Vision 3

DLM 310 User Guide

Including:

Mail Manager Enhancements

User Enhancements Release 1

Consultation Manager

Immunisations

Therapy

Mail Manager

Registration

Clinical Audit

Appointments

Vision Online Services – Online Appointments

Scotland:

Withdrawal of Out-of-Date GP10 Stationery

Northern Ireland:

Northern Ireland – Emergency Care Summary

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Table of Editions and Contents

Date	Version	Contents	Output
26/04/10	0001	Initial Draft	Docx & PDF
25/5/10	0002	Amendments following ESTU review	Docx & PDF
06/07/10	0003	Amendments following Workflow review, inc. QOF amendment by JTHO	Docx & PDF
04/08/10	0004	Amendments to MMR details and addition of Outstanding Pathology Message	Docx & PDF
23/08/10	0005	Amendment of VOS details	Docx & PDF
13/09/10	0006	Update added – NHS number in Appointments and Clinical Audit.	Docx, PDF & CHM
18/10/10	0007	Amendment to MMR details	Docx & PDF

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Summary of Changes – DLM 310

The following table details changes and enhancements to existing Vision software:

Consultation Manager	• A new feature has been added to the Weight and Height – Add forms that shows the patients current weight. This can be viewed in imperial and metric measurements. See Changes to Weight on page 4. • A new Label Trace button has been added in Consultation Manager. See Label Trace Button on page 4. • **Scotland - SCCRS** recall advice codes See SCCRS Recall Advice Changes - Scotland on page 5. • **Scotland -** The URL used by Central Vision in Tayside has now changed. The new URL is http://baxter.tayside.scot.nhs.uk/.
Immunisations	• Changes have been made to the due dates for second/booster MMR vaccinations. See Changes to MMR - Due Date calculations on page 6.
Therapy	• **Scotland -** GP10(SS)(4) Stationery has now been withdrawn. See Withdrawal of GP10(SS)(4)- Scotland on page 6.
Mail Manager	• **GP2GP** – Safe Exchange Framework (SEF) error message, see New GP2GP error message on page 8. • **GP2GP** – Messages received from iSoft are not being validated correctly and are being filed. This will be fixed so the invalid messages are highlighted and marked as validation failures, these messages will not be filed. See GP2GP – Invalid messages from iSoft Systems on page 8. • **Scotland** – **SCI Store Changes** - download limits see • SCI Store Changes - Scotland on page 8. • **Scotland** – **SCI Pathology Changes -** duplicate results that have previously been filed will be unavailable to re-file. See SCI Pathology on page 8. • **Outstanding Pathology Warning –** If you have more than 1000 outstanding pathology messages, you are prompted with a warning message; you are advised to complete outstanding actions. See Outstanding Pathology Messages on page 11 for further details. • **Mandatory NHS No Change –** Patient details now displays NHS Number (CHI No in Scotland or H+C No. in Northern Ireland). To view the details for a patient: right click, select Patient Details.
Registration	• Registration tabs are now displayed in two rows. See Registration Changes on page 12.

Management Tools	• Supplementary Install Stream updates – how to check version details. See Supplementary Install Stream (SIS) Updates on page 13.
Clinical Audit	• **Scotland –** QOF Report Changes see QOF Report Changes – Scotland on page 17. • **Mandatory NHS Number display –** the patients NHS number is now displayed when viewing the patients list in Clinical Audit and Patient Groups. See Mandatory NHS Number Display on page 17
Appointments	• **Mandatory NHS Number display** – The NHS number (or CHI in Scotland and H&C in Northern Ireland) is now permanently displayed. See Mandatory NHS Number Display on page 18

New Projects – DLM 310

User Enhancements Release 1

Following discussions with Vision users on ways to improve Vision, a number of completely new functions have been created, and changes have been made to existing elements of Vision to improve and enhance their performance and usability.

Click here to access User Enhancements Release 1 user guide v0014

Mail Manager Enhancements

Since Mail Manager was first released to customers, there have been requests for various improvements to be made. INPS has worked closely with customers and in DLM310 we have addressed such requirements and introduced further enhancements to Mail Manager. These enhancements set out to improve the existing Mail Manager interface.

Click here to access Mail Manager user guide v004

Vision Online Services – Online Appointments

Currently, when a patient wants to book, amend or cancel an appointment at a practice they must do so via reception. This generally necessitates a phone call or a visit to the practice. The Vision Online Appointments module allows the patient to manage, make, cancel and view existing appointments from their own home at a time that is convenient to them. For the practice, it reduces the demand for appointments at the surgery.

On Installation of DLM 310, Online Appointments will be **INACTIVE** on your system. For further details about this product, contact your Account Manager.

NOTE: This feature is currently unavailable to Welsh practices.

Click here to access Vision Online Appointments user guide v0005

Northern Ireland -Emergency Care Summary (ECS)

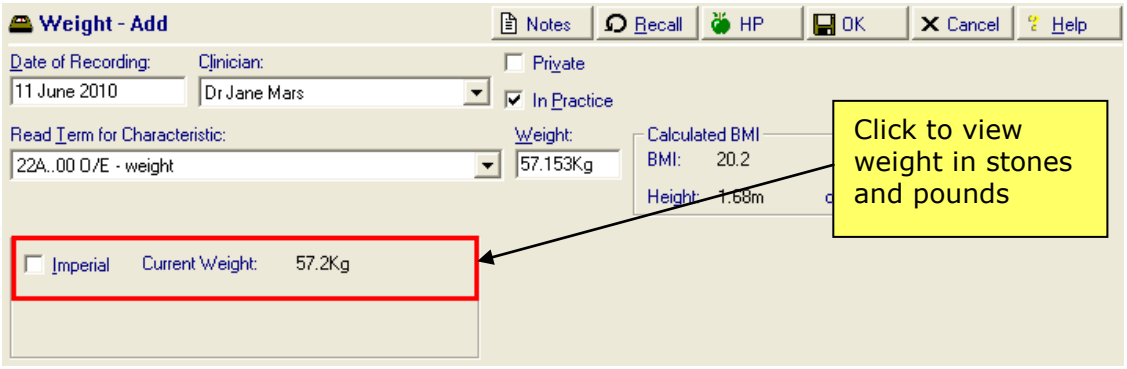
The Northern Ireland Emergency Care Summary (ECS) is a project designed to extract and store a subset of GP data for every consenting patient. The data is held in a central repository called a SCI Store and is accessed by Out of Hours (OOH) and Accident and Emergency (A&E) personnel.

