

Lanarkshire Multi-Agency Store (MAS) eCare

Integration with Vision



Table of Editions and Contents

Date	Version	Contents	Output
22/08/11	001	First Draft	PDF
12/09/11	002	Review ESTU	PDF
03/10/11	003	Review HMAG and CHOA	PDF

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Vision Lanarkshire Multi-Agency Store (MAS) eCare

Introduction

Vision Lanarkshire Multi-Agency Store (MAS) eCare has been developed, as part of the eHealth Programme, to enable child protection information that is held by Lanarkshire MAS to be received and displayed by Vision. This is targeted at patients who are active on the child protection register, or for patients that are linked to patients active on the child protection register. It also provides a facility to access information held by Lanarkshire MAS using the eCare Viewer.

The aim of Vision Lanarkshire MAS eCare is to enable improved sharing of electronically held data between providers of children's service and thereby ensuring that children subject to protection procedures, or who are at risk, are identified as soon as possible.

Overview

The eCare Alert flags are received via GP Communicator scheduled polling. The messages are allocated to the correct patient using their CHI number providing the patient has a registration status of Applied or Permanent.

The eCare flag is displayed discreetly in the bottom left hand Alerts section of Consultation Manager. It is possible to access child protection information held on a patient with an alert, by double clicking on the alert. An eViewer option has also been added to the drop down list within the Links tab.

A Child Protection Report is now available from the Reports menu. This report allows you to view all of your patients who are or those with links to patients who are active on the Child Protection Register.

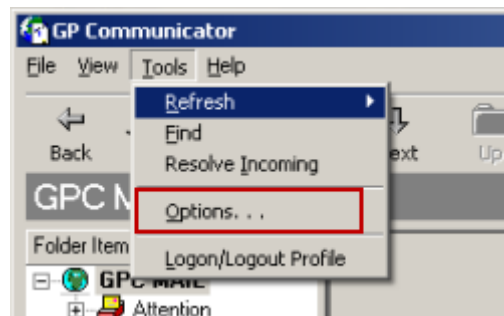
What you need to do...

- Set up Scheduler in GP Communicator. See "[Adding eCare Messages to your Timed Processes](#)" on page 2.
- Ensure you have a Links tab set up. See "[Adding a Links Tab](#)" on page 6.
- Contact your Health Board to arrange switch on.

Adding eCare Messages to your Timed Processes

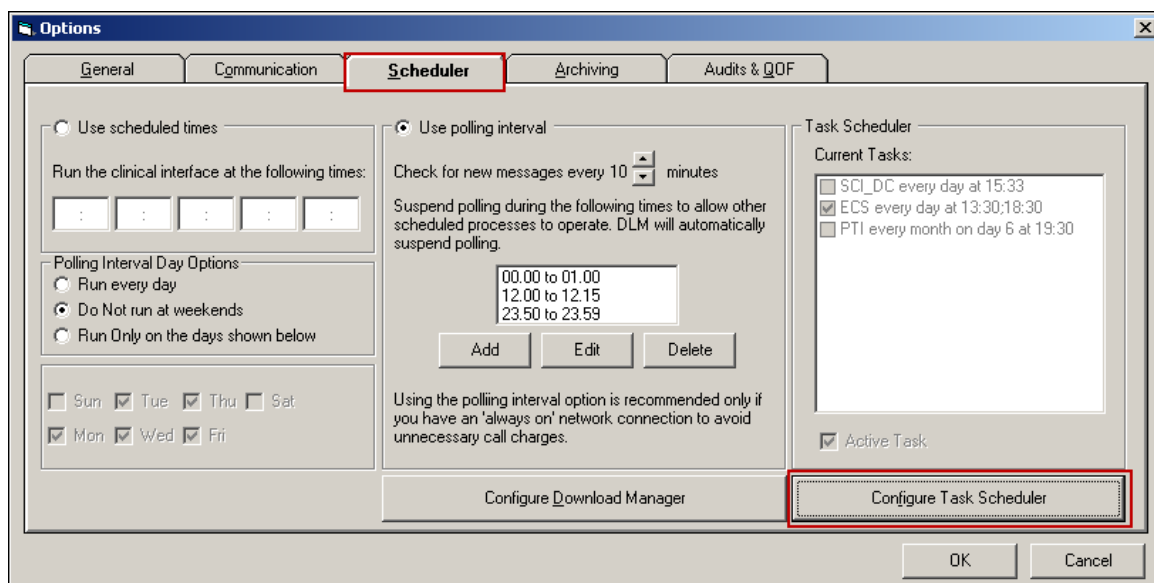
In order to receive daily eCare updates, a new process must be added to the schedule in GP Communicator. To create a scheduled collection of eCare messages:

1. On your GP Communicator machine the Vision Main Menu, select **Messaging – GP Communicator**.
2. Select **Tools – Options**.



