Hearing Test Submission System User Guide

WorkSafeBC

Hearing Test Submission System User Guide

Introduction

The Hearing Test Submission (HTS) system is used for submitting industrial audiometric hearing tests to WorkSafeBC. The tests need to be conducted by an industrial audiometric technician (IAT) with a valid certification.

It's the responsibility of authorized industrial audiometric businesses (IABs) to submit tests to WorkSafeBC. This guide walks you through the process of submitting tests through the HTS system.

For more information about hearing test requirements, visit the Hearing loss prevention page on worksafebc.com.

The HTS system is designed for fast data entry: Use the Tab key to move between fields and use single keystrokes to populate fields or bring up menus. Use the arrow keys to move through menus and the Enter key to make selections.

Procedures in this guide

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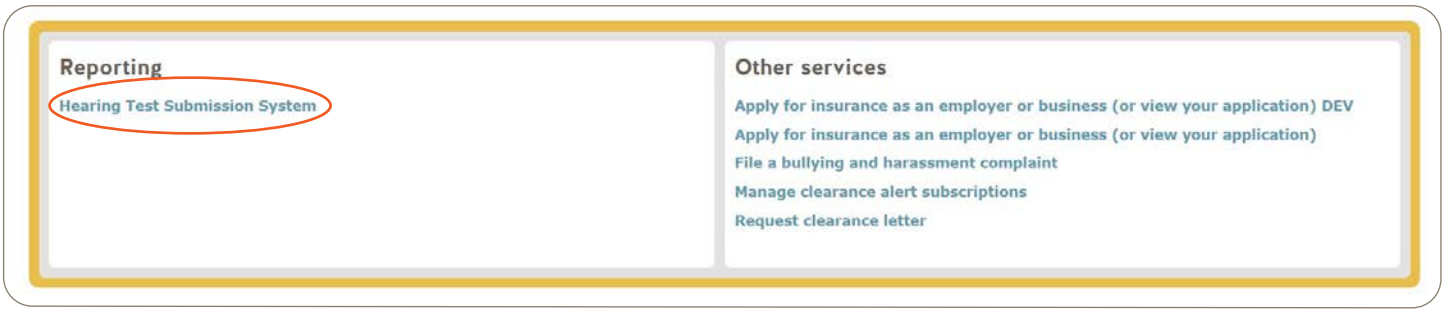
Getting started

Access the Hearing Test Submission system

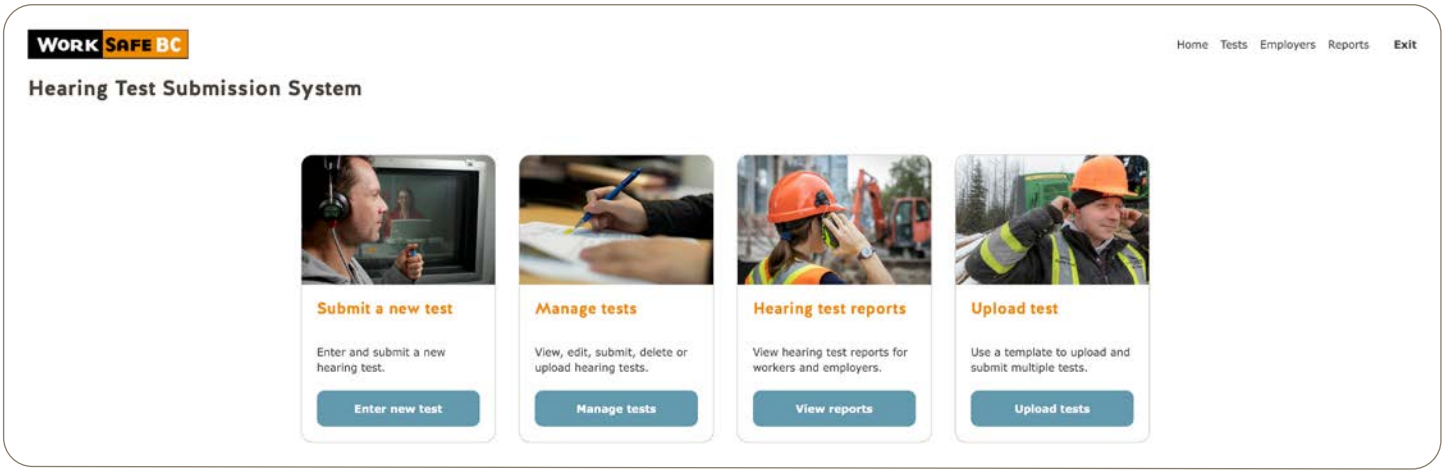
If your industrial audiometric business (IAB) has previously submitted tests through the former Industrial Audiometric System (IAS), start at step 3.

If your IAB is new, or it has never used the former system, start at step 1.

1. Call Industrial Audiometric Support at 604.276.3231 (Lower Mainland), or toll-free at 1.844.676.3231.
2. Identify yourself as a new IAB and provide your name as well as your business name. You will be granted access to the HTS system within a week. Note: As the initial caller, you become the administrator and can then coordinate access to the HTS system for others at your IAB.
3. Go to worksafebc.com and click the **Log in/Create an account** button in the upper right-hand corner to log in. If you're logging in for the first time and you're not the administrator, you may not see a link to access the HTS system. Your IAB's administrator will need to grant you access (see instructions below).
4. Your employer account home page appears. In the **Reporting** section near the bottom of the page, click the **Hearing Test Submission System** link. The HTS system home page appears.

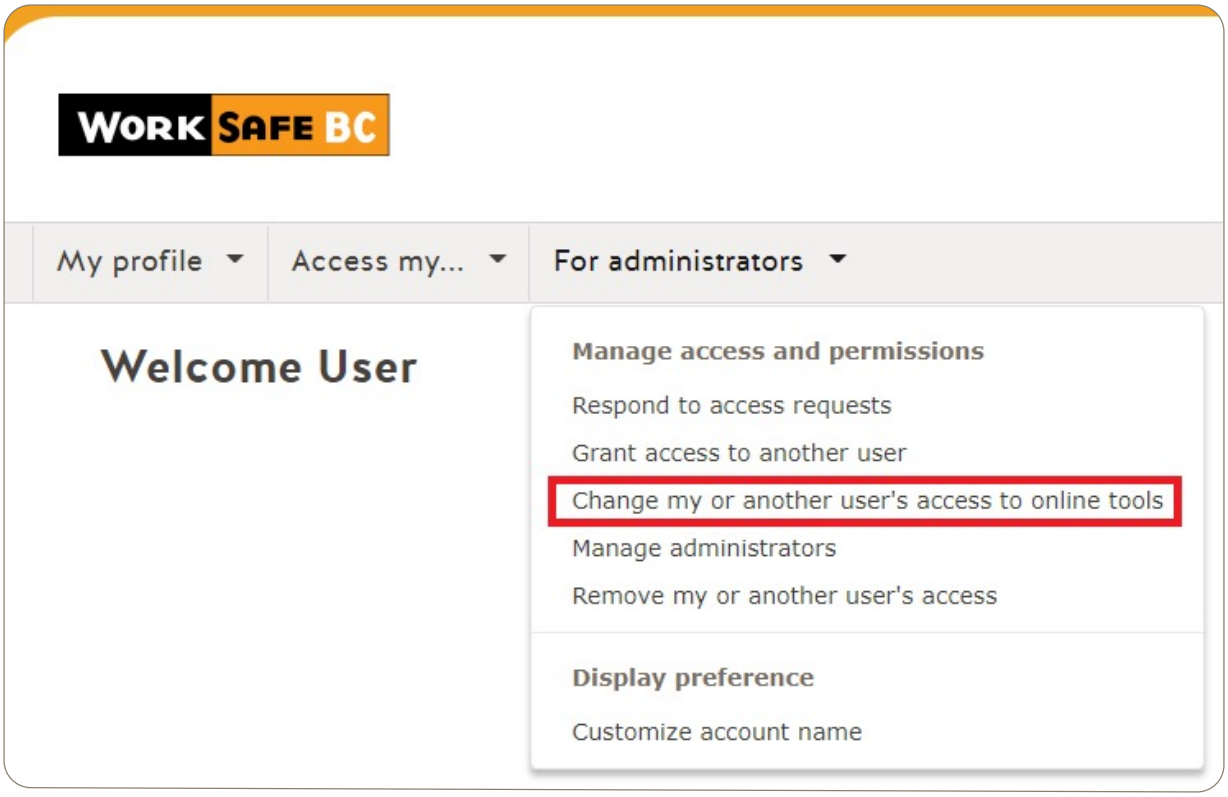


5. The HTS system home page appears.

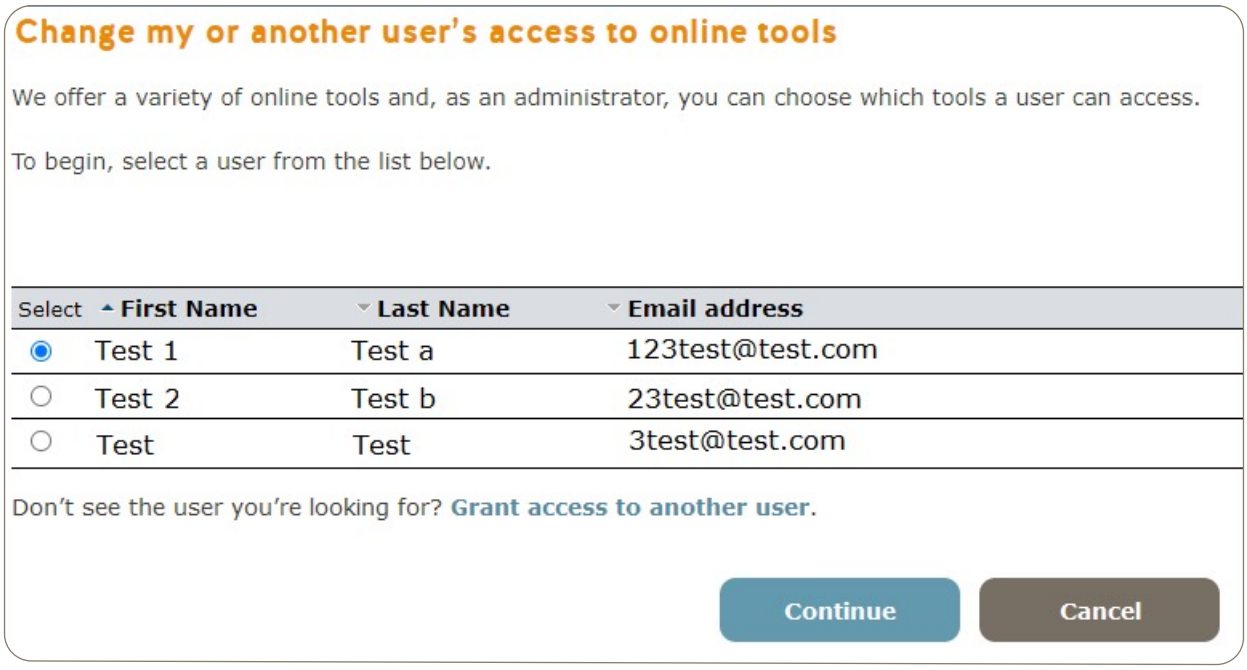


If your IAB is set up in the system but you have not yet been granted access, your administrator will need to do the following:

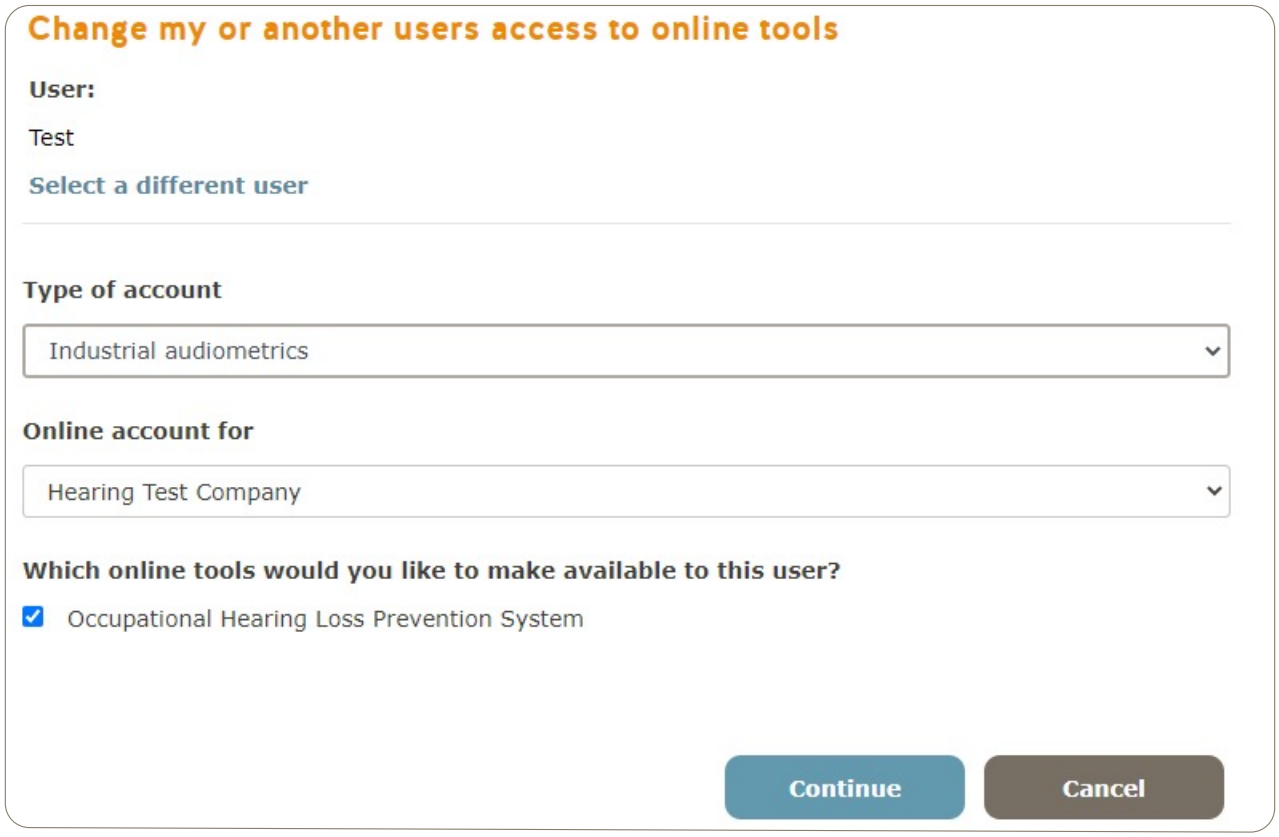
1. On the employer account home page, in the **For administrators** drop-down menu, click **Change my or another users' access to online tools**.



2. In the pop-up that appears, select the user's email address and click Continue.



3. Once the user appears, click **Select**, and then click the **Hearing Test Submission System** check box. Click **Continue**.



A confirmation pop-up appears.

Add an employer to your IAB's list of employers

To submit tests on behalf of an employer, the employer must be on the list of employers previously tested by your IAB (My employer list).

If your IAB has submitted tests for this employer in the past, then the employer will already be on the list and you can skip this procedure. If you're unsure if your IAB has submitted tests for this employer in the past, follow the steps in the next section (Check if an employer is on your IAB's list of employers). If your IAB has not previously submitted tests for this employer, follow the steps under Adding an employer.

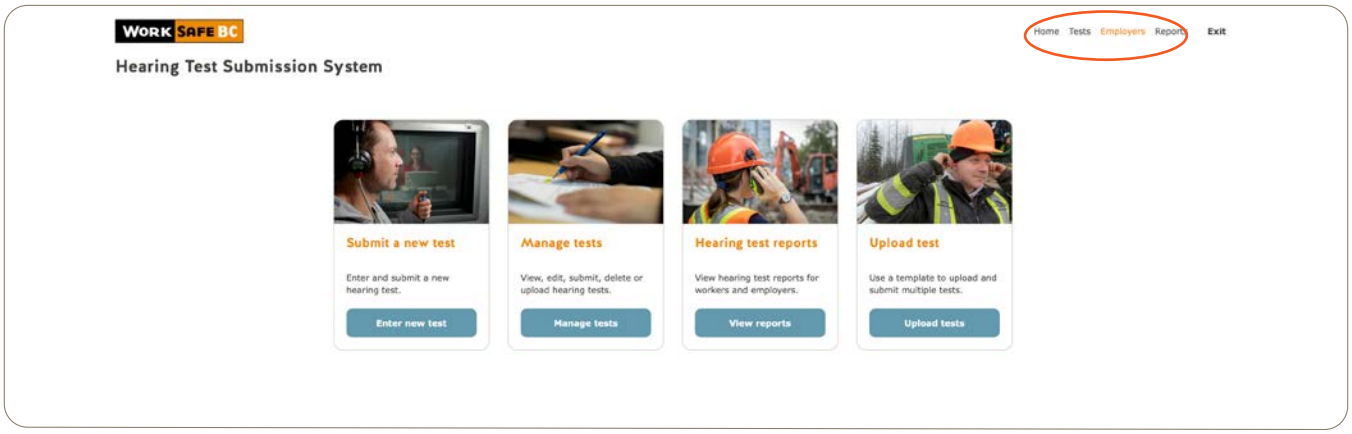
Check if an employer is on your IAB's list of employers

If you're unsure if your IAB has submitted tests for this employer in the past, use the following steps to check:

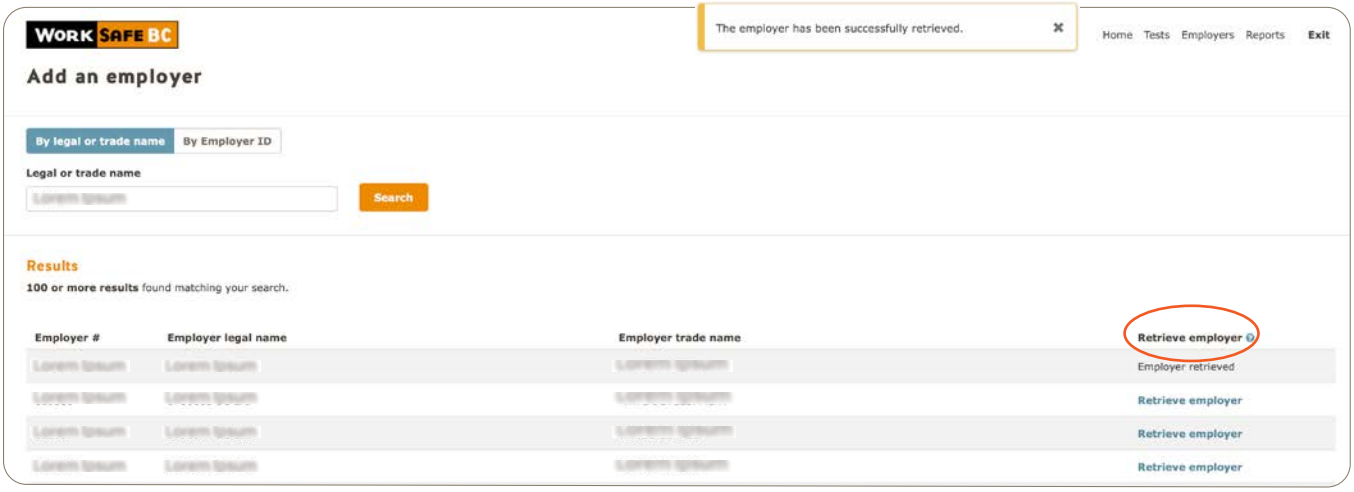
1. On the HTS system home page, click **Enter new test** in the **Submit a new test** box. The **Start a new test** pop-up appears.
2. In the **Employer** field, start typing the employer's name or employer ID. A drop-down list of employers appears.
3. If the employer does not appear in the drop-down list, follow the steps in the next section to add it to the list.
4. If the employer appears in the drop-down list, it is on your IAB's list of employers.

Adding an employer

1. In the top right-hand corner of the home page, click **Employers**. The **Add an employe**r page appears.



2. To add an employer, type the employer's entire ID number in the **Employer ID** field and click the **Search** button. You can obtain the Employer ID number from the employer. If the employer does not know their ID number, please contact Industrial Audiometric Support for assistance.
3. From the list of results, click **Retrieve employer** beside the employer you want to add.
4. At the top of the page, a message appears confirming that the employer list has been updated. The **Retrieve employer** column will also show the employer as retrieved.



Record a test using paper or other test recording methods

If you record a test on paper, or in another format to be entered later into the HTS system, be sure to collect all the required data. You can use the Hearing Test Submission form as a guide.

Note that after you have entered the data into the HTS system and verified your entries are accurate, you must destroy any paper records and delete any files on your computer since these records are considered private information. You may only store these records if you have a written agreement with the employer to do so, and you must abide by B.C.'s *Personal Information Protection Act* requirements.

Submitting test results

Submit a test for an existing worker

An existing worker is any worker for whom an authorized IAB has previously submitted tests. Follow the steps below to submit a test for an existing worker:

1. On the home page, in the **Submit a new test** box, click **Enter new test**. The **Start a new test** pop-up appears.
2. In the **Test date** field, type the date (YYYY-MM-DD format) or choose a date from the drop-down calendar.
3. In the **Technician's name** field, start typing the name of the IAT. Only IATs with valid certificates on the test date appears. Select the IAT you're looking for.
4. In the **Employer** field, start typing the employer's name. A list of employers will appear for you to choose from. If the employer's name is not on the list, follow steps to Add an employer to your IAB's list of employers.
5. In the **Operating location** field, start typing the location's street address or the employer's operating location number. Note that this is the location of the worker's office, and is not the same as the audio location used in the former Industrial Audiometric System. Choose a location from the list that appears.
6. Click **Continue**. The **Enter a new test** page appears.
7. Under **Worker's profile**, click the **Search for a worker** button.