Click here to access Emergency Care Summary user guide v004

Consultation Manager Changes

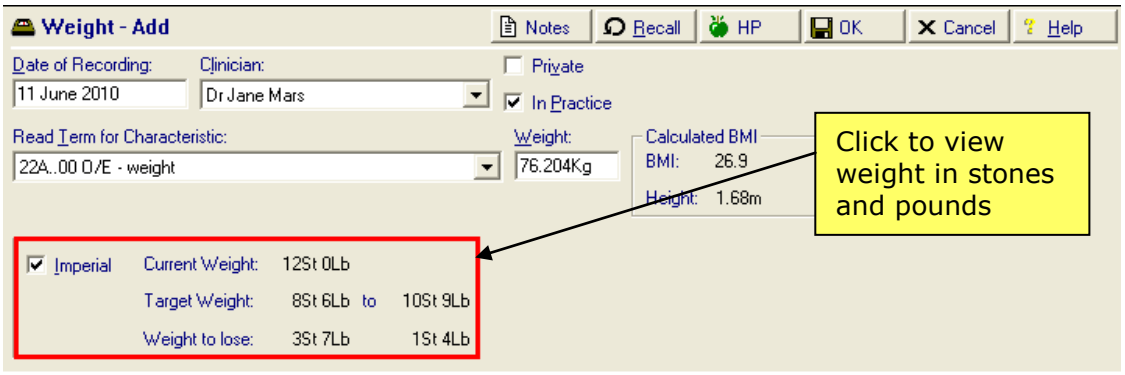
Changes to Weight and Height - Add Form

A new field has been added to the weight and height data-entry forms, to show the current weight of the patient. This is displayed as metric measurements by default.



Current Weight – BMI Normal

Click the Imperial tick box to change the measurements to stones and pounds. Where the BMI is above or below the normal range, target weight ranges will also be displayed which when imperial is ticked, is displayed as stones and pounds.

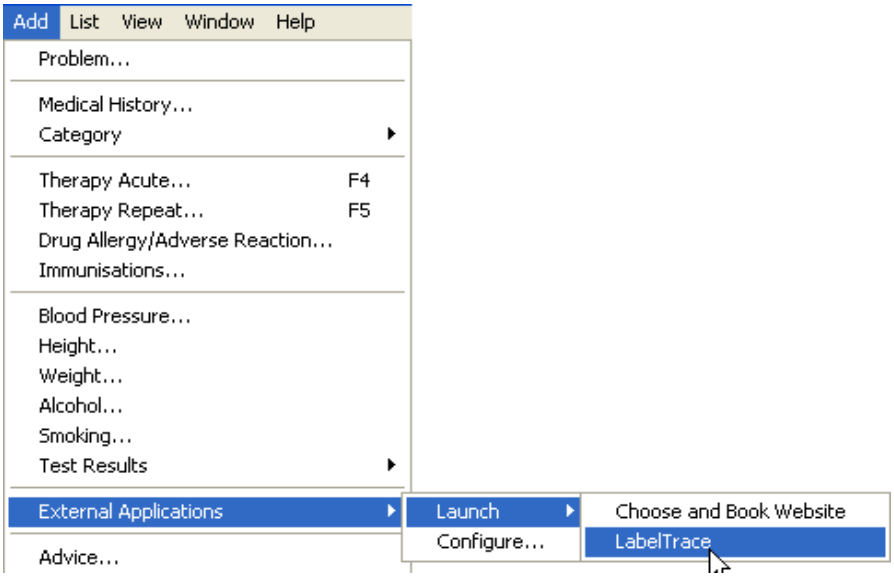


Current Weight – BMI Abnormal

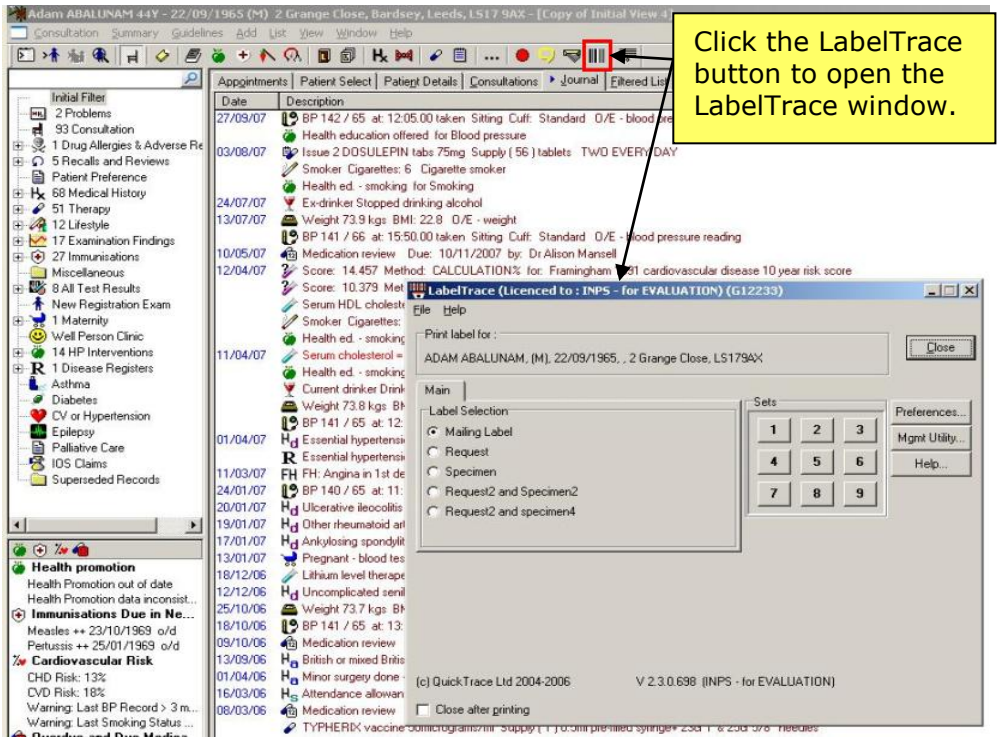
Label Trace Button

For practices, using the LabelTrace application, the program can now be accessed in two ways:

- From Consultation Manager **Add – External Applications – Launch – LabelTrace.**
- A new button is available on the toolbar in Consultation Manager.



Consultation Manager – Add External Applications



Consultation Manager – LabelTrace button

SCCRS Recall Advice Changes - Scotland

At the request of NHS Scotland, an extra "No Further recall" code has been added to the current SCCRS recall advice codes. This ensures that when a message is received with this code, no further recall is added to the patient record for this entity. Furthermore, if there is a recall date contained within such messages, a new recall is NOT added.

The text "No further recall" is added as a comment on the SCCRS test result when filed.

Immunisation Changes

Changes to MMR - Due Date calculations

Vision now calculates the due dates of second/Booster MMR differently.

The first dose continues to be due at 13 months old; the next MMR is then due at 27 months from the initial dose instead of 3 years as previously calculated.

