

# CLINICIAN SYSTMONE MANUAL

# Clinical Consultation

## Telephone / Patient Consultation

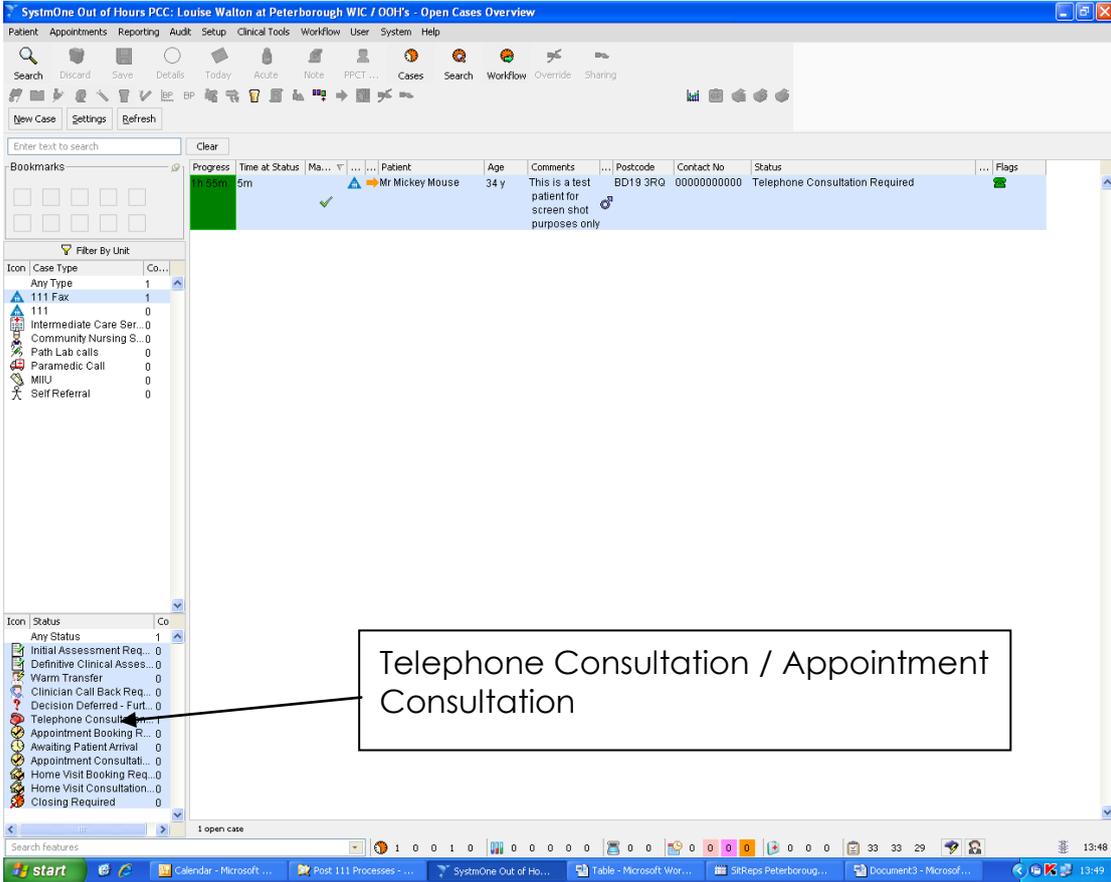
Key:

Blue relates to Telephone Triage

Orange relates to Face to Face Triage

Black relates to both

- Pick up patient from Telephone Consultation Required
- Call patient into consultation room from appointment ledger – Mark as in progress
- Find patient case in case window, and View case details



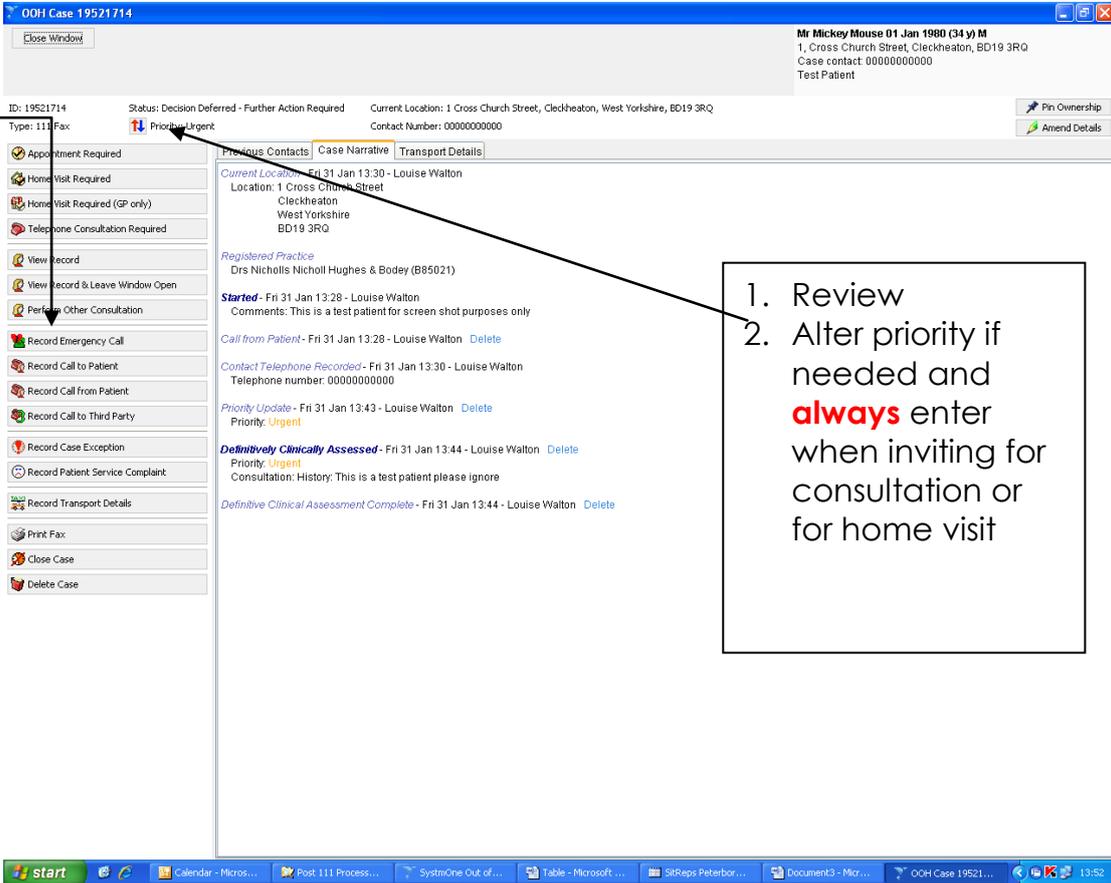
The screenshot shows the 'SystemOne Out of Hours PCC: Louise Walton at Peterborough WIC / OOH's - Open Cases Overview' window. The main table displays one case:

Progress	Time at Status	Ma...	Patent	Age	Comments	Postcode	Contact No	Status	Flags
100%	5m		Mr Mickey Mouse	34 y	This is a test patient for screen shot purposes only	BD19 3RQ	0000000000	Telephone Consultation Required	

On the left side, there are two filter panels. The 'Filter By Unit' panel shows 'Case Type' with 'Any Type' selected. The 'Icon Status' panel shows 'Any Status' selected. A callout box with the text 'Telephone Consultation / Appointment Consultation' has an arrow pointing to the 'Telephone Consultation' option in the 'Icon Status' list.

- Call Patient using phone number available in the case.

Review the details on the screen – Patients medical records are available to view if required.



OOH Case 19521714

Close Window

Mr Mickey Mouse 01 Jan 1980 (34 y) M  
1, Cross Church Street, Cleckheaton, BD19 3RQ  
Case contact: 0000000000  
Test Patient

ID: 19521714 Status: Decision Deferred - Further Action Required Current Location: 1 Cross Church Street, Cleckheaton, West Yorkshire, BD19 3RQ  
Type: 111 Fax Priority: Urgent Contact Number: 0000000000

Appointment Required  
Home Visit Required  
Home Visit Required (GP only)  
Telephone Consultation Required  
View Record  
View Record & Leave Window Open  
Perform Other Consultation  
Record Emergency Call  
Record Call to Patient  
Record Call from Patient  
Record Call to Third Party  
Record Case Exception  
Record Patient Service Complaint  
Record Transport Details  
Print Fax  
Close Case  
Delete Case

Previous Contacts Case Narrative Transport Details

Current Location - Fri 31 Jan 13:30 - Louise Walton  
Location: 1 Cross Church Street  
Cleckheaton  
West Yorkshire  
BD19 3RQ

Registered Practice  
Drs Nicholls Nicholl Hughes & Bodey (B65021)

Started - Fri 31 Jan 13:28 - Louise Walton  
Comments: This is a test patient for screen shot purposes only

Call from Patient - Fri 31 Jan 13:28 - Louise Walton Delete

Contact Telephone Recorded - Fri 31 Jan 13:30 - Louise Walton  
Telephone number: 0000000000

