

This document has been produced for the sole purpose of the requirements for the PCN hub model developed by the Folkestone, Hythe and Rural PCN during the time of the pilot and will require continuous updates. It is intended to be shared only as a resource guide for this model approach and not direct application.

PCN Minor Illness Hub – How to Consult in EMIS Hub Clinical System

Please note that before following the instructions in this guide you must have completed all of the steps in the '**PCN Minor Illness Hub - First Time Login Instructions.docx**' guide.

Overview

PCN minor illness hub sessions are run out of a PCN instance of EMIS, rather than a GP practice one. This is because patients from any of the Folkestone, Hythe and Rural PCN practices (Oaklands, Sun Lane, Hawkinge, Harbour, White House, New Lyminge, Church Road) may be booked into this clinic.

- PCN EMIS will allow you to see the patient's full GP record, along with any medications that their practice has issued
- PCN EMIS allows you to prescribe as you would in your practice EMIS. Please note that you will need to send all prescriptions electronically unless there is no other option but to print a prescription
- In order for your consultation to be written into PCN EMIS you will need to register, or 'trace' the patient into PCN EMIS first
- Any follow-up tasks that need to be completed – such as test requests, referrals, follow-up appointments will need to be sent back to the patients practice via a task from PCN EMIS to practice EMIS.

Please find below step-by-step instructions for consulting in PCN EMIS during a PCN minor illness hub session:

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Sign into PCN EMIS

1. Ensure that EMIS is not already open – if it is, close it and remove your smartcard from the keyboard
2. Put your smartcard into the keyboard
3. Enter your usual smart card password
4. From the smart card role options that appear double click the Folkestone, Hythe & Rural PCN role
5. Double click on the EMIS Web icon on the Windows desktop
6. PCN EMIS will now open

Open your appointment book

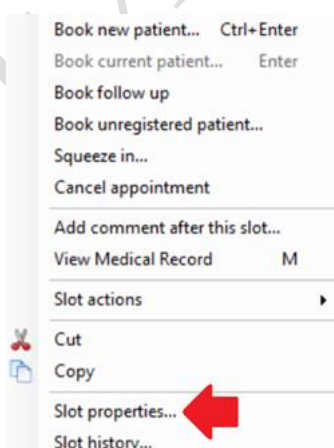
1. From the EMIS home page click on the **Appointment Book** button:



2. You will now be taken to your appointment book

Register (or 'trace') patients into the system

1. Right click on the patient within the appointment book and then select **Slot Properties** from the menu that appears:

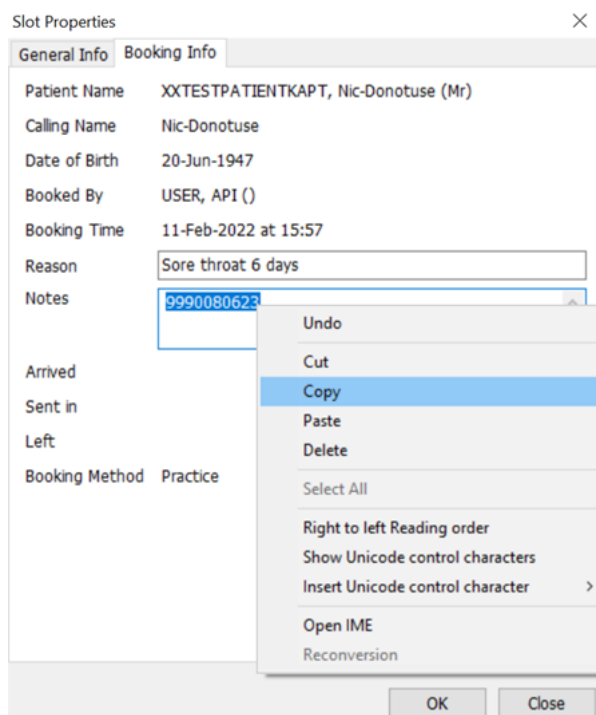


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2. Within the window that appears use the mouse to highlight the patient's NHS Number, which is shown in the **Notes** field, right click and select **Copy** from the menu that appears:



