Sussex MSK Partnership
Central

NHS

Sussex MSK Partnership FCP

EMIS Web Clinician Guide

Document History and Control

Version	Date	Brief summary of change	Reviewer
V1.2	9th October 2020	Merge of all user guides/documents	(MSK L&D)
V1.3	21st October 2020	Separate practice and clinician user guides	(CH)
V1.4	10th November 2020	Template enhancements and new protocol	(CH)

Status of document:	V1.4
Review Date:	Mid Nov 2020
Review Cycle:	Monthly, tbc
Document	Saved in – Network Link

Contents

1. Opening EMIS Web

- Click on the EMIS Web icon to launch EMIS Web

- Log into EMIS web with your username and password as per below

- When prompted to selected a role, chose 'Health Care Practitioners'. The job role is selected at the time of new staff being assigned to that unit, therefore the job role will depend on the user set up. The Practice Manager will be holding this.

2. Shortcuts

Click on the **'EMIS Bubble'**  in the top left to find a patient, see the **Appointments Book,** access **Tasks**

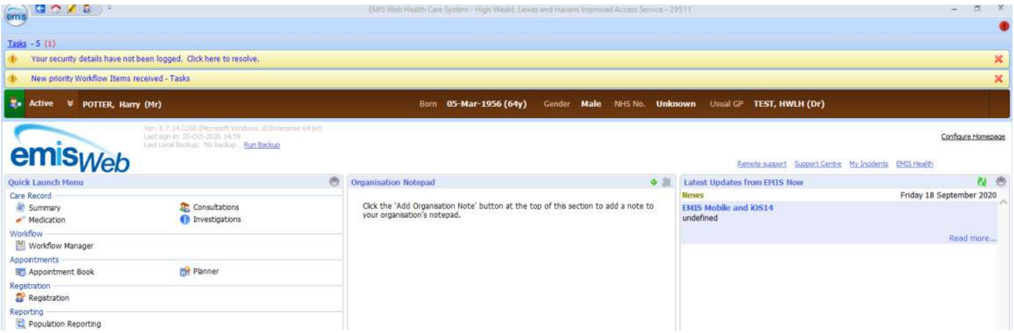
F5 to search for a patient – enter name/date of birth/NHS number, then click on the patient in the list below

F6 to access **Consultations** which is a summary of care, similar to the **New Journal** in SystmOne

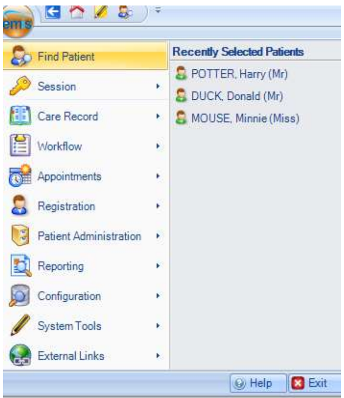
S to access the patient record when retrieving from the appointment ledger. To mark the patients as seen, you highlight the patient on the list and click ‘S’ – that means “start the call”, then when you are finished with the consultation, select ‘T’ (telephone complete). The patient then gets crossed off of the list.

3. Navigating the Patient Care Record

This is the EMIS Landing Page. Your practice version will have surgery alerts and possibly even local news in the centre of the page

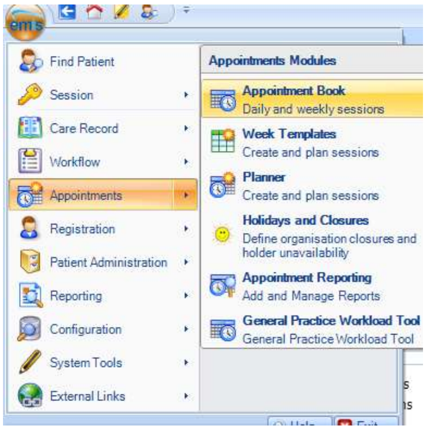


- Use **F5** to launch the patient search pop- up *or/* **‘EMIS Bubble’** > **Find Patient**



