Section within HABS

Uniting Care Logo

Clicking on the Uniting Care logo will always navigate you back to the My Bookings Tab with Current selected.

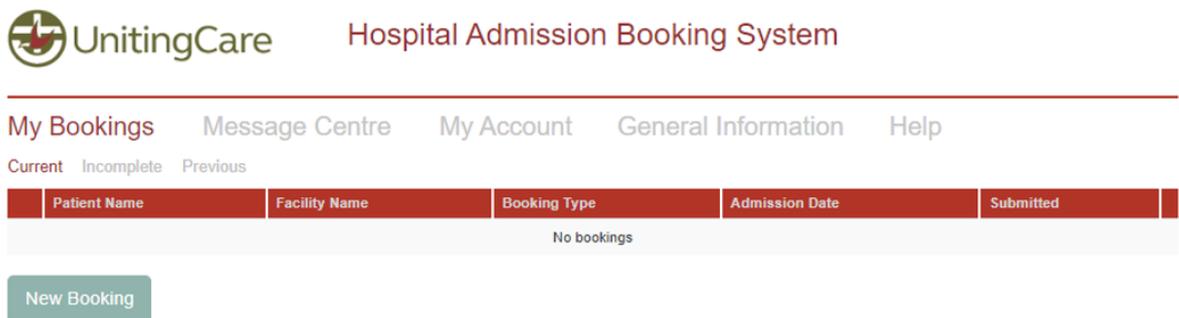
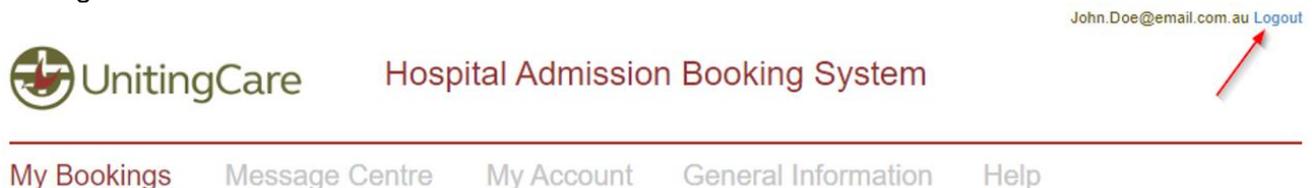


Figure: Logo Link back to the My Bookings Section within HABS

Logout

Clicking logout in the top right corner, will log you out of the system, and navigate you back to the login screen.



Important: As a safe guard of information after 20 minutes of inactivity, the system will automatically log you out.

My Bookings

Current

From this screen you are able to create a new booking and view current bookings that have been completed.

To create a booking click the green button labelled “New Booking”

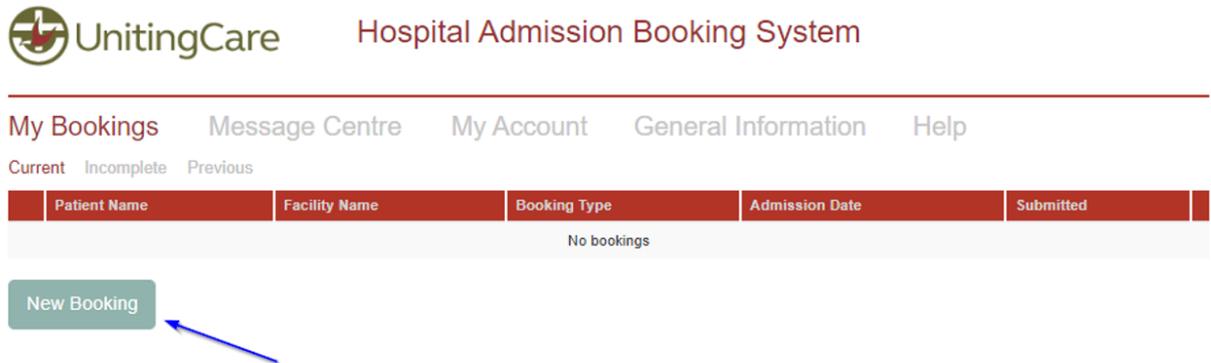


Figure: Create New Booking via the New Booking Button

Once a booking is created and submitted will be displayed here



Figure: Example of a created booking displayed within this section

At times there might be icons on the line such as a paper clip icon, which will show that the hospital had attached a document to your booking to be reviewed



Figure: Paperclip Icon

View Details

Click anywhere on a booking line or the “View Details” button to view a booking

UnitingCare Hospital Admission Booking System

The Wesley Caring for you for life

My Bookings Message Centre My Account General Information Help

Current Incomplete Previous

Patient Name	Facility Name	Booking Type	Admission Date	Submitted	
Doe, John	The Wesley Hospital	General	22/03/2023	17/03/2023	View Details

New Booking

Figure: Clicking on the booking row or view details button to view the booking

UnitingCare Hospital Admission Booking System

The Wesley Caring for you for life

Home

Doe, John General Booking

The Wesley Hospital
22 March 2023

[View Booking Form](#) [Download Booking Form](#)

My Health
Health Information Specific To My Booking
There is no specific information for your booking. Please review the general information below.
Other Documents Related To My Booking
There are no other documents related to your booking. Please review the general information below.
General Information
We have referenced resources which we encourage you to read prior to your hospital stay.
[View General Information](#)

My Account
Estimate of Expenses
There are no estimates of charges currently available for this booking.
Payment Receipts
There are no payment receipts currently available for this booking.
Health Fund Eligibility
There are no health fund eligibility documents currently available for this booking.

My Documents
There are no submitted documents for this booking. Use the link below to submit documents related to this booking.
[Submit Documents](#)

[Back to Bookings](#)

Figure: Example booking after creation with no files attached when viewed

My Documents

This will display important information about your booking. Any documents uploaded during the booking will display under the My Documents section.

Health Information Specific To My Booking

This will display any documents that the hospital might have sent back for your records.

Other Documents related To My Booking

This will display any documents that the hospital might have sent back for your records.

My Account

Estimate of Expenses and Payment Receipts

This section will display any estimate for your visit awaiting to be signed or paid as well the receipt of payment.

Health Fund Eligibility

This will display the current health fund check performed by the hospital to check your level of cover if applicable.

[Home](#)

DOE, John General Booking
The Wesley Hospital
23 May 2023

[View Booking Form](#) [Download Booking Form](#)

My Health 2

Health Information Specific To My Booking

Please see below documents related to your booking

[Health Information 09-05-2023.pdf](#) 9/5/2023

Other Documents Related To My Booking

Please see these additional documents related to your booking

[Other 09-05-2023.pdf](#) 9/5/2023

General Information

We have referenced resources which we encourage you to read prior to your hospital stay.

