



## Top Tips

## Document Control Sheet

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All CHIE training materials are available [here](#)

Materials contained within this workbook were up to date at the time of creation. Where you see the names of patients in screen shots, they have been taken from a dummy system and are not real.

### 1 What is the Care and Health Information Exchange?

Launched over a decade ago, the Care and Health Information Exchange (CHIE) is a computer system used by the NHS and Social Care to safely share important information about a patient with those treating them. You can use CHIE to access GP records, Community, and hospital records (pathology reports, X-ray or scan reports, discharge summaries and clinic letters) for patients registered to GPs in Hampshire, Farnham and the Isle of Wight.

CHIE is currently supported with data from many NHS and social care organisations in the South:

- Hampshire Hospitals Foundation Trust
- Southampton University Hospitals NHS Trust
- Portsmouth Hospitals NHS Trust
- Royal Bournemouth and Christchurch Hospital Trust
- Southern Health Foundation Trust
- Solent Health Trust
- Hampshire County Council
- Care UK
- Over 95% of GPs from: North East Hampshire and Farnham, South East Hampshire, West Hampshire, North Hampshire, Fareham and Gosport, Portsmouth, Southampton and IoW CCGs.

In addition, many healthcare organisations actively use CHIE information to treat patients. These include:

- South Central Ambulance Service
- GP OOH services
- Frimley Park Hospital
- Care homes and hospices.

## 2 Medication

### Repeat medications

- Repeat medications are listed in two places:
  - The 'Medications Issued' list
  - The 'Repeat Medications' list



You can check for repeat medications from within the 'Medications Issued' list, by looking for the prescription date.



Medications (including repeat medications) can also be found under the 'GP Info' navigation tile.

### Sorting and filtering medication by name and/or date

- Users often wish to sort and filter medications alphabetically and/or chronologically.
- This functionality is not currently available in CHIE. A development request has been logged with the system suppliers and users will be notified when the change has been implemented.

### Viewing medications

- Many patients have a long history of medications held on their record. CHIE displays this information across multiple pages.
- Users sometime prefer to be able to scroll through one list of medications rather than clicking through from page to page.
- This functionality is not currently available in CHIE. A development request has been logged with the system suppliers and users will be notified when the change has been implemented.

## 3 Printing

- CHIE is designed to be a view only record but it is recognised that users sometimes need to print information from the record. The print functionality within CHIE is as follows:

### All users



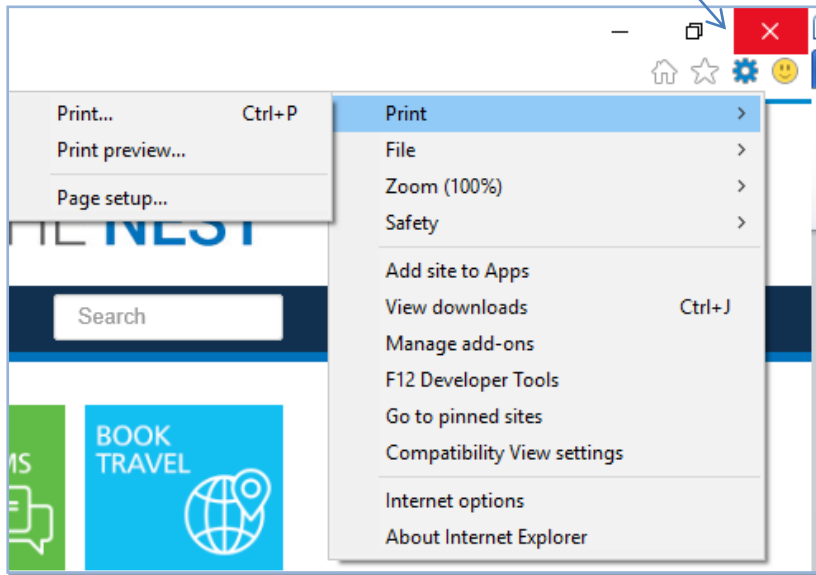
Documents stored within the ACD area of the system can be printed via the Print button provided in that area of CHIE.



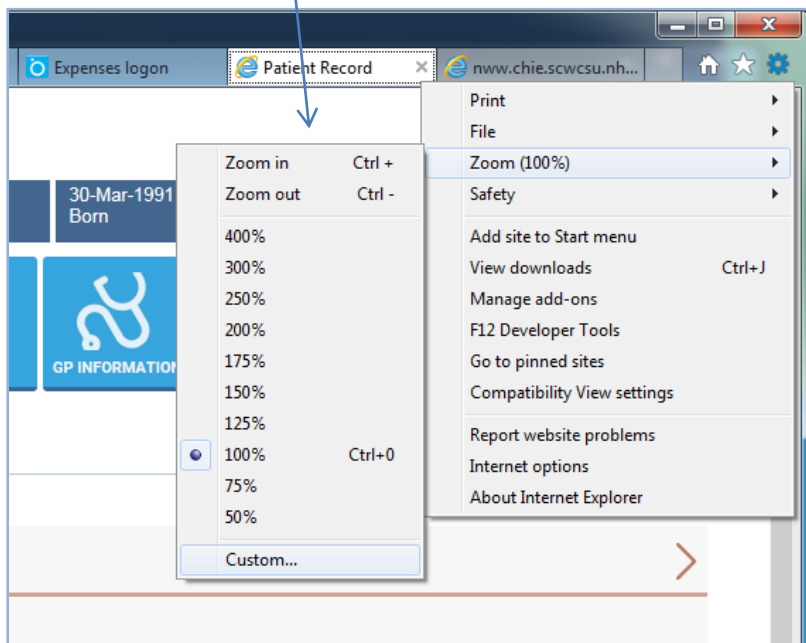
See the CHIE User Guide on [Printing Archived Clinical Documents](#) for further information.

## Users accessing via a web browser or 'Single Sign On' web browser 'pop up'

💡 Use Internet Explorer's web browser 'print' functionality to print any information displayed on the screen.



💡 In order that all the results displayed on the screen print in full, you may need to adjust your 'zoom' settings first to less than 100% (we recommend amending 'custom' setting to between 70-80%).



## Users accessing CHIE via embedded 'Single Sign On'

- 💡 Use the 'Print Screen' button on your keyboard to take a screen shot of any information displayed on the screen.



## 4 Cut and Paste

- This functionality is not currently available in CHIE. A development request has been logged with the system suppliers and users will be notified when the change has been implemented.

## 5 Locating older documents

- 💡 To find older documents that don't appear in any of the tiles, click the ACD button.



- 💡 To refine the list of documents in Clinical Correspondence, try using some of the filter tools

Letter Date	Source	Type	Upload Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- You can use combinations of filters, e.g. Source and Type
- You can only enter exact dates in the format dd/mm/yyyy – any other date format will result in no documents found
- Activate the filter by using the 'Enter' key or the magnifying glass symbol 🔍
- To clear the filter, use the funnel symbol 🌊

## 8 Access to view and print

- Your access level (e.g. Admin, Clinical) determines which documents you are able to view and/or print.
- If you are experiencing issues with viewing or printing documents, please contact your system administrator (SSO users) or the CHIE team (web browser access users) to check your account access levels.

## 9 Help and Assistance

- CHIE is monitored. Please note that if you do not use CHIE regularly your access will be disabled.
- If you have any other CHIE specific questions or support needs, please contact the CHIE team:
  - Email: [info.chie@nhs.net](mailto:info.chie@nhs.net)
  - Phone: 0300 123 1519

# How to find information using the Navigation Tiles

