Flow Manager for Clinicians

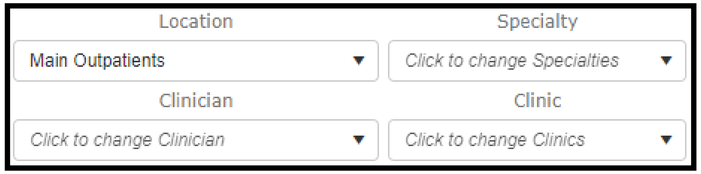
Search for a Patient

1. Click into the **Patient/Name ID** field
2. Type a **partial** patient name/Trust ID or Full NHS number
3. Click the **Search** button

NOTE: Always click the **Refresh** button to remove the Name/ID filter without removing other filters you have in place.

CAUTION: Clicking the **Reset Filters** icon will reset every option at the top of the Dashboard.

Filtering the Dashboard



Changing **Location** to anything other than Main Outpatients will change the behaviour of the screen as well as patients who appear. The more you select, the less you will see.

Tick as required. The more you tick , the more you will see.

All the above filters are cumulative and are retained even when you log out and log back in again.

The cut off for these is 13:00.

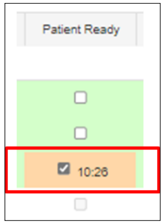
This filter is **not** retained when you log out and in again.

The Time Bar resets when you move to another tab & return.

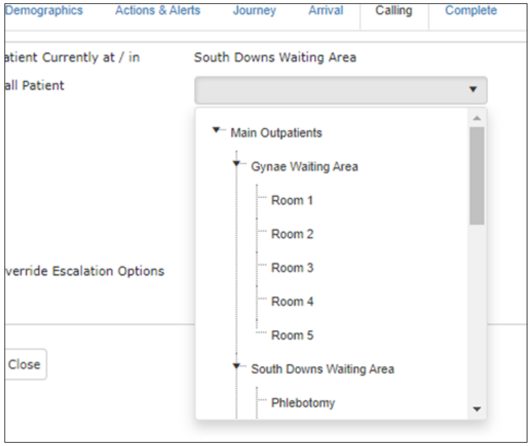
NOTE: Ensure the correct Location is set in the Clinician tab.

Call the Patient into your Room

1. Ensure the **Patient Ready** tickbox is showing ticked - this should have been ticked by a Nurse



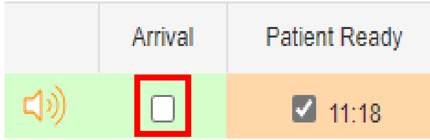
2. Click the  icon by the Activity Time
3. **Make sure you have selected the correct patient**
4. Ensure the correct location is selected in the **Call Patient to** drop-down



- Click the **Move to Location (No Call)** button - if the patient is already in your room or you manually collect the patient
- Click the **Call Patient** button, to trigger the Call Screen

Patient Arrives in the consulting room

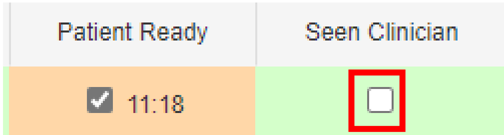
1. Once the patient enters the room, **make sure you have the correct patient**
2. Click the **Arrival** tickbox, to stop calling the patient



NOTE: If not using the Call Screen, you cannot use the Arrival tickbox.

Seen by Clinician

1. Once the patient leaves the room, **make sure you have the correct patient**
2. Click the **Seen Clinician** tickbox, to record they have been seen



NOTE: When an appointment is outcome in Careflow PAS, the patient drops off the Clinician and Dashboard tabs, unless the user has selected the **Completed** Status tickbox within the filter options at the top of the grid.

Flow Manager for Clinicians

University Hospitals Sussex
NHS Foundation Trust

Icons	Meaning of Appointment Flow icons
	Call Patient *If calling has been disabled for this patient*
	Call in progress: first call (green), second (orange) and third call (red)
	Complete Appointment. Appointment now completed Both Arrival icon & Completion icon are grey
	Arrival Status non-standard e.g. cancelled, patient refused to wait, Did Not Attend (DNA)

Icons	Meaning of Arrival icons
	Demographics have not yet been checked
	Patient demographics confirmed as correct Via Reception Via Kiosk
	Some patient demographics need correcting
	Visual impairment
	Hearing impairment
	A Blue Alert to action - patient can check-in on Kiosk
	A Red Alert to action - patient cannot Kiosk check-in

Colours	Patient...
White	...has not arrived
Green	...arrived, no outstanding activities
Blue	...arrived, outstanding activities
Yellow	...appointment completed
Orange	...up to 30 minutes late
Pink	...over 30 minutes late

Flow Manager Reference Guide

intouch with health
A VitalHub Company

For Appointment Clinicians

Have IT issues?
Contact IT Helpdesk on x65777

Opening Flow Manager

1. Double-click the **BSUH Applications** folder
2. Double-click the **InTouch Flow Manager** icon