



North of England
Commissioning Support

Partners in improving local health

NECS Clinical Systems Specialist Team

EMIS Web – Commonly Asked Questions and Answers



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Revision date:

18/05/2020



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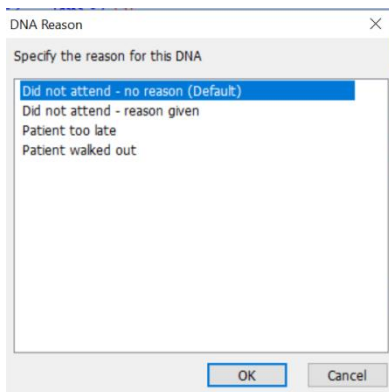
Appointment Questions

1. What are the Appointment Shortcuts?


Answer:

- A – Arrived
- S – Send In
- L – Patient Left
- D – DNA
- W – Walked Out
- C – To Cancel the current status
- M – View patient record

A -		14:30	RIDLEY, John (Mr) [500002]
S -		14:30	RIDLEY, John (Mr) [500002]
L -		14:30	RIDLEY, John (Mr) [500002]
D -		14:30	RIDLEY, John (Mr) [500002]



By clicking D, you will be asked for the reason behind the DNA

W -		14:30	RIDLEY, John (Mr) [500002]
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2. How can I select advanced dates on the Appointment Book Calendar?

Answer:

- Click **+** on keyboard to move appt calendar forward e.g. 7d, 1m, 3w.
- Click **Today** on calendar to return to today's date.
- Click **'Today'** to get back to today's date on calendar to avoid excessive scrolling and/or clicking on the wrong date.

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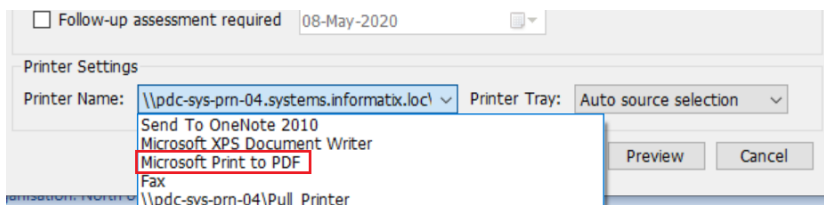
Consultation Questions

1. Can I send a Fit Note electronically?

Answer:

Yes, you can send a fit note electronically:

Once you have added the fit note to the record, **BEFORE** you press print, change the printer destination from the dropdown list to an application that prints to PDF. This might be “PrimoPDF” or “Microsoft print to PDF”.



After clicking print, you will be prompted to save the fit note to a destination. Create your own “Transfer” folder, or you could save it to your desktop.

You will now be able to add your electronic signature to the fit note – **Fill and Sign** - Click **Save**

Options for sending the fit note:

- You could send the fit note as an email attachment from your nhs net account
- Use the AccuRx “attach file” option. This sends a link to the patient. They can open the fit note from the link, and print the note from their smart phone, or forward the text to their employer to print out.

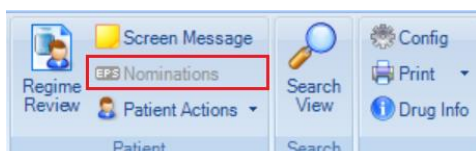
EPS Questions

1. Can you change an EPS nomination during the process of adding an acute medication from consultation screen?

Answer:

No - you can change nomination before adding or issuing the medication, and you can change from an EPS to manual FP10 printed script on the issue screen itself.

To change the nomination you must do it from **medication screen** before adding / issuing that medication, then change it back if necessary to the original pharmacy

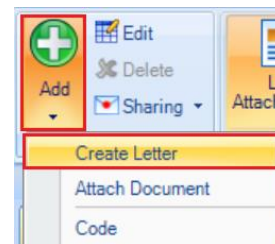
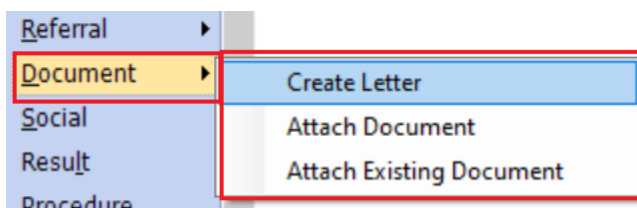


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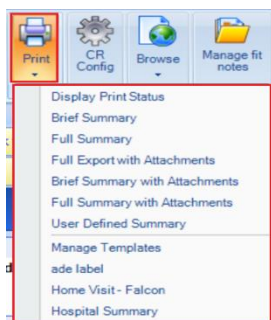
2. If I admit a patient to hospital, how or what do I print to send with them?