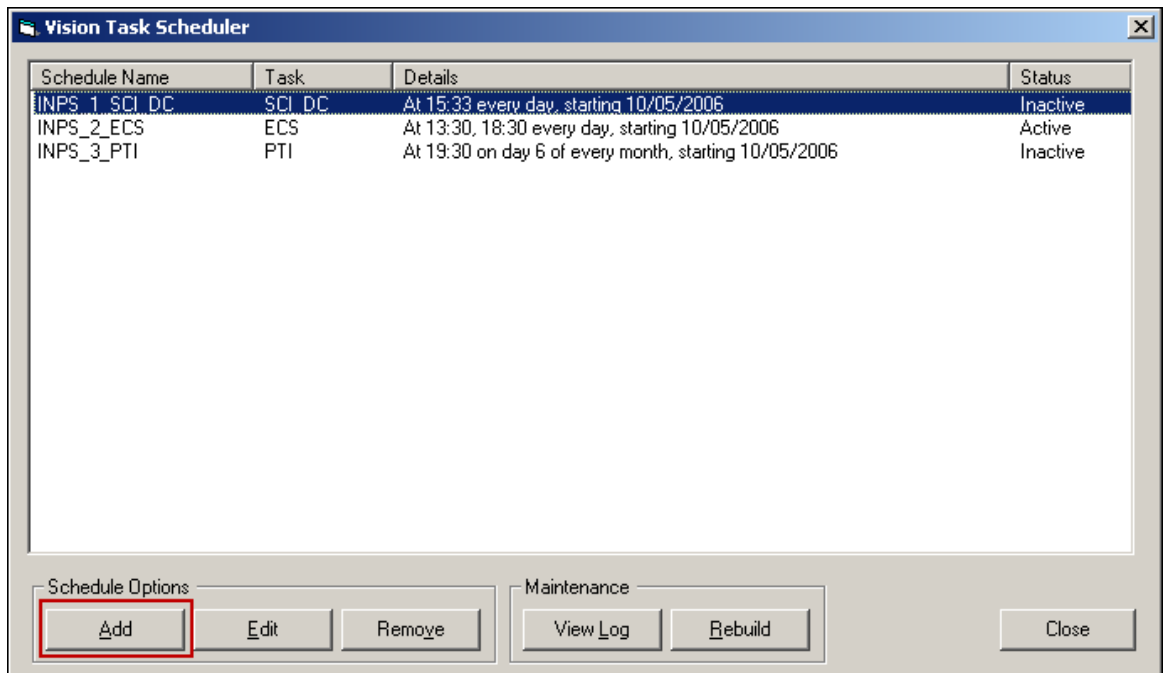
GP Communicator – Tools - Options

3. Select the **Scheduler** tab and click on **Configure Task Scheduler**.



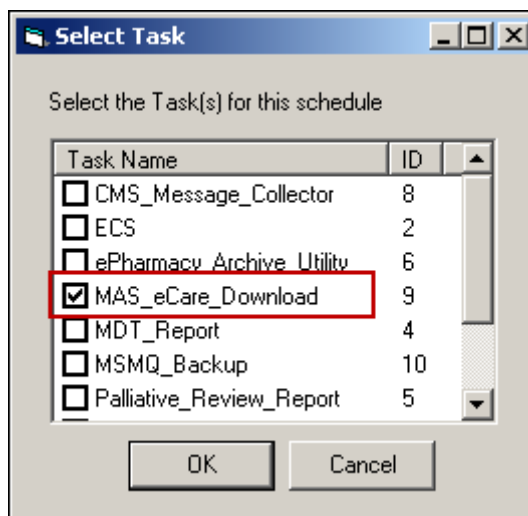
Options – Scheduler tab

4. Click on **Add**.



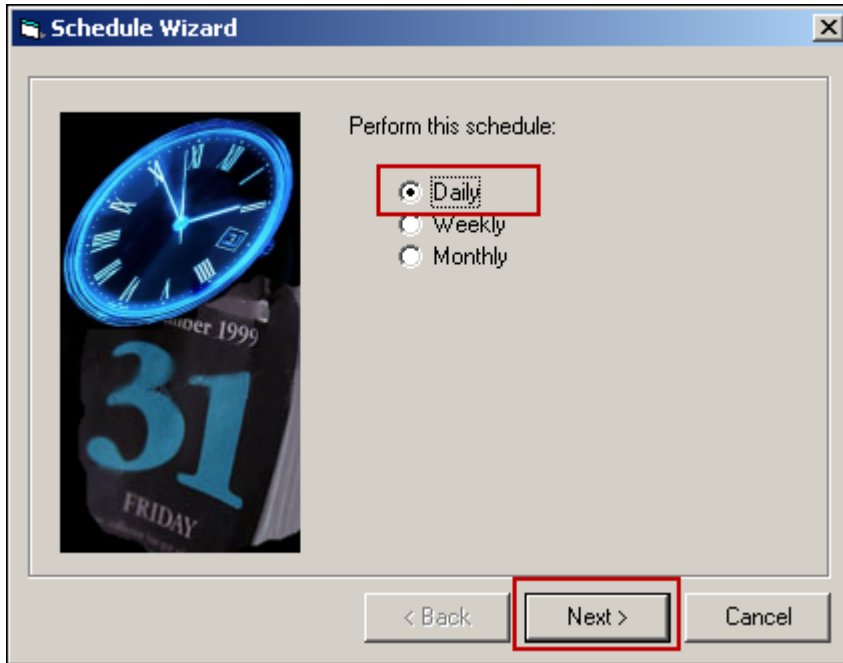
Vision Task Scheduler

5. The Select Task window is displayed, click in the tick box next to MAS_eCare_Download.



Select Task

6. Click on **OK** to save and close.
7. **Schedule Wizard** is now displayed, select **Daily** and click on **Next**.



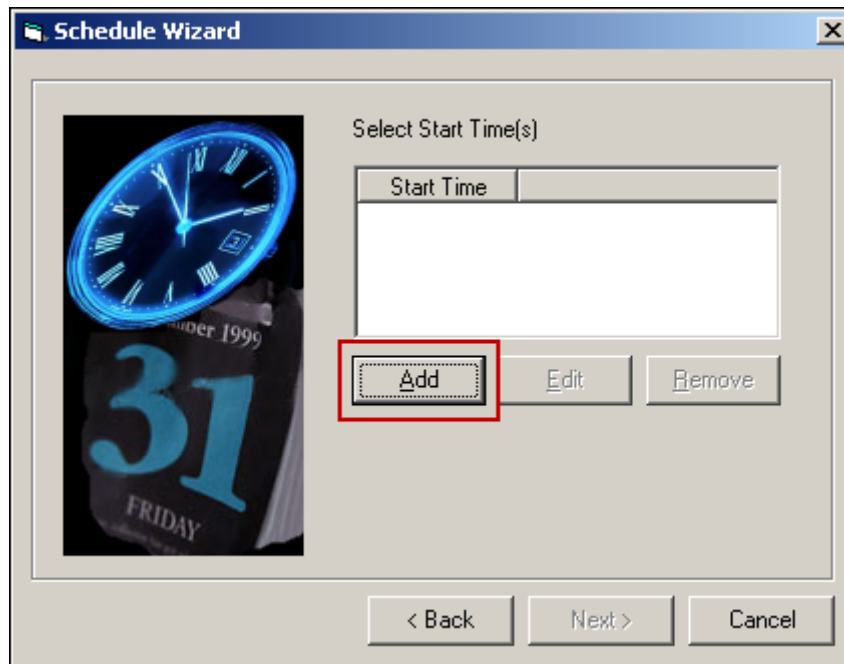
Schedule Wizard

8. Retain the defaults in **Select Start and Stop Dates**, click on **Next**.



