

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. 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

Icons	Meaning of Activity and Appointment Flow icons
	No Activities booked
	Outstanding Activities. A requested Activity with an added comment has an orange background 
	Activity in progress - Activity window - patient not arrived for activity  Patient walking icon displays
	Activity in progress - patient arrived for activity - various icons for various activities
	All Activities completed
	Call Patient <i>If calling has been disabled for this patient</i> 
	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)
Colours	Patient...
White	...has not arrived
Green	...arrived, no outstanding activities
Blue	...arrived, outstanding activities
Yellow	...appointment completed
Orange	...more than 30 minutes late
Pink	...over 60 minutes late

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 Main Outpatients	Specialty Click to change Specialties
Clinician Click to change Clinician	Clinic 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	
<input checked="" type="checkbox"/> Expected	<input checked="" type="checkbox"/> Arrived
<input type="checkbox"/> NA	<input checked="" type="checkbox"/> Locked
<input type="checkbox"/> Completed	

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.

<input type="radio"/> All	<input type="radio"/> Morning	<input checked="" type="radio"/> Afternoon
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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.

Icons	Meaning of Arrival icons
	Demographics have not yet been checked
	Patient demographics confirmed as correct <input checked="" type="checkbox"/> Via Reception <input checked="" type="checkbox"/> Via Kiosk
	Some patient demographics need correcting displays once PAS Updated button selected
	Visual impairment
	Hearing impairment
Clinic Move and Missing Clinics	
<ol style="list-style-type: none"> 1. Note down the Clinic Code for those Patients 2. Set a Clinic Move in the Admin module 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 <ul style="list-style-type: none"> • Set the New Location and dates 6. If there isn't, Click the Add New Clinic Move 7. Set the following: <ul style="list-style-type: none"> • Clinic Code • Location • Area • Rooms • Frequency and duration • Click Add 	

Flow Manager Reference Guide



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