The schedule for MMR remains unchanged:

Around 13 months old	1st MMR
Three years four months to five years old	2nd/Booster MMR

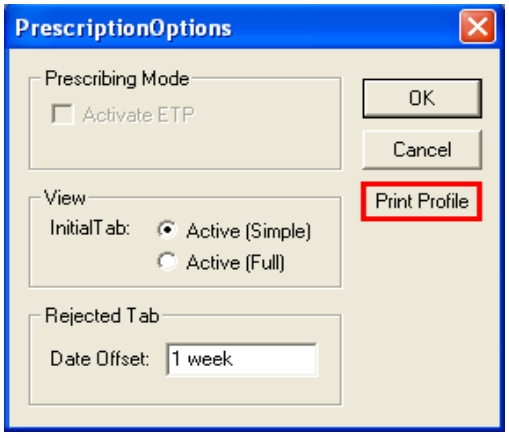
Therapy Changes

Withdrawal of GP10(SS)(4)- Scotland

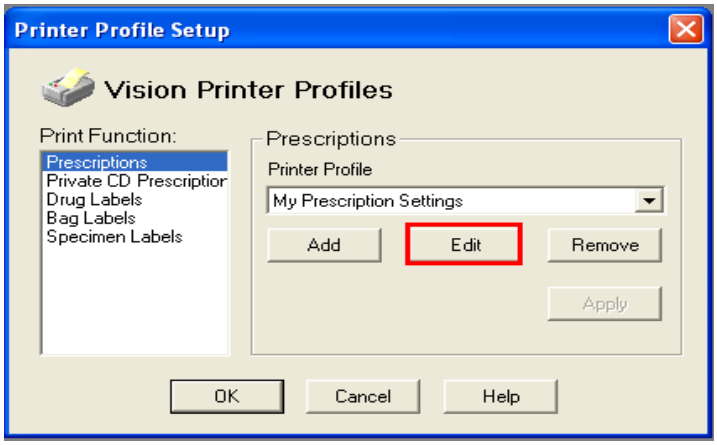
GP10(SS)(4) stationery is now out-of-date and has been replaced by GP10(SS)(5).

If you experience problems printing check the print profile settings on you workstation:

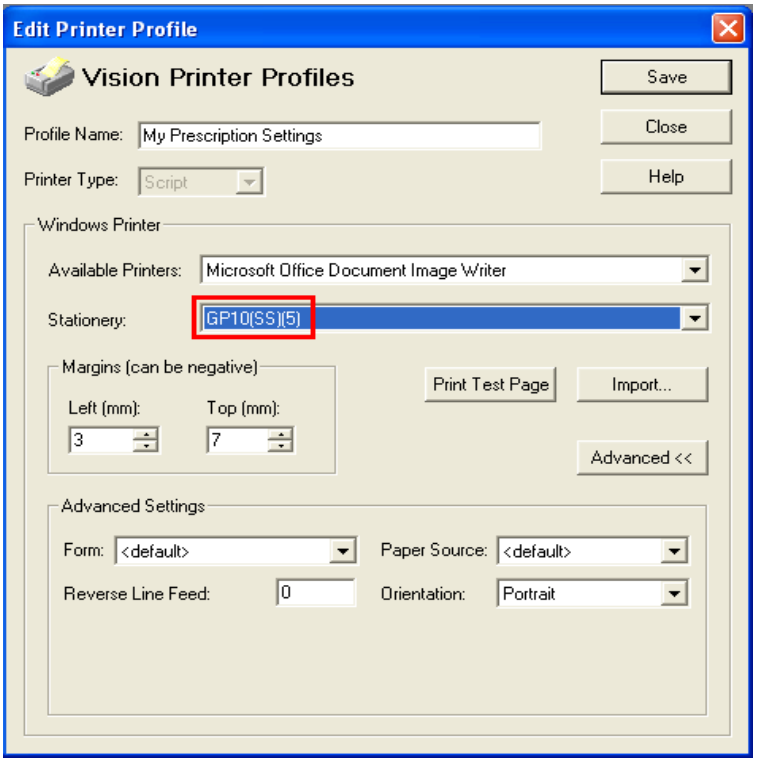
1. In Consultation Manager, select **Consultation – Options – Prescription setup.**



2. In the Prescription Options window, click the **Print Profile** button.



3. In the Printer Profile Setup window, click **Edit.**
4. From the Stationery box you can see your current stationery selection, this should be **GP10(SS)(5)**.



5. If a different stationery is displayed, click on the Stationery drop down list and select **GP10(SS)(5).** Click **Save,** and then click **OK** on the two following prompts to exit Print Profile Setup.

Mail Manager Changes

GP2GP Changes

New GP2GP error message

There is a new error message, which displays for any outgoing GP2GP message which is deemed to violate the Spine "Safe Exchange Framework (SEF)" rules. Where this occurs, your GP2GP message will display as unsuccessful with the following reason in the audit trail tab "The message transfer is not permitted for clinical safety reasons". This means that the patient's record cannot be sent via GP2GP.

GP2GP – Invalid messages from iSoft Systems

Previously, some invalid messages from iSoft systems were being filed into Vision. This has now been fixed and any invalid messages from iSoft will now be highlighted and marked as validation failures and will not be filed.

SCI Store Changes - Scotland

Previously only test results for patients who are recorded as being registered at the practice were downloaded from the SCI Store. However, this resulted in practices not receiving all the test results required.

This has now changed, the practice filters are now setup by the SCI Store Administrator. If you experience problems, for example, you receive test results that are not for your practice or you have not received test results you are awaiting, contact the SCI Store Administrator at your Health Board to resolve problems.

SCI Pathology Change – Scotland

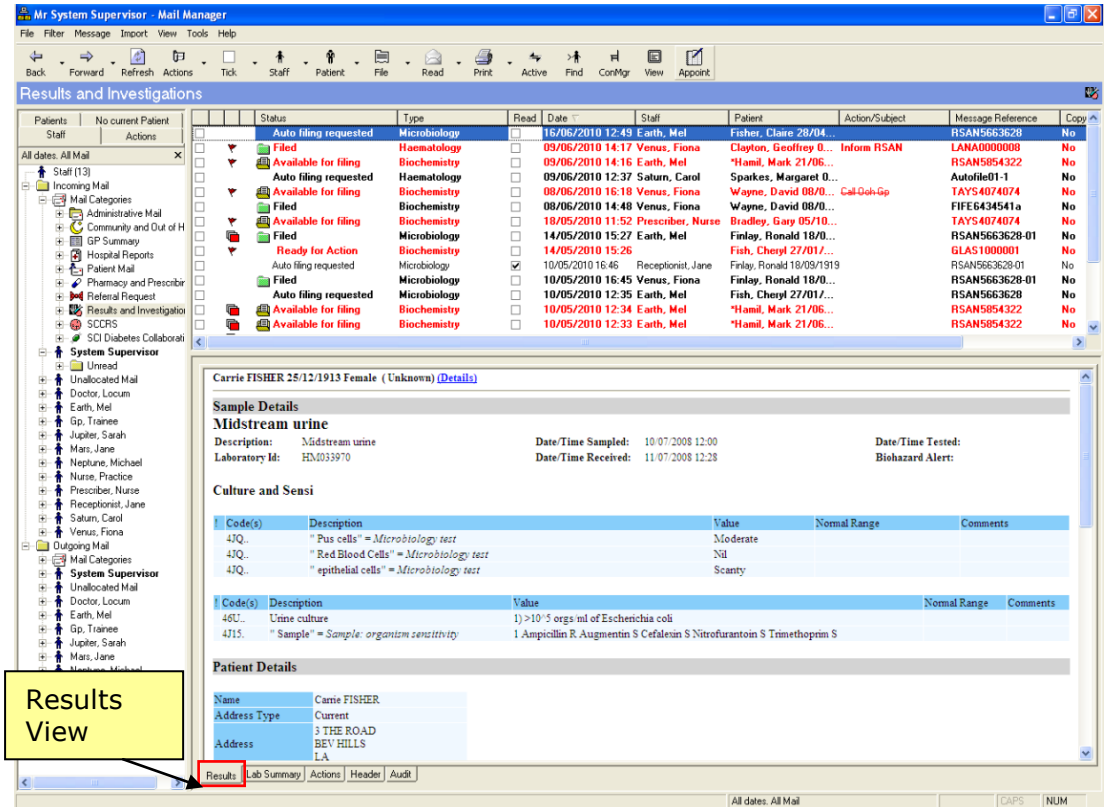
There are two changes to SCI Pathology:

- Duplicate Messages will only file new or updated test results.
- System Date for Filing – No longer available.

