Secure Messaging Centre (SMC)

Panel Member Information

Effective 1 November 2019

Contents

Introduction

This guide provides the information required to use the Secure Messaging Centre (SMC). The SMC is an electronic system used by the Mental Health Commission to circulate papers in relation to mental health tribunals (tribunals) as follows:

1. Provides all panel members with access to the relevant case information,
2. Allows independent consultant psychiatrists to submit Section 17 reports online,
3. Circulate information via Notices to panel members, and
4. Provide approved centres with access to information.

The SMC is a secure environment that can only be accessed by an individual with an assigned User ID and password. Access to patient information requires a second and case specific password.

Logging into the SMC

A User ID and password are required to log into the SMC. New users are sent a unique User ID and password via email to access the SMC. This is sent to the email address, which you provided to the Commission when you applied to become a panel member. If you have not been provided with a User ID or password or have a new email address, please email smc@mhcirl.ie.

Access to the SMC is via https://smc.mhcirl.ie/. Please log in using the User ID and Password provided to you.

The Commission would refer panel members to the following GDPR documents relating to their work for the Commission:

1. MHC GDPR MHT Data Breach Security Procedure
2. MHC GDPR MHT Panel Members Privacy Policy
3. MHC Data Subject Rights Request Policy

Once the above URL has been entered, you will be presented with the Log In screen (*Fig 1. Log in* below). Please read the Terms and Conditions and tick the box to accept them.
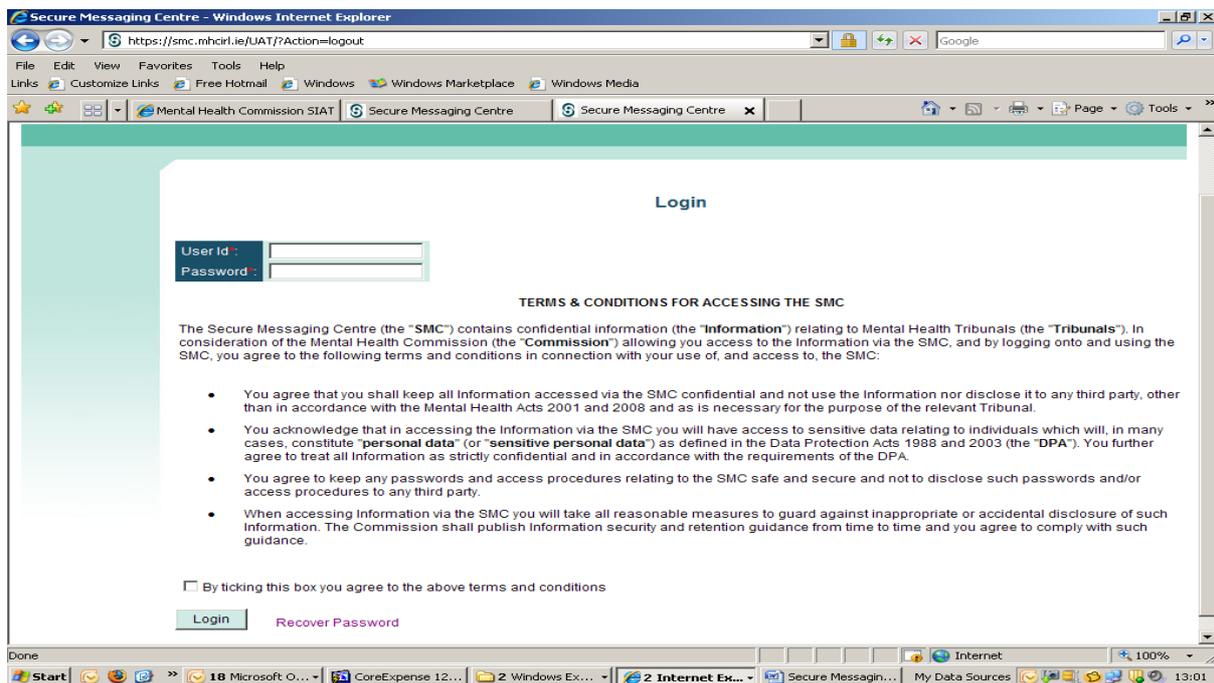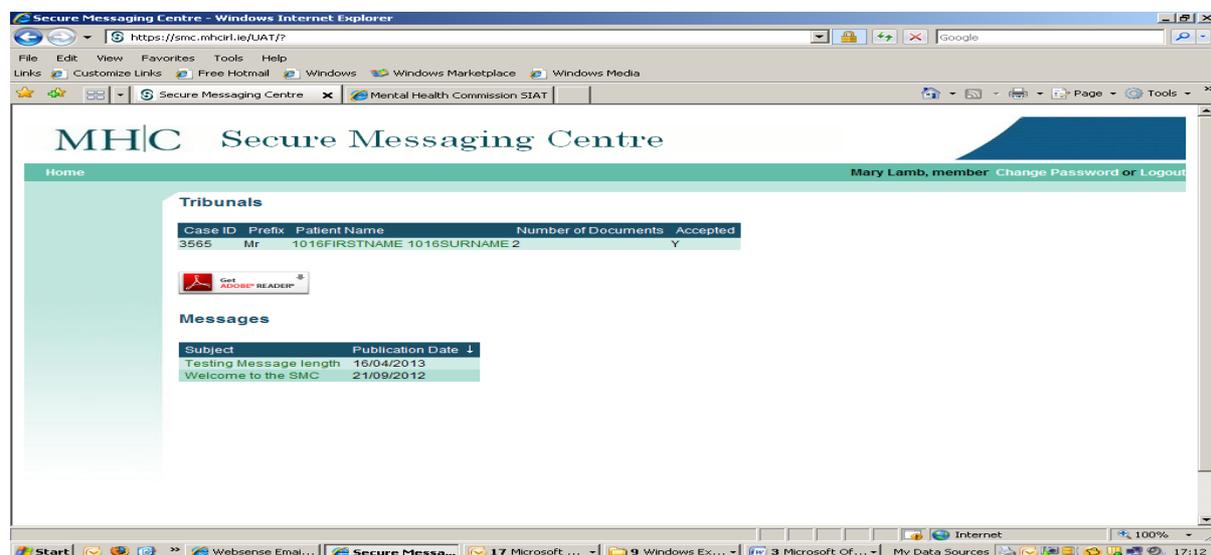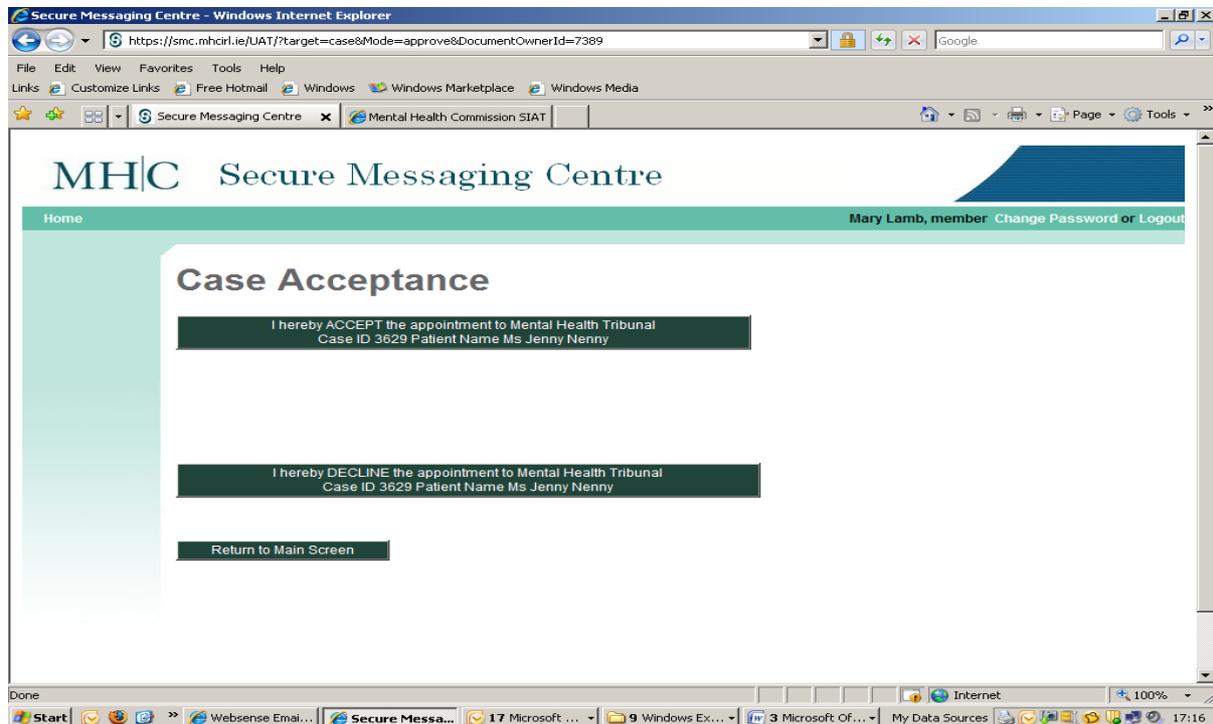

