



Australian Government

Civil Aviation Safety Authority

www.casa.gov.au

Medical Records System (MRS)

Class 1, Class 2, Class 3 Medical

Certificate Holders User Manual

Version 1.5



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1 Introduction

CASA Medical Records System (MRS) is a way to manage the end to end application and processing of Aviation medicals.

MRS replaces outdated manual processes such as filling in medical forms, document scanning, payment receipt verification and mailing of documents including certificates.

MRS allows class 1, class 2 and class 3 medical certificate holders to complete online medical questions, make payments within MRS and obtain their printed certificate from the Designated Aviation Medical Examiner (DAME) if criteria are met. The system retains all information entered making it easier at future examinations especially if applicants attend different DAMEs.

DAMEs, Designated Aviation Ophthalmologists, Certified Optometrists and Specialists carry out examinations using the system.

MRS provides the following benefits to users:

- visibility and transparency
- follow progression of applications
- streamlined end-to-end management of each application
- quicker processing – ability for DAMEs to print certificates if applicant meets criteria
- enter full medical history once, then update as circumstances change
- secure online medicals and payment facilities within the system
- automatic reminders prior to required exam
- view medical history and previous test results
- search for a DAME near you

To assist users with the use of MRS, user manuals and other self-help material is published on the CASA website.

1.1 Purpose

The purpose of the user manual is to provide class 1, class 2 and class 3 medical certificate holders with a guide on how to use the Medical Records System.

1.2 Pilots and Air Traffic Controllers role within MRS

Pilots and Air Traffic Controllers will use the Medical Records System (MRS) to store medical history. Once the medical history has been entered, the system will retain this information.

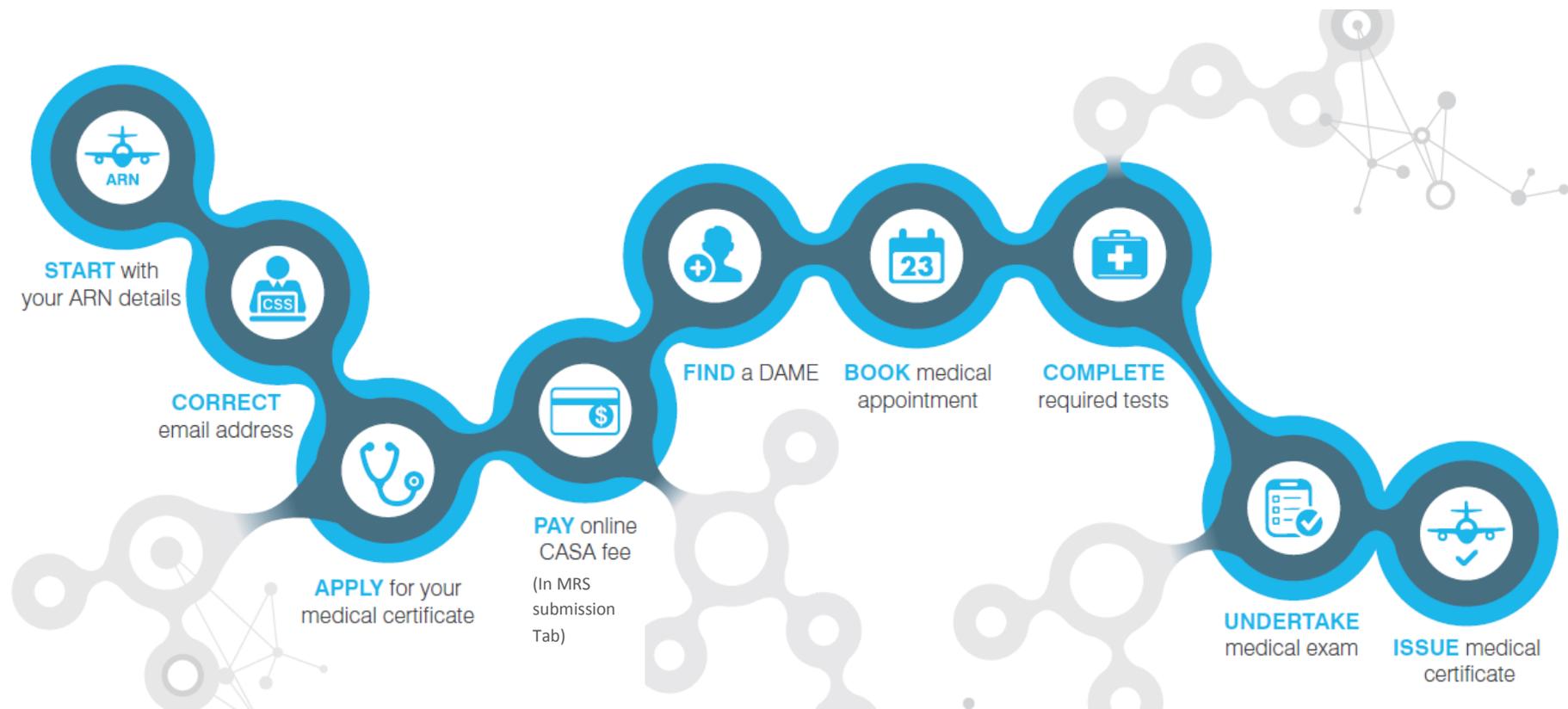
Before the next aviation medical is due, applicants will need to update the system with any medical changes since their last medical, make the online payment within the system and submit the application.