Priority Update - Fri 31 Jan 13:43 - Louise Walton Delete  
Priority: Urgent

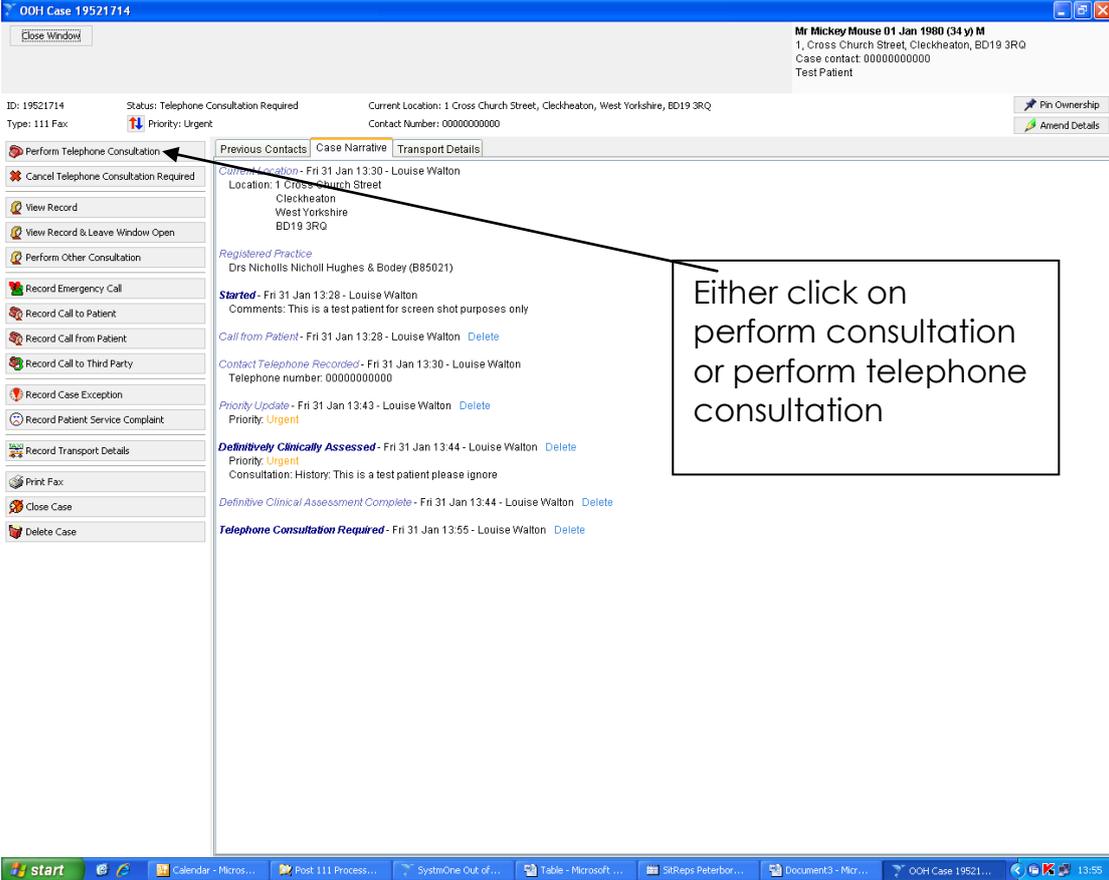
Definitively Clinically Assessed - Fri 31 Jan 13:44 - Louise Walton Delete  
Priority: Urgent  
Consultation: History: This is a test patient please ignore

Definitive Clinical Assessment Complete - Fri 31 Jan 13:44 - Louise Walton Delete

1. Review  
2. Alter priority if needed and **always** enter when inviting for consultation or for home visit

start Calendar - Micros... Post 111 Process... SystemOne Out of... Table - Microsoft... SIRReps Peterbor... Document3 - Mic... OOH Case 19521... 13:52

- Click "Perform Telephone Consultation"
- If you can't get in touch with the patient on the phone click on Record Call to patient and pick the unable to contact patient box and enter comment
- Click on the close window in top left corner and call will automatically be placed back into the requires telephone consultation list
- Click "Perform Consultation"



**OOH Case 19521714**

Close Window

**Mr Mickey Mouse 01 Jan 1980 (34 y) M**  
 1, Cross Church Street, Cleckheaton, BD19 3RQ  
 Case contact: 0000000000  
 Test Patient

ID: 19521714    Status: Telephone Consultation Required    Current Location: 1 Cross Church Street, Cleckheaton, West Yorkshire, BD19 3RQ    Pin Ownership  
 Type: 111 Fax    Priority: Urgent    Contact Number: 0000000000    Amend Details

Perform Telephone Consultation  
 Cancel Telephone Consultation Required  
 View Record  
 View Record & Leave Window Open  
 Perform Other Consultation  
 Record Emergency Call  
 Record Call to Patient  
 Record Call from Patient  
 Record Call to Third Party  
 Record Case Exception  
 Record Patient Service Complaint  
 Record Transport Details  
 Print Fax  
 Close Case  
 Delete Case

**Previous Contacts** | Case Narrative | Transport Details

**Consultation** - Fri 31 Jan 13:30 - Louise Walton  
 Location: 1 Cross Church Street  
 Cleckheaton  
 West Yorkshire  
 BD19 3RQ

