

# CLINICIAN ADAstra MANUAL

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# 1. Adastra V3 overview

## 1.1. Selecting a Case

When viewing the 'Cases waiting for clinician' screen, the information displayed will normally include the following:

Ca...	Active...	Priorit...	Case...	L	Fullname	DOB	Age	Address	Locked by
-------	-----------	------------	---------	---	----------	-----	-----	---------	-----------

<b>Case number</b>	Unique case number assigned to the call when it is received
<b>Performance Status</b>	Colour changes over time allowed under QR for triage
<b>Last contact time</b>	Time of last failed contact attempt recorded in on-line clinician
<b>Call-backs</b>	Number of call-backs made by patient/caller
<b>Active time</b>	Date and time case received
<b>Priority (Latest)</b>	Latest priority assigned to the case
<b>Case type</b>	Type of clinical assessment offered to the patient i.e. Advice, Home visit
<b>Full Name</b>	First and surname of the patient
<b>Locked by</b>	Username of a clinician dealing with the case
<b>Age</b>	Age of the patient
<b>Sex</b>	Gender of the patient
<b>Address</b>	Current location address of the patient

To select a case, locate the case from the list and double click.

## 1.2. Viewing patient details

The Patient details screen is displayed as default when a case is selected

**Menu**  
Logged in as: Tony Beames [20]  
St Albans  
LOG OFF

**Updates**  
Operational Staff Update  
Thought for the week

**Reports and d...**  
On-line report forms  
Downloads

**General**

**Call Handlers**

**Despatchers**  
Message Queue  
Call Tracking  
Hub Call Tracking (17)  
All 'Active' Calls (18)  
Send Text Message

**Interface Stat...**

**Clinician Options**  
Central Triage Pool (6)  
Advice Cases (Nurse)  
Base Cases (6)  
Enter Wait Times  
Call Tracking  
Case Edit  
Recent Work

**Heading**  
Case # 10006  
Patient: Helen White 17-May-46 (63 years)  
Phone: Return No: 0000000000  
Current Location: Jhguk  
Only show status for cases at this location  
Enter Case Times  
Waiting for Clinician

**On-line clinician (Helen White)**

**Patient Details**  
Event List | Previous Encounters | Current Consultation  
10006 Helen White Entry date 15-Mar-10 10:29:21 15-Mar-10 10:31:35  
Female 17-May-46 63 years English 1 last week

**Contact**  
Home: 00000000000 Dial  
Mobile: 00000000000 Dial  
Cur. loc: Dial  
Other: Dial  
Caller: 00000000000 Dial  
Name: Nurse Ward Call  
Doctor: Unregistered (NNT)

**Status**  
Advice Only  
Waiting for Clinician  
On reception Less Urgent 0-60 Mins  
Cover  
NHS Number

**Current Location**  
Jhguk  
Postcode  
Map Reference  
Directions Map

**Case Summary**  
Symptoms: test 1  
Comments: These cases for this patient open at time of receive: Advice Only #10004 at 15-Mar-10 09:59:01

Id	StartDate	Status	Minutes...	Target...	Completion...
QR9	15-Mar-10 10:31:46	00:00	00:00	00:00	00:00

Record 1 of 1

The patient details (demographics and clinical problem) are those taken at the time the case was received. Depending on what information is available for the case the following tabs may also be available:

- Previous Encounters
- Special Patient Notes

When dealing with a Base case you will also have the following tab:

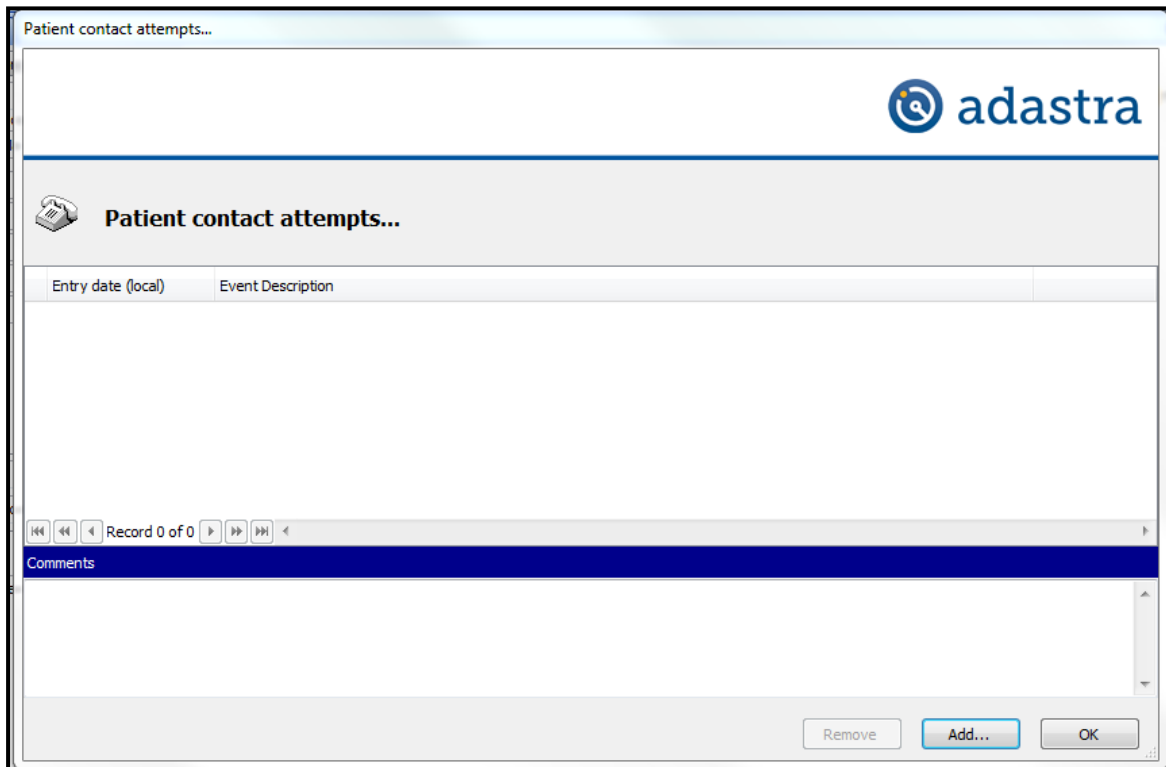
- Previous Consultation / Advice Only
- Previous Consultation [Locked]

