

SCI Gateway - Referrals

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Introduction

SCI Gateway is the national product in NHSScotland for the electronic exchange of clinical information – such as referral letters and discharge documents – between Primary and Secondary Care. You can use SCI Gateway to send referrals directly to healthcare providers via the NHSNet, and you can monitor the progress of referrals once they have arrived at the hospital.

The details below explain the integration of SCI Gateway with Vision Consultation Manager, and how to access and logon to SCI Gateway, in order to create and send a referral.

SCI Gateway User Guides

The most up-to-date User Guides explaining the full referrals features and SCI Gateway can be downloaded from:

http://www.sci.scot.nhs.uk/training/train_docs.htm

What's New

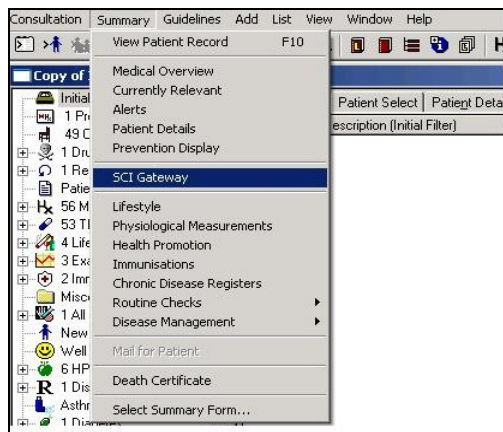
DLM 260 - 14.04.08

- You are now able to change the way that individual Vision priorities are mapped to SCI priorities.
- An unexpected error occurred retrieving the patient details - Advice re two issues from NHSScotland regarding pre-population of SCI Gateway referrals that some practices have been experiencing intermittently.
- Advice re error message The Patient context could not be set

Create New SCI Gateway Referral - Integration with Vision

SCI Gateway integrates with Vision via Consultation Manager, instead of using the SCI Gateway Icon on the desktop.

1. Select the patient who is going to be referred in Consultation Manager.
2. Then select SCI Gateway from the Summary menu or the SCI Referral tab if you have one (see Adding SCI Gateway tab on page 5 for instructions).