**Registered Practice**  
 Drs Nicholls Nicholl Hughes & Bodey (B85021)

**Started** - Fri 31 Jan 13:28 - Louise Walton  
 Comments: This is a test patient for screen shot purposes only

**Call from Patient** - Fri 31 Jan 13:28 - Louise Walton [Delete](#)

**Contact Telephone Recorded** - Fri 31 Jan 13:30 - Louise Walton  
 Telephone number: 0000000000

**Priority Update** - Fri 31 Jan 13:43 - Louise Walton [Delete](#)  
 Priority: Urgent

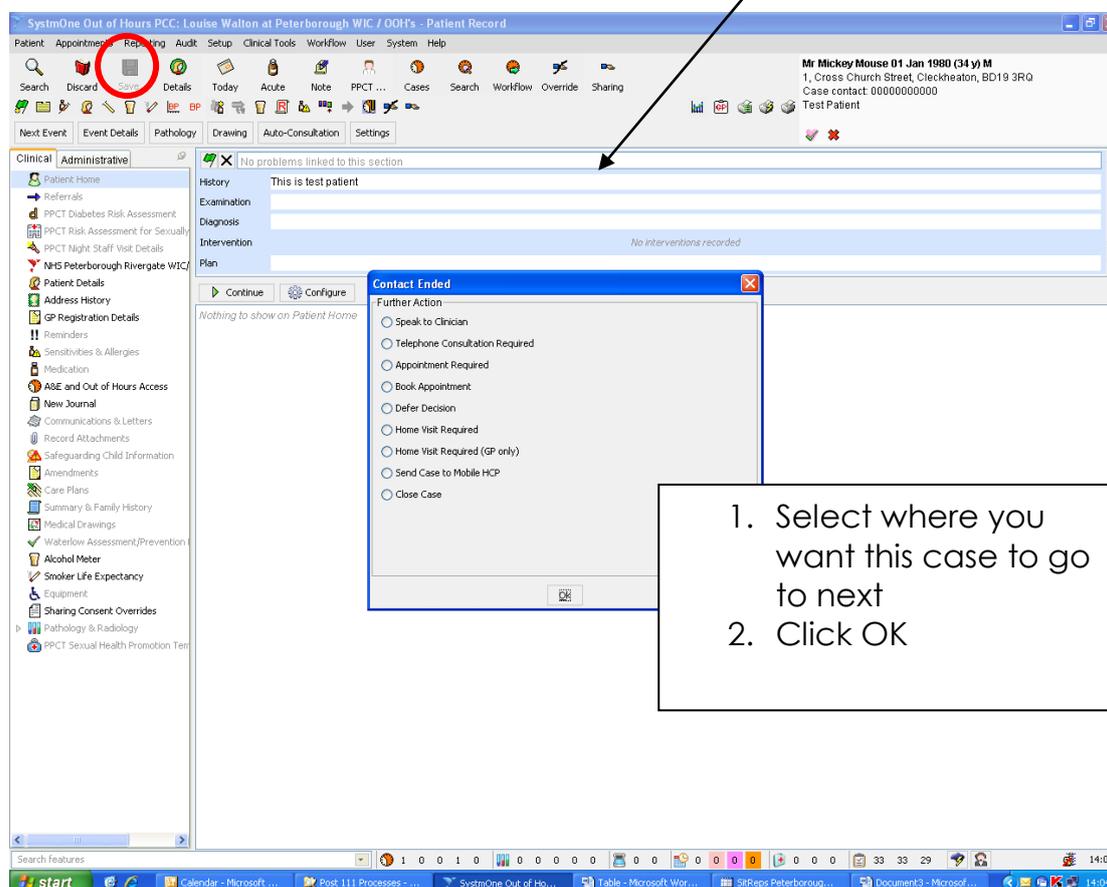
**Definitively Clinically Assessed** - Fri 31 Jan 13:44 - Louise Walton [Delete](#)  
 Priority: Urgent  
 Consultation: History: This is a test patient please ignore

**Definitive Clinical Assessment Complete** - Fri 31 Jan 13:44 - Louise Walton [Delete](#)

**Telephone Consultation Required** - Fri 31 Jan 13:55 - Louise Walton [Delete](#)

Either click on perform consultation or perform telephone consultation

Perform the consultation – enter details in the blue panel and select save when you are finished.

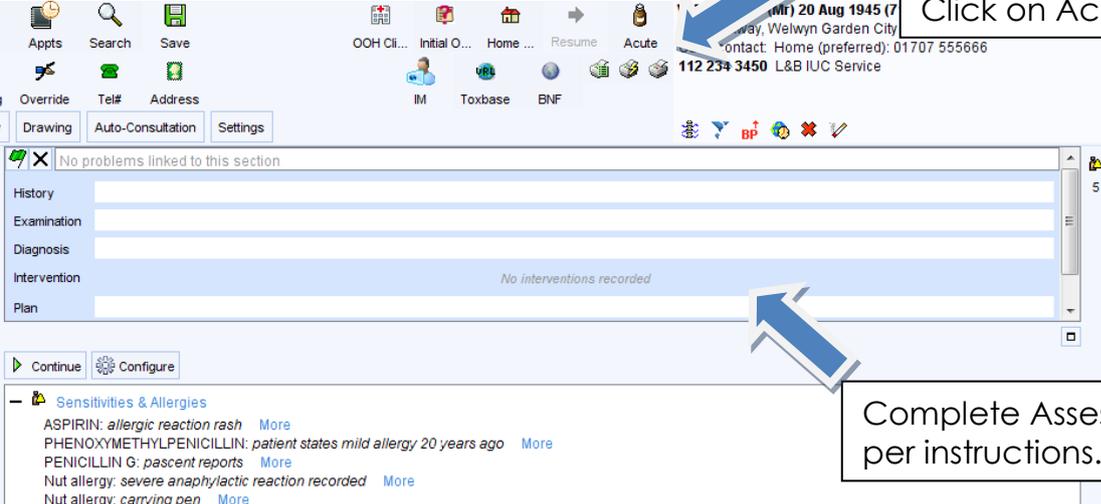


The further actions box will appear.

- Select appropriate option from list and then OK
- Speak to Clinician – for Doctor call back
- Book Appointment – if you invite patient down
- Defer decision – for further discussion with Doctor
- Home Visit – if you want a visit for the patient
- Close Case - No further action needed