[View General Information](#) >

My Account 4

Estimate of Expenses

[Estimate of Expenses \(IFC\) 09-05-2023.pdf](#) [Sign Now](#)

Payment Receipts

[Payment Receipt 09-05-2023.pdf](#) 9/5/2023

Health Fund Eligibility

[Health Fund Eligibility 09-05-2023.pdf](#) 9/5/2023

[ECF 09-05-2023 - Pt BALLARD - Adm 23-05-2023 - ItemNo 32229.pdf](#) 9/5/2023

My Documents

Document	Category	Submitted
ARP.pdf	Advance Resuscitation List	9/5/2023
SOC.pdf	Statement Of Choices List	9/5/2023
AHD.pdf	Advance Health Directive	9/5/2023
POE.pdf	Power Of Attorney List	9/5/2023
medication_list_.pdf	Medication List	9/5/2023

[Submit Documents](#) >

[← Back to Bookings](#)

Figure: Example of a booking with documents uploaded and sent from the hospital

Incomplete

Clicking on Incomplete will display any bookings that have been started but not finished. A counter icon will be displayed to show how many bookings are incomplete awaiting further information



Hospital Admission Booking System



My Bookings [Message Centre](#) [My Account](#) [General Information](#) [Help](#)

Current **Incomplete 1** Previous

Patient Name	Facility Name	Booking Type	Admission Date	Last Edited	
Doe, John	The Wesley Hospital	General		17/03/2023	Edit Booking Form 

[New Booking](#)

Figure: Incomplete section with one booking awaiting information to be submitted

Edit Booking Form

Clicking on the booking from the Incomplete section anywhere on the booking line or via the Edit Booking Form button will load the booking allowing for the details to be edited and completed. Once the booking is submitted the booking will move from the Incomplete section to Current. On steps for editing a booking please go to the "Creating a new Booking" section

Delete Booking

Clicking on the Bin button will delete the booking, will display a confirm delete popup.



Confirm Delete

Clicking Yes will start to delete the incomplete booking. **Warning!** There is action cannot be undone.

The screenshot shows the 'Hospital Admission Booking System' interface. A 'Confirm Delete' popup is displayed over a table of bookings. The popup asks 'Are you sure you want to delete this incomplete booking?' with 'No' and 'Yes' buttons. The table below has columns: Patient Name, Facility Name, Booking Type, Admission Date, Last Edited, and an action column with 'Edit Booking Form' and a bin icon.

Patient Name	Facility Name	Booking Type	Admission Date	Last Edited	
Doe, John	The Wesley Hospital			17/03/2023	Edit Booking Form

Figure: Pop up message on deleting the selected booking

Previous

Within this section will display all previous hospital visits

The screenshot shows the 'Previous' booking section of the 'Hospital Admission Booking System'. It displays a table with columns: Patient Name, Facility Name, Booking Type, Admission Date, Submitted, and an action column with 'View Details' buttons. A 'New Booking' button is visible at the bottom left.

Patient Name	Facility Name	Booking Type	Admission Date	Submitted	
*****, *****	*****	General	30/09/2022		View Details >
Doe, John	The Wesley Hospital	General	22/03/2023	17/03/2023	View Details >
Doe, John	The Wesley Hospital	General	28/03/2023	24/03/2023	View Details >

Figure: Example of the previous booking section within My Bookings

View Details

Click anywhere on a booking line or the “View Details” button to view a booking



Figure: Clicking on the booking row or view details button to view the booking

View Booking Form

From the booking there is a button “View Booking Form” this will display the edit booking but in read only view. No changes will be able to be made to a booking once it’s been submitted.

Download Booking Form

Clicking the Download Booking Form will download as a pdf all the information that was submitted to the hospital for the booking.

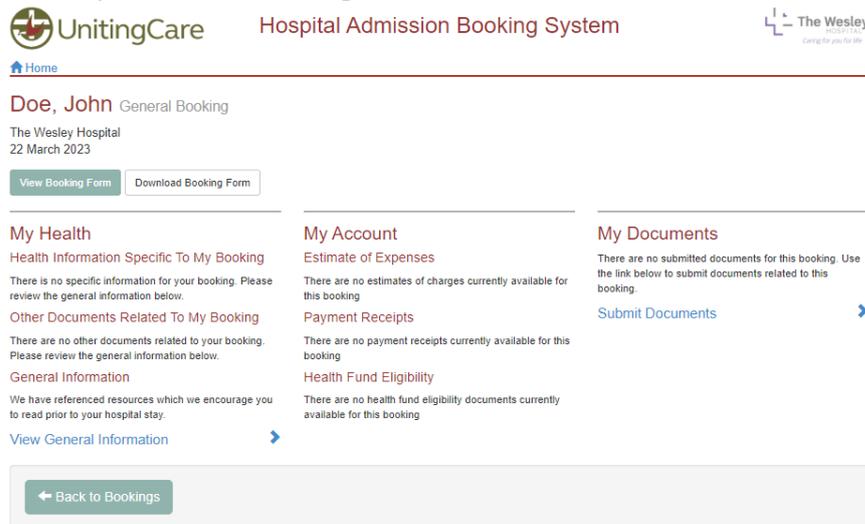


Figure: Booking without any documents uploaded or sent via the hospital

[Home](#)

DOE, John General Booking

The Wesley Hospital
23 May 2023

[View Booking Form](#) [Download Booking Form](#)

My Health 2

Health Information Specific To My Booking

Please see below documents related to your booking

[Health Information 09-05-2023.pdf](#) 9/5/2023

Other Documents Related To My Booking

Please see these additional documents related to your booking

[Other 09-05-2023.pdf](#) 9/5/2023

General Information

We have referenced resources which we encourage you to read prior to your hospital stay.

[View General Information](#) ➤

My Account 4

Estimate of Expenses

[Estimate of Expenses \(IFC\) 09-05-2023.pdf](#) [Sign Now](#)

Payment Receipts

[Payment Receipt 09-05-2023.pdf](#) 9/5/2023

Health Fund Eligibility

[Health Fund Eligibility 09-05-2023.pdf](#) 9/5/2023

[ECF 09-05-2023 - Pt BALLARD - Adm 23-05-2023 - ItemNo 32229.pdf](#) 9/5/2023

My Documents

Document	Category	Submitted
ARP.pdf	Advance Resuscitation List	9/5/2023
SOC.pdf	Statement Of Choices List	9/5/2023
AHD.pdf	Advance Health Directive	9/5/2023
POE.pdf	Power Of Attorney List	9/5/2023
medication_list.pdf	Medication List	9/5/2023

[Submit Documents](#) ➤

[← Back to Bookings](#)

Figure: Booking with documents uploaded or sent via the hospital

Note: If there is an error in the data you have submitted please contact the hospital via the Message Centre or via phone.

Any documents received from the hospital will be displayed with the date of sending for reference in the event that there are multiple documents received over multiple days.

View General Information

This link displays a popup with helpful information

Top Tips for Safe Health Care

A pdf of the document “Australian commission on safety and quality in health care”, that will open in a new tab. This covers what you need to know for yourself, your family or someone you care for.

Falls Prevention

A pdf of the document “falls prevention: Information for patients and carers”, that will open in a new tab. This covers best practice guidelines for Australian Hospitals.

Hand Hygiene Acute Brochure

A pdf of the document “Hand Hygiene”, that will open in a new tab. This covers best practice on washing hands.

How to make a complaint

A pdf document by the Office of the Health Ombudsman outlining “How to make a health service complaint”.

Estimate of Expenses

Once your booking has been processed an email will be sent that there is an IFC is available to be reviewed and signed. An IFC contains the estimate of expenses, which will give the total estimate of hospital expenses for the admission payable, prior to admission. Clicking the link will download this document for review. Once the document has been downloaded to be reviewed, a Sign Now button will be available to be clicked.

Sign IFC

Once the Estimate of Expenses have been viewed clicking the sign now button will be displayed. Clicking this Sign Now button will digitally sign the document and display the following pop up.

Estimate of Expenses

[Estimate of Expenses \(IFC\) 09-05-2023.pdf](#)

Sign Now

Figure: Cropped section from a view booking with an IFC waiting to be signed

Redirecting to Payment Facility

Thank you for signing your Informed Financial Consent document.

You will now be automatically redirected to our secure (PCI compliant) payment facility..

