



North of England
Commissioning Support

Partners in improving local health

NECS Clinical Systems Specialist Team

SystemOne - Pathology for SystemOnline Guide

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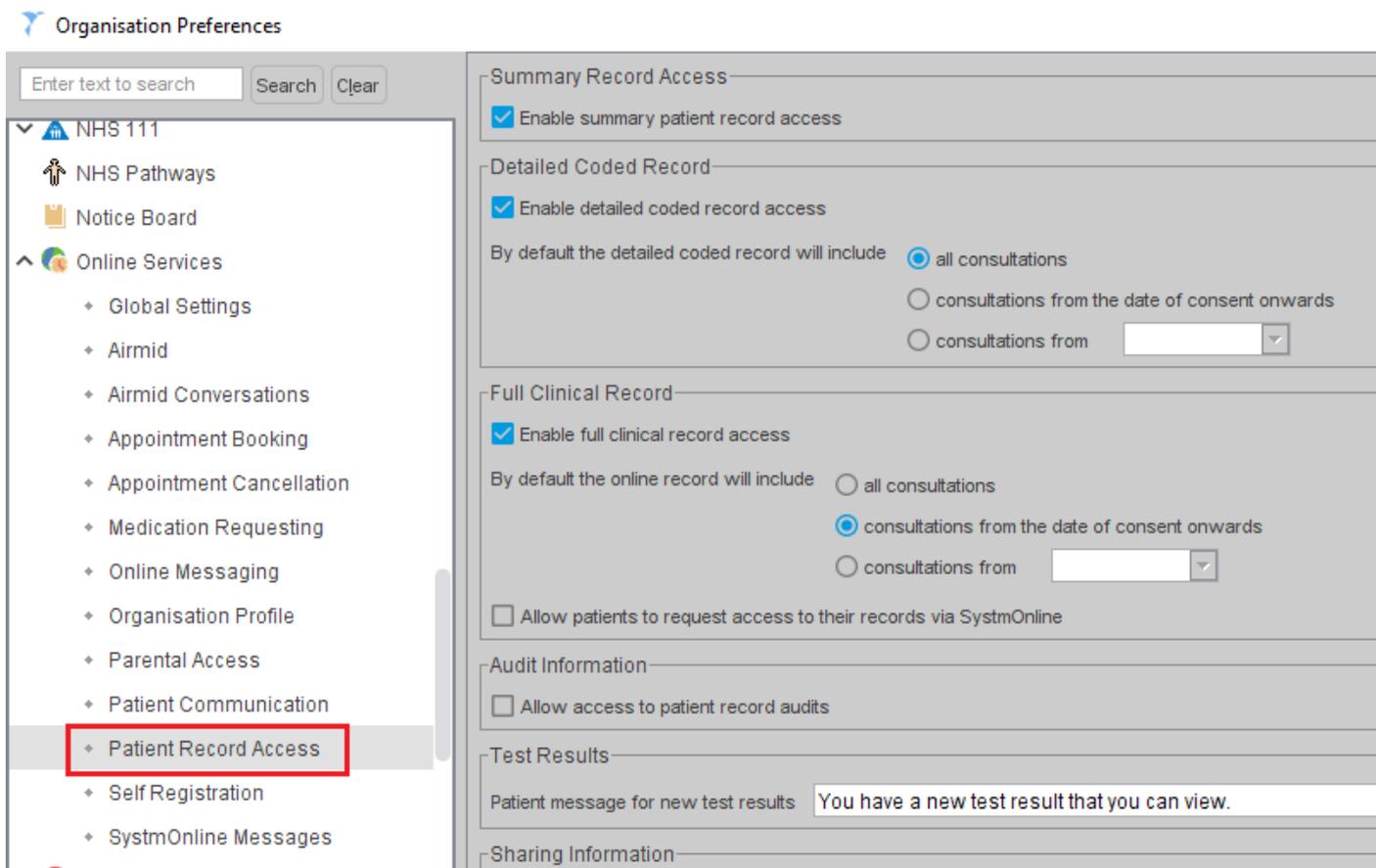
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Checking Your Practice Settings

Prior to providing access to online services to individual patients, you need to ensure your Organisation Preferences have been set up to reflect the level of access you wish to grant your patients. Please follow the relevant guidance on setting up your Online Services within S1 or use the F1 help section.