Users should note as there are automatic emails and other communications that may be required, it is important your personal details within the system are kept up to date.

Please note:

1. Once you start an application in MRS the application either needs to be submitted or cancelled otherwise the Examiner will not be able to start your examination.
2. If payment is required due to the class you are applying for, payment needs to be made within MRS. This can either be done in the system by the applicant before the application is submitted or alternatively the DAME can take payment during the examination. If no payment is received the DAME will not be able to submit the application to CASA and this may delay the issuing of the medical certificate.

1.3 MRS High Level Workflow



2.0 Medical Records System

This section details tasks required in order to complete the medical application process.

2.1 Automatic email reminders

Class 1, class 2 and class 3 medical certificate holders will receive a reminder prior to when their next aviation medical certification is set to expire.

What do I need to do:

1. Once you have received this email you will have 90 days in which to complete your medical history or make updates within MRS, make the online payment and submit your application.

Please note if you make changes in the system during this 90 days but don't submit until after the 90 days the system will not retain your changes.

What should this look like

Your CASA Medical Certificate is due to expire [SEC=UNCLASSIFIED]

SVC_Mrs_AppTier_dev

Sent: Sat 5/03/2016 12:01 PM

To: Mrs_Dev_Notification

Dear Mr

This email is to advise you that one or more classes of your CASA medical certificate is due to expire within the next 60 days.

CASA medical certificate applications are completed online using the Medical Records System (MRS). In order to renew your CASA medical certificate you will need to complete the following:

- Using your Aviation Reference Number (ARN) and other personal details you will be required to confirm your identity and log in to MRS online.
- First time users will need to enter their medical history to the best of their knowledge by completing the online questionnaire.
 - If you have used the system before, you will find that MRS will store your previously entered comments and positive answers.
- Make payment online (where applicable).
- Once you have submitted your application online, contact your chosen DAMEs practice to book your appointment and arrange required tests.

Please note: Answers provided in the online questionnaire must be to the best of your knowledge. Where you are unclear of what the answer should be, select "Unsure" and your DAME will go through these questions and help you clarify the answer/s. If you have any concerns or questions you should raise these with your DAME during your medical examination.

Click [here](#) to begin your CASA medical certificate application. After confirming your identity, the system will send an email to your registered email address allowing you to begin your application.

More information regarding MRS can be found by visiting the [CASA website](#).

Kind Regards
Aviation Medicine

Civil Aviation Safety Authority

Web: www.casa.gov.au | Email: avmed@casa.gov.au | National: 1300 4 AVMED or 1300 4 28633 | International: +61 2 6217 1888 | Fax: +61 2 6217 1640

2.2 Logging in for the first time

MRS is a web based system. If MRS appears to not be working try the following: check your internet connection. This can be done by searching for another site like www.google.com, if this search does not work there may be issues with your internet connection and you should contact your provider. If your internet is working for other sites except MRS, please contact 1300 4 AvMed for assistance.

What do I need to do:

1. Click on the link in the email. The system will work on any mobile device. We recommend using Chrome for the best experience.

2. Once the internet page opens add in your ARN, full name (including any middle names) and date of birth.

3. Click the 'Confirm Identity' tab.

Note: your name will be the same as what is stated on your **birth certificate, marriage certificate or passport**. You must not use abbreviations.

What should this look like

Applicant > Confirm Identity

1 Validation 2 Select Certification 3 Medical History 4 Examination in Progress 5 Assessment in Progress 6 Completion

To begin a Civil Aviation Safety Authority medical application please provide the following information to confirm your identity:

Aviation Reference Number (ARN):

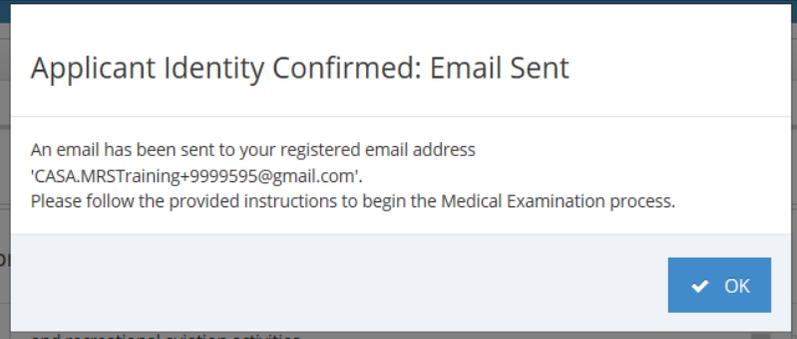
Surname:

Given Name(s):

Date of Birth:

2.3 Login Confirmation

Once you have entered your ARN, full name (as stated on your birth certificate or passport), date of birth and selected 'Confirm Identity,' the system will send you a confirmation email similar to the one below.

