EMIS WEB USER GROUP

June 2018

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- New releases and headline changes
  - v8, v8.1, v8.2 and v8.3
- Snomed Updates
- Proxy Access
- Patient On Line
- Summary Care Records
- Hints and Tips for Workflow Manager

Current status of releases

Release	Controlled Rollout	General Release
EMIS Web 8.3	30 May 2018	TBC
EMIS Web 8.2	27 April 2018	TBC
EMIS Web 8.1	11 April 2018	Controlled Rollout only
EMIS Web 8.0	✔	26 April 2018

Release notes for earlier versions of EMIS Web are available on Historical EMIS Web release notes.

*subject to change

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Patient Services - Online registration search

- New search criteria to identify patients who have registered online, but not yet attended with ID is being introduced in version 8.0.2. This search can be used for the following reasons:
  - Chase up patients who have registered online but not attended with ID.
  - When they do attend with ID, you can use the search results to quickly link (right-click) from the patient to Online users to add id and complete their account.

- You can also search for patients who have registered online and attended with ID to complete their account.

- Account status

- The 'Live' status is returning to help differentiate between patients who have registered for Patient Services and those that have registered and completed their account using the PIN document online or by providing ID at the practice.

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Patient Services - Online registration search cont…

- The Registration Workflow inbox for online registrations was removed as part of the 7.1 release. This proved unpopular, to say the least, so we will be introducing new search criteria in version 8.0.2 to identify patients who have registered online, but not yet attended with ID. The search can be used for the following:
  - Chase up patients who have registered online but not attended with ID.
  - When they do attend with ID, you can use the search results to quickly link (right-click) from the patient to Online users to add ID and complete their account.

- The criteria to search for either pending or processed online registrations, is located under the Online User feature in both patient and online user searches.

- We recommend you use an online user search to locate outstanding (pending) online registrations. This is because you can link (right-click) from the results to the Online users module, where you can quickly add ID and complete the account.
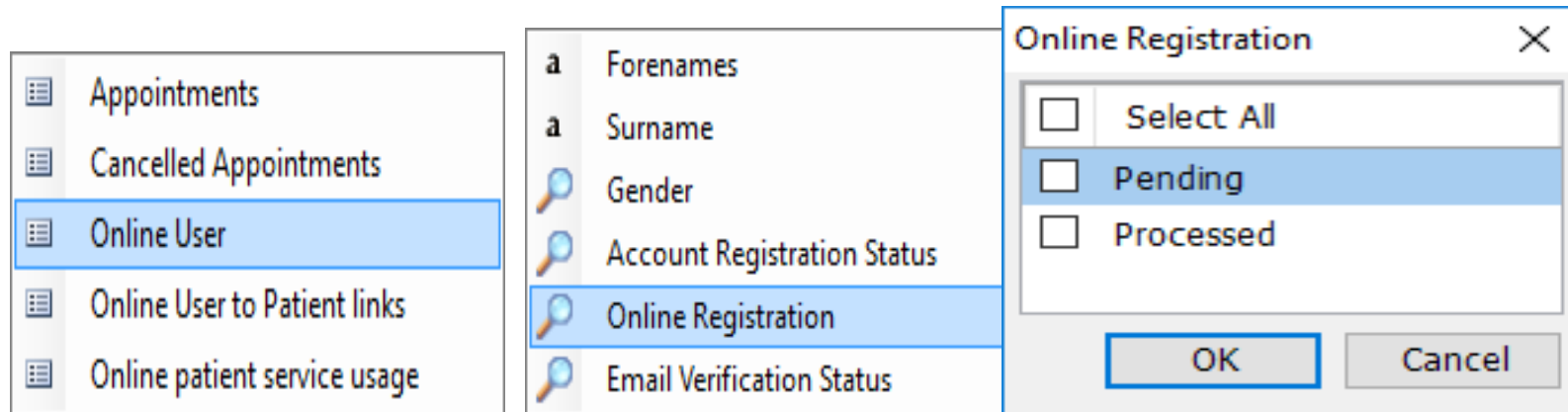
Pending vs processed

Criteria	Definition
Pending	User has registered online but no ID has been produced or recorded.
Processed	User has registered online, attended with ID, which has been recorded.

