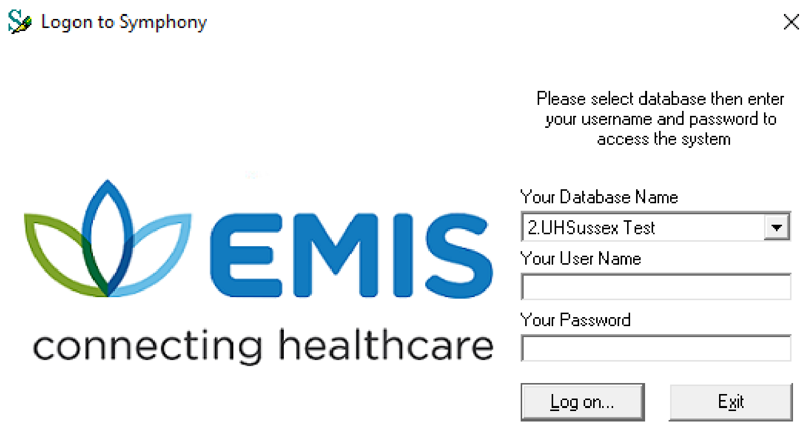
Logging on & Symphony Overview

Logging on

1. Double click on the **Symphony** icon

If you use **Single Sign On** (**SSO**) then your User Name & Password will be entered automatically. If not, you will need to enter your **Active Directory** (**AD**) User Name & Password

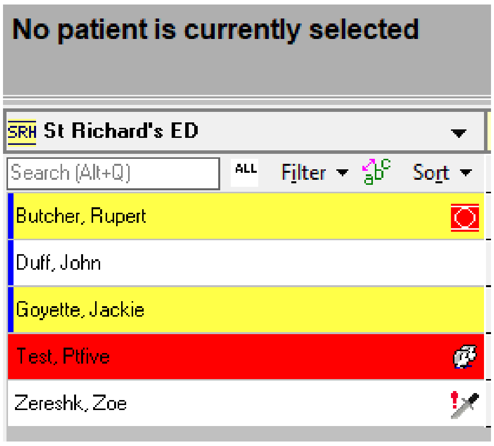
2. If you don't have SSO, enter **Your User Name** and **Your Password** and then click on **Log On…**



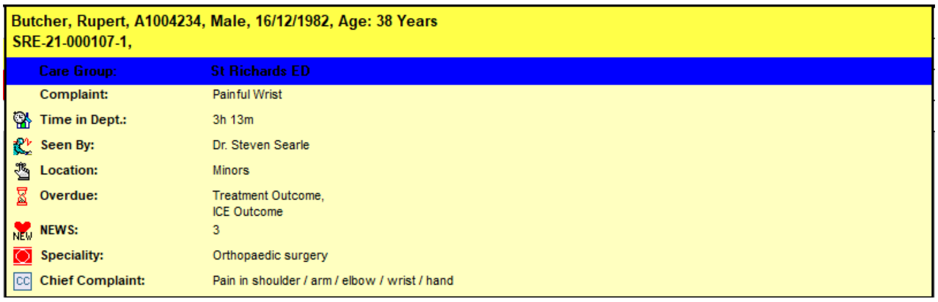
3. Select a patient on the tracking grid

Patient Names & ED Symbols

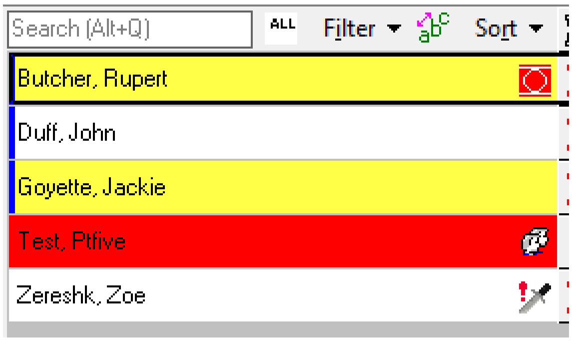
Patient Names are displayed in the first column, on initial login the Patient Banner Bar will display 'No patient is currently selected' until you select a patient from the Tracking Grid.



Moving your mouse over the patient name and symbols will display details such as **Complaint, Seen By** and **Overdue Outcomes**. Other items can be seen in this example.



If you have a long list of patient's on the Tracking Grid, you can search for them by either **Forename or Lastname** by typing in all or part of the name



Time in Dept.