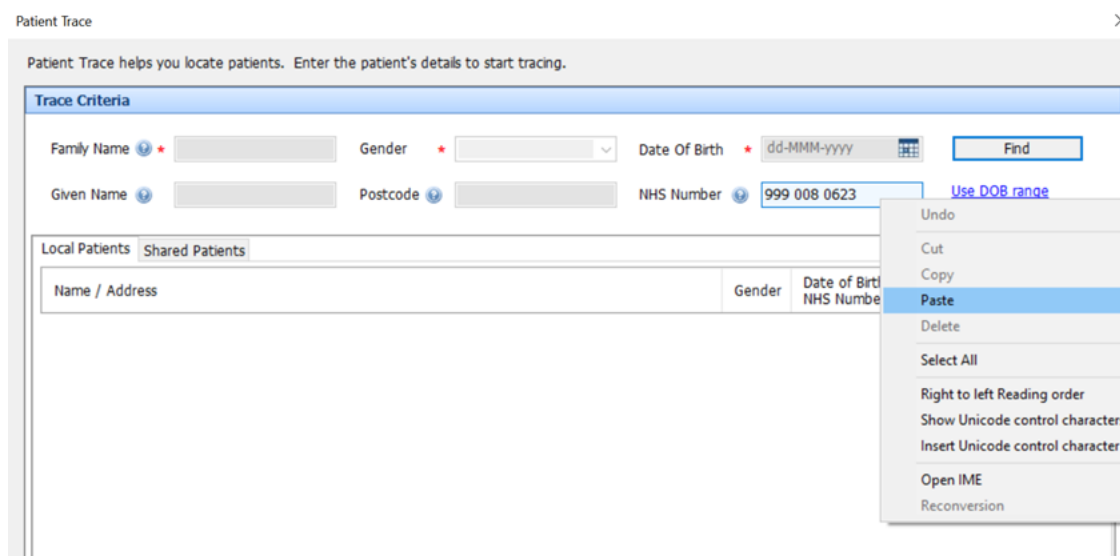
3. Click the **Close** button at the bottom of the **Slot Properties** window
4. Click on the **Patient Trace** (magic wand) button towards the top left of the screen:



5. In the window that appears right click in the empty **NHS Number** field and then select **Paste** from the menu that appears. Now click the **Find** button in the top right of the Patient Trace window.

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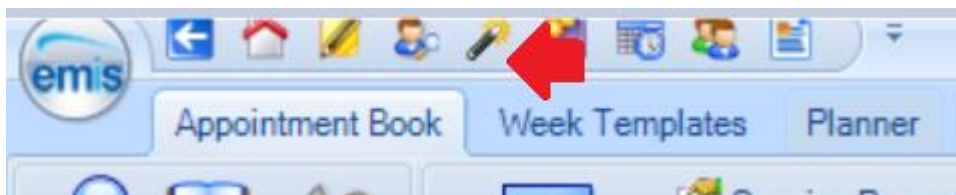
6. Check that the patient that EMIS has found is the same as the patient in the appointment book and then click on the **Select Patient** button
7. In the window that appears click on the **Accept** button
8. You will see that the patient is now selected in the blue patient bar at the top of the EMIS screen

Registering a patient where the NHS number hasn't been included in the slot notes [Option 1 of 2]

1. One option is to hover your mouse over the patient in the appointment book in order to see their demographics displayed. Make a secure note of the patient's second name, gender and DOB:

Minor Illness Hub - Oaklands Health Centre - HUB LATE (18:30-20:00)			
Time	Description / Patient Name		Reason
18:30	XXTESTPATIENTKAPT, Nic-Donotuse (Mr)		Sore th
18:45	PCN MI Hub, Face to Face, Oaklands	XXTESTPATIENTKAPT, Nic-Donotuse (Mr) DoB/Age: 20-Jun-1947 (75y) Reason: Sore throat	
19:00	PCN MI Hub, Face to Face, Oaklands	Slot Type: PCN MI Hub, Face to Face, Oaklands Health Centre Slot: 18:30 for 15 mins	
19:15	PCN MI Hub, Face to Face, Oaklands	Booking notes: 123 456 789 Booking organisation: OAKLANDS HEALTH CENTRE Legitimate relationship expiry date: 01/11/2022 00:00:00	

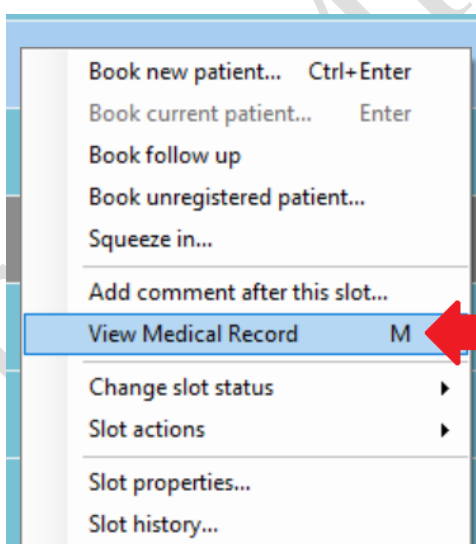
2. Click on the **Patient Trace** (magic wand) button towards the top left of the screen:



3. In the window that appears, enter the patient's first name, second name, gender and DOB. Now click the **Find** button in the top right of the Patient Trace window.
4. Check that the patient that EMIS has found is the same as the patient in the appointment book and then click on the **Select Patient** button
5. In the window that appears click on the **Accept** button
6. You will see that the patient is now selected in the blue patient bar at the top of the EMIS screen

Registering a patient where the NHS number hasn't been included in the slot notes [Option 2 of 2]

1. Open your appointment book
2. Locate the patient that you need to register
3. Right click on the patient and from the menu that appears select 'View Medical Record':



4. You will now be notified by EMIS that it is opening EMIS at the patient's registered practice
5. Wait until EMIS at the patient's registered practice has opened and the patient's GP record is displayed – this can take a minute

Note the purple 'Enterprise' bar at the bottom of the screen – this is making you aware that

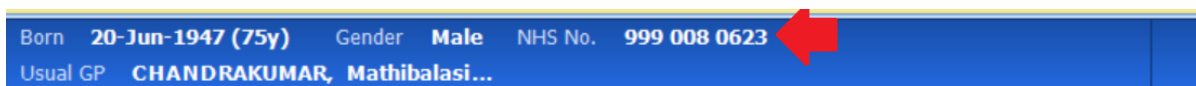
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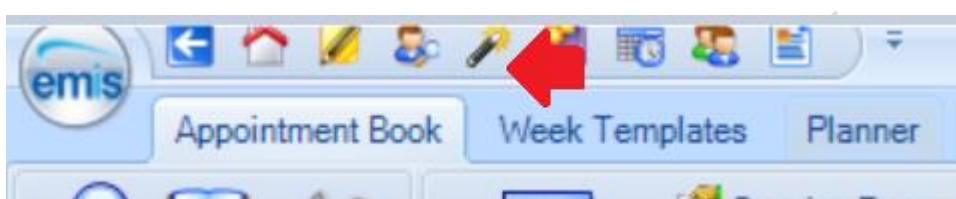
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you are no longer viewing the patient record in PCN EMIS, but instead in the patient's registered practice EMIS

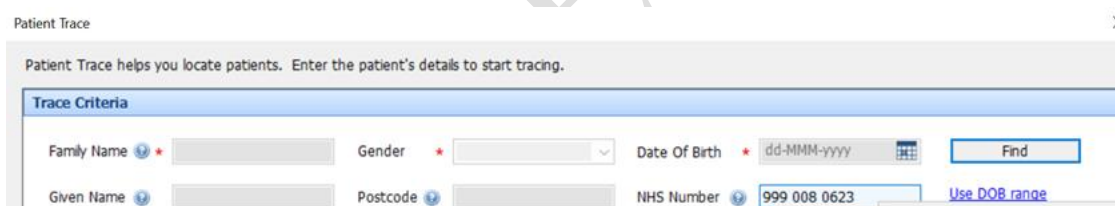
6. You will see the patient's NHS number displayed in the right of the blue patient bar. Make a secure note of the NHS number:



7. Close the practice EMIS web that has opened (it has a purple bar at the bottom of it) and confirm that you wish to log off
8. You will be returned to PCN EMIS
9. Click on the **Patient Trace** (magic wand) button towards the top left of the screen:



10. In the window that appears right click in the empty **NHS Number** field and then select **Paste** from the menu that appears. Now click the **Find** button in the top right of the Patient Trace window.



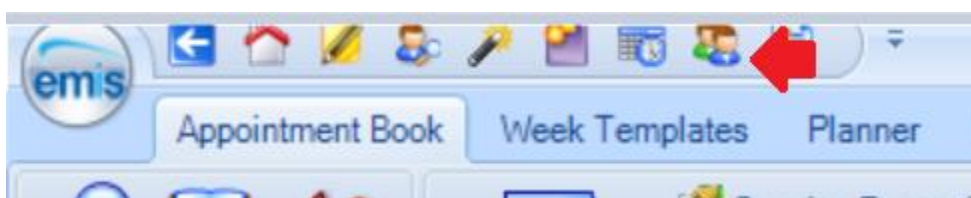
11. Check that the patient that EMIS has found is the same as the patient in the appointment book and then click on the **Select Patient** button
12. In the window that appears click on the **Accept** button
13. You will see that the patient is now selected in the blue patient bar at the top of the EMIS screen

