Emergency Care Summary

GP Practice Administrator Training Guide V1.7

Date: 18th October 2010
Version: 1.7
Document Ref: ECS-DPTD-014
Document Control

Superseded documents
None

Version history

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version 0.1</td>
<td>12/12/2005</td>
<td>Initial Document</td>
</tr>
<tr>
<td>Version 1.0</td>
<td>06/03/2006</td>
<td>Final Version for Approval</td>
</tr>
<tr>
<td>Version 1.1</td>
<td>28/04/2006</td>
<td>Updated with Log In Page additional functions</td>
</tr>
<tr>
<td>Version 1.2</td>
<td>18/08/2006</td>
<td>Updated with Upgrade August 06</td>
</tr>
<tr>
<td>Version 1.3</td>
<td>22/11/2006</td>
<td>Added Find Patient functionality &amp; printing instructions</td>
</tr>
<tr>
<td>Version 1.4</td>
<td>29/01/2008</td>
<td>Revised user guide for UI Refresh</td>
</tr>
<tr>
<td>Version 1.5</td>
<td>11/04/2008</td>
<td>Added section for new rejection buttons</td>
</tr>
<tr>
<td>Version 1.6</td>
<td>24/11/2008</td>
<td>Revised Rejection section and moved</td>
</tr>
<tr>
<td>Version 1.7</td>
<td>18/10/2010</td>
<td>Addition of link to ECS FAQs document on ECS site to Table of Contents page.</td>
</tr>
</tbody>
</table>

Changes since last version
N/A

Outstanding issues and omissions
None

Issue control

<table>
<thead>
<tr>
<th>Owner and approver:</th>
<th>Isobel Stewart</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

Distribution:
ECS Project Team
NHSScotland Project Manager

File reference(s)
Filename: GP Practice Administrator Training Guide V1.7 with questions

Amendments
Any comments on, or suggested amendments to this document should be forwarded to the owner/approver shown above.
Contents

Logging On ................................................................................................................................. 4
Viewing Patient Details accessed by OOH Clinicians ................................................................. 6
Finding Patient Details ............................................................................................................... 9
Finding More Detail .................................................................................................................... 12
Patient Consent ......................................................................................................................... 12
Printing ECS Summary ............................................................................................................ 13
Password Maintenance ................................................................................................................ 15
Maintaining Questions ............................................................................................................... 16
Demographic/Clinical Rejections ............................................................................................... 19

For additional information, please see the ECS FAQs document on the ECS website at the below link:

http://www.ecs.scot.nhs.uk/index.php/faqs
Emergency Care Summary

Logging On

1. Open Internet explorer
2. In the address bar, type https://ecsprweb1.nds.scot.nhs.uk/ecs/home/login.aspx then press enter or click on .
3. The Log In screen is displayed:

4. Enter your user name and password, then click Login.

5. The Home Page is now displayed.

Notes:
1. You can create a shortcut on your desktop for future use by right-clicking this page and selecting Create Shortcut from the pop-up menu.
2. The system will suspend your account if you enter an incorrect password 3 times consecutively. Should this happen, select Forgotten Password and answer the security questions to change your password and reactivate your account. If you have not set up questions, please contact the Local System Administrator who can reset your password.
3. Require Support Click here and enter your user name to view contact details for your Local System Administrator.
4. Forgotten Password Click here to be prompted with questions to access the Change Password screen. (See Maintain Questions section for details.)
6. When leaving the system select the **Log off** hyperlink at the top right hand corner of the screen.
Viewing Patient Details accessed by OOH Clinicians