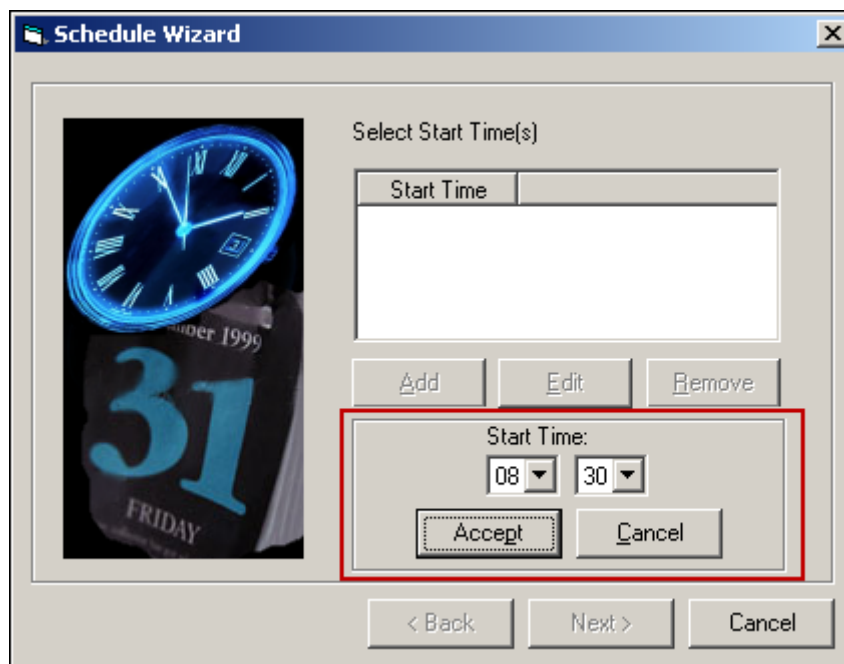
Schedule Wizard – Start and Stop Dates

9. **Select Start Time(s)** is now displayed, click on **Add**.



Schedule Wizard – Select Start Time(s)

10. Select a time for the eCare messages to be collected, then click on **Accept**. Ensure the time you select does not clash with your Back Up or other timed processes.



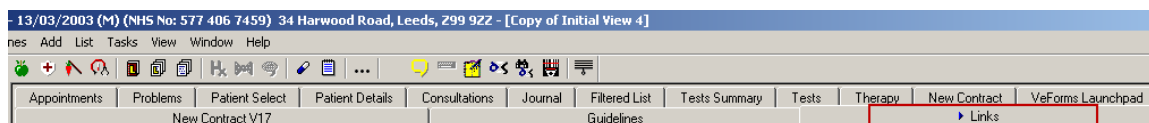
Schedule Wizard – Select Start Time(s) – Add

11. Click on **Next**.
 12. Click on **Finish** to save your choices.
 13. Click on **Close** on both the **Vision Task Scheduler** and the **Options** screen.
- Your system is now ready to receive eCare messages on a daily basis.

Adding a Links Tab

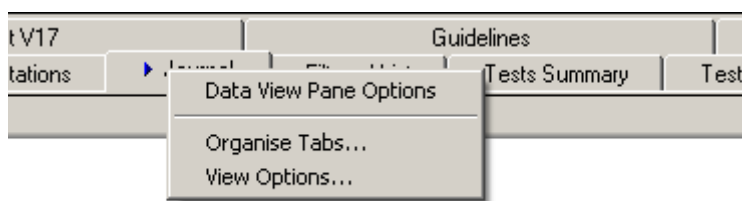
To display the child protection information triggered from the eCare alert, Vision needs to access the eCare web page. The most effective way for Vision to do this is through a **Links** tab. You may already have a **Links** tab, but if not, one should be set up as follows.

Note – This is an individual setting, it must be repeated for each login or, it can be set up as part of a practice defined Patient Record View. For further details on Patient Record Views see "[Consultation Manager – The Patient Record](#)".



