



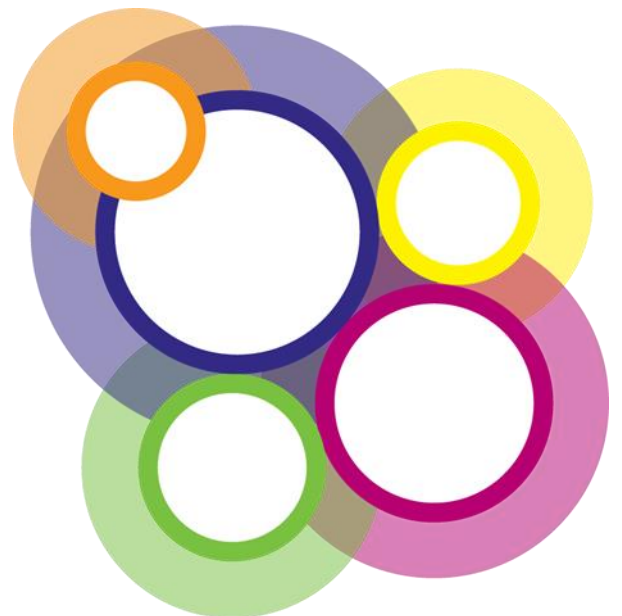
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North of England
Commissioning Support

NECS Clinical Systems Specialist Team

EMIS – Business Continuity Guide



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About Business Continuity

In the event of N3/network failure the Business Continuity mode will allow you to access patient data


Business Continuity (BC) enables your practice to have a limited view of a locally based version of your patient data, if there is either a disruption to or loss of your connection to the EMIS Web data centre.

Your practice can continue key business activities throughout the disruption by allowing clinicians to view Care Record Summary screens (read only) and reception to view the next two weeks' worth of appointments (read only).

When Business Continuity (BC) is active, the application checks regularly for restored connectivity. When BC detects restored connectivity, all EMIS Web users receive a screen message, prompting them to restart to access live EMIS Web.

Activate and manage users for Business Continuity

You can only access Business Continuity in EMIS Web by first synchronising your EMIS Web account with BC. You can do this by simply accessing BC while in EMIS Web

1. Click 
2. **System Tools**
3. Select **Launch BC Client**

If a user doesn't synchronise their EMIS Web and BC accounts, they won't appear in Manage Users or have access to BC if EMIS Web becomes unavailable.

If you do not have the option for **Launch BC Client**, please log a case with EMIS service desk.

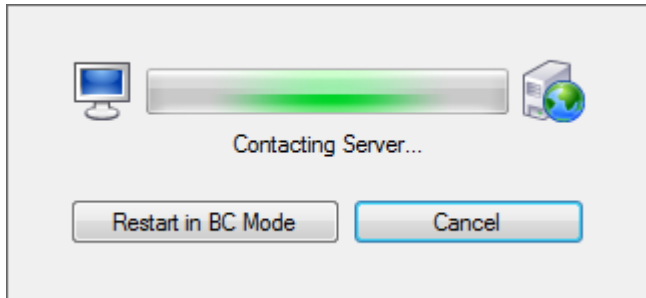
How to access Business Continuity

BC will load if you have completely lost your connection to the NHS N3 network but your internet access is unaffected. However, if you still have internet access and are having intermittent connection issues through the network, BC will not load. As BC Mode is a Spoke Service, your local Spoke Server will also need to be turned on for this to function.

If you are unsure if your N3 connection is affected, please contact the IT Service desk in the first instance.

If your connectivity to the EMIS Web data centre is lost, live EMIS Web displays a message to all users informing them that EMIS Web is about to restart in BC mode. There is an automatic countdown of 30 seconds to activate BC.

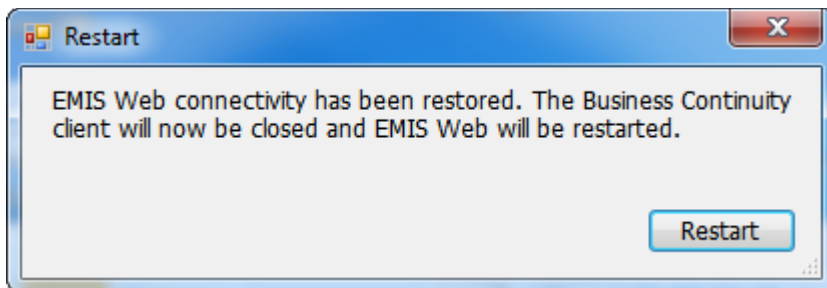
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- a. If you are using a smartcard, type your smartcard PIN, and then press **ENTER**, or
- b. If you are not using a smartcard, type your live EMIS Web logon details on the EMIS Web BC logon screen.

Restored EMIS Web live connectivity


When BC is active, the application is regularly checking for restored connectivity to live EMIS Web. When BC detects restored connectivity, all EMIS Web users receive a screen message prompting them to restart to access live EMIS Web.

