

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



D18-37184

CARAlert Web Portal: Quick Reference Guide for State and Territory Health Users

April 2021

The National Alert System for Critical Antimicrobial Resistances (CARAlert) was established by the Australian Commission on Safety and Quality in Health Care (the Commission) in 2016 as part of the Antimicrobial Use and Resistance in Australia (AURA) Surveillance System. CARAlert collects data on nationally agreed priority organisms with critical resistance to last-line antimicrobial agents.

CARAlert data support timely responses to CARs by hospitals, and state and territory health departments. Some states have standalone systems for monitoring selected CARs, in which case CARAlert can complement these systems. Currently, 28 confirming laboratories participate in CARAlert. No identifiable patient level data are held in the CARAlert system.

Each state and territory health authority has nominated staff who are authorised to access the CARAlert system, via the web portal, to review CAR records for their state or territory. In addition to this direct access, information on confirmed CARs reported to CARAlert is disseminated to authorised state and territory staff by email via a Weekly Summary.

Bimonthly data updates and annual reports are also available on the Commission's website at www.safetyandquality.gov.au/caralert.

1. Access to the CARAlert web portal

Access to the CARAlert web portal is organised by the Commission at the request of states and territories.

Once confirmed as a user, you will receive a CARAlert registration email that contains your username and password, which are required to access the web portal using a dedicated CARAlert Microsoft account.

If a state or territory would like to nominate a new user, or remove a user who no longer requires access, please contact the Commission at CARAlert@safetyandquality.gov.au.

Note: The CARAlert web portal can be accessed by all current supported versions of Firefox, Safari, Chrome and Internet Explorer versions 9 and above.

For information on authorised users for each state and territory and any other enquiries, please contact CARAlert@safetyandquality.gov.au.

2. Logging in and out of CARAlert Web Portal

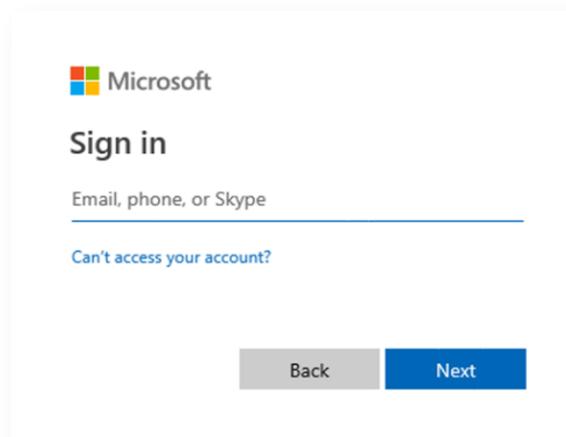
2.1 Logging into CARAlert

Step 1. To log into the CARAlert web portal:
Navigate to www.caralert.org.au
Sign in to your CARAlert Microsoft account.

Note: Use of CARAlert by a shared email address is not supported.

Step 2. Enter your username and password in the designated 'Username' and 'Password' fields provided and click 'Log On'. Your password is case-sensitive and needs to be entered exactly as it appears in the CARAlert registration email. If you 'copy and paste' your password from the initial email, please ensure that you do not include any additional space at the end of the password.

You have the option to change the password to one of your choosing and you will be asked to verify the account. Once your account has been verified, you can log back in.



2.2 Logging out of CARAlert

For security reasons, always log out of the CARAlert web portal once you are finished and close your Microsoft account.

Note: You should never access the CARAlert web portal from a public computer.