Support Centre Links – V8 Release

- https://supportcentre.emishealth.com/news/releases/emis-web-8-0/

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V8.2

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Population Reporting – Counting multiple features

- An enhancement to identify patients based on a count of features present has been implemented in Population Reporting.
  - For example, you can now search for a number of features recorded on a patient's record that could be commonly associated with a disease, and then return the patients who scored highest against those features.
  - In the video example, the search will identify patients who score three or more of the five features that could be considered diabetes risk factors.
  - See recording on SC for full details.

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Snomed CT Changes – prep phase 1

- **SNOMED CT preparation (phase1)**
- Minor changes to the following modules in preparation for the implementation of SNOMED CT;

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- **Legacy Data Mapping –** New filter options under the 'codes' ribbon option. The filter will allow users to view either local codes or SNOMED CT codes that have failed to map across to EMIS Web. **THIS WILLL NOT INCLUDE CODES TO ALERT THE PRACTICES TO CODES THAT HAVE NOT BEEN MAPPED TO SNOMED IN THEIR LOCAL SEARCHES ETC**
- **Population Reporting** – Two new columns to assist with reporting when adding aggregate and list reports. The columns allow users to produce a report containing the concept and description ID's of SNOMED CT terms.
- **Enquiry Manager –** In preparation for running dual code extracts after April 2018 (Read and SNOMED CT), some additional text [SNOMED] has been added to Enquiry Manager to any extract that includes SNOMED CT codes.
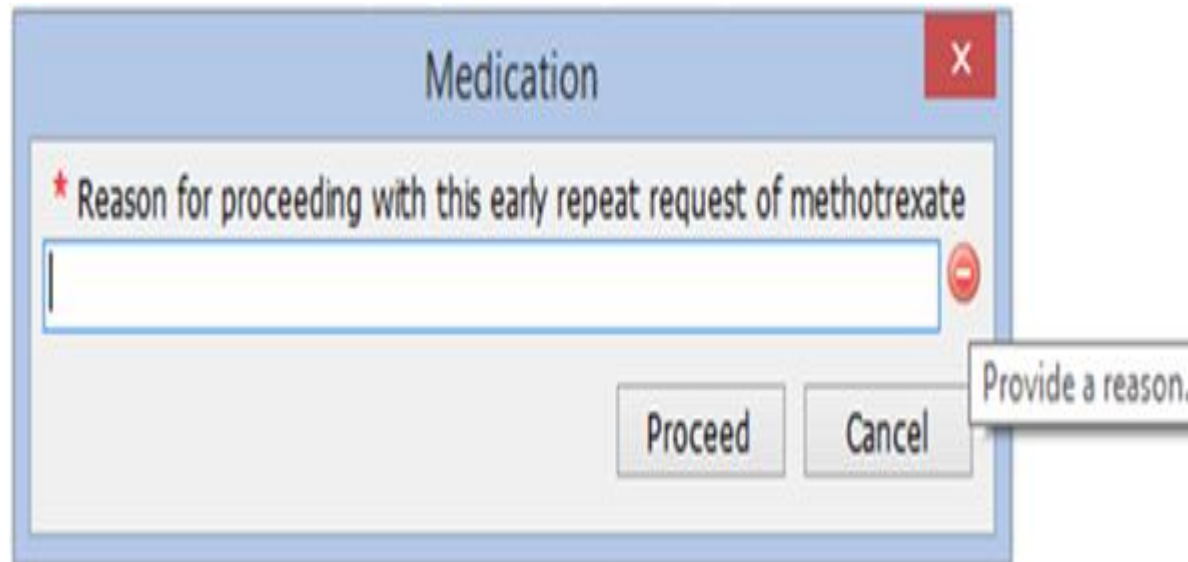
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V8.3

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Patient Services

- Demographics and Contact details amendments made in Registration will now automatically update the Online users section and vice versa.
  - If a request is made by a patient online, a task will be created in Registration Workflow as normal, and when accepted it will update both sections.

Medication

- A new message is now displayed when re-issuing a high alert medication early. Previously if an override reason was not entered there was no indication that the medication was not issued. The new message advises that a reason must be provided.

Support Centre Link – Patient Facing Service Fixes

- [V8.0, v8.1 and v8.3 all have PFS fixes in](https://supportcentre.emishealth.com/help/patient-access/issues-with-patient-services-in-7-1/)
- https://supportcentre.emishealth.com/help/patient-access/issues-with-patient-services-in-7-1/

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Snomed latest updates

EMIS Health approach EMIS Health will be delivering a phased approach for the implementation of SNOMED CT.