To check your current access levels:

1. Click Setup and select **Users & Policy - Organisation Preferences**
2. Scroll down to **Online Services**
3. Expand the Online Services folder
4. Click **Patient Record Access** from the available menu



The screenshot shows the 'Organisation Preferences' interface. On the left, a navigation menu is expanded to 'Online Services', with 'Patient Record Access' highlighted in a red box. The main content area shows several sections with checkboxes and radio buttons:

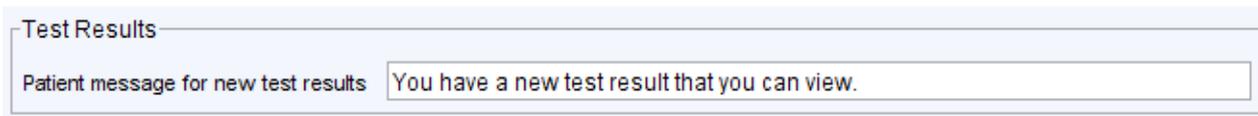
- Summary Record Access:** Enable summary patient record access
- Detailed Coded Record:** Enable detailed coded record access. Below this, a radio button selection is shown: all consultations, consultations from the date of consent onwards, and consultations from [dropdown menu].
- Full Clinical Record:** Enable full clinical record access. Below this, a radio button selection is shown: all consultations, consultations from the date of consent onwards, and consultations from [dropdown menu]. There is also an unchecked checkbox: Allow patients to request access to their records via SystemOnline.
- Audit Information:** Allow access to patient record audits
- Test Results:** Patient message for new test results: You have a new test result that you can view.
- Sharing Information:** (partially visible)

To check if patients will have the ability to access test results online, your preferences must have the **Detailed Coded Record** node selected.

Note: If this option is selected, you will still be required to provide the correct level of access to each individual patient when providing online access

From 2015 access to detailed coded records was considered as the default offering to patients when providing access to Online Services (see GMS Contract). If your Detailed Coded Record node is not selected please use the F1 guidance to show you how to set this up in the system.

Take note of the **Patient message for new test results** section as this will be discussed later in the guidance.



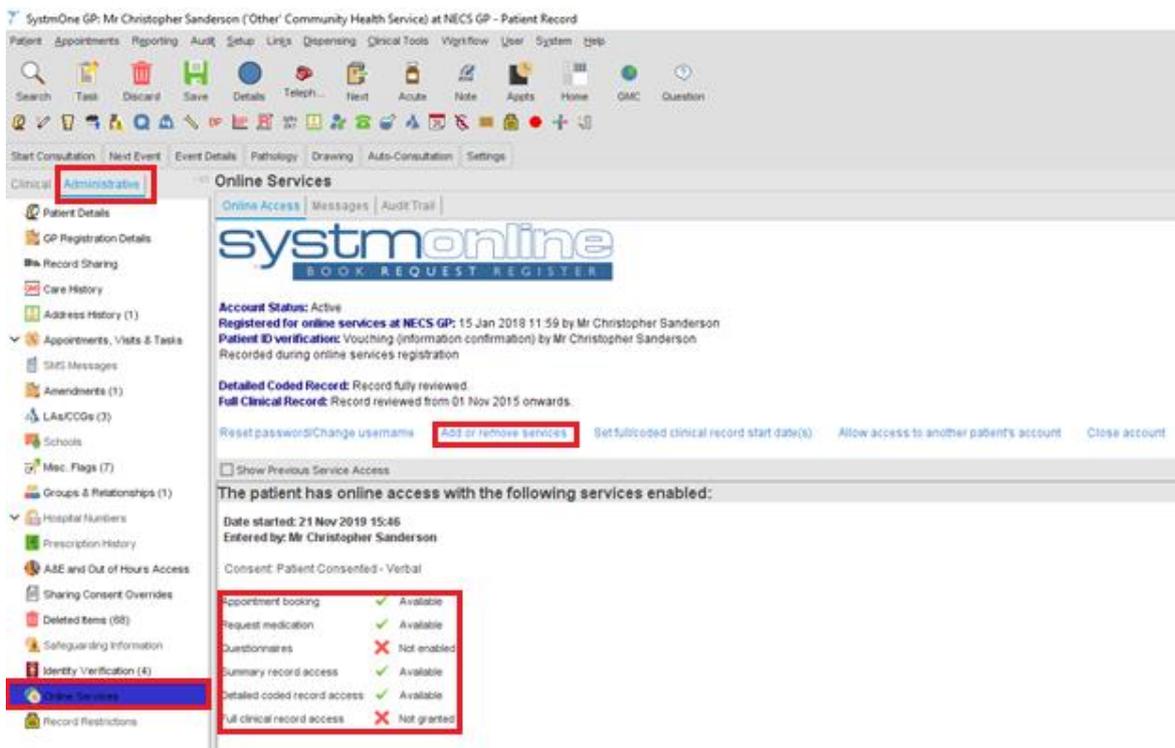
5. Click **Ok** when you have completed updating this section

Checking Your Patient Settings

1. Click **Search** and find the patient
2. Once the patient is selected and their record is open, click the **Administrative** tab
3. Scroll down and click **Online Services**

Once in Online Services: You will see a summary of what Online Services are available to the patient e.g. if Detailed coded record access has been granted

4. Click **Add or remove services** link



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Here you can change what access the patient has to their record and, if applicable, from which date.

