

InTouch Flow Manager – Arriving a patient via Reception

You can arrive a patient using the **Dashboard View** or **Clinician View** of InTouch Flow Manager. However, it is only in the Dashboard View that you will find the **Main Arrival tick box** which stamps the actual time of the patient's arrival.

Once a patient approaches reception to report their attendance; you can either browse your list to look for the patient **OR** search using the **Search Field** and click **Search**.

Step 1: Once you found the patient's row; click the **Demographics Icon**



This will open the Patient details window:

OLIVIA WILSON (F) (Patient ID - AC9046 | NHS Number - 9977961369) | Location - Clinic - ...

Demographics | Actions & Alerts | Journey | Arrival | Calling | Complete

Patient Details | More Details | Custom Question

Calling Display Name: OLIVIA WILSON | Pager:

Block Calling | **Patient Alias:**

DOB: 26 May 1989 | Title: Ms | Name: WILSON | Address: 3 GREENACRE LANE | Postcode: HD196TH | Home Telephone: 1694544646 | Mobile Telephone: | Ethnicity: White British | Email Address 1: | Civil State: Married/Civil Partner | Work Telephone: |

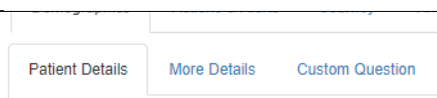
Arrive into Clinic

Note: If you are in the clinic that uses the Calling Screen,

- If a patient doesn't want to be called via Calling Screen tick **Block Calling**
- If they can be called via calling screen **BUT** wants a different name to be displayed, ADD **Patient Alias**

Step 2: Confirm patient's details with the patient.

There are two other tabs that contains patient details;



Clicking More details tab to open:

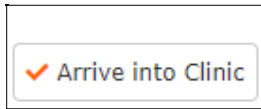
Patient Details | More Details | Custom Question

GP Name: DR BENNETT | GP Practice: | Next of Kin Name: STEVEN MARCH | Next of Kin Relationship: | Next of Kin Address: 3 GREENACRE LANE | Next of Kin Telephone: | Religion: | Dentist Name: | Dental Practice: |

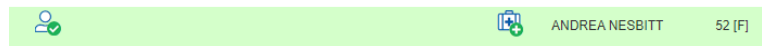
Arrive into Clinic


The custom question tab is a question that is set by the supplier. i.e. Covid Symptoms Question.

Step 3: If all details are correct, you will click **Arrive into Clinic** button

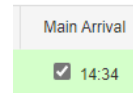


The patient's row will be highlighted **Green**.



The demographic icon changes to  ; meaning all the demographics are **correct**.

A time stamp will be reflected under the **Main Arrival** column



A **Green Tick with Blue Highlight** indicates the patient arrived via Reception



A **Calling Icon** will appear as a sign that the patient is ready to be called into a room.



Note: If any of the demographics need updating; you will still arrive the patient using Flow Manager but do the corrections in Careflow PAS.