

Scottish Cervical Call- Recall System (SCCRS)

SCCRS-GP Messaging

INPS



Table of Editions and Contents

Date	Version	Contents	Output
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12.06.08		ESTU - JTHO Comments	
21.10.08	DLM 280 - 1936	Outstanding recall window changes and wanting message for 3 rd party recall. ESTU	PDF
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Scottish Cervical Call-Recall System (SCCRS)

Background

The national Scottish Cervical Call Recall system (SCCRS) application has been rolled out to practices since December 2006 in the form of a stand alone web-based application. The main objective of the SCCR Application is to deliver a standard national system to ensure delivery of the same cervical screening service to all women in Scotland irrespective of their location.

The national SCCR application currently provides the following service:

- Via the SCCR web interface - the system supports the user in registering that a smear has been taken.
- Via the SCCR web interface - the system presents the results of any previously submitted smears to the labs. In addition to the associated result, the system also presents the recommended action that will be required. The actions are determined within the system as pre defined rules.

DLM 280 brings the functionality to Vision that allows integration between the national SCCR system and General Practice application.


What's New in DLM 280

From DLM 280, the Scottish Cervical Call Recall System (SCCRS) can send electronic **smear results**, **exclusions** and **recalls** direct to Vision via Mail Manager. These messages can be subsequently filed to the patient record.

Exclusions cover women excluded from cytology recall, including those who are pregnant, co-morbid, not clinically appropriate, terminally ill, anatomically impossible, have no cervix, no further recall, suspended, defaulter or transferred out.

The SCCR-GP integration with Vision will **not** replace the current administrative functions of the web-based SCCR system, such as recording a smear or managing call-recall lists etc. It will allow the Vision system to contain all relevant SCCR information, ensuring a more complete patient record.

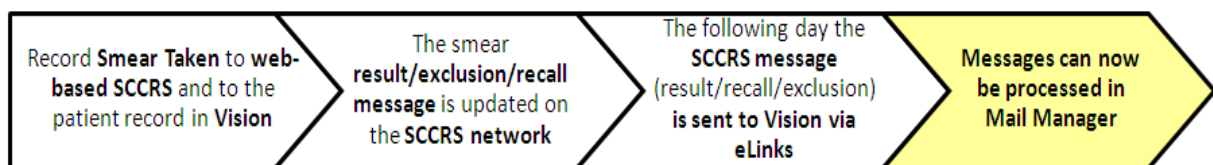
To accommodate this new functionality, some enhancements have been made to the existing **recall** system and a new Data Entry Caution SDA has been created:

-  **Recall Add** - Recalls now have a **Recall Status** field where recalls can have a status of either **Outstanding, Complete** or **Cancelled**. Recalls can be viewed by status from the Navigation Pane Recall filter. New recalls have a default status of outstanding
- There is a new automatic warning facility in Consultation Manager which prompts you if there are any **Outstanding Recalls** with the same Structured Data Area (SDA) as the data you are currently trying to enter.
- **Data Entry Cautions** - Which contain smear exclusion reasons and dates and prompt on data entry.

There are currently no requirements for the GP system to send messages to update the central recall system with details of smears taken. It is likely that the central system is unable to process incoming messages of this type.

SCCRS-GP Message Process

The journey of incoming messages from SCCRS into Vision is as follows:



- Smear Taken is recorded on the SCCRS web interface (which you should currently be using) **and** on the patient record in Consultation Manager from **Add-Cytology**.
- Results are initially received in the SCCRS web interface. The SCCRS messages (Smear Results, Recall Date Changes and Exclusions), are sent to Vision via eLinks the day after they have been received by SCCRS.
- From Vision, SCCRS messages are processed in Mail Manager and can be actioned, filed in the patient record and completed.

What this guide covers

This user guide is aimed at both clinicians and administrative staff for assistance in the management of SCCRS-GP incoming messages within Mail Manager.

If you have not used Mail Manager before, a System Administrator should configure the following set-up options in Control Panel:

- Staff Access
- Actions
- Action Status
- Staff Groups

Full Setup instructions for Mail Manager can be found in the Quick Reference to Mail Manager for System Administrators User Guide or in the on-screen help within the Mail Manager module. Mail Manager User Guides include:

- **On-screen help** within the Mail Manager module.
- **Quick Reference to Mail Manager for System Administrators** (pdf format);
- **Quick Reference to Mail Manager for Administrative Staff** (pdf format);
- **Quick Reference to Mail Manager for Clinical Staff** (pdf format);
- **Chapter 5** (version 7, 04/12/07) of the **Vision 3 Training Guide**, which can be downloaded from the INPS website www.inps.co.uk from the Training section.

Refer also to the section Quick Reference to Mail Manager functions on page 38.

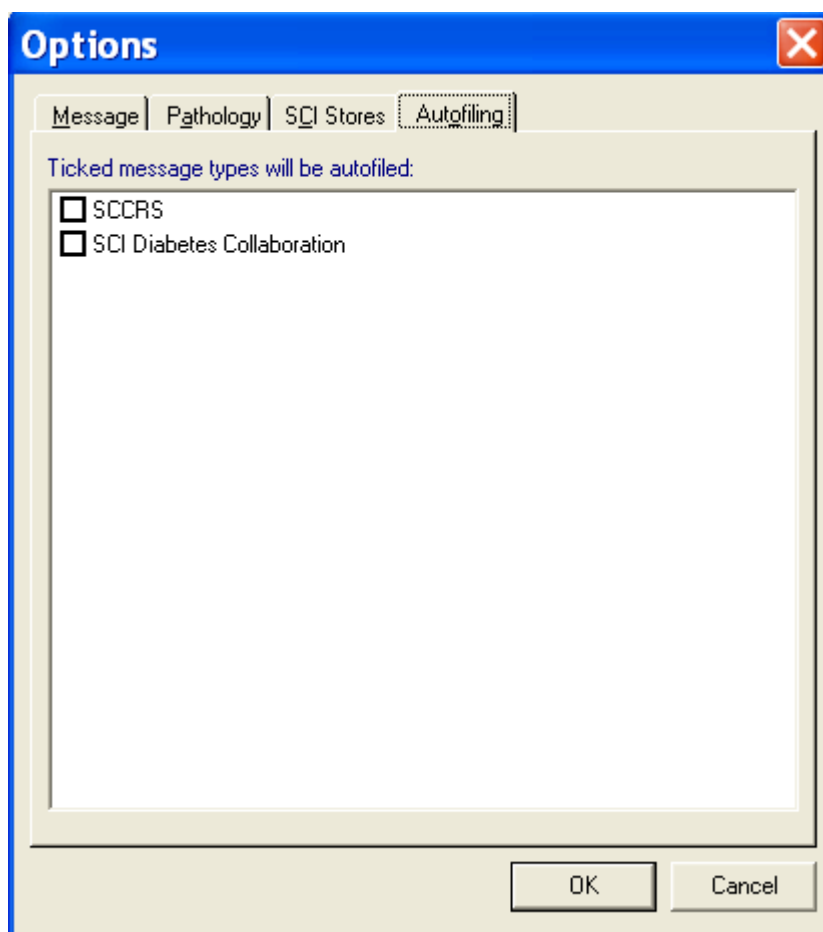
For more detailed information about recall enhancements, please see the DLM 280 user guide which can be downloaded from the INPS website www.inps.co.uk.

Switching On

You can start to receive SCCRS messages in Mail Manager upon receipt of DLM 280 and once the central eLinks team switches it on. This is providing your Vision system has Mail Manager enabled and has been configured with the eLinks messaging functionality. Please contact your health board for further information about your eLinks configuration.

When you are initially enabled to receive SCCRS messages, we recommend that you regularly monitor and compare information in both SCCRS and Vision. This is to make sure all data in SCCRS is being received correctly.

In Mail Manager, make sure you have ticked the box against SCCRS in Tools - Options - Autofiling, so that messages are filed automatically into patient records.



What is eLinks?

eLinks is the Scottish National web-based tool which manages the transmission and receipt of messages between national and primary care IT systems. You will need to have eLinks setup in order to receive SCCRS messages.

Overview of Mail Manager

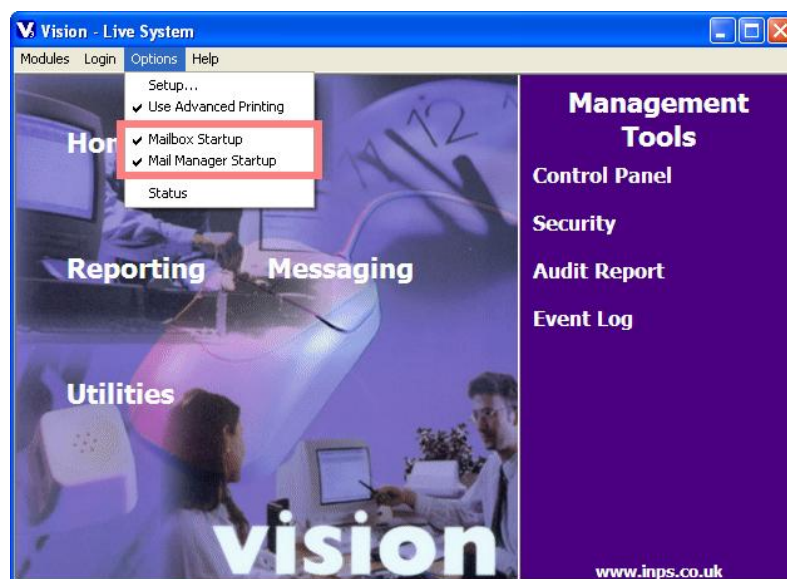
Accessing Mail Manager

Mail Manager is accessed from the Messaging Menu on the front screen of Vision.



Startup option



There is also a **Mail Manager Startup** option which can be enabled from the Vision front menu under **Options – Mail Manager Startup**. This is a per user setting. Ticking this will automatically launch Mail Manager every time you log into Vision. You will see your mailbox and other mailboxes to which you have access rights.



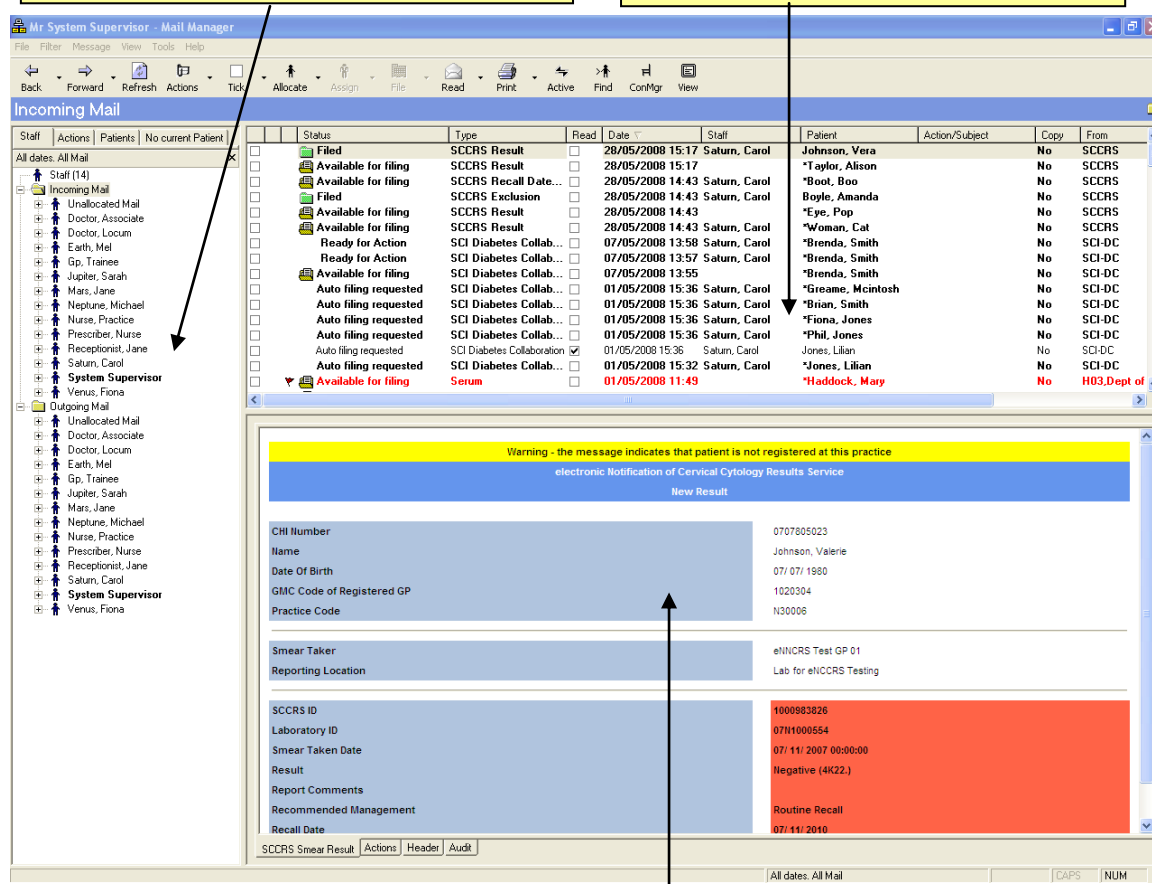
Switching on automatic Mailbox start-up

The Mail Manager Interface

The Mail Manager interface contains three panes: Folder List, Message List and Message Details.

Folder list is divided into Incoming Mail and Outgoing Mail. The tree-view pane down the left-hand side can be expanded by clicking on  and collapsed by clicking on . Here you see your own mail, and any mail to which you have access rights. There are ways to view messages on four tabs: Staff (messages by staff), Actions (messages with actions), Patients (messages by patient name), Current (selected) Patient.

Message List across the top right contains a one-line summary of the currently selected message depending on what staff or patient is highlighted on the Folder List. The Read column is ticked if the message is Marked as Read. Right clicking on a message line gives several options. All columns are sortable by clicking on the column header.