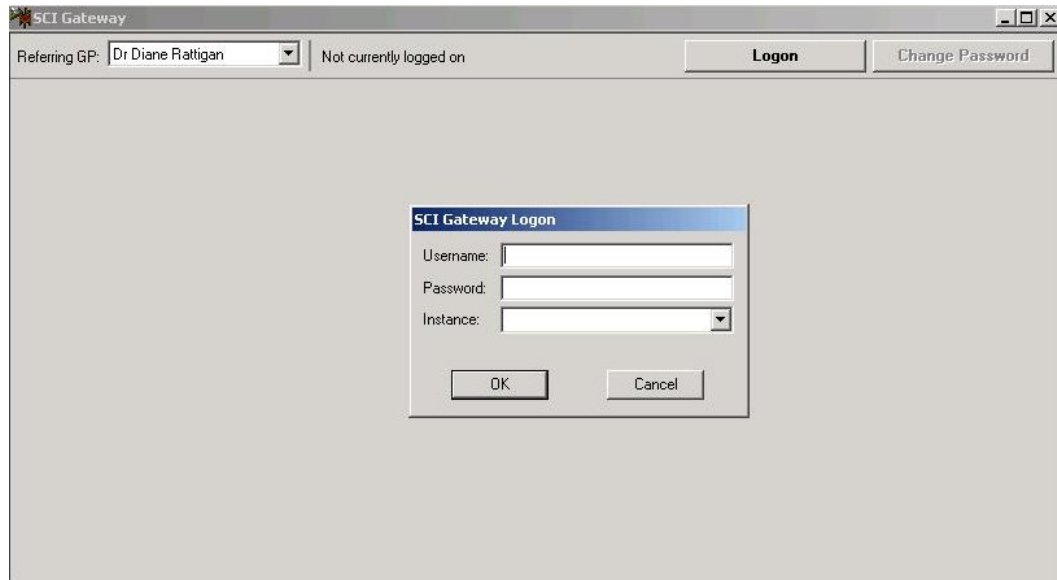
Access SCI Gateway from Summary



Access SCI Gateway from SCI Gateway tab

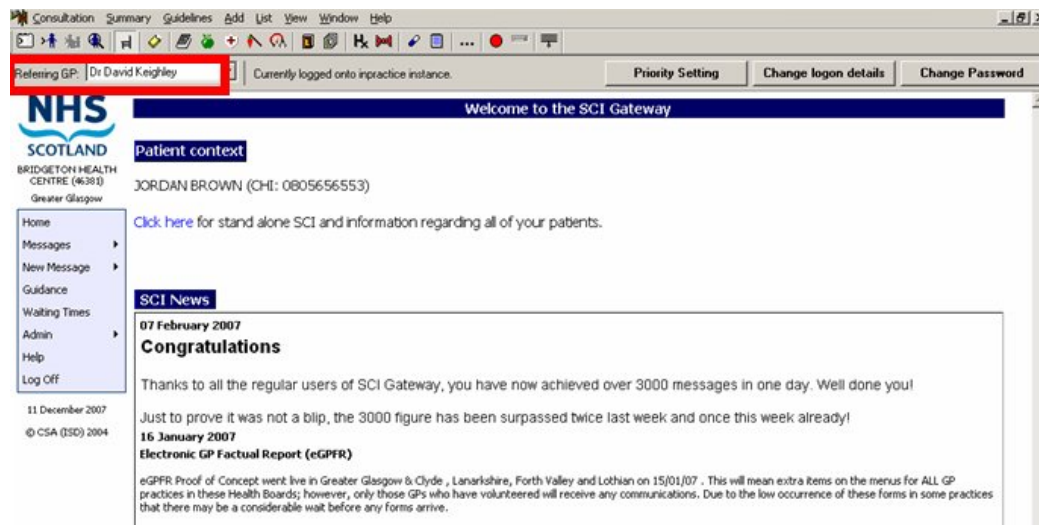
3. At the SCI Gateway screen, click on Logon to display the login window. Sign into this and click OK. Your local health board issue and maintain user names and passwords and any queries regarding these should be directed there in the first instance.

When you log into SCI Gateway for the first time, you will be asked to change your password for security purposes. First key in your current password, then enter your New Password and re-enter it in Confirm New Password. Then click on Update Password.



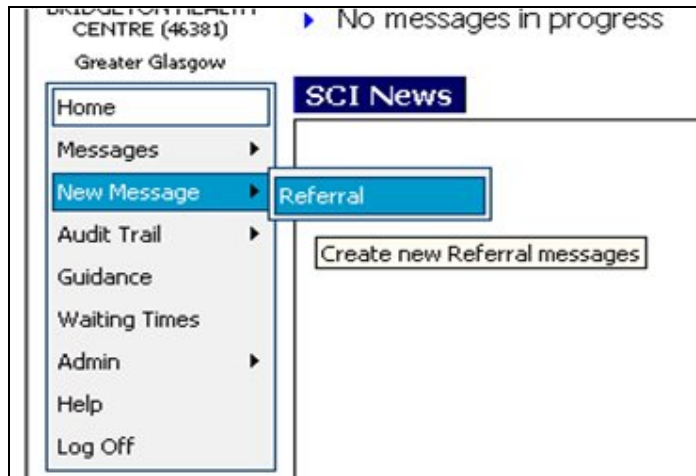
Once your password has expired, there is a grace period, followed by a warning period, during which time you should enter a new password.

4. At this point the SCI GATEWAY Referral Screen is displayed.
5. You can use this to complete the referral. Note that in the top left hand corner of the window there is the "Referring GP" drop down menu which allows you to select the referring GP before creating the referral.



SCI Main Screen

6. In the left-hand pane, click on New Message - New Referral.



New Referral Message

7. Check the details then Send Referral.
 - a. View audit trail - tells you if you have any new discharge summaries. Also View Discharge audit trail.
 - b. At the top left, it shows the number of referrals in progress. You can Make a New Referral or View Referral Audit Trail.
 - c. You should check the Information pane regularly for any important information.
8. When the referral has been completed in SCI GATEWAY and submitted, a copy is saved as an attachment in Vision, using Type of Attachment on the Attachment - Add screen of SCI Referral Letter. Note there is also an option under Type of Attachment of SCI Discharge Notification.