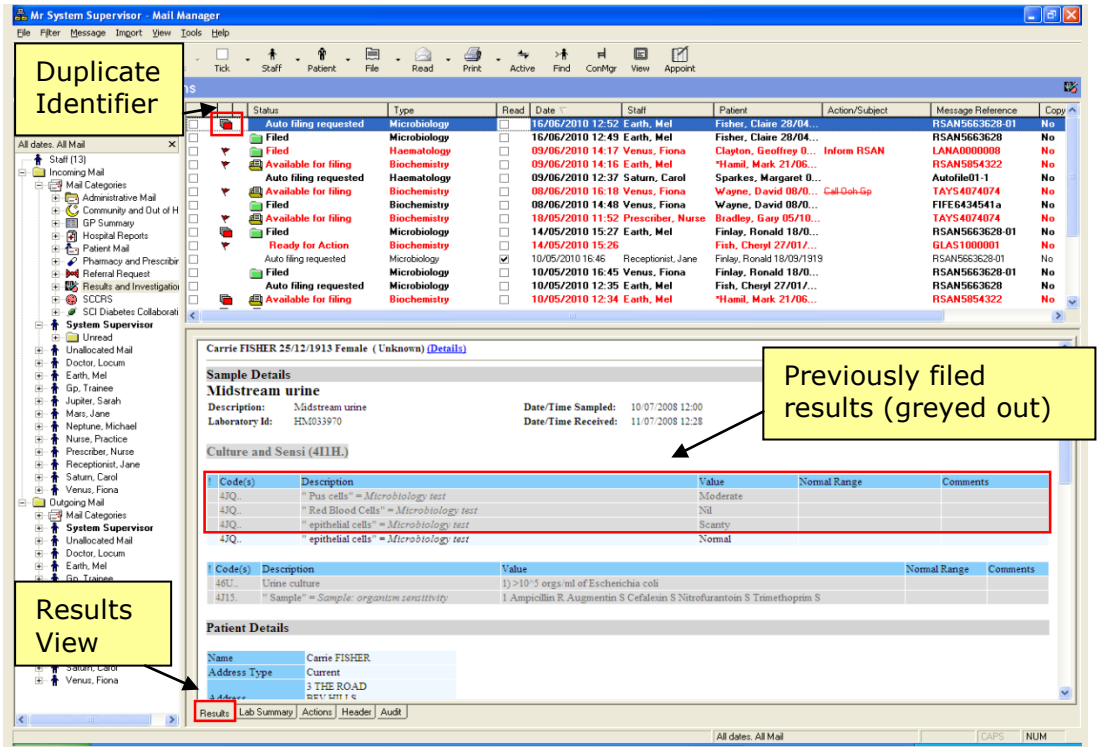
Duplicate Pathology Messages

From DLM 310, pathology message data in Mail Manager that has previously been filed will now display greyed out within the Results tab. You are also not able to re-file this data. Any unfiled pathology data is unaffected.

> **IMPORTANT –** Duplicate Results will only be displayed in **RESULTS** view, they will not be viewable from the LAB SUMMARY view.



Original Pathology Message



Duplicate Pathology Message - showing previously filed data

To Remove Duplicate Status

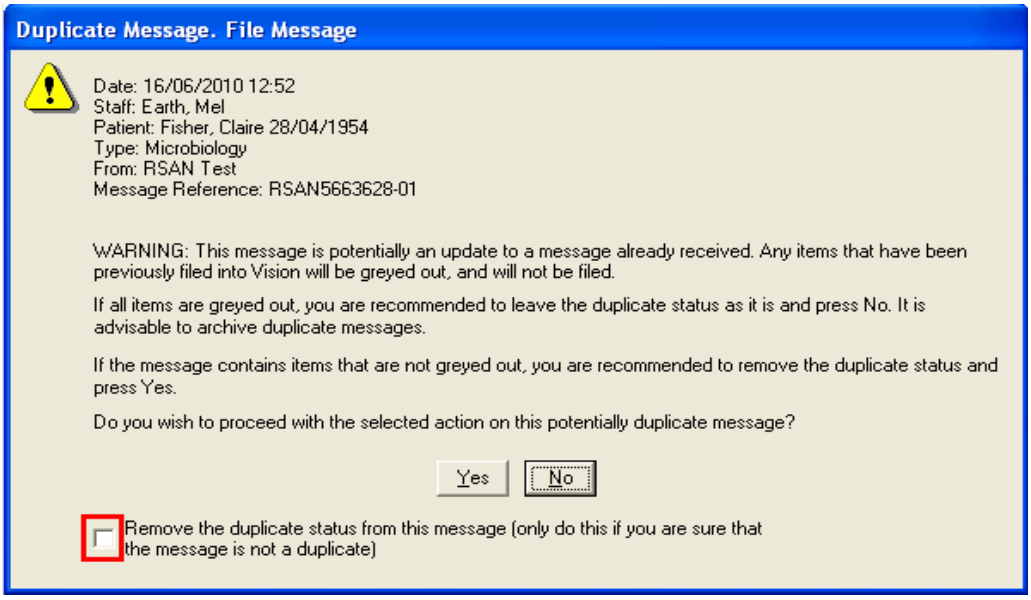
1. Right click on a message with a red duplicate message icon, or click to highlight.
2. Then select **Message – Alerts - Remove Duplicate Status.**
3. The Duplicate Message "message box" will prompt:

   "WARNING: This message is potentially an update to a message already received. Any items that have been previously filed into Vision will be greyed out, and will not be filed.

   If all items are greyed out, you are recommended to leave the duplicate status as it is and press No. It is advisable to archive duplicate messages.

   If the message contains items that are not greyed out, you are recommended to remove the duplicate status and press Yes.

   You may view the original message by selecting 'View Original' from the right-mouse menu."



4. If you answer **No**, the duplicate message icon will remain, right click to archive the message. Select **Archiving – Archive** to remove the message to the archive.
5. If you answer **Yes**, and tick the "*Remove the duplicate Status from this message"* box the duplicate status will be removed. You should then process this message ensuring that it is read, filed and actioned as required.