Fig 1. Log in

When you log in you will see all of the cases that have been assigned to you. Clicking on the relevant patient's name, will allow you to view, accept or decline a case (*Fig. 2 - Available cases* below).

(*Fig. 2 - Available cases*)

Case acceptance

The following screen will appear after clicking on the case required (*Fig. 3 – Case Acceptance* below).

 (Fig. 3 – *Case Acceptance*)

You must accept any cases that are assigned to you via the SMC. If you do not accept a case within 24 hours, an SMS reminder will be sent to you. You will then have an additional 24 hours to accept the case and if you fail to do so, we will send you a second and final reminder to accept the case within the following 4 hours. After that time expires, you will be advised that as you have not accepted this case, it may now be reassigned to another panel member.

After accepting the case, you will have access to all of the documents for that case.

Please note that **Adobe Acrobat** is required for viewing the documents.

If you are unassigned from a case or decline a case, you will not be able to access any of the documents associated with that case.

Viewing documents

Once you accept a case you will be sent an eight-character password, by SMS, (a combination of upper case characters and numbers). This will allow you to open and print any documents relevant to the selected case.

If you delete the SMS for a case by accident, please contact the Mental Health Commission and the SMS message will be resent to your mobile phone.
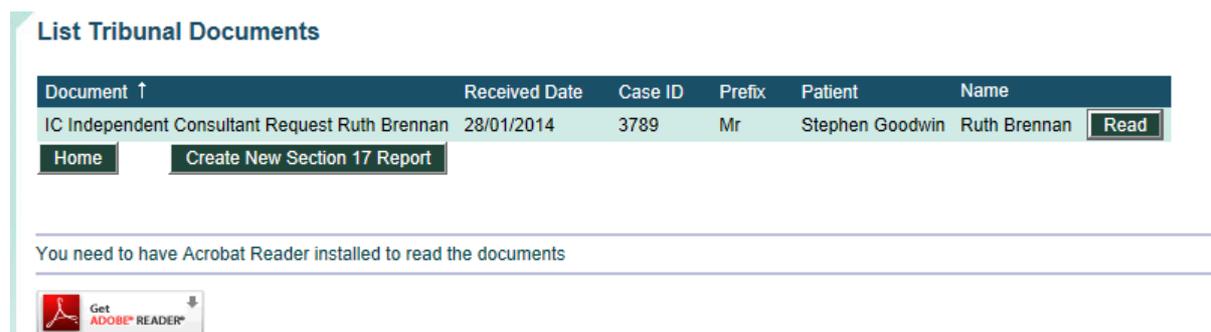
When you have finished reviewing documentation for a case, you can click on the '**Home**' button to review other cases available to you.