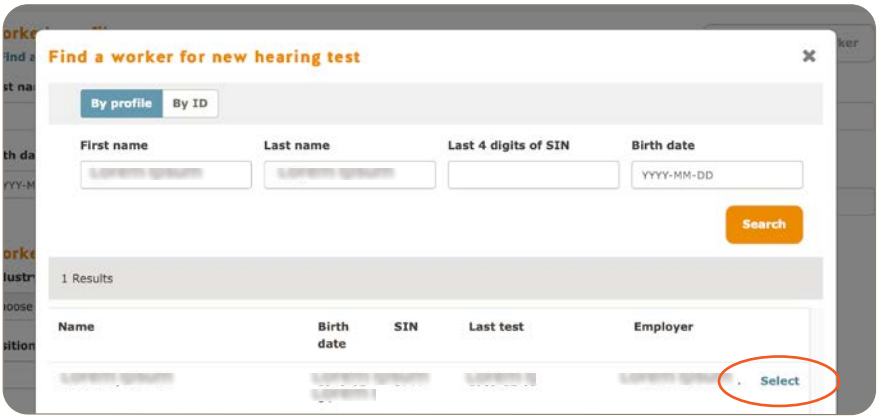
   In the pop-up that appears, you can choose the **Search by profile option** to find a worker by name, social insurance number, or birth date. Fill out the fields with the worker's information. Note: The more fields you fill out, the fewer search results will be returned. If you are having trouble finding the worker, use fewer fields.

   To find a worker by ID number, click the **Search by worker ID** button and type the worker's ID number in the **Worker ID** field. (The ID number is a unique number assigned to a worker in the HTS system and is a quick way to find an existing worker.)

   Click the **Search** button. A list of results appears.

   Note: If there are multiple profiles for the same worker, the profiles may need to be merged. (see When should I ask for WorkSafeBC records to be merged or updated?)

8. Click **Select** in the row of the worker you're submitting a test for. The selected worker's details will be populated. At this time, you can make any necessary edits to the worker's profile by selecting edit. You can update the first, middle and last names, birthdate, gender, and 4-digit SIN.



9. Check the worker's last test date and employer name to make sure you've selected the correct worker from the list. If you chose the wrong worker, click the Clear selected worker button to clear the fields and choose a different worker.

10. In the **Worker's occupation details** cluster, fill out the worker's information as follows:

    (a) Click in the **Industry classification unit (CU)** field and choose the worker's CU from the drop-down list. If you don't see any CUs listed it means the employer was not registered with WorkSafeBC at the time of the test. Be sure you've selected the correct worker as well as the correct test date.

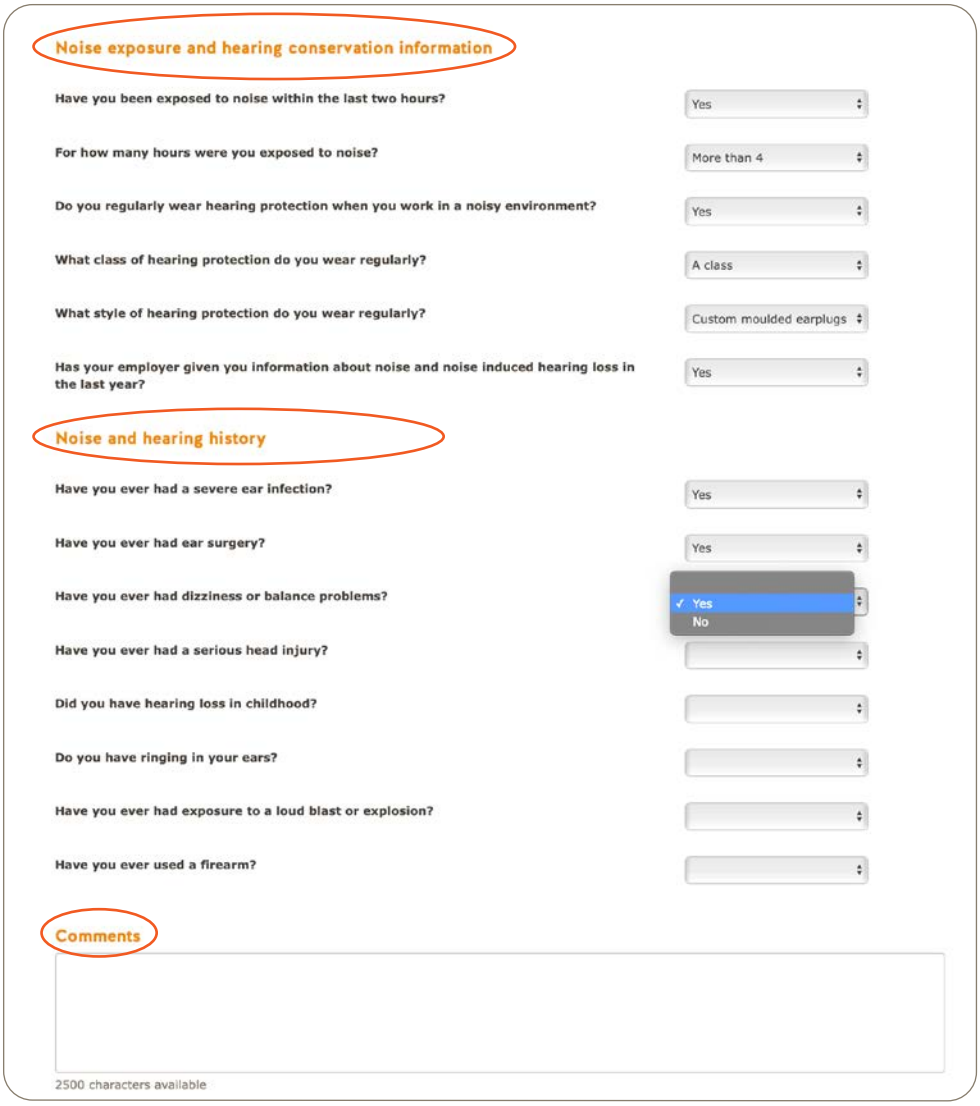
    (b) In the **Years in occupation** field, type the number of years in numbers (not letters).

    (c) In the **Position or job title** field, start typing the worker's job title and choose from the drop-down list.

    (d) The **Occupation code** field is populated automatically after the job title has been selected. Note that the occupation codes used in the HTS system are not the same as the codes used in the former Industrial Audiometric System. Since this field is automatically generated, you will not need to memorize new codes. If you type too few words, there may be more matching results than can be displayed, and the occupation you are looking for could be left off the list. Try adding more words to your search in the **Position or job title** field. If you cannot find an exact match, select the closest option.

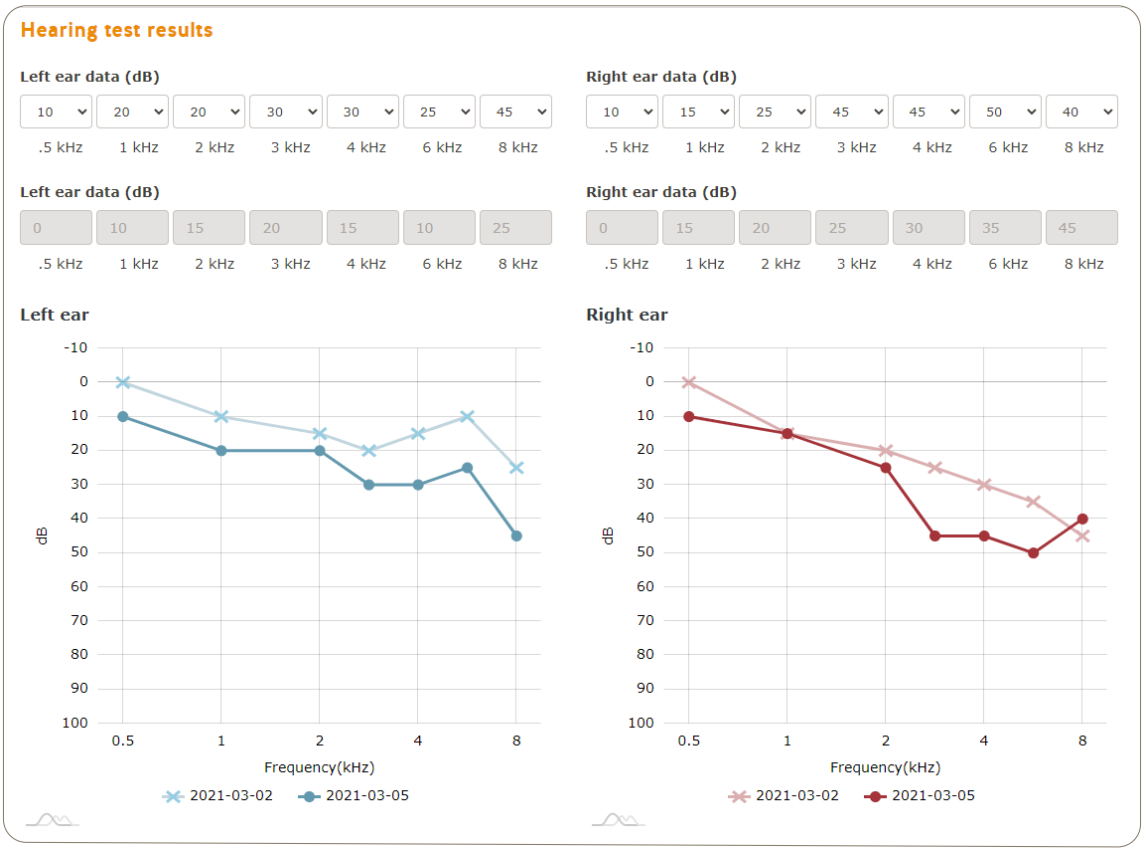
If you want to know which CUs are assigned to an employer before you start entering tests, you can get this information by downloading the employer package as outlined in Appendix 1, and viewing the list of classification units for that employer (CUs _Template).

11. In the **Noise exposure and hearing conservation information** cluster, click in each field and start typing your answers (e.g., type Y for “yes” or N for “no”). Alternatively, you can choose an option from the drop-down list. Between 3 and 6 questions will appear, depending on the responses. Repeat for the **Noise and hearing history** cluster. Between 8 and 12 questions will appear, depending on the responses. Add additional information in the **Comments** field at the bottom of the page, if necessary.