## Prescribing:

To Prescribe please carry out the following

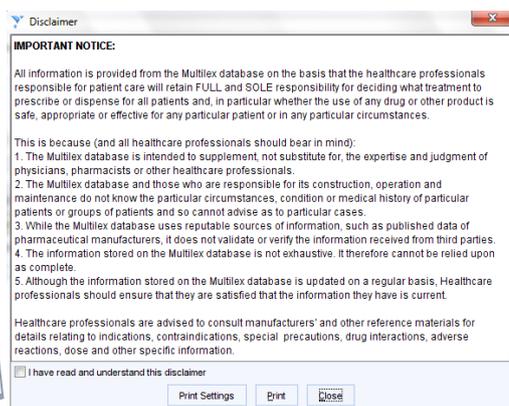


The screenshot shows the HUC software interface. At the top, there is a navigation bar with buttons for 'Appts', 'Search', 'Save', 'OOH Cli...', 'Initial O...', 'Home ...', 'Resume', and 'Acute'. A blue arrow points to the 'Acute' button with a callout box that says 'Click on Acute'. Below the navigation bar, there are tabs for 'Drawing', 'Auto-Consultation', and 'Settings'. The main area shows a patient record with fields for 'History', 'Examination', 'Diagnosis', 'Intervention', and 'Plan'. A blue arrow points to the 'Intervention' field with a callout box that says 'Complete Assessment as per instructions..'. At the bottom, there is a section for 'Sensitivities & Allergies' with a list of allergies: 'ASPIRIN: allergic reaction rash More', 'PHENOXYMETHYLPENICILLIN: patient states mild allergy 20 years ago More', 'PENICILLIN G: pascent reports More', 'Nut allergy: severe anaphylactic reaction recorded More', and 'Nut allergy: carrying pen More'.

- Complete the assessment as per instructions, before clicking on save click on Acute
- The first time Acute is pressed the following disclaimer will appear



The first time you use Acute please tick the box to acknowledge you have read and understood the disclaimer



The screenshot shows a 'Disclaimer' dialog box with the following text:

**IMPORTANT NOTICE:**

All information is provided from the Multilex database on the basis that the healthcare professional responsible for patient care will retain FULL and SOLE responsibility for deciding what treatment to prescribe or dispense for all patients and, in particular whether the use of any drug or other product is safe, appropriate or effective for any particular patient or in any particular circumstances.

This is because (and all healthcare professionals should bear in mind):

1. The Multilex database is intended to supplement, not substitute for, the expertise and judgment of physicians, pharmacists or other healthcare professionals.
2. The Multilex database and those who are responsible for its construction, operation and maintenance do not know the particular circumstances, condition or medical history of particular patients or groups of patients and so cannot advise as to particular cases.
3. While the Multilex database uses reputable sources of information, such as published data of pharmaceutical manufacturers, it does not validate or verify the information received from third parties.
4. The information stored on the Multilex database is not exhaustive. It therefore cannot be relied upon as complete.
5. Although the information stored on the Multilex database is updated on a regular basis, Healthcare professionals should ensure that they are satisfied that the information they have is current.

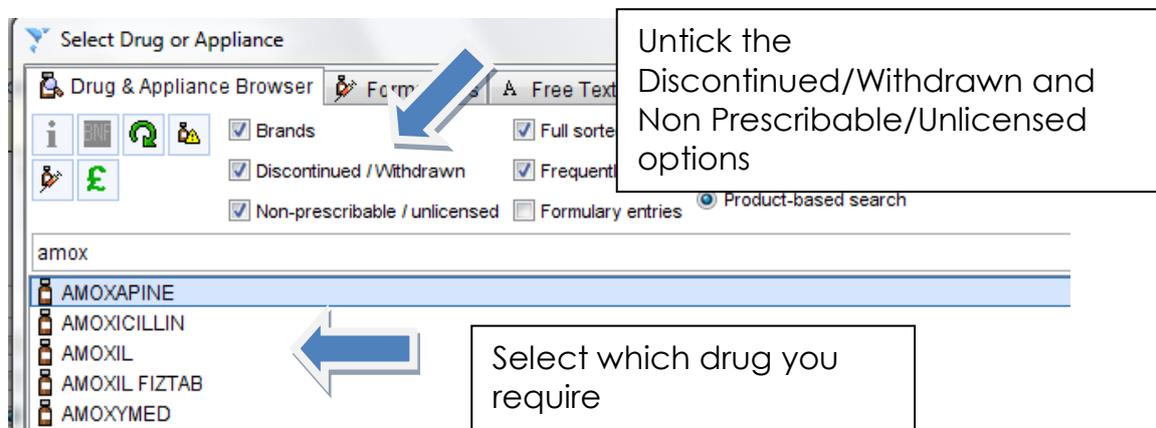
Healthcare professionals are advised to consult manufacturers' and other reference materials for details relating to indications, contraindications, special precautions, drug interactions, adverse reactions, dose and other specific information.

I have read and understand this disclaimer

Buttons: Print Settings, Print, Close

- Untick the Discontinued/Withdrawn and the Non-prescribable/unlicensed boxes
- Type the name of the drug you are looking for

