

SYMPHONY DESKTOP OVERVIEW

When you log-on to Symphony you are taken to the Symphony Desktop for the hospital to which your username is associated. If your user name has the correct permissions, you will be able to change the Symphony Desktop to view other hospitals within the Trust.

An example of the Symphony Desktop is shown below. The one you see in the live system may differ slightly to this. This picture shows the Tracking Grid.

The screenshot shows the Symphony Desktop interface. At the top, there is a search bar with the patient name 'Hughes, Patricia, Female, DoB: 26/06/1951, Age: 70 Years' and a details dropdown showing 'RSCH-21-000010-T, Waiting Rm-minor, 15/02/2021, 14:05, Dr. David Paradise-PAT'. Below this is a table with columns for 'Next action', 'Locations', 'NEWS', 'Ward', 'PAT', 'I.P.', 'Clinician', 'A&E Review', 'Nav', 'Triage', 'Clinic', 'PAT', 'A&ERev', 'Referral', 'SPSRev', 'Treat', 'Path', and 'Imaging'. The table lists several patients, including Hughes, Patricia, Mackay-mulheron, Kathleen, Hargreaves, Teresa, Test, Sale, Hargreaves, Teresa, Test, Paed, Enis, Training Anne, Lysaght, Tracey, Test-patient, Roger, Hembest, Jeffrey, River, Willow, and Dalgleish, William. A pop-up window for 'Hargreaves, Teresa, Female, 29/06/1926, Age: 95 Years' is open, showing 'Care Group: Zone 2a', 'Time in Dept: 162d 11h', 'Seen By: Dr. David Paradise-PAT', 'Location: Waiting Rm-minor', 'Waiting For: Registration', 'PAT: Yes', 'CDU CDU: Yes', and 'Clinician: Dr. David Paradise-PAT'. At the bottom, there is a status bar with 'Ready', 'NONE', 'Attendances (1)', 'ALL', '21/21', 'Current Episode', 'Within Attendances', 'Showing All DEPs', 'One Training', '10:26', and '30-Sep-2021'.

Below you will find descriptions of the various parts of the Symphony Desktop, along with relevant screenshots.

Patient Banner

At initial log-on to Symphony the *Patient Banner* will display the message 'No patient is currently selected'. Patient details are displayed in the *Patient Banner* when you click on a current patient from the *Patient Listing* or you select a patient using the **Search** button or from the e-AUDIT.

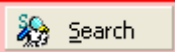
The screenshot shows the Patient Banner interface. It has a search bar with the patient name 'Hughes, Patricia, Female, DoB: 26/06/1951, Age: 70 Years' and a details dropdown showing 'RSCH-21-000010-T, Waiting Rm-minor, 15/02/2021, 14:05, Dr. David Paradise-PAT'. There are also icons for search, details, and a clock.

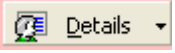
The *Patient Banner* will display only patient demographic information and not any attendance details if the patient is not currently in the department.

The screenshot shows the Patient Banner interface with a yellow background. It displays the following information:

- Re-Attender:** headache, 18/12/2020
- Overdue:** Treatment Outcome, Imaging Outcome(X-Ray), Referral Outcome(E.N.P.), Waiting For Imaging Outcome From Imaging
- Special Cases:** Child Protection Plan
- special needs:** None Known
- Speciality:** E.N.P.

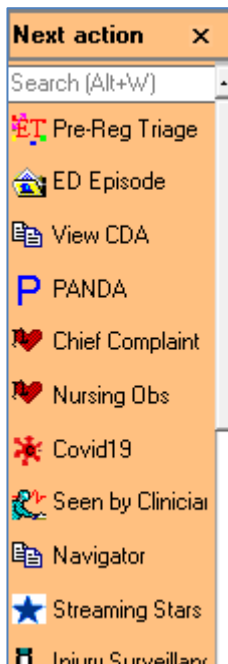
Move the mouse over the symbols displayed in the Patient Banner to view details of overdue results, allergies, specialities referred to etc.

Use the  button to search for a patient who is not currently in the department.

Use the  button to view demographic details for the patient shown in the Patient Banner.

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Next Action sidebar



The *Next Action* sidebar lists all the actions you can carry out against the patient's episode.

Record actions during their A&E attendance in real-time e.g. Arriving them, requesting tests, diagnosis, treatment etc.

