



**Commonwealth of Massachusetts  
Department of Industrial Accidents**

*Formatting Conference Documents  
in PDF*

This tutorial is designed to demonstrate how attorneys can properly prepare DR-Conference Medical Reports for electronic submission to the DIA.

Revised – April 2018

# Step One - Scanning

Scanning your documents can generally be accomplished using any off-the-shelf scanner or utilizing the scan function on your office copier. Note – nearly every copier manufactured in the last 5 or 6 years has scan to PDF capability. Check your owners manual for more information.

Once you have scanned your documents you will need Adobe Acrobat version 7.0 or later to combine the files, bookmark them and make the documents text searchable using an Optical Character Recognition tool that is part of the Acrobat software. This demonstration was done using Adobe Acrobat Pro X.

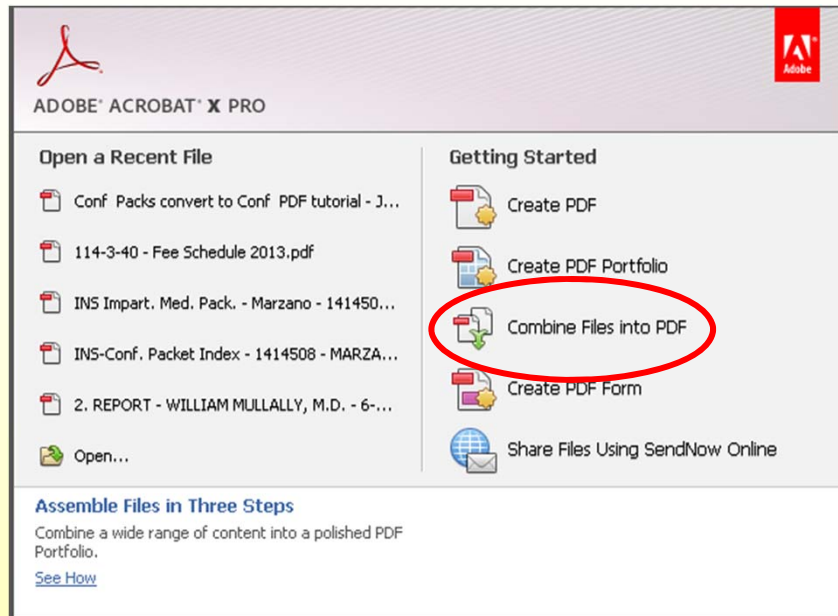
You have two choices in scanning –

- Scan individual documents, name them and later combine them – see below; or

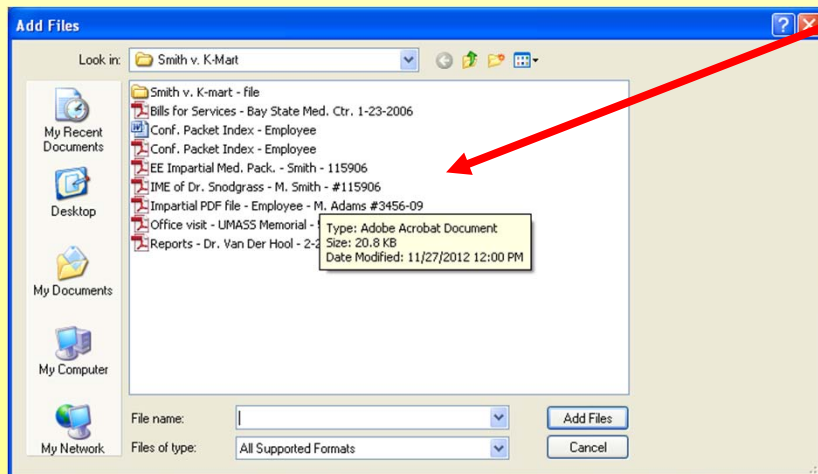
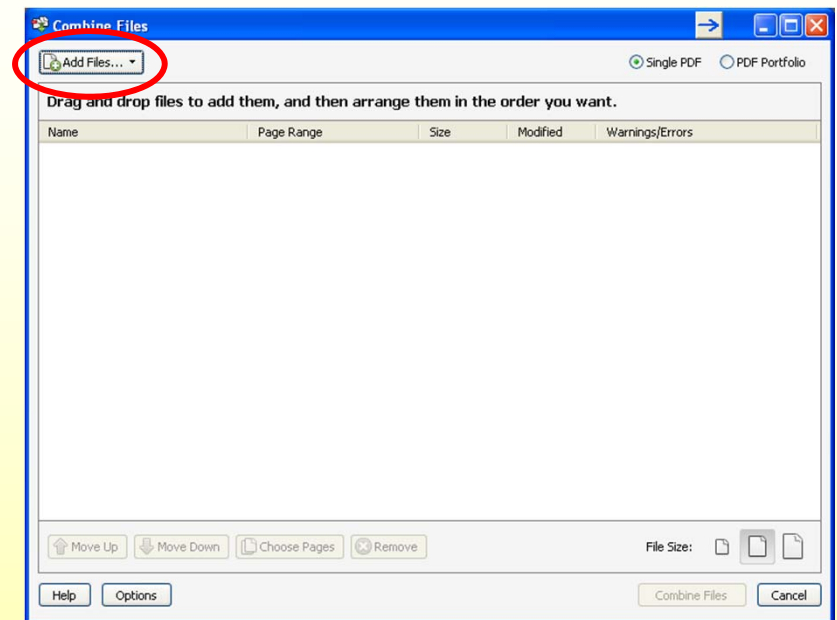
- Scan the entire packet and then bookmark each document in the packet.