- Access Ledger from patient home from 

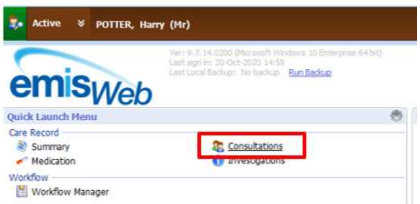
on left *or/* **'EMIS Bubble'** > **Appointments** > **Appointments Book**



- Access patient directly from ledger by clicking on them in ledger and selecting **S**

- Expand patient details by clicking the two arrows

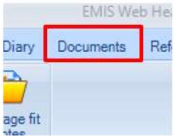
- Use **F6** to navigate straight to **Consultations** *or/* the **Consultations** option on the left



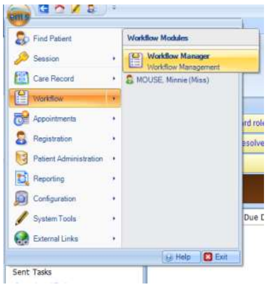
- Access Results from 

on the left of the patient home screen *or/* the **Investigations** tab

- View patient letters in the **Documents** tab



- View your **Tasks** from **'EMIS Bubble'** > **Workflow** > **Workflow Manager**



Then go to **Inbox**

4. Setting up the FCP Template Pop-ups (Protocol)

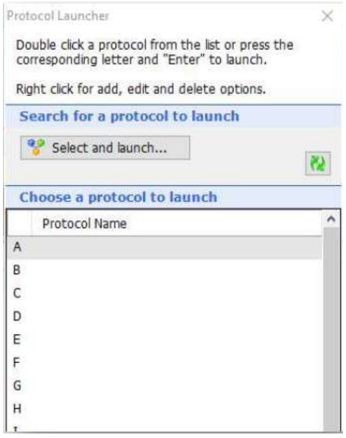
Note
This section was written with the First Contact Practitioner in mind, however it is available for anyone to read so that they can understand how the Resources are to be used within their Clinical Systems

In order to make the full use of the System Resources that have been developed, it is necessary for the FCP to undertake a small amount of configuration within their own EMIS Profile. This will need to be done at each EMIS practice you work at.

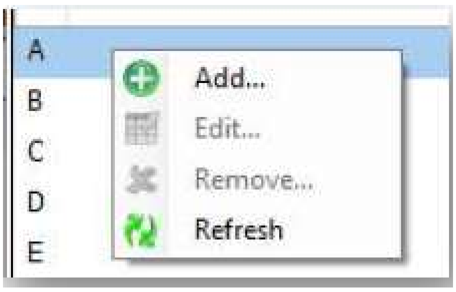
The pop-ups (protocol) have been developed to ensure that no steps are missed during the completion of your patient consultation. The protocol will need adding to the **Launcher** within your EMIS profile; to do this:

1. Load up a **"Dummy Patient"** in the clinical system. (Check with your practice for dummy patients then Find Patient, F6)

2. Once loaded, press **F12** on your keyboard. The **Launcher** will now appear on the **right-hand** side of the screen:

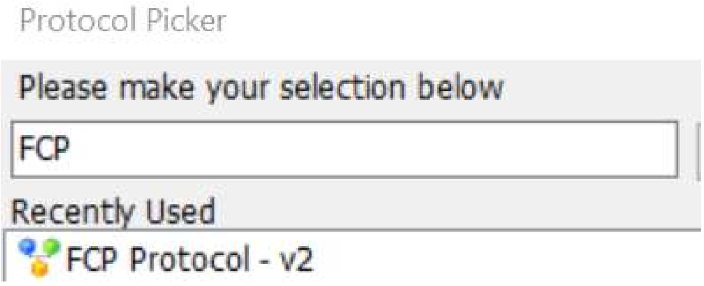


3. Right-click on the next available alphabet letter, then click **Add**



4. Type **FCP** into the **Search** box and hit **return**

5. You should see the **FCP Protocol – v2** option, **double click** on it.



6. The First Contact Practitioner protocol option should now appear on the list next to the letter that you chose.

7. In order to access this when in patient consultation, press F12 and double click First Contact Practitioner or press F12 and the letter that you assigned it to (e.g. ‘A’).