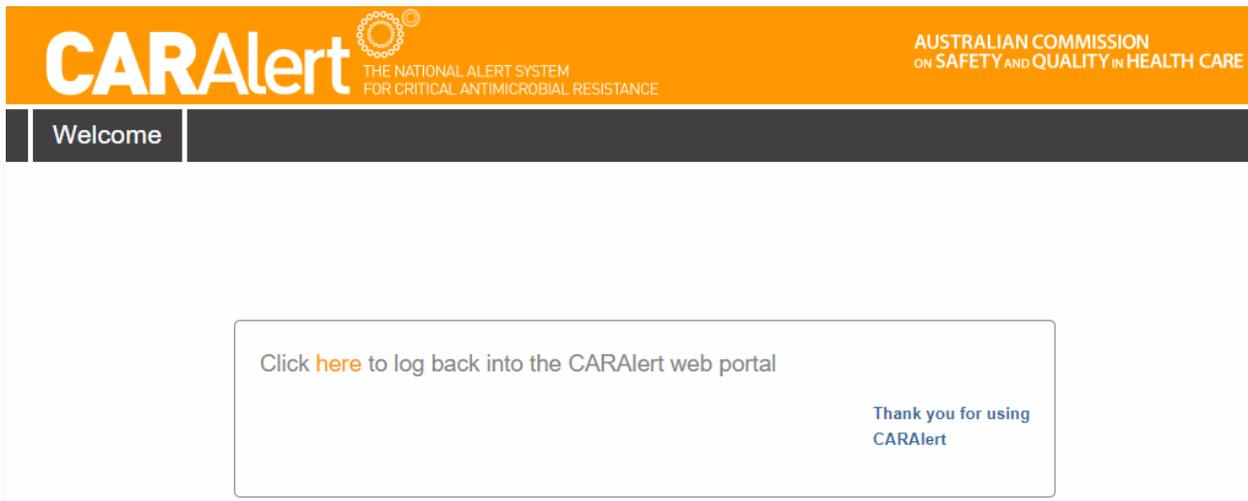
Step 1. To log out from the CARAlert web portal, click on the 'Log Out' button at the top right-hand side of the CARAlert home page.



Step 2. Select the Microsoft account that you wish to sign out of.

Step 3. You will be logged out of the CARAlert web portal and presented with a link to log back into the CARAlert web portal, if required.

Note: You will automatically be logged out of the CARAlert web portal after 30 minutes of inactivity.



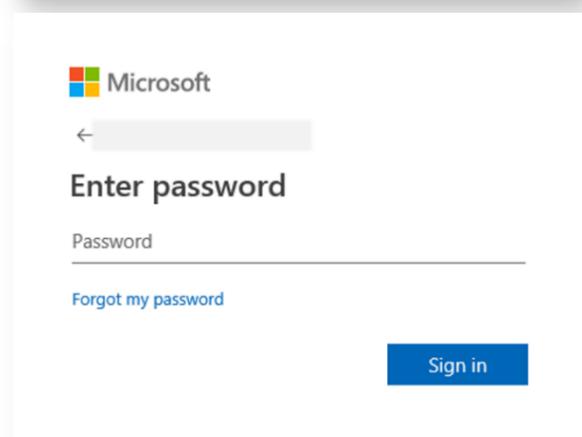
3. Resetting your password

If you have forgotten your password, or need to reset it for any reason, you can do so by changing the password of the Microsoft account.

Step 1 Visit the link <https://support.microsoft.com/en-au/help/4026971/microsoft-account-how-to-reset-your-password> for guidance on how to recover your account.

Step 2. Click in *Recover your account* and enter your registered email address in the designated 'Email, phone, or Skype name' field and follow the instructions.

Step 3. Select *Forgot my password*. You will then be asked a series of security questions.



4. Searching for CAR records using filters

Access to CARAlert data is based on the state or territory with the primary responsibility for action in relation to each CAR.

The entries that you can see will only include data for records which are attributed to your state or territory, as well as those which are 'unknown' or 'overseas'. This is determined by the following location hierarchy based on where the specimen was collected:

1. Hospital location (where the patient attended a hospital)
2. Patient residence (where specimen was from the community or was unknown)
3. If no facility information is entered and patient residence in 'unknown' or 'overseas', the record is displayed to users in all states and territories.

For example, the authorised SA Health users have access to all records that have been saved or submitted for a hospital located in South Australia, even though the state or territory of patient residence may be another state or territory.

If no facility information is entered, but the state or territory of the patient residence is South Australia, unknown or overseas, the record will be visible to authorised SA Health users.