1. Click on the Reporting Menu title and then choose ECS Access Report from the drop-down options.

2. Enter the details into the relevant fields and click Go.
3. The Access Report is displayed:

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Date of Birth</th>
<th>NHIN</th>
<th>First Name</th>
<th>Last Name</th>
<th>Viewer Role</th>
<th>Organisation</th>
<th>Event Time</th>
<th>ViewECSSummaryAudit</th>
<th>Demag Status</th>
<th>Clinical Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECSWS</td>
<td>31 Jan 1969</td>
<td>0302020404</td>
<td>Jeanne</td>
<td>Pinto</td>
<td>ECS2uV12</td>
<td>DEV</td>
<td>29/01/2008 12:11:50</td>
<td>ECSClinicalAudit</td>
<td>Rejected</td>
<td>Accepted</td>
</tr>
<tr>
<td>Demag</td>
<td>31 Jan 1969</td>
<td>0302022222</td>
<td>Johnny</td>
<td>Depp</td>
<td>ooh1</td>
<td>Borders OOHClinician</td>
<td>29/01/2008 12:11:52</td>
<td>ECSSummaryAudit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ECS</td>
<td>31 Jan 1969</td>
<td>0302022222</td>
<td>Johnny</td>
<td>Depp</td>
<td>ooh1</td>
<td>Borders OOHClinician</td>
<td>29/01/2008 12:11:54</td>
<td>ECSSummaryAudit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demag</td>
<td>31 Jan 1969</td>
<td>0302020404</td>
<td>Jeanne</td>
<td>Pinto</td>
<td>ooh1</td>
<td>Borders OOHClinician</td>
<td>29/01/2008 12:11:56</td>
<td>ECSSummaryAudit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demag</td>
<td>01 Jan 1969</td>
<td>0302020404</td>
<td>Jeanne</td>
<td>Pinto</td>
<td>ooh1</td>
<td>Borders OOHClinician</td>
<td>29/01/2008 12:11:58</td>
<td>ECSSummaryAudit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demag</td>
<td>01 Jan 1969</td>
<td>0302020404</td>
<td>Jeanne</td>
<td>Pinto</td>
<td>ooh1</td>
<td>Borders OOHClinician</td>
<td>29/01/2008 12:11:59</td>
<td>ECSSummaryAudit</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
1. Maximise the window to ensure all details are displayed.
2. Click Next or Previous to scroll through the records.
3. Web Service accesses are denoted by Report Type of ECSWS. These include NHS24, Taycare, and Adastra users.
4. ECSWS accesses show if the Demographic or Clinical information was accepted/rejected. There is no functionality at present available to users of the web browser to do this.
Point in time clinical information can be viewed by clicking on the hyperlink (if exists) under the ViewECSSummaryAudit column.

<table>
<thead>
<tr>
<th>Current Patient</th>
<th>Historical ECS Summary – Point in Time Audit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patient Name</strong></td>
<td><strong>Date of Birth</strong></td>
</tr>
<tr>
<td>John Smith</td>
<td>01/02/2022</td>
</tr>
</tbody>
</table>

