

SYMPHONY – UPDATE PATIENT DETAILS

Patient details must be checked and updated before creating the A&E attendance.

Find the patient either with the **Search** button – *see the Search for a Patient guide for details* – or within the **Patient Listing** if they are already on the Tracking Grid

The **Patient Details** window displays

The screenshot shows the 'Patient Details' window with the following data:

- Name:** Lysaght, Tracey (Ms.), Female, DoB: 01/01/2010, Age: 11 Years
- NHS Number:** 245 768 9422
- Trust Number:** 4326542
- Address:** THE HOUSE, THE STREET, THE TOWN
- GP:** SP2 8BJ
- Relationships:** Symphony Patie... 1006, System A+E Nu... RSCH-20-0736, Trust Number 4326542
- Indicators:** None Known
- Numbers:** E84039 CHARLTON MEDICAL CENTRE, 223 CHARLTON ROAD, KENTON, HARROW, HA3 9HT; PDT Honey 67116034

Click on the relevant coloured tab on the left-hand side

The relevant window displays e.g. the **Name** tab:

The screenshot shows the 'Name' tab of the Patient Registration Wizard with the following fields:

- Name:** RSCH-20-073878-1, LYSAGHT, Tracey, 4326542, Female, DoB: 01/01/2010 (11yrs), 245 768 9422
- Forename:** Tracey
- Surname:** Lysaght
- Date Of Birth:** 01/01/2010
- Sex:** Female
- Title:** Ms.
- Age:** 11 Years
- Marital Status:** (Dropdown menu)
- DOCs:** 0

To amend information on the **Name**, **Details** and **Indicators** screens add new, or overwrite existing, details and click the **Finish** button.

See the following pages for specific steps for amending Address, GP Details and Next of Kin.

Exiting the Patient Details window

Click the **Close** button

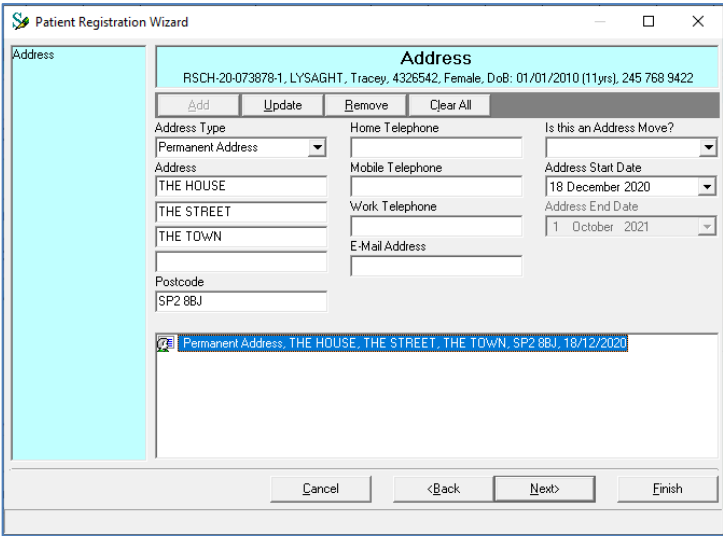
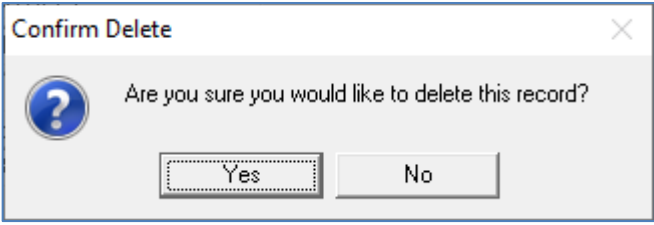
The patient appears in the Patient Banner

or

Click the **X**, *Patient Details Close Window*, icon

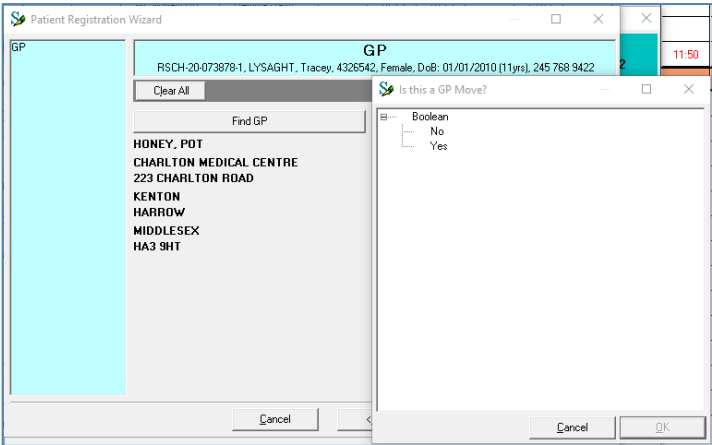
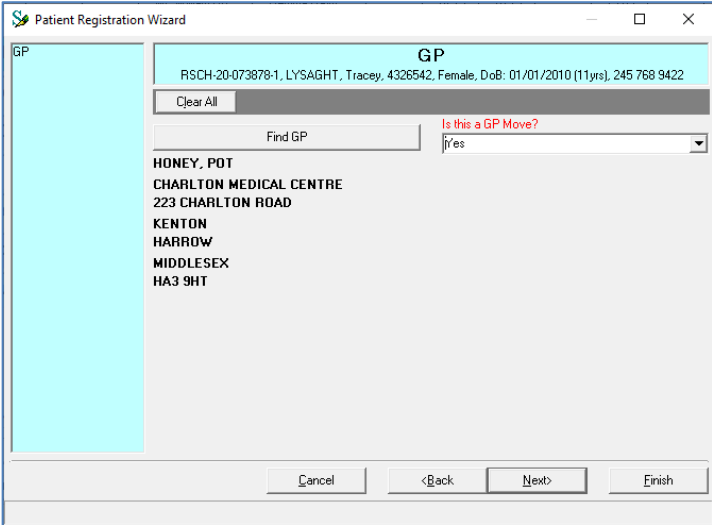
You are returned to the Symphony window *without* the patient in the Patient Banner