IMPORTANT If you have an open patient consultation whilst processing referrals for other patients, you will find that the referrals will not be recorded as attachments in the relevant patient records. Therefore if you do have multiple SCI Gateway referrals to process at the same time, please make sure that you either:

- Access SCI Gateway from Consultation Manager from Summary-SCI Gateway with no patient selected. OR
- Select each patient to be referred individually and exit SCI Gateway and the Consultation after each patient.

Training Tip

If you have already processed multiple SCI Referrals with a single patient selected, you are able to resend the referral from the worklist in SCI Gateway. After resending, the referral will be recorded in the patient record in Consultation Manager.

Discharge summaries and SCI Gateway

To check the list of discharges in SCI Gateway:

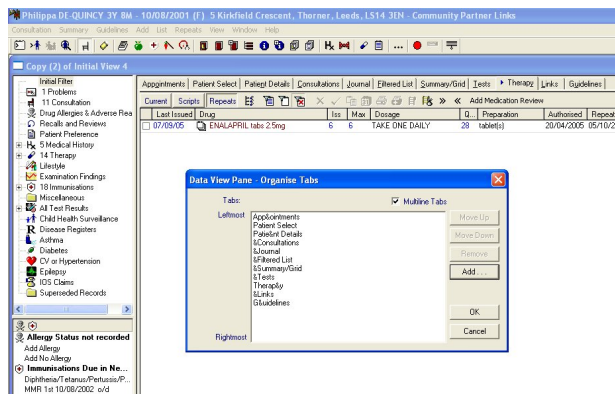
1. Go into SCI Gateway from the SCI Gateway tab or from Summary –SCI Gateway.
2. Click on You have [n] new discharges. This opens the Discharge Worklist, filtered to show only discharges not yet viewed or printed.

You can download discharge summaries in bulk, and these will be filed into the relevant patient's record, matching on NHS/CHI Number.

Adding SCI Gateway tab

For quick and easy access to SCI Gateway you are also able to add a SCI Gateway tab to your Consultation Manager view.

1. First select any patient and display your usual Patient Record view.
2. Right click pointing the cursor on any of the tab headings, e.g. Therapy, and select Organise Tabs.



3. Now click on Add.



4. Scroll down and select SCI Gateway and click OK.



5. SCI Gateway has now been added to the bottom of the list in Data View Pane - Organise Tabs. Click on it and Move Up so it is positioned above the Management or Guidelines tab (the one that displays Management Plans - always better to keep this one on the extreme right).
6. Tick on the box Multiline Tabs (this puts the patient record tabs in two rows).
7. Click OK.



8. Click OK to refresh the Patient Record View.
9. You should now see the new tab added to your view, titled SCI Gateway.

SCI Gateway can be accessed from Summary – SCI Gateway if you do not have a patient selected in an open consultation.

SCI Gateway Priority Mapping

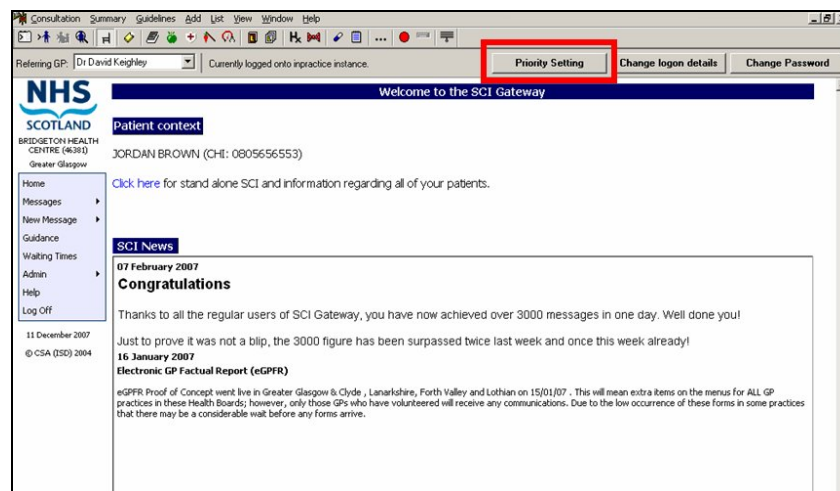
Medical Histories which are sent from Consultation as part of a SCI Gateway referral are mapped to SCI priorities according to the following table by default. If the priority box is left empty or a Structured Data Area (i.e. Blood Pressure) is used, the Vision priority is classed as Other and will be mapped to medium in SCI Gateway by default.