The Time in Dept. displays the amount of time the patient has been in the department and is colour coded:

0 - 60 minutes = Green
60 - 210 minutes = Orange
210 minutes or greater = Light Red
720 minutes or greater = Dark Red

Tracking Grid

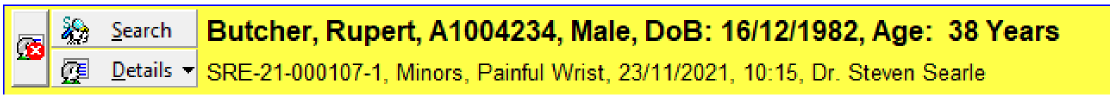
The **Tracking Grid** contains the most commonly used **DEP's** and it shows what time the action was taken. These times are colour coded:

Black - Complete
Green - Requested
Red – Overdue

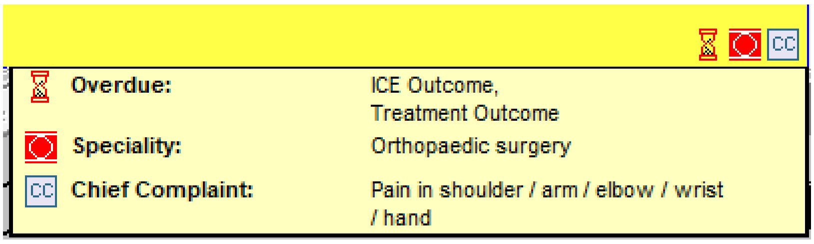
Triage	Proceed?	Clinician	AE Rev	Referral	SPSRev	ICE	Medicatio	Treat	DTA	Discharg
10:35	10:50	10:50		11:20	11:21	11:06		11:33		
10:22										
10:37	10:55	10:55						11:19		
14:34										
11:14										

Patient Banner

The **Patient Banner** will display demographic information such as **Name, Hospital Number, Sex, DoB** and **Age**. Other information about the patient's episode such as **Location, Complaint, Arrival Date & Time** and **Seen By** (if this has been completed) will be displayed.

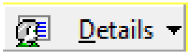


Moving your mouse over the banner symbols will show details such as **Overdue, Speciality** (if the patient has been referred) and **Chief Complaint** etc.



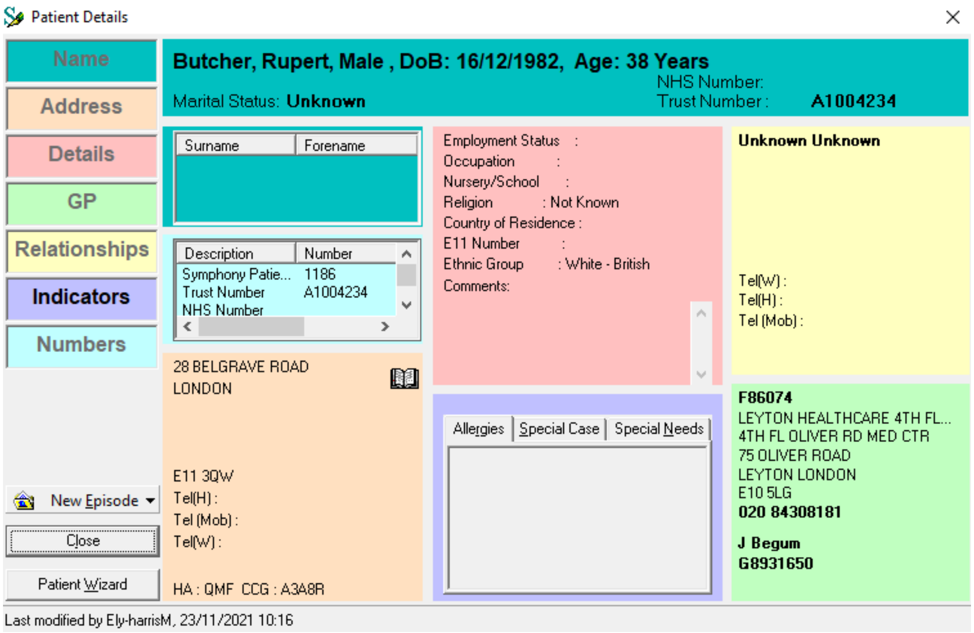
Details Button

4. To view more demographic details about the patient in the banner, click on the **Details** button

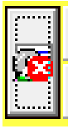


Patient Details screen appears; here you can check demographic details such as Address, Telephone Number & GP Details. If any of these details are incorrect, you will need to change them in the PAS system, this information is **Read Only**