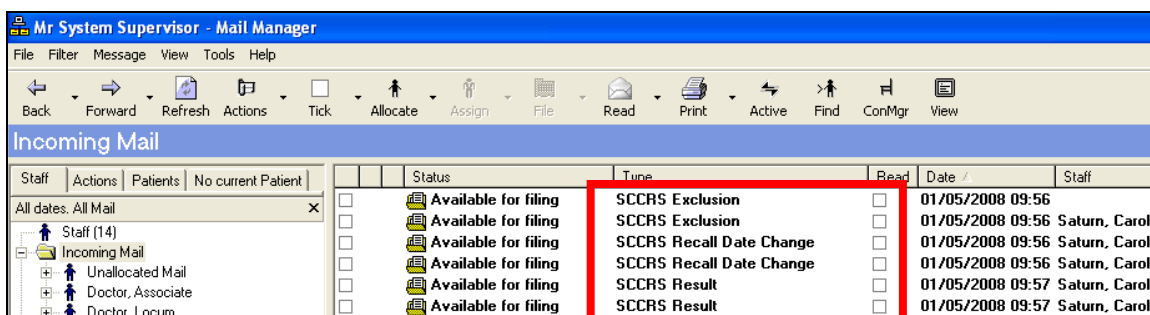


Message Details shows details of the highlighted message. Note there may be several tabs, e.g. SCCRS, Action, Header, Audit. Abnormal results are shown in red. Right clicking on the message line gives several options.

SCCRS Messages

There are three types of SCCRS Messages:

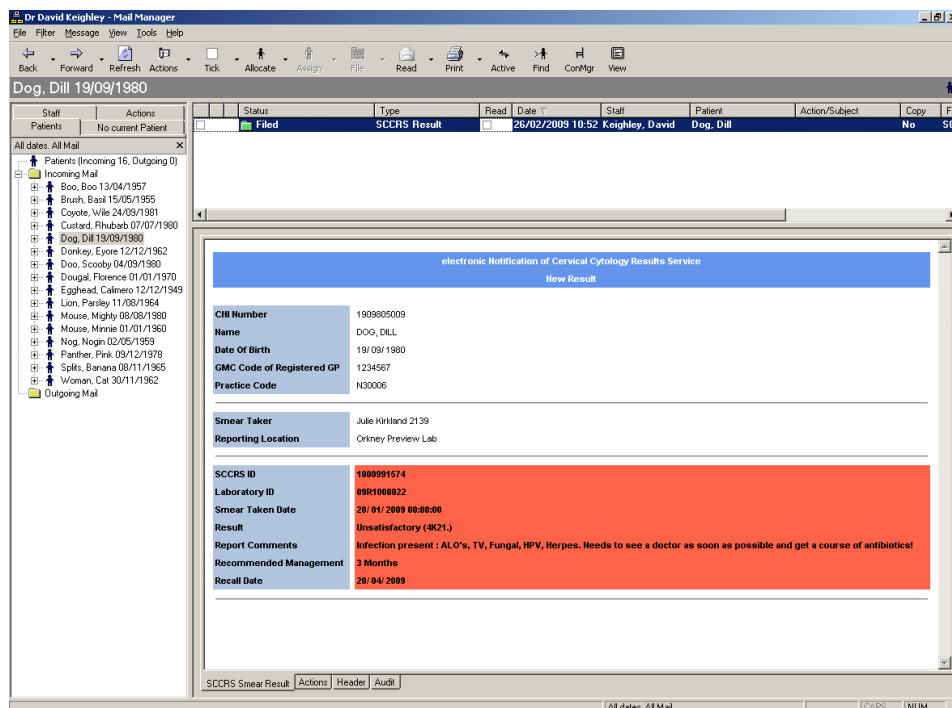
- **SCCRS Results** which contain the Smear result and recall.
- **SCCRS Recall Date Changes** which replaces existing recalls.
- **SCCRS Exclusion messages** which contain the date period and reason for exclusion.



Three types of SCCRS message in Mail Manager

The SCCRS Result Message

The **SCCRS result** message is formatted according to the requirements of the Scottish Executive.



Mail Manager SCCRS Result Message

The Result message contains:

- Patient details (CHI Name, D.O.B)
- GMC Code of Registered GP and the Practice National Code
- Details of who took the smear and where it was taken
- Unique SCCRS ID and Laboratory ID numbers
- Date the smear was taken
- The smear result along with the relevant Read code and any comments, eg *Unsatisfactory (4K21.)*
- Report comments including infection details, eg *Infection present: ALOs, TV, Fungal, HPV, Herpes. Needs to see a doctor as soon as possible and get a course of antibiotics*
- Recommended Management and Recall Data - the next recall date and recommended management. eg *3 months*. The recall is filed to the patient record as a separate entity.

SCCRS Recalls within Result message

SCCRS smear recalls are contained within the SCCRS result (see SCCRS Recalls page 25 for details):

Warning - the message indicates that patient is not registered at this practice

electronic Notification of Cervical Cytology Results Service

New Result

CHI Number	0707805023
Name	Johnson, Valerie
Date Of Birth	07/ 07/ 1980
GMC Code of Registered GP	1020304
Practice Code	N30006

Smear Taker	eNNCRS Test GP 01
Reporting Location	Lab for eNNCRS Testing

SCCRS ID	1000983826
Laboratory ID	07N1000554
Smear Taken Date	07/ 11/ 2007 00:00:00
Result	Negative (4K21.)






Report Comments	
Recommended Management	Routine Recall
Recall Date	07/ 11/ 2010

SCCRS Smear Result | Actions | Header | Audit

SCCRS Result message showing the standard recall

If the recall date is before the setup date

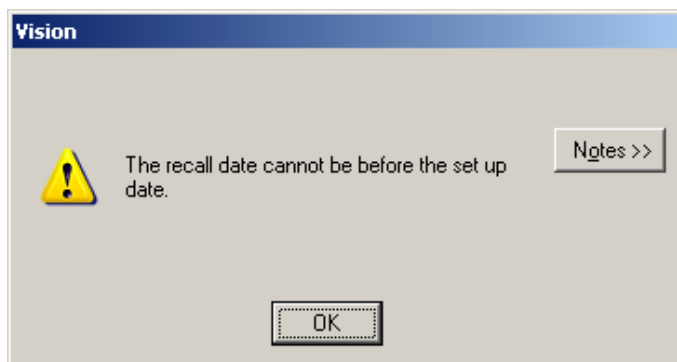
If you receive SCCRS Result messages with recall dates set before the recall setup date, they will not automatically file in Mail Manager:

<input type="checkbox"/>		Filed	SCCRS Result	<input type="checkbox"/>	15/05/2009 14:22	Keighley, David	Woman, Cat
<input type="checkbox"/>		Filing failed	SCCRS Result	<input type="checkbox"/>	15/05/2009 14:22	Keighley, David	Joker, The
<input type="checkbox"/>		Filing failed	SCCRS Result	<input type="checkbox"/>	15/05/2009 14:21	Broome, N	Custard, Rhubarb
<input type="checkbox"/>		Filing failed	SCCRS Result	<input type="checkbox"/>	15/05/2009 14:21	Keighley, David	Pig, Porky
<input type="checkbox"/>		Filed	SCCRS Result	<input type="checkbox"/>	15/05/2009 14:21	Keighley, David	Stitch, Lilo

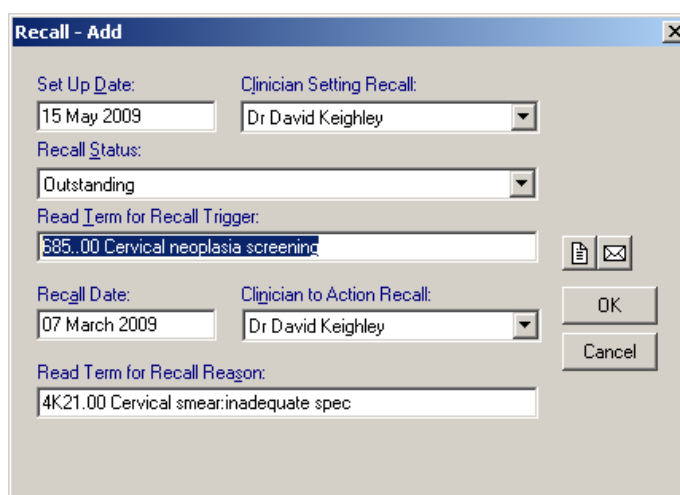
Filing Failed due to recall date before set update.

If you encounter this, you need to:

1. Manually file each message by clicking on the message and selecting File All.
2. You are presented with the following message: *The recall date cannot be before the set up date.*



3. Click OK to this message. You are now given the opportunity to edit the recall entry for this patient. Change the recall date as required (setting the recall date to no earlier than the set-up date or by setting the set-up date to no later than the recall date) and click OK



4. The message is now filed to the patient record.

SCCRS Recall Date Change message

As well as the SCCR Recall message which is sent as part of the smear result and files as a separate entity on the patient record (see Viewing SCCR Recalls in Consultation Manager on page 26), there is also an **SCCRS Recall Date Change message** which is sent as an individual SCCR message and updates existing recalls in the patient record with a replacement time period or reason.

Status	Type	Read	Date	Staff
Available for filing	SCCRS Result	<input type="checkbox"/>	01/05/2008 09:57	Saturn, Carol
Available for filing	SCCRS Result	<input type="checkbox"/>	01/05/2008 09:57	Saturn, Carol
Available for filing	SCCRS Recall Date Change	<input type="checkbox"/>	01/05/2008 09:56	Saturn, Carol
Available for filing	SCCRS Recall Date Change	<input type="checkbox"/>	01/05/2008 09:56	Saturn, Carol

Warning - the message indicates that patient is not registered at this practice

electronic Notification of Cervical Cytology Results Service
Call Date Change

CHI Number	1505555043
Name	BRUSH, BASIL
Date Of Birth	15/ 05/ 1955
GMC Code of Registered GP	1020304
Practice Code	N30006

Next Recall Date	30/ 11/ 2007
Reason for Call Date Change	Professional Intervention

Recall Date Actions Header Audit

Mail Manager SCCR message on the Recall Date Tab

Both the Recall message and the Recall Date Change message are filed into Consultation manager as Recall entries (see SCCR Recall Date Change Message page 29 for details). To differentiate between Recall Date changes, you can look at the recall audit trail.

The SCCRS Exclusion Message

SCCRS sends exclusion messages for patients whom it is deemed inappropriate to call for cervical cytology screening.

Reasons for Exclusion : women excluded from cytology recall, including those who are pregnant, co-morbid, not clinically appropriate, terminally ill, anatomically impossible, have no cervix, no further recall, suspended, defaulter or transferred out.

	Status	Type	Read	Date	Staff	Patient
<input type="checkbox"/>	Filed	SCCRS Exclusion	<input checked="" type="checkbox"/>	04/06/2008 09:49	Venus, Fiona	Loughnead, Mavis
<input type="checkbox"/>	Filed	SCCRS Exclusion	<input checked="" type="checkbox"/>	04/06/2008 09:49	Venus, Fiona	Pickard, Emily
<input type="checkbox"/>	Filed	SCCRS Exclusion	<input checked="" type="checkbox"/>	04/06/2008 09:49	Venus, Fiona	Cane, Julie
<input type="checkbox"/>	Filed	SCCRS Exclusion	<input checked="" type="checkbox"/>	04/06/2008 09:49	Venus, Fiona	Orchard, Samantha

Warning - the message indicates that patient is not registered at this practice

electronic Notification of Cervical Cytology Results Service

Exclusion Information

CHI Number	0808805126
Name	ORWELL, EMILY
Date Of Birth	08/ 08/ 1980
GMC Code of Registered GP	2233445
Practice Code	N30006

Exclusion Reason	Smear In Progress
Exclusion Date	07/ 11/ 2007
Exclusion End Date	07/ 02/ 2008
Extended	Yes
Closed	Yes
Next Recall Date	07/ 05/ 2008

Exclusion Actions Header Audit

SCCRS Exclusion Message in Mail Manager

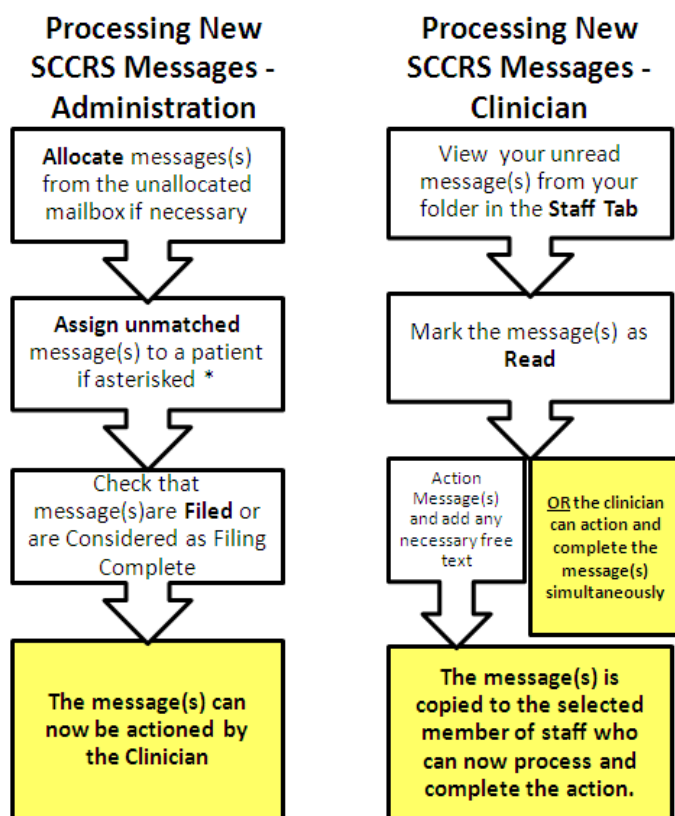
Depending on whether the reason for exclusion is Defaulter or another reason, alerts and data entry cautions are generated.

For further details, see The SCCRS Exclusion Message page 31.

Managing SCCRS Messages in Mail Manager

SCCRS Messages are automatically imported to Mail Manager and are managed in the same way as other XML Messages. Therefore, you should ensure that messages are managed as follows:

Each message type should be processed in Mail Manager according to the following:



Follow the 6-steps to processing a Mail Manager message

Processing messages	Carried out by	For further details, see
1. Assigned to a patient	If unassigned - Administrative staff	see page 14
2. Allocated to the relevant member of staff	If unallocated - Administrative staff	see page 14
3. Filed/Consider filing complete	We advise Autofiling which is automatic If Manual filing, admin staff	See page 53
4. Marked as Read	Clinician	see page 17
5. Actioned (optional for recalls and exclusions)	Clinician	see page 17
6. Completed	Clinician or Admin	see page 19

For SCCRS messages, you can follow the 6-step plan but you may want to action and complete the exclusion and recall date change messages in one step:

Mail Manager Process →	Allocate	Assign	File	Mark as Read	Action	Complete
Message Type ↓						
SCCRS Result (containing Recall)	Automatic unless unmatched	Automatic unless unmatched	Optionally Automatic or Manual	Should be Marked as Read	Should be actioned	Should be Completed
SCCRS Exclusion	Automatic unless unmatched	Automatic unless unmatched	Only Defaulter exclusion messages will automatically file	Should be Marked as Read	Can be actioned and completed at the same time if there is no further action to be taken i.e. Action =exclusion no action required	
SCCRS Recall Date Change	Automatic unless unmatched	Automatic unless unmatched	Optionally Automatic or Manual	Should be Marked as Read	Can be actioned and completed at the same time if there is no further action to be taken i.e. Action = recall date change no action required	

Processing SCCRS Messages - Administration

Regardless of the SCCRS message type, whether it be a result, recall or exclusion, you must ensure that the following administrative processes are carried out for each message within Mail Manager.