If a patient from South Australia is treated at a hospital in another state or territory, for example a hospital in New South Wales, only users authorised by NSW Health will be able to see the record.

4.1. Using filters

By default, the 'List CAR Records' screen will display all records submitted by your laboratory.

- Step 1.** Navigate to the 'List CAR records' page by clicking the grey 'CAR Records' button in the menu bar.

The screenshot shows the CARAlert web portal interface. At the top, there is a navigation menu with 'CAR Records' selected. Below the menu, there are buttons for 'Add CAR record', 'Add (multiple) CAR records', and 'Add CAR records buttons'. The main section is titled 'List CAR records' and contains a search filter section with various input fields for filtering records. Below the search filters, there is a table of records.

Originating laboratory	Confirming laboratory	Specimen identifier (Originating)	Specimen identifier (Confirming)	Specimen collection date	Confirmation date	CAR	Type	Subtype
<input type="text" value="Select Originating Laboratory(ies)"/>	<input type="text" value="Select Confirming Laboratory(ies)"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Select CAR(s)"/>	<input type="text" value="Select CAR Type(s)"/>	<input type="text"/>

Search filters

Organism name	Clinical isolate or screen	Specimen type	Facility type	Hospital	Status	Patient age range	Patient gender	State or Territory of Patient residence
<input type="text" value="Select Organism(s)"/>	<input type="text" value="Select Clinical isolate or screen"/>	<input type="text" value="Select Specimen Type(s)"/>	<input type="text" value="Select Facility Type(s)"/>	<input type="text" value="Select Hospital(s)"/>	<input type="text" value="Select Status(es)"/>	<input type="text" value="Select Patient Age Range(s)"/>	<input type="text" value="Select Gender(s)"/>	<input type="text" value="Select State or Territory"/>

Hold Ctrl to make multiple selections, if required

Originating laboratory	Confirming laboratory	Specimen identifier (Originating)	Specimen identifier (Confirming)	Specimen collection date	Confirmation date	CAR	Type	Subtype	Organism name	Clinical isolate or screen	Specimen type	Facility type	Hospital	Status	Patient age range	Patient gender	State or Territory of Patient residence
Originating Lab 1aaaaaaaaaaaa	Beta Confirming Lab 1	original reference number2	confirming reference number2	02/08/2020	09/08/2020	Candida auris			Candida auris	Clinical isolate	Urine	Other		Submitted	0-4	Female	NSW

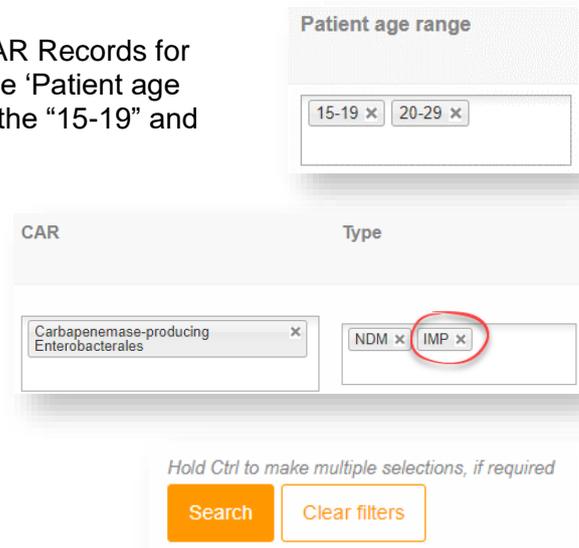
Step 2. Underneath the 'Add (multiple) CAR records' button, there are a number of searchable fields. To search for a particular record(s), select the options you wish to search by using the filters and click 'Search'. The results will display under the search fields.

To select multiple options in a filter, you can hold down the Ctrl key and select multiple search terms.

For example, if you would like to search CAR Records for both 15-19 and 20-29 ages ranges, click the 'Patient age range' filter, hold down the Ctrl key, select the "15-19" and "20-29", then click the 'Search' button.