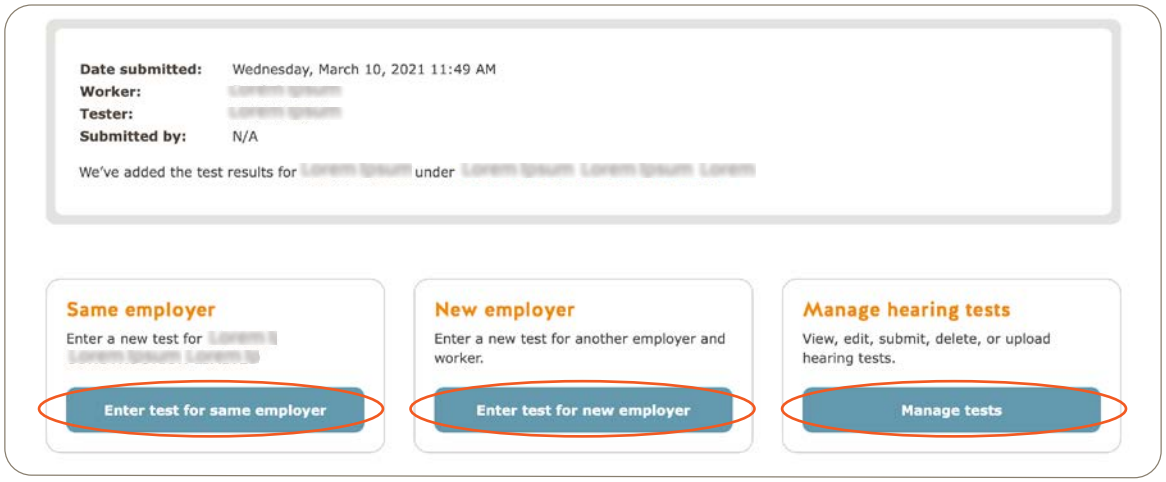


12. In the **Hearing test results** cluster, in the **Left ear data (dB)** area, click in the field for each frequency (kHz) and choose a number from the drop-down menu or type it using your keypad. Repeat for the **Right ear data (dB)** area. Note that the results will appear in an audiogram and will show the current test results as well as those from the last test date if a test was available in WorkSafeBC's database.

    You can use this information for counselling the worker if their test results show changes over time. In the confirmation box at the bottom of the page, click the two check boxes if the statements are true.



13. In the confirmation box at the bottom of the page, click the two check boxes if the statements are true
14. If you'd like to submit the test later, click the Save button to save the draft. When saving the draft, enter at least the worker's first and last name. To return to the test later, see Edit a submitted test or test saved in draft form and Submit a test saved in draft form.
15. If you are ready to submit the test, click the Save and submit button. A page appears confirming that you have submitted the test.
16. To enter another test, click the **Enter test for same employer** button or **Enter test for new employer** button.

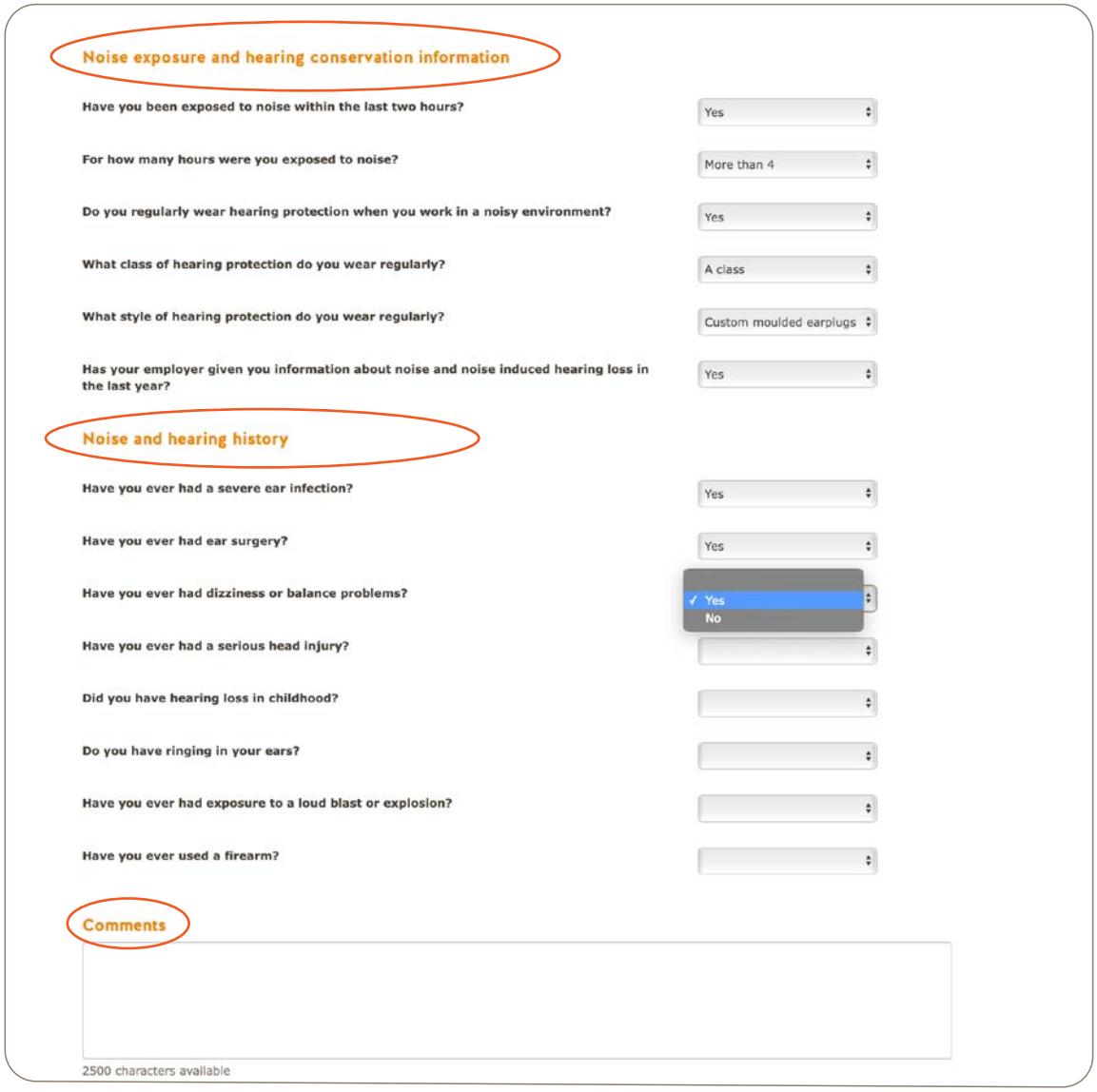

Date submitted: Wednesday, March 10, 2021 11:49 AM
Worker:
Tester:
Submitted by: N/A
We've added the test results for under
Same employer
Enter a new test for
Enter test for same employer
New employer
Enter a new test for another employer and worker.
Enter test for new employer
Manage hearing tests
View, edit, submit, delete, or upload hearing tests.
Manage tests

Submit a test for a new worker

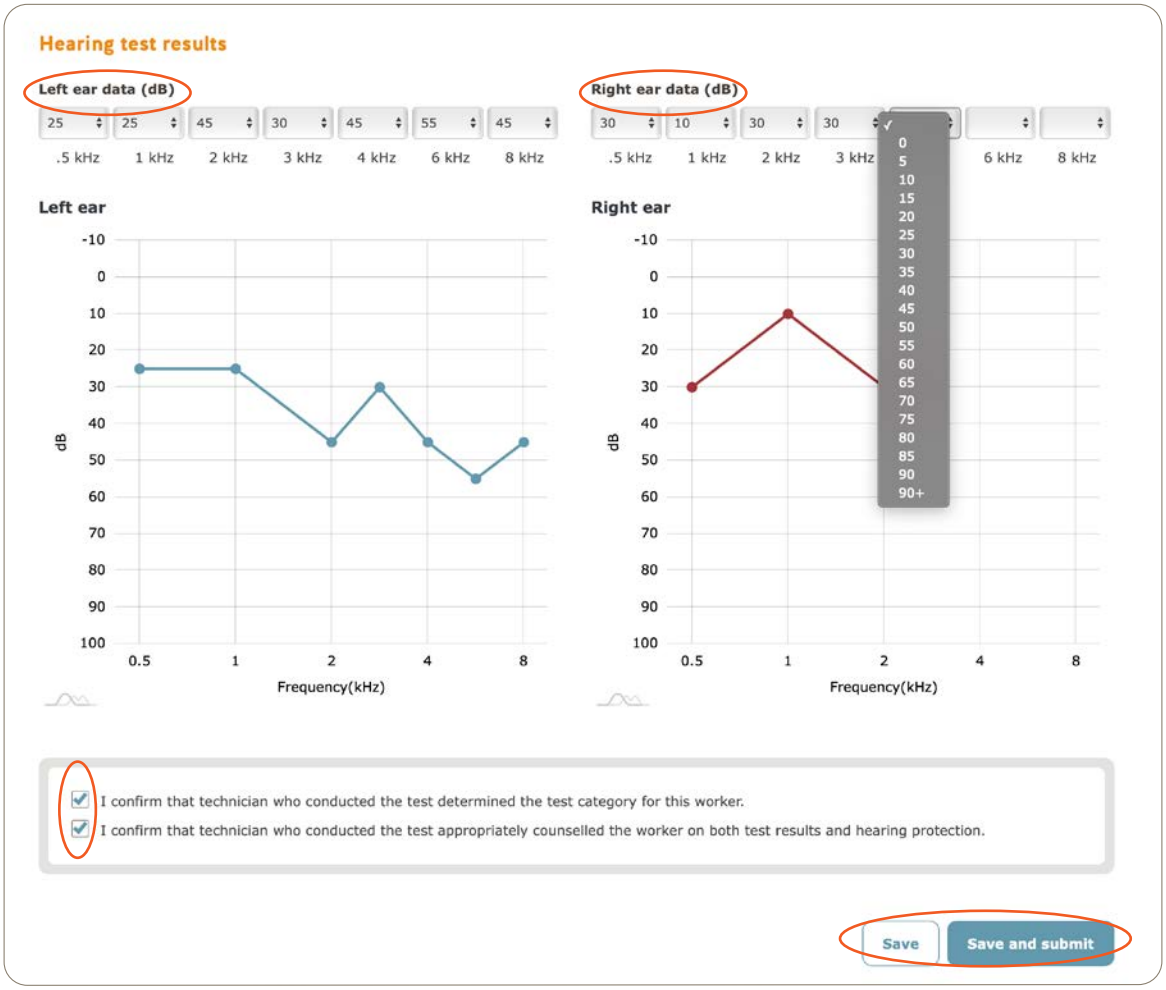
A new worker is any worker who has not previously had a hearing test submitted for them. To avoid creating a duplicate record in the HTS system, always ask the worker if they have been tested before, and conduct a search for existing records. If they have been tested before, see the Submit a test for an existing worker procedure. Otherwise, follow the steps below to submit a test for a new worker:

1. On the home page, in the **Submit a new test** box, click **Enter new test**. The **Start a new test** pop-up appears.
2. In the **Test date** field, type the date (YYYY-MM-DD format) or choose a date from the drop-down calendar.
3. In the **Technician's name** field, start typing the name of the IAT. A list of IATs with valid certificates appears. Select the IAT you're looking for.
4. In the **Employer** field, start typing the employer's name. A list of employers appears for you to choose from. If the employer's name is not on the list, follow the steps to Add an employer to your IAB's list of employers.
5. In the **Operating location** field, start typing the location's street address or the employer's operating location number. Choose a location from the list that appears.
6. Click **Continue**. The **Enter a new test** page appears.
7. In the **Worker's details** cluster, fill in the fields with the worker's information:
   - **(a)** Type the worker's first name, middle name (optional), and last name.
   - **(b)** In the **Birth date** field, type out the birth date in a YYYY-MM-DD format or click in the field and choose a date from the calendar pop-up.
   - **(c)** Click in the **Gender** field and choose from the drop-down list.
   - **(d)** Fill out the **Last 4 SIN digits** field (optional). Note: To improve worker identification in the HTS system, have employers remind workers to bring their social insurance number (or the last 4 digits of their SIN) to the test. This information helps WorkSafeBC compare current and past hearing test results, which is important for putting measures in place to prevent further hearing loss.
8. In the **Worker's occupation details** cluster, fill out the worker's information as follows:
   - **(a)** Click in the **Industry classification unit** (CU) field and choose the worker's CU from the drop-down list.
   - **(b)** In the **Years in occupation** field, type the number of years in numbers (not letters).
   - **(c)** In the **Position or job title** field, start typing the worker's job title and choose from the drop-down list.