### **1.3. Recording a failed contact attempt**

To record failure to contact a patient waiting for telephone advice, select the Patient details tab. Click on the telephone icon



- A screen showing a list of previous contact attempts for this case will be displayed

A screenshot of a software window titled "Patient contact attempts...". The window features the "adastra" logo in the top right corner. Below the title bar, there is a header section with a telephone icon and the text "Patient contact attempts...". Underneath this is a table with two columns: "Entry date (local)" and "Event Description". The table is currently empty. Below the table, there is a status bar showing "Record 0 of 0" and navigation icons. At the bottom of the window, there is a "Comments" section with a text area and a blue header. In the bottom right corner, there are three buttons: "Remove", "Add..." (highlighted with a blue border), and "OK".

- Click on the 'Add' button, the following window will open

Patient Details		Event List	Previous Encounters		Current Consultation		
<input checked="" type="radio"/> Previous cases		<input type="radio"/> Consultation summary					
Case #	Active Time	Case Type	Priority (1...	Forename	Surname	Address	Status
▶ 24896	11:024 14-Apr-10	Advice Only	Less Urg...	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	OLC
21417	13:38 08-Apr-10	Advice Only	Routine	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
21397	11:34 08-Apr-10	Advice Only	Less Urg...	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
20722	11:08 06-Apr-10	Come To C...	Routine	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
14479	09:26 31-Mar-10	Advice Only	Less Urg...	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
96794	11:52 19-Mar-10	GP LHC	Routine	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
96792	11:44 19-Mar-10	GP LHC	Routine	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
92724	09:18 12-Mar-10	UCC Triage	Less Urg...	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
91839	15:29 09-Mar-10	UCC Triage	Routine	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
84091	12:05 23-Feb-10	Home Visit	Less Urg...	Test	TESTER	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
68626	04:38 25-Jan-10	Home Visit	Routine	Philp	Hutchinson	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
62353	14:46 12-Jan-10	Advice Only	Less Urg...	Philp	Hutchinson	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
54064	14:08 29-Dec-09	Home Visit	Routine	Philp	Hutchinson	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
47618	11:40 22-Dec-09	Home Visit	Less Urg...	Philp	Hutchinson	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
43712	13:09 16-Dec-09	Home Visit	Routine	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
43699	11:13 16-Dec-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
39457	14:52 09-Dec-09	Flu Service	Routine	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
22305	12:47 10-Nov-09	UCC See & ...	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
19029	09:37 05-Nov-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
14487	16:51 27-Oct-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
10532	11:43 21-Oct-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
98313	13:54 17-Oct-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
98299	13:40 17-Oct-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
98279	13:25 17-Oct-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
97296	10:33 16-Oct-09	Home Visit	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
97285	09:18 16-Oct-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
97284	09:11 16-Oct-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
96984	15:35 15-Oct-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
96095	12:07 12-Oct-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
89370	10:42 30-Sep-09	Advice Only	Emergen...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
89097	16:02 29-Sep-09	Advice Only	Less Urg...	Test	Case	Adastra Software Ltd Unit 4 The Eurogate Business Park Ashford K...	
⏪ ⏴ ⏵ ⏩ Record 1 of 100							
Case Summary							
Symptoms: test							

Upper window - List of cases, displayed by default in reverse date order; the top call is the current case.

Lower window - Case summary of the call highlighted, as entered by the call handler.

Click in the consultation summary 'radio button' to see the summary details of previous cases in the last week, month or year.