5. Click on the **Close** button

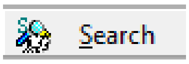


6. Click on the **Clear Current Patient** button



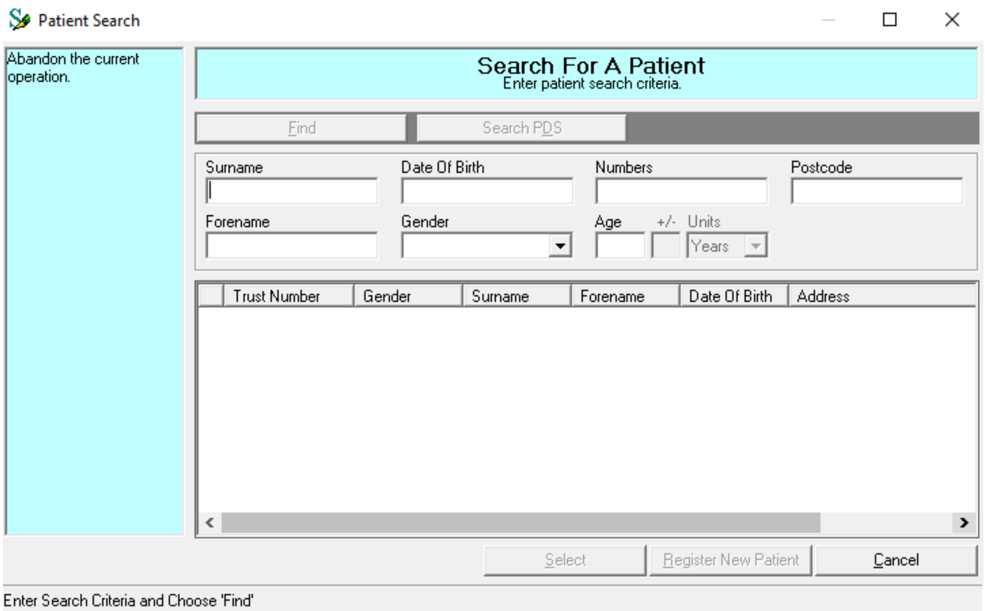
Search Button

7. Click on the **Search** button



From here you can search for a patient that is not currently in the department.

8. Click on the **Cancel** button



Data Entry Processes (DEPs)

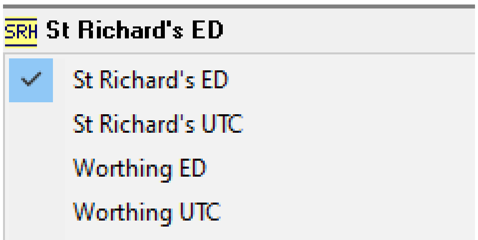
Under the **Next Action** menu lists all the available **Data Entry Processes (DEPs)**. You would use a DEP to record and complete information for the patient throughout their ED stay e.g. Triage, Diagnosis, Referrals, Discharge etc. You can search for a DEP to save looking through a long list. Please ensure you have the correct patient selected.

Change Hospital Site

If you have the permissions, you can change the hospital site.

9. Select the current site drop down e.g. St Richard's ED

10. Select a different site

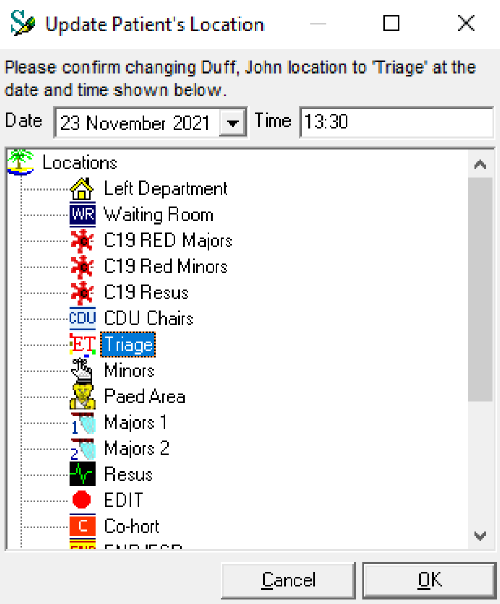


New site will be displayed.