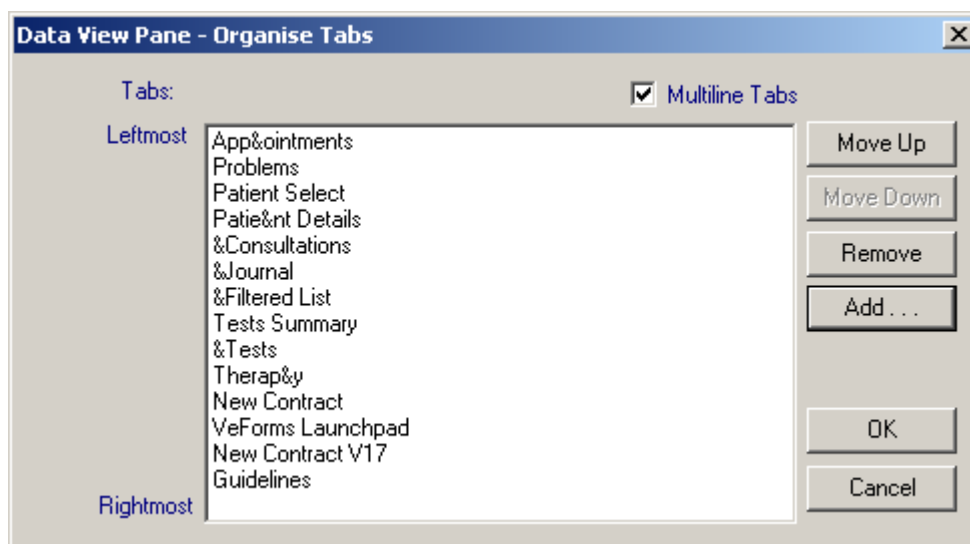
Links tab

1. From Consultation Manager, with a patient selected, right click on the Journal tab and select Organise Tabs.



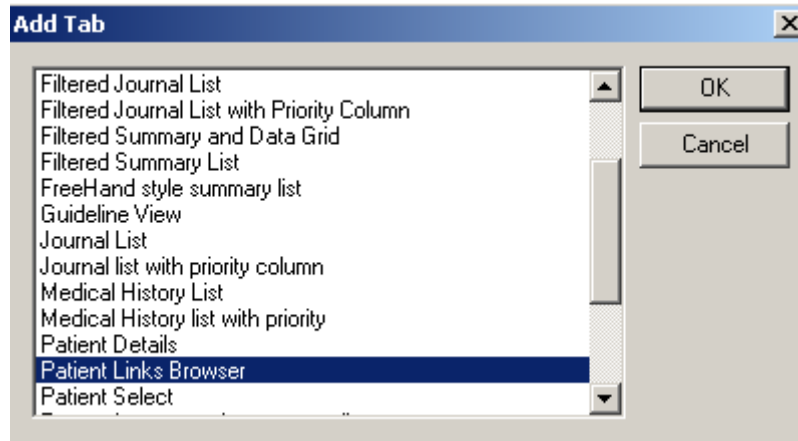
Right click – Data View Pane Options

2. **Data View Pane – Organise Tabs** is displayed, click on **Add**.



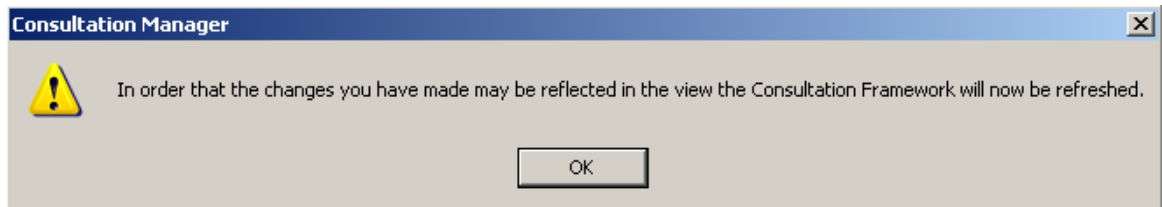
Data View Pane – Organise Tabs

3. Move down the available list using the side arrows, highlight **Patient Links Browser** and click on **OK**.



Add Tab – Patient Links Browser

4. Using the **Move Up** and **Move Down** buttons on **Data View Pane – Organise Tabs** position the new tab where you would like it to display.
5. Click on **OK** to save and close.
6. The Consultation Manager refresh message is displayed, click on **OK**.



Consultation Manager refresh message

7. Consultation Manager is reopened with the **Links** tab available.

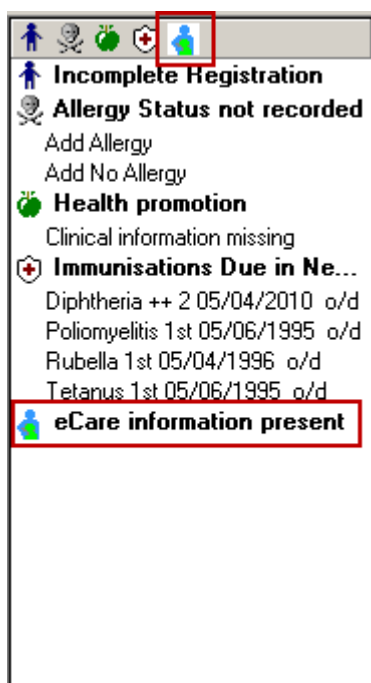
Viewing and Using eCare Alerts

Vision receives two types of eCare message

- Create Alert – Adds a new eCare alert on a patient record.
- Delete Alert – Removes an eCare alert from a patient record.