9. The **Occupation code** field is populated automatically after the job title has been selected. Note that the occupation codes used in the HTS system are not the same as the codes used in the former Industrial Audiometric System. Since this field is automatically generated, you will not need to memorize new codes. If you type too few words, there may be more matching results than can be displayed, and the occupation you are looking for could be left off the list. Try adding more words to your search in the **Position or job title** field. If you cannot find an exact match, select the closest option.
10. In the **Noise exposure and hearing conservation information** cluster, click in each field and start typing your answers (e.g., type Y for "yes" or N for "no"). Alternatively, you can choose an option from the drop-down list. Between 3 and 6 questions will appear, depending on the responses. Repeat for the **Noise and hearing history** cluster. Between 8 and 12 questions will appear, depending on the responses. Add additional information in the **Comments** field at the bottom of the page, if necessary.



11. In the **Hearing test results** cluster, in the **Left ear data (dB)** area, click in the field for each frequency (kHz) and choose a number from the drop-down menu. Repeat for the **Right ear data (dB)** area.



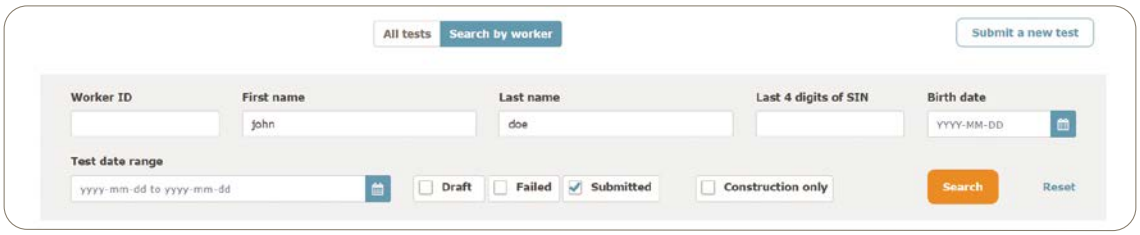
12. In the confirmation box at the bottom of the page, click the two check boxes if the statements are true.
13. If you'd like to submit the test later, click the **Save** button to save the draft. When saving the draft, enter at least the worker's first and last name. To return to the test later, see Edit submitted test or a test saved in draft form and Submit a test saved in draft form.
14. If you are ready to submit the test, click the **Save and submit** button. A page appears confirming that you have submitted the test.
15. To enter another test, click the **Enter test for same employer** button or **Enter test for new employer** button. You can edit worker information while the test is still in draft form and before the test has been submitted (see Edit worker information).

Managing tests

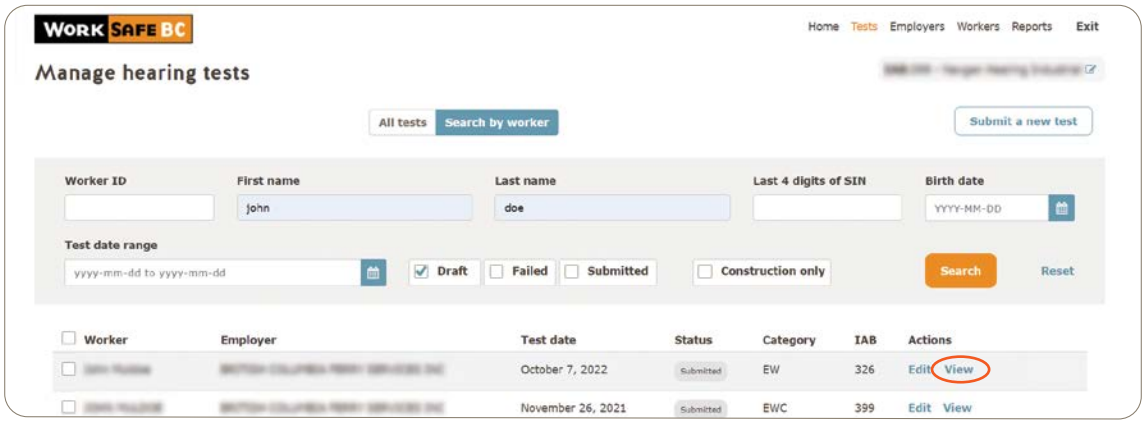
View, print, or save a copy of a test

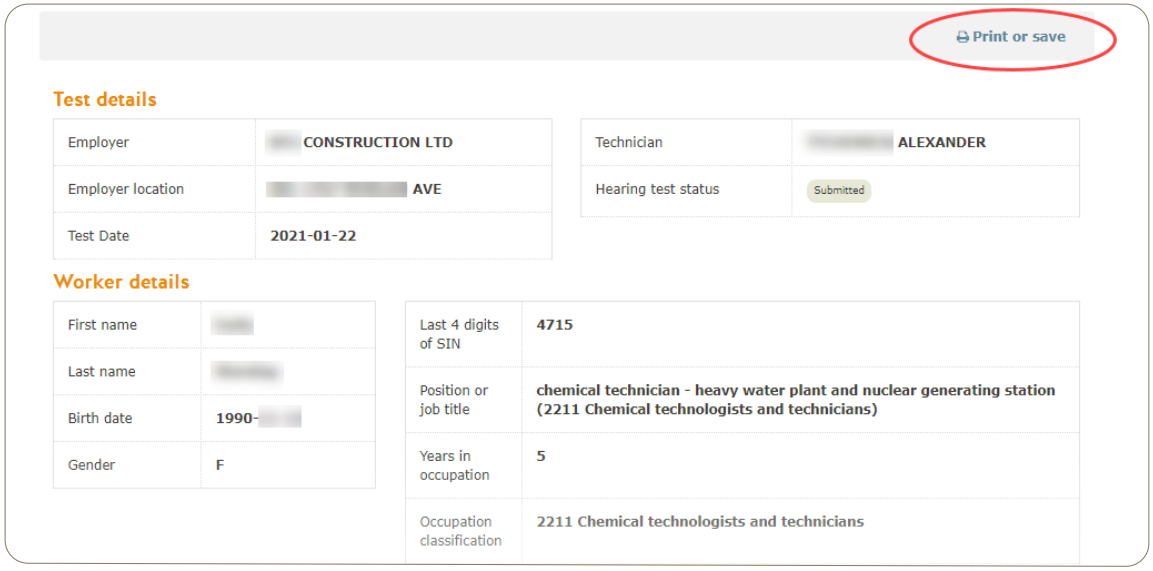
To view a test in a one-page form that can be printed or saved, follow these steps:

1. On the home page, in the **Manage tests** box, click **Manage tests**. The **Manage hearing tests** page appears.
2. Select **Search by worker** and enter the worker's name, SIN, and/or birthdate in the appropriate fields. You can also select **All tests** and enter an employer name in the **Search employers** field or choose from the drop-down list that appears. If you want to narrow the results, include a date range and/or check the different filters (Draft, Failed, Submitted, and Construction only).



3. Under the **Actions** column, click **View** beside the test you'd like to see. **The Hearing test** page appears.



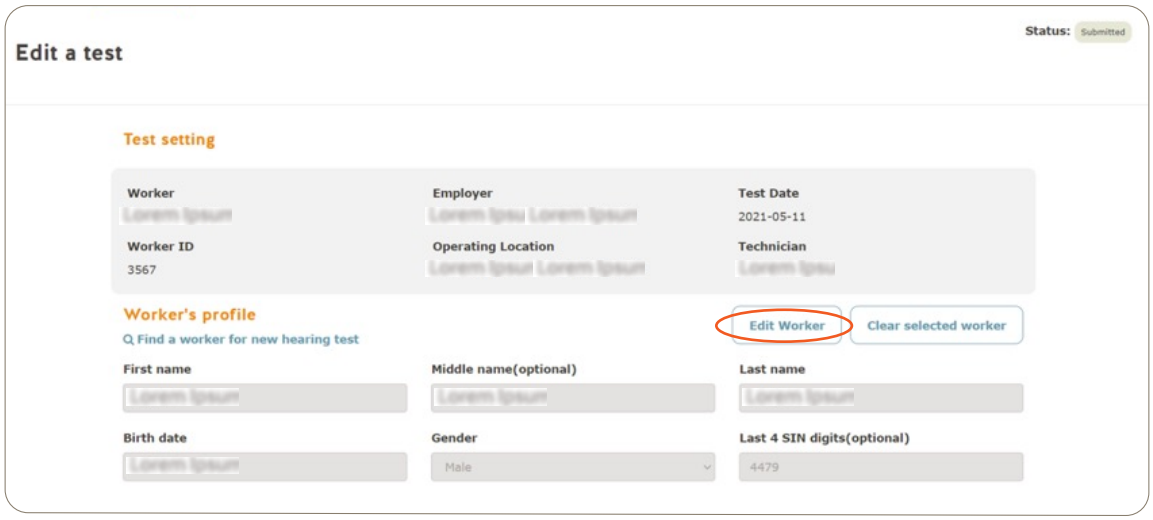


4. In the grey bar at the top, click **Print or save** to view the test in a one-page PDF.

Edit worker information

You can update worker information from an open test before you have submitted it.

1. Open the **Edit a test** screen.
2. Click the **Edit Worker** button.



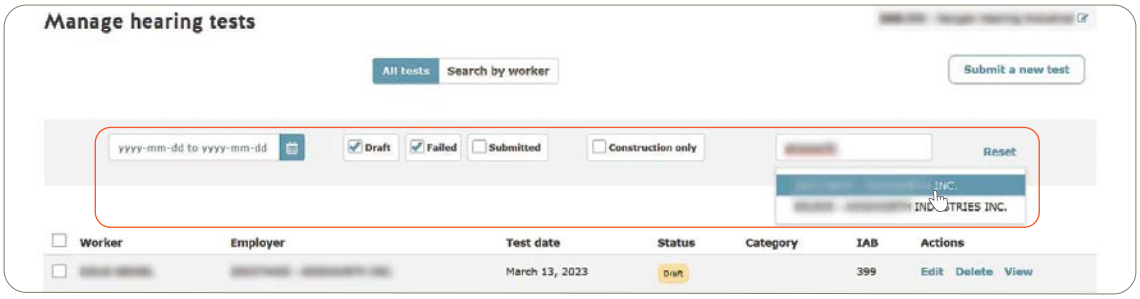
Note: Do not try to edit the worker information by clicking **Clear selected worker** — that option is used to replace a worker with another worker if the wrong worker was selected.