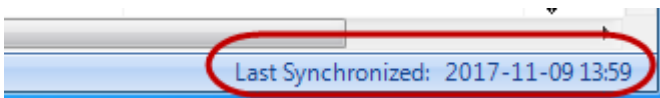


Managing synchronisation

We advise that you have a local policy in place to check the synchronisation of BC with your live EMIS Web system every day. It is vital that all users are aware of the synchronisation date/time on their system. The last synchronised date/time with live EMIS Web is displayed at the bottom right-hand corner of the screen. BC is set to synchronise with live EMIS Web every half an hour; if this not occurring, contact EMIS Health support.

Check synchronisation


1. Access Business Continuity, In live EMIS Web, click 
2. Select **System Tools**
3. Select **Launch BC Client**. The EMIS Web BC logon screen is displayed.
4. Complete the logon screen to log on to **BC**
5. In BC, check that the last synchronised date/time stamp at the bottom right-hand corner of the screen is within your configured synchronisation interval




Business Continuity - Appointment Book

Access to the Business Continuity Appointment Book is read only. To access the Business Continuity Appointment Book, on the ribbon click **Appointment Book**.

The following Appointment Book features and tooltips are available in BC:

- **Calendar:** the default date is today's date. Use the calendar in the navigation pane to navigate to appointment sessions for the next fourteen days from today's date.
 You cannot navigate to any date beyond or before this date range.
- **Appointment slots:** booked appointment slots are displayed with the configured slot column headings.
- **Appointment slot types:** booked appointment slot types are displayed, with their icons (if configured).
- **Comments:** any comments previously added to the Appointment Book are displayed below the appropriate appointment slot.
- **Session Holder Filters:** your configured session holder filters are available in the navigation pane.
- **Quick Pick option:** you can select a temporary filter.
- **Appointment Book tooltip:** you can view the patient and appointment details by hovering the mouse over appointment slots.
- **F3 option:** use to view patients' Care Record summary from their appointment slot.

The following Appointment Book options are available in live EMIS Web, but *not* available in BC:

- a. The Patient Access icon  is *not* displayed in appointment slots that are bookable using Patient Access
- b. Appointment slot statuses
- c. Printing the Appointment Book

Business Continuity - Care Record Summary

The BC Care Record Summary screen is read-only access; no other Care Record screens are displayed in BC. To access the BC Care Record Summary, on the ribbon click **Summary**.

If no patient is currently selected, the Patient Find screen is displayed to enable you to select a patient.

If an error message 'Error storing care record for business continuity' is displayed when you access a patient's care record, contact EMIS Health Support.



Error message when accessing Care Record

Last Update

The Last Update section in the patient précis indicates when the selected patient's Care Record was last updated in live EMIS Web.




Last Update displayed on the patient précis

Summary

The following Care Record Summary sections and tooltips are available in BC:

- a. **Problems:** this section displays active and significant past problems, with a tooltip highlighting associated text, the last review date, the consultant and the problem onset date.
- b. **Medication:** this section displays acute and repeat medication, with a tooltip highlighting full name, dosage and last issue date.
- c. **Allergies:** this section displays a patient's drug and non-drug allergies, with a tooltip highlighting associated text and onset date.
- d. **Diary:** this section displays overdue tasks and clinical alerts.
- e. **Recent Activity:** this section displays the patient's last four appointments.
- f. **Health Status:** this section displays the latest values added to the Health Status template.

The following Care Record Summary data is *not* available in BC:

- a. QOF alerts, auto-templates and the zap key.
- b. Record sharing.
- c. Attachments.
- d. Confidentiality policies. If confidential data has been removed, a padlock icon  is displayed on the patient précis.

Patient Find

You can access the Patient Find screen from the BC Appointment Book and the BC Care Record Summary but you can only view active patients in BC.

1. Access either the BC Appointment Book or the BC Care Record Summary, and then press **F5**.
2. Use the Patient Find screen to search for the required patient, using the following criteria:
 - Forename.
 - Surname.
 - Date of birth.
 - NHS number/EMIS number.
3. Select the required patient.

The appropriate screen with the patient précis is displayed below the ribbon.

You cannot search for a patient by their address in BC; however, the Patient Find search result includes the patient's address.

Patient précis


The BC patient précis includes forename, surname, date of birth, NHS number/EMIS number and patient's address (displayed in the extended patient précis bar), but does not include other demographic data, for example, phone number.

The Last Update section in the patient précis indicates when the selected patient's Care Record was last updated in live EMIS Web.

You can expand and collapse the patient précis bar by double-clicking the bar

Session options

You can control access to your current session using the Session option.

1. Click  and select **Session**.
2. Select one of the following session options:
 - **Lock session:** enables you to lock the current session.
 - **Log out:** enables you to log off the current session.
 - **Close application:** enables you to log off the current session and close BC.

RBAC activities for Business Continuity

If you have the relevant RBAC activities in live EMIS Web for viewing patients' Care Record Summary screen, the Appointment Book and/or Organisation Configuration these are automatically available in Business Continuity to you.