Submitting Independent Medical Examinations (Section 17 reports)

The SMC allows Independent Consultant Psychiatrists to submit S.17 reports online.

When you receive an SMS message with a Case ID and password, log on to the SMC and accept/decline the case.

When you have accepted a case, click 'View Documents' and then click 'Create New Section 17 Report' (Fig. 4 – *Create New Section 17 Report* below).

List Tribunal Documents

Document ↑	Received Date	Case ID	Prefix	Patient	Name	
IC Independent Consultant Request Ruth Brennan	28/01/2014	3789	Mr	Stephen Goodwin	Ruth Brennan	Read

Home   Create New Section 17 Report

You need to have Acrobat Reader installed to read the documents

Get ADOBE® READER®

(Fig. 4 – *Create New Section 17 Report*)

You will then be asked to enter the eight-character password you have received in the SMS for this case (a combination of upper case characters and numbers).

This will bring you to a S.17 report template pre-populated with the basic information for the case. You can then complete the S.17 report as appropriate.

You can save a draft version of the S.17 report at any stage by clicking '**save draft'** which is located at the bottom left of the report. You can then exit the system and return at any time to edit or submit your report.

When you have completed your S.17 report please ensure that you click on the '**Submit Report to MHC**' button located at the bottom left of the page. A confirmation of submission will be provided, which will include a report ID Number. Please make a note of this ID Number so that you can quote it to us in the event of any issues arising with the report. If you submit

a report and then realise that information has been omitted or entered in error, please contact the Mental Health Commission immediately.

When a case has been closed you will not be able to review the reports or any papers associated with the case.

Case closed before hearing

If a case closes before hearing and you have not already submitted a report, you can still submit a completed report or a partial report based on the work completed to date. An SMS message will be sent to your mobile to notify you that you have 48 hours to update and submit the report.

Auto save facility

There is an auto save facility that saves data submitted at regular intervals. This is designed so that all or almost all information that is entered in your report will not be lost if your computer powers off or crashes. You can then log back on to the SMC on the same computer or on a different computer and complete your report.

Information Notices

From time to time, the Commission will issue information via Notices on the SMC. These Notices will be displayed on the home page of SMC until they are removed. Typically, an SMS is sent to the relevant panel members alerting them to the new message and their need to log in and view it.

The SMC is the primary method of distributing information to tribunal panel members. Therefore, it is essential that panel members regularly check into the SMC to review unread messages. Information is not circulated via email.

The Notices will include, but are not limited to, information regarding the following:

1. Legislative updates,
2. Policy, procedural and process updates,
3. Revisions to statutory and non-statutory forms and documentation associated with tribunals,
4. Issues relating to Fees, and
5. Scheduled system maintenance and unavailability.

Changing, resetting and recovering your password

If you wish to change your password, click on "**Change Password**" located in top right corner of your screen. You will then be asked to enter your current password before choosing a new one.

Your password must:

1. be at least 8 characters in length and not greater than 30 characters,
2. contain both upper and lowercase alphabetic characters (e.g. A-Z, a-z),
3. have at least one numerical character (e.g. 0-9), and
4. have at least one special character (e.g. ~!@#$%^&*()_-+=).

If you forget your password, you can recover it by clicking on "**Recover Password**". You will be asked to enter your User ID and the Security Code displayed on your screen. You will then receive an email with a link to reset your password. Once your password is changed, please log into see if it has changed successfully.

Please note that if you fail to login correctly on five consecutive attempts your account will be locked. To unlock your account please contact smc@mhcirl.ie.