[Go there now](#)

Figure: Message that will briefly display

Note: If you are not automatically redirected the popup may have been blocked by the web browser. Refreshing the page will display Pay Now where the Sign Now button was located. Clicking “Go there now” will open the Pay My Account portal.

Pay Now

Clicking the Pay Now button will load <https://paymyaccount.uhealth.com.au/> please go to the “Pay for my Booking” section for details on this section

Estimate of Expenses

[Estimate of Expenses \(IFC\) 09-05-2023.pdf](#)

Pay Now

Figure: Pay now button display after clicking Sign Now button

My Documents

This section holds any documents that you may have added to the booking or any documentation that you feel is important for the hospital to be aware of.

My Documents

There are no submitted documents for this booking. Use the link below to submit documents related to this booking.

[Submit Documents](#)



Figure: My Documents section within a booking

Submit Documents

This link will display a popup allowing for a file to be uploaded. Any file added needs to have a category selected from the dropdown list. Once ready for upload clicking the submit button will process the file/s. Once all the files to be uploaded is selected, click Submit to upload the files. To cancel the upload of files, click the Close button to close this popup.

Note: Only PDF and Image files (JPEG, TIFF, PNG and BMP) can be attached. Maximum upload size is 5 MB for single and group of files to be upload in this dialog. If there are more than 5 MB of separate documents will require multiple uploads.

Submit Documents

Please note: Only PDF and Image files (JPEG, TIFF, PNG and BMP) can be attached.
Maximum upload size is 5 MB

Select Document: Choose File No file chosen

Category: -- Select an option --

Add Another

Close Submit

Figure: Submit Documents Upload popup

Category List

Select what best suits the file that is to be uploaded. If you are not sure of the best category please select 'Other'.

Category

-- Select an option --

- Signed Informed Financial Consent form
- Primary Payer Approval Letter
- Doctor Estimate
- Advance Health Directive
- Enduring Power of Attorney
- Other
- Medication List
- Power Of Attorney List
- Advance Health Directive List
- Statement Of Choices List
- Advance Resuscitation List

Figure: Available Category for submit documents popup

Add Another File

Multiple files can be added as a bulk upload via clicking the Add Another button this will give the ability to select another file to upload and set a category against it. **Note:** This button can only be used once the previous file has been selected and a category selected

Submit Documents ×

Please note: Only PDF and Image files (JPEG, TIFF, PNG and BMP) can be attached.
Maximum upload size is 5 MB

Select Document	Category
<input type="button" value="Choose File"/> Misc.pdf	Other <input type="checkbox"/> <input type="checkbox"/>
<input type="button" value="Choose File"/> Other.pdf	Other <input type="checkbox"/> <input type="checkbox"/>
<input type="button" value="Choose File"/> medication_list.pdf	Medication List <input type="checkbox"/> <input type="checkbox"/>

Figure: Example of multiple files added to be uploaded

Delete File

If a file has been selected by mistake clicking the bin icon will remove the file from the upload list.

Message Centre

The message centre allows for secure communication with the hospital for bookings and general information.

Inbox

This section contains any messages that one of the hospitals have sent. If a hospital has sent a message the “From” column will display the hospital name, if there is a category against the message, and when it was received. Messages that are bold and have a red column show that the message has not yet been read. The Message Centre heading will also give the number of how many messages are currently unread. To view a message, click anywhere on the line to display a popup of the message.

My Bookings **119** Message Centre **6** My Account General Information Help

Inbox Sent

From	Category	Received
The Wesley Hospital	Document Uploaded	29/3/2023 8:50 PM
The Wesley Hospital		3/3/2023 9:49 AM
The Wesley Hospital		3/3/2023 8:45 AM
The Wesley Hospital		1/3/2023 9:45 AM
The Wesley Hospital		1/3/2023 9:44 AM
The Wesley Hospital		28/2/2023 11:17 AM
The Wesley Hospital		8/7/2022 1:10 AM
Admissions Team		15/6/2022 11:00 AM

← Previous Page 1 of 1 Next →

New Message

Figure: Example of messages received from a hospital or HABS

Message Details ×

To DOE, John
From The Wesley Hospital
Received 8/7/2022 1:10 AM
Message

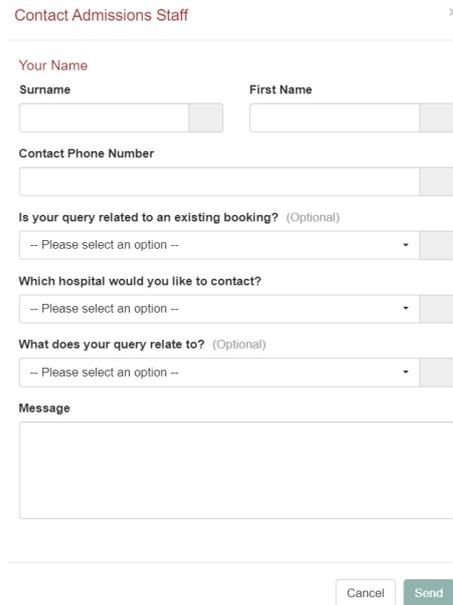
Please note that this is a reminder to bring any equipment for your overnight stay
Regards
Preadmissions Staff
The Wesley Hospital

Close

Figure: Example message received from hospital to a patient

New Message

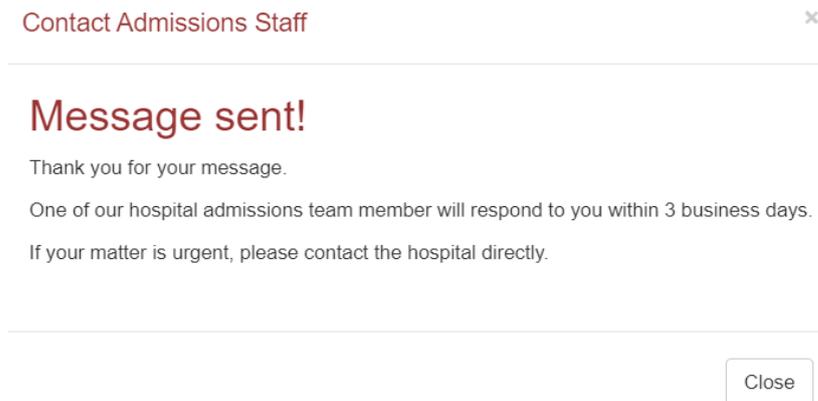
Clicking on the New Message button will display a popup with a form to send any query to a hospital. If the query is for a booking, it can be selected to not require as much information from you to help guide the hospital to answer your question. Any fields that are optional are listed next to the field headings. When you are ready for the message to be sent to the selected hospital click the Send button.



The image shows a 'Contact Admissions Staff' popup form. It includes fields for 'Your Name' (Surname and First Name), 'Contact Phone Number', and three optional dropdown menus: 'Is your query related to an existing booking?', 'Which hospital would you like to contact?', and 'What does your query relate to?'. A large text area for the 'Message' is at the bottom, along with 'Cancel' and 'Send' buttons.

Figure: Blank Message Form

Once a message is Sent a confirm dialog will be displayed.



The image shows a 'Contact Admissions Staff' confirmation dialog. It features a large 'Message sent!' heading, followed by the text: 'Thank you for your message. One of our hospital admissions team member will respond to you within 3 business days. If your matter is urgent, please contact the hospital directly.' A 'Close' button is located at the bottom right.

Figure: Confirmation of Message Sent

Sent

Any sent messages will display within the Sent section of the Message Centre

My Bookings 119 Message Centre 3 My Account General Information Help

Inbox Sent

To	Category	Sent	Admission Date
The Wesley Hospital	Document Uploaded	11/4/2023 10:15 AM	25/4/2023

Figure: List of Sent Messages

My Account

This section will also display the current status of each booking account status. Payment for bookings can also be completed here via the Make a Payment button as well as signing IFCs.