- Select which drug you require



Select Drug or Appliance

Drug & Appliance Browser Form Free Text

Brands  Full sorted  Frequent

Discontinued / Withdrawn  Formulary entries  Product-based search

Non-prescribable / unlicensed

amox

AMOXAPINE

AMOXICILLIN

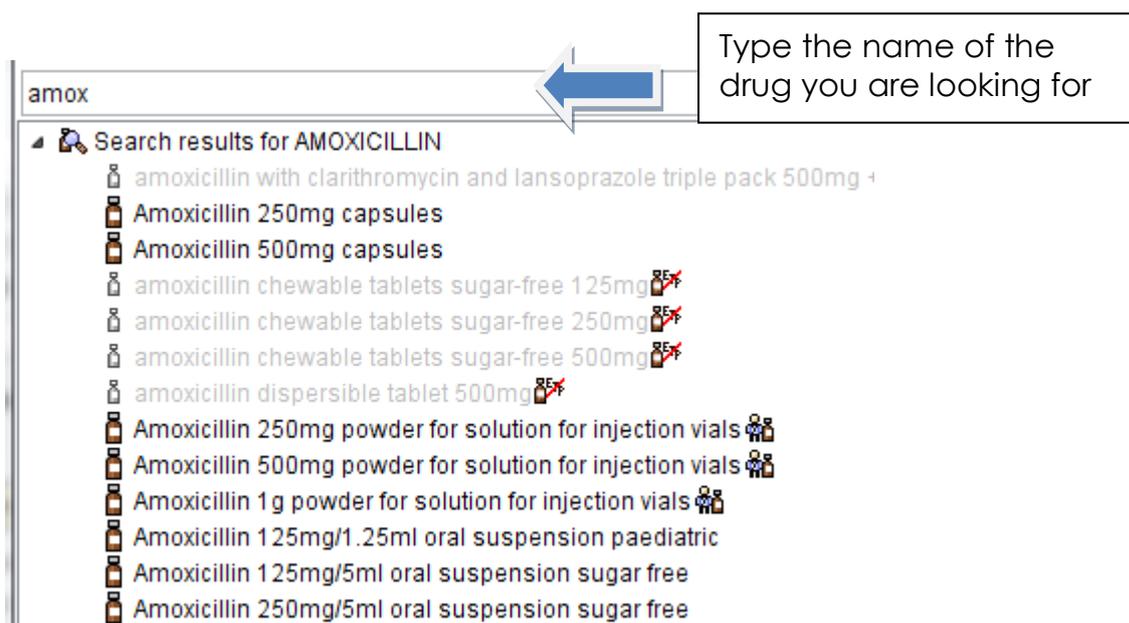
AMOXIL

AMOXIL FIZTAB

AMOXYMED

Untick the Discontinued/Withdrawn and Non Prescribable/Unlicensed options

Select which drug you require



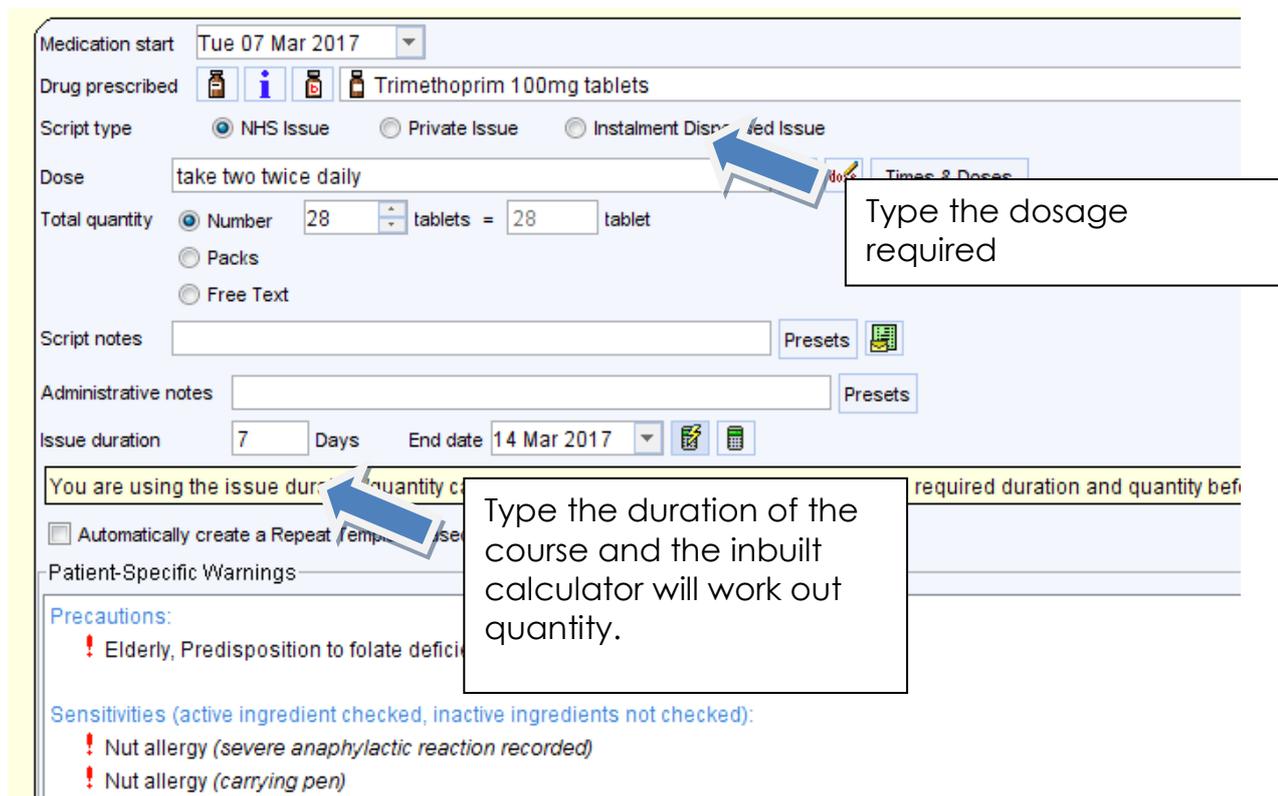
amox

Search results for AMOXICILLIN

- amoxicillin with clarithromycin and lansoprazole triple pack 500mg
- Amoxicillin 250mg capsules
- Amoxicillin 500mg capsules
- amoxicillin chewable tablets sugar-free 125mg
- amoxicillin chewable tablets sugar-free 250mg
- amoxicillin chewable tablets sugar-free 500mg
- amoxicillin dispersible tablet 500mg
- Amoxicillin 250mg powder for solution for injection vials
- Amoxicillin 500mg powder for solution for injection vials
- Amoxicillin 1g powder for solution for injection vials
- Amoxicillin 125mg/1.25ml oral suspension paediatric
- Amoxicillin 125mg/5ml oral suspension sugar free
- Amoxicillin 250mg/5ml oral suspension sugar free