5. Completing the FCP Clinical template

Please watch the training video before starting your first FCP clinic. You will find details of how to launch safety protocols and reminders, and these will need to be added to each EMIS unit you are added to. There are also process notes, detailed in the next section, which complement the video:

https://www.youtube.com/watch?v=I9d0RLPDzmk&feature=youtu.be

1.1 Completing the FCP Template

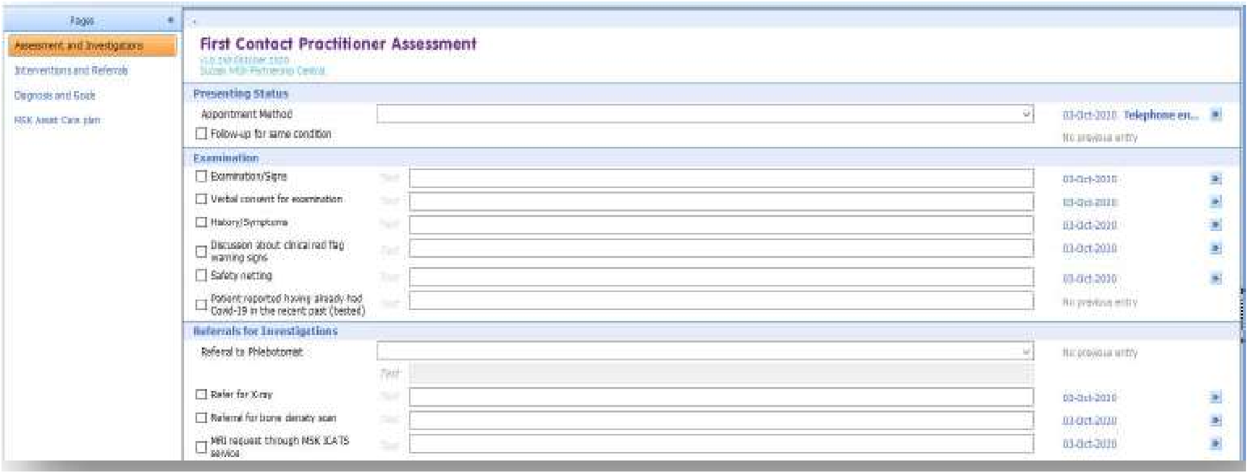
To start a new clinical template:

- Press F12 > double click the **FCP Protocol – v2** option.

or

- Press F12 > double click on the letter that you assigned it to, as detailed in section 4 above.

When launched, the template should look something like this:

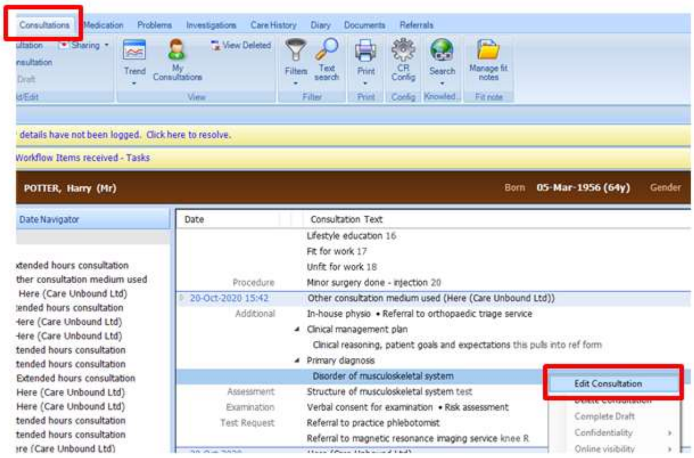


On the left hand side, you will see the **Pages** Navigator with the different pages/tabs available

The template is made up from a mixture of **tick boxes** and **dropdown menus**.

