

Emergency Care Summary

GP Practice Administrator Training Guide V1.7

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Document Control

Superseded documents

None

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

Changes since last version

N/A

Outstanding issues and omissions

None

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Owner and approver:	Isobel Stewart
Signature:	Date:
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Amendments

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

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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>



Click here and enter your user name to view contact details for your Local System Administrator
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 re-activate your account. If you have not set up questions please contact the Local System Administrator who can reset your password.

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.

Shortcut to last
5 viewed
patients

The screenshot shows the ECS SCI Store Paisley interface. At the top, there is a navigation bar with 'Home', 'Find Patient', and a search input field. To the right, there are links for 'My Settings', 'About Store', and 'Log Out', along with a 'CHI' search field and a 'Go' button. Below the navigation bar, there is a 'Home' section and a 'Recently Viewed' section. The 'Recently Viewed' section contains a 'Patients' tab and a table with 3 records returned. The table has columns for 'Source', 'Name', 'DOB', 'Sex', and 'CHI'. The records are: Alan Pacino (DOB: 08/07/1950, CHI: 0304050607), Johnny Depp (DOB: 21/06/1900, CHI: 0302022222), and Jaome Pinto (DOB: 01/01/1969, CHI: 0302020404). Two arrows point to the search input field and the table, indicating shortcuts to the last 5 viewed patients.

Source	Name	DOB	Sex	CHI
Local	Alan Pacino	08/07/1950	M	0304050607
Local	Johnny Depp	21/06/1900	M	0302022222
Local	Jaome Pinto	01/01/1969	M	0302020404

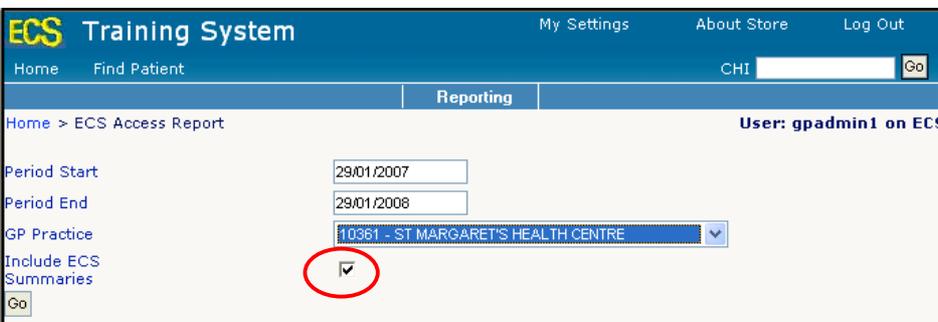
6. When leaving the system select the **Log off** hyperlink at the top right hand corner of the screen.

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.



The screenshot shows the ECS Training System interface. At the top, there are navigation links: Home, Find Patient, My Settings, About Store, and Log Out. A search bar for CHI is visible. The 'Reporting' menu is highlighted, and a dropdown menu is open, showing 'ECS Access Report' as the selected option. Below the menu, the user is identified as 'User: gpadmin1 on ECS'. A 'Recently Viewed' section is also visible.



The screenshot shows the 'ECS Access Report' form. The breadcrumb trail is 'Home > ECS Access Report'. The form includes the following fields:

- Period Start: 29/01/2007
- Period End: 29/01/2008
- GP Practice: 1.0361 - ST MARGARET'S HEALTH CENTRE
- Include ECS Summaries: (This checkbox is circled in red in the original image)

A 'Go' button is located at the bottom left of the form.

2. Enter the details into the relevant fields and click **Go**.



An empty rectangular box, likely intended for a screenshot of the next step in the process.

3. The Access Report is displayed:

Patients viewed for Practice 10361 - ST MARGARET'S HEALTH CENTRE between 29/01/2007 and 29/01/2008.
Total Accesses: 10