Again, scanning will depend on your machine and its procedure. From here, we are going to discuss how to combine the already scanned documents. It is important to mention when saving individual files in PDF – the naming convention should mirror your conference packet index (i.e. “Report of Dr. Jones 3-21-2002 or Boston Med. Ctr. Records 5-2-2003 to 6-15-2003” etc.)

Once you have saved your scanned documents and named them, it will be time to combine them into a single PDF. **Combining your PDF files.** Open Acrobat and select the “Combine files into PDF” function on the start page to accomplish this:



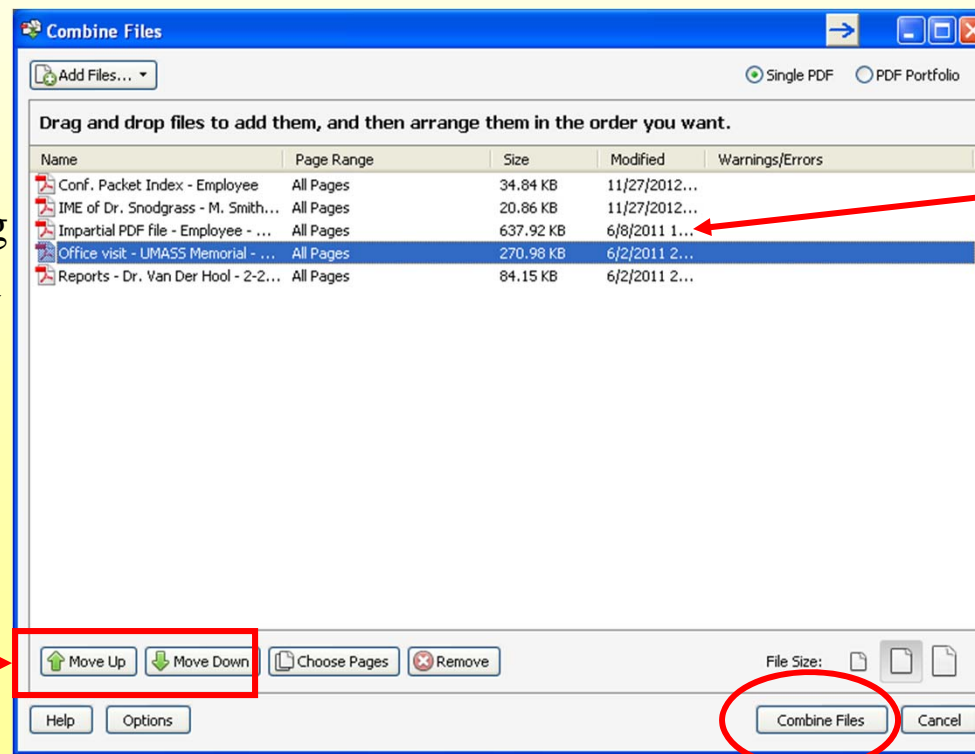
A new window opens – select “Add Files”



Select the PDF documents (the ones you scanned and named).

Tip – you can select all the documents by holding down the shift key and then clicking on the top and then the bottom file name. You can also select the files one at a time. The order which you select the documents will be the order in which they are combined. Then click on “Add Files.” Be sure to put your Conference Packet Index as the first document. You can also combine other file formats such as Word.

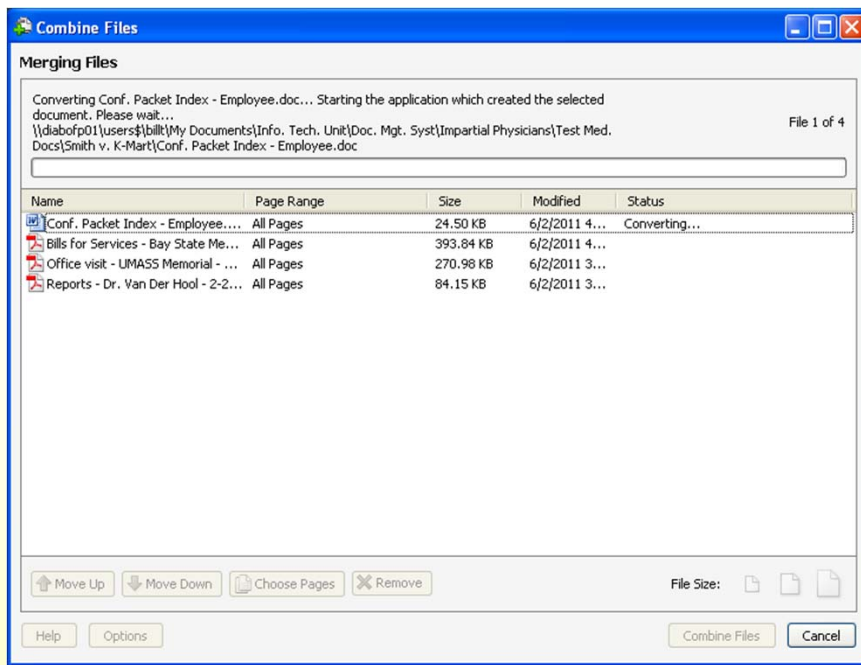
You can rearrange the order of the documents by using the “Move Up” and “Move Down” button shown here.