Lookup Case Details				
<div>Previous cases</div> <div>Event Log</div> <div>Previous Encounters</div> <div>Special Notes</div> <div>Previous Consultation / Come To Centre</div>				
<div>Previous cases</div> <div>Consultation summary</div>				
Period: Last month				
Case No	Date	Location	Case Type	Clinician
24367	12/04/2010	QE2 (Welwyn)	Come To Centre	Masi, Humara (Locum)
H-FPC- having few palpns; some chest tightness which she wonders if g related;no neck or arm radn and not exertional ; s/b cardiology in the past and felt to be anxiety-related PMH: anxiety disorder, awaiting cdt, gallstones Dht: gaviscon SH: lives with mum and kids E-Looks well- P-78 BP-106/72 CVS- normal heart sounds D- Anxiety related symptoms T-				
23470	11/04/2010	QE2 (Welwyn)	Come To Centre	Gupta, Sachin (Onebworth & Marymead)
H-Frequent attender- suffers from anxiety and anxiety induced palpitations, has seen cardiologist and b blocker were recommended, not started as anxious about possiboe se's felt anxious this morning. Had episode of palpitation as before and became shaky, two episodes lasted few seconds: no chest pain or sob. No visual or neuro sym, now well. well now pmh noted E- well p 75 regular bp 114/68 fundus nad s1s2 cns and pri nad D- anxiety and panic attack T- reassured, see own gp re/flag too				
21454	08/04/2010	QE2 (Welwyn)	Come To Centre	Odutayo, Olanrewaju
H-Feeling terrible, feeling funny, faint, req appt, C/O palpitation, lightheadedness, thinks she was going to happen/feeling of impending doom Started this pm whilst on the computer No SOB/CP Says she doesn't feel right, head feels fuzzy No fever/cold sx, E-Looked reasonably well. bp 100/70mmHg pr 78/min, reg, good vld D- Anxiety T- Reassured nil physical underlying factor to her presentation Discussed ways of managing her anxiety				
19689	05/04/2010	QE2 (Welwyn)	Come To Centre	Kota, Swarna (Locum)
H-says that she is losing lot of blood on her periods now, and this has made her feel very drowsy and lightheaded, also panicking as she is feeling tired, palpitations as usual - wants to make sure she is ok, as she is feeling poorly. review at base E- bp 116/83 heart sounds normal D- T- reassured GAVISCON ORIGINAL ANISEED RELIEF sugar free liquid [PICKLETT B]				
18484	04/04/2010	QE2 (Welwyn)	Come To Centre	O'Flynn, Des
H-unwell, palpitations dof acid ++ with epigastric pain E- throat nad, pulse 70 sr, bp 110/70 D- T- reassure				
16974	03/04/2010	QE2 (Welwyn)	Come To Centre	Gupta, Sachin (Onebworth & Marymead)
H-Frequent attender More anxious these days as gall bladder has started playing again, getting intermittent biliary colic and also acid reflux. Has oneprazole at home but not taking them, using Gaviscon. Getting upper abdo pain, intermittent last 3 days, no radiation to back, no vomiting/haematemesis/ melena. No dysuria in frequency SUD, in her periods at the moment, getting more palpitations due to inc anxiety, appetite ok, no fever, no chest pain/sob. Going to Bingo this evening. PMH Gall stones, anxiety related palpitations Med gaviscon E- well p 80 regular BP 122/74 chest nad c1s2 abdo soft, minimal discomfort epigastric area, Murphy				
16346	02/04/2010	QE2 (Welwyn)	Come To Centre	Kota, Swarna (Locum)
H-anxious - palpitations come on periods - E-bp 107/ 94 - pulse 80 regular - D- T-reassured -				
15495	02/04/2010	QE2 (Welwyn)	Come To Centre	Bollan, Kalyan Kumar
H-c/o of intermittent palpitations for the last 3days says hr 90-120 hc of palpitations - saw cardiologist last yr - had scan & 24hr tape all ok Unip: 28/2/10 - coll inserted 4yrs ago hc of generalized anxiety E-bp: 102/67, pulse 87 cvs <1s2 heard, no murmurs D-anxiety palpitations T-reassured, to see gp if any concerns				
15043	01/04/2010	QE2 (Welwyn)	Come To Centre	Shah, Rupal
H-pale to Emma stated she is 5mm from QE+ palpitations in the day...feels anxious E- p=78 reg, cvs-nad, BP-120/80 D- T- reassured				
14876	01/04/2010	QE2 (Welwyn)	Advice Only	Shah, Rupal
H-palpitations- wants TCI for reassurance E- D- T-				
13883	29/03/2010	QE2 (Welwyn)	Come To Centre	McGhee, Alastair (Peartree Surgery)
H-Long consultation: Complained of chest tightness in the last 2hrs, feels like her heartburn and thinks she need Gaviscon, feels this might be due to her anxiety and obsessive- compulsive disorder. No jaw pain, not sweaty no assoc breathlessness, has billy cough, no sputum, no fever. Has been seen by cardiologist, no IHD. Feels reassured coming to OOHs, as she is not sure when her chest tightness would be as a result of ME. Worries for CTS. Stresses coxworth, no. bty of new of cawewatpaul do us E-Looks well, talking to sentence with no sign of breathlessness, pulse 80/80 and new dx... TBP not raised, chest clear R&L 120/70 D-anxiety...				

## 1.5. Viewing full details of a previous encounter

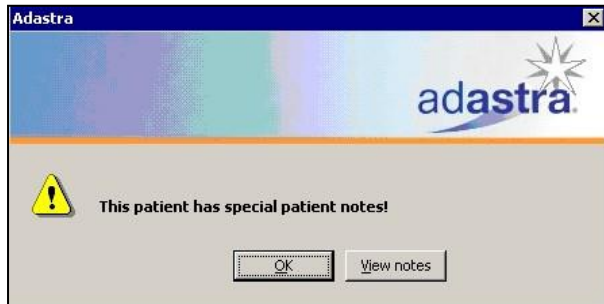
To view details of a previous encounter:

- Select the case from the list
- Double click or press <Enter>

Details of the previous encounter will be displayed in a database search view. To return to the previous encounters screen click the X in the top right of window.

## 1.6. Special Patient Note Information

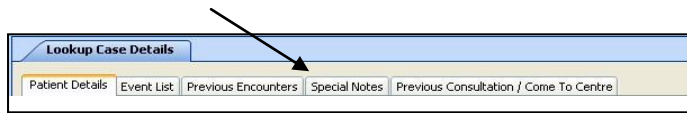
If you have selected a case that has a special patient note attached then the following dialogue box will appear:



Select 'OK' to view patient demographics

Select 'View Notes' to open the special patient notes

The Special Patient Notes tab can be selected manually at any time while the case is open.



## 1.7. The Current Consultation screen

All clinical information is recorded here for your consultation(s)

1. Clinician name and consultation times. As a clinician you will have access to use on-line clinician. If you are logged on to Adastra with your own user name then your name should be displayed in the 'Clinician Name' field.

The 'Consultation start time' for the consultation will be taken as soon as you open the case from the cases waiting for clinician list. The 'Consultation finish time' will continue counting until the consultation has been saved.

The Consultation note field, this section is divided into 4 areas:

- History
- Examination
- Diagnosis
- Treatment

2 Entering examination results – Either enter free text information in the space provided or use the template buttons (2A) on the top right hand side of the screen that allow you to record the examination results for the patient

3 Clinical Coding – All calls must be clinically coded on completion, click on the full list to access the list of codes. The clinical codes are structured in an expandable list. To view the sub-categories of the main list items click on the + symbol. It is also possible to use the search facility by typing a diagnosis in the 'Search' window'. Select and add a code in the same way as if the search field were used

4 Action Buttons – These will determine what happens to the case next (Finish, Forward, Lock, Prescribe, Appointment, Agency, Print)

The screenshot shows the 'On-line clinician (Polly Huntingdon)' interface. At the top, there are tabs for 'Patient Details', 'Event List', 'Primary Care Record', and 'Current Consultation'. Below these, there are fields for 'Clinician Name' (Train, Doc (TRAINING PROVIDER)), 'Consultation start' (02-Mar-15 11:09:19 GMT), and 'Consultation finish' (02-Mar-15 11:20:08 GMT). The main area is divided into four sections: History, Examination, Diagnosis, and Treatment. The Examination section is highlighted with a red box and labeled '1'. To the right of the Examination section, there is a 'Templates' section with buttons for Abdomen, Groin, Head/Neck, Heart, Limbs, Lungs, Skin, Tests, Assessment, Asthma, Post C.C., and Lifestyle. This area is labeled '2' and '2A'. Below the templates, there is a 'Code' section with a 'Description' field and a 'Search' button. This area is labeled '3'. At the bottom right, there is a 'Prescribed Drugs' section with a 'Search' button. This area is labeled '4'. The bottom right corner contains a vertical list of action buttons: Finish, Forward, Gen Forward, Lock, Prescribe, Appointments, Agency Referral, Print, Sensitive, and Treatment.