Answer:

Check with the Practice to see if they have a letter template already setup, if so, use that by adding a letter from the patient's **Consultation** screen by selecting from the **Document** section. This can also be done from the **Documents** screen, through the **Add Button**.



If not then use **print** button from summary or consultation section, and select one of the pre-set summaries (brief, full etc.) or a user defined summary which gives you more control over what you include and exclude.



Pathology Questions

1. How are clinicians supposed to action ICE requests correctly?

Answer:

This should be done via the actual task on the Diary. Otherwise the Test Request task will not be completed correctly (assuming that **Complete Test Requests After Sampling** has been enabled).

Tip: Consider always using the Auto-Archive function to keep Inbox tidy. No reports with outstanding tasks will be archived.

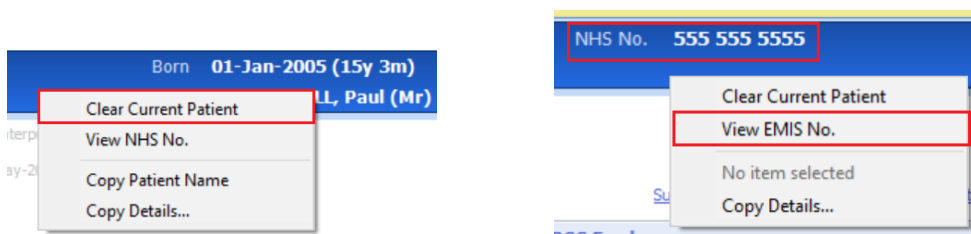
NECS Clinical Systems Specialist Team Patient Precis Bar Questions

1. How can I close the patient's details that are displayed in the Precis Bar?

Answer:

Within the Precis Bar, right click and select **Clear Current Patient**

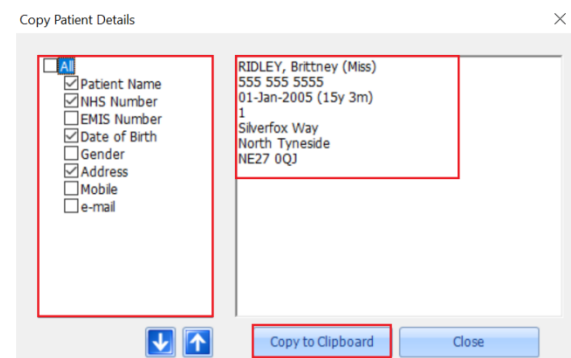
Tip: Use the **View NHS No / View EMIS No** to toggle between the required numbers when needed.



2. When you right click on the Precis Bar, what is the **Copy Details** option used for?

Answer:

The **Copy Details** option can be utilised to copy different demographic details from the patient record. You can save them to a clipboard which will then allow you to paste the selected details into a document. e.g: Full Name / NHS Number / Date of Birth / Address.



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Safeguarding Questions

1. How do I code safeguarding / vulnerable / MARAC (from safeguarding nurse / administrator)

Answer:

There is a **CCG safeguarding template** that has all the codes / information on it already. Each Practice will have their own policy / processes on how they deal with the various information / documents around safeguarding / vulnerable / MARAC potentially so check what their process is first.

2. If entering information (from safeguarding / MARAC case conference) on to the Patient's record via consultation, do I have to code it or can I enter as free text (from safeguarding nurse / administrator)

Answer:

You can do either, but if this information needs to be searched for it will only find it if you have added it as a coded entry. Free text cannot be searched on. Maybe check Practice policy / process on how they already code the paperwork that they receive so codes aren't duplicated.

Task Questions

1. What is the difference between Adding a note to a task rather than replying or forwarding the task?

Answer:

Add note does not create extra completed task, but it is lost when forwarding the task.

Replying/Forwarding keeps the text visible but creates a new task every time and creates excess entries in the patients Diary.