Vision Medical History Priorities	SCI Gateway Priorities
0	Not sent
1	High
2	Medium
3	Medium
4	Medium
5	Medium
6	Medium
7	Medium
8	Medium
9	Medium
Other	Medium

Changing default priority mapping

As every practice can use priorities in a different way, you are now able to change the way that individual Vision priorities are mapped to SCI priorities. This done from the SCI referral screen and is a per user setting.

1. Login to SCI Gateway from Summary – SCI Gateway.



2. Select the Priority Settings button.
3. For each Vision priority and items with no priority, you are able to select a corresponding SCI Gateway Priority (either low, medium or high) from the drop down boxes. You can also opt to not send any information for a chosen priority.

Medical History	SCI Gateway Priority
Medical History:0	Medium
Medical History:1	Low
Medical History:2	Medium
Medical History:3	High
Medical History:4	Medium
Medical History:5	Don't send Low Medium High
Medical History:6	High
Medical History:7	Medium
Medical History:8	Medium
Medical History:9	Medium
Other:	Low

Select the SCI priority to which you would like to map each Medical History priority. If you do not want any information to be sent for certain priorities, select Don't Send. You can also change the priority mapping for Medical Histories with no priority or SDA entries

4. Click OK to save the settings. These settings are saved on a practice basis.

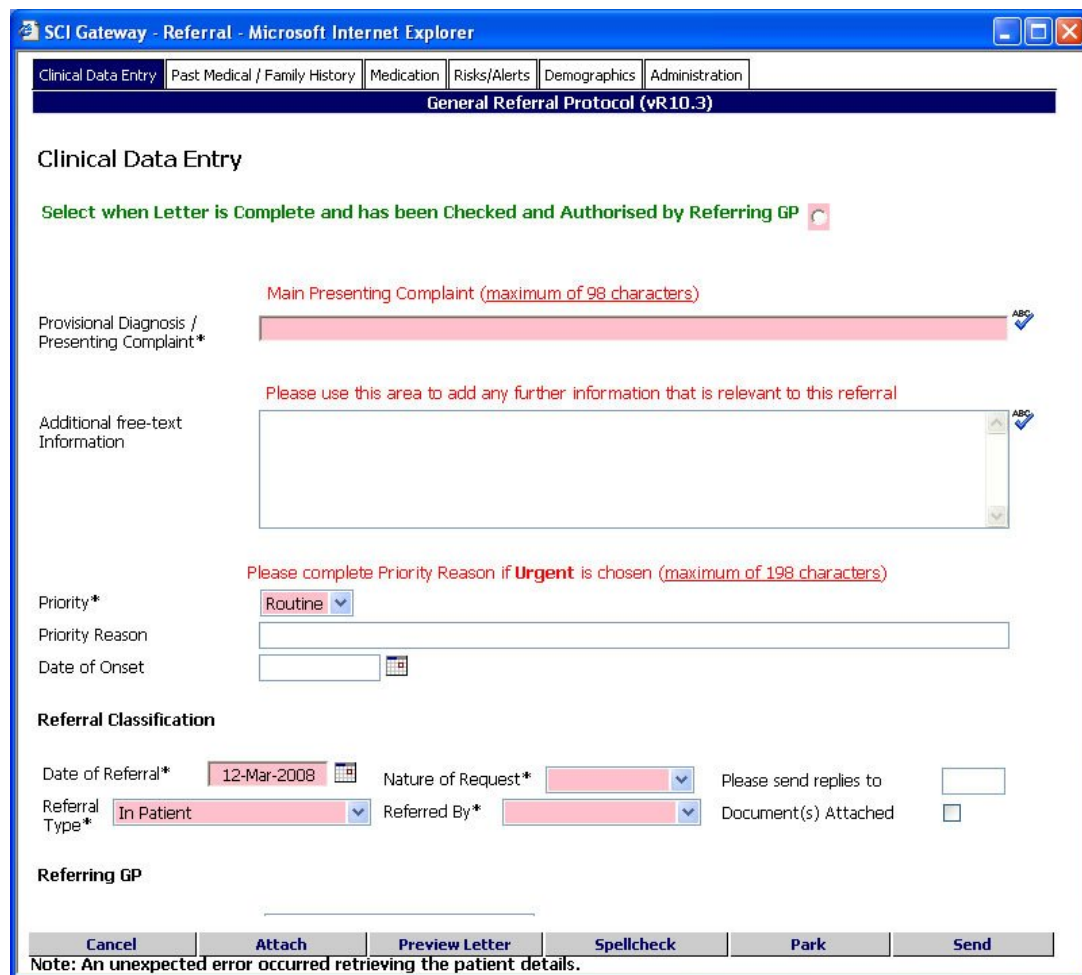
Note If your role within Vision is not clinical, you are not able to change the priority mapping settings.