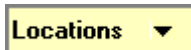
You must make sure that the correct patient is displayed in the *Patient Banner* before selecting an action.

Click the  to minimise the sidebar and the  to display it again.

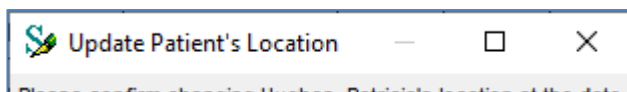


The **Search** field enables you to reduce the actions in the sidebar to the one you are looking for, as the list is quite long. *Simply delete the text in the Search field to bring back all the actions.*

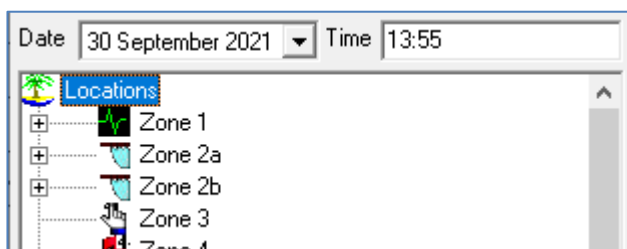
Locations button



Use the *Locations* button to record / update the patient's physical location in the department.



Click **X** if opened in error.



Click the **+** to maximise the list in the required Zone then either double-click to select the location or click on it then the **OK** button.

It is also possible, in *most* pop up data-entry windows, to record the location at the same time before saving.

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Patient Listing

The colour bar at the left of the list indicates the Care Group each patient is in.

Click on the patient to display their details in the Patient Banner.

This lists the patients currently in the department in the hospital shown. Click on the to change the hospital if you have the required permissions.

The list is usually in priority order. The colour coding, where used, relates to triage / priority outcome.

Use the Sort button to set the list order.

Use the Filter button to reduce the list, e.g. to show patients in one location only.

Use the Search field to find a patient's name, whether first or surname – *partial spelling's fine*

Patient List Roll Over

Move the mouse arrow over the patient's name on the Patient Listing to display the icon key for data recorded against this patient's episode.

This does not put the patient details into the Patient Banner.

Icon Columns

	<p>The Hourglass column indicates activity has been requested, but is incomplete i.e. has not been outcomed; tests, referral to a speciality.</p> <p>Green = within allotted timescale Red = overdue</p>
	<p>The Palm Tree indicates the patient's physical location in the department.</p>
	<p>The Clock House indicates the patient's time in the department (TID). It is colour-coded and will go through a sequence dependent on each A&E's own agreed configuration.</p>

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Tracking Grid

Search (All+)	All	Filter	Sort	NEWS	Ward	PAT	LP	Clinic
Hughes, Patricia					227d	Yes		Dr. David F
Mackay-muheron, Kathleen					227d	A&E R...		Dr. Magnu

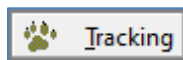
This is used to track the patient's progress through the department.

The Tracking Grid contains the commonly used actions from the Next Action sidebar. *It shows the time the action was taken:*

Black = complete

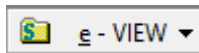
Green = requested

Red = overdue



This Tracking button returns you to the Tracking Grid when in the e-VIEW.

e-VIEW



Use the e-VIEW button to switch from the Tracking Grid.

Date, Time
15/02/2021 14:05
30/09/2021 09:42
29/09/2021 12:05
20/09/2021 14:07
16/09/2021 10:33

Field	Value
Imaging Request Date	24/09/2021
Imaging Request Time	13:13
Imaging Examination	M&B au

Displays a list of A&E attendances and full details of action recorded during the attendance for the patient shown in the Patient Banner.

If the patient is currently in A&E, the default view is the current attendance only. This can be changed to view all attendances.

If the patient is not in A&E, but has been found using the Search button, the default view shows all attendances in date order.

Status Bar

Ready	NONE	Attendances (2)	Zone 2a	3/21	Current Episode	Within Attendances	Showing All DEPs	One Training	14:18
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This is shown at the foot of the screen. It shows additional information such as user logged-on, how many attendances the selected patient has had:

e.g. greater than 1 means re-attendances for the same condition

number of patients within the department and any filters which affect the numbers displayed:

e.g. here it's Zone 2a only, which shows 3 patients of a total of 21 in the department