## 1.8. Prescribing

Finish
Forward
<b>Cen Forward</b>
Lock
Prescribe
Appointments
Agency Refferral
Print
Sensitive
Treatment

From the current consultation screen click on the 'Prescribe' button

The Following Screen will present:

The screenshot displays the 'Prescribe...' window, which is divided into several sections for managing a prescription.

**Drug Selection Section:**

- Drug:** A text input field.
- Quantity:** A dropdown menu.
- Preparation:** A dropdown menu.
- Buttons:** 'Back' and 'Presc. Hist'.
- Pack info...:** A button.
- Search criteria...:** Radio buttons for 'Full list', 'Formulary' (selected), and 'Stock Items'.
- Table:** A table with columns 'Drug', 'Formulary?', and 'Stock'. The table is currently empty.
- Drug Information:** A section with two empty text input fields.

**Pharmacy Stamp Section (Right Panel):**

- Pharmacy Stamp:** A header for the stamp area.
- Age:** 14 years.
- D.O.B:** 01-Jan-01.
- Name (including forename) and address:** Polly Huntingdon, 44 Carisbrooke Avenue, Watford, Hertfordshire WD24 4JU.
- Dispenser's endorsement:** A section with a 'Pack & quantity' label and a large empty box for the endorsement.
- Number of day's treatment:** NP.
- Price:** A column with a green bar.
- Signature of Doctor:** Train, Doc (TRAINING PROVIDER).
- Date:** 02-Mar-15.
- For dispenser:** A section with a 'No. of Prescriptions' label and a small empty box.
- NHS Logo:** A logo for the National Health Service.
- PATIENTS - please read the notes overleaf:** A footer note.

**Buttons:** 'Remove Item', 'Finished', and 'Cancel'.

The Adastra system will default to the Herts Urgent Care Formulary



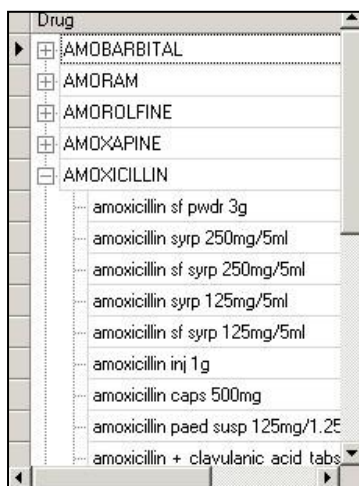
A small dialog box titled "Search criteria..." with three radio button options: "Full list", "Formulary" (which is selected), and "Stock Items".

A search field is available to allow you to search for an item/drug. To search for an item type the first three letters of the item/drug into the drug field



A rectangular input field with a grey border and a light grey background. The word "Drug" is written in bold black text at the top left of the field.

The results will be displayed in an expandable list, use the + next to each item to expand. To select an item/drug double click on the name.



A list box titled "Drug" showing a list of items. The first five items are expanded, showing a '+' icon to the left of their names: AMOBARBITAL, AMORAM, AMOROLFINE, AMOXAPINE, and AMOXICILLIN. Below AMOXICILLIN, there is a list of specific preparations: amoxicillin sf pwdr 3g, amoxicillin syrp 250mg/5ml, amoxicillin sf syrp 250mg/5ml, amoxicillin syrp 125mg/5ml, amoxicillin sf syrp 125mg/5ml, amoxicillin inj 1g, amoxicillin caps 500mg, amoxicillin paed susp 125mg/1.25, and amoxicillin + clavulanic acid tabs. The list box has a scrollbar on the right.

Once an item/drug has been selected, the Quantity and Preparation fields will become activated and the dosage field displayed.

Choose from the drop down list of standard pack sizes or enter a specific quantity using the free text option.

The standard preparation for the selected drug will be displayed in the Preparation field, any alternative preparations available can be chosen from the drop down list.

## Pack Information

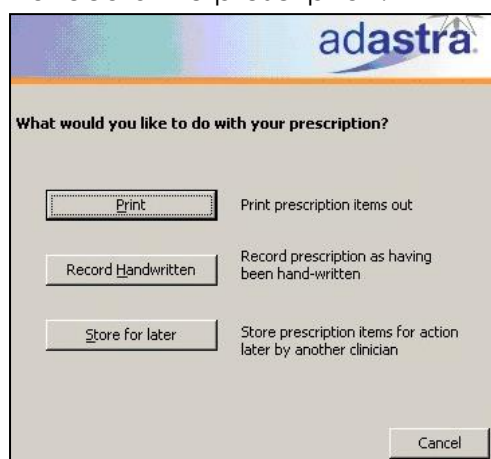
The pack information button opens a separate window and display the information relating to the standard packs available for the selected drug.

Available packs...					
Legal Category	Quantity	Description	Flavour	Price (£)	Divisible?
POM	100	capsule(s)		5.14	Yes
POM	21	capsule(s)		1.85	Yes

## Dosage

Type a dosage into the box and then click 'Add'. The dosage field recognises and translates common abbreviations e.g. tds. To ensure that the abbreviation is recognised you must ensure that it has a space either side. The 'Add' button will not become available unless a dosage has been entered.

To save the prescription and return to the current consultation screen select how you would like to record the prescription:



The screenshot shows a dialog box titled "What would you like to do with your prescription?" with the adastra logo at the top. It contains three main options, each with a button and a description:

- Print**: Print prescription items out
- Record Handwritten**: Record prescription as having been hand-written
- Store for later**: Store prescription items for action later by another clinician

A "Cancel" button is located at the bottom right of the dialog box.

## Print

The prescription will be printed ready for issue to the patient. The system will ask that you confirm whether the prescription printed correctly, if the answer is 'No' the screen will remain open to allow you to try again or select one of the other options. If you select 'Yes' then the prescribing screen will close and return to the consultation screen.