If you want to remove a selection, click the 'x' on the tile of the term you wish to remove, or use backspace and delete.

You can clear all search terms by clicking 'Clear filters' next to the 'Search' button.



Notes:

1. You must click the 'Search' button to refresh the list after updating the filters.
2. You will automatically be logged out of the CARAlert web portal after 30 minutes of inactivity.

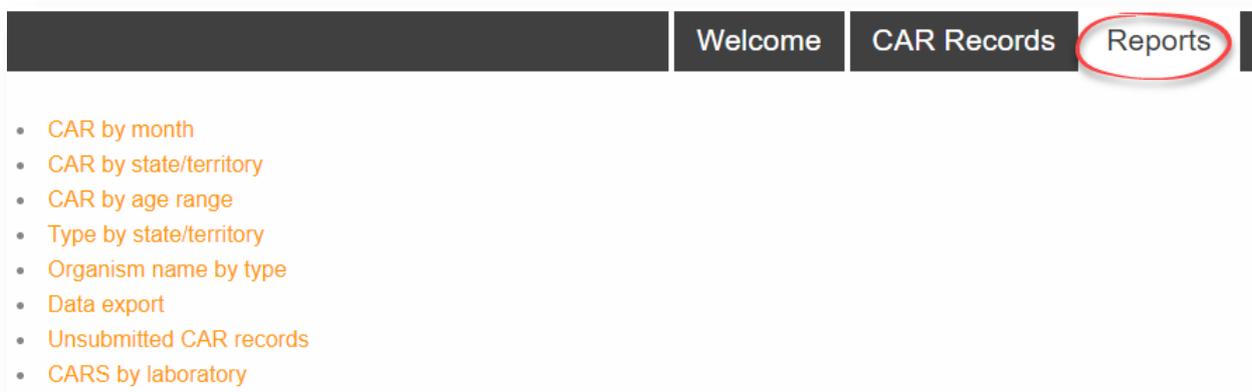
5. Generating CARAlert Reports

Several report generating options are available to view/export your submitted CARAlert data.

Step 1. Click 'Reports' in the grey menu bar at the top



Step 2. Select any of the options on the left side menu for the different ways of presenting the data



Step 3. Reports can be customized by selecting the required parameters using the search filters