The “Combine Files” window will then show all the files you selected. You can add more if needed.

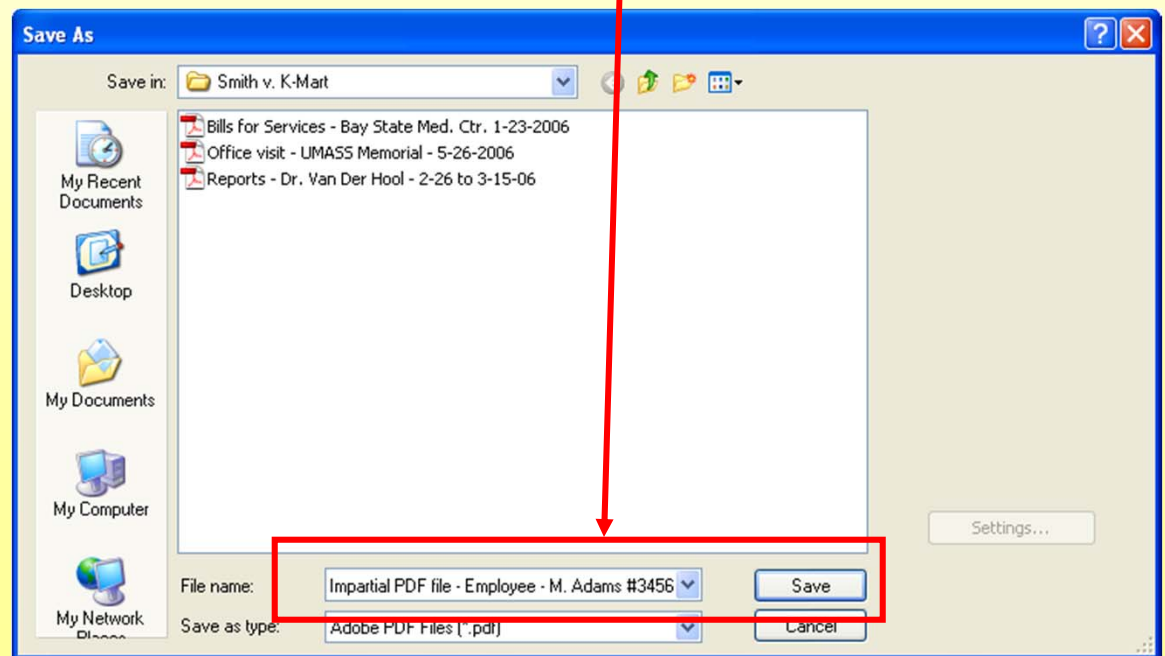
When all have been added, click on the “Combine Files” button in the lower right of the window.

Acrobat will then begin combining the files



Once all the files have been combined, you will be prompted to save the new combined PDF. This is where the new combined file must be named properly. For example “EE Impartial Med Pack. - Smith -115906”