Each selection also has a free text box attached to it for notes, mandatory text boxes are marked with an asterisk. If you type into the **text box** it checks the corresponding **tick box**

Text boxes have a maximum character count. Once you reach this you will not be able to add any more text. You *can* add additional text once you have completed the template. Find the completed template in the **Consultations** tab then right click anywhere in that entry and **Edit Consultation**

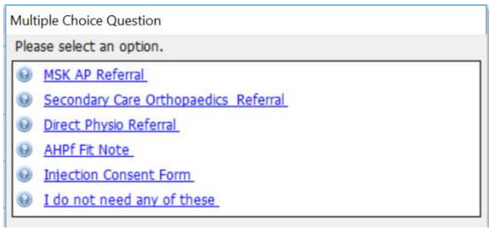


Once the template has been completed the pop-up prompt will launch automatically so that **any next steps** can be actioned and recorded. Information that you have entered in the template will automatically pull through to the referral form.

1.2 Pop-up (Protocol)

For the referral to be recorded within the system, a protocol has to run. When the consultation has been **saved,** follow this sequence of steps to ensure the referral is moved on, and recorded correctly:

This box will appear once the consultation has been saved:



1. If '**MSK AP Referral'** - go to <u>step 6</u>
2. If '**Secondary Care Orthopaedics'** - go to <u>step 6</u>
3. If '**Direct Physio Referral'** - go to <u>step 6</u>
4. If '**AHPf Fit Note'** - go to <u>step 7</u>
5. If **'Injection Consent Form'** - go to <u>step 8</u>
6. If '**I don't need any of these'** - the protocol will stop.

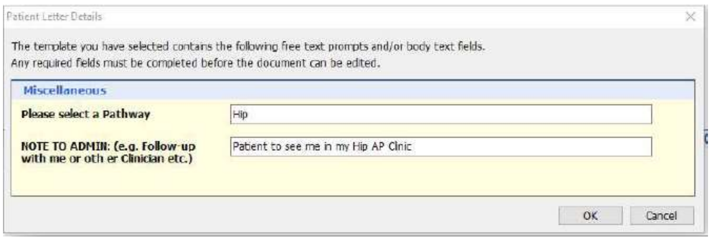
6. MSK Referral

5.1 Generating a referral form from the template:

1. You will be asked to pick a Pathway; type this into the box, this will now be transferred automatically to the referral form.

2. You will be asked for a **'note to admin'**; type this into the box, this will now be transferred automatically to the referral form.

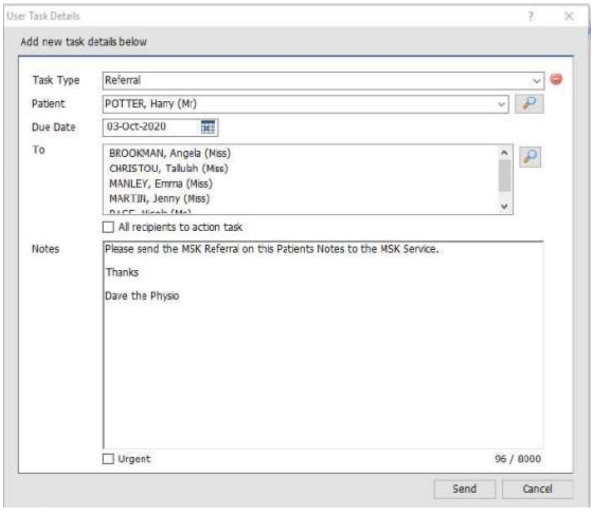
3. Click Ok



4. The Referral letter will now open. Some fields will be auto-completed, others will require completing as appropriate. Your consultation notes will pull through to the bottom of the template. Check the letter to ensure you have captured everything clearly for your referral.