'Call in' your patient within the system

1. Return to the **Appointment Book** within EMIS
2. The Receptionist will 'Arrive' your patient in the system as usual – as patients are booked throughout the day it is worth refreshing your appointment book regularly using the green **Refresh** button at the top of the screen
3. 'Call in' you patient in the usual way from the appointment screen. **EMIS will start launching a remote consultation with the patient's registered practice – wait for this to open and then close it immediately – you will then be taken back to your appointment book in PCN EMIS**
4. Note that the PCN EMIS does not work with LCD screens in the waiting room, you will need to go and 'call in' your patient in person

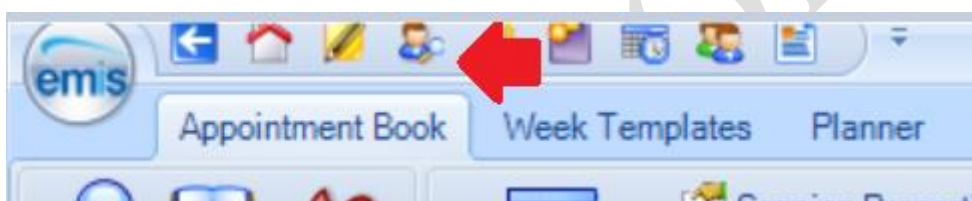
To consult with the patient

1. You must have already registered the patient in PCN EMIS as per instructions above
2. If the patient is already selected in the blue patient bar at the top of the EMIS screen click on the **Consultations** button in the top of the EMIS screen:

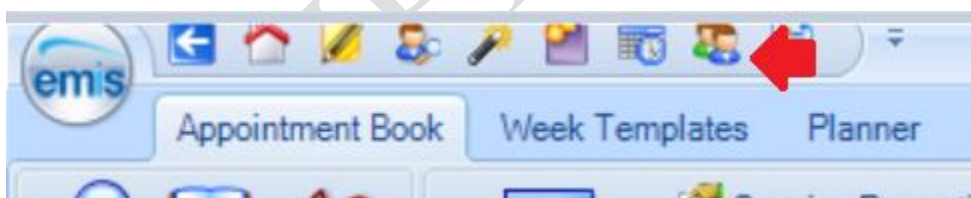


OR

If you have not already selected the patient use the patient search button at the top of the EMIS screen, select patient from the list that appears...



...and then click on the **Consultations** button in the top of the EMIS screen:



3. You will now be taken to the consultation screen, you can consult and prescribe as usual – you will also be able to see the patient's GP record in the consultation screen
4. When you have finished and saved your consultation return to the appointment book and 'leave' the patient

Opening attachments on a patient's record

All attachments other than Docman attachments on a patient's record can be opened as usual by double clicking the attachment that you wish to view.

If you need to open an attachment that has been added to the record using Docman you will need to follow these steps:

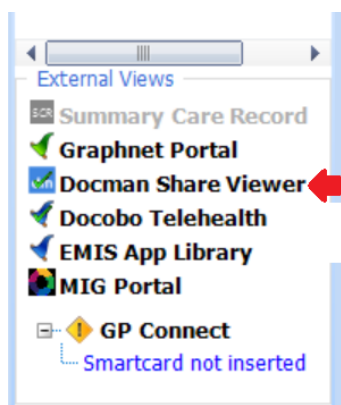
1. Ensure that you are in the **consultation** screen for the patient

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2. On the left hand side of the screen click on the **Docman Share Viewer** option:



3. You will now see a list of Docman attachments on the patient's record, click on the attachment that you wish to view and it will be displayed in EMIS:

Sending follow-up tasks back to the practice

If any follow-up tasks are required for the patient (such as test requests, referrals, follow-up appointments) they need to be sent as a **Patient Note** task back to their registered practice.