Report Type	Date of Birth	CHI	Given Name	Family Name	Viewer	Viewer Role	Organisation	Event Time	ViewECSummary Audit	Demog Status	Clinical Status
ECSWS	01 Jan 1969	0302020404	Jaome	Pinto	ECSSupV12		DEV	29/01/2008 12:11:00	ECSClinicalAudit	Rejected	Accepted
Demog	21 Jun 1900	0302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	29/01/2008 12:11:59			
ECS	21 Jun 1900	0302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	29/01/2008 12:12:07	ECSummaryAudit		
Demog	01 Jan 1969	0302020404	Jaome	Pinto	ooh1	Borders OOHClinician	marc - Test Hospital A&E	29/01/2008 12:13:26			
Demog	01 Jan 1969	0302020404	Jaome	Pinto	gpadmin1		dfs	29/01/2008 12:13:50			
Demog	21 Jun 1900	0302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	29/01/2008 12:16:14		Point-in-time Clinical Information	
Demog	21 Jun 1900	0302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	29/01/2008 12:16:56			
ECS	21 Jun 1900	0302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	29/01/2008 12:17:33	ECSummaryAudit		
Demog	01 Jan 1969	0302020404	Jaome	Pinto	ooh1	Borders OOHClinician	marc - Test Hospital A&E	29/01/2008 12:17:36			
ECS	01 Jan 1969	0302020404	Jaome	Pinto	ooh1	Borders OOHClinician	marc - Test Hospital A&E	29/01/2008 12:17:39	ECSummaryAudit		

Previous Next

Export to Excel

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.

Current Patient		HISTORICAL ECS SUMMARY - POINT IN TIME AUDIT																																																																																																					
Patient Name	Johnny Depp	Date Viewed : 29/01/2008 12:12:07																																																																																																					
CHI	030202222	Allergy																																																																																																					
Date of Birth (dd/mm/yyyy)	21/06/1900	<table border="1"> <thead> <tr> <th>Description</th> <th>Date Recorded</th> <th colspan="2">Comments</th> </tr> </thead> <tbody> <tr> <td colspan="4">Acute Medication (within 30 days)</td> </tr> <tr> <th>Drug ID</th> <th>Formulation</th> <th>Dose</th> <th>Frequency</th> <th>Medication Start Date</th> <th>Prescription Date</th> </tr> <tr> <td colspan="6">Repeat Medication</td> </tr> <tr> <th>Drug ID</th> <th>Formulation</th> <th>Dose</th> <th>Frequency</th> <th>Medication Start Date</th> <th>Prescription Date</th> </tr> <tr> <td>Medisense Optium Plus Strip</td> <td>Vampire Blood Glucose Testing 50</td> <td>as directed</td> <td>As directed</td> <td>09 May 2005</td> <td>09 May 2005</td> </tr> <tr> <td>Medisense Thin Lancet</td> <td>Type A 0.36mm 28 Gauge</td> <td>as directed</td> <td>As directed</td> <td>09 May 2005</td> <td>09 May 2005</td> </tr> <tr> <td>Advantage Ii Strip</td> <td>Blood Glucose Testing 50</td> <td>NOT RECORDED</td> <td>As directed</td> <td>24 Mar 2005</td> <td>20 Apr 2005</td> </tr> <tr> <td>Glimepiride</td> <td>TABS 1MG</td> <td>1 Tab</td> <td>Daily</td> <td>17 Feb 2005</td> <td>20 Apr 2005</td> </tr> <tr> <td>Ramipril</td> <td>CAPS 10MG</td> <td>1 Cap</td> <td>Daily</td> <td>09 May 2003</td> <td>20 Apr 2005</td> </tr> <tr> <td>Aspirin</td> <td>Ec TABS 75MG</td> <td>2 Tabs</td> <td>Daily</td> <td>03 Jan 2003</td> <td>20 Apr 2005</td> </tr> <tr> <td>Simvastatin</td> <td>TABS 40MG</td> <td>1 Tab</td> <td>At night</td> <td>03 Jan 2003</td> <td>20 Apr 2005</td> </tr> <tr> <td>Xalatan</td> <td>Eye DROPS 50MCG/ML</td> <td>Instill</td> <td>As directed</td> <td>16 Oct 2002</td> <td>20 Apr 2005</td> </tr> <tr> <td>Bendroflumethiazide (Bendrofluazide)</td> <td>TABS 2.5MG</td> <td>1 Tab</td> <td>Daily</td> <td>24 Jan 2002</td> <td>20 Apr 2005</td> </tr> <tr> <td>Atenolol</td> <td>TABS 50MG</td> <td>1 Tab</td> <td>Daily</td> <td>24 Jan 2002</td> <td>20 Apr 2005</td> </tr> <tr> <td>Diazepam</td> <td>TABS 10MG</td> <td>1 Tab</td> <td>As directed</td> <td>07 Jan 2002</td> <td>20 Apr 2005</td> </tr> <tr> <td>Salbutamol</td> <td>200 Dose INHAL 100MCG/DOSE</td> <td>2 PUFFS</td> <td>prn</td> <td>08 Aug 1994</td> <td>06 May 2005</td> </tr> </tbody> </table>				Description	Date Recorded	Comments		Acute Medication (within 30 days)				Drug ID	Formulation	Dose	Frequency	Medication Start Date	Prescription Date	Repeat Medication						Drug ID	Formulation	Dose	Frequency	Medication Start Date	Prescription Date	Medisense Optium Plus Strip	Vampire Blood Glucose Testing 50	as directed	As directed	09 May 2005	09 May 2005	Medisense Thin Lancet	Type A 0.36mm 28 Gauge	as directed	As directed	09 May 2005	09 May 2005	Advantage Ii Strip	Blood Glucose Testing 50	NOT RECORDED	As directed	24 Mar 2005	20 Apr 2005	Glimepiride	TABS 1MG	1 Tab	Daily	17 Feb 2005	20 Apr 2005	Ramipril	CAPS 10MG	1 Cap	Daily	09 May 2003	20 Apr 2005	Aspirin	Ec TABS 75MG	2 Tabs	Daily	03 Jan 2003	20 Apr 2005	Simvastatin	TABS 40MG	1 Tab	At night	03 Jan 2003	20 Apr 2005	Xalatan	Eye DROPS 50MCG/ML	Instill	As directed	16 Oct 2002	20 Apr 2005	Bendroflumethiazide (Bendrofluazide)	TABS 2.5MG	1 Tab	Daily	24 Jan 2002	20 Apr 2005	Atenolol	TABS 50MG	1 Tab	Daily	24 Jan 2002	20 Apr 2005	Diazepam	TABS 10MG	1 Tab	As directed	07 Jan 2002	20 Apr 2005	Salbutamol	200 Dose INHAL 100MCG/DOSE	2 PUFFS	prn	08 Aug 1994	06 May 2005
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Address	21 Pirate Road Piratston Piratley Piratshire																																																																																																						
Post Code	PA1 ATE																																																																																																						
Reg. GP	LEGG, CATHERINE																																																																																																						
GP Practice	ST MARGARET'S HEALTH CENTRE																																																																																																						