My Bookings 119 Message Centre 3 **My Account** General Information Help

List of payment receipts

Make a Payment

Figure: List of bookings that is pending action

My Bookings 47 Message Centre 6 **My Account** General Information Help

Patient Name	Reference Number	Facility Name	Admission Date	Payment Status	Amount Paid	
Doe, John	85000000	St Stephen's Hospital	10/12/2023	Signed	0	Download IFC Pay Now
Doe, John	85001111	St Stephen's Hospital	15/6/2024	Outdated	0	Download IFC
Doe, John	85002222	The Wesley Hospital	31/1/2024	None	0	Download IFC Sign Now
Doe, John	85003333	The Wesley Hospital	26/10/2023	Paid	800	Download IFC Download Receipt
Doe, John	85004444	The Wesley Hospital	26/10/2024	None	0	Download IFC Sign Now

Figure: Available buttons for example bookings

Available Actions

Download IFC

Clicking this button will download the IFC to be reviewed. Once this has been downloaded a Sign Now button will be displayed

Pay Now

Clicking this will load the pay my account portal, to allow for payment for the booking. This button will be available once the IFC has been downloaded and signed

Sign Now

Once an IFC has been downloaded and reviewed it can be signed via clicking this button. This button will be available once an IFC has been downloaded

Download Receipt

Clicking this button will download the payment receipt, if payment for the booking has occurred.

Booking

Clicking on a booking will load the booking where these buttons will also be available

General Information

Navigating to the section of the site will display Visitor Information for the selected hospital, via clicking a hospital logo on the left-hand side of the page. The document will display general information such as the Hospital address and contact information, Visiting Hours and Amenities.

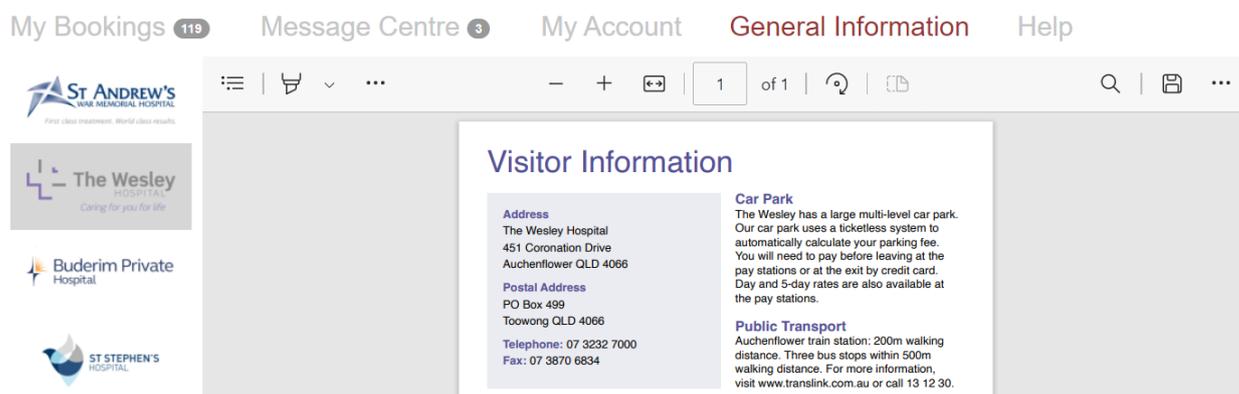


Figure: Example of the General Information section with the Wesley hospital selected

Help

This will display this document to help with making your experience using HABS as easy as possible.

Creating a new Booking

Clicking New Booking from the My Bookings > Current section, the system will ask for which hospital you will be making a booking for.



Choose Hospital

Please select the hospital you are booking into by clicking the logo



Figure: Options of hospitals available to create a booking against

Before you start information

Please read though this section carefully as this will contain information on how your data is handled and what information is required to complete your booking.



Hospital Admission Booking System



[Home](#)

New Booking

Before you start

The UnitingCare Queensland privacy policy explains the how, what, when and why of the Personal and Sensitive Information that we collect, hold, use and disclose when you interact with our services. This includes Health Information. We take your privacy seriously, and are committed to treating your Personal Information in accordance with the Privacy Act 1988 (Cth) and other relevant State and Territory laws that govern the use of Personal Information.

If any of our usual dealings with information cause you concern, please let us know by contacting the Privacy Officer at privacy@ucareqld.com.au. More information about our privacy practices is available in our Privacy Policy, available at <https://www.unitingcareqld.com.au/about-us/governance/privacy-policy>

To submit your booking details for your forthcoming admission, you need to have the following information handy:

Your:

- Next of kin and Emergency contact details
- General Practitioner (GP) details
- Admitting doctor's details

Hospital funding details:

- Medicare Card
- Private health insurance, OR
- Workcover / Third party, OR
- Department of Veterans Affairs (DVA)
- Pharmacy Benefit Card and/or Safety Net Card (if relevant)
- Pension Card (if relevant)

Medical history details:

- Past medical and surgical history
- Current medications
- Allergies
- Details of your home environment and carer arrangements
- Details of an Enduring Power of Attorney or Advanced Health Directive (if relevant)

Start Booking

You are booking into **THE WESLEY HOSPITAL**.

I want to book into The Wesley Hospital.

Yes No

Figure: Important information that you will need to know to complete your booking

Change Hospital for Booking

From here will need to confirm the hospital. If you have selected the incorrect hospital it can be changed here, by selecting “No” and clicking the “Change Hospital” button. This will display the previous page to select the hospital for your booking.

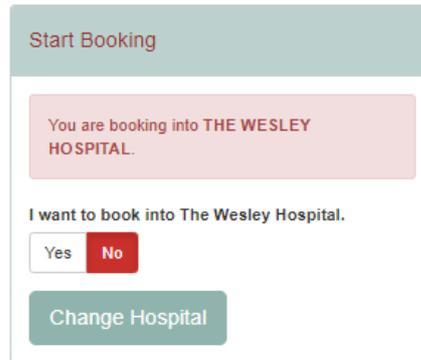


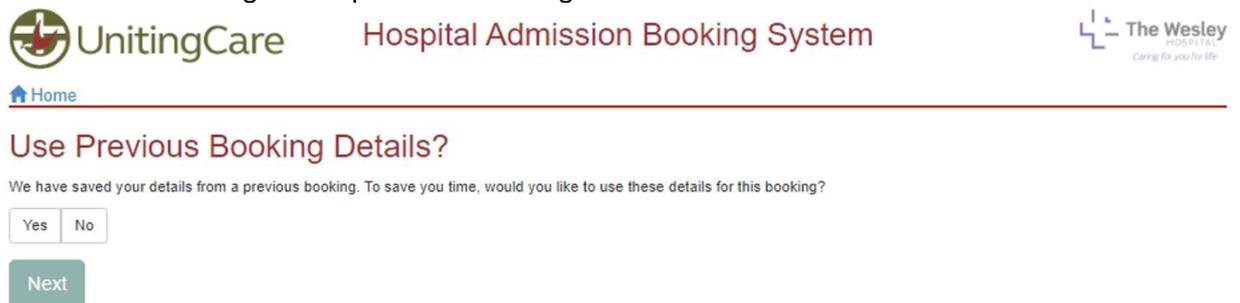
Figure: Ability to change your hospital if the incorrect hospital was selected



Figure: Options of hospitals available to create a booking against

Use Previous Booking

If you have a previous booking with HABS the following page will display if you want to prefill most of the booking with a previous booking.