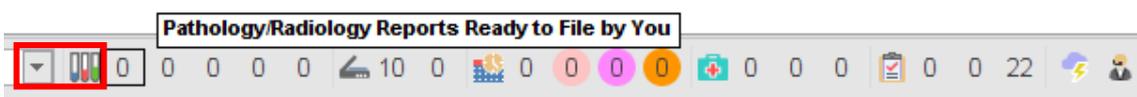
Level of Access	What is available?
Full clinical record	All coded information Free Text Documents (3 rd party and sensitive content excluded or redacted)
Detailed coded record	All coded information (3 rd party and sensitive content excluded or redacted)
Allow viewing summary record	Summary of basic information

5. Click **Ok** when updated

Be aware that when a patient has either full access to their record or Detailed coded record access, by default they will be able to see their test results (free text will show depending on what filing options have been used for detailed coded record).

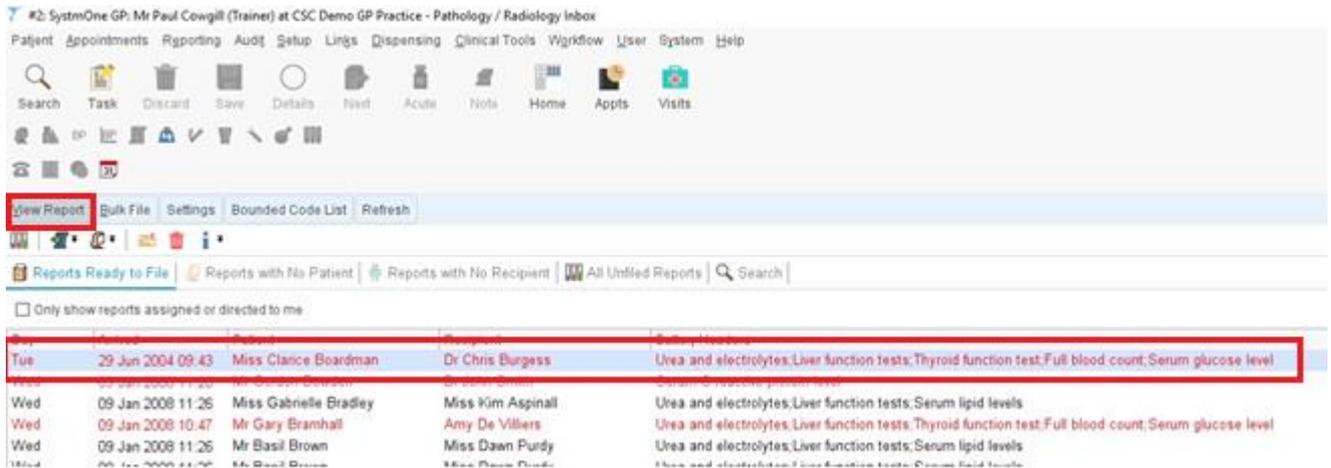
Filing Pathology/Radiology Results

1. Double click the **Pathology/Radiology Ready to File by You** option at the bottom the patient's record

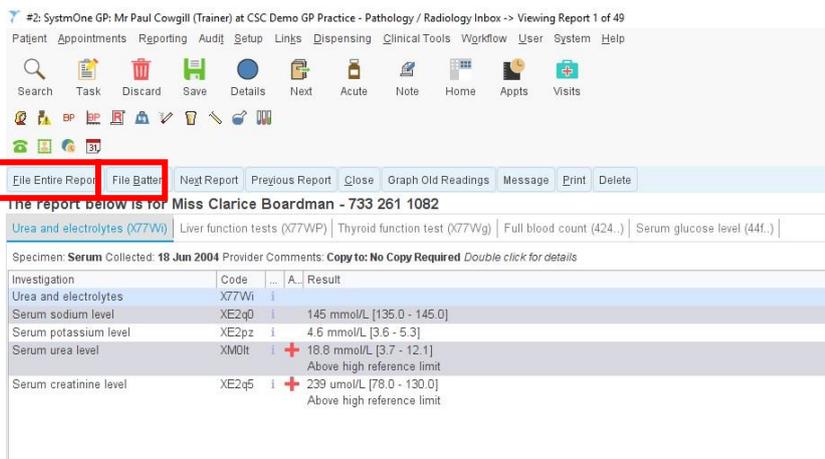


Once in Pathology & Radiology a list of all the results that are available for the selected patient will appear. This will include hospital generated reports as well as GP reports.