5. Once the form has been completed click the **File** button and click **Save and Close**

6. Once the letter has closed, you will now see a **task box**. Fill out the fields as *directed by the practice ensuring it goes to the appropriate team/person.
   a. The Task type **must be** – Patient Note
   b. The Notes must include MSK and the pathway, eg Please send referral to MSK for Orthopaedic Hip



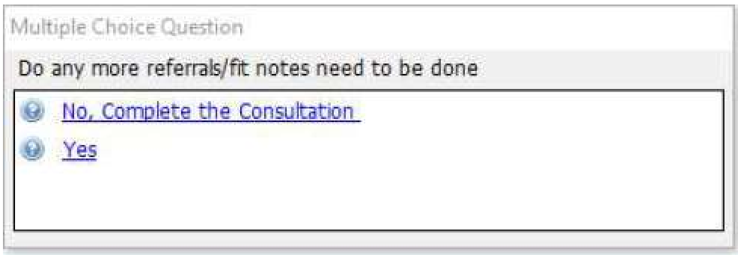
* Each practice will have their individual Task Groups, method/process. Staffs are responsible for liaising with practice managers / relevant managers to identify the practice's individual Task processes.

**See How to Send a Task in Emis (page 11).

7. Press **Send**.

8. The task will now be sent.

9. You will see the following message box appear;



10. If you select ‘**No, Complete the Consultation’** the protocol will finish and the record will be saved.

If **Yes** is selected you will be returned to **Step 3 (above)**

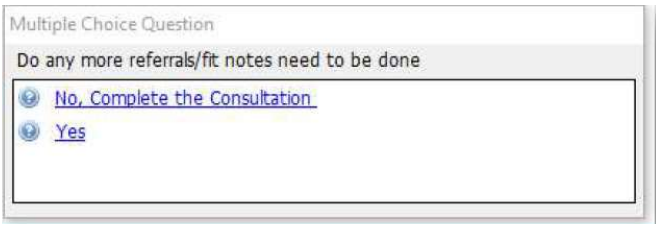
7. AHP Fitness for work note

- If this option is selected then a Word Document will open for you to fill out, some of the fields will have been automatically filled out.

- Once the form has been filled out it will need to be printed to give to the patient. To do this click the **File** button and select **Print**

- Select the printer that you want to use and then sign the form and give it to the patient. To ensure that it is kept on record please press the **File** button and **Save and Close**

- The following message box will appear;

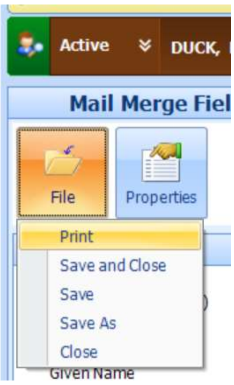


- If you select **No, Complete the Consultation** the protocol will finish and the record can be saved.

- If **Yes** is selected you will be returned to **Step 3** (above)

8. FCP Injection Consent Form

- If this option is selected then the **FCP Injection Consent Form** will open for you to fill out. The patient's details and your name will autofill automatically.
- Select **File** and **Print**, patient will sign the form.

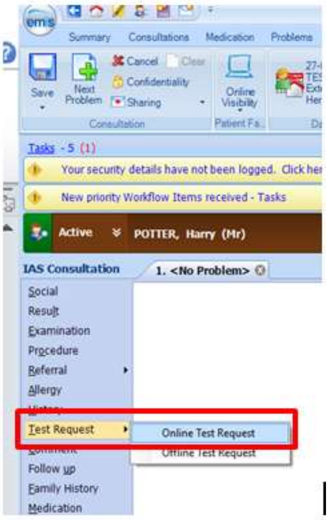


- Hand the form to reception and ask them to scan on the consent form to the patient record.