These are allocated to your patients by matching CHI numbers.

If a Lanarkshire MAS eCare flag is attached to a patient, via a Create Alert message, it is displayed in the Alerts pane of Consultation Manager.



Alert pane, eCare flags highlighted

The child protection information itself is not held by Vision. To access the child protection information held by eCare about a patient:

1. From **Consultation Manager**, if there is an eCare flag in the Alert pane, double click on it.
2. The Lanarkshire MAS – eCare Viewer is displayed through the Links tab.

The screenshot displays a web interface for a 'Child Protection Notification'. At the top, a navigation menu includes 'Appointments', 'Patient Select', 'Patient Details', 'Consultations', 'Journal', 'Filtered List', 'Summary/Grid', 'Tests', 'Therapy', 'Guidelines', and 'Links'. The 'Links' tab is highlighted. Below the navigation is a browser address bar showing 'Lanarkshire MAS - eCare Viewer'. The main content area has a header 'Child Protection Notification' and a red notification message: 'North Lanarkshire Council, CUMBERNAULD AREA TEAM: A CHILD PROTECTION INVESTIGATION HAS COMMENCED IN RESPECT OF STACEY COOK (Social Work Ref. No. 1004948)'. Below this is a paragraph asking for acknowledgment and instructions on how to contact the relevant social work team. A section titled 'Contact details for area team and standby' lists the CUMBERNAULD AREA TEAM and SWES MERRYSTONE, along with their addresses and phone numbers. On the right side, there are two buttons: 'Print Notification' and 'Acknowledged'. Callout boxes point to these elements: 'Links tab' points to the 'Links' tab; 'Notification details, including Social Work Reference Number' points to the red notification text; 'Option to print notification' points to the 'Print Notification' button; 'Click to Acknowledge reading this alert' points to the 'Acknowledged' button; and 'Contact details for area team' points to the contact information section.

Child Protection Notification for a patient who is active on the Child Protection Register

Appointments | Patient Select | Patient Details | Consultations | Journal | Filtered List | Summary/Grid | Tests | Therapy | Guidelines | Links

Lanarkshire MAS - eCare Viewer

Child Protection Notification

DAVID COOK (Social Work Ref. No. 1005663) IS LINKED TO THE FOLLOWING CHILDREN WHO ARE SUBJECT TO CHILD

Relationship	Name	Primary Carer	Legally Responsible	Carer	Lives at Same Address	Current CP Activity	Activity Ceased Date
SIBLING	STACEY COOK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SIBLING	SARAH COOK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	27/04/2011

Please acknowledge that you have read this message. If this is the first time you have received this notification, or if you have any concerns, contact a Senior Social Worker in the relevant social work team or Social Work Emergency Service, if out of hours, to share information and or concerns and to receive more information.

Print Notification

Acknowledged

Contact details for area team and standby

CUMBERNAULD AREA TEAM
CARRON HOUSE
CUMBERNAULD TOWN CENTRE
CUMBERNAULD
G67 1DP

01236 784000

SWES
MERRYSTONE

01236 622400

Details of the relationship between this patient and the patient on the Child Protection Register

Child Protection Notification for a patient linked to a patient active on the Child Protection Register

3. Click on **Acknowledged** to confirm you have read the notification.
4. Click on **Print Notification** if a paper copy of the notification is required.