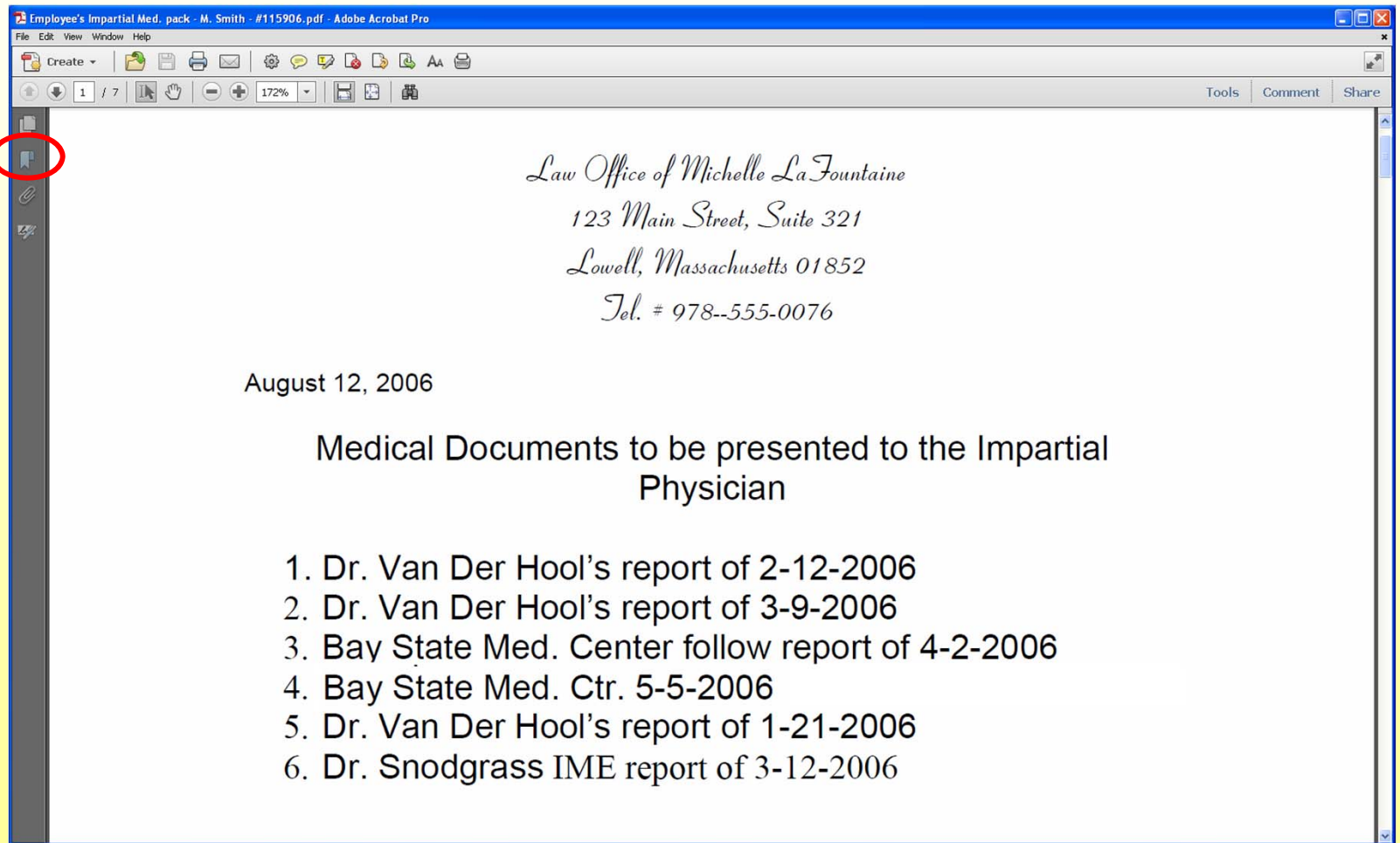
Note: The procedure for Non-medical submissions is the same. The final combined PDF file should be identified as the Non-med. submission. For example “Ins. Conf. Non-Med. – Smith 115906.”



Your new combined PDF will open.  
You can then save it to your computer  
and then submit it via our “direct  
upload” module which is explained  
later in this tutorial.