NOTE - If processing multiple duplicate messages you will be prompted with this Warning Message:

"This message is potentially a duplicate of a message already received. You may view the original message by selecting "View Original" from the right-mouse menu. You are recommended to press No if you are unsure whether this is a duplicate or not. If the message really is a duplicate, you are advised to archive it. Do you wish to proceed with the selected action on this potentially duplicate message? Yes/ No

System Date for Filing – Scotland Only

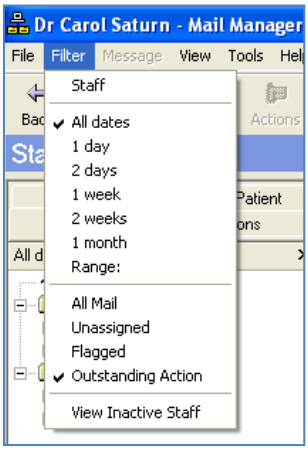
The "Use System Date for filing" menu item under the Options menu is no longer available. This is to enable accurate matching of test results that are already filed in Vision. All pathology messages will now be filed using the date of collection of the specimen (ie the result date) not the system date. See Duplicate Pathology Messages on page 8.

Outstanding Pathology Messages

When you access Mail Manager, the following message now displays if you have more than 1000 outstanding messages:

> "There are over 1000 'copy' messages open in Mail Manager. It is recommended that these are completed at your earliest convenience. Large numbers of open messages may affect the performance of Mail Manager.
>
> It may be necessary to alter your current Mail Manager filter (under the Filter menu) in order to see these copy messages"

If you receive this message, please follow the advice in the warning message and complete any relevant outstanding actions. You may need to change your date filter (ie to **All Dates – Outstanding Action)** to display outstanding messages:

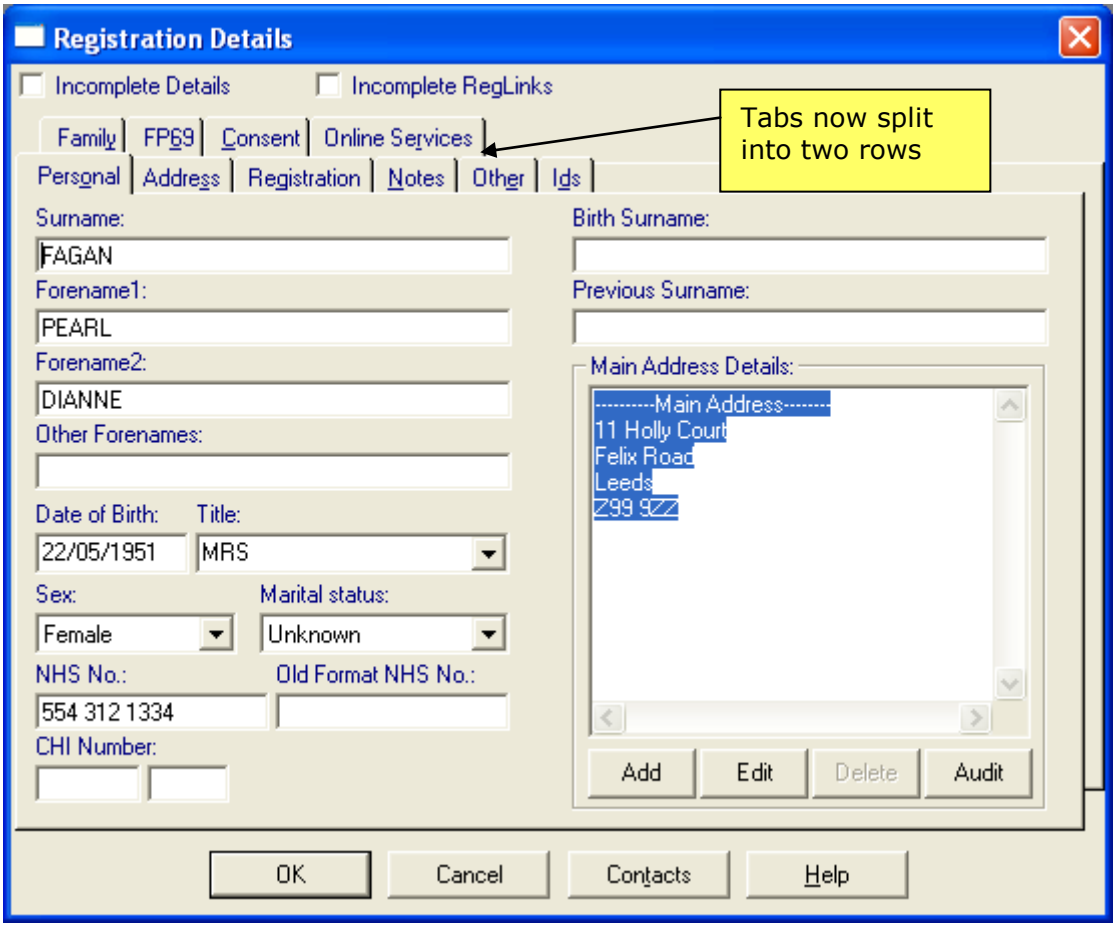


Mail Manager Date Filter

Registration Changes

Registration Tabs in Two Rows

The tabs in Registration are now displayed in two rows; to accommodate new services, which are now available, for example Online Appointments.



Registration Display

Supplementary Install Stream (SIS) Updates

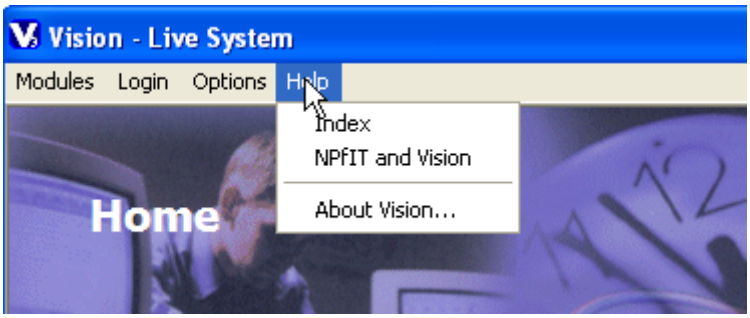
Supplementary Install Stream (SIS) is a tool used to download QOF and bounded Read code releases to your Vision system. Details of the current release can be found at www.inps.co.uk - My Vision – User Assistance – Most Recent DLM and SIS updates.

You can check which version is currently installed on your system in the following ways:

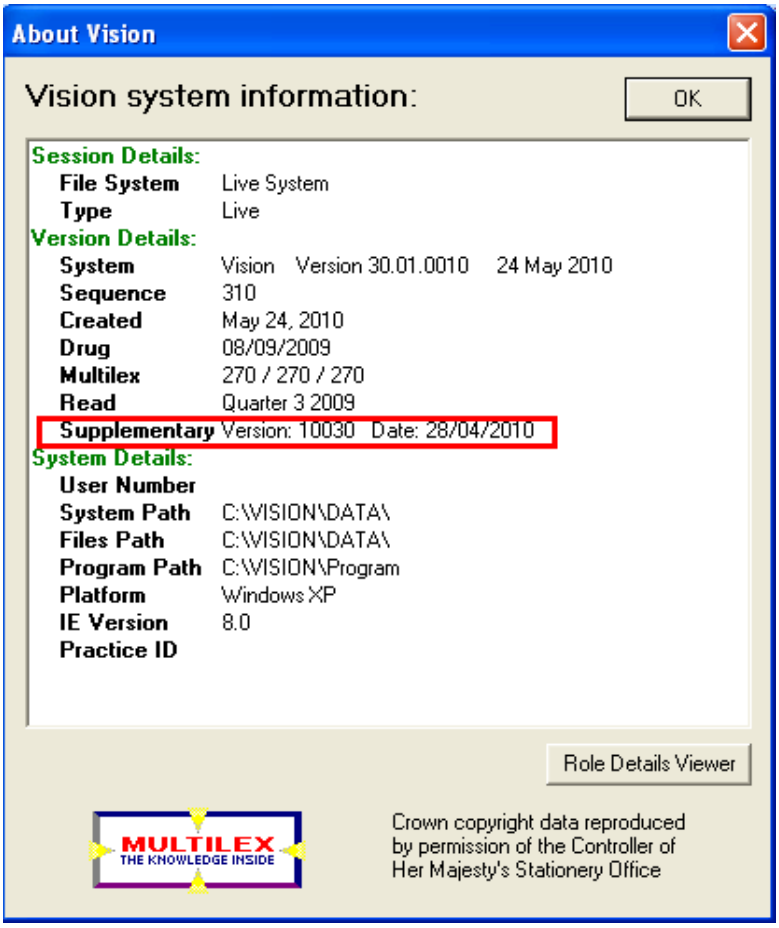
- Vision – Help - About Vision see To check Version Details using About Vision on page 13
- Vision – Management Tools – Event Log see To Check Version Details using Event Log on page 15
- Vision – Management Tools – Control Panel – Eventlog Viewer To Check Version Details using Eventlog Viewer on page 16

To check Version Details using About Vision

1. Go to **Vision – Help**.



2. Select **About Vision,** this will open the About Vision window. Version Details will show the current DLM sequence and Supplementary will show the current Supplementary Install Stream (SIS) version details.



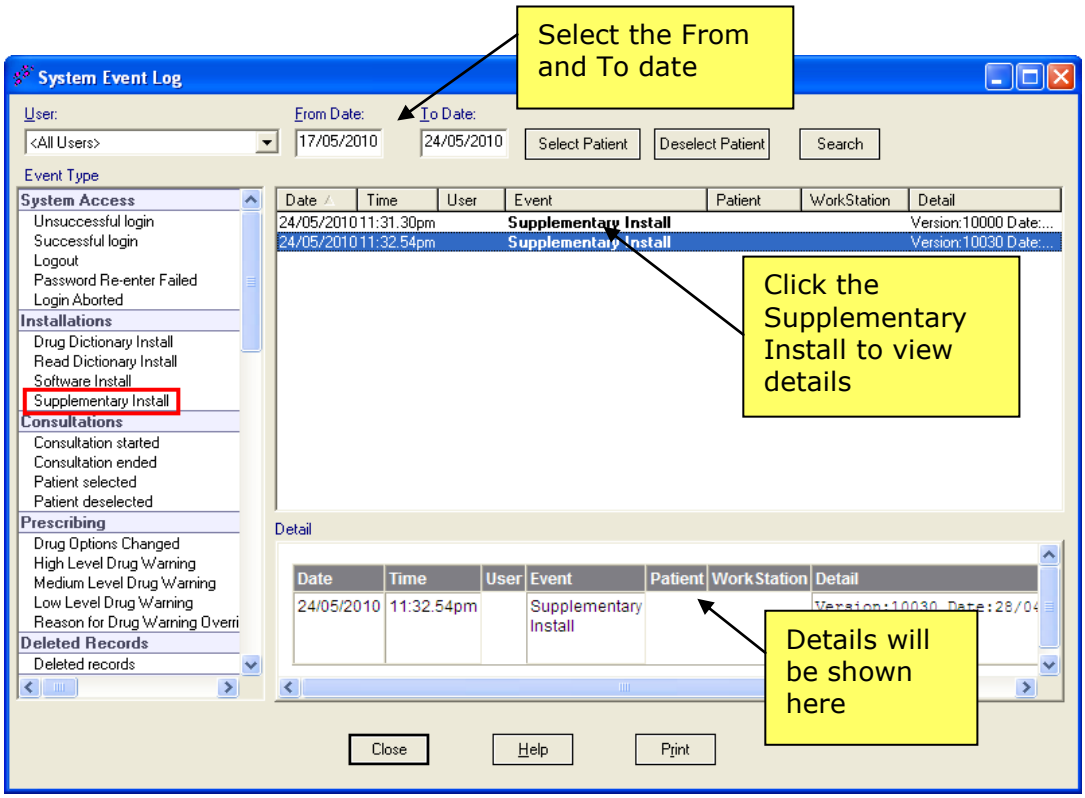
About Vision

3. Click **OK** to close.

To Check Version Details using Event Log

1. Go to **Vision – Management Tools – Event Log.**
2. This will open the System Event Log window.
3. Click **Supplementary Install** in the Installations section.

> **Note –** By default the From Date is today minus 1 week. The To Date is today's date. To change the date range click in the date field and type the required date or use the date shortcuts eg 3m (3 months)

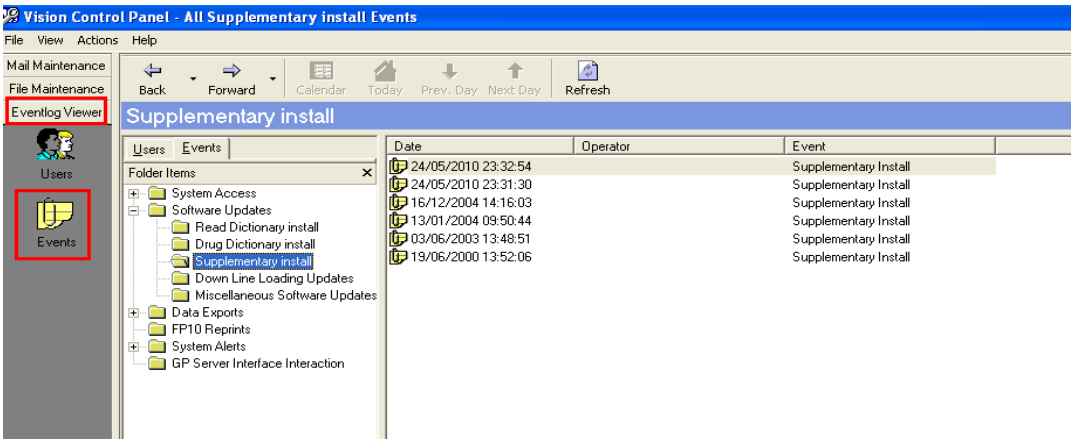


System Event Log – Supplementary Install

4. All installs in the date range selected will be listed.
5. Click the **Supplementary Install** line to view details.
6. Click **Close** to finish.

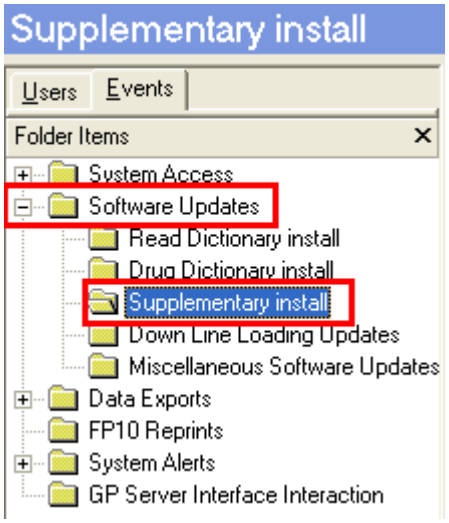
To Check Version Details using Eventlog Viewer

1. Go to **Vision – Management Tools – Control Panel.**
2. Select **Eventlog Viewer** from the menu on the left of the screen.