3. Once you have edited the worker information, the updates will be reflected in all tests for that worker.

If the test has already been submitted, you cannot edit the worker information. In this case, contact Industrial Audiometric Support (see contact information at the end of this guide) to make the changes.

Edit a submitted test or test saved in draft form

1. On the home page, in the **Manage tests** box, click **Manage tests**. The **Manage hearing tests** page appears.
2. Start typing the name of the worker in the **Search workers** field or the name of the employer in the **Search employers** field and choose from the drop-down list that appears. If you want to narrow the results, include a date range and/or check the different filters (Draft, Failed, Submitted, and Construction only).



3. Under the **Actions** column, click **Edit** beside the test you'd like to make changes to.
4. To change the **Test date** field, type the date (YYYY-MM-DD format) or choose a date from the drop-down calendar. If Test date is edited, system will clear the Technician's name which must be entered again to ensure IAT is certified as of test date.
5. To change the **Technician's name** field, start typing the name of the IAT. A list of IATs with valid certificates appears. Select the IAT you're looking for.

6. To edit **Employer** field, start typing the employer's name. A list of employers will appear for you to choose from. If the employer's name is not on the list, follow steps to Add an employer to your IAB's list of employers. If Employer is edited, the system will clear the **Operating location** and you must enter it again to ensure location is valid for the employer.
7. To edit **Operating location** field, start typing the location's street address or the employer's operating location number. Note that this is the location of the worker's office, and is not the same as the audio location used in the former Industrial Audiometric System. Choose a location from the list that appears.
8. Click **Continue**. The **Edit a test** page appears.

Submit a test saved in draft form

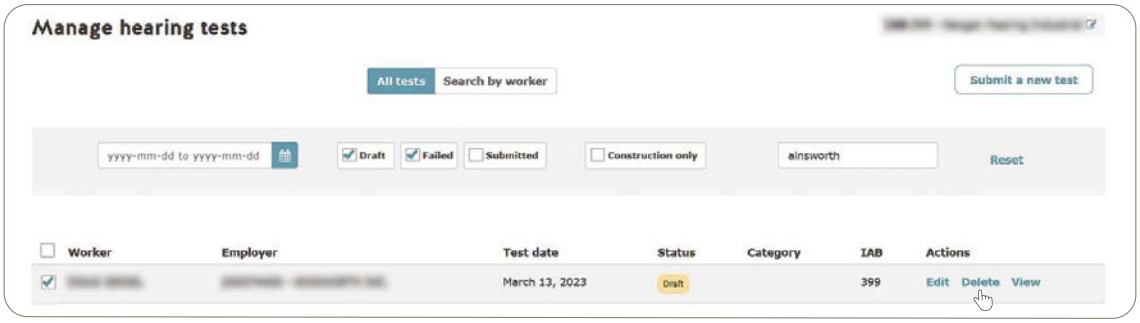
1. On the home page, in the **Manage tests** box, click **Manage tests**. The **Manage hearing tests** page appears.
2. Start typing the name of the worker in the **Search workers** field or the name of the employer in the **Search employers** field and choose from the drop-down list that appears. If you want to narrow the results, include a date range and/or check the different filters (Draft, Failed, Submitted, and Construction only).
3. Under the **Worker** column, check off the workers you want to submit tests for.

4. At the bottom of the page, click the Submit selected button. A page appears confirming your submission. Note: If you submit a test or multiple tests from Draft, it can take some time, up to 5 minutes, before the tests are processed. They will appear as Draft until that time.

Delete a test in draft or failed form

If you realize you have made an error and want to delete a test that hasn't yet been submitted, you can do this from the **Manage tests** menu.

1. On the home page, in the **Manage tests** box, click **Manage tests**. The **Manage hearing tests** page appears.
2. Select the checkbox next to the test you want to delete, then click **Delete**.



3. You will see a confirmation pop-up. If you click **OK** the test will be deleted and you will no longer be able to access it.

Accessing previous tests

View and download a list of previous tests conducted by your IAB

1. On the home page, click **View reports** in the **Hearing test reports** box. The **Hearing test reports** page appears. In the **Worker reports** box, click **View report**. The **Find a worker's hearing test report** page appears.
2. Click the **By profile** button to find a worker by name, social insurance number, or birth date. Fill out the fields with the worker's information and click the **Search** button.

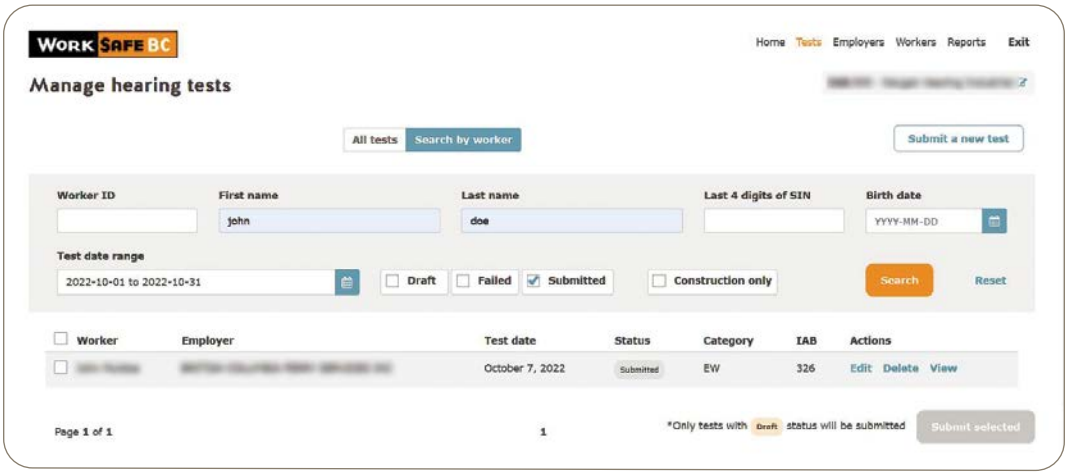
   To find a worker by ID number, click the **By ID** button and type the worker's ID number in the **Worker ID** field. Click the **Search** button. (The ID number is a unique number assigned to a worker in the HTS system and is a quick way to find an existing worker.)

3. On the list of results, in the far-right column, click **View test report** in the worker's row. The report (CSV file) will open using Microsoft Excel or any spreadsheet program you have installed.

   Note that the report shows you the hearing test results (but not the answers to questions) and will only be available for tests conducted by your IAB.

View and download one test report for a worker

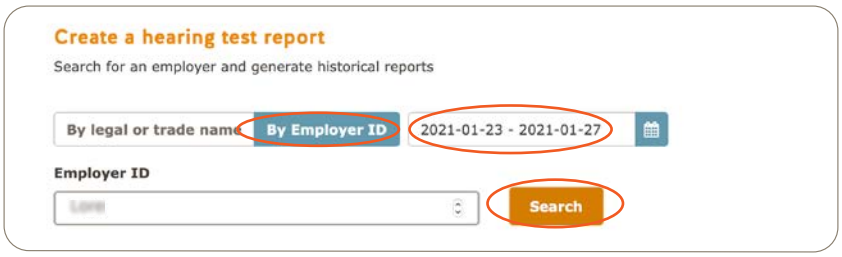
1. Go to the **Manage tests** page, and check Submitted.
2. Search for the worker's name and select the worker's name from the drop-down list. Note: The search will be faster if you also select a date range and/or enter the employer's name.
3. Click on **View** to select the test you want to see.



View and download previous tests to give to an employer

1. On the home page, click **View reports** in the **Hearing test reports** box. The **Hearing test reports** page appears.
2. In the **Reports for employers** box, click **View report**. The **Create a hearing test report** page appears.
3. To create a report using an employer's name, select **By legal or trade name** and type some or all of the employer's name in the field. In the date range field, type a date range for tests or click the calendar icon and select a date range. Click the **Search** button.

   To create a report by employer ID, select **By Employer ID** and type the employer's entire ID number. In the date range field, type a date range for tests or click the calendar icon and select a date range. Click the **Search** button.



4. In the list of results, in the far-right column, click **Create report** in the employer's row. The report (CSV file) will open using Microsoft Excel or any spreadsheet program you have installed.

View and download all previous tests from one employer

You may wish to see all previous test results from one employer if you are testing those same workers again. To do this:

1. Download the employer package (see Appendix 1).
2. Open **Previous tests for the employer** in a CSV file (Hearing Tests).

Tests conducted by your IAB in the last two years will be shown. Tests conducted by another IAB will not be shown.

Note: This report contains private information and is not to be shared with employers.

Appendices

Appendix 1:
Using an employer package

An employer package provides the tests performed for an employer in the past two years, so you can look up workers' previous test results.

An employer package consists of:

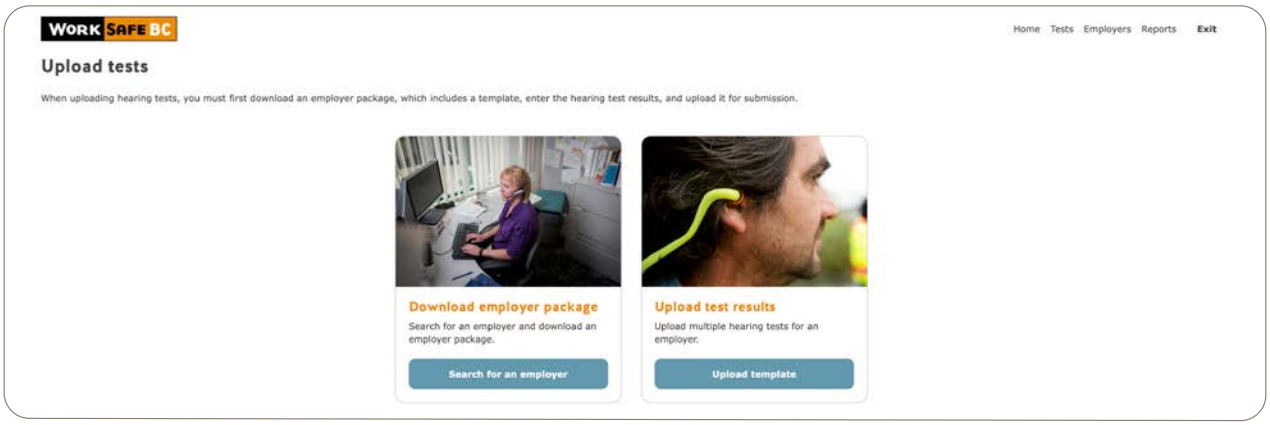
- Blank test template **("File_ Upload _Template")**
- Previous tests for the employer in a CSV file **("Hearing Tests")**
- List of locations and classification units (CUs) applicable for the employer in a CSV file **("Locations _Template")**
- List of industrial audiometric technicians (IATs) in a CSV file **("Technicians _Template")**
- List of occupation titles in a CSV file **("Occupational _Classification _Template")**
- List of classification units for that employer **("CUs _Template")**