<p>What do I need to do: 1. Select the click 'here' link within the email. A new internet page will open up and your medical record will be displayed.</p>	<p>What should this look like</p>  <p>Email Subject: CASA Medical Examination Application, Reference No. : XXXXXX-XXXX-XXXX</p> <p>Dear (Applicants Name),</p> <p>You recently requested access to CASA Medical Records System.</p> <p>Click here to login to your medical record.</p>
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2.4 My Medical Record

Once in your record you will need to complete all of the tabs both across and down the left of the screen

What do I need to do:

1. Once your record is displayed you will see different tabs to the left of the screen. The 'General' tab is the start point. Once you have completed all the questions in a section, select the 'Next' button. The system will then take you to the next section you need to complete.

For example: the screen shot here is showing I am in the 'General' tab. I am completing the 'Application Details' section. Once I have finished and selected the 'Next' button at the bottom of my screen the system will take me to 'Examiner Details' under the 'General' tab.

What should this look like

Applicant » Medical Examination Details

Applicant's Name: [REDACTED] Applicant's Aviation Reference Number (ARN): [REDACTED] Application Status: [REDACTED]

General History Required Reports Summary

Application Details
Examiner Details
Applicant Details
Certificate Details

Expected Medical Examination Date
11/08/2015

Please update your Expected Medical Examination Date

Certificates Applied for
Class 1, 2

Class 1 - Type of operations intended

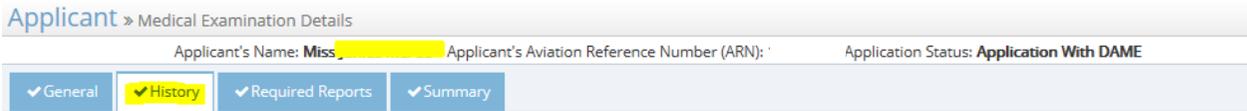
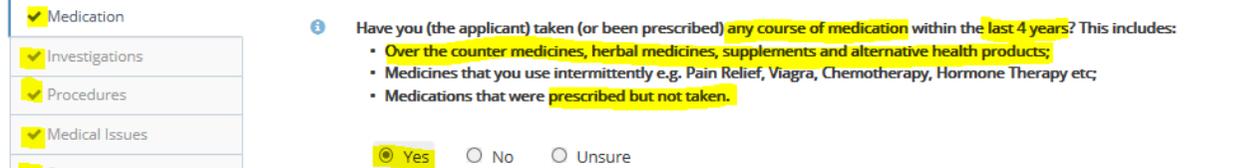
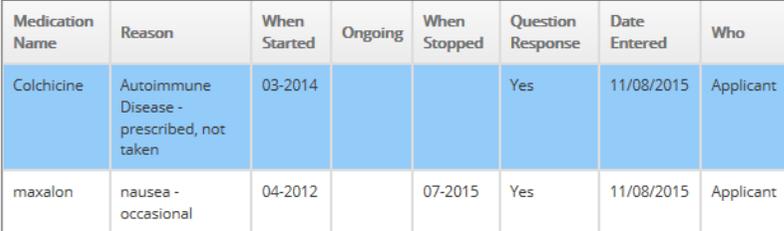
<input type="checkbox"/> Air Transport Pilot	<input checked="" type="checkbox"/> Commercial Pilot
<input type="checkbox"/> Flight Engineer/Navigator	<input type="checkbox"/> Other

2.5 Completing Medical history

When entering MRS as a first time user, you will need to complete your full medical history. Pilot user testing has shown it takes 20-30 minutes on average to complete this activity. Once you have entered all the information and submitted your first online application, the system will retain your medical information. Prior to your next aviation medical certification renewal you will login to MRS only making updates to your history where circumstances have changed since your last application.