Troubleshooting

Some practices have been intermittently experiencing the following issues regarding pre-population of SCI Gateway referrals.

Both issues have the same symptoms, namely that the user logs on to SCI Gateway successfully, selects the destination and protocol as normal but when the referral web form is displayed it is not pre-populated and the message An unexpected error occurred retrieving the patient details error is displayed at the bottom of the form.



SCI Gateway - Referral - Microsoft Internet Explorer

Clinical Data Entry | Past Medical / Family History | Medication | Risks/Alerts | Demographics | Administration

General Referral Protocol (vR10.3)

Clinical Data Entry

Select when Letter is Complete and has been Checked and Authorised by Referring GP

Main Presenting Complaint (maximum of 98 characters)

Provisional Diagnosis / Presenting Complaint*

Additional free-text Information

Please use this area to add any further information that is relevant to this referral

Please complete Priority Reason if **Urgent** is chosen (maximum of 198 characters)

Priority*

Priority Reason

Date of Onset

Referral Classification

Date of Referral* Nature of Request*

Referral Type* Referred By* Please send replies to

Document(s) Attached

Referring GP

Note: An unexpected error occurred retrieving the patient details.

Investigation has shown that there are two distinct issues: firstly there is a confirmed memory leak in some Microsoft supplied code and secondly there is an issue with the pre-population of the Smoking, Alcohol and Exercise status dropdown questions.

Memory Leak

Microsoft has confirmed that there is a memory leak in some of their code that handles the processing of xml documents. This leak is occurring during the processing of the patient details xml document that the non-Gpass systems supply to pre-populate the referral. As more and more non-Gpass sites have been using SCI Gateway the leak has prevented the referrals being pre-populated.

SCI have taken the following actions

We have evidence that when the issue occurs it can resolve itself without intervention. We have also introduced a maintenance reset each night so that should it occur during the day it is cleared by the next day. This change has definitely reduced the number of incidents and SCI are monitoring the situation.

We have re-designed this part of the system in the current development build, R12.2, to avoid the leak and this is currently being tested. SCI will take a view on whether to make these same changes to either the upcoming R12.1 or the R12.0 releases based on the results of the monitoring and the timescales of the move to R12.1.

Smoking, Alcohol and Exercise Status Questions

We have identified a problem with the pre-population of the Smoking, Alcohol and Exercise status drop down questions. The problem occurs when either the Read Code term or the Comments contain an apostrophe. This means that this problem will occur every time for individual patients, as it is data related.

However, best practice is that these questions should NOT be pre-populated. The reasoning being that the questions are meant to indicate current status but being a single drop down do not allow the recipient to see either the date recorded or any free-text comments. This data could be very old, e.g. 10 years, although it is perceived to be current.

Therefore current guidance is to not pre-populate these questions but to use examination_ type questions to hold the last x (typically 5 or 10) number of Smoking, Alcohol or Exercise status questions. This allows for a dynatable that shows not just the Read Code term but the Recorded date and the Comments to be included as well.

The SCI Gateway team are looking at the issue but the recommendation is not to pre-populate these questions and then the error will not occur.

Error message *The Patient context could not be set*

If you see the message The patient context could not be set, check that the patient's registered GP has a GMC code set up in their staff record. This can be added in Vision Control Panel - File Maintenance - Staff - [edit user] - Identifiers Add. The GMC code should be checked for all GPs.