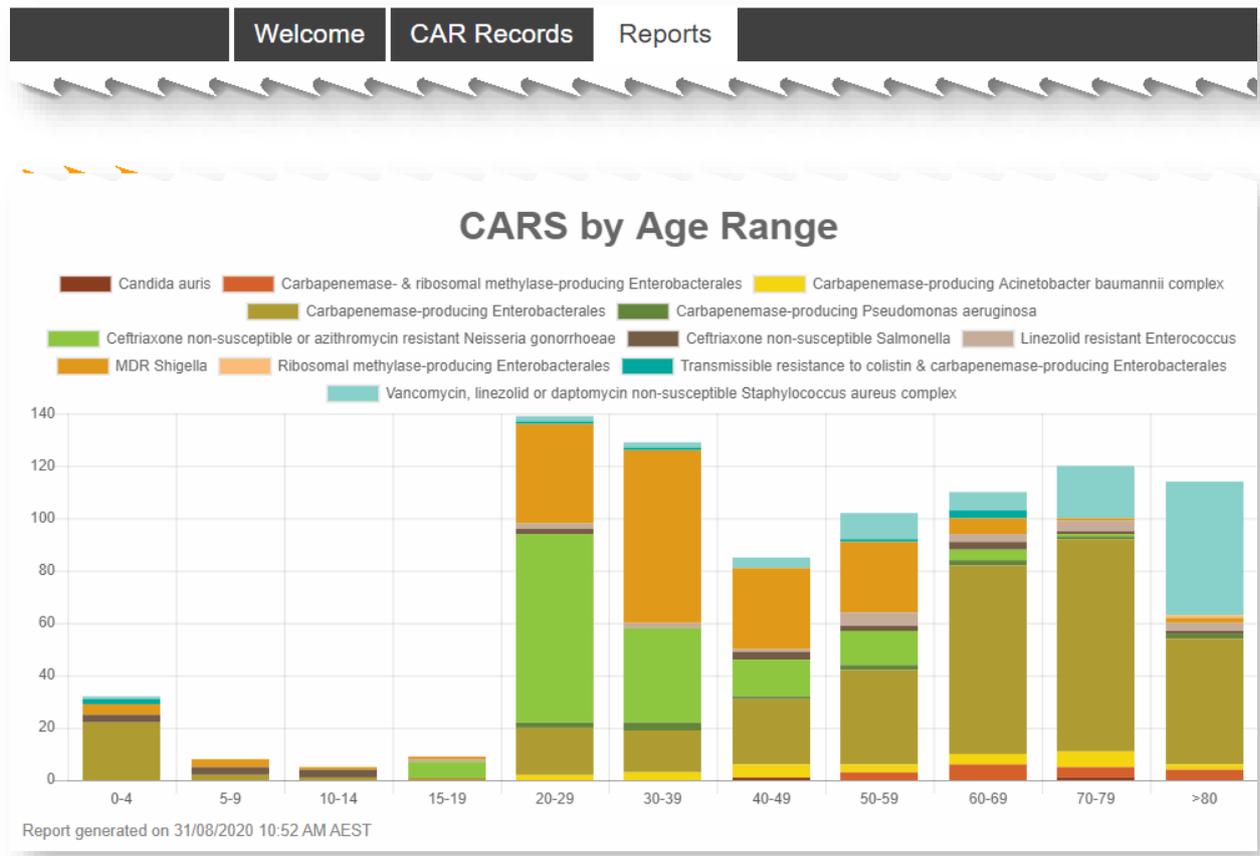
Date Start	Date End	CAR
01-Jan-2020	30-Jun-2020	Select CAR(s)
State / Territory	Specimen type	
State(s)	Specimen type(s)	
Facility type	Patient age range	
Facility type(s)	Age range(s)	

[View Report](#)

Step 3. Click 'View Report' button to generate the report using the selected options. A report for 'CARs by age range' is shown in the following figure.

Note: The entries that you can see will only include data for records which are attributed to your state or territory, as well as those which are 'unknown' or 'overseas'.

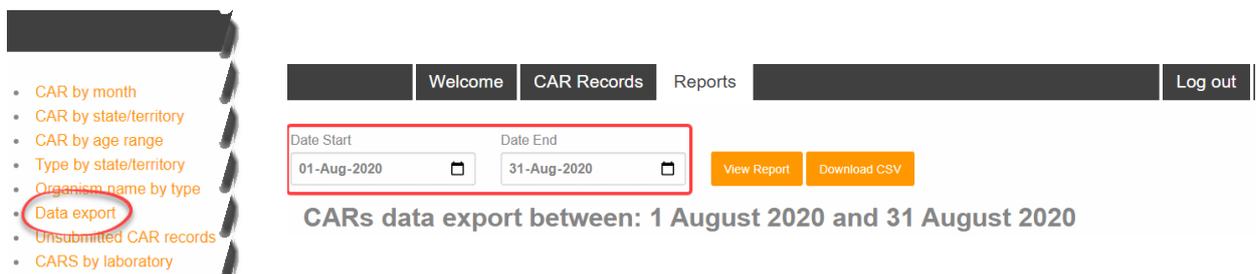
Figure 1: CARAlert 'CARs by age range' report



5.1. Data export

All submitted CARAlert records for your state or territory can be exported as a csv file that can be opened in Microsoft Excel. This will provide all the available fields in the portal and allow you to manipulate the data for analysis

Step 1. Click 'Data export' from the list of available reports



Step 2. Specify the data period you wish to view/export

Step 3. Reports for the selected period can be either viewed or downloaded as a csv file for further analyses



Note: The unique laboratory specimen identification numbers can be used by the jurisdictions to contact either the originating or confirming laboratory for case follow-up