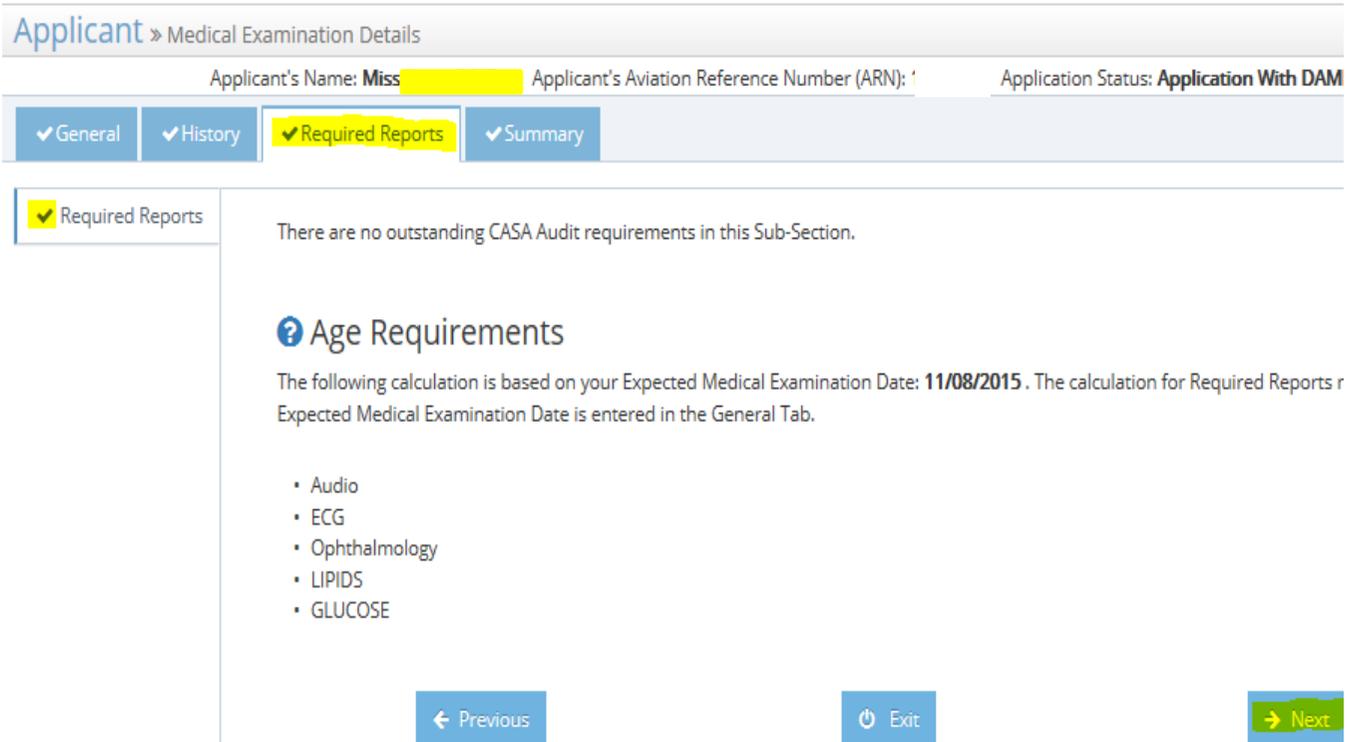
Questions within MRS require an applicant's best possible answer. If you are unsure of what to answer, select 'unsure.' Discuss the question with your DAME during the examination, the DAME can add information and make changes to the answers as required.

Section 4.0 in this document provides you with some examples of how to answer some of the questions.

What do I need to do:	What should this look like																								
<p>1. Just like the general tab, you will answer all the questions under medical history.</p>																									
<p>2. If you select yes to any question the system will prompt you to add information pertaining to that question.</p>																									
<p>If you are unsure of exact dates, add in an estimated timeframe. Where it asks for a reason, a brief description should be provided.</p>	 <table border="1"> <thead> <tr> <th>Medication Name</th> <th>Reason</th> <th>When Started</th> <th>Ongoing</th> <th>When Stopped</th> <th>Question Response</th> <th>Date Entered</th> <th>Who</th> </tr> </thead> <tbody> <tr> <td>Colchicine</td> <td>Autoimmune Disease - prescribed, not taken</td> <td>03-2014</td> <td></td> <td></td> <td>Yes</td> <td>11/08/2015</td> <td>Applicant</td> </tr> <tr> <td>maxalon</td> <td>nausea - occasional</td> <td>04-2012</td> <td></td> <td>07-2015</td> <td>Yes</td> <td>11/08/2015</td> <td>Applicant</td> </tr> </tbody> </table>	Medication Name	Reason	When Started	Ongoing	When Stopped	Question Response	Date Entered	Who	Colchicine	Autoimmune Disease - prescribed, not taken	03-2014			Yes	11/08/2015	Applicant	maxalon	nausea - occasional	04-2012		07-2015	Yes	11/08/2015	Applicant
Medication Name	Reason	When Started	Ongoing	When Stopped	Question Response	Date Entered	Who																		
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maxalon	nausea - occasional	04-2012		07-2015	Yes	11/08/2015	Applicant																		
<p>3. Select the 'Next' button when you have completed all the questions.</p>																									