2. Double click the required result within your inbox or highlight required result and click **View Report**



- Use your normal filing process selecting either the **File Entire Report** or **File Battery** options as required



The Record Pathology/Radiology Report screen will open

- Scroll to the bottom of the screen there is a checkbox **Patient to be informed of this report**. There is a warning that the patient will be informed via online services

Note: Ticking this box will send a message to the patient's online account. However if they are not informed about it via SMS or Email when the report is filed, there may be a risk that it may be missed as the notification will only be sent to the messages section of their online record. These tick boxes (along with Archive Report) are also controlled by the GP's user preferences.

Note: This message will still be sent (if selected) even if making the report Not visible in the online record is selected (see later in guide).

The message that will be issued to the patient will be the message that has been set in your Organisation Preferences (please see the Patient message for new test results section above).

5. **Comments / patient message & Other** – These options are useful tools for patients if they receive a complex or potentially distressing result. For instance the clinician can help breakdown jargon by providing a quick explanation of the result or if they receive an abnormal result they can request that the patient needs to arrange a consultation to speak with a doctor or nurse etc. However please note these options are only visible to patients based on their level of online access.

Note: The Comments / patient message section is classed as free text and will only be displayed if the patient has Full Record Access.

It is possible to leave a comment for those with only **Detailed Coded Access** by using the **Other** Follow-up action, as well as any other action normally used e.g. Normal Take No Action or Make Appointment to see Doctor. When ticking the **Other** box a small free text field is displayed and this text will be visible for those patients with Detailed Coded Access or Full Record Access.

6. If you do wish for the patient to be informed of the result via email or SMS you can tick the **Send the following SMS** preset message to the patient box.
7. If you do not wish for the patient to be informed via Email or SMS untick this box.

If you wish SMS to be activated check the following settings:

Setup - Users & Policy - Organisation Preferences - Messaging

Note: Be aware that the patient will still be notified via an entry on the Messages web page and will be able to view the test result.

8. Click **Other Details** at the top of the screen
9. Scroll down to the bottom of the screen to the Visibility section

This is where you need to determine if the lab results should be made visible to the patient.

Visible in the online record checkbox – if you untick this then the patient cannot see this event on their online record.

Note: Even if this step is actioned, and the Patient to be informed box is ticked on the previous screen, then a message will still be sent to the patient's online record.

You also have the following options:

- a. **Normal** (Part of the shared record) – the patient will see their lab results in the record and it will be available to other organisations using TPP
- b. **Private** (Not part of the shared record) – event is only visible by staff at your GP Practice. It is not seen by other organisations using TPP, even if the patient has enabled their record to be shared

- c. **Safeguarding Relevant** – Event can only be seen by staff who have Safeguarding access rights.

Note: Requires System Administrator rights. In order to see who has Safeguarding Access Rights: Go to **Setup - Users & Policy - Staff & Organisation Setup - Amend Staff - Local Access Rights - Safeguarding Information.**

10. Untick **Visible** in the online record checkbox

11. Click **Ok** to update the event

You will be asked to write some notes to support why this decision was made.

Click **Ok** when completed.

Once the patient has been informed of the test result you can then make the result visible to the patient using the Tabbed Journal

12. Click **Tabbed Journal** in the clinical tree

13. Scroll down to find the report in the journal entries

14. Click to highlight the entry (the entry will turn blue)

You will see various icons on the right side of the entry; a hidden view icon will show that this record is not visible in the patient's online record

15. Right click on the relevant entry, a menu will appear

16. Click **Show in the online record**

The icon will have been removed from this particular entry and will now be visible on the patient's online record



Patient Guidance

It is important before you provide online access that you ensure patients are made fully aware of the implications of the information that they will be able to view.

Below is an example of some information that should be included in your Online Access registration form. It is recommended that patients are made aware of these considerations and provide confirmation that they understand them before access is provided.

Before you apply for online access to your record, there are some other things to consider. Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Things to consider...	Please tick to confirm you understand
<p>Forgotten history There may be something you have forgotten about in your record that you might find upsetting.</p>	
<p>Abnormal results or bad news If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.</p>	
<p>Choosing to share your information with someone It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.</p>	
<p>Coercion If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.</p>	
<p>Misunderstood information Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.</p>	
<p>Information about someone else If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.</p>	