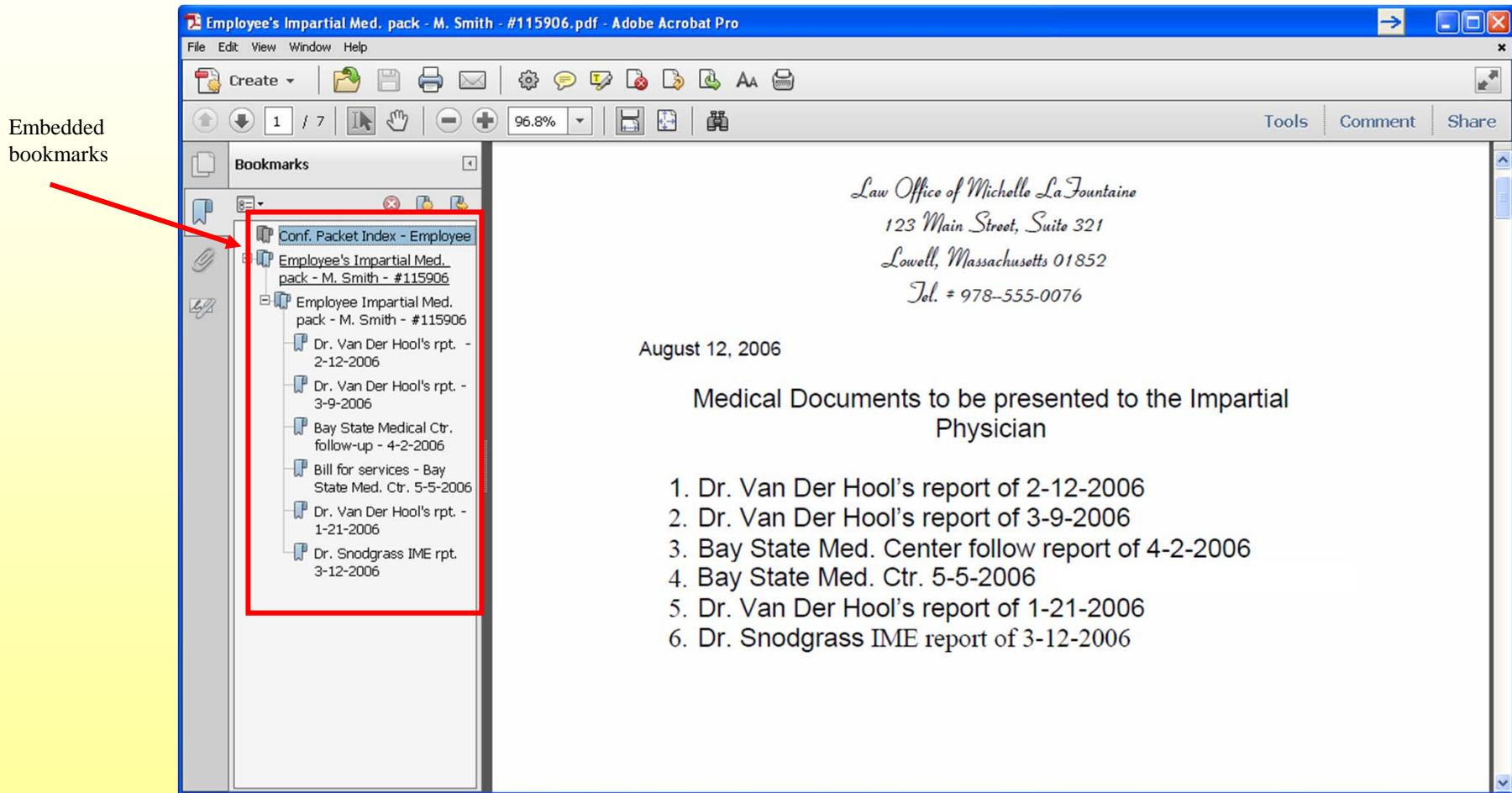
## Viewing PDF w/ Bookmarks

This icon  
allows you  
to view the  
bookmarks.





The bookmarks were automatically embedded when the PDFs were combined. This is how all parties, including the Impartial Physician, will view the conference med. packets.



Clicking on each bookmark will jump you to that document!

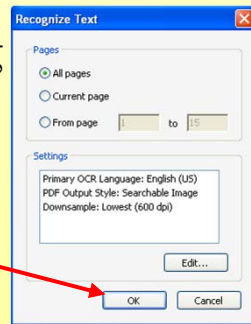
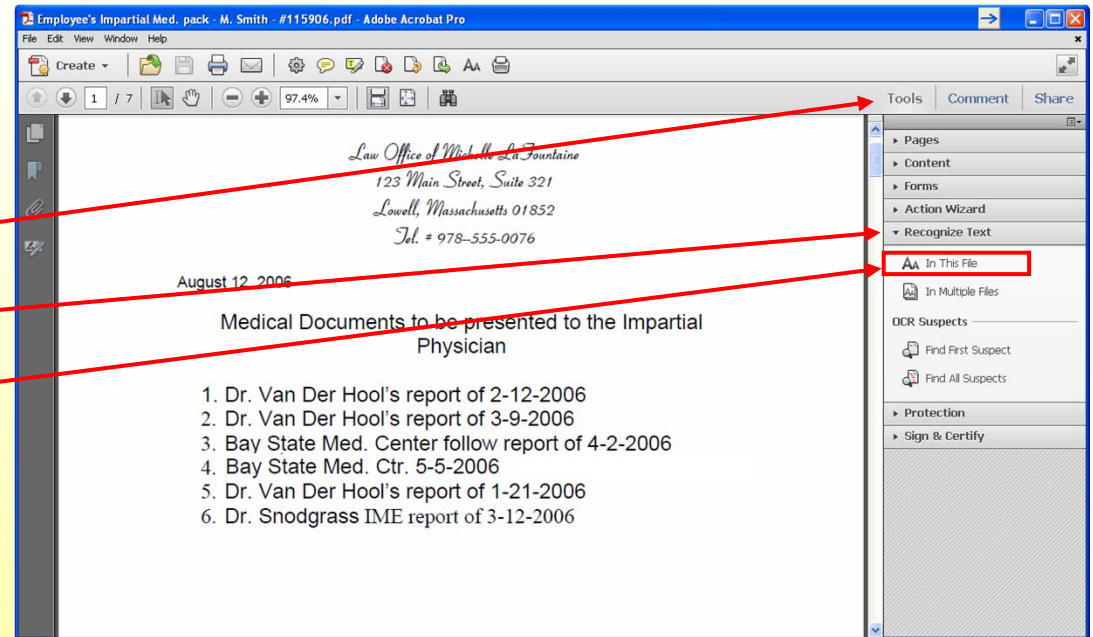
# Text Recognition – Making the Document Text Searchable (REQUIRED).

After creating your PDF Conf. Med. and Non-med. packets from your scanned documents, you can initiate the Optical Character Recognition (OCR) function to make the documents text searchable.

First, select the “Tools” menu, then “Recognize Text,” followed by “Aa In This File”

A box will pop-up asking which pages you wish to Text Recognize – select All and click OK.

Adobe Acrobat will then begin the OCR process. Depending on the number of pages, this could take a few minutes.



Note: Some documents in your packet may already be text searchable. If that is the case, Acrobat will prompt you that the page is already in a text format and clicking OK will allow it to continue to the next page.



Document Pagination (Bates Numbering) is  
**REQUIRED.**

## **How do I paginate Conference Submissions?**

Adobe feature: **TOOLS => PAGES => Under Edit Page Design Select **HEADER & FOOTER** → Add Header & Footer (Insert Page number) number 1 appear in the option selected (Left Header Text, Center Header Text, Right Header Text etc.).**

**You would want the number in the left Header Text box then click OK. You can also GOOLE pagination.**

# WHAT IS DIRECT UPLOAD?

It is the process of submitting court documents from your computer directly to the Department of Industrial Accidents (DIA) through our online Case Management System (CMS). The environment offers a seamless and pragmatic path for interfacing with the board.



