



VMO CREDENTIALLING REGISTER | User Guide

2026

Written by Giselle Latta (RN)



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INTRODUCTION

VMOs Credentialling and scope of practice requirements can be administered using the VMO Credentialling Register.

The **VMO Credentialling Register** is found on the **Governance Tab** of Risk Clear.



To open the register, click the **VMO Credentialling Register** button on the Governance menu to display the following panel:

New VMO						
Name	Locality	Specialty	Cred Type Due	Credentialling Due	Cert Date Due	
Dr Callie Torress	Cottesloe	Obstetrician And Gynaecologist	Annual	31/12/2026	18/03/2026	Open
Dr Addison Montgomery	Northbridge	General Surgeon, Gynaecologist	3-yearly	5/05/2027	4/10/2026	Open
Dr Amelia Sheppherd	West Leederville	Neurosurgeon	3-yearly	6/05/2027	31/03/2026	Open
Dr Richard Weber	East Perth	Palliative Medicine Physician, General Surgeon	3-yearly	18/05/2027	18/03/2026	Open
Ms Miranda Bailey	Joondalup	General Surgeon	3-yearly	27/07/2027	17/01/2026	Open
Dr Derek Sheppherd	Perth	Plastic Surgeon	5-yearly	26/08/2027	18/03/2026	Open
Ms Jo Wilson	East Perth	Oncologist, Palliative Medicine	3-yearly	11/09/2027	1/05/2026	Open
Dr Jackson Avery	Scarborough	Plastic Surgeon	3-yearly	14/09/2027	18/03/2026	Open
*Dr Meredith Grey	Sorrento	General Surgeon, Gastroenterologist	Annual	20/10/2027	16/03/2026	Open
Dr Ben Warren	Floreat	Anaesthetist	3-yearly	8/12/2027	18/03/2026	Open
Dr Izzie Stephens	Mount Hawthorn	General Paediatrician, Paediatrician	5-yearly	30/06/2028	18/03/2026	Open
Dr George Malley	Scarborough	Haematologist, Oncologist	Initial	30/09/2028	18/03/2026	Open
Mr Cristina Yang	Subiaco	Cardio-Thoracic Surgeon	5-yearly	15/02/2030	18/03/2026	Open
Dr Teddy Altman	Perth	General Surgeon	5-yearly	9/10/2030	18/03/2026	Open

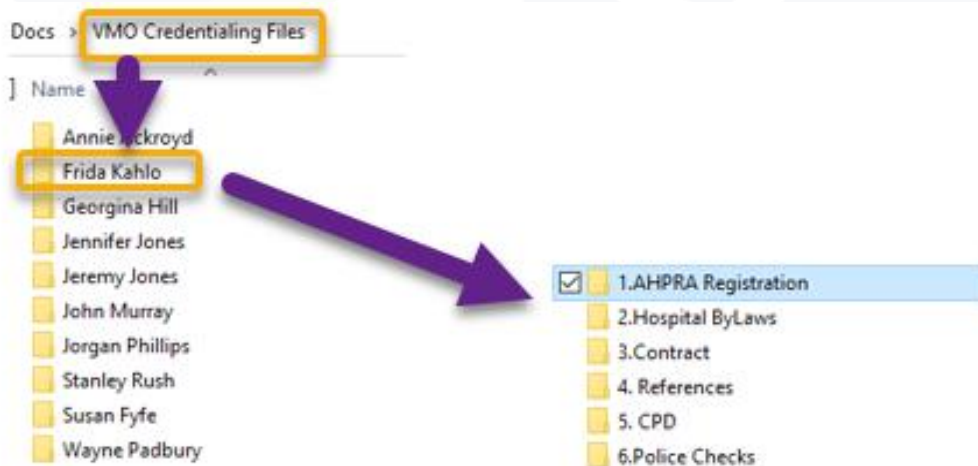
SET-UP VMO FOLDERS ON YOUR NETWORK (INCLUDES EXAMPLE)

Prior to creating VMO Credentialling records in RiskClear, ensure you have your VMO's Credentialling folder set up on your network, ready to link to RiskClear. Taking the time to set up your VMO folder structure will save you time having to re-link folders down the track. Remember if the folder names on your network are changed at all, then you will need to re-link them in RiskClear.