9. Requesting Bloods

Select the **Consultations** tab (or if tab not available EMIS Bubble > Care Record > Consultations) >

> **Test Request** > **Online Test Request**

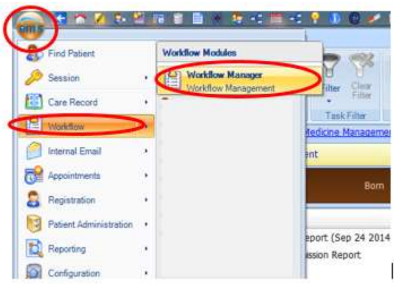


10. EMIS Tasks

Each Medical Practice will have their own unique Task groups, and this needs to be advised by the practice manager / line manager within the practice.

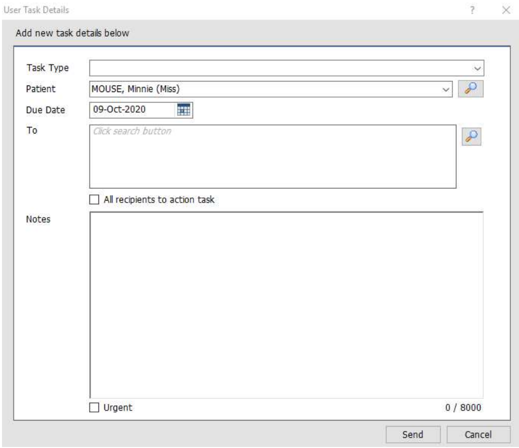
Once a referral has been completed, the clinician will need to inform the practice to send it, by sending a Task to the relevant Task group / staff:

1. Click on the EMIS bubble in the top left hand corner of the screen, **Workflow** > **Workflow Manager** from the list

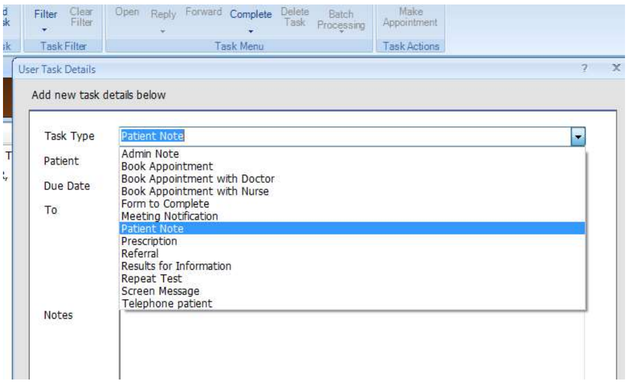


2. Click **Add Task** from the icons at the top

3. A new window pops up titled User Task Details



Task Type – MUST BE Patient Note (links task to patient)



Patient – Check the patient is correct

To – search with magnifying glass,

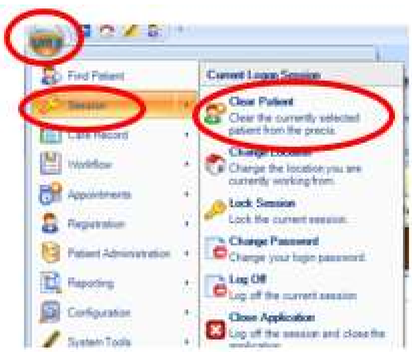
Find the relevant group for that surgery (or a specific FCP MSK task group if they have one), double click desired option and select OK

Notes – Include that you have created a referral that needs sending to SMSKP/any other request for the practice

Tick **Urgent** if the referral is urgent

Click **Send**

4. When you have finished with your patient select **EMIS bubble** > **Session** > **Clear Patient**



11. Updating your FCP spreadsheet via Teams

As a group all FCPs are monitoring their FCP patients and capturing outcomes for discussion. This is being done using a spreadsheet held on Teams. To access the spreadsheet you will need to do the following:

Log into the Teams app

Find the First Contact Practitioner ‘channel’ on the left

Under **Files** locate the spreadsheet for your PCN (e.g. Healthy Crawley)

Find your tab (with initials).

Add details for each patient

Please do talk to Sally York with any issues / questions.