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

	A	B	C	D	E	F	G	H	I	J	K	L
	Report	Date of Birth	CHI	GivenName	FamilyName	Viewer	ViewerRole	Organisation	Organisation	EventTime	DemogStatus	ClinicalStatus
1	ECSWS	01-Jan-69	302020404	Jaome	Pinto	ECSSupV12	DEV	DEV	DEV	29/01/2008 12:11	Rejected	Accepted
2	Demog	21-Jun-00	302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 12:11		
3	ECS	21-Jun-00	302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 12:12		
4	Demog	01-Jan-69	302020404	Jaome	Pinto	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 12:13		
5	Demog	01-Jan-69	302020404	Jaome	Pinto	gpadmin1	dfs	dfs	dfs	29/01/2008 12:13		
6	Demog	21-Jun-00	302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 12:16		
7	Demog	21-Jun-00	302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 12:16		
8	Demog	21-Jun-00	302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 12:17		
9	ECS	21-Jun-00	302022222	Johnny	Depp	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 12:17		
10	Demog	01-Jan-69	302020404	Jaome	Pinto	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 12:17		
11	ECS	01-Jan-69	302020404	Jaome	Pinto	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 12:17		
12	Demog	01-Jan-69	302020404	Jaome	Pinto	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 13:36		
13	Demog	01-Jan-69	302020404	Jaome	Pinto	ooh1	Borders OOHClinician	marc - Test Hospital A&E	marc - Test Hospital A&E	29/01/2008 13:46		
14	Demog	01-Jan-69	302020404	Jaome	Pinto	gpadmin1	dfs	dfs	dfs	29/01/2008 14:02		

1. Use the drop down menus to help refine your search.



Patient Details

1. From the Menu Bar, Select the **Find Patient** hyperlink.
2. **Soundex** will find similar sounding names i.e. Watson and Watkins.

2. Enter the known details into the relevant fields and click **Search**.



3. The system will return all matching Patient Details.

CHI	Name	DOB	Sex	Address	Consent	
0302020404	Jaome Pinto	01/01/1969	M	1 The Force Barcatown	Y	<input type="checkbox"/>

4. **Confirm** Patient Details and click on the patient name to display the ECS Consent tab.

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**.