Selecting Yes will display a list of previous bookings submitted in HABS.

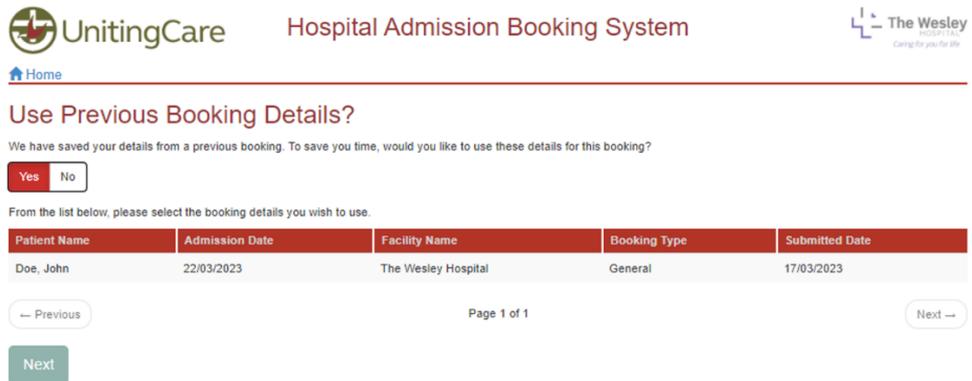


Figure: Example of an existing booking that can be selected

A selection will be required to be made, clicking no without a selection will display the following message.

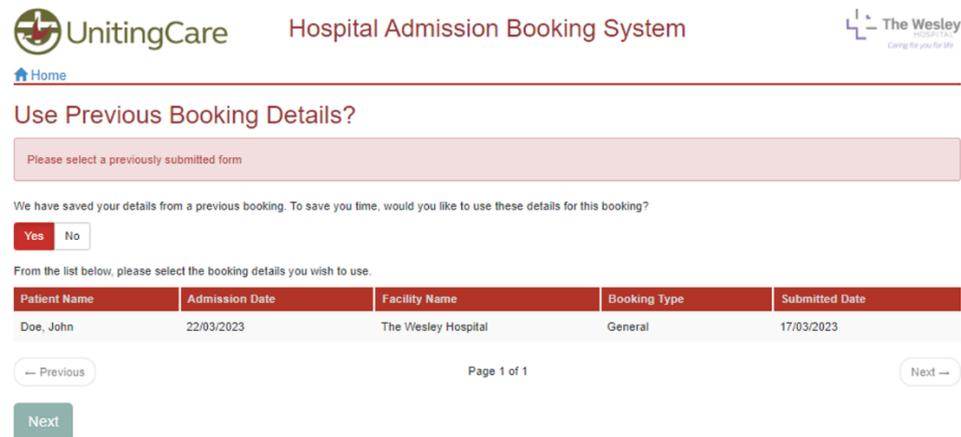


Figure: Attempt to continue a booking without selecting a booking to use as a prefill

To know if a booking has been selected will be indicated with the booking line turning orange from grey.

Note: Only one booking can be selected for prefilling

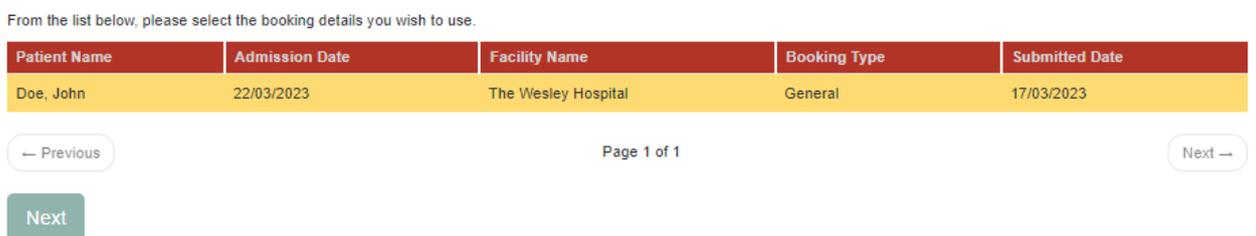
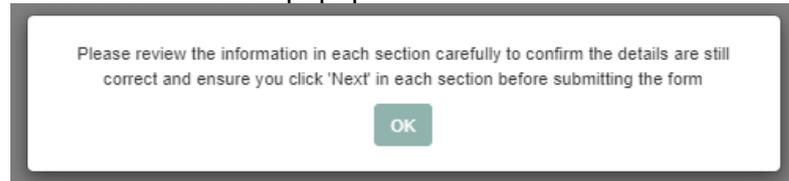


Figure: Booking selected to use as a prefill for the new booking

Clicking Next will load a confirmation popup.



This will prefill the new booking with the selected booking. Please review this information to ensure that everything is up to date and correct before submitting the booking.

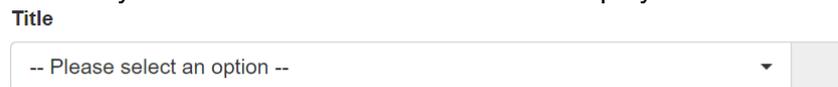
Understand the forms colours and symbols

While filling out this information if there are any missing fields a helpful feedback bar will be displayed at the top of the section to inform what was missing.



Figure: Example of feedback that requires attention

If a field hasn't had any information entered the field will display similar to the following:



Each field will display a Green Tick when a field has been correctly entered and is valid.



If a field has information that is missing or not valid the field will instead display a red X and the field will turn red.



Important! Unless stated otherwise all fields are mandatory unless they have 'optional' listed on the section's heading or on the field. While filling out the form you may notice the Booking

Progress side panel will display either a  or  next to the booking menu pages.

This is to show that there was at least one required field that is missing information and you will not be able to submit your booking without this being entered.

For example, the image below shows that the Patient Details section has been completed however the Patient Contact Details is missing some required information.



Some fields will autofill information as your type, selecting the option will be required

Country of Birth

- Australia
- Australian Antarctic Territory
- Australian External Territories
- Austria

Figure: Example of prefilling options available for selection

Country of Birth

Figure: Field with green tick after selection

Booking Details

The booking for your admission is listed in the following sections. Please note some questions may vary based on the booking type and answers selected

Patient Details

This is general information about the patient and/or who is entering this booking.

Booking Progress

Patient Details

Patient Contact Details

Next of Kin

Payer Details

Admission Details

Health Alerts

Surgical History

Your Health History

General Health and Wellbeing

Infection Prevention

Daily Activities and Discharge Planning

Acknowledgement and Consent

Patient Details

Is the person completing these details the patient?

Yes No

Title

Mr

Patient First Name Preferred First Name (Optional)

John

Please provide your full first name as it appears on your Medicare card.

Middle Name (Optional)

Patient Surname

Doe

Maiden / Other Surname (Optional)

Marital Status

Not stated

Note: UnitingCare Hospitals acknowledges, embraces and welcomes the diversity of individuals and drives an inclusive culture across all environments in which we operate.

Sex and gender are often used interchangeably but are two distinct concepts. Persons may identify with a gender other than the sex they were assigned at birth, or as a gender that is not exclusively male or female.

We as a health service are required to report to Queensland Health a person's sex characteristics and acknowledge that this may change over a person's lifetime. We are currently working towards system change to incorporate gender options.

Patient Contact Details

You contact details for home and postage address and contact numbers

Booking Progress
Patient Details !
Patient Contact Details
Next of Kin
Payer Details
Admission Details
Health Alerts
Surgical History
Your Health History
General Health and Wellbeing
Infection Prevention
Daily Activities and Discharge Planning
Acknowledgement and Consent

Patient Contact Details

Do you reside in Australia?