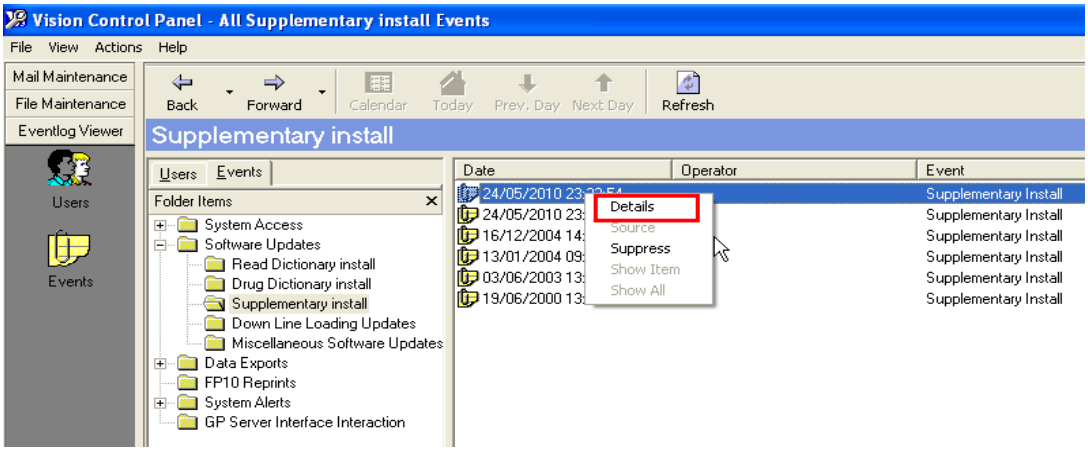
Eventlog Viewer

3. Select **Events.** Click ⊞ to expand **Software Updates.**



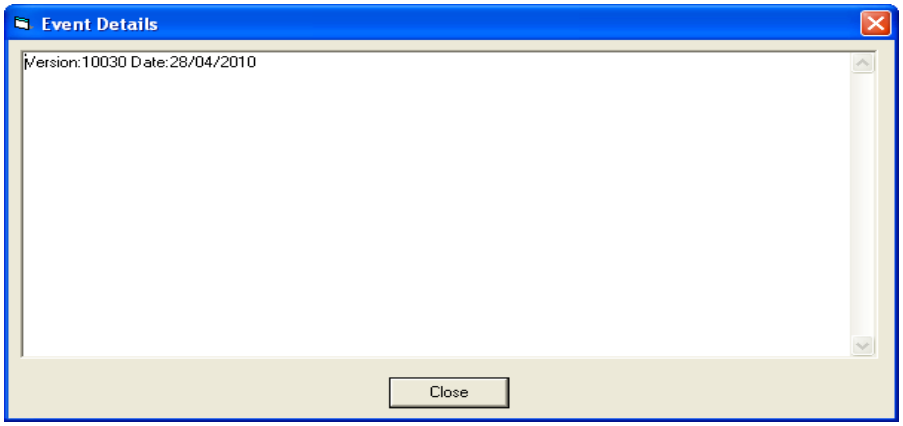
Eventlog Viewer – Supplementary Install

4. Select **Supplementary Install** to list all installs.
5. To view details of an install, right click then select **Details** from the menu.



Eventlog Viewer – Supplementary Install Details

6. The details will be displayed in the **Event Details** window.



Eventlog Viewer – Event Details

7. Click **Close** to finish.

Clinical Audit Changes

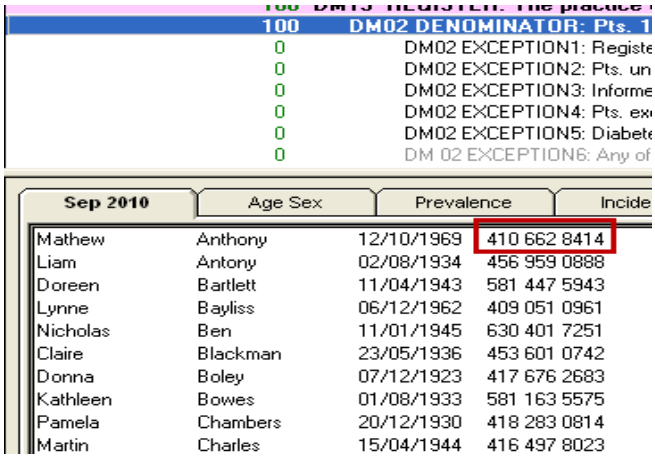
QOF Report Changes – Scotland

There is a new QOF system in Scotland, called the QOF Calculator.

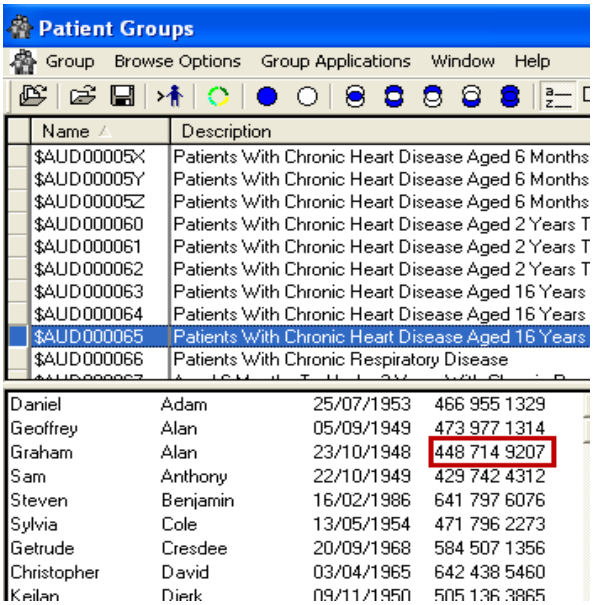
- Outgoing QOF reports will automatically be marked as successfully acknowledged by Vision and the GPC message moved to the audit folder, rather than pending. The QOF report status in Vision will always be reported as ack'd; no automatic retransmissions will occur from the Attention folder.

Mandatory NHS Number Display

The patients NHS number (CHI number in Scotland, H+C number in Northern Ireland) is now permanently displayed when viewing the patients list in Clinical Audit and Patient Groups.



Clinical Audit displaying NHS No.

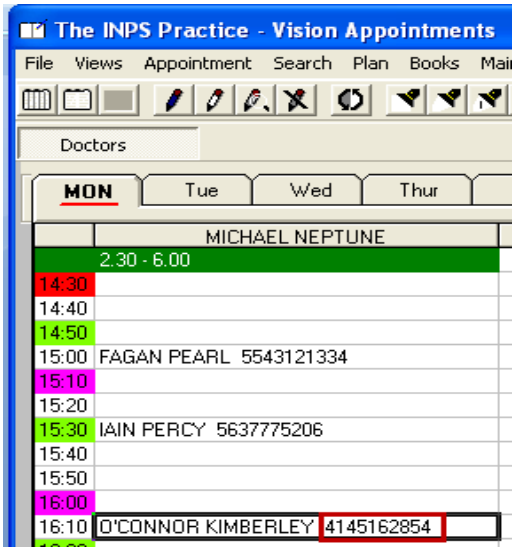


Patient Group displaying NHS No.