The screenshot shows the ECS SCI Store Paisley interface. At the top, there are navigation links: Home, Find Patient, My Settings, About Store, and Log Out. Below this is a search bar with 'CHI' and a 'Go' button. The user is identified as 'test on PJSSCI6'. The main content area is titled 'Patient Details' and shows a table of patient information:

Patient Name	CHI	Date Of Birth	Age	GP	GP Practice	GP Practice Code
Jaome Pinto	0302020404	01/01/1969	39	(56789)	ST MARGARET'S HEALTH CENTRE	10361

Below the table are tabs for 'ECS Consent', 'Clinical Data', 'Palliative Data', and 'Demographics'. The 'ECS Consent' tab is active, showing a 'Last Emergency Care Summary received 1 January 2008'. A yellow box contains the following text:

- You must ask for permission before viewing the clinical data.
- Your details will be recorded and monitored, and the patient's practice will be able to see that you have looked at this record.
- This record shows all prescriptions issued by the GP clinical system in the last year. It may not include handwritten prescriptions such as opiates, or drugs prescribed by other prescribers in other clinics. Prescriptions issued are not always collected or taken as intended.
- Allergies will be indicated if known and recorded. The patient should be asked by the clinician if he/she is aware of any new or unrecorded allergies.
- It is good practice to check the accuracy of this data with the patient.

Below the yellow box are two checkboxes:

- Explicit consent has been given to view ECS.
- Patient does not want their GP to know about this access.

At the bottom of the consent section is a 'View Clinical Information' button.

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.



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.

ECS SCI Store Paisley My Settings About Store Log Out

Home Find Patient CHI Go

Home > Find Patient > Patient Details User: test on PJ55C16

Reject Demog Info Reject Clinical Info Actions Select Action... Go

Patient

Patient Name	CHI	Date Of Birth	Age	GP	GP Practice	GP Practice Code
Jaome Pinto	0302020404	01/01/1969	39	(56789)	ST MARGARET'S HEALTH CENTRE	10361

ECS Consent Clinical Data Palliative Data Demographics

Last Emergency Care Summary received 1 January 2008

Allergy

Description	Date Recorded	Comments
Allergy XYZ		

Acute Medication (within 30 days)

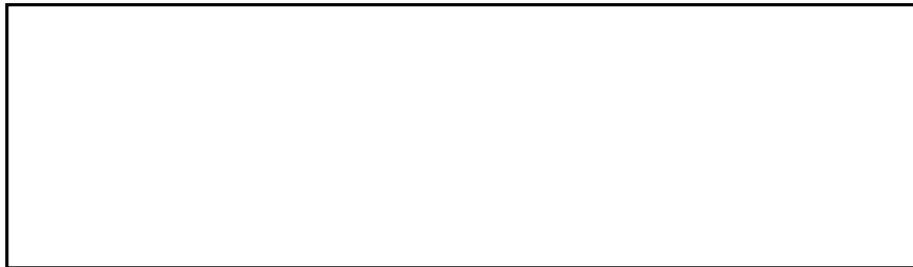
Drug ID	Formulation	Dose	Frequency	Medication Start Date	Prescription Date

Repeat Medication

Drug ID	Formulation	Dose	Frequency	Medication Start Date	Prescription Date
23432	Drug ABC	Tab	Daily		31 Dec 2005

Patient does not want their GP to know about this access.

[Show All Medication Information](#)



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.

Patient							
Patient Name	CHI	Date Of Birth	Age	GP	GP Practice	Consultant	Ward/Location
Jaome Pinto	0302020404	01/01/1969	39	(56789)	ST MARGARET'S HEALTH CENTRE		
ECS Consent Clinical Data Demographics IDs							
Names Addresses Telecoms							
1 Record Returned							
Title	Given Name	Middle Names	Family Name	Current	Current At		
	Jaome		Pinto	<input checked="" type="checkbox"/>	23/01/2008 22:22:38		