# WHY DIRECT UPLOAD?

- Improves flow of information to and from the DIA;
- Increased data security;
- Creates an efficient system that affords knowledge, confirmation and tracking of submission to the DIA;
- Provides accountability to all parties where documents are to be submitted;
- Streamlines the document submission process;
- Reduces processing times.



## **DEPARTMENT OF INDUSTRIAL ACCIDENTS**

### **HOW TO OF UPLOADING CONFERENCE MEDICAL SUBMISSION**

# DEPARTMENT OF INDUSTRIAL ACCIDENTS

## HOW TO OF UPLOADING CONFERENCE MEDICAL SUBMISSION

### Sign In

Enter your Single Sign-On user name and password to sign in

User Name	<input type="text"/>	
Password	<input type="password"/>	
<input type="button" value="Login"/>	<input type="button" value="Cancel"/>	<input type="button" value="Bookmark This Page"/>

Unauthorized use of this site is prohibited and may subject you to civil and criminal prosecution.

At the sign in page in Case Management System (CMS) enter your user name and password.

If you do not have login credentials/privileges please complete and submit the attached form <http://www.mass.gov/lwd/workers-compensation/online-services/apply-for-a-dia-online-account.html>. **Please contact the IT help desk at (617-727-4900 ext. 7302) for technical issues or login problems..**

Case information will not be accessible without the appropriate login permissions.

For detail explanations regarding the Document Management System please visit our web site



## DIA Application Tree

[Collapse All](#)[Reset Tree](#)[Expand All](#)

### DIA Menu System

- Attorney's Calendar
- Conciliation List
- Attorney Email List
- List of Insurers
- Document Management System
  - Generate Cover Sheets for Case Documents

Elapsed time in seconds: 0.30

## Support

### Support

Connection Issues	(617)727 4900 x282
For Dispute Online questions	Brian Peake (617)727 4900 x201
For Finance/Assessments OnLine questions	Nancy Moran (617)626 5469
For Insurance Online questions	Aalana Feaster (617)626 5468
For Impartial Physicians Online questions	Impartial Info Line (617)727 4900 x253

**You** are now at the **Application** tree. **At** this point select the **Attorney's Calendar**. This selection will bring you to your calendar which show all cases with meeting[s] scheduled before the Department.

Customize



Attorney Calendar						
<a href="#">Judges emails</a> <a href="#">Case Inquiry</a> <a href="#">Online Forms</a> <a href="#">Return</a>						
<a href="#">Previous</a> <a href="#">Today</a> <a href="#">Next</a>						
March 2017						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		01	02	03	04	05
06	07 09:30: 3919108- BABY M SMITH - CONFERENCE- FALL RIVER	08 09:30: 2253611- MAXWELL H PARSONS - CONFERENCE- LAWRENCE	09	10	11	12
13	14 01:15: 1241311- RUSSELL D SPAZIANI - CONFERENCE- LAWRENCE	15	16 09:30: 605209- MATTHEW DEAMELIO - CONFERENCE- BOSTON	17	18	19
20 01:15: 1435610- MARY HOUGH - CONFERENCE- LAWRENCE	21	22	23	24	25	26
27	28	29 09:30: 1773910- MARY HOUGH - CONFERENCE- LAWRENCE	30	31 01:15: 1847509- SCOTT M COOK - CONFERENCE- BOSTON		

Select and open case for the details of the case.

## Attorney Calendar

Judges email **Case Inquiry** Online Forms Return

Previous Today Next

March 2017

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**Select the Case Inquiry tab** to gain access to all cases associated with your bar number. This option will bring you to Case Inquiry page.



## Case Inquiry



You may search using any combination of information AND may USE wildcards. The percent sign % is the wildcard symbol. FOR example, you could enter smi% in the Employee Last Name field IN ORDER TO find everyone WITH a last name OF Smith.

To search using EMPLOYEE SSN you may enter a complete SSN or wildcard with the last four digits only (for example %1234).

Note: Searches are NOT case sensitive.

Board Number (9999999)	<input type="text"/>
Employee Last Name	<input type="text"/>
Employee First Name	<input type="text"/>
Employee SSN	<input type="text"/>
Date of Incident (MM/DD/YYYY)	<input type="text"/>
Date of Birth (MM/DD/YYYY)	<input type="text"/>
Street	<input type="text"/>
City	<input type="text"/>
Zip	<input type="text"/>
Employer	<input type="text"/>
Case File Number	<input type="text"/>

At this page you can use any of the **options** listed on the left to perform a search of CMS data base for an individual case. If you are not in possession of any of the listed information you can select **search tab** function will pull all cases associated with your name/bar number. You can then select the case you need for the upload of the Conference Medical Submission.

Board #: 4845894 Case ID: 1146679 (Scanned Docs - None)

You have found your case and can now begin the process of uploading the Conference Medical Submission. Select the **file upload tab**. This will bring you to the **Document Name** page.