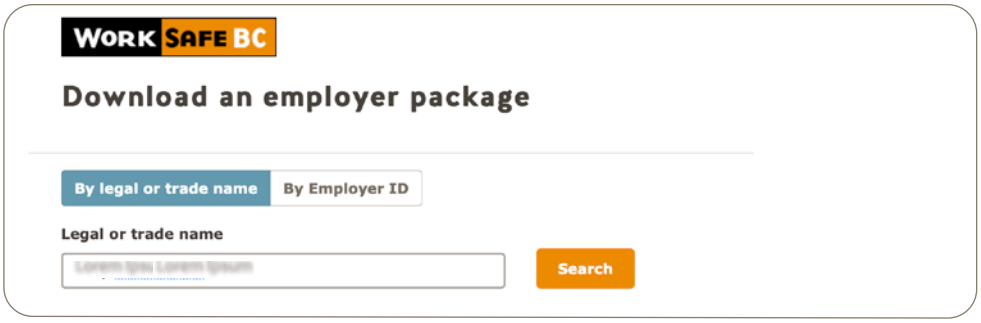
To download an employer package, the employer must be added to your IAB's list of employers. If an employer is not yet on the list, follow the steps to Add an employer to your IAB's list of employers.

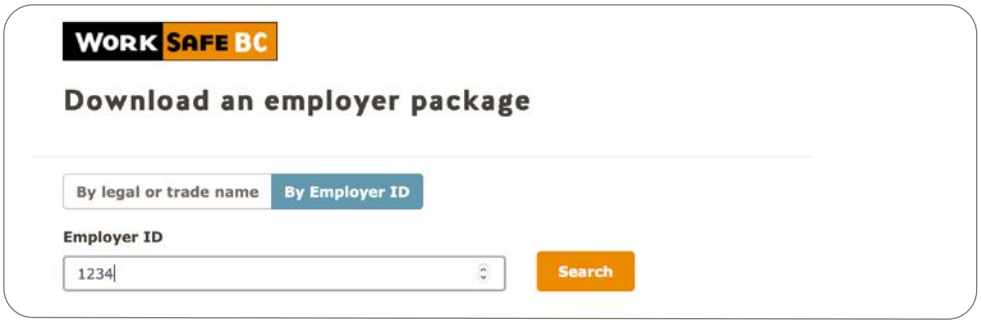
To download an employer package:

1. On the Hearing Test Submission (HTS) system home page, in the **Upload test** box, click **Upload tests**.
2. In the **Download employer package** box, click **Search for an employer.**
3. To find an employer by legal or trade name, select **By legal or trade name** and type the employer's name in the field.

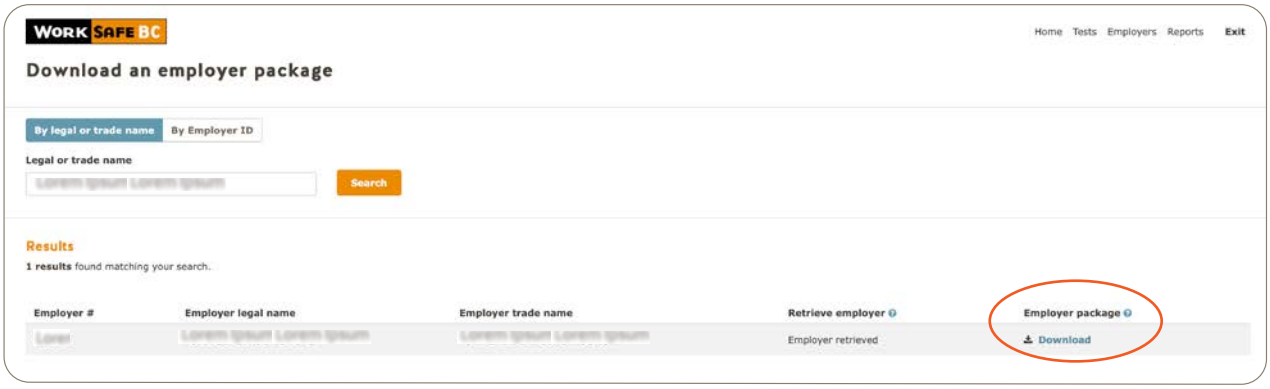
   To find an employer by ID number, select **By Employer ID** and type the employer's entire ID number in the field.







4. Click **Search** and a list of results appears.
5. In the **Employer package** column, click **Download** in the row of your desired employer. The package will download as a zipped file.



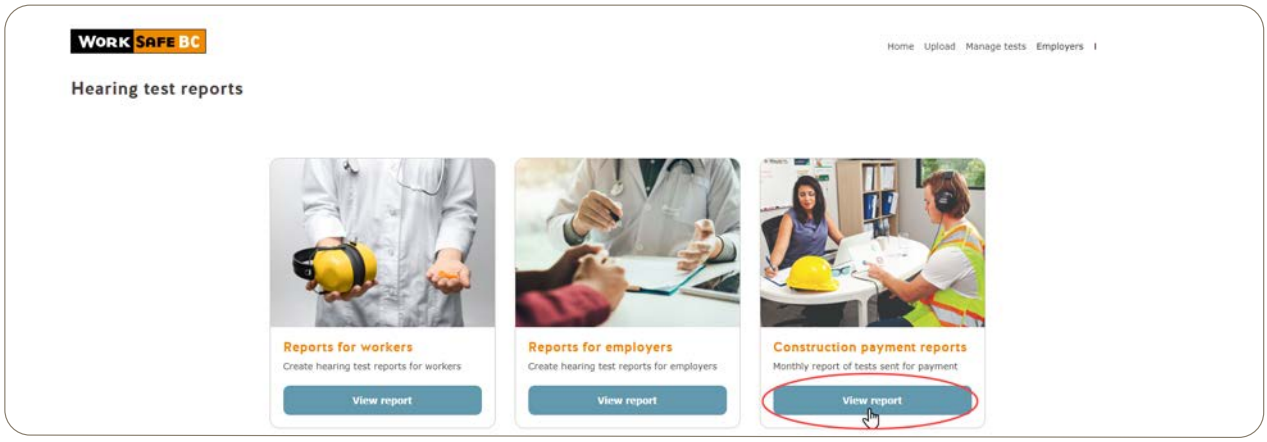
Appendix 2:
Download monthly construction payment reports

Use this procedure if you are conducting tests for employers in the construction industry (CUs beginning with 72).

This procedure replaces the email report distribution of Industrial Audiometric System reports.

Note: The report will be available on the Friday following the third Thursday of each month (with the exception of December, when it will be available on the Friday following the second Thursday).

1. On the Hearing Test Submission (HTS) system home page, in the **Hearing test reports** box, click **View reports**. The **Hearing test reports** page appears.
2. In the **Construction payment reports** box, click **View report**. The **Reports of tests sent for payment** page appears.



3. To view reports by month in a specific year, click the Monthly button and then choose a year. A list of reports for that year appears for you to download as a CSV file. Note that you will only be paid for tests if the worker's previous test (by any IAB) was done more than 11 months previously (in other words, at least 11 months + 1 day), so be sure to check this date before you conduct your test. You will not be paid for a new test if the previous test was conducted 11 months previously or less.

Appendix 3:
Frequently asked questions

Access and set-up

Which browsers and resolutions are supported?

- Browsers:
  - Firefox (version 81.x.x and above)
  - Chrome (version 86.x.x and above)
  - Edge
  - Chrome on Apple devices (need to double-click when using calendar)
- Resolutions:
  - 768 × 1024 (desktop/tablet)
  - 414 × 736 (mobile)

If an employer hasn't had hearing tests before, do I need to contact WorkSafeBC to set them up for hearing tests in the HTS system?

No, you do not need to contact WorkSafeBC. Unlike the former Industrial Audiometric System, a set-up for audio locations is not required in the HTS system. The HTS system uses employers' operating locations, which are available to select once you select the employer. Remember that you will need to add the employer to your industrial audiometric business's list of employers before entering tests for them.

Finding, entering, and saving information

Employer information

I am starting a new test, but when I type the employer's name in the employer field, I cannot find them in the drop-down list that appears. What should I do?

This field will only search for employers who have been tested by your industrial audiometric business (IAB) before. If your IAB has not previously submitted tests for this employer, follow the steps under Add an employer to your IAB's list of employers.

If an employer has changed their name, how do I update this information in the HTS system?

If the Employer ID is the same, but the employer name needs to be updated, contact Industrial Audiometric Support (see contact information at the end of this guide).

Worker information

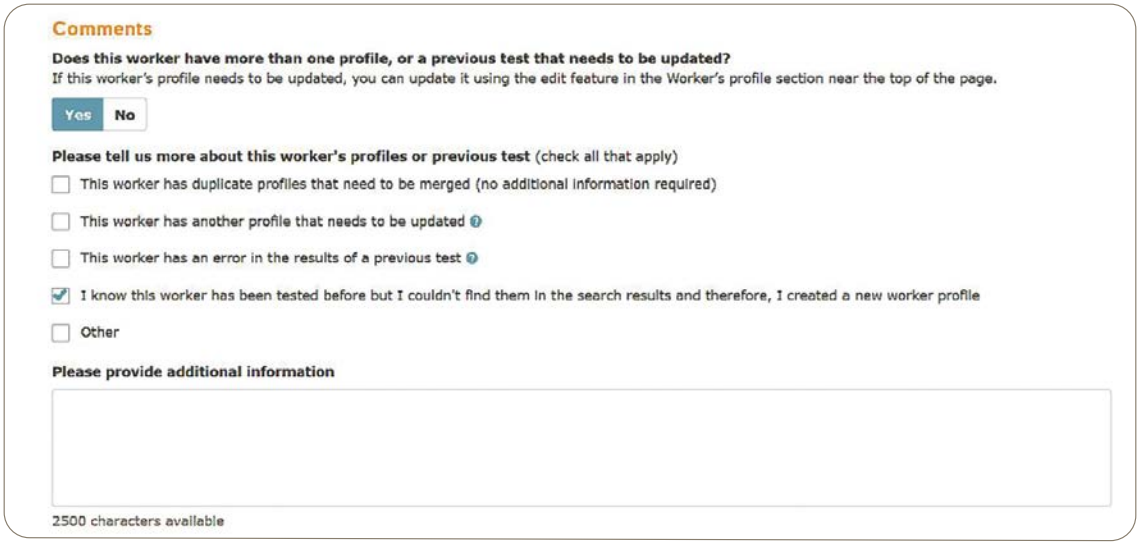
What is the worker ID number, and why is it important?