Update Patient's Location

You can record and update the patient's location from the tracking grid. Please ensure you have the correct patient selected.

11. Select the **Locations** drop down arrow
12. Choose a location and click on **OK**



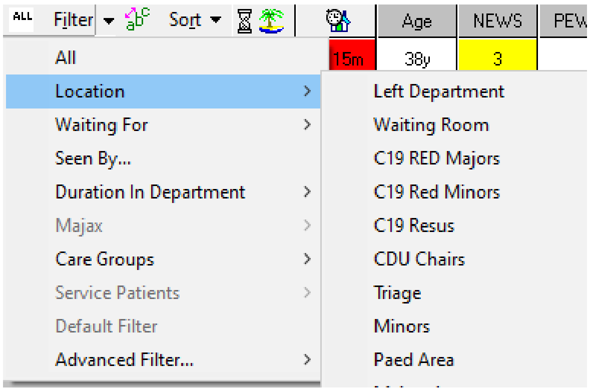
13. Icon updates on the tracking grid

Filters

You can use the Filter button to filter the tracking grid e.g. by Location.

14. Select the **Filter** drop down

15. Select a filter and if the filter has a sub section then you will also need to select this e.g. Location>Triage



The tracking grid will change to show the filter you have selected e.g. We're now seeing patients with a location of Triage

To take the filter off:

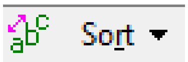
16. Select the **Filter** drop down
17. Select **All**

All patients are now shown.

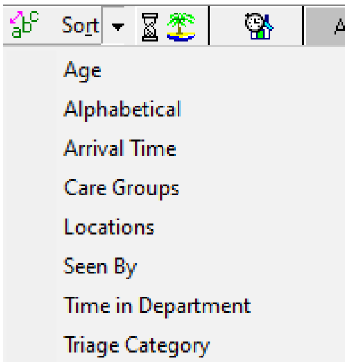
Sorting

You can use **Sort** to change the order of the patients on the tracking grid.

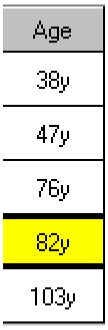
18. Select the **Sort** drop down arrow



19. Select a sort option e.g. Age



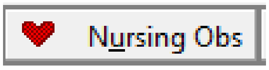
The tracking grid will then be sorted e.g. by **Age**.



You can also click on the **Sort** button once you have chosen a sort option and this will sort the tracking grid ascending/descending order as you click.

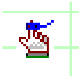
Nursing Obs

20. Select the **Nursing Obs** button



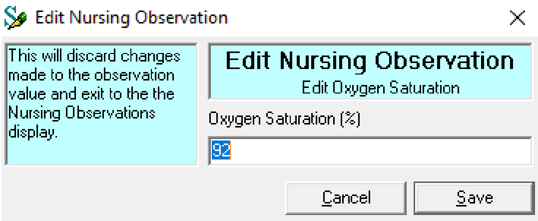
Observations can be viewed and edited from this screen.

21. Double click on an observation icon to edit it



Access to editing observations will depend on your access rights.

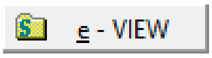
22. If you do make any changes, click on **Save** or click on **Cancel** to exit without saving



23. Click on the **Tracking** button to return to the **Tracking grid**

eVIEW

24. Double click on a patient from the tracking grid or click on the **e-VIEW** button



All the previous episodes for the selected patient are displayed in e-VIEW in date order.

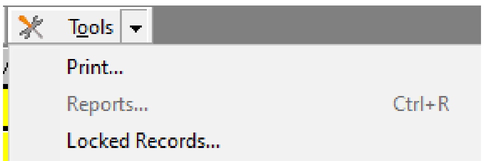
25. Click on the **Tracking** button to return to the **Tracking grid**

Tools Menu

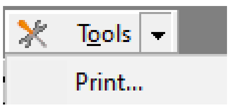
26. Click on the **Tools** button

From the **Tools** menu you can **Print** the **Frontsheet** and **Labels**

Access to other features such as **Locked Records** will depend on your level of access.