## Record Handwritten

Select this option when a prescription has been handwritten, an example for when this may be the case is where a Clinician is working from a mobile computer. Details of the medication prescribed can be stored against the case once it is completed.

## Store for later

This allows you to store the prescription for printing at a later time. This button can also be used when a patient has presented with multiple complaints, after dealing with one complaint you may want to record further clinical findings on the 'On-Line Clinician' screen and then return to add further medications to the prescription.

## 1.9. Issuing drugs

Prescribe from Stock:

To prescribe and subsequently issue drugs from stock, it is necessary for the clinician issuing the prescription to specify that they wish to prescribe from stock. To do this you must select the 'stock items' option in the prescribing search criteria.

The screenshot shows the 'Prescribe...' window with a 'Prescription Stamp' on the right. The stamp contains the following information:

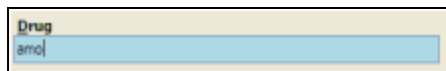
<b>Pharmacy Stamp</b>	<b>Age</b> 29 years	<b>Name (including forename) and address</b> Jan Hill Adestra Software Ltd Unit 4 The Eurogate Business Park Ashford Kent TN24 8SB
<b>Dispenser's endorsement</b> N.B. Ensure dose is stated	<b>Number of day's treatment</b> N.B. Ensure dose is stated	<b>Pricing</b> NP
<b>Signature of Doctor</b> Aziz, Tariq	<b>Date</b> 19-Jan-09	

Below the stamp, there is a section for 'PATIENTS - please read the notes overleaf' and buttons for 'Remove Item', 'Finished', and 'Cancel'.

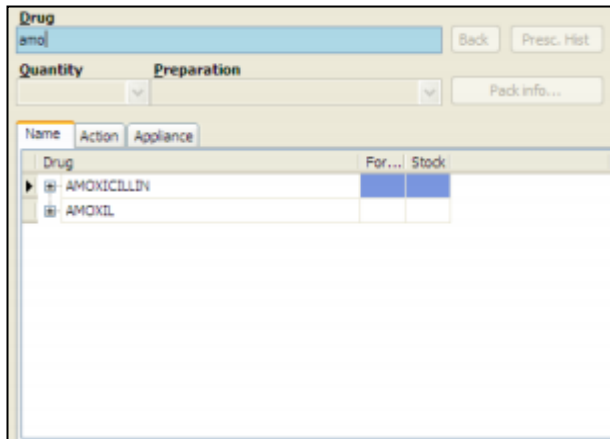
The close-up shows the 'Search criteria...' section with three radio buttons:

- ☐ Full list
- ☐ Formulary
- ☒ Stock Items

Search for the drug by typing the first 3 letters into the drug search box:



A small rectangular search box with a light blue border. The word 'Drug' is written in bold at the top left. Below it, the text 'amo' is entered into a light blue input field.



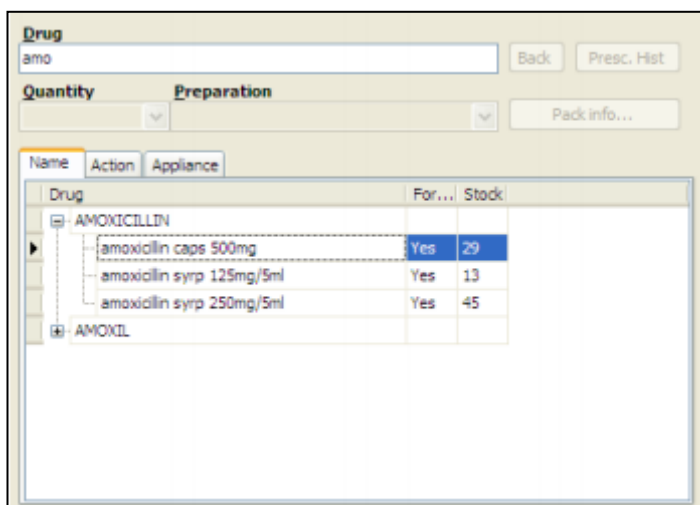
A screenshot of a software interface showing search results for 'amo'. At the top, there's a search bar with 'amo' and buttons for 'Back' and 'Presc. Hist'. Below this are tabs for 'Quantity' and 'Preparation'. A table lists drugs: 'AMOXICILLIN' and 'AMOXIL'. 'AMOXICILLIN' is expanded, showing a list of preparations with columns for 'Drug', 'For...', and 'Stock'.

Drug	For...	Stock
AMOXICILLIN		
AMOXIL		

A list of drugs beginning with those letters will appear

Click on the '+' symbol to the left of the drug name to expand the list of preparations.

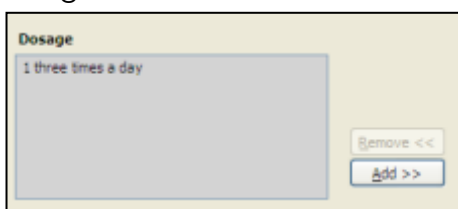
The quantities of any particular drug that are held in stock will be displayed, as well as whether the



A screenshot of the same software interface, but now 'AMOXICILLIN' is fully expanded. It shows a list of preparations with columns for 'Drug', 'For...', and 'Stock'. The preparations listed are 'amoxicillin caps 500mg', 'amoxicillin syrup 125mg/5ml', and 'amoxicillin syrup 250mg/5ml'. The 'Stock' column shows values of 29, 13, and 45 respectively.

Drug	For...	Stock
AMOXICILLIN		
amoxicillin caps 500mg	Yes	29
amoxicillin syrup 125mg/5ml	Yes	13
amoxicillin syrup 250mg/5ml	Yes	45
AMOXIL		

Double click on the required drug to select it. The dosage box should be pre-populated with the appropriate dosage instructions for the stock item. It is only possible to amend the dosage instructions for stock items, which have been marked to allow dosage change.



A screenshot of a 'Dosage' box. It has a text area containing '1 three times a day'. Below the text area are two buttons: 'Remove <<' and 'Add >>'.

Click on the 'Add' button to confirm.

The Drug will then be added to the right hand side of the screen.