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

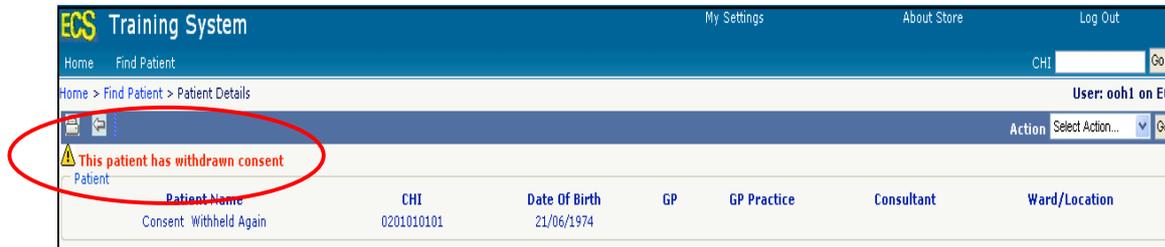
Patient							
Patient Name	CHI	Date Of Birth	Age	GP	GP Practice	Consultant	Ward/Location
Jaome Pinto	0302020404	01/01/1969	39	(56789)	ST MARGARET'S HEALTH CENTRE		
ECS Consent Clinical Data Demographics IDs							
Names Addresses Telecoms							
1 Record Returned							
Telecom Area	Telecom No	Telecom Type	Current	Current At			
	01234567890	home at 01/01/2008	<input checked="" type="checkbox"/>	23/01/2008 22:22:38			

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:

ECS Training System							
CHI	Name	DOB	Sex	Address	Consent	Select All	
02010101	Consent Withheld Again	21/06/1974			N	<input type="checkbox"/>	

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.



- On the print preview window that appears click the Page setup or (At + U).

The screenshot shows a 'Print Preview' window for a patient's details. The patient information includes: Patient Name: Johnny Depp, CHI: 0302022222, Date of Birth: 21/06/1900, Age: 107, GP: LEGG, CATHERINE, GP Practice: ST MARGARET'S HEALTH CENTRE. The 'Page Setup' dialog box is open, showing 'Paper Size' set to 'A4 (210 x 297mm)' and 'Source' set to 'Automatically Select'. Under the 'Orientation' heading, the 'Portrait' radio button is selected, and the 'Landscape' radio button is unselected. Margins are set to 7.5 mm on all sides.

- Select 'Landscape' radio button under the Orientation heading.

This screenshot shows the same patient details as the previous image, but with the 'Landscape' radio button selected under the 'Orientation' heading in the 'Page Setup' dialog box. The patient information and medication list remain the same.

- Click **Print** button or (Alt + P).
- 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.

You are required to change the password because you are either a first time user or your user profile has been modified by your SCI Administrator.

Enter Current Password

Enter New Password

Re-Type New Password

All Passwords must be between 6 and 10 Alphanumeric Characters Long.
 All Passwords must contain at least one numeric character.
 New Passwords cannot be the same as previous passwords.

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**.

Enter Current Password

Enter New Password

Re-Type New Password

All Passwords must be between 6 and 10 Alphanumeric Characters Long.
 All Passwords must contain at least one numeric character.
 New Passwords cannot be the same as previous passwords.

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**.

Question Description	Response		
What was your first school?	MacAlpine	Edit	Delete
What is your favourite film?	Shrek	Edit	Delete
What is your fathers first name?	George	Edit	Delete

Please note that the answers are saved exactly how they are entered. Consequently, when you are resetting your password you must enter your answers exactly as you have done in this screen.

- To amend an answer to a question, click **Edit** next to the relevant question.

Question Description	Response		
What was your first school?	MacAlpine	Update	Cancel
What is your favourite film?	Shrek	Edit	Delete
What is your fathers first name?	George	Edit	Delete

Please note that the answers are saved exactly how they are entered. Consequently, when you are resetting your password you must enter your answers exactly as you have done in this screen.

- The response box will then open allowing you to change the answer.
- Click **Cancel** to exit **without changing** the answer.
- To **Add** an extra question, select the question from the drop down list, enter the answer and click **Add New Question**.
- To **Delete** a question, click **Delete** next to the relevant question.
- 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.

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

ECS Emergency Care Summary 4.0.805.1

Reset User Password

Username

Next Exit Clear

- Enter the **User Name** and click **Next**.

ECS Emergency Care Summary

Reset User Password

What is your mothers maiden name?

3. Answer each question and click **Next**.

ECS Emergency Care Summary

Reset User Password

New Password

Confirm Password

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

ECS Emergency Care Summary

Reset User Password

Password updated successfully. Please click Exit to access the Login screen.

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 patients 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.