The worker ID number is a unique number assigned to a worker in the HTS system and the fastest way to find an existing worker (i.e., a worker that an authorized industrial audiometric business has previously submitted tests for). It is not an employee number, nor is it a claim number with WorkSafeBC. The worker ID number appears on all previous test forms and should be shared with the worker so they can provide it next time they are tested.

I know a worker has been tested before, but their name does not appear in the Find a worker for new hearing test search results. What should I do?

If a worker states they have been tested before, but they do not appear in the search results, follow the procedure to Submit a test for a new worker and select **Yes** in the **Comments** section. Click the appropriate check box. Below the check boxes, in the **Comments** field, explain the worker was previously tested but does not appear in the system. Ask the worker if they have changed their name and list any previous names, if applicable, as well as which employers the worker was tested with in the past.

Note: If the worker was tested before 2011 and did not provide their social insurance number, their tests will not be in the WorkSafeBC database. You should still provide the information in the **Comments** field.



When should I ask for WorkSafeBC records to be merged or updated?

Select **Yes** in the **Comments** section if:

- There are more than one profile for a worker, which require merging. Note: Each worker should only have one profile.
- You are certain the worker has been tested before but you could not find them in the search results and therefore, created a new worker profile.
- There is an error in a previous test that was conducted before March 2021.
- There is an error in a previous worker profile that requires correction.

If you select **Yes**, you will be required to check at least one check box from the drop-down. For most, you will also be required to include a detailed explanation of the scenario in the Comments box. Please be specific about errors that require correcting.

For tests conducted after the updates to the Hearing Test System (March 2022), please do not select this check box if edits to the test or worker record are required. Instead, use the procedure described in Edit a submitted test or test saved in draft form.

How can I find a worker who was tested before 2013?

Workers who were entered in the former Industrial Audiometric System before 2013 may not have their full birth date or their first and last name in the HTS system. Typically, only the year and month of their birth date are in the system, not the day.

To find these workers, enter the last four digits of their social insurance number (SIN) and the year and month of their birth date (e.g., 1955-04) in the search criteria. The search result will show the worker's birth date as 1955-04-01, along with their last four SIN digits and the test date and employer for their last test.

The worker's first and last name will likely not appear.

I selected a worker, but only their birth date and the last four digits of their social insurance number (SIN) are populated. The name field is blank. What should I do?

If the most recent test for a worker was conducted before 2012, the worker's full name will not be in WorkSafeBC's database.

You are still able to see the worker's previous test for counselling purposes, but you will not be able to save the new test without entering the worker's first and last names.

You can edit worker information including worker's first and last names while the test is still in draft form and before the test has been submitted (see Edit worker information).

Then **Save** or **Save and submit** the test.

Why do I need to ask workers for the last four digits of their social insurance number?

The last four digits of a worker's SIN serve to identify the worker in the system, enabling WorkSafeBC to compare with past hearing test results. While a worker is not required to provide the last four digits of their SIN, having this information enables WorkSafeBC to correlate with previous test results and put in place any preventative measures necessary to protect against further hearing loss. In the case of a hearing loss claim, this information can also help identify your records and confirm the progression of hearing loss over time.

If I select an existing worker whose SIN isn't included in their records, can I add their last four SIN digits and submit the test with this information?

Yes, click **Edit Worker** and add the last four digits of their SIN.

Where can I see tests conducted by other IABs?

When you are searching for an existing worker, you will see a list that includes the worker's employer and last test date to help you select the correct worker. When you select this worker, the previous test results are populated, for comparison with the current test.

All other test reports, including the reports in the employer package, will only show results conducted by your IAB.

Can I enter draft tests offline?

No. The HTS system must be online so it can obtain information from WorkSafeBC's systems. If you want to draft data offline, you can use the Hearing Test Submission form.

Occupation information

What do I do if there are no industry classification units (CUs) in the drop-down list?

If the employer is active at the time of testing, CUs should be available in a drop-down list that appears with the **Industry classification unit (CU)** field.

First, make sure you've entered the correct employer name and employer ID number for the test. If the employer and test date are correct, but there are still no CUs, contact Industrial Audiometric Support (see the end of this guide for contact information).

I can't find the worker's specific occupation in the drop-down list. What should I do?

Try adding more words to your search in the **Position or job title** field. If you type too few words, there may be more matching results than can be displayed, and the occupation you are looking for could be left off the list.

The National Occupational Classification code list is an extensive list of Canadian occupations, but if you still cannot find an exact match, select the closest occupation.

Worker questions

Why do I need to ask previously tested workers all the medical questions?

WorkSafeBC has reduced the number of questions asked of workers, but it is important that you ask the questions each time you test a worker. Noise and hearing history can change quickly. Documenting the answers can help if the worker ever submits a claim for noise-induced hearing loss.

Why do I need to ask about recent noise exposure?

If the worker has been exposed to hazardous noise (above 85 dBA), they may have temporary hearing loss. For this reason, it is helpful to know whether there was noise exposure before the test. Note that 85 dBA is approximately as loud as a busy street corner.

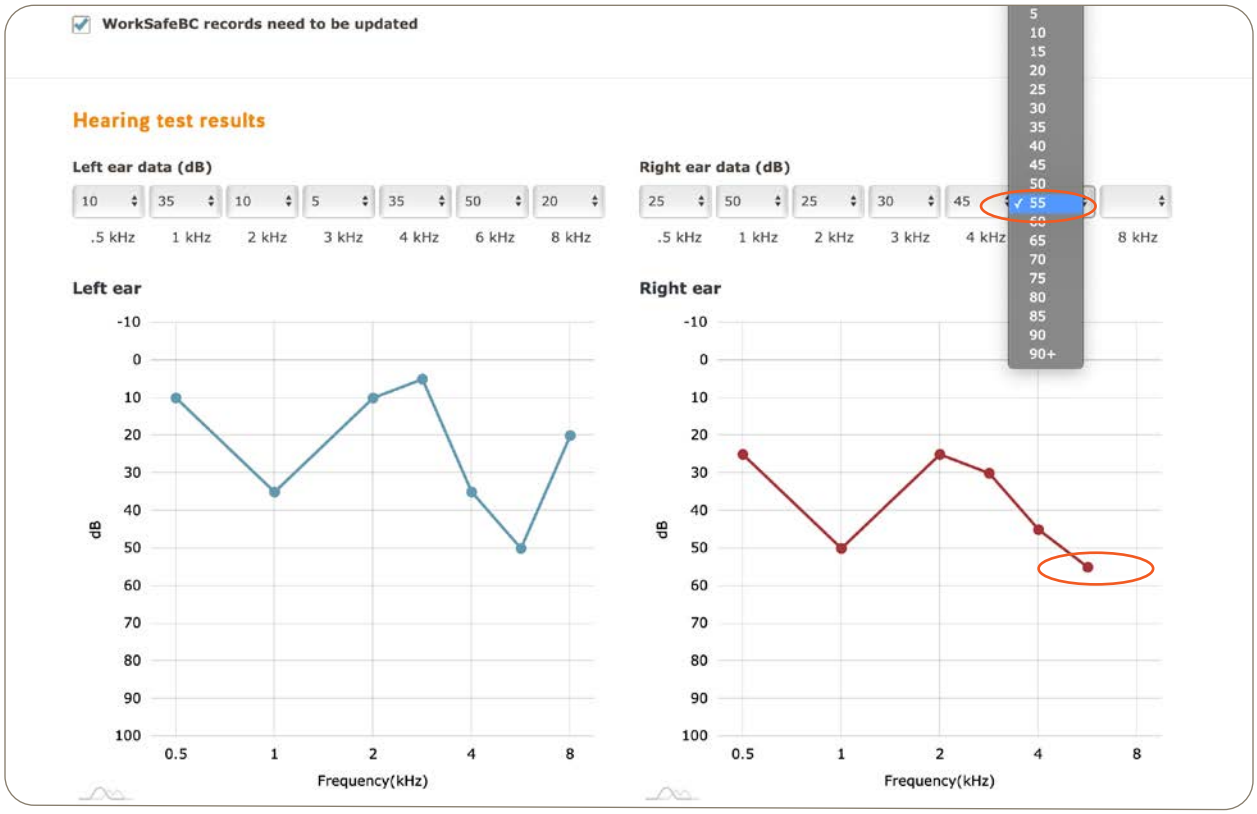
Saving information

What's the difference between the Save button vs. the Save and submit button when entering a test?

If you select Save, you will be able to edit the test before submission. This is a good choice if you are waiting for more information before submitting results. If you choose Save and submit, the test results will be submitted immediately, and you will be notified that the submission was successful or that it failed and fixes are required.

When I type “55” into a field for frequency in the Hearing test results cluster, the result displays as “50.” What should I do?

Due to a technical setting, to obtain “55” by typing in these fields you need to type “555.” You can also select the correct number from the drop-down menu instead.



I submitted a test, but the status shows as Failed. Why?

If a test fails to submit and shows as Failed in the status column, data is missing or in an incorrect format in one or more of the mandatory fields (e.g., letters in a field that only accepts numbers). Under the **Actions** column, click **Edit** beside the failed test. Find the fields the system has marked for correction and correct them. Resubmit the test when you are finished.

Why can’t I find the information I’m searching for? It’s not showing up in the search results.

There may be more search results than can be displayed. Refining your search will narrow down search results.

Why do I not see my older tests on the Manage hearing tests page?

The Manage hearing tests page shows tests submitted in last six months. If you wish to look for a test conducted earlier, select the appropriate date range in the date range filter.

Privacy

What information from the HTS system can I share with employers?

You should share the following information with employers to help them determine the effectiveness of their hearing conservation program:

- Hearing test results
- Responses to the noise exposure and hearing conservation questions

Never share responses to the Noise and hearing history questions with employers as this is private information.

What if an employer asks me for a report for hearing tests that were not done by my industrial audiometric business (IAB)? How can I see all tests done by other IABs, not just the last one?

You cannot see all tests conducted by other IABs. Employers, however, can log in to their worksafebc.com account and find their Hearing Loss Prevention System Report in the Health and Safety tab. This allows them to download all hearing test results for their workers regardless of who conducted the tests.

You can also tell them that there is information on worksafebc.com to help them understand the hearing test results.

If an employer has difficulties accessing these tests, they should contact the WorkSafeBC IT Support Desk by calling 604.276.3135 (Lower Mainland) or 1.888.855.2477 (B.C.) or by emailing ehelp@worksafebc.com.

Why can't I see the report for a worker I selected?

If the worker was tested by a different industrial audiometric business in the past, B.C.'s privacy laws only allow access to previous test results to be compared with a new test for counselling purposes.

More help

Who can I contact for more help if I need it?

Call Industrial Audiometric Support at 604.276.3231 (Lower Mainland) or 1.844.676.3231 (B.C.), or email ehelp@worksafebc.com. Hours of operation are Monday to Friday, 8:05 a.m. to 4:30 p.m.