The screenshot shows a software window titled "Prescribe...". It is divided into several sections:

- Top Left:** Fields for "Drug", "Quantity", and "Preparation". There are "Back" and "Presc. Hist" buttons.
- Bottom Left:** A table with columns "Name", "Action", "Appliance", "Per...", and "Stock". Below it is a "Drug Information" field and a "POP" button.
- Right Side:** A green-tinted area containing patient and prescription details.
  - Patient Info:** Pharmacy Name, Age (29 years), Name (including forename) and address (Jan Hill, Adestra Software Ltd, Unit 4 The Eurogate Business Park, Ashford, Kent TN24 8SB).
  - Prescription Details:** Dispensed's endorsement, Number of day's treatment (H.B. Dose as stated), Pack's quantity (100 capsules 500mg), and a note "Take (10) capsules 3 times a day".
  - Signature and Date:** Signature of Doctor (Ade, Tang) and Date (20-Jan-09).
  - Buttons:** "Remove Item", "Finished", and "Cancel" at the bottom.

More drugs can be added by repeating the same process.

To remove a drug added by mistake, highlight the drug and click on the 'Remove' button. Click on the 'Finished' button and select whether to print or record hand written.

At times when there is no available pharmacy open and the patient needs to start medication immediately then drugs can be issued from stock. You must still use the prescribe button but should select the 'Radio Button' for stock items.

The screenshot shows a small dialog box titled "Search criteria...". It contains three radio buttons:

- ☐ Full list
- ☐ Formulary
- ☒ Stock Items

When printing prescriptions for stock items the standard prescription form is overprinted to show that it is a non pharmacy script or FP10Prec.

Ref #10238 02-Dec-08

### Prescription Charge Promissory Note

If you have not filled in parts 1 and 2 on the reverse of this form to claim exemption from prescription charges then you agree to pay £6.50 for medication supplied to you on 27-Jan-09 by Dr

Number of products supplied that attract charge: 1

Please make your payment as soon as possible to:

Adastra Primary Care Trust  
The Big Red Building  
Down The Street  
Cambridge

Please make cheques payable to ' Adastra PCT Medicine Account'.

Receipts will only be issued for cheque payments if you supply a stamped addressed envelope.

Medication supplied by Dr  
Adastra UrgiCare  
Community Hospital  
River Street, Cambridge

Please attach this slip with your payment or clearly state the reference number

<b>Pharmacy Stamp</b> Not to be dispensed by a community pharmacy Please don't stamp over age box Number of days' treatment N.S. Ensure dose is stated Endorsements		Age 33 D.O.B. 24/04/1970	Title, Forename, Surname & Address MR ANDREW CHARLTON ADDRESS LINE 1 ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 4 OB1 10B 1234567890
NON-PRESCRIPTION SUPPLY Supplier specify if: PERSONAL ADMIN <input type="checkbox"/> Or, IMMEDIATE TREATMENT <input type="checkbox"/> If neither - patient must complete reverse of this form		PG FP10SS0404	
Signature XXXXXX		Date	
For dispenser No. of Prescriptions on form	OOH SUPPLIER NAME 123456 PCT NAME 51A00 PATIENT'S PRACTICE CODE PCT ADDRESS LINE 1 PCT ADDRESS LINE 2 TEL 0910 4567000 NE5 1ZZ		PG
<b>NHS</b> PATIENTS - please read the notes overleaf			

## Immediate Stock Issue

If prescribing clinicians issue drugs themselves, the 'immediate stock issue' screen will be displayed upon completing the prescribing screen.

Drug	Batch No & Expiry
15x amoxicillin capsules 500mg capsule(s) 1 three times a ...	No details selected
	54361 31/08/2006 No longer required

## Batch Information and Batch Numbers

Drug	Batch No & Expiry
15x amoxicillin capsules 500mg capsule(s) 1 three times a ...	No details selected
	54361 31/08/2006 No longer required

The Drug/s to be issued will be displayed in the drug box.

The Batch Number of the drug issued to the patient should be confirmed by clicking on the appropriate batch number on the right and clicking on the 'Confirm Details' button.

Once the stock issue has been completed, click the 'OK' button.

Stock levels at the relevant location will now be updated.

If the patient no longer requires the drugs, select the 'No longer required' option from the list and click the 'Confirm Details' button.

When using an injection from stock please print the FP10 and pass the whole form to the receptionist ensuring that you have ticked the '**Immediate Treatment**' box.

These procedures must be followed to enable the stock control system to work correctly.



## 1.10. Locking and unlocking cases

There are two types of locked case:

### Access Lock

### User Lock

Finish
Forward
<b>Cen Forward</b>
Lock
Prescribe
Appointments
Agency Referral
Print
Sensitive
Treatment

**Access Lock** – When a clinician opens a case from the 'Calls waiting for Clinician' list, an access lock is placed on the case

**User Lock** – When in a patient consultation you can lock the case for future attention by you by clicking the 'Lock' button. Record the reasons for locking the case, a quick text drop down menu is available in the lower section.

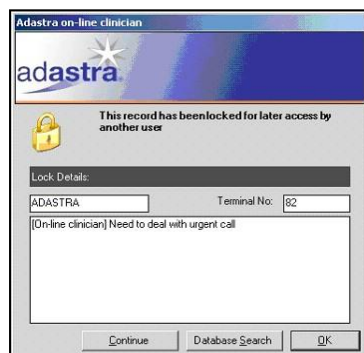
Your Adastra user name will appear against the case in the 'Locked Column'.

### Unlocking a case

To unlock a case locked by you, select the case and double click on the case. All previously entered clinical information will have saved and is available in a read only format in the tab named 'Previous consultation locked'.

Click on the 'Current Consultation' tab to continue the patient consultation.

If you attempt to unlock a case that has been locked by another clinician you will receive the following warning:



The window will display the username of the clinician that is dealing with the case along with the reason for locking the case.

To view the details of the case as read only select the 'Database Search' button.

If there is a valid reason for unlocking the case select the 'Continue' button and 'OK' to return to the case.

An example of when a case may need to be unlocked is if a clinician has nebulised a patient but then called away to deal with an emergency and therefore unavailable to continue the consultation.

