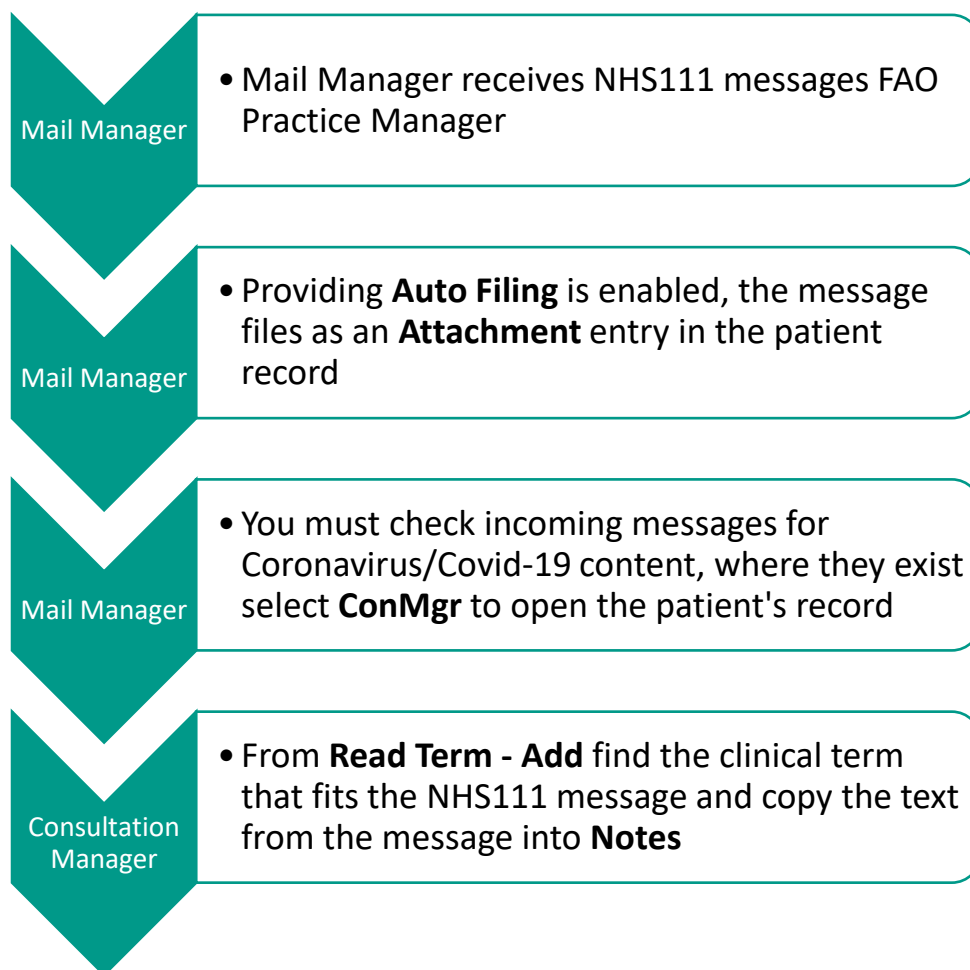# Processing Coronavirus NHS111 Messages

To ensure you are processing NHS111 Messages concerning Coronavirus/Covid-19 appropriately, and in the most effective way from a reporting perspective, we recommend you follow this workflow:

Overview

Mail Manager
- Mail Manager receives NHS111 messages FAO Practice Manager

Mail Manager
- Providing **Auto Filing** is enabled, the message files as an **Attachment** entry in the patient record

Mail Manager
- You must check incoming messages for Coronavirus/Covid-19 content, where they exist select **ConMgr** to open the patient's record

Consultation Manager
- From **Read Term - Add** find the clinical term that fits the NHS111 message and copy the text from the message into **Notes**

You can achieve this in one of two ways:

- From **Mail Manager**, see *Processing NHS111 Messages with Coronavirus/Covid-19 content from Mail Manager*

- From **Consultation Manager** with the latest **Coronavirus/Covid-19 Clinical Audits**, see *Processing NHS111 Messages with Coronavirus/Covid-19 Content Using Clinical Audits*

Processing NHS111 Messages with Coronavirus/Covid-19 content from Mail Manager

To process NHS111 Messages with Coronavirus/Covid-19 content from **Mail Manager**:

1. From Mail Manager, select Incoming Mail – Mail Categories – NHS111 Reports:
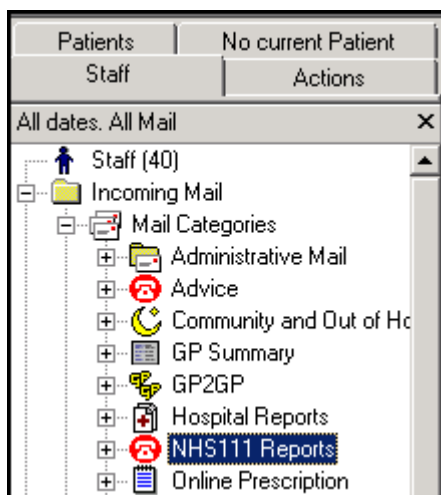
2. All **NHS111** messages display in the right-hand pane. Highlight each message and check the content of the message in the bottom pane:

3. If the message contains Coronavirus/Covid-19 related details, select **ConMgr**

 to open the patient's record.

4. Select **Select Mail for Patient** to display all incoming mail for this patient.

5. Double click the **NHS111 message**, right click on the text and select **Copy All**.

6. Now, select **Close** and then **Exit** to return to the patient record.

7. From **Read Term – Add**, enter **1JX1.00** - Suspected disease caused by 2019-nCoV (novel coronavirus).

8. Select **OK** and the **History – Add** screen displays. Complete the following:

- **Event date** – Update to the date of the message
- **Clinician** – Leave the default, it clears when you remove the **In Practice** tick
- **In Practice** – Remove tick
- **Comment** – Click into **Comment** and press **<Ctrl+V>** to paste the copied text.

9. Select **OK**.

10. Now, return to **Mail Manager** and continue checking messages repeating from steps 3 above until all messages are checked.

Processing NHS111 Messages with Coronavirus/Covid-19 Content Using Clinical Audits

If you have downloaded and imported the latest Coronavirus (Covid-19) audits, see http://help.visionhealth.co.uk/clinical%20audit/Content/Downloads/INPS%20Daily.htm for details, four groups of patients with NHS111 Covid-19 messages are automatically created:

- NHS111 Covid-19 messages received more than 1 month ago (England)
- NHS111 Covid-19 messages received in the last 1 month (England)
- NHS111 Covid-19 messages received in the last 7 days (England)
- NHS111 Covid-19 messages received In the last 1 day (England)

If required, you can add a **Reminder** to these patients, from Clinical Audit:

- Locate the **NHS111 Covid-19 messages** audits, right click on the audit you want to add a reminder to, select **Reminder**, enter your text and select **OK**.

To process NHS111 Messages with Coronavirus/Covid-19 content using Clinical Audits:

Important – **Clinical Audit** only run overnight so the group created is always yesterday's patients, not today's.

11. From Consultation Manager, select Consultation – Select a Patient Group the Consultation Manager – Groups or Clinical Audit Search Browser screen displays.

12. Select the **Clinical Audit Search** tab, highlight the **NHS111 Covid-19 messages** group required.

Remember – The **NHS111 Covid-19 message** audits are within the **In Practice Systems (Daily)** section.

13. Select **OK**.

14. A list of the patients in the group displays, highlight the first patient on the list and select **Select Group Patient** .

15. The selected patient record displays, select **Select Mail for Patient** to display all incoming mail for this patient.

16. Double click the **NHS111 message**, right click on the text and select **Copy All**.

17. Now, select **Close** and then **Exit** to return to the patient record.

18. From **Read Term – Add**, enter **1JX1.00** - Suspected disease caused by 2019-nCoV (novel coronavirus).

19. Select **OK** and the **History – Add** screen displays. Complete the following:

- **Event date** – Update to the date of the message
- **Clinician** – Leave the default, it clears when you remove the **In Practice** tick
- **In Practice** – Remove tick
- **Comment** – Click into **Comment** and press **<Ctrl+V>** to paste the copied text.

20. Select **OK**.

21. Select **Next Group Patient** and the next patient in the group is selected for you.

22. Repeat from step 5 until all patients have been processed.