It is normally the role of the administrative staff to make sure messages are:

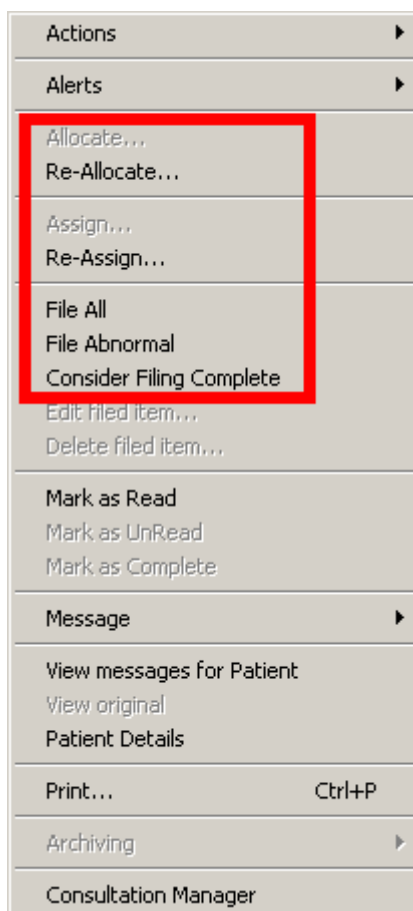
1. Allocated to Clinicians
2. Assigned to Patients
3. Filed to Patient Records where necessary

These functions are illustrated below and in more detail in the section Admin Staff - allocate, assign and file from page 38.

Once you have selected a message, most of the functions are carried out from the right click menu:

Right Click Menu

Items highlighted in red are basic administration functions.



1. Allocate the message to a user if necessary

SCCRS messages are automatically allocated to the patient's usual GP in Vision. Unallocated Mail is listed under the Unallocated Mail folder in the left-hand Folder List. The result is unallocated because it has not been successfully matched to a GP mailbox in your practice.

Right click on the message, select Allocate and select the correct GP or nurse. Click OK.

You can also re-allocate messages to another clinician if required. To do this, right click and select re-allocate and select the required staff member.

2. Assign the message to a patient if asterisked

Unassigned SCCRS messages that do not match to a patient in your practice list have an asterisk by their name, for example: ^{*}Jones, Pat Messages are matched by CHI number and Patient Surname.

To manually assign, right click on the result, select Assign and select the correct patient.

You will also see a yellow banner within the message which warns if the patient is not registered at the practice.

Warning - the message indicates that patient is not registered at this practice

If you assign the message to a male patient by mistake, the following banner is displayed and you are prevented from filing the message:

Result is assigned to a male patient - filing prohibited

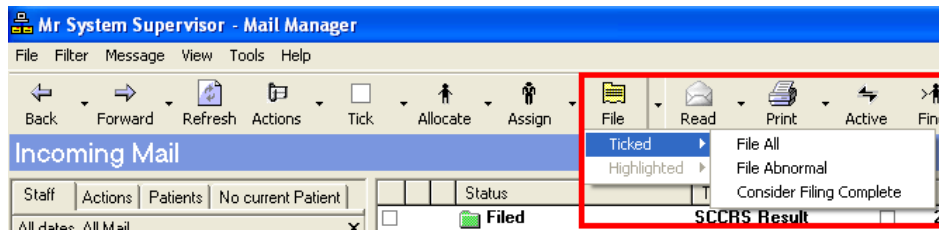
You are also able to re-assign the message to another patient as long as the SCCRS message has not been filed on the patient record.

If you are unable to assign the message to a patient (i.e. if they are not registered at your practice) you can delete the message. Right click, select **Message-Delete**.

3. File or mark as filing complete

If you have not enabled Autofiling (see Autofiling SCCRS Messages on page 53) or the SCCRS message has not been initially assigned to a patient, you can manually file the message on the patient record.

- Either completely file the result by right clicking on the result and selecting **File All**;
- Or if no filing is required, mark the result as **Consider Filing Complete**;
- Or you can file several messages at the same time by selecting each message, click on the arrow in the File icon, select **Ticked-File All**.



Filing several messages at the same time

Note With regards to exclusion messages, only those with defaulter as the reason are automatically filed on the patient record. Defaulter exclusion messages are messages that contain the Read code **908S. Cervical Smear Defaulter**. It is up to the practice to decipher on a per patient basis which other exclusion messages should be manually filed on the patient record.

Processing SCCRS Messages - Clinician

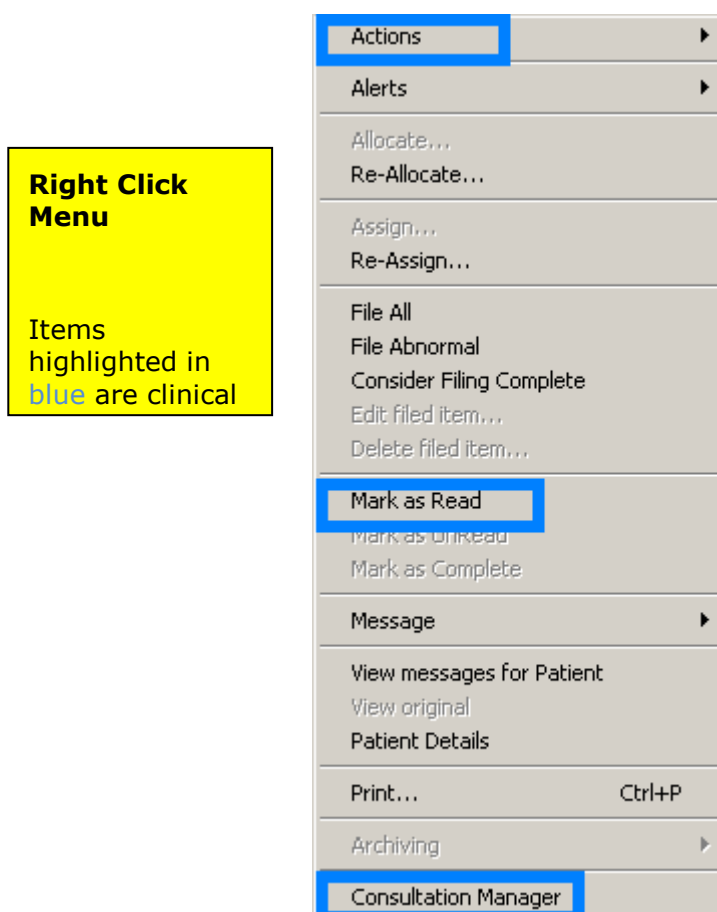
It is normally the role of the clinical staff to make sure messages are:

- Viewed
- Marked as Read
- Actioned

These functions are illustrated below and in more detail in the section Clinician - View, Mark as Read, Action from page 47.

Clinicians can mark each message as read and allocate an action for another member of staff to carry out. Alternatively, as you might only want to add actions to SCCRS results, you can also action and mark the message as complete in one step.

Note whilst you are able to complete the message without adding an action, for audit purposes this is not recommended.

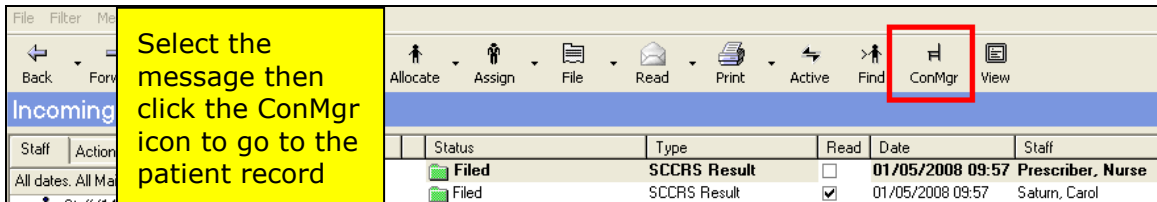


1. **Mark the message as read.**
 - a. Once you have viewed the message, right click and select **Mark as Read**. Alternatively click the Read box:

Type	Read
SCCRS Result	<input type="checkbox"/>

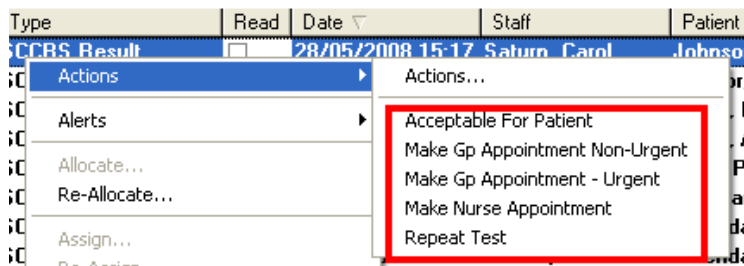
2. You can jump to the patient record if required:

Right click on the result and select Consultation Manager from the menu or select the result and click the ConMgr icon to be taken to the selected patient in Consultation Manager:

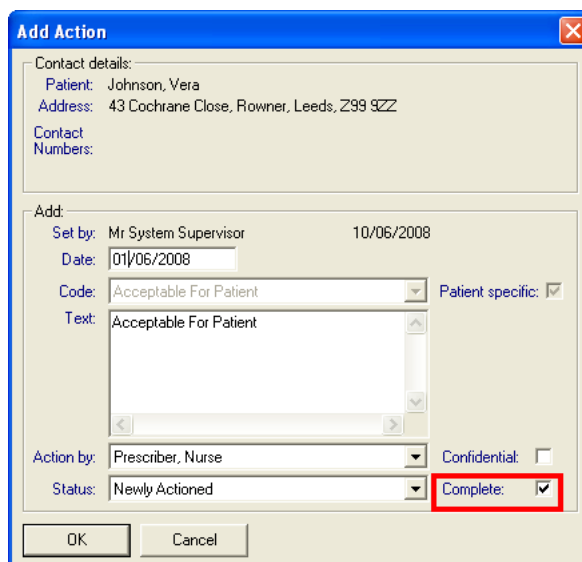


3. Then add an action(s) OR action and complete together:

- a. To add one or more actions, right click on the message, select Actions and pick the required action.



- b. Or if no further action is required, select a relevant action i.e. no action required, and tick **Mark as Complete** box from the action window.



For audit purposes, we recommend that you always add an action to an SCCRS Result, even if you immediately complete it.

Note SCCRS messages cannot be archived without a completed status. See Archiving on Page 55.

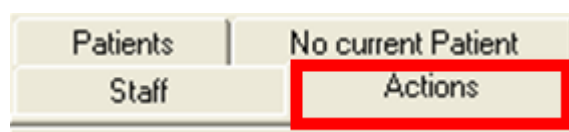
Completing Actions – All Staff

Finding and Completing Actions directed at me or my Staff Group

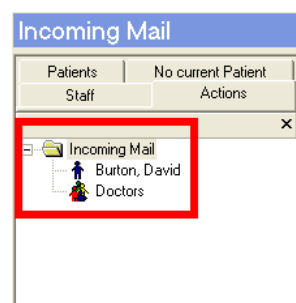
In Mail Manager, if you switch to the **Actions tab** in the left-hand pane, this displays the incoming messages with an outstanding action directed at you as the current user or to a group to which you belong, e.g. reception, admin etc. It does not display all messages that have been actioned for the whole practice unless you have a group containing everyone in the practice.

To find actions assigned to you or the groups to which you belong:

1. In Mail Manager, select the **Actions** tab



2. Select Incoming Mail to see all actions allocated to you and any groups to which you belong. Select your name or the required group name to see actions assigned specifically to yourself or a group.



3. The messages for you and/or your groups are displayed.

	Status	Type	Read	Date	Staff	Patient	Action/Subject	Copy	From
<input type="checkbox"/>	Filed	SCCRS Result	<input type="checkbox"/>	01/05/2008 09:57	Prescriber, Nurse	Wombwell, Caroline	Acceptable For Patient	Action	SCCRS
<input type="checkbox"/>	Filed	SCCRS Result	<input checked="" type="checkbox"/>	01/05/2008 09:57	Saturn, Carol	Wombwell, Caroline	Acceptable For Patient	No	SCCRS
<input type="checkbox"/>	Filed	SCCRS Result	<input type="checkbox"/>	28/05/2008 15:17	Saturn, Carol	Johnson, Vera	Acceptable For Patient	No	SCCRS

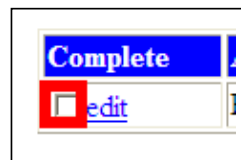
To sort and group the messages by action click on the Action/Subject heading.

4. Select the relevant message, check for any free text that may have been added.
5. Click on the **Actions tab** in the message pane. This will display all the actions added to the selected message.

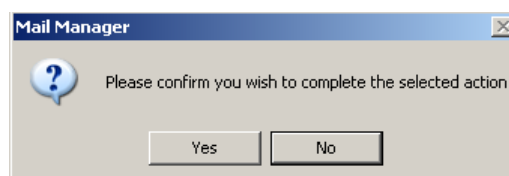
Add New Action...					
Complete	Action By	Action	Set By	On	Completed
<input type="checkbox"/> edit	Doctors	No Action Required	Dr David Burton	21/11/2007	
<input type="checkbox"/> edit	Receptionists	Result Ok	Dr David Burton	21/11/2007	
<input type="checkbox"/> edit	Dr A Brown	Dr To Contact Patient	Dr David Burton	21/11/2007	

Pathology Actions Header Audit

6. Tick the Complete box (next to [edit](#)) to complete the action.



7. When prompted to confirm you wish to complete the selected action select Yes. Upon completion, the message will disappear from your Mail Manager screen.




8. If there is only one action relevant to you, Mail Manager will tell you that the copy of message for action has been deleted. The original will be in the mailbox of the original user it was allocated to which is normally the usual GP.

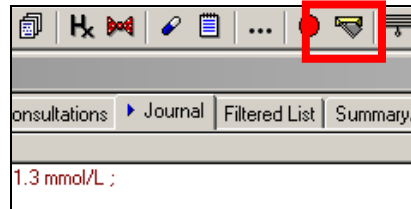
Message has been deleted

Note You cannot apply date filters to the Actions view.