An example of how these files could be set up on a secured network (S) is in a folder called **VMO Credentialling Files** with **Subfolders** for each of your credentialed Doctors and further folders for their various requirements.

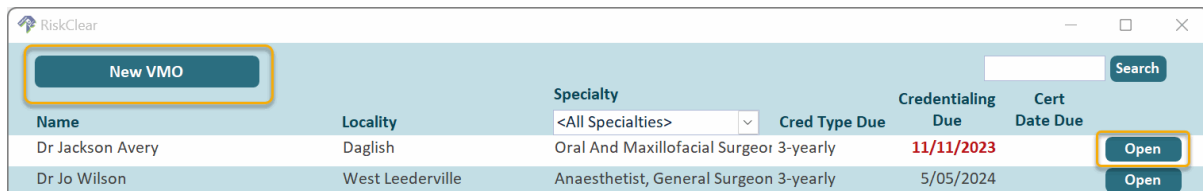
EXAMPLE:

S/VMO Credentialling/Frida Kahlo/1.AHPRA Registration



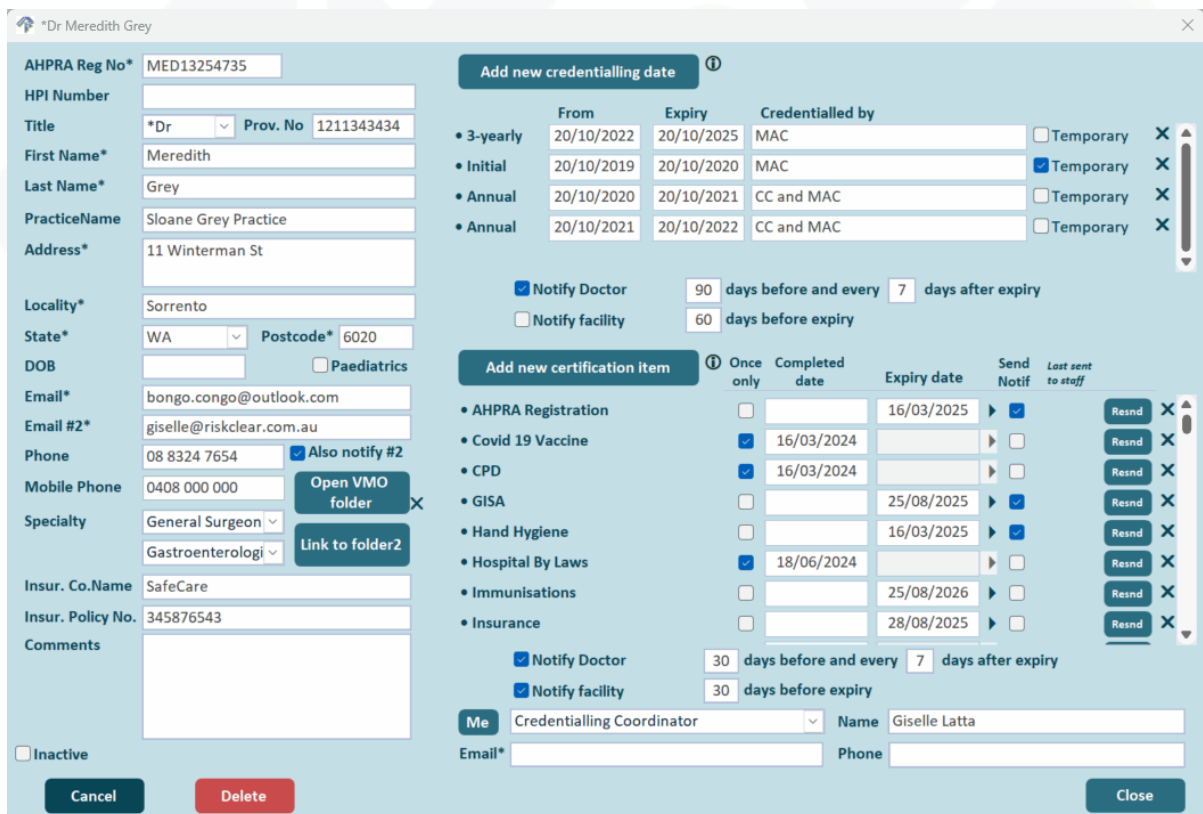
CREATING VMO CREDENTIALLING RECORDS IN RISKCLEAR