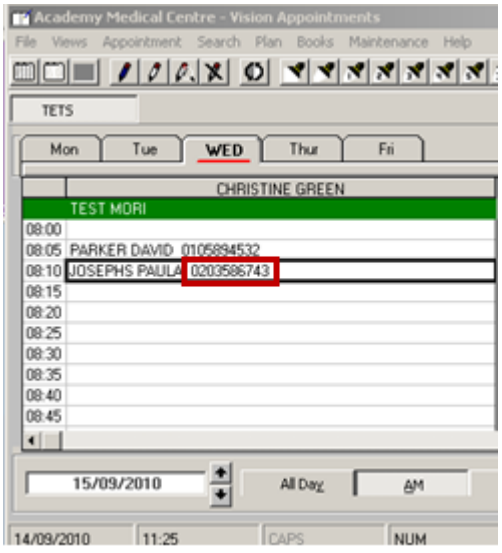
Appointments

Mandatory NHS Number Display

The patients NHS number (CHI number in Scotland, H+C number in Northern Ireland) is now permanently displayed in Appointments. Additional details can also be displayed with the NHS number eg date of birth.



Appointments displaying NHS No.



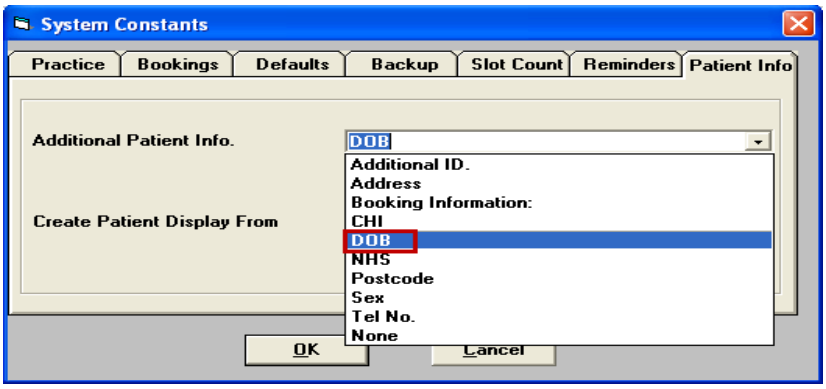
Appointments displaying CHI No.

Note – The mandatory entry cannot be removed.

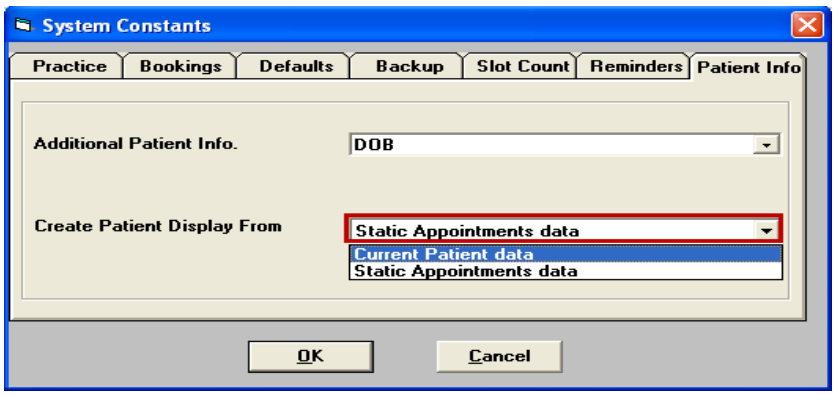
To select additional Patient Information:

1. Go to **Vision – Appointments – Maintenance - System Constants**

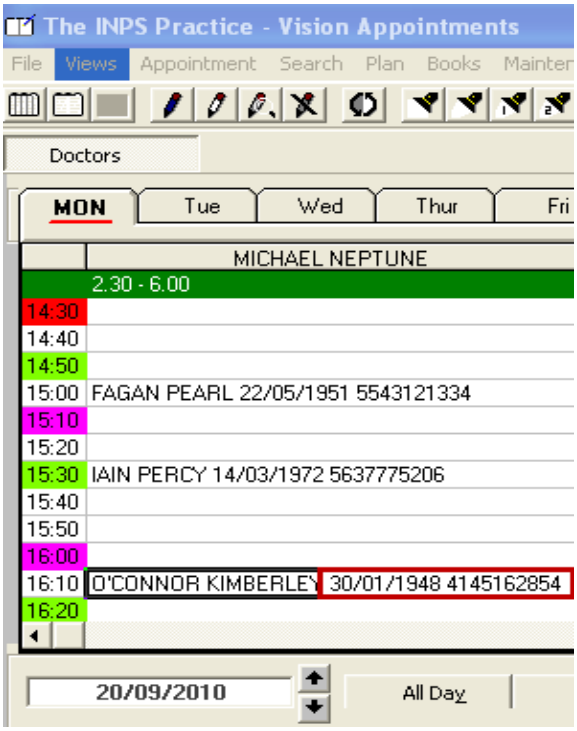
2. This will open the System Constants window, click the **Patient Info** tab.



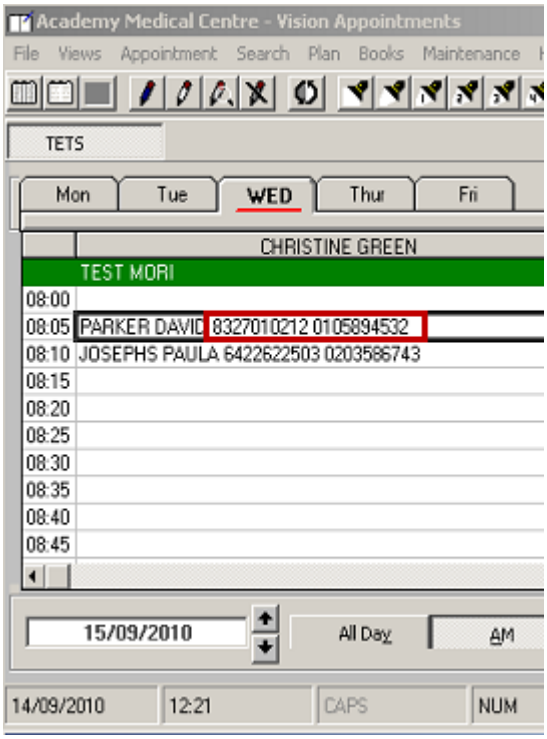
3. From the drop down list select the Additional Patient Info you require eg. DOB.



4. Select an option from the Create Patient Display From drop down list:
   - **Current Patient data –** this will change the display for all current and previous booked appointments.
   - **Static Appointments data –** this will change the display for all new appointments booked after the change.
5. Click **OK** to close.



Appointments displaying DOB and NHS No.



Appointments displaying NHS and CHI no's.

Note: Selecting NHS number as additional Patient Info in Scotland and Northern Ireland will display the CHI/H+C number and the NHS number.