Flow Manager for Nurses

intouch with health
A VitalHub Company

NHS
University Hospitals Sussex
NHS Foundation Trust

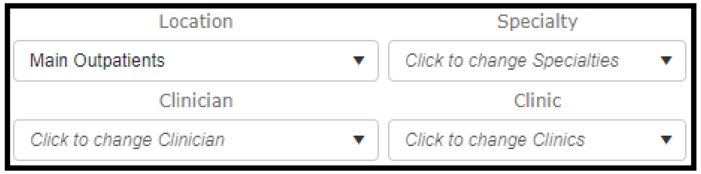
Search for a Patient

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 Dash-board.

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.

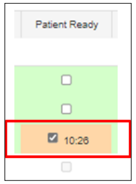
The Time Bar resets when you move to another tab & return.

Add Alerts

1. **Make sure you have selected the correct patient**
2. Click the **Person** icon at the start of the row
3. Click the **Actions and Alerts** tab
4. Type the relevant Alert text in the **Alert** field
5. If patient to use Kiosk, tick **Allow Checkin** tickbox
6. Click the **Add** button
7. **Close** the pop-up window

Make a Patient Ready for the Clinician

1. **Make sure you have the correct patient on Dashboard**
2. Click the **Patient Ready** tickbox near the end of the row



NOTE: Ensure the correct Location is set in the Dashboard & Activity Manager tabs.

Call the Patient into your Room (Phase 3)

1. Click the **Megaphone** icon by the Activity Time
2. **Make sure you have selected the correct patient**
3. 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

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

For Nurses

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