STEP ONE: To create a new VMO record, click the “New Doctor” (1) button at the top left of the Credentialling register. To update an existing record, click the “Update” (2) button alongside the VMO you wish to make changes to.



Name	Locality	Specialty	Cred Type Due	Credentialling Due	Cert Date Due
Dr Jackson Avery	Daglish	Oral And Maxillofacial Surgeon 3-yearly		11/11/2023	
Dr Jo Wilson	West Leederville	Anaesthetist, General Surgeon 3-yearly		5/05/2024	

STEP TWO: A panel like the one below will be displayed – complete the fields as below:



Personal Information:

- AHPRA Reg No*: MED13254735
- HPI Number: [Empty]
- Title: *Dr
- First Name*: Meredith
- Last Name*: Grey
- PracticeName: Sloane Grey Practice
- Address*: 11 Winterman St
- Locality*: Sorrento
- State*: WA
- Postcode*: 6020
- DOB: [Empty]
- Email*: bongo.congo@outlook.com
- Email #2*: giselle@riskclear.com.au
- Phone: 08 8324 7654
- Mobile Phone: 0408 000 000
- Specialty: General Surgeon
- Insur. Co.Name: SafeCare
- Insur. Policy No.: 345876543
- Comments: [Empty]

Credentialling Dates:

	From	Expiry	Credentialed by	Temporary
• 3-yearly	20/10/2022	20/10/2025	MAC	☐
• Initial	20/10/2019	20/10/2020	MAC	☒
• Annual	20/10/2020	20/10/2021	CC and MAC	☐
• Annual	20/10/2021	20/10/2022	CC and MAC	☐

Certification Items:

	Once only	Completed date	Expiry date	Send Notif	Last sent to staff
• AHPRA Registration	☐		16/03/2025	☒	
• Covid 19 Vaccine	☒	16/03/2024		☐	
• CPD	☒	16/03/2024		☐	
• GISA	☐		25/08/2025	☒	
• Hand Hygiene	☐		16/03/2025	☒	
• Hospital By Laws	☒	18/06/2024		☐	
• Immunisations	☐		25/08/2026	☐	
• Insurance	☐		28/08/2025	☐	

Contact Information:

- Me: Credentialling Coordinator
- Name: Giselle Latta
- Email*: [Empty]
- Phone: [Empty]

Remember in RiskClear, any field that has an *asterisk is a mandatory field that must be completed to allow the record to be saved and closed.

Registration No. – the VMO’s AHPRA registration number.

HPI No. – enter the Health Provider Identifier here.

Title – select the VMO’s title. If the title is not present in the drop-down box, you can add new titles by clicking the Setup button on the Credentialling register main screen.

Prov. No. – The VMO’s Commonwealth Department of Health Medicare provider number.

You should enter the VMO’s details in the **First Name, Last Name, Practice Name, Address, Locality, State, Postcode, DOB Email, Email #2, Mobile No and Phone** fields.