Completing Actions from Consultation Manager

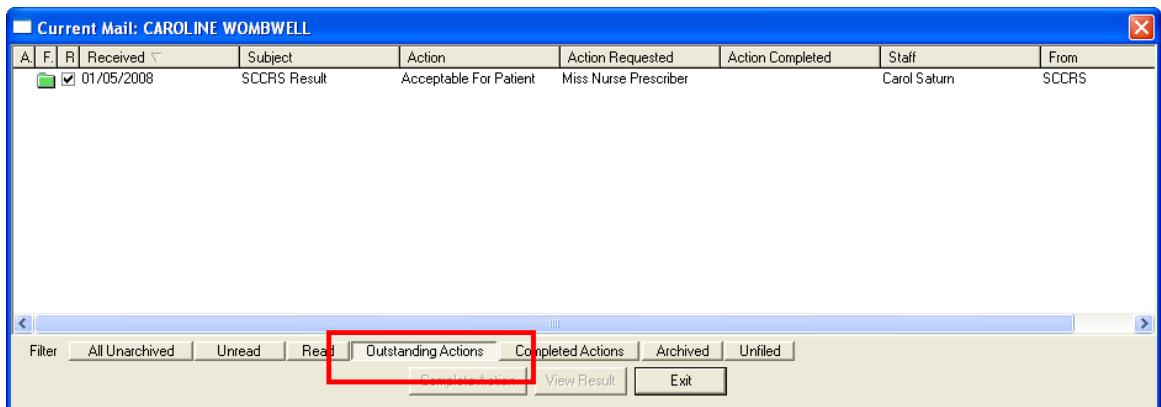
Although we recommend that actions are completed from Mail Manager as this is much quicker, you can still view and complete actions from Consultation Manager.

1. In Consultation Manager select the required patient and click on **View Mail for Patient**  icon.



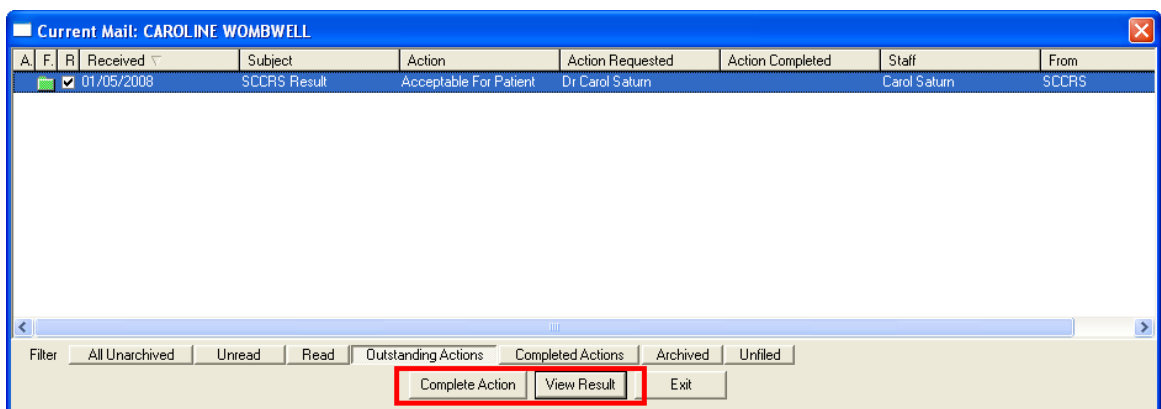
View Mail for Patient in Consultation Manager

2. Click on the **Outstanding Actions** tab. All results with outstanding actions will be displayed.



Outstanding Actions in View Mail for Patient

3. Click on the appropriate message. Before completing it is advisable to select View Result so you are able to see any free text which has been added by the clinician. After this, select **Complete Action**. The action is completed and the result is removed from the Outstanding Actions view.



Compete Action/View Result from View Mail for Patient

4. The newly completed action can now be viewed from the **Completed Actions** tab.
 - If there are multiple actions for a single message, they will list as separate entities in View Mail for Patient and will need to be completed individually.
 - Clicking on the Complete Action button will complete any action on the currently highlighted message; you will be unable to read any extra free text that the person setting the action might have added. This text can only be read by looking at the full result (View Result).

SCCRS message in Consultation Manager

Cytology SDA

When the SCCRS result message is filed onto the patient record in Consultation Manager, either manually or automatically, it is entered under the consultation type **Results Recording**.

The smear result is recorded in the **Cervical Cytology** Structured Data Area and the recall is also added (see Viewing SCCRS Recalls in Consultation Manager on page 26).

Appointments	Patient Select	Patient Details	Consultations	Journal	Filtered List	Summary/Grid	Tests	Therapy	QOF Guidelines	Problems	Guideline
[2]	21/05/08	Results recording									
		Examination									
		08/11/2007 Cerv.smear: borderline changes	Dr Jane Mars								
		Intervention									
		21/05/2007 Recall on 08/05/2008 for Cerv.smear: borderline changes with Dr Jane Mars	Status: Outstanding	Recall Advice: 6 months							

SCCRS Results and Recall from the Consultation Tab

Right click on a cytology line and select Item View.

The screenshot shows the software interface with a consultation record. A cytology line is selected, and a 'Free Text' pop-up window displays the text: 'Infection present - ALD's, TV, Fungal, HPV, Herpes. Needs to see a doctor as soon as possible and get a course of antibiotics!'. Below the consultation list, the 'Cervical Cytology - Display' form is visible, showing fields for Date Smear Performed (20 January 2009), Clinician (Dr David Keighley), Read Term for Result (4k:21.00 Cervical smear inadequate spec), Inflammation Category, Date Smear Reported (20 January 2009), and In Practice (In this Practice). The Target Report section is also visible with an 'Exclude from Target Report' checkbox and a 'Reason for Exclusion' dropdown set to '<None>'.

The Cervical Cytology SDA form is populated as follows:

Any Report Comments on, for example, infection is shown in a pop-up **Notes** section when the cytology record is displayed.

Date Smear Performed is actually the date that the result was received.

Date Smear Reported is also populated with the date that the result was received.

Clinician is automatically populated with the patient's usual GP

Read Term For Result is determined by the Read code sent from SCCRS

Free text Any free text added to the result can be viewed from the Notes icon within the Cervical Cytology SDA.

You can also look at SCCRS results from View Mail For Patient. From here you can further process the message or see any outstanding actions. See Completing Actions from Consultation Manager on page 21.

Smear Taken

If you have made an initial recording of "Smear Taken", which is advised, it will not be updated/replaced with the SCCRS result.

Note The incoming SCCRS result will not update the data entry for Smear Done which should have been recorded when the smear was taken. Therefore the patient will have two separate Cervical Cytology SDA entries when the result is returned – Smear Done and the Smear Result.

SCCRS Read Codes

All Read codes used within the SCCRS result message are GMS compliant. The Read codes that you might see within the SCCRS Result message are:

4K21. Unsatisfactory	1J06. Endocervical Aden Carcinoma
4K22. Negative	4K29. Borderline Changes
4K23. Mild Dyskaryosis	1J0J. Endometrial+ Other
4K28. Moderate Dyskaryosis	8H7N. Colposcopy Referral
4K24. Severe Dyskaryosis	8H58. Gynaecology Referral
4K25. Severe Dyskaryosis/Invasive	
4K26. Glandular Abnormality	

- If there is no Read code within the SCCRS message, 6859. Ca Cervix screen done is used to file the message.
- The result can also contain any free text added by the laboratory which will file with the smear result as free text.

SCCRS Recalls

SCCRS smear recalls are contained within the SCCRS result (see the screenshot under SCCRS Recalls within Result message on page 8):

Recalls that have been imported into Consultation Manger from SCCRS should not require any user intervention.


Recall time periods are determined by the Read code used for the result as follows:

Result Type	Possible Recall
4K22. Negative	Routine Recall 36 Months 12 Months 6 Months Return to Routine Recall
4K21. Unsatisfactory	3 Months Refer to Colposcopy (if 3 rd consecutive) Default 6 Months if already at Colposcopy
4K23. Mild Dyskaryosis 4K29. Borderline Changes	6 Months Refer to Colposcopy 6 Months Default 6 Months if already at Colposcopy
4K28. Moderate Dyskaryosis 4K24. Severe Dyskaryosis 4K25. Severe Dyskaryosis/Invasive 4K26. Glandular Abnormality 1J06. Endocervical Aden Carcinoma	Refer to Colposcopy 6 Months Default 6 Months if already at Colposcopy
1J0J. Endometrial+ Other	Refer to Gynaecology 6 Months

Remember The management of recall lists should still be done from within the SCCRS system. The recalls are displayed within Vision primarily to act as prompts for opportunistic Smear taking and management information.

Recall Enhancements and SCCRS Messages

To accommodate for the transfer of information from SCCRS messages into Consultation Manager, some changes have been made to the Recall structured data area. The primary changes include the introduction of:

-  **Recall Status** There is now a Recalls status field where recalls can have the status of **Outstanding, Complete or Cancelled**.
- Recalls can also be viewed as active and inactive. Outstanding recalls are **Active**, Complete or Cancelled recalls are **inactive**. These can be filtered from the Recalls entity in the Navigation Pane.

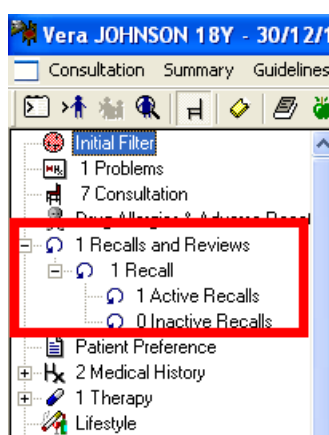
Upon receipt of DLM 280, all recalls older than 3 months are deemed as inactive but have a status of outstanding.

- **Outstanding Recall Prompts** allow for automatic detection when a Recall has been actioned. Warnings appear in Consultation Manager when an attempt is made to enter data with the same SDA or same Read hierarchy as an active/outstanding **recall**.
- The **Data Entry Caution** entity can also be manually configured to create an exclusion period during which you are prompted with a caution when specific data is entered on a patient record.

Note Please see DLM 280 user guide for further information about Recall Enhancements and how this will affect the management of non-smear recalls in your practice.

Viewing SCCRS Recalls in Consultation Manager

Recall entries, including SCCRS Recalls are now categorised as either **Active OR Inactive** from within the navigation pane in Consultation Manager.



Recalls from the Navigation Pane in Consultation Manager

Active and inactive recalls still display in the Journal in Consultation Manager. You can see the status of the recall is now displayed in the data line.

Date	Description (Recall)
11/06/08	Recall on 07/11/2010 for Cervical smear: negative with Dr Fiona Venus Status: Outstanding Recall Advice: Routine Recall
31/12/07	Recall on 31/12/2007 for Cervical smear due with Dr Fiona Venus Status: Complete Professional Intervention
	Recall on 31/12/2007 for Cervical smear due with Dr Fiona Venus Status: Complete Professional Intervention

The enhanced recall data entry form

When a Recall message is received from SCCRS it will be automatically filed on the patient record, if you have Autofiling enabled. The following fields are populated:

SCCRS Recall Data Entry Form

Set up date is the date the recall process begins i.e. the date of the last smear result.

Recall date is the date that the patient is next due to have a smear taken.

Recall Status displays as **outstanding** for new incoming recalls and as completed or cancelled for superseded recalls.

Clinician to Action Recall is populated with the patient's usual GP.

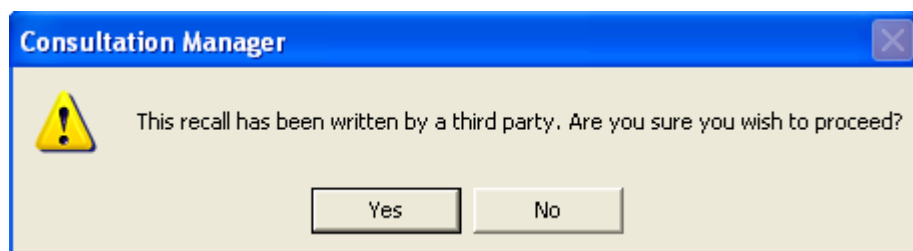
Read Term for Recall Trigger is always 685.00 Cervical Neoplasia Screening for incoming recall messages.

Read Term for Recall Reason contains the Read code of the last smear result message.

Recall Advice is populated with any free text contained in the Recall

Editing Received Recall Entries

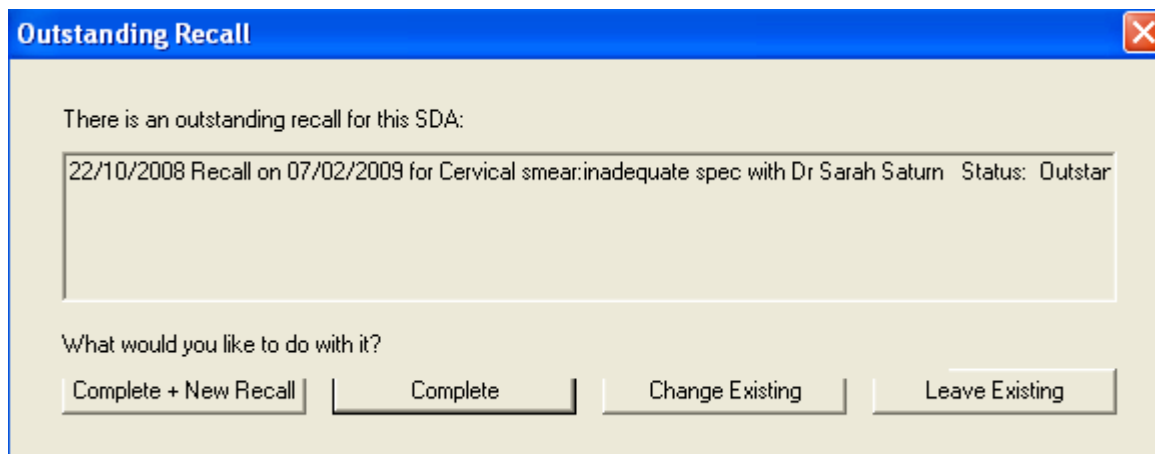
We advise that you **do not** edit the recall entities received from SCCRS as this will cause the information on Vision to be out of date with the SCCRS web-based interface. If you attempt to amend a recall received from the SCCRS system, the following warning message appears: *This recall has been written by a third party. Are you sure you wish to proceed?*



Warning displayed when attempting to edit a SCCRS recall

Outstanding Recall when Recording Smear Taken

At the point of entering that a smear has been taken in Consultation Manager, you will be prompted if there is an outstanding recall for the Cervical Cytology SDA:



Outstanding Recall

There is an outstanding recall for this SDA:

22/10/2008 Recall on 07/02/2009 for Cervical smear:inadequate spec with Dr Sarah Saturn Status: Outstar

What would you like to do with it?