Yes No

Home Address

Please enter your home address only. A PO Box number can be provided as a mailing address.

Street Address

123 Test St

Suburb

BRISBANE

State

QLD

Postcode

4001

Country

Australia

Phone Number (First)

0400000000

Phone Number (Second) (Optional)

Phone Number (Third) (Optional)

Mailing Address

Is your mailing address same as your home address?

Yes No

Next

Next of Kin

Details of your Next of Kin and their relationship to you and if there are an Additional Emergency Contact you would like to add.

Booking Progress
Patient Details !
Patient Contact Details ✓
Next of Kin
Payer Details
Admission Details
Health Alerts
Surgical History
Your Health History
General Health and Wellbeing
Infection Prevention
Daily Activities and Discharge Planning
Acknowledgement and Consent

Next of Kin

Relationship to the Patient

Sister

Title

Miss

First Name

Jane

Surname

Doe

Does your Next of Kin have the same address as you?

Yes

No

Next of Kin Date of Birth (Optional)

Phone Number (First)

0400000000

Phone Number (Second) (Optional)

Phone Number (Third) (Optional)

Is your Primary Emergency / Local Contact same as Next of Kin?

Yes

No

Note: If your Next of Kin and Primary Emergency Contact are the same, please provide details of a second emergency contact, in the event we cannot contact your primary.

Additional Emergency Contact

Contact Details (Optional)

First Name

Surname

Contact Phone Number

Next

Payer Details

This section is for listing the payer responsible for your visit, such as self-funded or via a health fund or other provider. As part of identification purposes for a selected health fund other details such as Medicare details are required.

Booking Progress
Patient Details ✓
Patient Contact Details ✓
Next of Kin ✓
Payer Details
Admission Details
Health Alerts
Surgical History
Your Health History
General Health and Wellbeing
Infection Prevention
Daily Activities and Discharge Planning
Acknowledgement and Consent

Payer Details

Who will be primarily responsible for payment of your hospital admission?

-- Please select an option --

Recent Hospitalisation

Have you been hospitalised in Australia in the last 28 days?

Yes No

Medicare Details

Do you have a valid Medicare Card?

Yes No

My Health Record

Do you have an Australian Government digital My Health Record?

Yes No

Concession Card Details

Do you have a Pension/Concession card?

Yes No

Do you have a PBS Safety Net card?

Yes No

Nominated Payer

Please nominate a person who will pay for services that are not covered by your primary payer

Patient Next of Kin Other

Nominated Payer

Services you may be required to pay:

- Discharge pharmacy
- Telephone calls
- Visitor meals
- Boarder fees
- Non admission related pharmacy

Next

Primary Payer Details

This section you will need to select who will primary be paying for the hospital admission. Please select which ever option is most applicable new fields will be displayed that will need to be filled in based on your selection. For example, selecting “My Health Insurer in Australia” from the list:

Payer Details

Who will be primarily responsible for payment of your hospital admission?

-- Please select an option --

- Please select an option --
- My Health Insurer in Australia
- Department of Veterans Affairs (DVA)
- Australian Defence Force
- I do not have insurance, I am paying for my hospitalisation
- Workers Compensation
- Third Party Compensable / International Insurer
- Public Hospital (for Contracted Services only)
- International Patient

Figure: Health fund options

My Health Record

Your My Health Record is a digitally accessible record of your medical information. It will include things like your vaccination history, records from tests or scans, information relating to any hospital visits or surgeries, and your GP's records relating to any of your consultations. Selecting Yes to this will allow your admission to be added to your record. Selecting No will give you the option to register. Clicking on the link will open in a new browser tab to register.

My Health Record

Do you have an Australian Government digital My Health Record?

If you would like to register for a My Health Record, please [click here](#).

Nominated Payer

In the event that the service is not covered or partial covered by the primary payer will require a nominated payer for the remaining. For example: excess for health fund based on level of cover. Selecting Next of Kin or Other will display extra information that is required.

If you select Next of Kin and have filled in all information from the previous section, this will auto populate for you. Selecting Other will display the following:

Nominated Payer

Please nominate a person who will pay for services that are not covered by your primary payer

Is it a person?

Does your nominated payer reside in Australia?

Phone Number (First)

Phone Number (Second) (Optional)

Phone Number (Third) (Optional)

Nominated Payer

Services you may be required to pay:

- Discharge pharmacy
- Telephone calls
- Visitor meals
- Boarder fees
- Non admission related pharmacy

Admission Details

This section contains important information about your admission such as expected admission date, number of nights expected to stay, reason for admission/operation name and admitting and referring doctor details.

Booking Progress

Patient Details ✓

Patient Contact Details ✓

Next of Kin ✓

Payer Details ✓

Admission Details

Health Alerts

Surgical History

Your Health History

General Health and Wellbeing

Infection Prevention

Daily Activities and Discharge Planning

Acknowledgement and Consent

Admission Details

Reason for Admission / Name of Operation or Procedure

What is your goal for this admission?

Item Numbers for your Operation/Procedure (if known)

An item number is the 3 or 5 digit number found on the estimate provided by your doctor. The item number is a code for the name of the procedure you are booking for.

Add Another

Date of Admission

Your intended length of stay

Same Day | 1 or more nights

Your Admitting Doctor

Doctor Search

Start typing for suggestions and select from drop down

First Name (Optional) Surname

Your General Practitioner/Referring Doctor

Note: This is your regular GP or the doctor that referred you to see your admitting doctor.

First Name (Optional) Surname

GP Practice Name (Optional)

Street Address (Optional)

Eg. 123 River Street

Your Admitting Doctor

You can search for your doctor by starting to type in their name and the field will start to auto populate with matching names. If you are unable to find your doctor there will be a default 'I can't find/I don't know' as the last option. For example: entering 'AAA' will display this last option to allow for custom entering of the doctor's name.

Selecting this option will ask for the doctor's name (this should be on the referral form).

Health Alerts

This section contains health information questions that will alert the hospital of any considerations that need to be made. If you have a medication list provided by your doctor or pharmacist this can be uploaded here.

Health Alerts

Do you have any Allergies / Adverse Reactions / Food Intolerances?

Yes No

Have you had any difficulty with a previous anaesthetic? e.g. Malignant Hyperthermia, persistent vomiting, breathing difficulties.

Yes No

Have you had previous blood clots to your legs and/or lungs?

Yes No

Are you taking any prescription medications?

Yes No

Are you currently taking any over the counter or natural therapy medications?

Yes No

Are you currently prescribed blood-thinning medications? e.g. Plavix, Xarelto, Aspirin, Warfarin

Yes No

Have you taken Cytotoxic medications in past 7 days?

Yes No

Cytotoxic medications can be used to destroy cancer cells and slow the progress of conditions such as rheumatoid arthritis and psoriasis. E.g. Methotrexate

Natural Therapy Medications

Examples of these types of medication are:

- Fish oil
- St John's Wort
- Garlic
- Ginger
- Glucosamine

Diabetes (Type I or Type II)

Yes No

Have you ever had a significant back or neck injury?

Yes No

Do you experience gastric reflux?

Yes No

Have you had a fall within the last three months?

Yes No

Next

Some questions may open new sections to add information such as over the counter medications.

Other questions such as prescription medications will give the option to upload a file* as an attachment. Click Choose File and navigate to the file to be uploaded. The file name will show the start and end of the file name if the name is too long to display. From here click Submit and the file will be stored in a secure location within the portal. If you have more files to attach can be done via the Add Another button or via clicking attach after closing this popup.