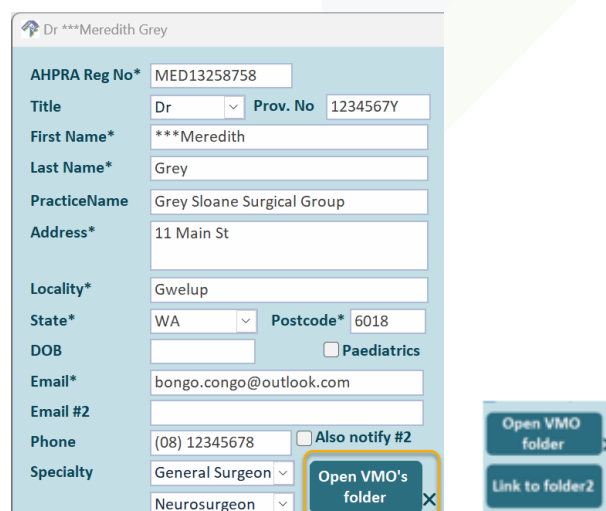
Select the VMO’s **Specialty** from the relevant drop-down. If the VMO has a second specialty, select it from the additional box underneath. If the specialty is not in the drop-down list, you can add new specialties by clicking the “Setup” button on the Credentialling register main screen.

If the VMO holds an Anaesthetist specialty, tick the “**Anaesthetics**” box.

STEP THREE: To **create a link to the VMO’s details folder** on your computer network (as per the first section of this user guide) click the “**Link to Folder**” button near the “Anaesthetists” tick box. This will enable you to link the Doctors folder on your secure network to the record in RiskClear – e.g. Dr Frida Kahlo.



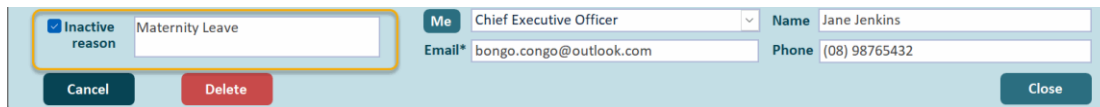
Once this has been done, the button caption will now read “**Open VMO’s folder**” which you can do by clicking this button. This will open the Doctors Folder on your secure network. There is also an additional second linked VMO folder.



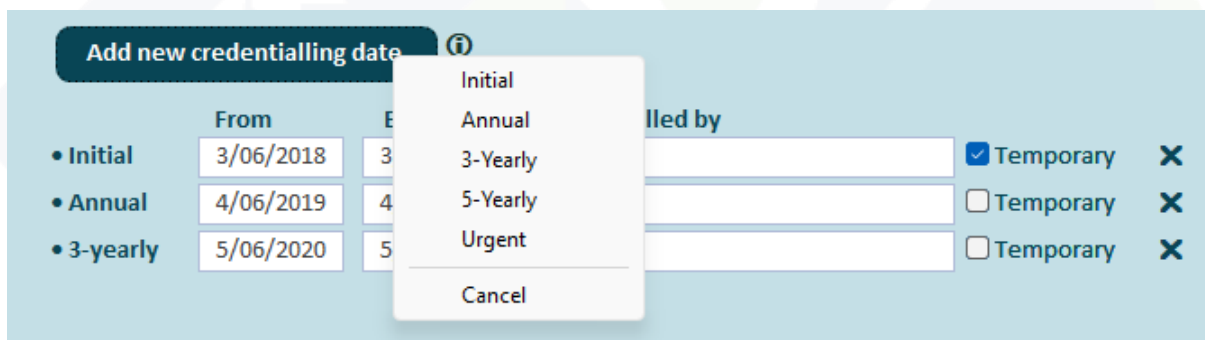
STEP FOUR: If you wish to record the VMO's insurance company and policy number details, enter them into the **"Insur. Co. Name"** and **"Insur. Policy No."** boxes.

Any additional comments can be entered in the **Comments** box.

If you wish to de-activate the VMO permanently or temporarily, tick the **"Inactive"** box at the bottom left of the page and enter a reason in the **"Reason"** box which appears.



STEP FIVE: The Credentialling periods should be added to the box at the top right-hand side. To add a new Credentialling period, click the **"Add New Credentialling date"** button. To remove Credentialling period details, click the **"X"** button alongside the relevant period. For both above, a panel like the following will appear:



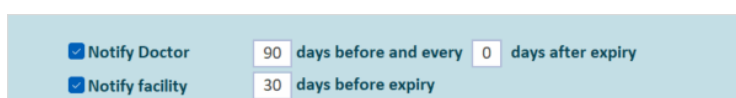
Select the Credentialling type. Enter the Credentialling From Date and Expiry Date. If the VMO has temporary approval, tick the **"Temporary"** box.