2.6 Required Reports

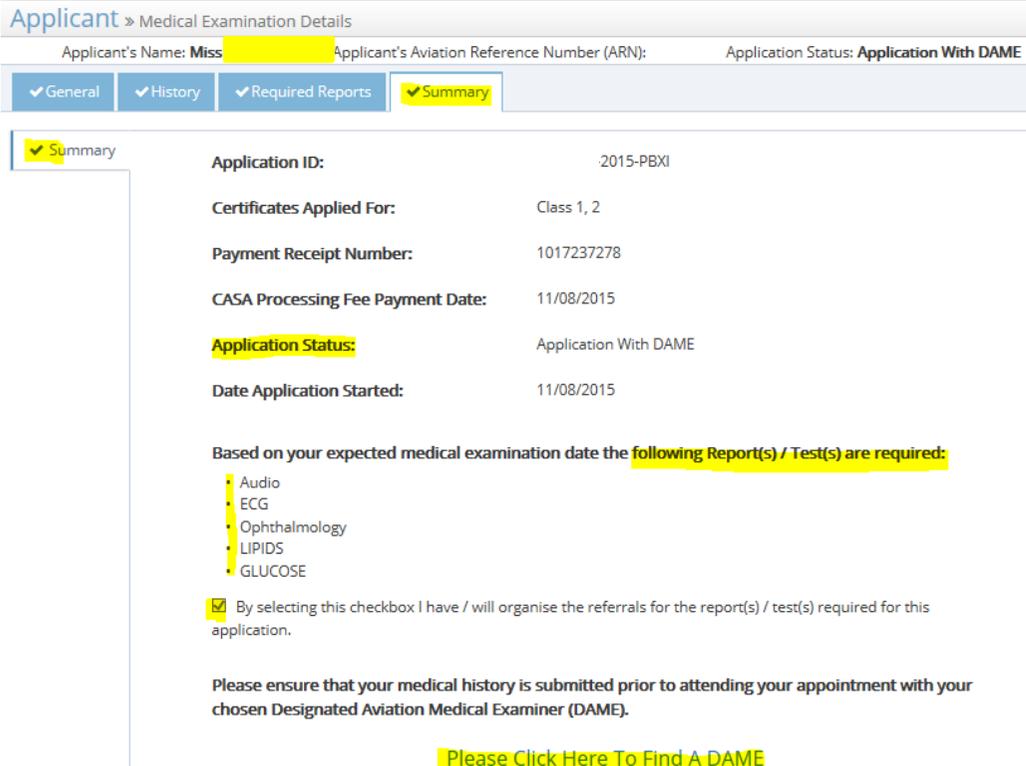
Required reports will be based on your age at the time of your expected examination date you entered in the general tab. If the date of your actual examination changes, the required tests you may need to obtain may change as well.

What do I need to do:	What should this look like
<p>1. You will need to organise referrals from your DAME or GP in order to obtain the required tests.</p> <p>2. Once the testing has been completed you can have your examination with your DAME.</p> <p>3. Select the next button to see the summary section where you can complete your application.</p>	 <p>The screenshot shows the 'Applicant > Medical Examination Details' page. At the top, it displays 'Applicant's Name: Miss [redacted]', 'Applicant's Aviation Reference Number (ARN): 1', and 'Application Status: Application With DAM'. Below this is a navigation bar with tabs for 'General', 'History', 'Required Reports' (which is selected and highlighted in yellow), and 'Summary'. The 'Required Reports' section is active, showing a message: 'There are no outstanding CASA Audit requirements in this Sub-Section.' Below this is a section titled '? Age Requirements' with a help icon. The text below the title reads: 'The following calculation is based on your Expected Medical Examination Date: 11/08/2015. The calculation for Required Reports r Expected Medical Examination Date is entered in the General Tab.' A list of requirements is shown: Audio, ECG, Ophthalmology, LIPIDS, and GLUCOSE. At the bottom of the page, there are three buttons: 'Previous' (with a left arrow), 'Exit' (with a power icon), and 'Next' (with a right arrow).</p>

2.7 Summary

Summary allows you to make payments and submit your application. When you have completed all MRS sections and made your payment the 'Submit Medical History' button will allow you to select it. If you don't have a credit card or master card you can obtain a 'pay as you go card' from the local post office.

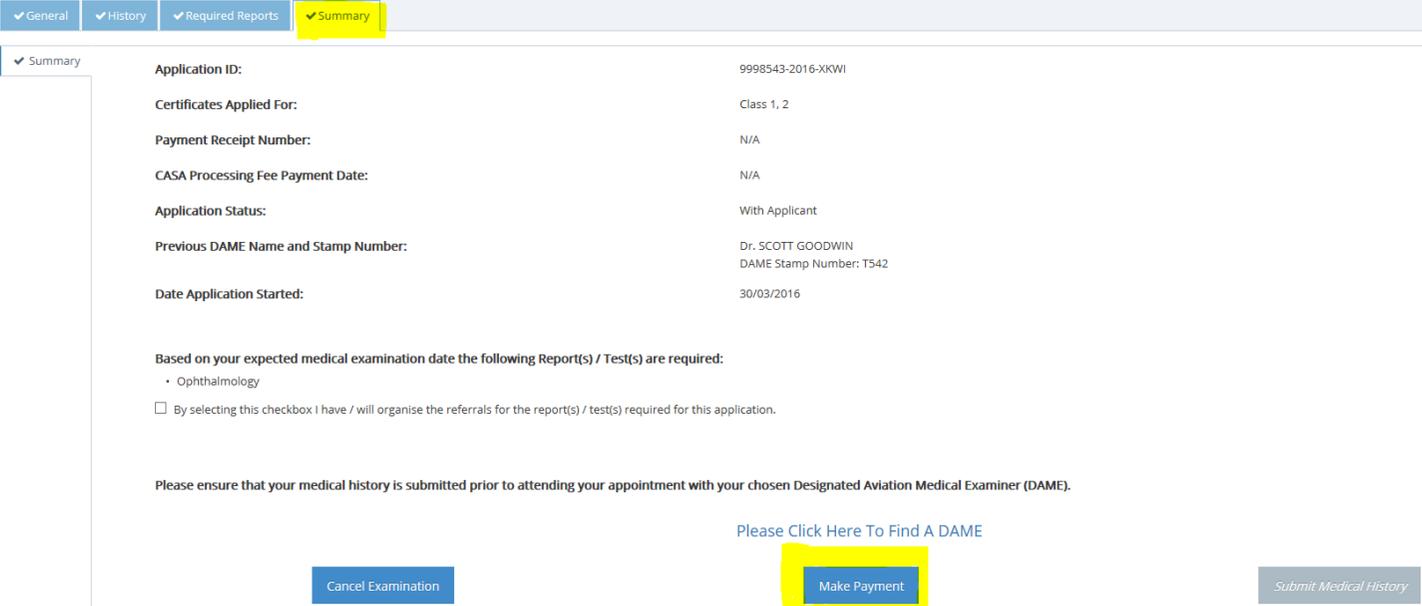
The system won't allow you to complete the application unless all sections are complete. Incomplete sections will come up in orange on the summary page. Go to the highlighted section within the system and complete the unanswered or incomplete questions.