Phase 1. EMIS Health have successfully completed phase 1 testing with NHS Digital for SNOMED CTfunctionality in EMIS Web.

The majority of phase 1 covers 'back-end' functionality in EMIS Web. You can view more information about the 'front-end' functionality changes (i.e. changes that can be seen in EMIS Web itself) in phase 1, in changes in v8.2.

Phase 2. Following phase 1 and subject to key issues identified being resolved, we will then be testing our new EMIS Web SNOMED CT code picker in our First of Type (FOT) practices.

- On completion of successful testing at our FOT practices we will then commence the controlled rollout of SNOMED CT to all our GP practices in England.
- We will communicate more accurate rollout information using the EMIS Health news feed.

• The EMIS Library has undergone a review to decide which out of date and redundant searches should be removed – i.e. the housekeeping tasks that we are promoting all sites to do for their own local searches. This is all in preparation for phase 2 of SNOMED CT.

- We have listed all EMIS Library searches that will be removed on Monday 2 July on the support centre: https://supportcentre.emishealth.com/news/emis-web-library/emis-library-rationalisation/

Support Centre Links – Snomed

- https://supportcentre.emishealth.com/help/care-record/snomed-ct/

- https://supportcentre.emishealth.com/help/care-record/snomed-ct/snomed-ct-in-primary-care-implementation-update/

- FAQs https://supportcentre.emishealth.com/help/care-record/snomed-ct/snomed-ct-implementation-frequently-asked-questions/

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Proxy Access for Patient Facing Services

- Still in EA Phase.
- https://supportcentre.emishealth.com/help/patient-access/proxy-access/
- Videos and user guides on changes and news on activation on the SC following successful pilot.
- New Patient Access
  - Launched 30th May at 3pm

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Summary Care Record

- **Viewing SCR info for Temporary Patients/Summary Care Record Viewer.**
  - Activate this in Configuration – Organisation Config – select your organisation and edit.
  - https://supportcentre.emishealth.com/help/care-record/summary-2/summary/viewing-scr-information/
- **SCR, Additional Information sign up, especially for those most vulnerable patient groups. It provides valuable additional information to the person delivering care.**
  - **Priority reporting groups to target:**

CCDCMI18) Frail Patients - Count of the number of registered patients aged 65 years or over, who have a diagnosis of moderate or severe frailty

(CAN001) - Patients on cancer register since 1/4

(CHD001) - Patients on CHD register

(COPD001) - Patients on COPD register

(DEM001) - Patients on Dementia register

(DM017) - Patients on Diabetic register

(EP001) - Patients on Epilepsy register

(HF001) - Patients on Heart Failure register

(LD003) - Patients on Learning Disabilities register

(MH001) - Patients on Mental Health register

(PC001) - Patients in need of Palliative care

(STIA001) - Patients on Stroke / TIA register

Hints and Tips.

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Workflow Manager – hints and tips

- Set up a few global viewers who can manage and keep their eye on each area in workflow manager. Get these users to clear down and complete those tasks on a daily basis, ie medical secretaries can look after and manage Referral Management, the summariser can manage GP2GP.

- Set up the tasks escalations so that outstanding task notifications go to these users and not all to one person.

- DO NOT set up a dummy user for all tasks escalations to be sent to.

- **Test Requests**

   use the batch completion of test requests by date. Use this option to clear down/complete those older test requests.

   better still, use this list as a way of seeing and recalling in those patients who never attend for their bloods.

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WFM hints & tips cont….

- **Tasks Escalations**

   the reason these appear is because there are outstanding tasks in ALL areas of workflow manager.

   Don't ignore and delete them, use them as a way of seeing which areas of workflow need most   attention.

- **Task Default Settings**

   Use this option if certain users or teams in your organisation are always responsible for particular tasks, for example,   booking appointments or viewing test results. Revisit this and look at the users set here and the due date settings. Use the due date settings more so that tasks do not go overdue on the same day it is sent.

- Archive completed tasks regularly, if large amounts build up this can affect Web performance. This is also the same for successful GP2GP transfers.

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WFM hints and tips cont…

- **GP2GP**

  Clear down and complete the integration successful tasks also.

  Unfiled GP2GP tasks. Get these filed every day if possible, if not at least within 3 days as per NHS digital target.

  Deal with the medication authorisation tasks, either the clinicians task OR admin into past drugs.

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THANK YOU AND ANY QUESTIONS

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