<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>GS1 Recall / Recall Health User Guide Chapter 8 – Recipient Activity Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Version</strong></td>
<td>2.0</td>
</tr>
<tr>
<td><strong>Date</strong></td>
<td>26 March 2022</td>
</tr>
<tr>
<td><strong>Doc type</strong></td>
<td>User Guide</td>
</tr>
</tbody>
</table>
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1.0 Introduction

From the 1st of June 2021, The GS1 Australia Recall and Recall Health platforms will include new reporting functionality that gives recipient users better visibility of the activity occurring at their sites.

1.1 Monthly Recipient Reports – Email

1.1.1 Site Activity

A new email report has been created for Recipient users that are part of an organisational structure, such as HealthShare Victoria or WA Health.

*Example of email inbox and subject line: Monthly Activity Report

The report is generated on the 1st day of each month and provides information such as:

- The Total Received notifications per site
- The Average time to View notifications
- The Average time to Complete notifications

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**Monthly Activity Report**

Dear Jane,

Your monthly activity report is ready to view for May 2021. Reports can also be accessed via the main dashboard under ‘Activity Reports’ after logging in.

- Average time to view/complete: Average time to view or complete notices in minutes, hours and days
- Total Viewed/Completed: Number of notifications viewed/completed that now have a ‘received’ or ‘completed’ status
- Total Received: All notifications issued to this location, regardless of current report status

### Recall Health Platform

#### Average Time to View – May 2021

<table>
<thead>
<tr>
<th>Location Name</th>
<th>Average Time to View</th>
<th>Total Viewed</th>
<th>Total Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albany Hospital</td>
<td>1 day 45 Mins</td>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>

#### Average Time to Complete – May 2021

<table>
<thead>
<tr>
<th>Location Name</th>
<th>Average Time to Complete</th>
<th>Total Completed</th>
<th>Total Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albany Hospital</td>
<td>5 days 32 Mins</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>
A list of Unread and Incomplete notifications will also be displayed

<table>
<thead>
<tr>
<th>Incomplete Notifications - May 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recall Health: Notification Name</strong></td>
</tr>
<tr>
<td>Recall Health: Notification Name</td>
</tr>
<tr>
<td>Product Defect Correction Class II Medical Device Asset Test 2</td>
</tr>
<tr>
<td>Product Defect Correction Class II Medical Device Asset Test</td>
</tr>
</tbody>
</table>

Users may click on the links provided in the email to be taken directly to the Recall Health platform, if they wish to action anything that may be outstanding.

**1.1.2 User information**

Location user information is also available to the Subscription Administrator of a site. This information provides a high level summary of active and inactive users, also those who have been invited to create an account, but have not yet done so.

**Location User Information Available**

Important information on users in your organisation can be viewed by downloading the report/s below. There may be more than one report if you are the Subscription Administrator at more than one location:

[Southern Health site]

By Clicking the Location in the link above, an excel file can be downloaded which provides the relevant information:

<table>
<thead>
<tr>
<th>Location Name</th>
<th>GLN</th>
<th>Active Users</th>
<th>Invited Users</th>
<th>Users Not Logged In 60 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern Health Site</td>
<td>5017778756080</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

In the example above:

**Active Users:** there are 5 Active users at Southern Health Suite.

**Invited Users:** There is 1 user who has been newly created and sent an invitation to access the Recall platform, but has not yet set a password and logged in. This user may require a prompt by the Subscription Administrator to complete the registration process.

**Users not logged in 60 days:** This is the number of Active Users, that have not logged into the platform for 60 days or more. This may be that there have been no relevant recall notices to action for these users, or it could mean that they need to be reminded to check the system for outstanding actions.

The Subscription Administrator of the site can determine the appropriate action required for each user.
1.2 Monthly Recipient Reports – Dashboard

A new section has also been created in the Recall and Recall Health dashboard, which allows receivers to view historical activity report data.

1. After logging in, select the site you wish to view activity reports for (please skip this step if you only access one site and are taken directly to the dashboard):

2. From the Dashboard, Select **Activity Reports** at the top of the screen

3. On the left-hand menu, select either **Average Time to View**, or **Average Time to Complete** to display the relevant list of all previous report data.

   *Use the available search fields to focus on the information you require*
4. **By Location and Status** can be used to show the breakdown of notices received at all sites, including any internal locations set up:
5. **By Month** allows you to filter the entire set of reports on a single month where notices were received.

Select the year and month in the drop-down box to view monthly data by site.
All incomplete notifications can be actioned from the Main Dashboard under **Received Notifications**. Lead Organisations can also view Incomplete notifications by location if they choose.
1.3 Multi-site access within an Organisation, or Lead Organisations:

Multi-site users and Lead Organisations (like HealthShare Victoria, WA Health) have access to view Activity Reports for any site within their jurisdiction. Data for all sites can be viewed under the Organisational Hierarchy section.

6. The Average Tim to View and Average Time to Complete sections will display the monthly data for all sites the user has jurisdiction over:

7. Use the By Location and Status for a visual breakdown of sites with notifications received and their reporting status.
8. **By Month** allows you to filter the entire set of reports on a single month where notices were received. Select the year and month in the drop down box to view monthly data by site.

9. A list of the sites that have outstanding notices can also be viewed by selecting **Unread Notifications**.
For any questions regarding these reports or any other function of the Recall and Recall Health platforms, please contact:

**Recall Support**
recallsupport@gs1au.org
03 8581 5976 or 1300 2 RECALL (1300 273 225)
Or by using Live Chat within the platform [HERE](#)