View Case Documents

Cover Sheet/File Upload

Basic Case Viewer

#### Incident Details

Board #:	4845894	Date of Injury:	09/15/1994
Employee:		Insurer:	FRONTIER INSURANCE COMPANY
Employee E-mail:		Insurer E-mail:	
Company:	VISITING NURSE ASSOC OF GREATER MILFORD BRIDG	Case File Number:	
Liability Est.:		Rehab Suitable:	
1 <sup>st</sup> Incapacity:	11/04/1994	5 <sup>th</sup> Incapacity:	11/08/1994
1 <sup>st</sup> Disability:	11/04/1994	5 <sup>th</sup> Disability:	11/08/1994
Accident Description:	PATIENT CARE		
Dependents:		Claim Rep:	
Comments:	OLD INCIDENT LOCATION: PATIENTS HOME		
Created By:	EDPTMP2	Preparer Phone:	508-832-3215
		Created Date:	11/16/1994

This case is not grouped

#### Injury List

Board #	Body Part Code	Injury Code	Injury Source
	398 - UPPER EXTREMITIES, MULTIPLE	310 - SPRAINS, STRAINS	5000 - PERSONS, PLANTS, ANIMALS, AND MINERALS
	430 - CHEST, RIBS, BREASTBONE, INTERNAL ORGANS	310 - SPRAINS, STRAINS	5000 - PERSONS, PLANTS, ANIMALS, AND MINERALS
	450 - SHOULDER(S)	310 - SPRAINS, STRAINS	5000 - PERSONS, PLANTS, ANIMALS, AND MINERALS

#### Attorney List

For Whom	Attorney	Law Firm	Attorney E-mail	Primary	Available
INSURER		UNKNOWN		Y	Y
EMPLOYEE		UNKNOWN		Y	Y



### Document Name

[Return](#)

Narrow by Document Name

Document Name

- Select a document -

### Document Parameters

Employee \*

Gloria Mazzola

DIA Board Number \*

4845894

Case ID \*

1146679

[Select a document type to proceed](#)

You would want to narrow your search to focus on all things related to the Conference Impartial Medical Submission. We recommend entering (CONF) in the **Narrow by Document Name field (the field is not case sensitive)**. Place your cursor and click on the inverted caret for a list of the conference document names.



Massachusetts Department of Industrial Accidents February 28, 2017 12:57:23

User: Version: 1.0 [Reset Your Password](#)

### Document Name

[Return](#)

Narrow by Document Name

Document Name

- Select a document -



### Document Parameters

Employee \*

DIA Board Number \*

Case ID \*

[Select a document type to proceed](#)

**For a list of document names click the upside down caret to the right of the field. This selection will bring up all document names associated with Conference Medical Submission.**





## Document Name

[Return](#)

Narrow by Document Name

Document Name

- Select a document -

DIA 116 Reg. LS Conf.  
DIA 131 Reg. Speedy Conf.  
DIA 132 Affidavit Speedy Conf.  
DIA 140 Conf. Memo.  
DIA 46A Reg. Sec. 46A Conf.  
DR-125 Motion for Expedited Conf.  
DR-Conf. Non-Medical Packet  
DR-Conf. Packet Index  
DR-Conference Medical Reports

## Document Parameters

Employee \*

DIA Board Number \*

Case ID \*

Select a document type to proceed

**NOTE:** The selected **document name** has a direct correlation to the Document Parameters fields that would be made available. For example the DR- Conference Medical Reports option would have more fields to be filled out verses the DR- Conf Non-Medical Packet option which will have fewer fields to be filled. The Employee, DIA Board Number and Case ID are default document parameters that would be pre populated.



## Document Name

[Return](#)

Narrow by Document Name

Document Name DR-Conference Medical Reports

## Document Parameters

[Upload File](#)

	Value
Employee *	Paul C. Ballona
DIA Board Number *	1987207
Case ID # *	3658630
Date of Document *	
Med. Provider Name *	Employee Employer Insurer Third Party Other DIA WCTF
Submitted By *	Smith - must be attorney of record)
Party *	
Med Packet Type *	

Party options

\* denotes required field

## Select File for upload

File Name

[Browse...](#)

Additional Email for Confirmation

Browse to Select a file for upload. Once selected use the 'Upload File' button to submit the file.  
Only PDF files size 10 Megabytes or less are accepted.  
Upon a successful upload, a confirmation email is sent to all parties of the case.  
If an additional email is entered it will be included as well.  
Please Do Not upload the same file more than once.



### Document Name

Return

Narrow by Document Name

Document Name DR-Conference Medical Reports

You can proceed to enter the information in each field with a Red \* (required field). Once you have filled in all the fields you can move to selecting the file for upload.

**Select File for upload:** Browse to locate the file you wish to upload to the Case Management System (CMS). Once you have found the file click browse again to attach your file.

**Enter** the email address where you want the confirmation notice to be sent.

**NOTE:** The upload of duplicate submissions and submissions that do not follow the DIA instructions will serve to delay the processing of the 11A examination. The instructions for correctly compiling medical submissions are available on the DIA web site.