Address

<p>Click on the Address tab</p>	<p>The Address window displays</p>  <p><i>Make a note of any phone numbers that are carrying forward for the new address.</i></p> <p>NOTE: Because of the way Symphony Interfaces with Careflow, the Trust PAS, it is important <i>not</i> to Add a new address as well as the old, but to remove the old one and then add the new.</p>
<p>Highlight the address type row to be changed (Permanent, Temporary) then click the Remove button</p>	<p>The following pop-up displays</p> 
<p>Click Yes, if you are sure</p>	<p><i>If you are now replacing that old Permanent Address with a new Permanent Address:</i></p> <p><i>See the Register a New Patient guide for details on how to add the replacement address.</i></p> <p><u>PHONE NUMBER FORMAT</u></p> <p>Please ensure the numbers do not have spaces in and contain no text as otherwise this causes issues when this data enters other Trust IT systems, leading to delays and clinical risk</p>
<p>Once you have added the <i>replacement</i> address, click on Finish</p>	<p>The updated details display</p>

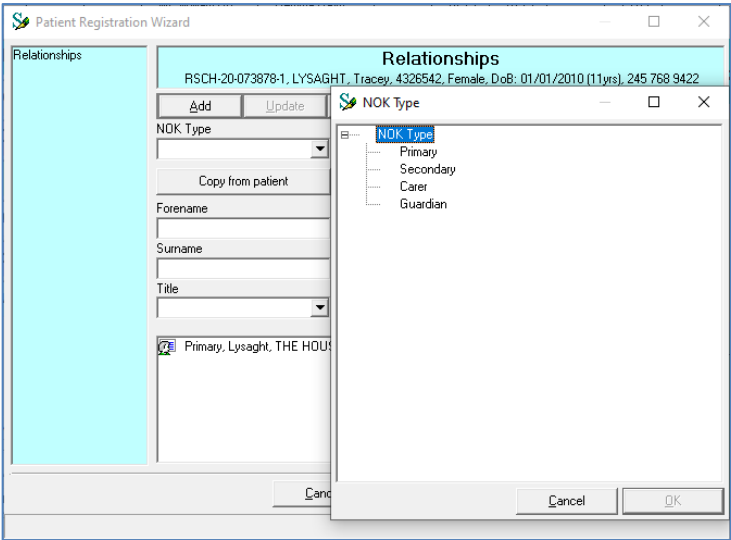
Continue to the next page to see how to update **GP Details** and **Next of Kin**.

GP Details

<p>Click on the GP tab</p>	<p>The GP window displays with the GP move field open</p> 
<p>Double-click Yes or No dependent on whether this is a GP move or not</p>	<p>The GP Move field displays the response</p> 
<p>Click the Find GP button</p>	<p>See the Register a New Patient guide for details on how to do this</p>
<p>Click on Finish</p>	<p>The updated details display</p>

Continue to the next page to see how to update **Next of Kin**.

Next of Kin

<p>To update Next of Kin (NoK) details, click the Relationships tab</p>	<p>The Relationships window displays</p>  <p>Do not add more than one NoK as Careflow's Master Patient Index (MPI) can only store one.</p>
<p>To <i>update</i> an existing NoK, highlight the NoK to be changed, change the details in the top half of the window then click the Update button</p>	<p><i>The updated details display in the window</i></p>
<p>To delete a NoK, highlight the appropriate NoK then click the Remove button</p>	
<p>To enter a <i>new</i> NoK, when there isn't one, enter the new details in the top half of the window then click the Add button</p>	<p><i>The updated details display in the window</i></p>
<p>Click on Finish</p>	<p>The updated details display</p>

Exiting the Patient Details window

<p>Click the Close button</p>	<p>The patient appears in the Patient Banner</p>
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or

<p>Click the X, <i>Patient Details Close Window</i>, icon</p>	<p>You are returned to the Symphony window <i>without</i> the patient in the Patient Banner</p>
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