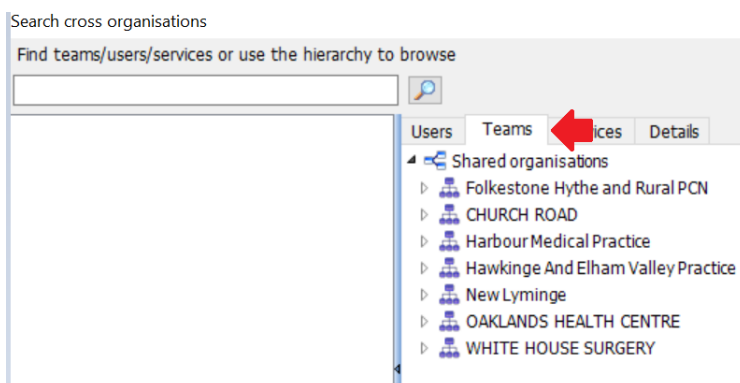
1. Ensure that the patient that you need to send the task back to the practice for is select in EMIS (displayed in the blue patient bar at the top of the screen)
2. Click on the EMIS ball in the top left of the screen and select **Workflow** from the menu that appears
3. Click on the **Add Task** button at the top of the screen
4. Select **Patient Note** from the task type dropdown menu
5. Click on the magnifying glass button to the right of the 'To' section:

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6. Select the **Teams** tab to display the list of PCN practices:



7. Select the required practice and task group and then click **OK**
8. Use the **Notes** field in the task window to detail what follow-up action the practice need to take
9. Click the **Send** button to send the task back to the patient's registered practice

Consultation Write Back

EMIS have designed functionality that enables automatic updates of consultations that have been created within PCN EMIS to be written back into the registered practice of the patient. The consultation is written back as a coded entry and provides practices with a rich and detailed view of the work completed within the PCN. This functionality is primitive in its design and scope and allows for only the contents of that consultation to be written back. The limitations of this functionality is that, despite the PCN EMIS being another instance of EMIS, the full functionality of the PCN EMIS system cannot be utilised to its potential if the user would like the contents of their entry to be written back.

1. Consultation Write Back only writes back consultations.
2. All medications prescribed within PCN EMIS need to be prescribed within a consultation (No Add Drug)
3. EMIS APIs (third party products) do not write back
4. Consultations cannot be edited as once the original consultation is sent any amendment made will not be recorded in the practice system.
5. Consultations on the wrong patient will record into the incorrect patient's record and will need to be removed from both the PCN EMIS and the record in the patient's record
6. Consultation Write Back provides coded entries which will affect IIF and QOF targets if incorrect codes are used this could skew data

Consultation Write Back only writes back consultations, therefore all entries on the patients record should start with the following screen:

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The screenshot displays the EMIS Hub Clinical System interface for patient XXXXPATIENTKAP1, Nic Donotuse (Mr). The main window shows a list of consultations with columns for Date, Consultation Text, and Status. The consultations include:

- 13-Jul-2023 07:07: Consultation via multimedia (POWELL, Andrew (M)) - Status: Sent
- 12-Jul-2023 15:28: Enterprise consultation (U80502 Folkestone Hythe and Rural PCN) (BENNETT, Tracy (Ms)) - Status: [Icon]
- 12-Jul-2023 15:28: GP Surgery (U80502 Folkestone Hythe and Rural PCN) (BENNETT, Tracy (Ms)) - Status: Sent
- 12-Jul-2023: Inbound Document (Inbound Document)
- 12-Jul-2023: Provisional Discharge letter sent to general practitioner (12-Jul-2023) Discharge letter sent to general practitioner (Inbound Document)
- 12-Jul-2023: Provisional Discharge letter sent to general practitioner (12-Jul-2023) Discharge letter sent to general practitioner (Inbound Document)
- 12-Jul-2023 12:41: Inbound Document (Inbound Document)
- 11-Jul-2023 12:41: Enterprise consultation (U80502 Folkestone Hythe and Rural PCN) (System User (1)) - Status: [Icon]
- 11-Jul-2023 12:40: Referral to medicines support service From: OAKLANDS HEALTH CENTRE (Referral)
- 11-Jul-2023 12:40: Inbound Referral (U80502 Folkestone Hythe and Rural PCN) (System User (1)) - Status: Sent
- 11-Jul-2023 12:40: Referral to medicines support service From: OAKLANDS HEALTH CENTRE (Referral)
- 11-Jul-2023 12:40: Referral Letter (12-Jul-2023) (12-Jul-2023) (System User (1)) - Status: [Icon]
- 11-Jul-2023 12:40: Outbound Referral (OAKLANDS HEALTH CENTRE) (POWELL, Andrew (M)) - Status: [Icon]
- 11-Jul-2023 12:40: Referral to medicines support service To: PCN Pharmacy Technician Led Concordance Service (Referral)
- 11-Jul-2023 12:30: Referral Letter (11-Jul-2023) (11-Jul-2023) (System User (1)) - Status: [Icon]
- 11-Jul-2023 12:30: Enterprise consultation (U80502 Folkestone Hythe and Rural PCN) (System User (1)) - Status: [Icon]
- 11-Jul-2023 12:30: Referral to medicines support service From: OAKLANDS HEALTH CENTRE (Referral)
- 11-Jul-2023 12:30: Inbound Referral (U80502 Folkestone Hythe and Rural PCN) (System User (1)) - Status: Sent
- 11-Jul-2023 12:30: Referral to medicines support service From: OAKLANDS HEALTH CENTRE (Referral)
- 11-Jul-2023 12:30: Discharge Letter (12-Jul-2023) (12-Jul-2023) for Referral to medicines support service - (Discharge Letter) (Document)
- 11-Jul-2023 12:30: Discharge Letter (12-Jul-2023) (12-Jul-2023) for Referral to medicines support service - (Discharge Letter) (Document)
- 11-Jul-2023 12:29: Outbound Referral (OAKLANDS HEALTH CENTRE) (POWELL, Andrew (M)) - Status: [Icon]
- 11-Jul-2023 12:29: Referral to medicines support service To: PCN Pharmacy Technician Led Concordance Service (Referral)