Medication List Document(s) ×

Please note: Only PDF and Image files (JPEG, TIFF, PNG and BMP) can be attached. Maximum upload size is 5 MB

No file chosen

Total Size: 0.00 MB

Surgical History

Any prior history of surgery's or procedures and the date performed can be listed in this section.

Surgical History

Have you had any surgery or procedures?

Yes No

List Surgeries / Procedures

Name of the operation	Year
<input type="text"/>	<input type="text"/>
<input type="button" value="Add Another"/>	

Your Health History

Any conditions that currently affect your health:

Your Health History

Booking Progress	Do you have or have you had any of the following?	
Patient Details ✓	High blood pressure	<input type="radio"/> Yes <input type="radio"/> No
Patient Contact Details ✓	Heart attack / angina / chest pain	<input type="radio"/> Yes <input type="radio"/> No
Next of Kin ✓	Artificial heart valve / implant / defibrillator pacemaker / cardiac stent/ deep brain stimulation device?	<input type="radio"/> Yes <input type="radio"/> No
Payer Details ✓	Heart disease / Irregular heartbeat / Heart murmurs	<input type="radio"/> Yes <input type="radio"/> No
Admission Details ✓	Asthma / Bronchitis / Emphysema	<input type="radio"/> Yes <input type="radio"/> No
Health Alerts ✓	Sleep apnoea	<input type="radio"/> Yes <input type="radio"/> No
Surgical History ✓	Stroke / Transient ischaemic attack (TIA)	<input type="radio"/> Yes <input type="radio"/> No
Your Health History	Epilepsy / fits / seizures	<input type="radio"/> Yes <input type="radio"/> No
General Health and Wellbeing	Neurological conditions e.g. Parkinsons or Multiple Sclerosis (MS)	<input type="radio"/> Yes <input type="radio"/> No
Infection Prevention	Post-traumatic stress disorder (PTSD)	<input type="radio"/> Yes <input type="radio"/> No
Daily Activities and Discharge Planning	Thyroid condition	<input type="radio"/> Yes <input type="radio"/> No
Acknowledgement and Consent	Blood disorders, bleeding, bruising and/or anaemia	<input type="radio"/> Yes <input type="radio"/> No
	Liver disease	<input type="radio"/> Yes <input type="radio"/> No
	Kidney disease	<input type="radio"/> Yes <input type="radio"/> No
	Cancer	<input type="radio"/> Yes <input type="radio"/> No
	<input type="button" value="Next"/>	

Selecting Yes to these questions may display extra fields for information such as the example below for Heart Disease and Asthma.

Heart disease / Irregular heartbeat / Heart murmurs

Condition name Year

Asthma / Bronchitis / Emphysema

Condition name

General Health and Wellbeing

This section is for any general information on your current health as well as your height and weight. Please note that height and weight are number fields only and do not require or accept non-number characters or symbols.

Booking Progress	
Patient Details	✓
Patient Contact Details	✓
Next of Kin	✓
Payer Details	✓
Admission Details	✓
Health Alerts	✓
Surgical History	✓
Your Health History	✓
General Health and Wellbeing	
Infection Prevention	
Daily Activities and Discharge Planning	
Acknowledgement and Consent	

General Health and Wellbeing

What is your height? cms What is your weight? kgs

Do any of the following apply to you?

Currently or possibly pregnant

Eating and/or swallowing difficulties

Unexpected weight loss or gain

Bowel problems

Bladder problems

Dentures / crowns / bridge

Pain / discomfort

Sleeping difficulties

Special / Modified diet or any Dietary preferences?
e.g. Vegetarian, Vegan, Kosher, Halal

Psychological disorders

Anxiety

Depression

Dementia

Memory Loss

Previous episode of delirium

Previous episode of confusion

Glasses and/or contact lenses or other visual impairments

Hearing aids

Do you currently smoke?

These fields calculate a BMI and if values are not valid will display a feedback message to be adjusted. You will be able to upload documents within this section for items such as Statement of Choices and other important documentation.

This will have questions that will expect a file to be uploaded such as the following. Click on the Attach button to upload a file.

Infection Prevention

It is important you answer these questions to the best of your knowledge.

Booking Progress	
Patient Details	✓
Patient Contact Details	✓
Next of Kin	✓
Payer Details	✓
Admission Details	✓
Health Alerts	✓
Surgical History	✓
Your Health History	✓
General Health and Wellbeing	✓
Infection Prevention	
Daily Activities and Discharge Planning	
Acknowledgement and Consent	

Infection Prevention

Have you been a patient in a hospital or nursing home in the past 6 weeks?

Have a wound / rash / bruise / cut / ulcer

Been told you have / had an infection with a multi-resistant organism (MRSA (Golden Staph), ESBL, VRE)

CJD Risk Assessment Questions

1. Have you had a dura mater graft prior to 1990?

2. Do you have a family history of two or more first-degree relatives (eg. mother, father, etc) with classical Creutzfeld-Jacob (CJD) disease, or other unspecified progressive neurological disorder?

3. Have you suffered from a recent progressive dementia (physical or mental), the cause of which has not been diagnosed?

4. Have you received human pituitary hormones prior to 1985?

5. Have you been involved in a "Look Back" study for CJD or are in the possession of a "Medical in Confidence Letter" regarding risk of CJD?

Candida Auris Risk Assessment Questions

Have you been hospitalised in an overseas healthcare facility during the last 12 months?

Daily Activities and Discharge Planning

This section is around any support that you may require while in our care and planning for discharge to get home safely for a successful recovery

Daily Activities and Discharge Planning

Live alone?

Have difficulty managing at home?

Do you care for someone else?

Do you have difficulty walking or require aids?

Do you live more than 50 kms from the hospital?

Do you use community support services?

Do you require communication support?

Do you require the services of an interpreter?

Do you require any religious, cultural or personal support whilst you are in hospital?

Would you like cultural support from an Aboriginal and/or Torres Strait Islander staff member?

Do you have someone to take you home at discharge?

Anticipate that you will need help or assistance at home?

Is there anything else we need to know about you? (Optional)

Acknowledgement and Consent

This section is to inform you on your rights and responsibilities which need to be read, and agreed to. The agree button will not be clickable until the document has been opened.

You will be asked if you would like to share your medical data to the Wesley Medical Research Ltd or other bodies for the purposes of research and to contact you if there are any clinical trials and novel therapies that may be available in the future. As well consent to marketing activities for the hospital or related research organisations within this section.

Note: Please ensure that you read through and understand each of these documents before agreeing. If you have any queries please contact the admitting hospital to talk to one of our friendly staff.

Acknowledgement and Consent

Please open and read the below documents to provide your Acknowledgement and/or Consent that you have read, understood and agreed to the terms associated within them.

You must open and read each document before you can click 'I Agree'.

The Australian Charter of Healthcare Rights	<input type="button" value="I Agree"/>
Responsibilities including Property and Valuables	<input type="button" value="I Agree"/>
Financial Consent	<input type="button" value="I Agree"/>
Day Surgery / Endoscopy Patient Agreement	<input type="button" value="I Agree"/>
Privacy Consent	<input type="button" value="I Agree"/>
Pharmacy (EPIC)	<input type="button" value="I Agree"/>
IMED Radiology	<input type="button" value="I Agree"/>

Please indicate whether you consent to any of the following additional uses and disclosures of your personal information. Do you consent to UnitingCare (UC) sharing your personal information:

To tell you about fundraising or marketing activities for the hospital or related research organisations.