<http://www.mass.gov/lwd/workers-compensation/attorneys-information-for-workers-comp/dms/imp-med-instructions.pdf>

### Document Parameters

Upload File

	Value
Employee *	
DIA Board Number *	1987207
Case ID # *	3658630
Date of Document *	<input type="text"/>
	[mm/dd/yyyy]
Med. Provider Name *	
	(use "Various" if more than one facility)
Submitted By *	Michael Henry
	(i.e., Atty. John Smith - must be attorney of record)
Party *	<input type="text"/>
Med Packet Type *	<input type="text"/>

#### Medical Packet Type

Initial - Relating to your first packet

Revised - Your packet with changes

Additional - Augmentation of your initial packet

\* denotes required field

### Select File for upload

File Name	<input type="text"/>	Browse...
Additional Email for Confirmation	<input type="text"/>	

Browse to Select a file for upload. Once selected use the 'Upload File' button to submit the file.  
Only PDF files size 10 Megabytes or less are accepted.  
Upon a successful upload, a confirmation email is sent to all parties of the case.  
If an additional email is entered it will be included as well.  
Please Do Not upload the same file more than once.



### Document Name

[Return](#)

Narrow by Document Name

Document Name 

**Review** the parameters, file name and email address. If all information appears correct you now move to the red tab ( Upload File) placing cursor on the tab click to upload your submission.

**NOTE:** For multiple board number cases claimant's attorney need only upload to a single board number.

### Document Parameters

[Upload File](#)

	Value
Employee *	<input type="text"/>
DIA Board Number *	<input type="text" value="507010"/>
Case ID # *	<input type="text" value="3767674"/>
Date of Document *	<input type="text" value="03/10/2017"/>
	[mm/dd/yyyy]
Med. Provider Name *	<input type="text" value="various"/>
	(use "Various" if more than one facility)
Submitted By *	<input type="text"/>
	(i.e., Atty. John Smith - must be attorney of record)
Party *	<input type="text" value="Insurer"/>
Med Packet Type *	<input type="text" value="Initial"/>

\* denotes required field

### Select File for upload

File Name  [Browse...](#)Additional Email for Confirmation 

Browse to Select a file for upload. Once selected use the 'Upload File' button to submit the file.  
Only PDF files size 10 Megabytes or less are accepted.  
Upon a successful upload, a confirmation email is sent to all parties of the case.  
If an additional email is entered it will be included as well.  
**Please Do Not upload the same file more than once.**



The file uploaded successfully and a confirmation email sent

### Document Name

[Return](#)

Narrow by Document Name

Document Name

This will indicate that you have successfully completed upload

### Document Parameters

[Upload File](#)

Value

Employee \*

Henry Thomas

DIA Board Number \*

507010

Case ID # \*

3767674

Date of Document \*

[mm/dd/yyyy]

Med. Provider Name \*

(use 'Various' if more than one facility)

Submitted By \*

Michael Henry  
(i.e., Atty. John Smith - must be attorney of record)

Party \*

Med Packet Type \*

\* denotes required field

### Select File for upload

File Name

[Browse...](#)

Additional Email for Confirmation

Browse to Select a file for upload. Once selected use the 'Upload File' button to submit the file.

Only PDF files size 10 Megabytes or less are accepted.

Upon a successful upload, a confirmation email is sent to all parties of the case.

If an additional email is entered it will be included as well.

Please Do Not upload the same file more than once.

You will get the message in red if the file you are attempting to upload is too large.



Massachusetts Department of Industrial Accidents June 08, 2017 09:23:31  
User: BAR438920 - John Cleese Version: 1.0 Reset Your Password

1 error has occurred

• For uploading a file

○ The file uploaded cannot exceed 10 MB

### Document Name

Return

Narrow by Document Name

Document Name DR-Conference Medical Reports

### Document Parameters

Upload File

	Value
Employee *	Rhett M Butler
DIA Board Number *	1320909
Case ID # *	3738924
Date of Document *	<input type="text"/>
	[mm/dd/yyyy]
Med. Provider Name *	<input type="text"/>
	(use 'Various' if more than one facility)
Submitted By *	John t Cleese
	(i.e., Atty. John Smith - must be attorney of record)
Party *	<input type="text"/>
Med. Packet Type *	<input type="text"/>

report error:

ORA-01403: no data found

ORA-06510: PL/SQL: unhandled user-defined exception

\* denotes required field





Massachusetts Department of Industrial Accidents June 08, 2017 09:26:30

User: BAR438920 - John Cleese Version: 1.0 Reset Your Password

1 error has occurred

- Required parameters (denoted by an \*) cannot be null!
  - Date of Document cannot be null
  - Med. Provider Name cannot be null
  - Party cannot be null
  - Med. Packet Type cannot be null

For uploading a file

- A file must be selected, use the Browse button

### Document Name

Return

Narrow by Document Name

Document Name DR-Conference Medical Reports

### Document Parameters

Upload File

Value

Employee *	Rhett M Butler
DIA Board Number *	1320909
Case ID # *	3738924
Date of Document *	<input type="text"/>
	[mm/dd/yyyy]
Med. Provider Name *	<input type="text"/>
	(use 'Various' if more than one facility)
Submitted By *	John t Cleese
	(i.e., Atty. John Smith - must be attorney of record)
Party *	<input type="text"/>
Med. Packet Type *	<input type="text"/>

If you have missed Document Parameters you will be bounced out of the upload and the fields missed will appear as above. You will need to make the corrections and initiate the upload.