The Consultation type is up to your discretion, but the location should always read U80502 unless otherwise instructed.

The screenshot shows the EMIS Hub Clinical System interface with the 'Consultation Properties' dialog box open. The dialog box contains the following information:

- Consultation Date/Time: 13-Jul-2023 09:21
- My Organisation: External Organisation
- Consultor: POWELL, Andrew (M)
- Location: U80502 Folkestone Hythe and Rural PCN
- Consultation Type: GP Surgery (Selected)
- Extended Properties: Group consultation, Group consultation via video conference, Home visit note, Hospital inpatient report, Hospital outpatient report, Inbound referral, In-house andrology discharge, In-house andrology first appointment, In-house andrology follow-up appointment, Joint consultation, Laboratory result, Mail from patient, Mail to patient, Medication requested, Multidisciplinary team meeting with patient, Multidisciplinary team meeting without patient, Night visit note, Non-consultation data, Non-consultation medication data, Nurse telephone triage, Nursing home visit note, Online communication, OOH report, Other consultation medium used, Other note, Outbound referral.
- Store as default for: []

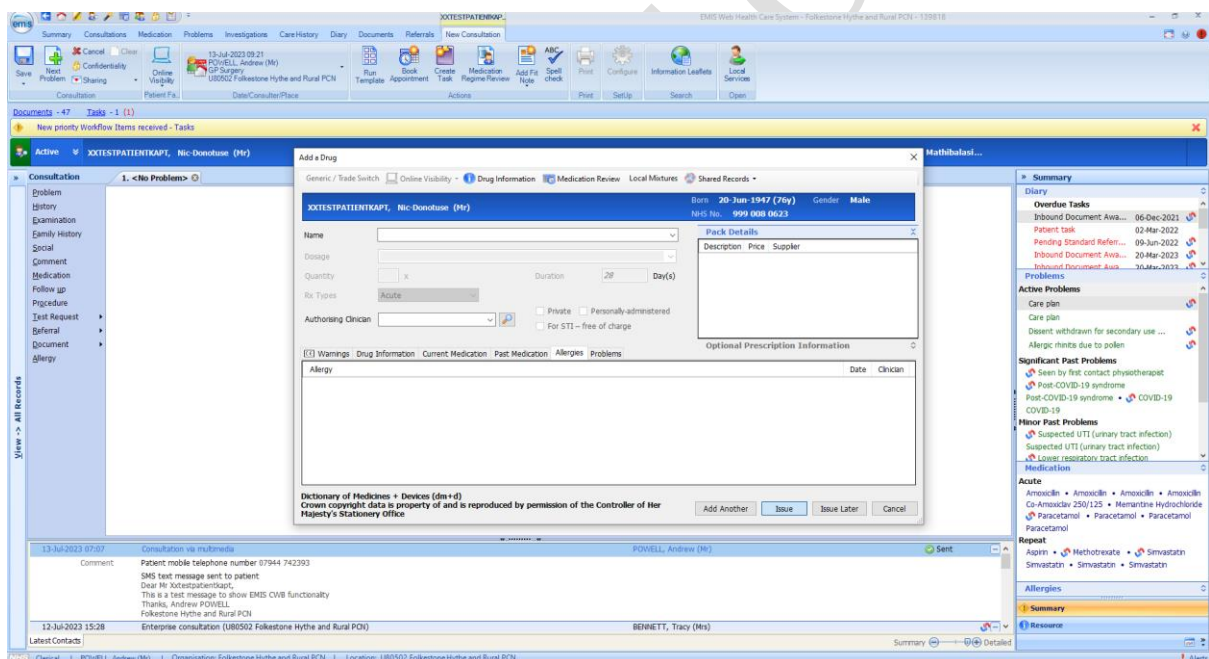
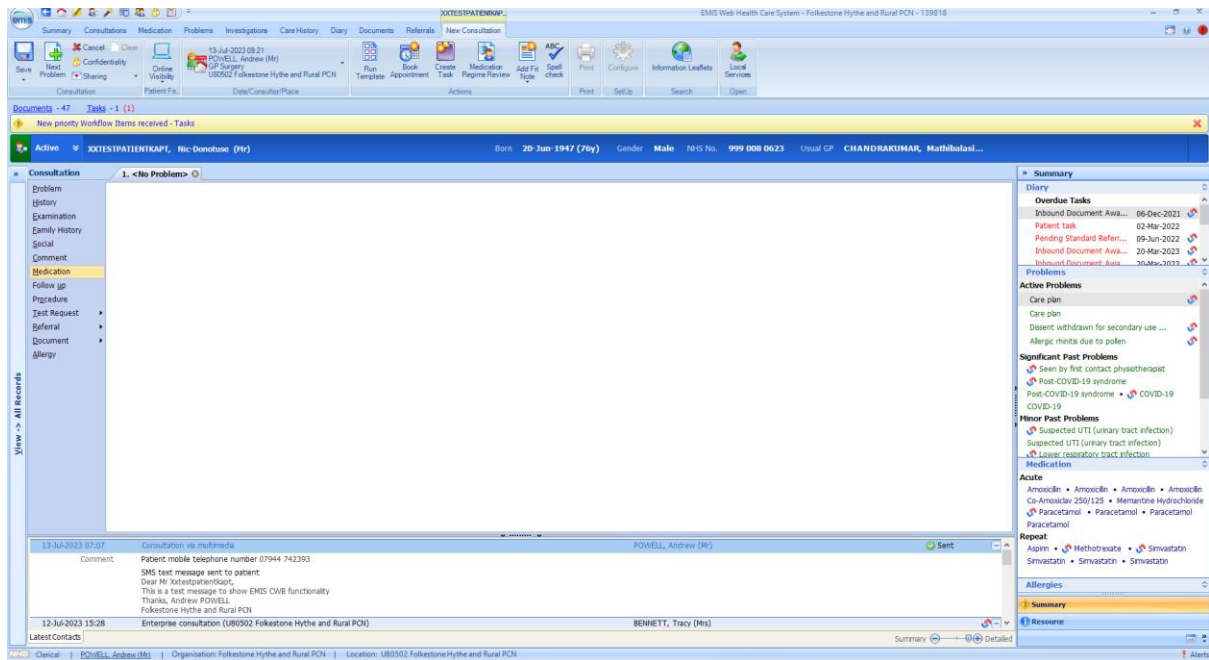
The background shows the patient's consultation history and a list of active problems, including 'Care plan', 'Allergic rhinitis due to pollen', 'Suspected UTI (urinary tract infection)', and 'Lower respiratory tract infection'.

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Medications should always be prescribed via the following method:



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Once medication is added you are able to add multiple items to the consultation Run template

The screenshot shows the EMIS Hub Clinical System interface. The top navigation bar includes 'Summary', 'Consultations', 'Medication', 'Problems', 'Investigations', 'Care History', 'Diary', 'Documents', and 'Referrals'. The main area displays a consultation for patient 'CHANDRAKUMAR, Mathibals...' with a date of '20-Jun-1947 (76y)'. The 'Run Template' button is highlighted in the 'Actions' menu. The right-hand pane shows a 'Summary' section with 'Overdue Tasks' and 'Active Problems'.