Complete + New Recall Complete Change Existing Leave Existing

Data Entry Caution for Smear Taken Recording

From the Outstanding Recall Data Entry Caution you have four options:

- **Complete + New Recall** completes the outstanding recall and generates a new one.
- **Complete** completes the recall.
- **Change Existing** allows you to edit the current outstanding recall entry.
- **Leave Existing** leaves the recall as is currently stands.

Unless there is a valid clinical reason, we recommend for Smear taken messages that you select **Leave Existing** as when the result is returned to Vision from the SCCRS system, the new Recall entry will update the patient record for you. This avoids creating multiple recalls.

See also SCCRS Data Entry Cautions and Exclusions on page 34.

From DLM 280, Data Entry Cautions will appear for other active, outstanding recalls when an attempt is made to enter data in the same SDA or with regards to Medical History entries, in the same Read hierarchy. See the DLM 280 User Guide for further information on Data Entry Cautions.

SCCRS Recall Date Change Message

As well as the SCCR Recall message which is sent as part of the smear result and files as a separate entity on the patient record, there is also an **SCCRS Recall Date Change message** which is sent as an individual SCCR message and updates existing recalls in the patient record with a replacement time period or recall reason. An example of a screenshot of the message in Mail Manager is shown on page 10.

Both the Recall message and the Recall Date Change message are filed into Consultation manager as Recall entries.

Recall Date Change messages are used to update/replace previous recall dates entries. These messages contain:

- The **Next Recall Date** and,
- The **Reason for Call Date Change**

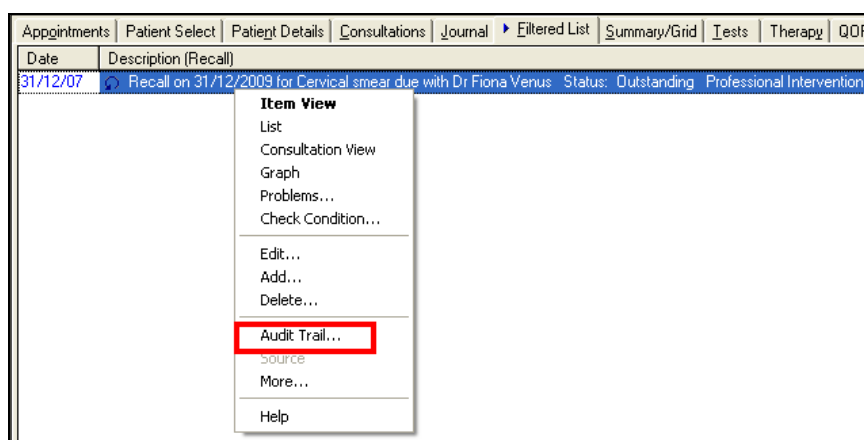
At the point that the Recall Date Change messages are filed to the patient record:

- Vision looks to match the new recall date change with a previous recall. This is done by date and Reason for Recall Read code. If a match is found, the recall date change message replaces the previous recall. The previous recall status is changed to **Cancelled** and the replacement Recall Date Change is set to **Outstanding**.
- If the Recall Date Change message cannot be matched to the original Recall message/entry, a **new** Recall entry for the Recall Date Change Message will be made. This has a recall status of **Outstanding**.

Viewing Recall Date Changes in Consultation Manager

Recall Date Changes are sent to replace the original Smear Recall entry in Consultation Manager and as such do not display differently. You can look at the audit trail of the Recall in the Consultation Manager to see the history of amendments for the particular recall:

1. Right click on the recall entity from the Journal or Filtered list and select Audit Trail.



Right click-audit trail

- The Recall form displays at the bottom of the screen and you can select **Next** to view the previous changes to the recall which are highlighted in red.

Date	Description (Recall)	Status
31/12/07	Recall on 31/12/2009 for Cervical smear due with Dr Fiona Venus Intervention	Outstanding

In this example the original recall has been completed and the recall date has been updated to 31/12/2009.

New recall date and outstanding status

Recall - Audit Trail [Notes] [Close] [Help]

Set Up Date: 31 December 2007 Clinician Setting Recall: Read Term for Recall Trigger: 685.00 Cervical neoplasia screening

Status of Recall: **Complete**

Status has been updated from Outstanding to Cancelled for the original recall.

Recall Date: **31 December 2007**

Original recall date.

Recall Reason: smear due

<Previous [Next> Changed on 11/06/2008 at 11:50.11 am by System Supervisor >>

Audit Trail for Recall Date Change Entry

The SCCRS Exclusion Message

SCCRS sends exclusion messages for patients whom it is deemed inappropriate to call for cervical cytology screening (reasons for exclusion are listed on page 11). An example of a screenshot in Mail Manager is also shown on page 11.

In the SCCRS exclusion message:

- **The Exclusion Reason** is the reason why the patient should be excluded from the recall system. There are two ways the exclusion reason can be given:
 - By **free text** i.e. Smear in Progress **OR**
 - By **Read code**. The only exclusion reason that is Read coded is "908S. Cervical Smear Defaulter"
- **The Exclusion Date** which is the commencement date of the exclusion period. This also depicts the commencement date of a Data Entry Caution. See SCCRS Data Entry Cautions and Exclusions on page 34.
- **The Exclusion End Date** which is the next recall due date i.e. the end of the exclusion period. This also ends the Data Entry Caution time period.
- **Exclusion Extended** is redundant as an exclusion would only be extended by receiving a new message.
- **Closed** If the closed field is populated with Yes, the previous data entry caution is closed.
- **Next Recall Date** if there is a date in this field a new recall entry for the next smear due is created.

Viewing SCCRS Exclusions in Consultation Manager

When a SCCRS Exclusion message is filed into Consultation Manager from Mail Manager, different entities are generated in the Patient Record depending on whether the exclusion message is a Cervical Smear Defaulter or has another reason for exclusion:

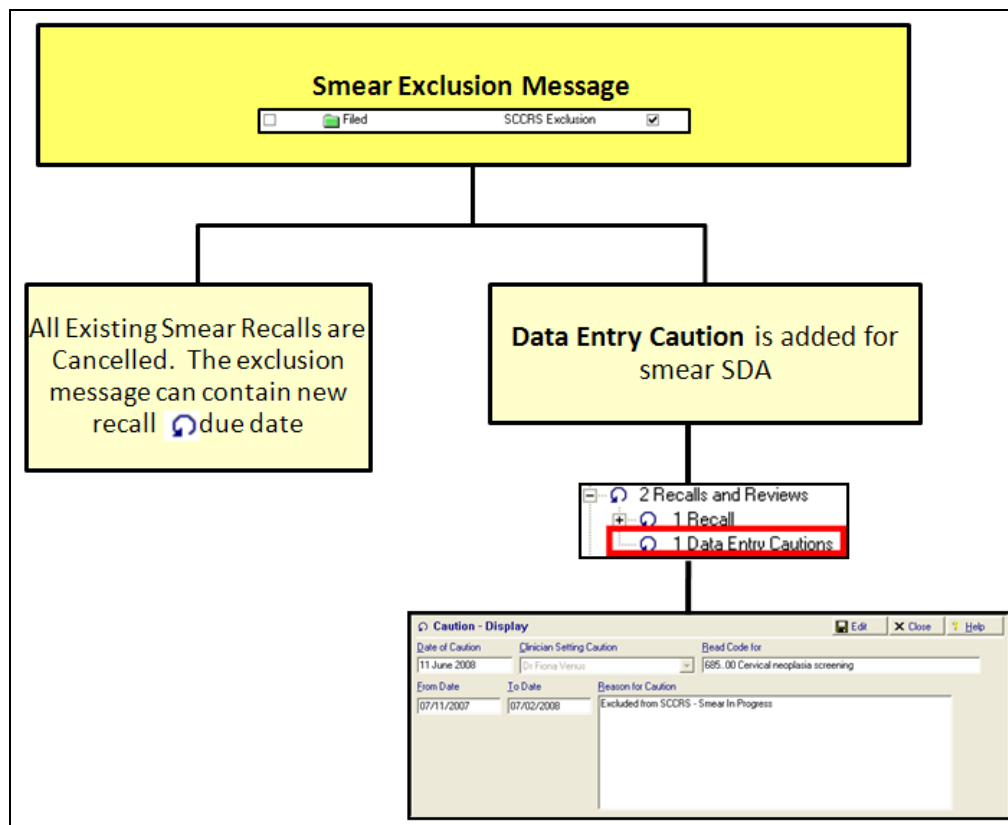
SCCRS Non-Defaulter Exclusions

When Non-Defaulter Exclusion message is filed from Mail Manager into the patient record in Consultation Manager, the following entities are generated:

- A **Data Entry Caution** with an exclusion period. See SCCR Data Entry Cautions and Exclusions on page 34.
- It is also possible for Defaulter messages to contain a **new Recall** date entry for when the default period expires.

Non-Defaulter Exclusion Message Workflow

The diagram below shows a workflow of the entities that are created when a non-defaulter exclusion message is filed into Consultation Manager.



SCCRS non-defaulter exclusion message workflow

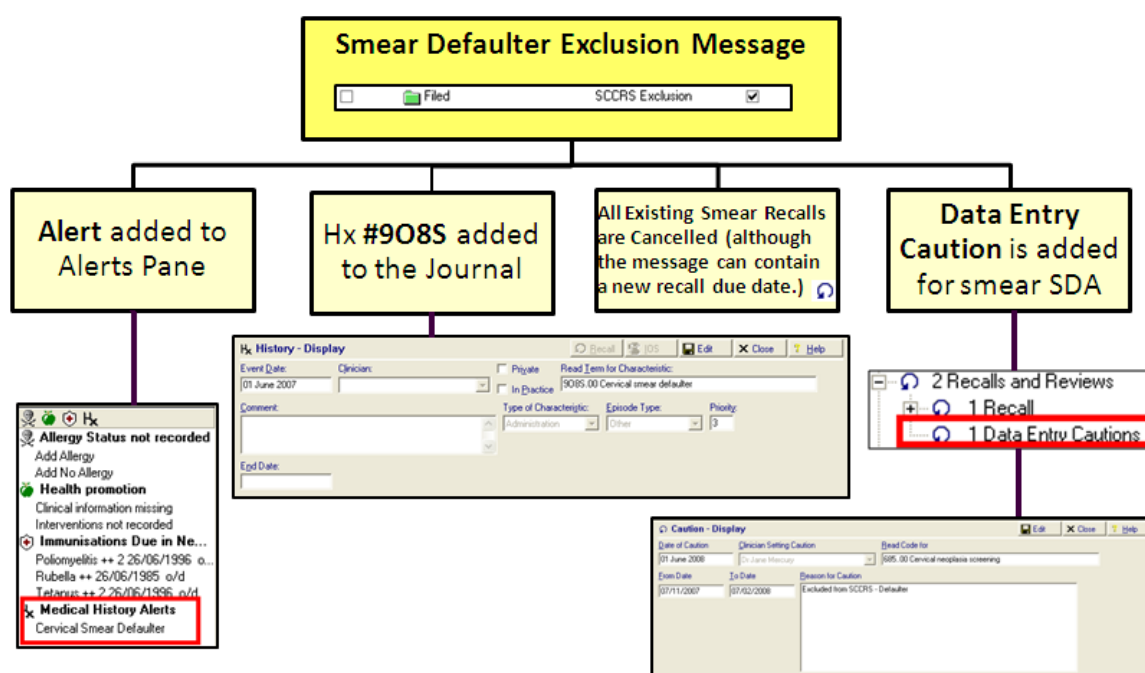
SCCRS Smear Defaulter Exclusions

When Cervical Smear Defaulter messages are filed from Mail Manager into the patient record in Consultation Manager, the following entities are generated:

- A Medical History Read code entry of **Cervical Smear Defaulter 908S**.
- A **Data Entry Caution** with a 3 year exclusion period.
- An **Alert** in the alerts pane displaying that the patient is a Defaulter.
- It is also possible for Defaulter messages to contain a **new Recall** date entry for when the default period expires.

SCCRS Cervical Smear Defaulter Exclusion Message Workflow

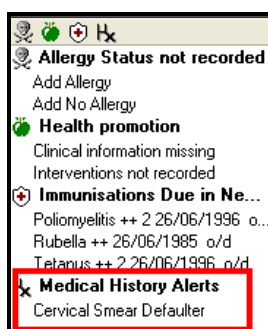
The diagram below shows a workflow of the entities that are created when a cervical smear defaulter exclusion message is filed into Consultation Manager.



SCCRS cervical smear defaulter exclusion message workflow

Note The purpose of the SCCRS exclusion is to mark the patient record with a reason for why the patient should not be included in the smear recall system for a certain period of time. It should be noted that SCCRS Exclusion messages do not update the **Exclude from target report** flag within the Cervical Cytology SDA as this is for reasons why a patient should not have a smear taken in the first place. You should therefore do this yourself.

Defaulter Alert



Smear Exclusion Alert

For defaulter SCCRS exclusions, an alert is created in the Alerts pane in Consultation Manager. This acts as a warning that the patient has been excluded from the Smear recall system for a certain period of time. You can double click on the Medical history alert to be taken to the full Alerts screen where you can see the next recall due date.

SCCRS Data Entry Cautions and Exclusions

Data Entry Caution is a new entity in Consultation Manager which has been created to support SCCRS messaging and the management of recall exclusion message. Data Entry Cautions do the following:

- They hold the exclusion period for a SCCRS Exclusion.
- The creation of a data entry caution causes any recalls within the same SDA as the Read code for Caution to be cancelled, in this case, Smear recalls.
- When data is entered within the Cervical Cytology SDA, you are prompted with an outstanding recall prompt which will warn you that the smear is not due until the exclusion period is finished.

Data Entry Caution Entity

The data entry Caution entity has its own structured data area and can be found within the Recalls and Review area of the navigation pane in Consultation Manager.

