

Flow Manager for Receptionists

Arrive a Patient

- 1. Make sure you select the correct patient
- 2. Click the Person icon at the start of the row
- 3. Check the following tabs Patient Details + More Details
- Details incorrect correct on PAS: R-C > Edit Patient
- Details correct move to next step
- 4. Do you need to:
- Block your patient's Calling?
- Record a Calling Board Alias for them?
- Record answers in the Custom Questions tab?
- 4. Click Arrive into Clinic button on Patient Details tab

Update Self-Checked in Arrival

Did you update the self-checked in patient's details in PAS? If so:

- 1. Click the Person icon at the start of the row
- 2. Click the PAS Updated button

Add Actions

- $1.\,\mbox{Make}$ sure you select the correct patient
- 2. Click the Person icon at the start of the row
- 3. Click the Actions and Alerts tab
- 4. Add relevant Actions:
- Hearing & Visual Impairment

Send Patient to an Activity (Phase 2)

- 1. Make sure you have selected the correct patient
- 2. Click the Activity **Arrow** icon
- 3. Click the Blue Stamp icon 🗸
- 4. Click the **Close** button The Arrow icon has changed to an image of the Activity due to be carried out next

Unarrive a Patient

NOTE: Unarriving a Patient will remove **ALL** Nursing Activities already against the record.

- 1. Make sure you have selected the correct patient
- 2. Click the Main Arrival tickbox to untick it
- Click the Cancel button, if you don't want to proceed
- Click the **OK** button if you want to unarrive the patient

Lock a Patient's Row

NOTE: Locking a row assumes you have checked a patient's demographics and, where incorrect, updated them on CareFlow PAS.

- 1. Make sure you have selected the correct patient
- 2. Click the **Person** icon at the start of the row
- 3. Check the following tabs Patient Details + More Details
- Details incorrect correct on PAS: R-C > Edit Patient
- Details correct move to next step
- 4. Click the Arrival tab
- 5. Click the Appointment Lock tickbox to select it

Whilst locked the Clinician cannot say they have seen the patient and the Nurse can't record that the patient is ready.

To unlock a patient row, follow Steps 1, 2, 4 and 5

lcons	Me	Meaning of Activity and Appointment Flow icons			
Ē.	No	No Activities booked			
Ŕ	•	Outstanding Activities. A requested Activity with an added comment has an orange background			
<u>\$</u>		Activity in progress - Activity window - patient not arrived for activity Ratient walking icon displays			
٥		Activity in progress - patient arrived for activity - various icons for various activities			
R	All A	All Activities completed			
Å		Call Patient If calling has been disabled for this patient			
I))		Call in progress: first call (green), second (orange) <			
© ;		Complete Appointment. Appointment now completed Both Arrival icon 📀 & Completion icon 🔽 are grey			
0		Arrival Status non-standard e.g. cancelled, patient refused to wait, Did Not Attend (DNA)			
Colou	ırs	Patient			
Wł	nite	has not arrived			
Gre	een	arrived, no outstanding activities			
BI	ue	arrived, outstanding activities			
Yel	low	appointment completed			
Ora	nge	more than 30 minutes late			
Pink		over 60 minutes late			



Flow Manager for Receptionists

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

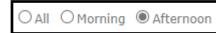
Location		Specialty	
Main Outpatients	•	Click to change Specialties	•
Clinician		Clinic	
Click to change Clinician	•	Click to change Clinics	•

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.

Status
Expected Arrived Late
🗆 NA 🗆 Completed 🗹 Locked

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.

cons	Meaning of Arrival icons					
ം	Demographics have not yet been checked 🛛 🝞					
2	Patient demographics confirmed as correct Via Reception Via Kiosk					
⊘ ⊗	Some patient demographics need correcting displays once PAS Updated button selected					
Ø	Visual impairment					

Clinic Move and Missing Clinics

- 1. Note down the Clinic Code for those Patients
- 2. Set a Clinic Move in the Admin module

Hearing impairment

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- 3. Go to Administration Module > Clinic Moves
- 4. Check if there's already an Exception made for a clinic
- 5. If there is and there is an end date which is in the past, edit the clinic location by using the calendar icon

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- Set the New Location and dates
- 6. If there isn't, Click the Add New Clinic Move
- 7. Set the following:
 - Clinic Code
- Location
- Area
- Rooms
- Frequency and duration
- Click Add



with health

For Receptionists

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