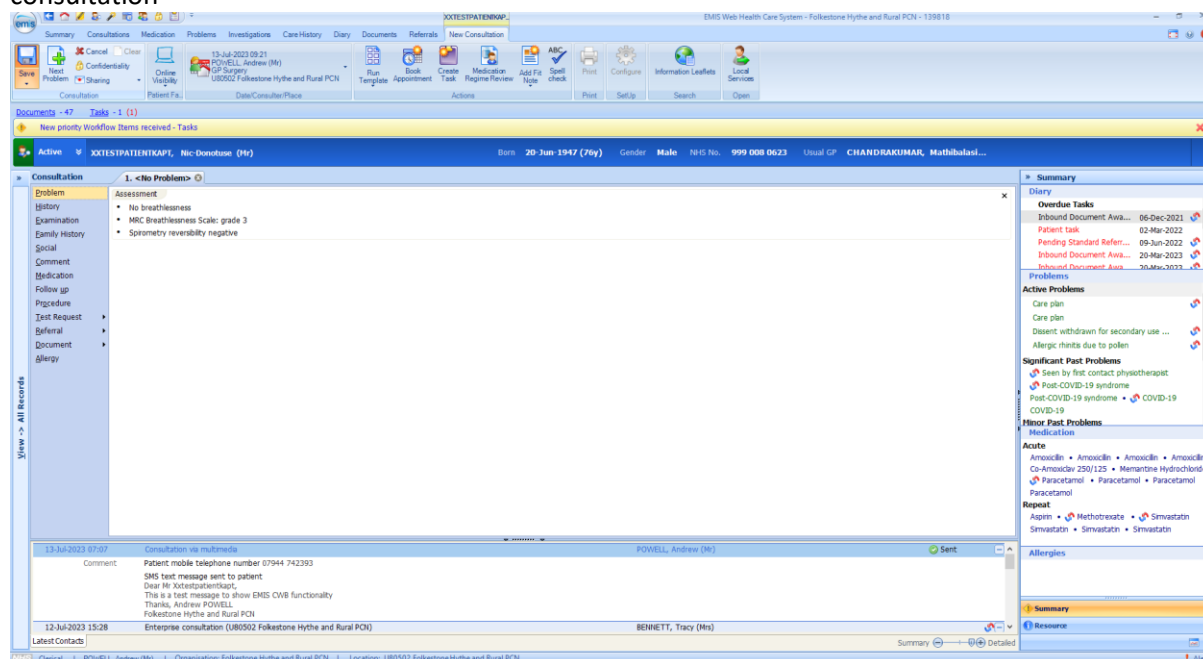
Save Template

The screenshot shows the EMIS Hub Clinical System interface with the 'Save Template' button highlighted in the 'Actions' menu. The main area displays a consultation for patient 'CHANDRAKUMAR, Mathibals...' with a date of '20-Jun-1947 (76y)'. The 'Save Template' button is highlighted in the 'Actions' menu. The right-hand pane shows a 'Summary' section with 'Overdue Tasks' and 'Active Problems'.

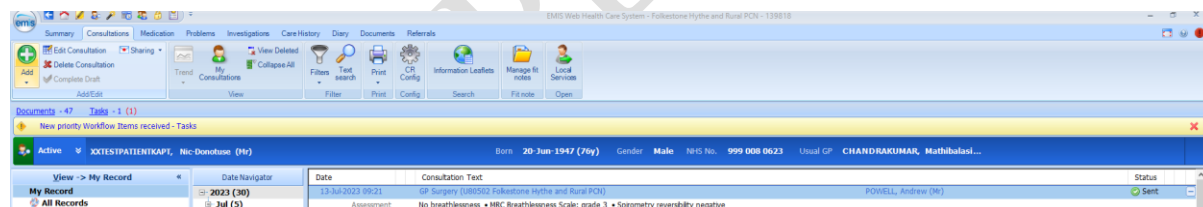
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Once consultation is complete (Medications, templates, documents all added if necessary) save the consultation



Once saved the consultation will be visible in the patient's consultation page. If the consultation has successfully sent back to the registered practice, the consultation send status on the right hand side will show a green tick



If the consultation shows an error, this means the patient is not registered with a practice in the PCN, the consultation failed sending due to technical issues, or EMIS has malfunctioned. In the first instance, check to make sure the patient is registered to a practice within the PCN.

Editing a consultation, deleting a consultation, or consultation write back failing to send

For all three of the scenarios listed above the practice system will need to be amended to reflect accuracy.

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1. Editing a consultation that has been saved in PCN EMIS and successfully sent will require logging into the practice EMIS where the patient is registered and amending the consultation that has been written back to reflect the edits that have been made within PCN EMIS.
2. Deleting a consultation (for any reason but especially if the wrong patient's record has been recorded against) that has been saved in PCN EMIS and successfully sent will require logging into the practice EMIS and deleting. This action will be an audited action in the practice and should be accompanied by an explanation of the issue in the auditing prompt within EMIS.
3. If this patient is a registered patient and consultation write back has an error, the record will need to be updated within the practice EMIS via logging in and saving the record to the practice system. This is a manual process that is not as simple as copying and pasting.

EXAMPLE ONLY