### Important information:

**Do not lock a case when you are triaging if you have the intention of calling the patient back as it is likely that this will cause the case to breach the time targets set. If you wish to call the patient back then select the 'Forward' button and 'Second Contact Advice' option.**

## Agency

Finish
Forward
<b>Cen Forward</b>
Lock
Prescribe
Appointments
Agency
Refferral
Print
Sensitive
Treatment

This button provides the telephone and fax number of various organisations that may have to be contacted by an OOH service, e.g. Hospitals and Social Services. It is useful to have quick access to this information, especially when a Clinician needs to admit a patient to hospital. The list is grouped by 'Location' by default, it may be easier to view by 'Type' to arrange this click on the 'Show by type' button.

The screenshot shows a software window titled 'Agency'. On the left, there is a search criteria section with 'Restrict to type:' and 'Restrict to area:' dropdowns, and a 'Show by location' button. Below this is a table with columns: Name, Distance, Phone, and Fax. The table lists various organisations, including 'Pharmacy', 'Test Agency', 'Care Lines', 'Hertford County Coun...', 'Welwyn / Hatfield Car...', 'Ambulance/ECP', 'Ambulance Control Be...', 'St Albans Ambulance S...', 'Hospitals', 'Cheshunt Community ...', 'Lister Hospital Fax', 'Princess Alexandra Ho...', 'PA Hospital Gp Line', 'Barnet Hospital', and 'Barnet A & E Department'. On the right, there is a 'Contact information' section with tabs for 'Contact details' and 'Address'. The 'Contact details' tab is active, showing fields for 'Location:', 'Phone:' (with the number 0845 3890945), and 'Fax:'. Below this is an 'Opening Times' section with a '< not available >' message and a 'Select' button.

Name	Distance	Phone	Fax
Pharmacy			
Test Agency	0.00	01234 567890	01727 854654
Care Lines			
Hertford County Coun...		01438 737400	
Welwyn / Hatfield Car...		01707 357800	01707 357696
Ambulance/ECP			
Ambulance Control Be...		01234 272266	
St Albans Ambulance S...		01727 831963	
Hospitals			
Cheshunt Community ...		01992 622157	
Lister Hospital Fax		01438 781537	
Princess Alexandra Ho...		01279 652556	
PA Hospital Gp Line		01279 652556	
Barnet Hospital			
Barnet A & E Department		020 2164 4000	020 8216 5000

Close the screen using the X in the top right hand corner.

**Note: There is an agency information button available in the Database box on the left hand side of the screen. The information behind this button is the same however if you use this button whilst you have a case open you will lose all clinical information.**

### Printing Case Details

Finish
Forward
<b>Cen Forward</b>
Lock
Prescribe
Appointments
Agency Refferral
Print
Sensitive
Treatment

It is possible to print a copy of all case details, including consultation notes. These can be used as a referral letter should a patient be admitted to hospital. When the print button is clicked, nothing will happen until the case is completed and closed.

### 1.11. *Booking an appointment*

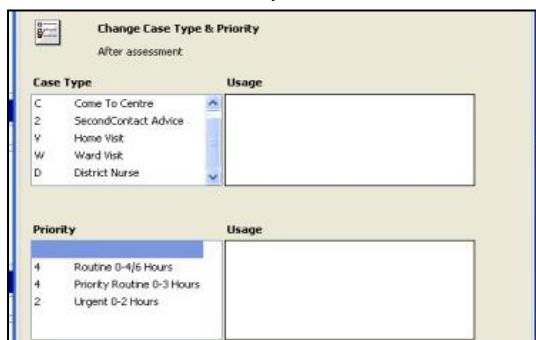
Finish
Forward
<b>Cen Forward</b>
Lock
Prescribe
Appointments
Agency Refferral
Print
Sensitive
Treatment

Once the notes are complete select 'Forward' and choose the option 'Come to Centre' and give the case a priority. Click 'Next' to sent the call to the 'Cental Booking' Queue. The following screen will be displayed:



## 1.12. Using the Forward button

The purpose of the 'Forward' button is to move a case from the triage pool to either the database if the case has been completed as Advice or to the treatment pool (for a Base or Home Visit)



If the case is to be passed to a Base for a face to face consultation then follow the instructions in '9.11 Booking an appointment'.

If the case is to be passed for a Home Visit then select 'Home Visit' and select an appropriate priority. Cases for Home Visits will disappear from the screen as they are sent to HQ where a dispatcher will send to the appropriate car.

## 1.13. Finishing a case

Once you have completed the case you must finish it on the system. Click the 'Finish' button, a warning will alert you that you are about to finish a case.



Click 'Next' to continue with finishing the case or 'Cancel' to return to the consultation. Selecting 'Next' will open the Informational Outcome window.

Informational Outcomes

Informational Outcomes

Vulnerable Adult Issue

Child Safeguarding Issue

Flu - Medication Issued

Flu - Failed To Meet Issuing Criteria

Flu - Repeat Request

Flu - Something

☐

☐

☐

☐

☐

☐

You must select at least one informational outcome

Usage

Informational Outcomes

Additional Comments

(Follow up quick text)

Next >

Cancel

You must select the box next to as many informational outcomes as appropriate, you must select at least one. Any additional comments can be entered into the lower window.

1.14. Editing a case that has been closed

From the Clinicians options box on the left hand side of the screen, select 'Recent Work'.

Clinician Options

Central Triage  
Pool (2)

Base Cases (0)

Enter Visit  
Times (1)

Call Tracking (0)

Case Edit

Recent Work

The recent work module displays all cases that the user has worked on in the last twelve hours and enables them to edit information that has been entered.

You can edit any part of the consultation, including prescribing but only in cases that you have personally dealt with.

When you select 'Recent Work' the following screen will open:

Recent Work													
Drag a column header here to group by that column													
Status C...	Case #	Building	Street	Locality	Town	County	Postcode	Current ...	Current ...	Current ...	Current ...	Current ...	Home Ac
DESPATCH	10251	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB
OLC	10250	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB
OLC	10253	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB
OLC	10254	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB
OLC	10252	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB	Adastra Sof...	Unit 4 The ...		Ashford	Kent	TN24 8SB

Select the case that you want to edit, open and click 'End Consultation'. Once you are finished click 'Complete' in the bottom right hand corner of the screen.