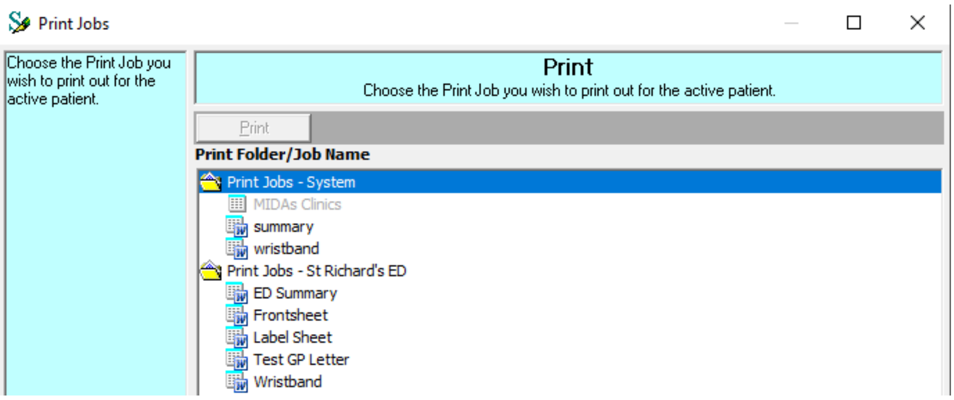
27. Select **Print...**



The Print Jobs dialogue box appears.

From the **St Richard's ED** folder, you can select print jobs such as **ED Summary, Frontsheet, Label Sheet** & **GP Letter**.

Please note: these are just an example for training purposes and names may change in the live system.

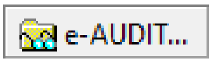


28. Select a print job e.g. Frontsheet, Label Sheet etc.

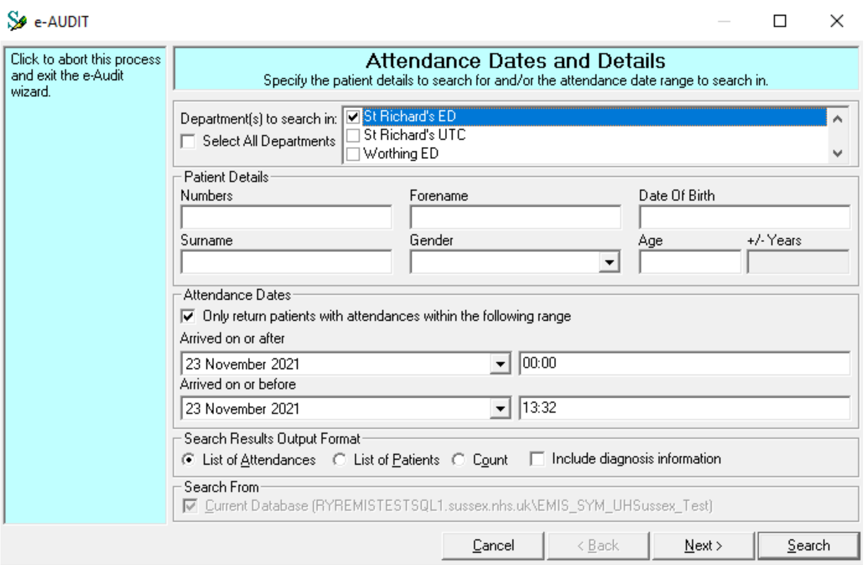
The Frontsheet can be printed manually from here by clicking on the **Print** button, however this will print automatically for 999 episodes after the episode is added to Symphony

e-AUDIT

29. Click on the **e-AUDIT** button



e-AUDIT can be used to search for patients that have attended ED on specific dates. This is covered in another crib sheet.



eTraige

All patients that have booked in through **eTriage** will display on the tracking grid with a Gameboy Icon and an **eTriage PDF** DEP will appear on the left

30. Click on the **eTraige PDF** DEP

The eTriage PDF opens with all the information from the booking request available to view.

31. Click on the **X** to close this window

Admin will also have to do a **eTriage CPIS/SCR Check** for all paediatric/adult patients attending the ED and registering through eTriage. This will be completed using **the eTriage Admin** DEP (please see crib sheet for further details)

A&E Alerts

When a patient has an **A&E Alert** it will show with a **Special Cases** icon e.g. **CP** for **Child Protection Plan** (as shown in this example). When you hover over the icon it will show the details, these can also be seen on the patient banner (on the right) and from the **Details** section (button on banner) These alerts are added by senior admin staff on the PAS as well as Symphony.