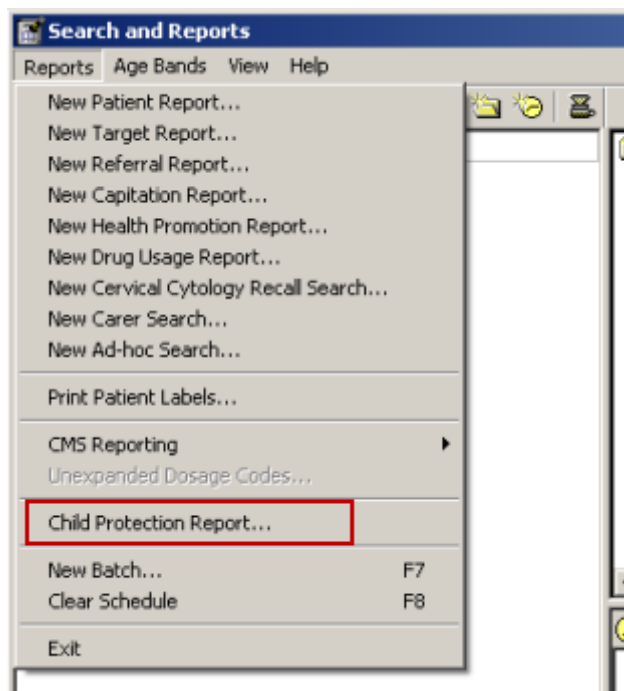
When a Delete message is received the present eCare information alert is automatically removed from Vision.

Child Protection Report

A Child Protection Report is available providing eCare is enabled. This produces a report listing all patients who have an eCare Alert meaning they are either on the Child Protection Register or linked to a patient who is.

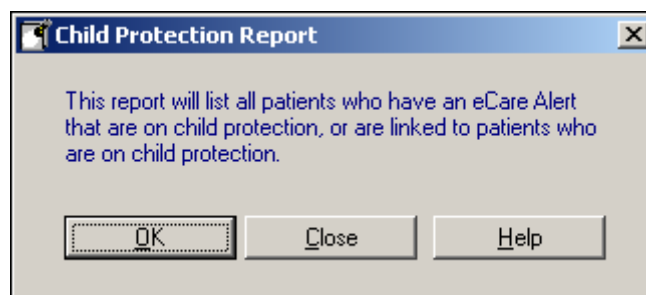
To run the report:

1. From the Vision Main Menu, select **Reporting – Search and Reports**.
2. Select Reports – Child Protection Report.



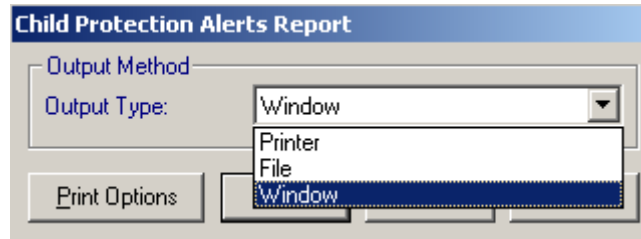
Search and Reports – Reports – Child Protection Reports

3. A Child Protection Report message is displayed, click **OK** to continue.



Child Protection Report message

4. Select an appropriate output, either:
 - File - to save as a data file
 - Printer – to send the report to your printer
 - Window – to view the report on your screen, you can then print from here if required



Output options screen

5. Click **OK**.

Note – The report lists all patients who have an eCare alert, it does not distinguish between the two alert types ie Child Protection or Linked Person.

The Child Protection Report returns the following data on a qualifying patient output:

- CHI number
- Surname
- Forename(s)
- Date of birth
- Address
- Postcode
- Telephone number

Child Protection Report		
Name	DoB	CHI Number
Mr David Cook 4 MAIN STREET, CLELAND, MOTHERWELL, LANARKSHIRE, ML1 5QN home 07919123456	15/10/1990	151090 5057
Ms Elizabeth Cook 4 MAIN STREET, CLELAND, MOTHERWELL, LANARKSHIRE, ML1 5QN	07/12/1963	071263 5203
Ms Emma Cook 13 ASH ROAD, CUMBERNAULD, GLASGOW, G67 3EB	01/05/1994	010594 9760
Mr Extra Cook 4 MAIN STREET, CLELAND, MOTHERWELL, LANARKSHIRE, ML1 5QN	12/11/1980	121180 3031
Ms Margaret Cook 13 ASH ROAD, CUMBERNAULD, GLASGOW, G67 3EB	01/01/1920	010120 5104
Ms Sarah Cook 4 MAIN STREET, CLELAND, MOTHERWELL, LANARKSHIRE, ML1 5QN	01/11/2002	011102 0468
Ms Stacey Cook 4 MAIN STREET, CLELAND, MOTHERWELL, LANARKSHIRE, ML1 5QN	05/04/1995	050495 5004

Example Child Protection Report