The screenshot shows the 'Caution - Display' window with the following fields and values:

- Date of Caution: 16 May 2008
- Clinician Setting Caution: Dr Jane Mars
- Read Code for: 685.00 Cervical neoplasia screening
- From Date: 07/11/2007
- To Date: 07/11/2010
- Reason for Caution: Excluded from SCCRS - Cervical Smear Defaulter

Callout boxes highlight:

- SDA/Read code for Caution (points to Read Code for)
- Free text reason for exclusion/caution (points to Reason for Caution)
- SCCRS Exclusion dates (points to To Date)

- All exclusion reasons are stored on the patient record within the Data Entry Caution SDA with the Read code **685 Cervical neoplasia screening**.
- The reason for the exclusion is displayed as free text in the **Reason for Caution** area.
- The exclusion period is also stored within the Data Entry Caution SDA.

If you attempt to add smear data whilst there is an active exclusion period, you will be prompted with the Data Entry Caution screen which will give the dates of the exclusion period and the reason for exclusion.

The 'Caution' dialog box displays the following information:

The following caution exists for this recall:

19/11/2008 Suggested exclusion period for Cervical Cytology from: 07/11/2007 to: 07/11/2010

Are you sure you wish to proceed?

Buttons: Continue, Cancel

Data Entry Caution

From the Data Entry Caution you have two options:

- **Cancel** cancels the data entry and the caution prompt.
- **Continue** allows you to continue with the data entry, ignoring the caution.

Non-SCCRS Data Entry Cautions

It is also possible to use the Cautions functionality for non-SCCRS items. This allows you to set up an exclusion period for a patient relating to a specific structured data area (SDA). You will be alerted if you try to add data relating to the excluded SDA within the exclusion period. See DLM 280 User Guide or Consultation Manager on-screen help for further information on Data Entry Cautions.

Exclusion Reasons and Automatic Filing

Free text exclusion reasons are not automatically filed into the patient record as a separate Read coded entity.

- The only exclusion reason that will automatically file into Consultation Manager as a Read code in its own right is **908S. Cervical Smear Defaulter**.
- All exclusion reasons are contained in the free text section of the data entry caution in Consultation Manager.
- If there is recall data within any type of exclusion message, this is automatically filed into Consultation Manager.

Exclusion Periods

Cervical Smear defaulters are automatically excluded from the recall system for three years. This can be overridden by a subsequent recall. Exclusion periods for other exclusion reasons may vary.

FAQs

Are all entries into Consultation Manager added in as historical data so that they have a clinician's initials attached to them or does the information go in as we would add information from a letter by removing the In Practice tick?

The SCCRS data in Consultation Manager contains the clinician for whom the message has been assigned in Mail Manager, which would normally be the smear taker anyway. In Practice remains selected as smears will be taken In Practice. Users can always refer to the audit trail or the "written by" column in Consultation Manager.

The cytology result add screen - the date performed and date received seem to be the same on the presentation screens. If we were adding this manually, the date performed would be the date done in the practice and date received is the date on the lab result that the lab received or actioned - are these always going to be the same date when coming in from SCCRS?

Yes, smear taken and date smear reported will have the same date. It is not possible for this to be changed. Note, too, that the result message does not update the original Smear taken entity.

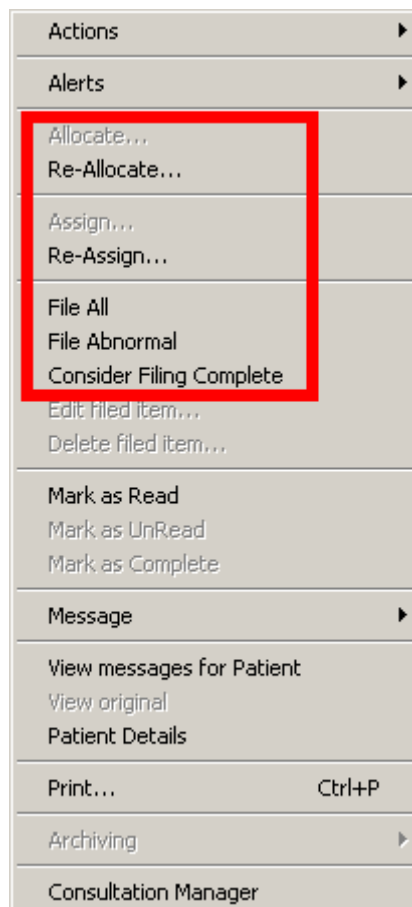
Quick Reference to Mail Manager functions

Admin Staff - allocate, assign and file

Regardless of the SCCRS message type, whether it be a result, recall or exclusion, you must ensure that the following administrative processes are carried out for each message within Mail Manager. Once you have selected a message, most of the functions are carried out from the right click menu:

Right Click Menu

Items highlighted in **red** are basic administration functions.



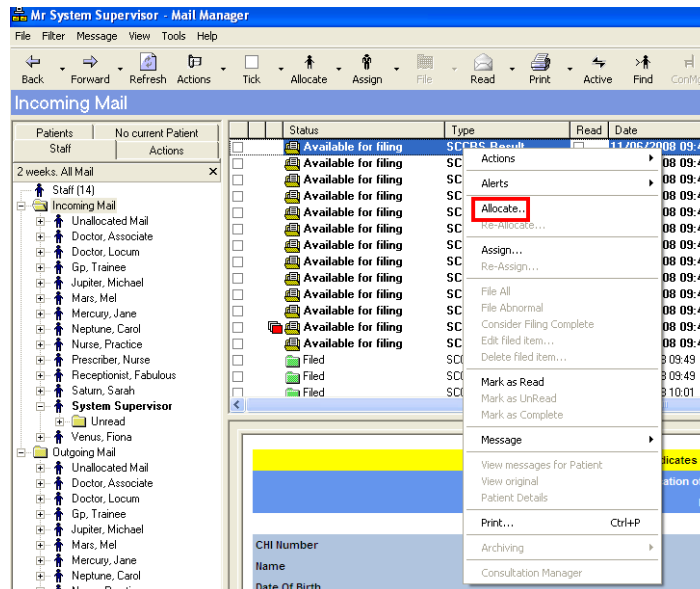
It is normally the role of the administrative staff to make sure messages are:

- Allocated to Clinicians
- Assigned to Patients
- Filed to Patient Records where necessary

Allocate the message to a Clinician

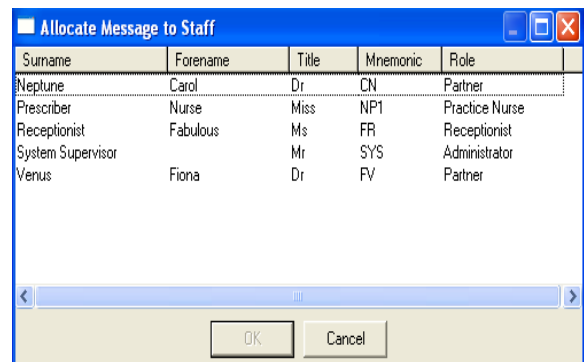
SCCRS messages are automatically allocated to the patient's usual GP in Vision. Although you can add a local identifier so that they file to another staff member (see Local Identifiers – mapping SCCRS messages to other health care professionals on page 53). Unallocated Mail is listed under the Unallocated Mail folder in the left-hand Folder List. The result is unallocated because it has not been successfully matched to a GP mailbox in your practice.

1. Right Click on the Message – select **Allocate**.



Right click - allocate

2. From the allocate message to staff box, select the staff member you would like to allocate the message to and click OK.



Allocate Message to Staff

- You can see the staff member that each message is allocated to from the staff column.

Status	Type	Read	Date	Staff	Patient /	Action/Subject
<input type="checkbox"/> Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008 09:48	Neptune, Carol	*Boot, Belinda	
<input type="checkbox"/> Available for filing	SCCRS Recall Date...	<input type="checkbox"/>	11/06/2008 09:46		*Brush, Helen	
<input type="checkbox"/> Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008 09:46		*Canwell, Florence	
<input type="checkbox"/> Available for filing	SCCRS Recall Date...	<input type="checkbox"/>	11/06/2008 09:46		*Corkhill, Joan	
<input type="checkbox"/> Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008 09:46		*Cross, Janet	

Re-allocate

You can also re-allocate messages to another clinician if required. To do this:

- Right click on the message and select Re-Allocate.

Status	Type	Read	Date	Staff	Patient /
<input type="checkbox"/> Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008 09:48	Neptune, Carol	*Boot, Belinda
<input type="checkbox"/> Available for filing	SCCRS Recall Date...	<input type="checkbox"/>	11/06/2008		*Brush, Helen
<input type="checkbox"/> Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		*Canwell, Florence
<input type="checkbox"/> Available for filing	SCCRS Recall Date...	<input type="checkbox"/>	11/06/2008		*Corkhill, Joan
<input type="checkbox"/> Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		*Cross, Janet
<input type="checkbox"/> Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008		
<input type="checkbox"/> Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		
<input type="checkbox"/> Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		
<input type="checkbox"/> Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		
<input type="checkbox"/> Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008		
<input type="checkbox"/> Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		
<input checked="" type="checkbox"/> Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		
<input type="checkbox"/> Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008		
<input type="checkbox"/> Filed	SCCRS Result	<input checked="" type="checkbox"/>	04/06/2008 0		
<input type="checkbox"/> Filed	SCCRS Result	<input checked="" type="checkbox"/>	04/06/2008 0		
<input type="checkbox"/> Filed	SCCRS Exclusion	<input checked="" type="checkbox"/>	11/06/2008 1		

Warning - the message indicates an electronic notification.

CHI Number
Name
Date Of Birth

Re-allocate a message that has previously been allocated

- Select the required staff member and click OK.

Surname	Forename	Title	Mnemonic	Role
Neptune	Carol	Dr	CN	Partner
Prescriber	Nurse	Miss	NP1	Practice Nurse
Receptionist	Fabulous	Ms	FR	Receptionist
System Supervisor		Mr	SYS	Administrator
Venus	Fiona	Dr	FV	Partner

OK Cancel

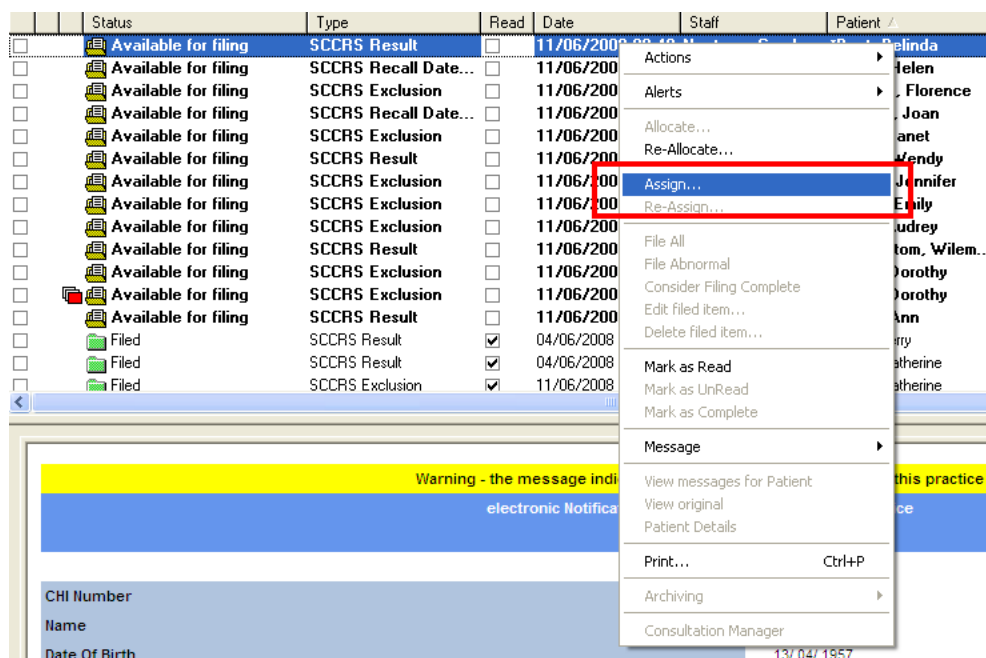
Assign the message to a Patient

SCCRS Messages are normally matched to patients by CHI number and Patient Surname. Unassigned SCCR messages that do not match to a patient in your practice list have an asterisk by their name, for example: *Jones, Pat. A yellow banner also displays within the message which warns if the patient is not registered at the practice.

Warning - the message indicates that patient is not registered at this practice

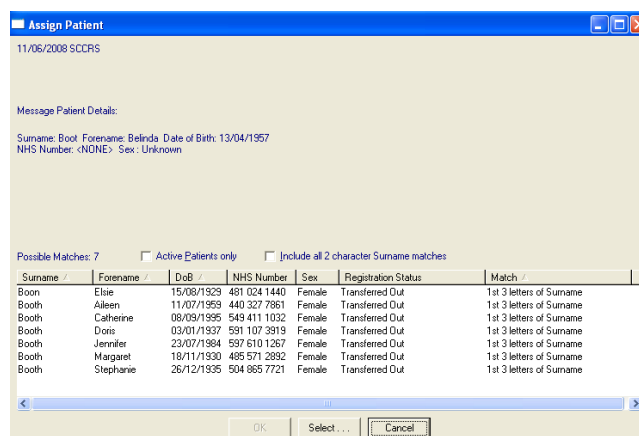
To manually assign a message:

1. Right click on the message and select **Assign**.



Right click - assign

2. The Assign Patient window displays the possible matches for the unassigned patient. If you cannot see a matching patient, go to Select to search the full practice list.
- Click OK when you have found a matching patient.



Assign Patient Window

- Messages with assigned patients display the patient's name without an asterisk.

	Status	Type	Read	Date	Staff	Patient /
<input type="checkbox"/>	Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008 09:48	Neptune, Carol	Boon, Elsie
<input type="checkbox"/>	Available for filing	SCCRS Recall Date...	<input type="checkbox"/>	11/06/2008 09:46		*Brush, Helen
<input type="checkbox"/>	Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008 09:46		*Canwell, Florence

Re-assigning Patients

You are also able to re-assign the message to another patient as long as the SCCRS message has not already been filed on the patient record.

- Right click on the message and select Re-assign.

	Status	Type	Read	Date	Staff	Patient /
<input type="checkbox"/>	Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008		Elsie
<input type="checkbox"/>	Available for filing	SCCRS Recall Date...	<input type="checkbox"/>	11/06/2008		Helen
<input type="checkbox"/>	Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		ll, Florence
<input type="checkbox"/>	Available for filing	SCCRS Recall Date...	<input type="checkbox"/>	11/06/2008		ill, Joan
<input type="checkbox"/>	Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		Janet
<input type="checkbox"/>	Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008		Wendy
<input type="checkbox"/>	Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		Jennifer
<input type="checkbox"/>	Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		Emily
<input type="checkbox"/>	Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		Audrey
<input type="checkbox"/>	Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008		ottom, Willem...
<input type="checkbox"/>	Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		Dorothy
<input type="checkbox"/>	Available for filing	SCCRS Exclusion	<input type="checkbox"/>	11/06/2008		Dorothy
<input type="checkbox"/>	Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008		Ann
<input type="checkbox"/>	Filed	SCCRS Result	<input checked="" type="checkbox"/>	04/06/2008		Kerry
<input type="checkbox"/>	Filed	SCCRS Result	<input checked="" type="checkbox"/>	04/06/2008		Catherine
<input type="checkbox"/>	Filed	SCCRS Exclusion	<input checked="" type="checkbox"/>	11/06/2008		Catherine

Re-assign message to a patient

- The Assign Patient window displays the possible matches for the unassigned patient. If you cannot see a matching patient, go to Select to search the full practice list.
- Click OK when you have found a matching patient.