If you do not wish for RiskClear to send notifications to the VMO when their Credentialling is due for renewal, remove the tick from the **"Send notification to doctor when due"** box.

The date that the last notification was sent will appear below this field.

Note that for notifications to be sent, you will need to select the re-Credentialling document(s) that you wish to be attached (see page 6 for example).

Finally, enter the name of the person or body who approved the VMO in the **"Credentialled by"** box and press the **"Update"** button.



If you would like credentialling notifications to be sent, place a

tick in the **"Notify Doctor"** box immediately underneath the credentialling details panel, and

enter the number of days prior to the expiry date you would like the email to be sent. Tick the "Notify facility" box and the number of days prior if you'd like to be notified also. If you would like follow-up reminders to be sent to the doctor, enter the number of days after the last notification that you would like the reminder sent. A zero (0) means that reminders will not be sent.

Notify Dr and Notify facility can also be ticked for reminder notifications to be sent.

A new Credentialling line should be added for each new re-Credentialling action rather than just altering the start & expiry dates.

STEP SIX: Certification items can be added to each VMO record by clicking the **"Add new certification item"** button. Select from the list that pops up to add the item and then enter the expiry date of the item. If you do not wish to send email notifications to the VMO, remove the tick from the **"Send Notification"** box. You can also **"re-send"** notifications if further reminders are needed. To delete the item, click the cross next to that item. If an item you wish to add is not on the list, you can add it by clicking the "Setup" button on the main list page and selecting "Certification items" from the menu.

Place a tick in the **"Notify Doctor"** and enter the number of days prior to the expiry date you would like the email to be sent. If you would like to send follow up reminders, enter the number of days after the last notification that you would like the reminder sent. A 0 means that reminders will not be sent.

Select the position of the hospital signatory which will appear on the email correspondence. Their email address will autofill in the "Email" box underneath. When a VMO receives the reminder email, this address will be used as the "Reply-To" address in the email. If you wish to use a different address, over key it in this box. Enter the Name and Phone number of the hospital contact. If completed, these details will also appear in the notification email.

You can also configure attachments to VMO emails. To configure attachments, go to Setup, Advanced, Fback/Governance Settings and change the "Would you like to attach one or more credentialling documents to VMO emails?" option to "Yes". This will display the following:

Would you like to attach one or more credentialling re-application document(s) to VMO emails?

☐ No

☒ Yes [Click here to open the VMO attached documents folder. All documents copied here will be attached to outgoing VMO credentialling emails.](#)

****If you are using the VMO schedule fully, you can elect to use the schedule as the only source for your doctor drop-down lists in incidents, clinical indicators and infection events.***

This will mean you no longer need to update a separate list of doctors/anaesthetists as the VMO Register will be your sole source. This has been switched off by default, so if you'd like for this to be switched on please contact RiskClear so we can synchronise your doctor list and VMO schedule and then switch the feature on. If you try to setup doctors via Setup, you'll receive a message indicating that you should use the VMO schedule instead.

SAMPLE NOTIFICATION EMAILS FOR VMO CREDENTIALLING

Below are sample email texts for #1 – a Credentialling email and #2 – a certification email.

Sample Credentialling emails

Sample #1

Subject: Credentialling Notification from Scarborough Private Hospital

Dear Dr Padbury,

Your Credentialling at Scarborough Private Hospital was due for renewal on 12 December 2020.

Please complete and return the attached Credentialling re-application form at your earliest convenience.

Also shown below are certification items, proof of which is needed for your re-application:

* Insurance was due on 7/10/2020

* Working With Children Check was due on 7/07/2020

Should you have any further queries, please contact Jan Jackson at jan@hospital.com.au.

