NSW Health

UROC- Callback Claims
Audience: Junior Medical Officers (JMO)

## Quick Reference Guide – Callback recalled for duty

🔍 What is UROC?

- The Unrostered Overtime and Callback Claims (UROC) system provides an online facility for Junior Medical Officers to claim unrostered overtime, callbacks and missed meal breaks all within the same application.

- You can create:

  - a claim for unrostered overtime (and claim for a meal allowance where eligible within the same claim).

  - a claim for callbacks (recalled for duty).

  - a claim for missed meal breaks

- All claims are reviewed by your JMO unit or equivalent for processing into payroll. On occasions if you have missed important details in your claim, your JMO unit may return your claim to you to update before it is processed.
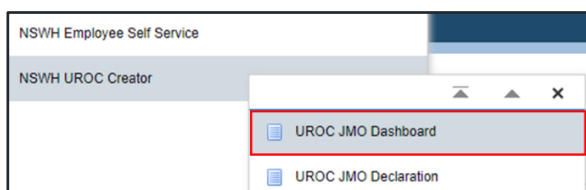
How to create a callback claim (when you are recalled for duty)

To access the UROC JMO Dashboard:

1. Navigate to StaffLink and login using your ID and password

2. Select the **NSWH UROC Creator** role from the drop-down list in the top left.
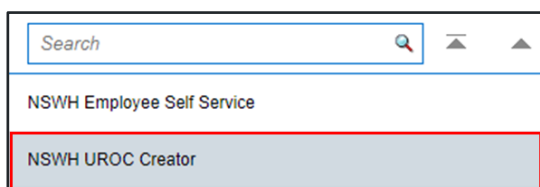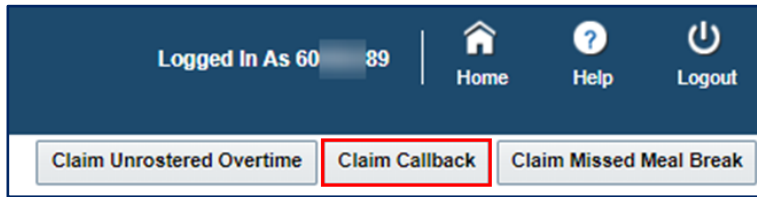

3. Select **UROC JMO Dashboard**.

The UROC JMO Dashboard landing page displays.

4. Click on the **Claim Callback** button, located in the top right.


*The **Claim Callback** landing page displays.*

Tip

The **Health Agency** and **Facility** fields will default to the **Health Agency** and **Facility** to which your current main assignment in StaffLink is linked. If you wish to claim for callbacks worked in a different LHD or facility you can select the relevant option from the drop-down list.

5. Add in your LHD or Network as the **Health Agency** field and **Facility** from the drop-down fields.

6. Under **Claim Lines**, click on the **Add** button to add a claim line.
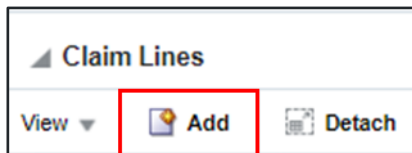
7. Fill out the following mandatory fields:
    - Date worked.
    - Department/Cost Centre.
    - Callback Start Time (24hr).
    - Callback End Time (24hr).

8. Fill out the following fields (if relevant):

* Reason	Patient Full Name	Patient MRN	Additional Details	Callback Requested By	Callback Requested by Position	Callback Released by	Callback Released by Position	Status

9. Click on the **Additional Details** to add any other additional information.
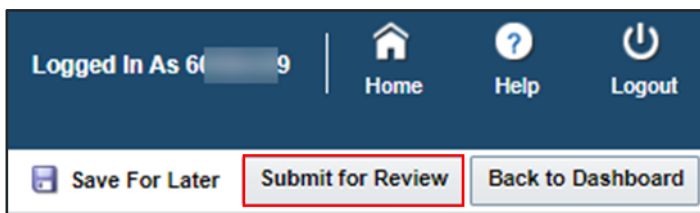
Tip

You must enter the reason for the Callback, the person and/or role who requested that you be recalled to duty and the person and/or role who approved your release. You are required to enter details of the patient(s) seen during the callback.
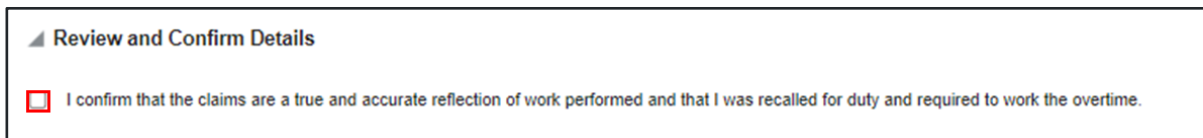
Tip

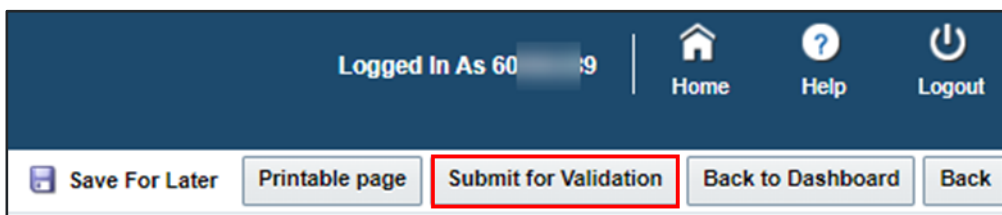There are no limits to the number of claim lines added in a single claim.

10. Click on the **Submit for Review** button to submit your claim.

Review and Confirm Details screen will open.

Review and Confirm Details

☐ I confirm that the claims are a true and accurate reflection of work performed and that I was recalled for duty and required to work the overtime.

11. Check the box and click the **Submit for Validation** button.

You should see this message if your claim has been submitted successfully.

Information

Claim Submitted successfully

OK
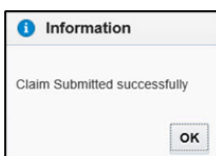
Important Information

If you are intending to submit claims that are more than 3 months old, these must be discussed with your JMO administration unit and completed using a manual form. Please contact your local JMO administration unit for more information.
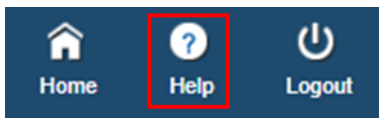
▷ Video link

1. Link to <u>UROC: How to create a Callback claim.</u>

ⓘ Other useful information

1. Please refer to JMO Unrostered and Call-back Claims user guide for more detailed information on creating claims. This guide can be found by clicking the **Help** button on your **UROC JMO Dashboard** page.

2. All claims and declarations can be performed via the NSW Health UROC mobile app which can be downloaded from the App Store or Google Play.