Assign Patient

11/06/2008 SCCRS

Message Patient Details:

Surname: Boon Forename: Belinda Date of Birth: 13/04/1957
NHS Number: (NONE) Sex: Unknown

Possible Matches: 7 Active Patients only Include all 2 character Surname matches

Surname /	Forename /	DoB /	NHS Number	Sex	Registration Status	Match /
Boon	Elsie	15/08/1929	481 024 1440	Female	Transferred Out	1st 3 letters of Surname
Booth	Aileen	11/07/1959	440 327 7861	Female	Transferred Out	1st 3 letters of Surname
Booth	Catherine	08/09/1995	549 411 1032	Female	Transferred Out	1st 3 letters of Surname
Booth	Doris	03/01/1937	591 107 3919	Female	Transferred Out	1st 3 letters of Surname
Booth	Jennifer	23/07/1984	597 610 1267	Female	Transferred Out	1st 3 letters of Surname
Booth	Margaret	18/11/1930	485 571 2982	Female	Transferred Out	1st 3 letters of Surname
Booth	Stephanie	26/12/1935	504 865 7721	Female	Transferred Out	1st 3 letters of Surname

OK Select... Cancel

Assign Patient Window

Assigning SCCRS Messages to Male Patients

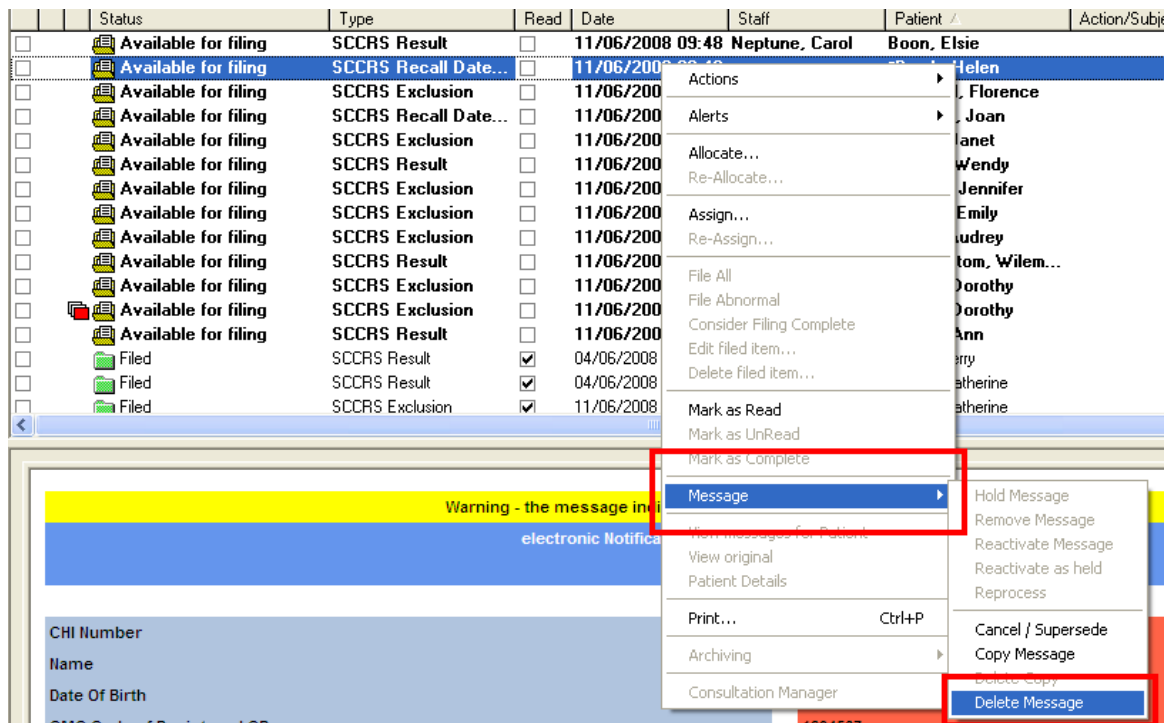
If you assign the message to a male patient by mistake, the following banner is displayed and you are prevented from filing the message:

Result is assigned to a male patient - filing prohibited

Deleting Messages

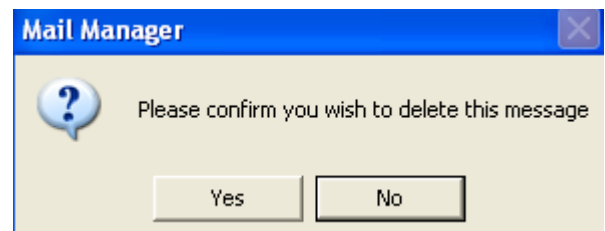
If you are unable to assign the message to a patient (i.e. if they are not registered at your practice) you can delete the message. Right click, select **Message-Delete**.

1. Right Click on the unassigned message, select **message – delete message** from the right click menu.



Right click – message – delete message

2. You are prompted to confirm that you wish to delete the message. Select Yes to remove the message from Mail Manager.

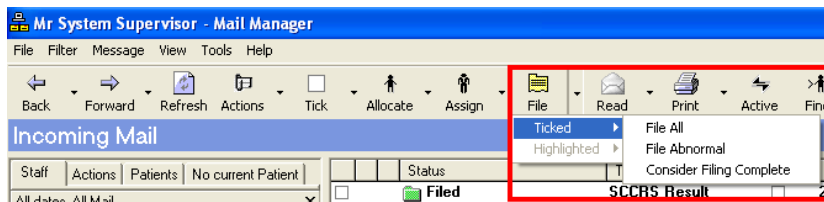


3. The message is now deleted from Mail Manager.

File or mark as filing complete

If you have not enabled Autofiling or the SCCRS message has not been initially assigned to a patient, you can manually file the message on the patient record. See Autofiling SCCRS Messages on page 53 for instructions on how to enable Autofiling for SCCRS messages.

- Either completely file the result by - right clicking on the result and selecting **File All**;
- Or you can file several messages at the same time by selecting each message, click on the arrow in the File icon, select **Ticked-File All**.



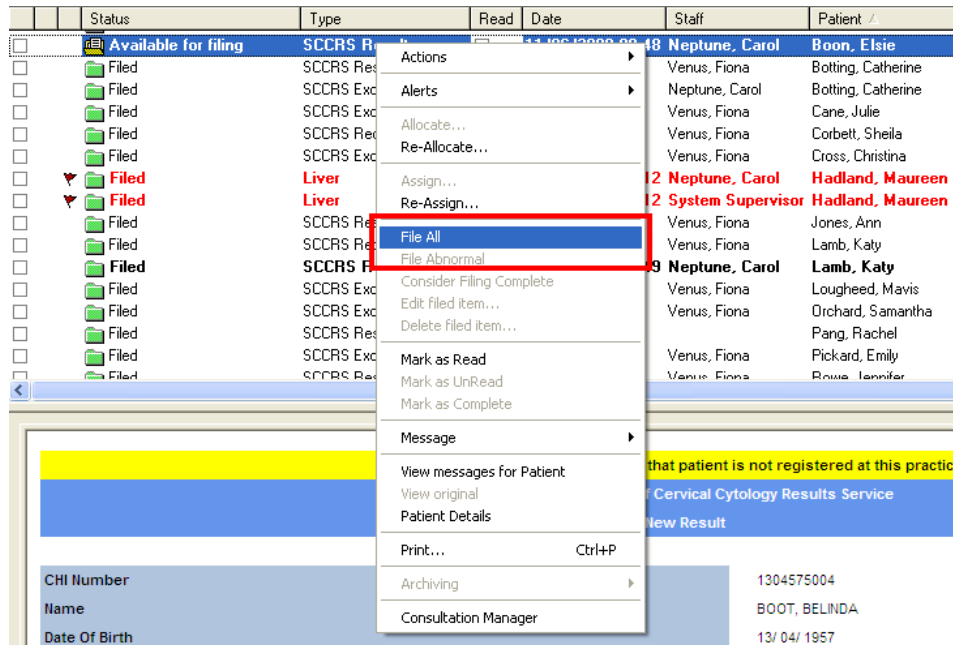
Filing several messages at the same time

Note With regards to exclusion messages, only those with defaulter as the reason are automatically filed on the patient record. Defaulter exclusion messages are messages that contain the Read code **908S. Cervical Smear Defaulter**. It is up to the practice to decipher on a per patient basis which other exclusion messages should be manually filed on the patient record.

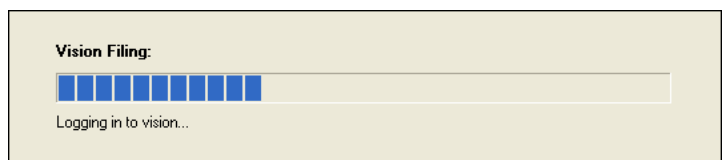
Individually Filing an SCCRS Message

To file an individual message:

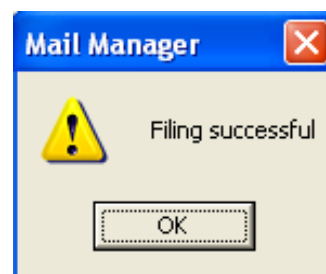
1. Right click on the message and select File All.



2. A progress bar display as the message files onto the patient record.



3. A message stating that the filing was successful appears. Click OK.



When the message is filed, the filing status changes from Autofiling requested to filed



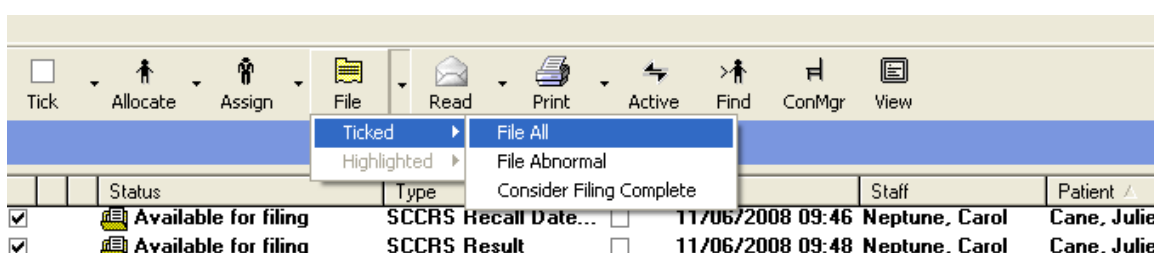
Filing Multiple Messages

To file more than one message at the same time:

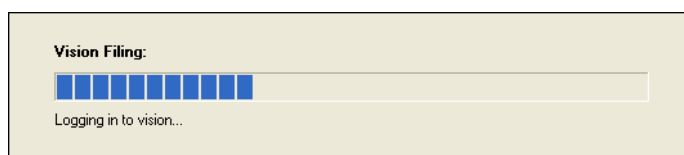
1. Select the messages you would like to automatically file by ticking the boxes next to the messages.

	Status	Type	Read	Date	Staff	Patient /
<input checked="" type="checkbox"/>	Available for filing	SCCRS Recall Date...	<input type="checkbox"/>	11/06/2008 09:46	Neptune, Carol	Cane, Julie
<input checked="" type="checkbox"/>	Available for filing	SCCRS Result	<input type="checkbox"/>	11/06/2008 09:48	Neptune, Carol	Cane, Julie
	Filed	SCCRS Evaluation	<input checked="" type="checkbox"/>	04/06/2008 09:49	Neptune, Carol	Cane, Julie

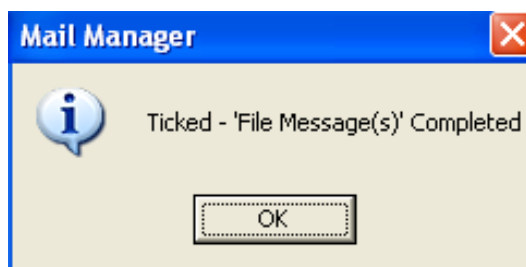
2. Click on the arrow next to the file icon and select Ticked – File All.



3. A progress bar appears whilst the messages are filing.



4. A confirmation message appears when all the messages have filed.



Clinician - View, Mark as Read, Action

Clinicians can mark each message as read and allocate an action for another member of staff to carry out. Alternatively, as you might only want to add actions to SCCRS results, you can also action and mark the message as complete in one step.

Note whilst you are able to complete the message without adding an action, for audit purposes this is not recommended.