Informational Outcomes can now be changed if necessary, if they do not require amending select 'Next'.

Finally go to the 'General Edits' tab and click **Update** in the window that opens. This is extremely important as it will save your changes.

## 2. V3 Aremote overview

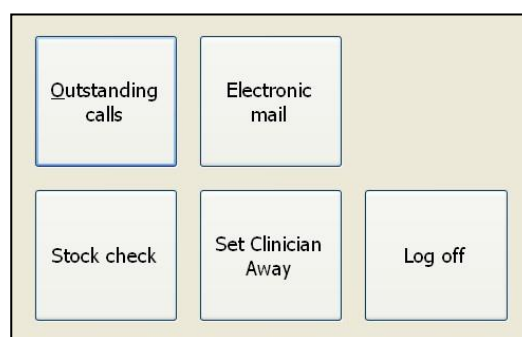
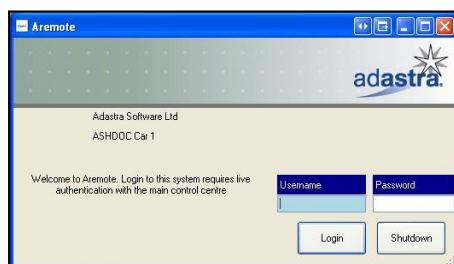
You will need to use a combination of the stylus and various keys to navigate the screens. The term 'Touch' in the instructions below refers to the use of the stylus.

Cases are not automatically printed, however case details can be printed by touching the 'Print' button found on the patient consultation screen.

When a case is sent to the car there will be an audible alarm that repeats intermittently until the case is acknowledged. You can acknowledge the case by touching the small box to the left of the case details or by opening the case.

### 2.1. Logging in

- The system login is **aremote**
- Located on the back seat of the car is a printer/charger that displays one green light
- Press the switch to display three green lights
- Press the switch on the right hand side of the screen
- Wait until system is fully booted
- Wait for GPRS is now connected to appear on the screen
- Touch Aremote V3 icon
- Press Enter
- Wait for the login screen to display
- Enter your user name and then the **Tab** or **Enter** key
- Enter your password and press **Enter**



Press **Enter** to access the outstanding cases

## 2.2. Case list screen

If the bar in the top right hand corner is green then you have signal, if signal is lost the bar will turn red.



## 2.3. Dealing with Home Visits

### Recording en Route Time

Arrived	En Route	
--:--	15:53	Open
--:--	--:--	Open

Touch the En Route button for the case that you are on the way to visit, only mark the case that you are visiting next as V3 will only display the most recently time stamped case on the Dispatchers screen.

### Recording Arrival Time

Clinician arrival time can be recorded from the case list screen or from within the open case by touching the **Arrived** box.

Arrived	En Route	
15:58	15:53	Open
--:--	--:--	Open

Arrive	Start	Finish
--------	-------	--------

### Case List

- Using the up/down keys to select the case to be dealt with
- Touch **Open** or key **Enter**, if the arrival time was not entered on the previous screen then touch the **Arrive** box.
- When you are about to leave the car to commence the visit the **Start** box must be touched.

Modify time

You can set the time back up to 6 hours

Consultation finish time

12:11

01/11/2007 12:22:00

OK Cancel

Times can be backdated by double clicking in the grey space below any of the three buttons. A dialogue box will open where you can alter the times, use the up or down arrows to adjust or overtype the time.



- Once you are finished, touch OK.
- On returning to the car after visiting the patient touch the **Finish** box
- Touch the consultation tab and enter the clinical details
- Use **Tab** or use the stylus to move between the main boxes

### Recording Consultation Details

A Clinical code must be entered when completing a case.

- Touch the **Code select** box and type in part of body affected
- Select **OK**
- Touch the appropriate code
- Select **OK**

Clinician to use the prescribe button to record drugs that have been issued either from the stock in the car or with a prescription. Make a note in the treatment box detailing items issued.

To open the details for a particular drug to find the various strengths etc. it is necessary to touch twice on the + beside the drugs name.

### Completing the consultation

Once the consultation is complete, touch the **Finish case** button to forward or complete the case.

Select an outcome using the up/down key and then touch OK, please note that only one outcome can be selected.

## 2.4. *Dealing with Triage from the car*

In the outstanding calls list any cases that require triage will be identified with an 'A' in the column next to the case number.

It is possible to see the case summary by hi-lighting the case, the summary will display at the bottom of the screen.

On opening the case a time will be entered under the green start box.

- Touch and click on the current consultation
- On completion of the telephone conversation with the patient touch and click 'Finish'
- Type up the consultation notes
- Add a clinical code if the case is being closed

## Completing the case

Touch and click on Finish

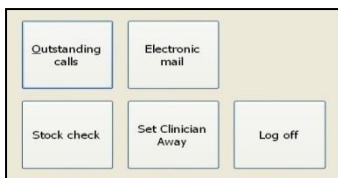
If the case is to be finished then select the appropriate outcome i.e. one of the finish advice options.

If the case requires a visit then select from either 'Retain in Vehicle' if your car is to complete the visit or 'Return to HQ for visit' if a visit is required but to be completed by another car. Please inform the shift manager if this option is selected.

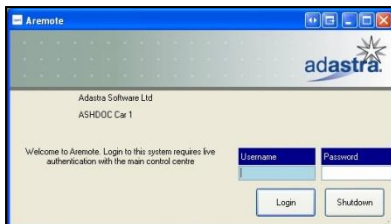
If the case requires a base face to face consultation, select 'Return to HQ for Base Consultation'. Please inform the shift manager if this option is selected.

## 2.5. Logging off

To finish the current V3 Aremote session click the Log Off button



You will then be presented with the Logging in screen



If another user is logging into the system they can do so from this point.

Do not log off if you have a case on the system that is only partially complete. The Finish button must have been pressed and the case completed, if not all data will be lost.

If you wish to completely shut down you must click on the **Shutdown** button. This will take you back to the main screen.

Touch **Start** and then **Shut Down** and then **OK** when you are prompted to check that you wish to shut down.

Press the switch on the printer/charger so that only one green light remains.