Sincerely

Jan Jackson
Quality Manager
Scarborough Private Hospital

Sample #2

Subject: Certification Reminder from Scarborough Private Hospital
Dear Dr Kahlo,

Listed below are the certification items needed for your continued Credentialling at Scarborough Private Hospital:

* AHPRA Registration was due on 5/10/2020

* Working With Children Check is due on 23/11/2020

Please email certification for the above at your earliest convenience. You can reply and attach certification to this email.

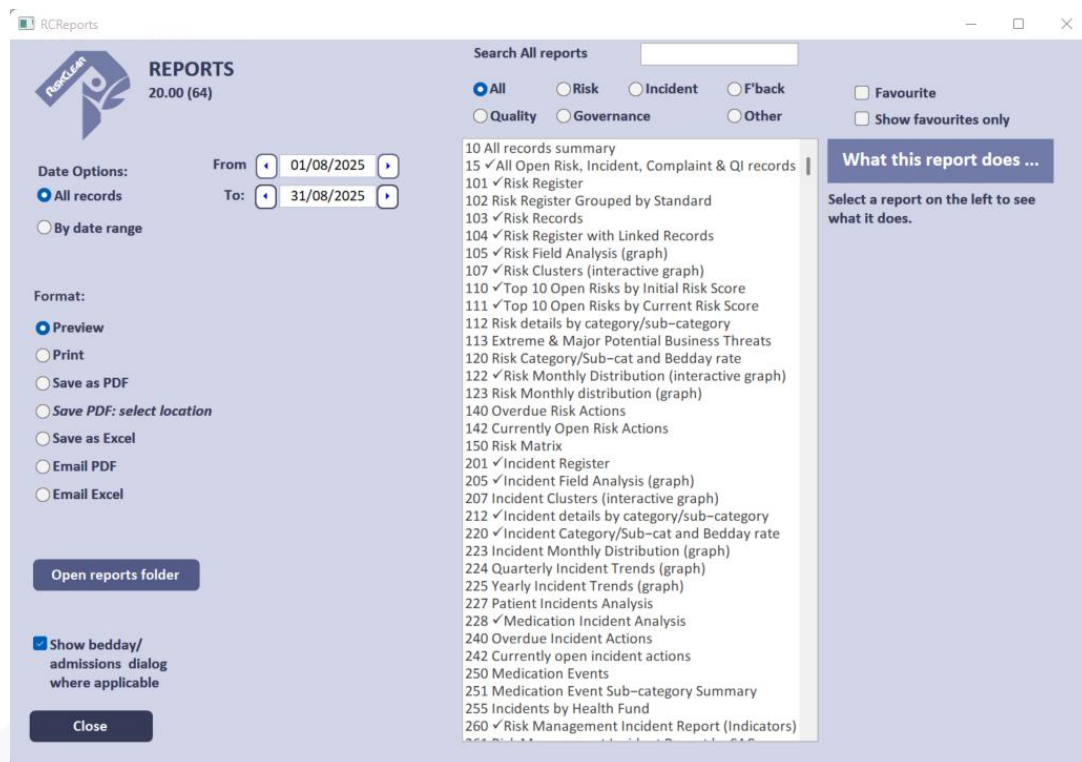
Should you have any further queries, please contact Jan Jackson at jan@hospital.com.au.

Sincerely

Jan Jackson
Quality Manager
Scarborough Private Hospital

VMO CREDENTIALLING REPORTS

Reporting on VMO Credentialling is available in the Report Suite of RiskClear. You can click on the grey **Reports** button at the bottom of the VMO Credentialling screen to be taken to the Reports section of RiskClear



Report numbers **560** and **565** can be run to review VMO Credentialling details as well as upcoming credentialling due within 30 days. Report **566** is Overdue VMO Credentialling and Report **577** is uncompleted once-off VMO certification items. Report **568** shows details of VMO credentialling and certifications which are now overdue. These reports can be printed, emailed and/or saved as a PDF or Excel document. You can also mark these reports as a favourite by ticking the **Favourite** box and see **what this report does....**