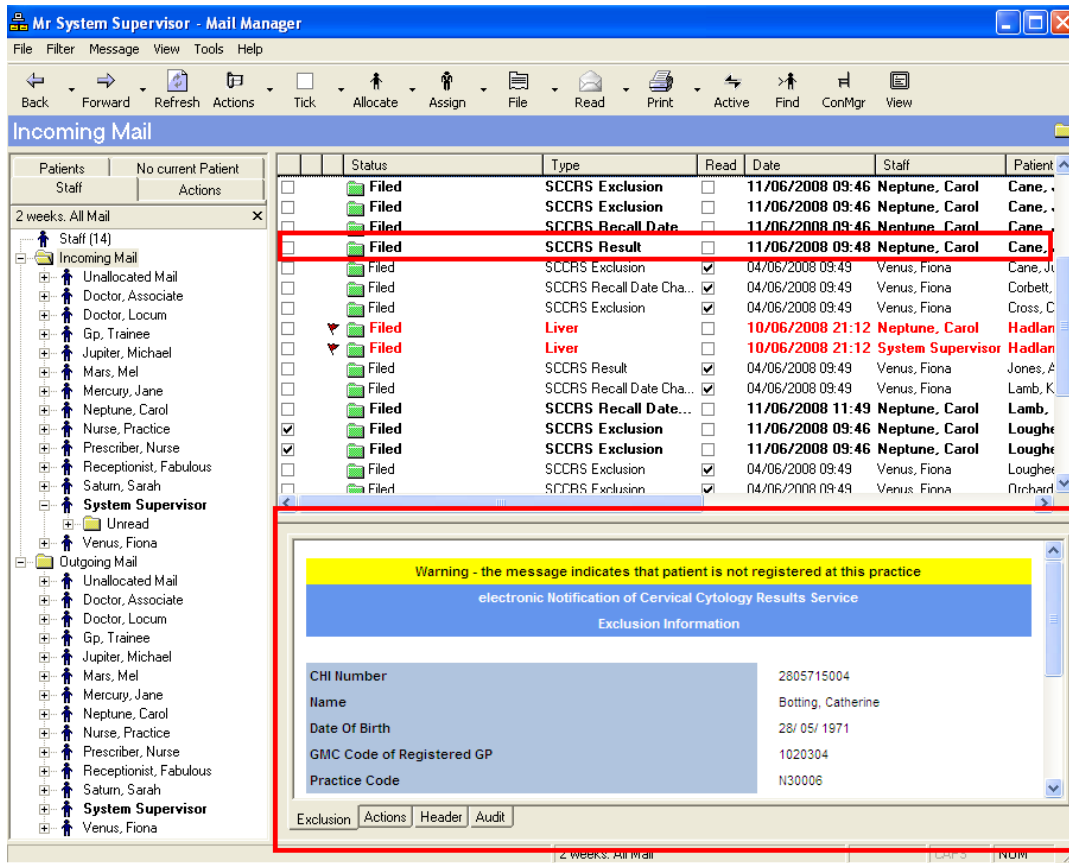


It is normally the role of the clinical staff to make sure messages are:

- Viewed
- Marked as Read
- Actioned

View the SCCRS Message

To view the SCCRS message click on the SCC message in the list. The message displays in the bottom pane.



Mark the message as read

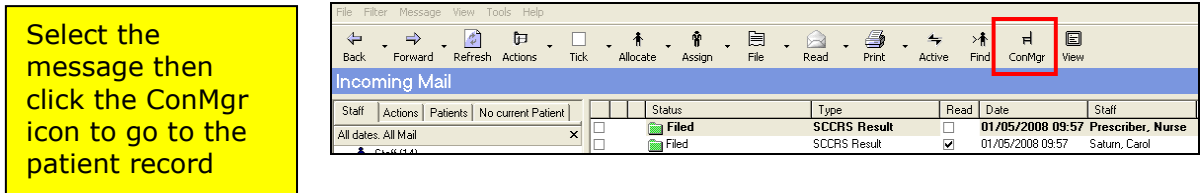
Once you have viewed the message You need to Mark it as Read,

1. To do this simply click the Read box:



View the patient record

To view the patient record, the required result and click the ConMgr icon. This will open their record in Consultation Manager:

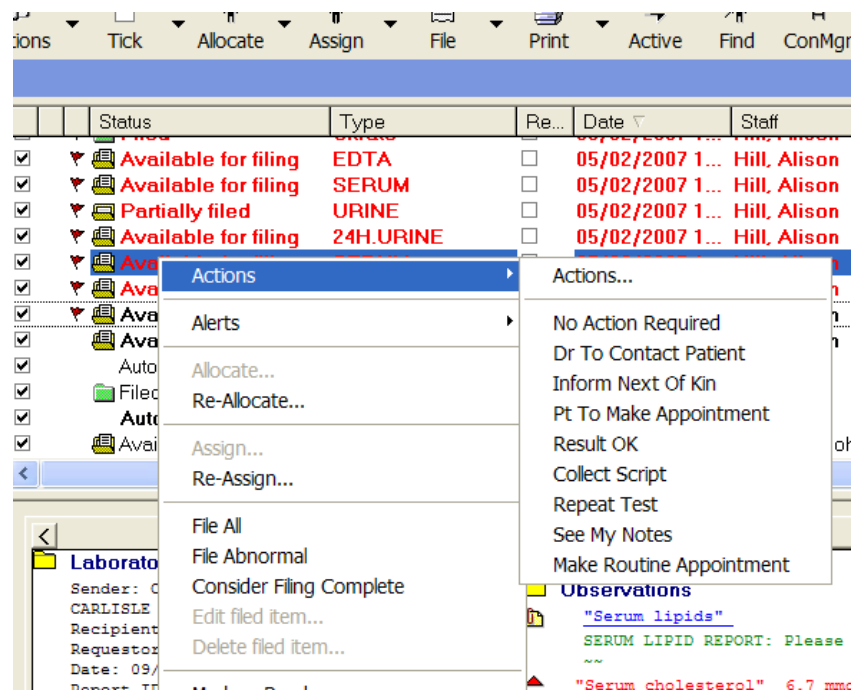


Add an action(s)

To add an action:

Actions can be added to a message to convey information or request a particular action to be carried out. An action can be directed at an individual or to a group (e.g. receptionists, GPs, nurse etc).

1. Right click on the relevant message and select **Actions**.



2. You can either select your required action from the Frequent Actions list or select the Actions option to make a selection from all possible actions.
3. Once you have selected from the action menu, the **Add Action** form appears for you to complete. The Add Action form must contain as a minimum:
 - **The action.** If you selected a specific Action from the right click menu, this will be filled in automatically. If you selected the Add

Action option from the right click menu, you can select an action from the dropdown list.

- **Action By** i.e. who the action should be completed by (either a group or individual). Bear in mind that whilst being able to assign an action to a group of staff is a positive and useful software function, the responsibility of who is to complete the action is not as explicit as assigning an action to an individual person.
- **The action status** (this will probably read Newly Actioned by default).

Set by - the person adding the action and the date the action was set.

Date - This is optional - type in the expected date of the action.

Code - If you selected a specific Action from the right click menu, this will be filled in automatically. If blank, select from the dropdown list. Additional actions can also be chosen from here.

Text - This repeats the text of the action, e.g., *Pt to make Appointment*. When the person carrying out the action returns to edit the Action they can also add free text here.

Status - Select the current status, e.g. initially Newly Actioned.

Complete - This box is unchecked until the action is edited and the person carrying out the action checks it.

Patient Specific - This box is checked if the action is patient specific, e.g. *Patient to make an appointment*. Most actions are patient-specific.

Action By - This means Action to be performed by, i.e. the person or group responsible for carrying out the action.

Action copies can be marked as either confidential or non-confidential.
Confidential - anyone viewing that action copy will not be able to see the right-hand side of the message details,
Non-confidential - anyone viewing that action copy will be able to see all of the message details, including the Request and Observations folders. Such action copies can be filed.

- When you have filled in the action form, click **OK**.

If you selected the Add Action option from the right click menu rather than a specific frequent action, on clicking OK, you will see the Actions screen which will display all the actions for this message. Close this screen to be taken back to the main Mail Manager screen.

- The action text is displayed in the Action column in the main Message List. A copy of the actioned message is automatically sent to the person or group to whom it is actioned.

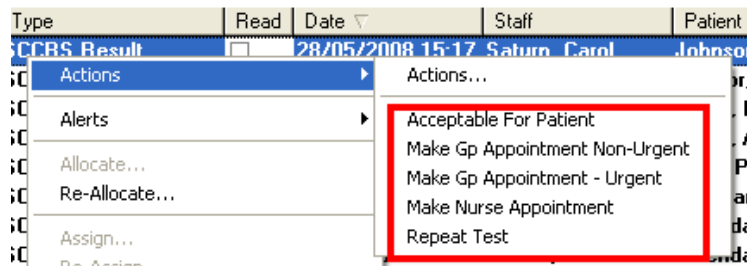
The selected action appears here.

	Status	Type	Read	Date	Staff	Patient	Action/Subject	Copy
<input type="checkbox"/>	Filed	SCCRS Result	<input checked="" type="checkbox"/>	04/06/2008 09:49		Pang, Rachel	Acceptable For Patient	No
<input type="checkbox"/>	Filed	SCCRS Result	<input checked="" type="checkbox"/>	04/06/2008 09:49	Venus, Fiona	Botting, Catherine		No

Action and complete together:

You might want to action and complete the message at the same time if no further processing is required.

- To add an action, right click on the message, select Actions and pick the required action.



- To complete it at the same time make sure that you tick the complete box. Click OK

Add Action

Contact details:
 Patient: Johnson, Vera
 Address: 43 Cochrane Close, Rowner, Leeds, Z99 9ZZ
 Contact Numbers:

Add:
 Set by: Mr System Supervisor 10/06/2008
 Date: 01/06/2008
 Code: Acceptable For Patient Patient specific:
 Text: Acceptable For Patient

Action by: Prescriber, Nurse Confidential:
 Status: Newly Actioned Complete:

OK Cancel

- Once the message is Completed, it will disappear from the current Active screen in Mail Manager.

For audit purposes, we recommend that you always add an action to an SCCRS Result, even if you immediately complete it. SCCRS messages cannot be archived without a completed status. See Archiving on page 55.

Other Mail Manager functions to consider for SCCRS-GP

Local Identifiers – mapping SCCRS messages to other health care professionals

SCCRS messages are automatically allocated to the patient's usual GP in Vision. Although it is possible, once agreed with SCCRS, to allow for other health care professionals to directly receive SCCRS messages i.e. practice nurse.

SCCRS will attach a local ID to the message. This can be located in the header tab in the staff member section in place of the GMP code. Make a note of the Local ID then continue with the steps below.

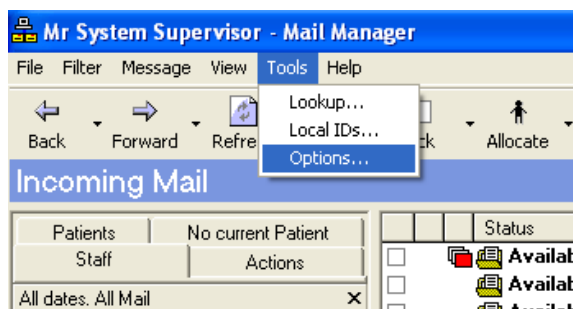
1. First of all the nurse, locum etc must be in the staff file (Control Panel - File Maintenance – Staff).
2. Select **Tools - Local IDs**.
3. To add a Local Identifier, click on Add.
4. Enter the ID for the nurse or locum found in the SCCRS message in **Local Identifier**, and select the staff member from the picklist under **Staff Member**.
5. Click OK.
6. Highlighting the local identifier you have just added, click on **Apply**.

All future messages which contain this code will be automatically allocated to this member of staff.

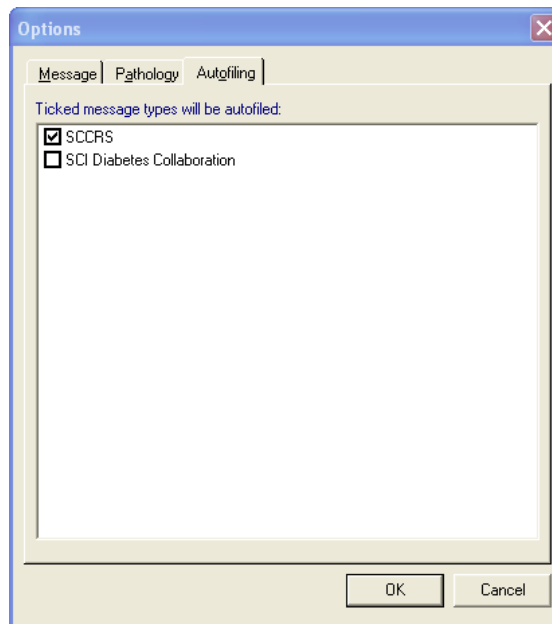
Autofiling SCCRS Messages

You are able to configure Mail Manager to automatically file the contents of SCCRS messages onto the patient record upon receipt into Mail Manager, this saves you from having to manually file each message. By default, Autofiling for SCCRS messages is disabled. To enable the automatic filing of SCCRS messages onto the patient record:

1. From Mail Manager click on Tools-Options.



2. Click on the Autofiling tab and tick the box for SCCRS.



3. Click OK to save.
4. The following SCCRS Messages that are received will be automatically filed to the patient record.
 - SCCRS Results
 - SCCRS Date Change recalls
 - Smear Defaulters

They must contain a valid Read code and be automatically assigned to a patient and allocated the usual GP when the message is initially received.

Note Green ticks do not display within the filed message as with Pathology messages. The audit tab keeps a record that filing has taken place.

Printing Results

You can print SCCRS Results from Mail Manager (Right click on the message and select Print) or from View Mail for Patient in Consultation Manager:

Audit Trail

A full Audit Trail is displayed in the audit tab for each SCCRS Message which displays the user action, date, time, and name of the person who performed the action.

Audit Trail					
DATE	ID	STAFF TYPE	QUALIFIER	NAME	TEXT
21/05/2008 10:10:57	2	2		Mr System Supervisor	Action (Acceptable For Patient) for Miss Nurse Prescriber added. Copy (166) Created
21/05/2008 10:10:43	2	2		Mr System Supervisor	Marked as read by user
21/05/2008 10:10:40	2	2		Mr System Supervisor	Message filed
21/05/2008 10:10:25	2	2		Mr System Supervisor	Assigned to Miss Caroline Wombwell
01/05/2008 10:53:18	2	2		Mr System Supervisor	Allocated to Dr Carol Saturn
01/05/2008 10:53:18	2	2		Mr System Supervisor	Remove duplicate status
01/05/2008 09:57:59	2	2		Mr System Supervisor	Added to Message Queue
01/05/2008 09:57:59	2	2		Mr System Supervisor	Message marked as duplicated
	0				Message loaded using SCI_PathxMCD.xml version 2.0 08/01/2008

SCCRS Smear Result | Actions | Header | Audit

Archiving

SCCRS messages should be periodically archived in Mail Manager. We advise that in the early days, you should archive at least once a week (using File - Archive) and as time goes on, possibly daily.

Individual users can archive their own messages (see below) but, depending on Staff Access rights, you are also able to archive other users' messages.

Depending on your practice business processes for managing messages in Mail Manager, your Systems Administrator might archive your completed messages on your behalf. If you would like to bulk archive your own messages, please see on screen help for further instructions.

SCCRS messages are eligible for archive when:

- They have been completed
- They are older than 30 days

Maximise Mail Manager Performance

In order to maximise the performance of the Vision system, all users in Scotland MUST switch on the auto refresh facility in Mail Manager by following these steps:

1. Login to Vision. Open Mail Manager (found in the Messaging section of the main menu).
2. Select **Tools - Options**.
3. Ensure the Refresh tickbox is checked and the interval set to 10 minutes. Also check the "Process messages when refresh selected" option. Click OK.

Note that if you have not been running Mail Manager every day, the first time you do this you may notice that Vision is slower until any backlog of messages has been processed.