What do I need to do:	What should this look like
<ol style="list-style-type: none">1. Review your information to ensure you are applying for the correct certificate and there are no outstanding sections that need to be completed.2. Ensure you understand what medical testing is required and have ticked the box agreeing to obtain the required tests.3. You will need to make the online payment to CASA on the secure site, by selecting the 'Make payment' button at the bottom of your screen you will be diverted to the payment screen on CASAs website.4. In order to complete your application select the 'Submit Medical History' button to the bottom left of the screen.	 <p>Applicant > Medical Examination Details</p> <p>Applicant's Name: Miss [redacted] Applicant's Aviation Reference Number (ARN): [redacted] Application Status: Application With DAME</p> <p>General History Required Reports Summary</p> <p>Summary</p> <p>Application ID: 2015-PBXI</p> <p>Certificates Applied For: Class 1, 2</p> <p>Payment Receipt Number: 1017237278</p> <p>CASA Processing Fee Payment Date: 11/08/2015</p> <p>Application Status: Application With DAME</p> <p>Date Application Started: 11/08/2015</p> <p>Based on your expected medical examination date the following Report(s) / Test(s) are required:</p> <ul style="list-style-type: none">• Audio• ECG• Ophthalmology• LIPIDS• GLUCOSE <p><input checked="" type="checkbox"/> By selecting this checkbox I have / will organise the referrals for the report(s) / test(s) required for this application.</p> <p>Please ensure that your medical history is submitted prior to attending your appointment with your chosen Designated Aviation Medical Examiner (DAME).</p> <p>Please Click Here To Find A DAME</p>

2.8 Make Payment and submission

If payment is required due to the class you are applying for, payment needs to be made within MRS. This can either be done in the system by the applicant before the application is submitted or alternatively the DAME can take payment during the examination. If no payment is received the DAME will not be able to submit the application to CASA and this may delay the issuing of the medical certificate.

In the example below the screen shots relate to the applicant making payment.

What do I need to do:	What should this look like
<ol style="list-style-type: none">1. Go to the summary tab.2. Select the Make payment button.3. A Wespac payment portal will open, type in your payment details and select the next button.4. Confirm the payment and type in the security code.5. Once the payment has gone through an MRS screen will appear advising you the payment was successful.	 <p>The screenshot shows a web application interface with a top navigation bar containing tabs for 'General', 'History', 'Required Reports', and 'Summary'. The 'Summary' tab is selected and highlighted in yellow. Below the navigation bar, the 'Summary' section displays application details:</p> <ul style="list-style-type: none">Application ID: 9998543-2016-XXWICertificates Applied For: Class 1, 2Payment Receipt Number: N/ACASA Processing Fee Payment Date: N/AApplication Status: With ApplicantPrevious DAME Name and Stamp Number: Dr. SCOTT GOODWIN, DAME Stamp Number: T542Date Application Started: 30/03/2016 <p>Below the details, there is a section titled 'Based on your expected medical examination date the following Report(s) / Test(s) are required:' with a bullet point for 'Ophthalmology'. A checkbox is present with the text: 'By selecting this checkbox I have / will organise the referrals for the report(s) / test(s) required for this application.' Below this is a note: 'Please ensure that your medical history is submitted prior to attending your appointment with your chosen Designated Aviation Medical Examiner (DAME).' A link 'Please Click Here To Find A DAME' is provided. At the bottom, there are four buttons: 'Cancel Examination', 'Make Payment' (highlighted in yellow), 'Submit Medical History', 'Previous', and 'Exit & Complete Later'.</p>



Payment Details

Enter your payment details below. Fields marked with an asterisk (*) are mandatory.