4. Clicking the ‘Export to Excel’ button will export all accesses into an excel spreadsheet within the browser window.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Report ID</td>
<td>Date of Birth</td>
<td>CIN</td>
<td>First Name</td>
<td>Last Name</td>
<td>Viewer</td>
<td>User ID</td>
<td>Organization</td>
<td>Organization</td>
<td>Start Time</td>
<td>End Time</td>
</tr>
<tr>
<td>2</td>
<td>001</td>
<td>01/02/2022</td>
<td>0012345</td>
<td>John</td>
<td>Smith</td>
<td>001</td>
<td>johnny</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>3</td>
<td>002</td>
<td>02/03/2022</td>
<td>0024567</td>
<td>Jane</td>
<td>Doe</td>
<td>002</td>
<td>johndoe</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>4</td>
<td>003</td>
<td>03/04/2022</td>
<td>0037890</td>
<td>John</td>
<td>Smith</td>
<td>003</td>
<td>johnsmith</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>5</td>
<td>004</td>
<td>04/05/2022</td>
<td>0040123</td>
<td>Jane</td>
<td>Doe</td>
<td>004</td>
<td>johndoe</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>6</td>
<td>005</td>
<td>05/06/2022</td>
<td>0053123</td>
<td>John</td>
<td>Smith</td>
<td>005</td>
<td>johnsmith</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>7</td>
<td>006</td>
<td>06/07/2022</td>
<td>0065432</td>
<td>Jane</td>
<td>Doe</td>
<td>006</td>
<td>johndoe</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>8</td>
<td>007</td>
<td>07/08/2022</td>
<td>0072312</td>
<td>John</td>
<td>Smith</td>
<td>007</td>
<td>johnsmith</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>9</td>
<td>008</td>
<td>08/09/2022</td>
<td>0084123</td>
<td>Jane</td>
<td>Doe</td>
<td>008</td>
<td>johndoe</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>10</td>
<td>009</td>
<td>09/10/2022</td>
<td>0091234</td>
<td>John</td>
<td>Smith</td>
<td>009</td>
<td>johnsmith</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>11</td>
<td>010</td>
<td>10/11/2022</td>
<td>0103123</td>
<td>Jane</td>
<td>Doe</td>
<td>010</td>
<td>johndoe</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>12</td>
<td>011</td>
<td>11/12/2022</td>
<td>0114123</td>
<td>John</td>
<td>Smith</td>
<td>011</td>
<td>johnsmith</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>13</td>
<td>012</td>
<td>12/13/2022</td>
<td>0125432</td>
<td>Jane</td>
<td>Doe</td>
<td>012</td>
<td>johndoe</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>14</td>
<td>013</td>
<td>13/14/2022</td>
<td>0131234</td>
<td>John</td>
<td>Smith</td>
<td>013</td>
<td>johnsmith</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
<tr>
<td>15</td>
<td>014</td>
<td>14/15/2022</td>
<td>0143213</td>
<td>Jane</td>
<td>Doe</td>
<td>014</td>
<td>johndoe</td>
<td>Doh</td>
<td>Doh</td>
<td>Test Hospital A</td>
<td>Test Hospital B</td>
</tr>
</tbody>
</table>
Emergency Care Summary

Finding Patient Details

1. From the Menu Bar, Select the Find Patient hyperlink.

2. **Soundex** will find similar sounding names i.e. Watson and Watkins.

   - **1.** Select the **Find Patient** hyperlink.
   - **2.** Enter the known details into the relevant fields and click **Search**.
   - **3.** The system will return all matching Patient Details.
   - **4.** Confirm Patient Details and click on the patient name to display the ECS Consent tab.

   ![Search Patient Details](image)

Notes:

1. Use the drop down menus to help refine your search.
2. Soundex will find similar sounding names i.e. Watson and Watkins.
5. New functionality has been created in version 4.0.814 which allows the user to indicate if the demographic or clinical data for a patient is incorrect. This is called a **demographic** or **clinical rejection**, depending on which set of data it is that is incorrect. These rejection buttons are indicated below and more information can be obtained about them later in the document in the section entitled **Demographic/Clinical Rejections**.

6. Before you view the patients’ clinical details you must ensure that the patient consent to view clinical information has been gained and that they have been asked if they wish their GP to find out about the access. Check relevant boxes appropriate to the answers given.

7. Once **permission has been granted**, click **View Clinical Information** or select the **Clinical Data** tab.
Notes:
1. Prescription information is separated into Acute (last 30 days only) and Repeat (Current).
2. To view all prescription information, click Show All Medication Information.
3. User can update ECS if patient changes their mind about whether they want their GP to know about access.
Finding More Detail

ECS may hold further information about the patient such as telephone numbers and previous names. To locate this information:

1. Click on the Demographics tab.

2. Select the required sub tab. E.g. Addresses, Telecoms

Patient Consent

Patients have the right to opt out of the system and withhold their details. If a patient has opted out no address details are displayed and the letter ‘N’ is displayed under the consent column on the Find Patient search screen:
Clicking on the patient name will not give you access to any further information and a message will be clearly displayed to notify the user that the patient has withdrawn consent. No other tabs will be present.