To provide your medical data to Wesley Medical Research Ltd or other bodies for the purposes of research, access to exclusive clinical trials and novel therapies, and to contact you regarding your potential eligibility for future research projects. Wesley Medical Research is the official medical research institute for The Wesley Hospital, St Andrew's War Memorial Hospital, St Stephen's Hospital at Hervey Bay and Buderim Private Hospital.

Booking Progress	
Patient Details	✓
Patient Contact Details	✓
Next of Kin	✓
Payer Details	✓
Admission Details	✓
Health Alerts	✓
Surgical History	✓
Your Health History	✓
General Health and Wellbeing	✓
Infection Prevention	✓
Daily Activities and Discharge Planning	✓
Acknowledgement and Consent	

Figure: Example of the documents been read and part way through agreeing to the documents and also displaying the sharing of data for medical research and marketing

What's Next

This section gives information on how your data is sent to our hospital admissions team. Once you have read through click Submit to send your booking to the hospital.

What's Next?

Booking Progress	
Patient Details	✓
Patient Contact Details	✓
Next of Kin	✓
Payer Details	✓
Admission Details	✓
Health Alerts	✓
Surgical History	✓
Your Health History	✓
General Health and Wellbeing	✓
Infection Prevention	✓
Daily Activities and Discharge Planning	✓
Acknowledgement and Consent	✓
What's Next	

Once you click the Submit button, your details will be encrypted and securely sent to our hospital admissions team. An email will be sent to your email id confirming the receipt of your booking.

Our administration team will assess your payer details and an email will be sent requesting that you login to the Hospital Admission Booking System to complete your booking.

Please Note: You may not receive this email until a few days before your admission date.

It is important that you attend to these requests in a timely manner to ensure your booking is completed successfully. A Registered Nurse may contact you if additional information about your booking is required.

Submit

Successfully Submitted

Once you click Submit and the data is sent to the hospital you will receive confirmation with instructions on how to upload any other documentation that you may have and would like attached to your booking.

The screenshot shows the 'Hospital Admission Booking System' interface. At the top, there are logos for 'UnitingCare' and 'The Wesley HOSPITAL' with the tagline 'Caring for you for life'. A 'Logout' link is visible in the top right. Below the logos is a 'Home' link. The main heading is 'Successfully Submitted'. The text reads: 'Thank you. Your booking details have been successfully submitted. A confirmation email will be sent to your email address [redacted] shortly. Please check your spam folder if you haven't received the email in the next few minutes. You can now add any relevant documents to this booking. You might like to attach the Advanced Health Directive, Enduring Power of Attorney and any primary payer approval letters. To attach documents to this booking please [click here](#).' Below this text are two buttons: 'Download Booking Form' and 'Home'. On the left side, there is a 'Booking Progress' sidebar with a list of 12 items, each with a green checkmark, indicating that all required information has been submitted.

Pay for my Booking

Navigating to pay for a booking via either the booking or My Account section within HABS. When making a payment from a booking most of the details will be prefilled for you.

The screenshot shows the 'Pay My Account' page. At the top, there are logos for UnitingCare and The Wesley Hospital Group. The main heading is 'Paying Your Patient Account'. Below this, there is a section for 'Reference (Financial or Invoice Number)' with a text input field and a 'What is this?' tooltip. The 'Patient Surname' field also has a 'What is this?' tooltip. The 'Amount' field contains the text 'e.g. 20.00'. The 'Contact Number' field is empty. At the bottom of the form, there is a checkbox for 'I'm not a robot' and a reCAPTCHA logo with links for 'Privacy' and 'Terms'. A note below the checkbox states 'Captcha validation is required.'

Access via My Account

If not accessing this section via the My Account section within HABS you will need to enter the reference number that should be supplied via documentation such as Patient Invoice or Hospital Correspondence. If you are unsure of your reference please get in touch with the Hospital. Depending on the number entered within the reference will determine if the field patient surname will be displayed or if Account number will be displayed.

Account Number

The account number is for non-patient invoices only and is generally 5 digits long. You can find this above your invoice number on the top right-hand side of your invoice. This is required for two factor authentication and will need to match the invoice to proceed.

Patient Surname

This is the surname (last name / family name) of the patient listed on the invoice and may not necessarily be the surname of the person paying this account or whom the account was addressed to. The patient surname can be found on the invoice. This is required for two factor authentication and will need to match the invoice to proceed.

Access via Booking Pay Now button

If accessing this section via the pay now button your reference number and amount is prefilled and locked.

Progressing to make a payment

Once all fields have been entered and the Captcha check has passed, click the submit button that appears. This will direct you through a secure portal to make a payment.

The screenshot shows the reCAPTCHA security check. It features a green checkmark and the text 'I'm not a robot'. To the right is the reCAPTCHA logo with links for 'Privacy' and 'Terms'. Below the checkmark is a green 'Submit' button.

You will be prompted to enter payment details

Once the transaction is processed, you **MUST** click 'Continue' to complete the payment.

Enter Your Payment Details

Invoice Number # [REDACTED]
Payment Amount 500.00 AUD

Card Number [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Expiry Date MM / YY
CVV2 [REDACTED] ⓘ

Once entered click “Continue”. Will need to confirmation to check all details are correct before clicking “Make a Payment”

Once the transaction is processed, you **MUST** click 'Continue' to complete the payment.

Confirm Your Payment

Invoice Number # [REDACTED]
Card Type Visa
Credit Card Number [REDACTED]
Card Expiry Date [REDACTED]

Sub Total	500.00 AUD
Payment Amount	500.00 AUD

Clicking “Change Details” will take you back to the “Enter Your Payment Details” page

Once the transaction is processed, you **MUST** click 'Continue' to complete the payment.

Payment Receipt

 Transaction Approved

Time / Date Wed May 10 10:52:27 AEST 2023
Invoice Number # [REDACTED]
Card Type Visa
Credit Card Number [REDACTED]
Card Expiry Date [REDACTED]

Sub Total	500.00 AUD
Payment Amount	500.00 AUD

From here you can Print your payment receipt, however you must click Continue in order to confirm this receipt for the HABS to confirm received receipt.

Note: This payment receipt is pre-approval before payment has been made. Clicking “Continue” HABS will process the payment and give a receipt of the transaction which will show if the payment was successful or failure.

Payment Receipt

Thank you for using HABS Hospital Account Payments service. This is a confirmation of your transaction.
If you have any queries, please contact the Patient Accounts team on 07 262 1000 or patientaccounts@unitedcare.com.au

Status	Approved
Transaction ID	979822
Date / Time	Wednesday, May 10, 2023, 10:48:01 AM
Facility	The Wesley Hospital
Reference Number	XXXXXXXXXX
Contact Number	XXXXXXXXXX
Payor	XXXXXXXXXX
Card Type	Visa
Credit Card Number	XXXXXXXXXX
Card Expiry Date	XXXX/XX
Amount	\$500.00 AUD

Email me a copy of the transaction

Figure: Example of a successful payment

From here you can print the payment receipt, email it to an email address, which will display an email field and send email button.

Email me a copy of the transaction

Email Address

Or process another payment.

Processing another payment will take you to the same page from the “Make a Payment” button via the My Account section of HABS. Once done with this page it is safe to close the tab. If a payment was completed via Pay Now button on a booking the payment receipt will now be displayed for download here also.

My Account 4

Estimate of Expenses

[Estimate of Expenses \(IFC\) 09-05-2023.pdf](#) PAID

Payment Receipts

[Payment Receipt 10-05-2023.pdf](#) 10/5/2023

Figure: Example of a payed booking with the current date