Reference Number 15.1
 Customer Reference Number 1-2016-XXW1
 ARN 1
 Amount \$75.00 AUD

* Cardholder Name
 * Credit Card Number  
 * Expiry Date (mm/yy) 01 | 16
 * Card Verification Number (CVN) [What is the CVN?](#)

Cancel

Next

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We're a bank you can bank on. 



Confirmation

Please confirm your payment details. Fields marked with an asterisk (*) are mandatory.

Reference Number 15.1
 Customer Reference Number 1-2016-XXW1
 ARN 1
 Total Amount \$75.00 AUD

Cardholder Name test
 Credit Card Number 411111...111
 Expiry Date 01/17

* Verification Code Enter the verification code below.

[Generate a new verification code.](#) | [Audio](#)

You have previously made a payment to this merchant for the same amount today. Please confirm that you wish to process this duplicate payment.

* I confirm that I want to process this duplicate payment.

Back

Cancel

Confirm

Thank you for your payment

Status of Payment:	Payment Successful
Receipt Number:	1013264332
CASA Processing Fee Payment Date:	30 Mar 2016 15:07:54
Reference Number:	15.1
Application ID:	2016-XXWI
Aviation Reference Number (ARN):	
Payment Amount:	\$75 AUD

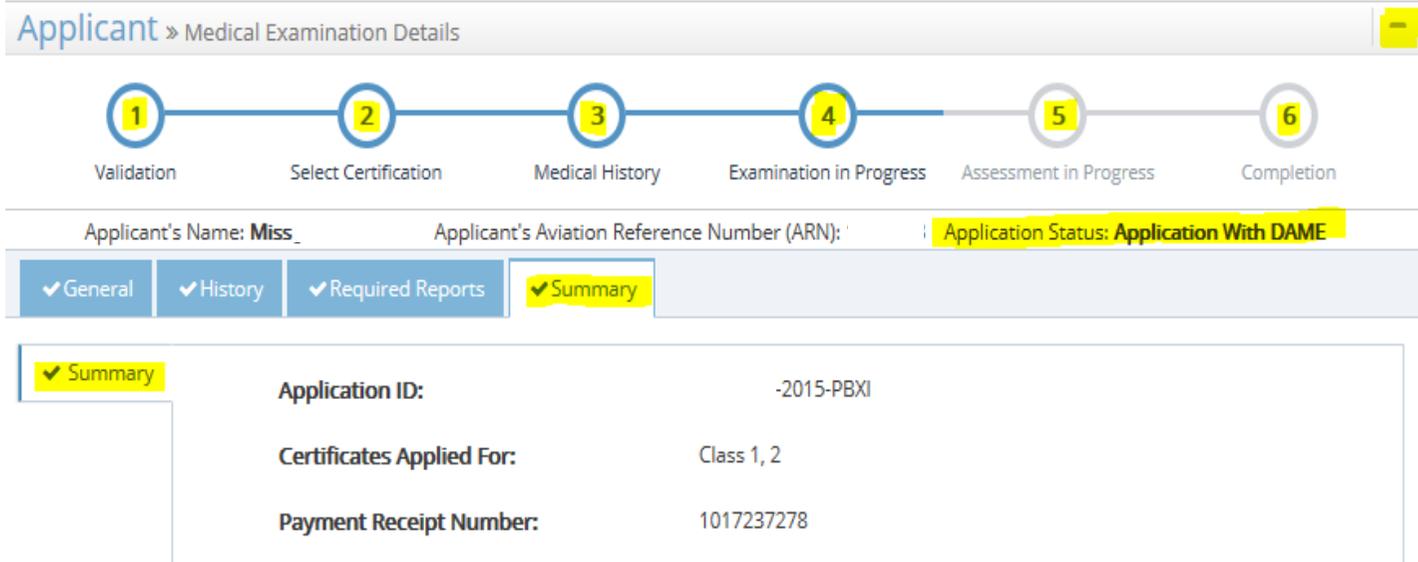
[✔ Finish](#)

2.9 What do you need before you have a Medical

- Valid email address.
- A computer with internet connection.
- Credit card or Load and go card.
- Aviation Registration Number (ARN.)
- Completed all required testing as listed on the required reports and summary tabs for your age at time of exam.

2.10 Tracking your progress

As you pass through each section the bar at the top of your screen will change from grey to blue. You can also see in the screen shot below the 'application status' will advise where the application is up to.

<p>What do I need to do:</p> <p>1. By selecting the +/- to the right top of your screen, you will be able to see the progression of your application</p>	<p>What should this look like</p>  <p>The screenshot displays the 'Applicant' page for 'Medical Examination Details'. At the top right, there is a minus sign icon. Below this is a progress bar with six numbered steps: 1. Validation, 2. Select Certification, 3. Medical History, 4. Examination in Progress, 5. Assessment in Progress, and 6. Completion. Step 4 is currently active. Below the progress bar, the applicant's name is 'Miss_', the Aviation Reference Number (ARN) is blank, and the application status is 'Application With DAME'. A navigation menu includes 'General', 'History', 'Required Reports', and 'Summary'. The 'Summary' section is expanded, showing the following details:</p> <table border="1"><tr><td>Application ID:</td><td>-2015-PBXI</td></tr><tr><td>Certificates Applied For:</td><td>Class 1, 2</td></tr><tr><td>Payment Receipt Number:</td><td>1017237278</td></tr></table>	Application ID:	-2015-PBXI	Certificates Applied For:	Class 1, 2	Payment Receipt Number:	1017237278
Application ID:	-2015-PBXI						
Certificates Applied For:	Class 1, 2						
Payment Receipt Number:	1017237278						

3.0 Top 11 Common Questions

Below are common questions asked during a MRS testing period with pilots prior to the delivery of medical records system.