**Printing ECS Summary**

Patients have right to request they see their information that is currently held within the ECS database. As a result, the GPAdmin role has been extended to allow practices the ability to find and print a patient’s ECS summary, should it be requested.

1. Whilst viewing patient’s clinical information as mentioned in Step 4 of **Finding Patient Details**.

2. Click on the **Print Preview** button on the toolbar.
3. On the print preview window that appears click the Page setup or (Alt + U).

   ![Print Preview Window]

   - Select ‘Landscape’ radio button under the Orientation heading.

4. Select ‘Landscape’ radio button under the Orientation heading.

5. Click Print button or (Alt + P).
6. Close pop-up window to return to Patient details page.
Password Maintenance

Users must change the default password to a secure password before accessing the system for the first time. It is also a security requirement to change passwords on a regular basis (Currently 60 days). The first time you Log on to the system you will be presented with the following screen.

Enter the current password and new password twice as requested then select Submit and Exit.

To manually change your password:

1. Select My Settings from the menu bar and then Change Password.

2. Enter the current password and new password twice as requested then select Submit.
Maintaining Questions

This function allows you to set up questions that you can use to access the Change Password screen should you forget your password. It will also allow you to re-activate your account should it become “locked out” due to 3 consecutive incorrect attempts.

1. Select **My Settings** hyperlink from the menu bar and then **Maintain User Questions**.

2. Select your preferred questions from the drop down lists and enter the answers. (Minimum of 3 questions which must not be duplicated).

3. Click **Save** to be returned to the **Home Page**.

You can then update the questions at any time:

1. Select **My Settings** hyperlink from the menu bar and then **Maintain User Questions**.
2. To amend an answer to a question, click **Edit** next to the relevant question.

3. The response box will then open allowing you to change the answer.
4. Click **Cancel** to exit without changing the answer.
5. To **Add** an extra question, select the question from the drop down list, enter the answer and click **Add New Question**.
6. To **Delete** a question, click **Delete** next to the relevant question.
7. Click **OK** to confirm deletion.
   (You must have a minimum of 3 questions)

These questions can now be used to change your password at any time and unlock your account.

1. From the **Log In** screen, click **Forgotten Password**.

2. Enter the **User Name** and click **Next**.
3. Answer each question and click Next.

4. Enter and confirm the new password, click Save.

5. Click Exit.
Demographic/Clinical Rejections – INFORMATION ONLY

The following section is for information only. This is functionality that is not available to GP users, but may be used by the clinician treating the patient to reject information that the patient feels is incorrect.

This section is provided to help advise why the word “Rejected” may appear on your audit reports.

As mentioned in the previous section, there is new functionality in ECS which allows the user to note any discrepancies in the patients’ demographic or clinical data.

In the unlikely event that the patient details, medications or allergies recorded on ECS are inaccurate, or the patient does not confirm the information held, then the user can choose to reject the use of the ECS information.

The rejection of the record can be for either:

- Inaccurate Demographic information or
- Inaccurate Clinical information

By clicking on either of the rejection buttons, the rejection will be shown on the ECS Access Report which is available to GP Administrators at every practice.

The patient should be advised to contact their GP Practice in order for any discrepancies to be corrected.

Please note that some Health Boards have a separate process to log and record any inaccuracies, and it is worth confirming if a separate process is needed in your area.

If a user views a patient's data and wishes to reject it in ECS the user will use the rejection buttons which are in the menu bar at the top of the screen, as shown below.
If the user is viewing the patient's demographic data and observes that the data is incorrect, they would click the demographic rejection button—titled reject demog info. Once this is clicked, the user will be shown a message to indicate this and the rejection will be recorded in the database.
The user can also reject the patient's clinical information. A rejection occurs when a patient's data is incorrect. Obviously to alert that the data is incorrect the user must first see this data. If a user tries to click on reject clinical info before they look at the clinical data they will be shown an error message as shown below.
Once the user views the patients clinical data they can then issue a clinical rejection if the users clinical information is incorrect.