Type the name of the drug you are looking for

- Read the precautions and sensitivities
- Type the duration of the course and the inbuilt calculator will work out total quantity required,
- type in the required dose



Medication start: Tue 07 Mar 2017

Drug prescribed: Trimethoprim 100mg tablets

Script type:  NHS Issue  Private Issue  Instalment Dispensed Issue

Dose: take two twice daily

Total quantity:  Number 28 tablets = 28 tablet

Issue duration: 7 Days End date: 14 Mar 2017

You are using the issue duration of 7 days. The quantity calculated is 28 tablets. The required duration and quantity before issuing is 7 days and 28 tablets.

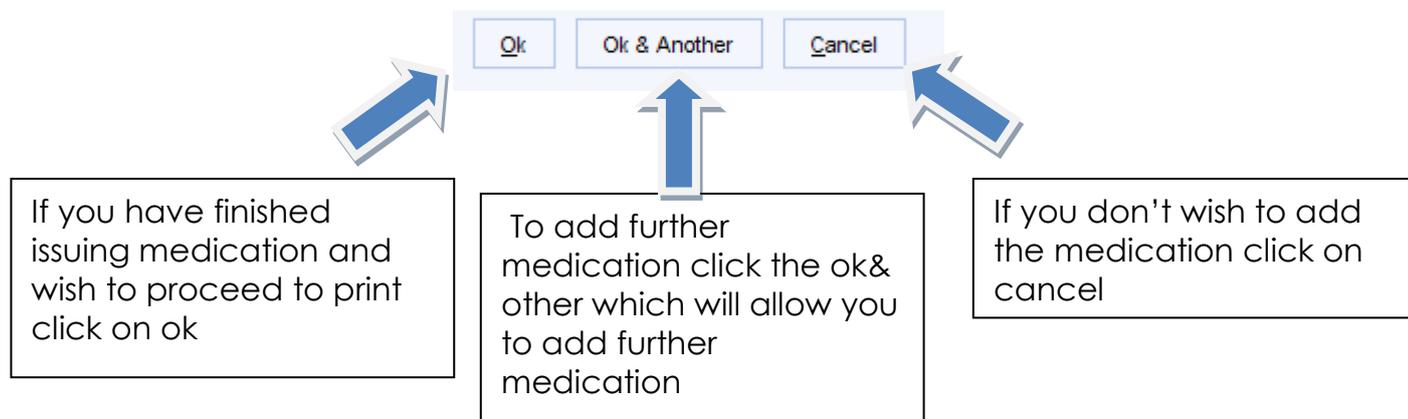
Precautions:

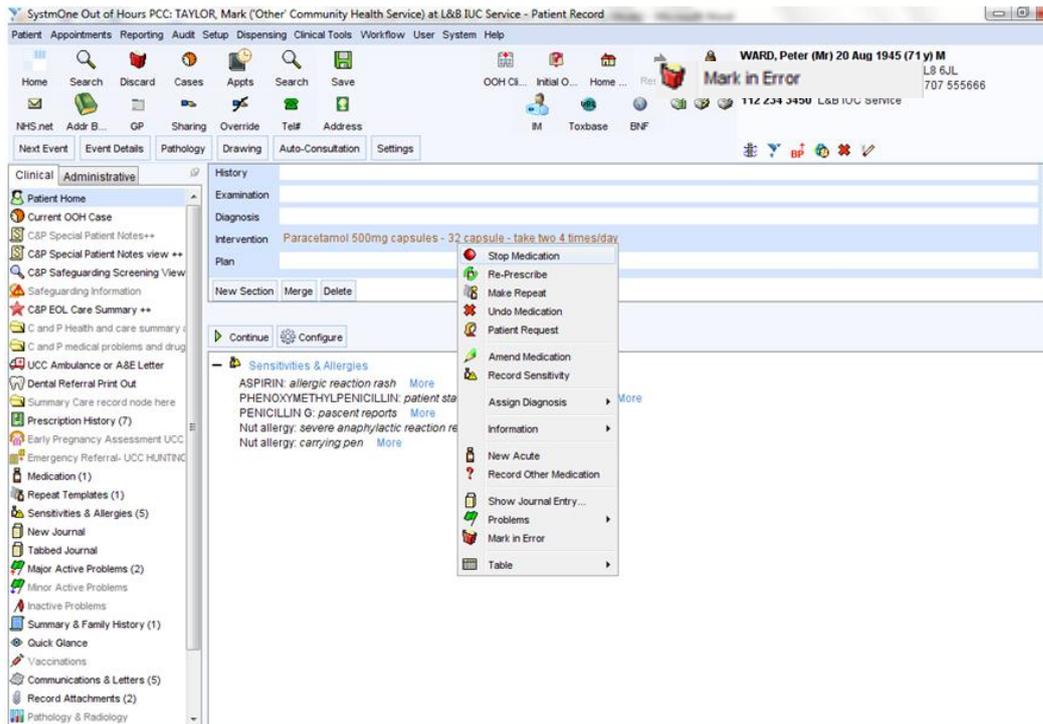
- ! Elderly, Predisposition to folate deficiency