Question	Answer
<p>1. I have not received the email from CASA advising me my renewal is due.</p>	<p>Your details may not be up to date, you will need to login to the CASA online portal and update your details.</p> <p>Should your details be correct please contact CASA AvMed on 1300 428 633 or email avmed@casa.gov.au for assistance.</p>
<p>2. Upon trying to login to MRS I entered my details as required in section 2.1 of this user guide and I have not received an email allowing me into my medical record.</p>	<p>Check your junk email box or contact CASA to update your contact details.</p> <p>Please contact CASA AvMed</p>
<p>3. I have entered my login details but the system says they are not correct.</p>	<p>This means your details are not matching what CASA has on record for you. Often this is related to your name.</p> <p>Your full name (including any middle names) must be entered the same as stated on your birth certificate/passport/last medical certificate.</p> <p>Check your ARN details and ensure your date of birth is accurate.</p> <p>If you still cannot login please contact AvMed.</p>
<p>3. I am unsure how to answer a particular question.</p>	<p>Select 'Unsure' and discuss this further with your DAME during your medical examination.</p>
<p>4. I have selected 'Yes' to a question but I am unsure of the dates and who the doctor was.</p>	<p>An estimated date can be entered. If you have no recollection of who or where you were seen just state 'unsure.'</p>

Question	Answer
<p>5. How much detail do I need to provide if I select 'Yes' to a question?</p>	<p>Enough information should be provided to ensure the DAME knows what has occurred. If I selected 'yes' to "have I ever had an X-Ray." I would respond as per below if the DAME wants more information you can discuss it and they can change the record accordingly.</p> <p style="text-align: center;">New Record</p> 
<p>6. What certificate can my DAME print on the spot if I meet the right criteria.</p>	<p>DAMEs can print class one, two and three certificates on the spot for those meeting the right criteria.</p> <p>The right criteria are defined as the applicant having no outstanding medical issues, restrictions or any other problems with either their medical history or required test results.</p>
<p>7. Can I go to any DAME.</p>	<p>Yes. Once you submit your application your record will go into a section within the system where any DAME upon your request can pull your record in order to conduct your aviation medical examination.</p>
<p>8. What if I forgot to add some medical information or in-between completing the application and having my aviation medical something happened.</p>	<p>Make a note of what you missed or what the new circumstances are and speak to your DAME about it during your exam.</p>

Question	Answer
<p>9. How do applicants who are required to notify CASA if they are incapacitated for more than 7 days for a class 1 and for a Class 2 and 3 more than 30 days, let CASA know.</p>	<p>Applicants should do this via a DAME. Where possible the DAME can provide a clearance certificate.</p>
<p>10. Do I seriously have to enter all prescribed medication, counter medication or other supplements I have had or been prescribed in the last four years.</p>	<p>Yes, however once you have entered this information and submitted your first application the system will retain the information. You will need to update the information before future aviation medicals.</p>
<p>11. How do I make payment</p>	<p>Payment within the MRS application. Go to the submission tab, here you will find a make payment button. By selecting the button you will be directed to a secure Wespac site where you can pay your fees. Once paid the 'submit' button will become active and you will be able to submit your application.</p>

Further information and contact details can be found by visiting www.casa.gov.au/MRS

MRS FACT Sheet

Answering Questions

Questions within the Medical Records System (MRS) are based on a 'have you ever' approach. Applicants need to answer the questions to the best of their knowledge, if you are unsure about any questions select 'unsure' and have the discussion with your DAME.

I can't remember the date when something occurred

When selecting 'yes' to a question the system will prompt for more information: description and date. If you are unsure about the exact date, type in the estimated year and leave the month blank.

I visit a chiropractor every 6 weeks for realignment, how do I enter this?

If you see a regular physician for the same thing on a regular basis, complete one entry. In the description field enter ongoing treatment every XX weeks for In the date field enter the date you first started treatment. For example: I had a shoulder operation with 6months ongoing physio. I entered the date of my operation, stating ongoing treatment for 6 months on shoulder due to a shoulder operation.

I am 50 years old completing my Medical record for the first time, how long in my history do I have to go back?

Lucky your history only needs to be entered once, the system retains this information for all future Aviation medicals. For some the medical history might seem a little daunting. I can't remember what I did last week, let alone having to remember all medical issues I've ever had. When answering any question answer them to the best of your ability including everything, even if you broke your leg when you were 7 years old.



avmed@casa.gov.au 1300 428 633