The screenshot shows the ECS SCI Store Paisley interface. At the top, there are navigation links: Home, Find Patient, My Settings, About Store, and Log Out. A search bar for CHI is present. The user is identified as 'test on PJSSC16'. The breadcrumb trail is 'Home > Find Patient > Patient Details'. Two buttons, 'Reject Demog Info' and 'Reject Clinical Info', are circled in red. Below the breadcrumb trail is a table with patient details:

Patient Name	CHI	Date Of Birth	Age	GP	GP Practice	GP Practice Code
Jaome Pinto	0302020404	01/01/1969	39	(56789)	ST MARGARET'S HEALTH CENTRE	10361

Below the table are tabs for 'ECS Consent', 'Clinical Data', 'Palliative Data', and 'Demographics'. A section titled 'Last Emergency Care Summary received 1 January 2008' contains a yellow box with the following text:

- You must ask for permission before viewing the clinical data.
- Your details will be recorded and monitored, and the patient's practice will be able to see that you have looked at this record.
- This record shows all prescriptions issued by the GP clinical system in the last year. It may not include handwritten prescriptions such as opiates, or drugs prescribed by other prescribers in other clinics. Prescriptions issued are not always collected or taken as intended.
- Allergies will be indicated if known and recorded. The patient should be asked by the clinician if he/she is aware of any new or unrecorded allergies.
- It is good practice to check the accuracy of this data with the patient.

At the bottom of this section are two checkboxes: 'Explicit consent has been given to view ECS.' and 'Patient does not want their GP to know about this access.' A 'View Clinical Information' button is located at the bottom of the page.

If the user is viewing the patients 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.

This screenshot shows the same ECS SCI Store Paisley interface as the previous one, but with a red circle around a warning message: 'Demographic information has been rejected'. The 'Reject Demog Info' button is also circled in red. The rest of the page content, including the patient details table and the emergency care summary, remains the same as in the previous screenshot.

The user can also reject the patients clinical information. A rejection occurs when a patients 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.

The screenshot shows the ECS SCI Store Paisley interface. At the top, there are navigation links for Home, Find Patient, My Settings, About Store, and Log Out. A search bar for CHI is visible. The user is logged in as 'test on PJ55CI6'. A red circle highlights an error message: "Clinical information cannot be rejected until it has been viewed." Below this, there are buttons for "Reject Demog Info" and "Reject Clinical Info", both of which are disabled (indicated by a red 'X'). A warning message states "Demographic information has been rejected". A table displays patient details for Jaome Pinto, including CHI, Date Of Birth, Age, GP, GP Practice, and GP Practice Code. Below the table, there are tabs for ECS Consent, Clinical Data, Palliative Data, and Demographics. The Clinical Data tab is active, showing a "Last Emergency Care Summary received 1 January 2008". A yellow box contains a list of instructions: "You must ask for permission before viewing the clinical data.", "Your details will be recorded and monitored, and the patient's practice will be able to see that you have looked at this record.", "This record shows all prescriptions issued by the GP clinical system in the last year. It may not include handwritten prescriptions such as opiates, or drugs prescribed by other prescribers in other clinics. Prescriptions issued are not always collected or taken as intended.", "Allergies will be indicated if known and recorded. The patient should be asked by the clinician if he/she is aware of any new or unrecorded allergies.", and "It is good practice to check the accuracy of this data with the patient." Below the instructions are two checkboxes: "Explicit consent has been given to view ECS." and "Patient does not want their GP to know about this access." A "View Clinical Information" button is located at the bottom of the page.

Once the user views the patients clinical data they can then issue a clinical rejection if the users clinical information is incorrect.

The screenshot shows the ECS SCI Store Paisley interface. At the top, there are navigation links for 'My Settings', 'About Store', and 'Log Out'. Below this, the page title is 'ECS SCI Store Paisley' and the user is identified as 'User: test on PJSSC16'. The main content area displays patient details for 'Jaome Pinto' with CHI '0302020404', Date of Birth '01/01/1969', Age '39', GP '(56789)', GP Practice 'ST MARGARET'S HEALTH CENTRE', and GP Practice Code '10361'. Two red warning messages are visible: 'Demographic information has been rejected' and 'Clinical information has been rejected', both circled in red. Below the patient details, there are tabs for 'ECS Consent', 'Clinical Data', 'Palliative Data', and 'Demographics'. The 'Clinical Data' tab is active, showing a section for 'Last Emergency Care Summary received 1 January 2008'. This section includes an 'Allergy' table with one entry: 'Allergy XYZ'. Below the allergy table are sections for 'Acute Medication (within 30 days)' and 'Repeat Medication'. The 'Repeat Medication' table has one entry: Drug ID '23432', Formulation 'Drug ABC', Dose 'Tab', Frequency 'Daily', Medication Start Date, and Prescription Date '31 Dec 2005'. At the bottom, there is a checkbox for 'Patient does not want their GP to know about this access.' and a 'Show All Medication Information' button.