Sensitivities (active ingredient checked, inactive ingredients not checked):

- ! Nut allergy (severe anaphylactic reaction recorded)
- ! Nut allergy (carrying pen)

- When you have finished issuing your first medication you have the option to add another or finish the script



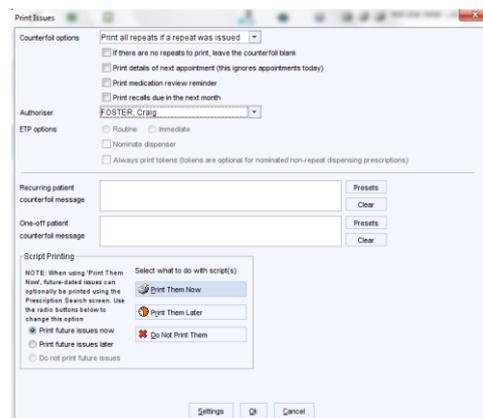


- If you add a medication to a prescription in error right click on the medication and click the Mark in Error

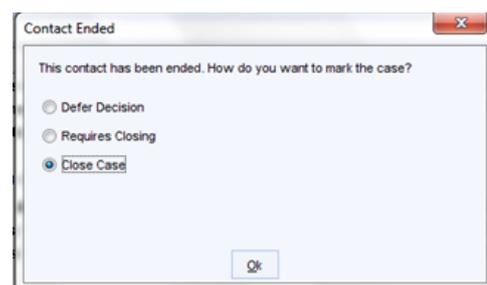
- When you are happy with the prescription click on the save option the following screen will appear



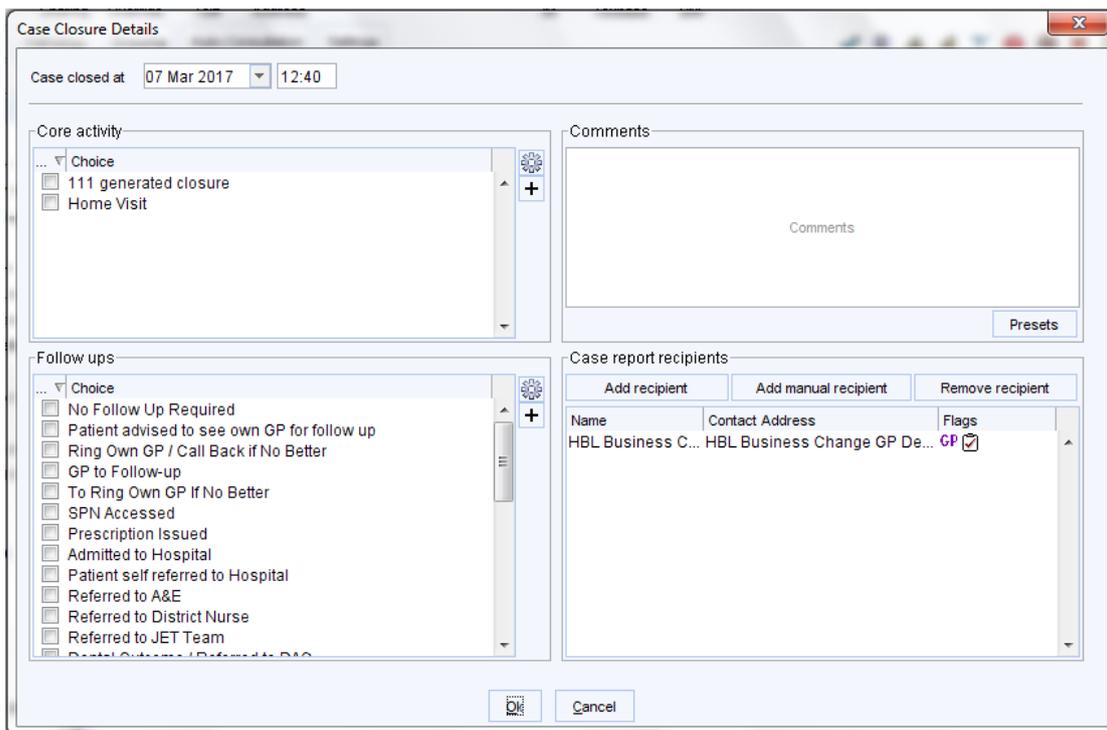
- Print Them Now (in base)
- Print Them Later( Not used)
- Do Not Print Them (hand issued)



- After you have finished the consultation please close the case



- In order to progress please select both a core activity and a follow up and click Ok



Case Closure Details

Case closed at 07 Mar 2017 12:40

Core activity

- Choice
- 111 generated closure
- Home Visit

Comments

Comments

Presets

Follow ups

- Choice
- No Follow Up Required
- Patient advised to see own GP for follow up
- Ring Own GP / Call Back if No Better
- GP to Follow-up
- To Ring Own GP if No Better
- SPN Accessed
- Prescription Issued
- Admitted to Hospital
- Patient self referred to Hospital
- Referred to A&E
- Referred to District Nurse
- Referred to JET Team
- Referred to District Nurse

Case report recipients

Add recipient Add manual recipient Remove recipient

Name	Contact Address	Flags
HBL Business C...	HBL Business Change GP De...	GP <input checked="" type="checkbox"/>

Cancel