



User Guide

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Please note the information contained in this handbook has been taken from various sources, including the SCW CSU and Graphnet.

We have made every effort to ensure the accuracy of the information within this book at time of publication.

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All CHIE training materials are available at:

<http://nww.chie.scwcsu.nhs.uk/help-and-support/user-guides>

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 Aims

- To give an overview of the care and health information exchange
- To explain the current acceptable user agreement and how to follow the consent model
- To be able to access the system through the Single Sign On functionality
- To flag issues and request assistance

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 which safely shares important information about a patient with those treating them.

You can access many Hampshire patients' GP records, Community, and hospital records (pathology reports, X-ray or scan reports, discharge summaries and clinic letters) on the care and health information exchange directly from computers connected to the NHS network.

The care and health information exchange is currently supplied with data from many NHS 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
- Hospices

2 Acceptable Use

- CHIE is designed to make information available for clinical staff at the point of care. Feeling empowered to make a decision to access a patient record is a key stage in delivering direct patient care.

- The Acceptable Use Agreement (AUA) for clinical users of CHIE states:

“I will ensure that where practical, as a care professional, I will ask the patient before accessing the CHIE for patient care. If the patient is unconscious or not present but would benefit from my care, I may use my judgement about accessing the information and will record my reason for doing so.”

- Examples that illustrate appropriate usage in line with the above wording include:

A member of ED clinical staff, where the patient is unconscious or otherwise incapacitated and checking their record is for their benefit.

In an Outpatient setting-where you have received a referral for a patient and need more information before seeing/contacting them or to help decide on best course of action for the patient.

As a GP when the patient is registered with you either permanently or temporarily.

- This change follows discussions with the CHIE Information Governance Group, which has representation from all the Data Controllers of CHIE. GPs on that committee are represented both by the LMC and the GP Chief Clinical Information Officer, who also chairs the group.
- The new wording has been included which is intended to support users when making a decision around ‘consent to view’ either in the absence of the patient or where the patient is unconscious. We hope this advice makes it clearer when it’s appropriate for clinicians to access CHIE for patient care.

3 Audit Trail

- All access to CHIE generates an audit trail to show the name, date/time of the access, the patient’s name and is subject to audit by your organisation on a regular basis.

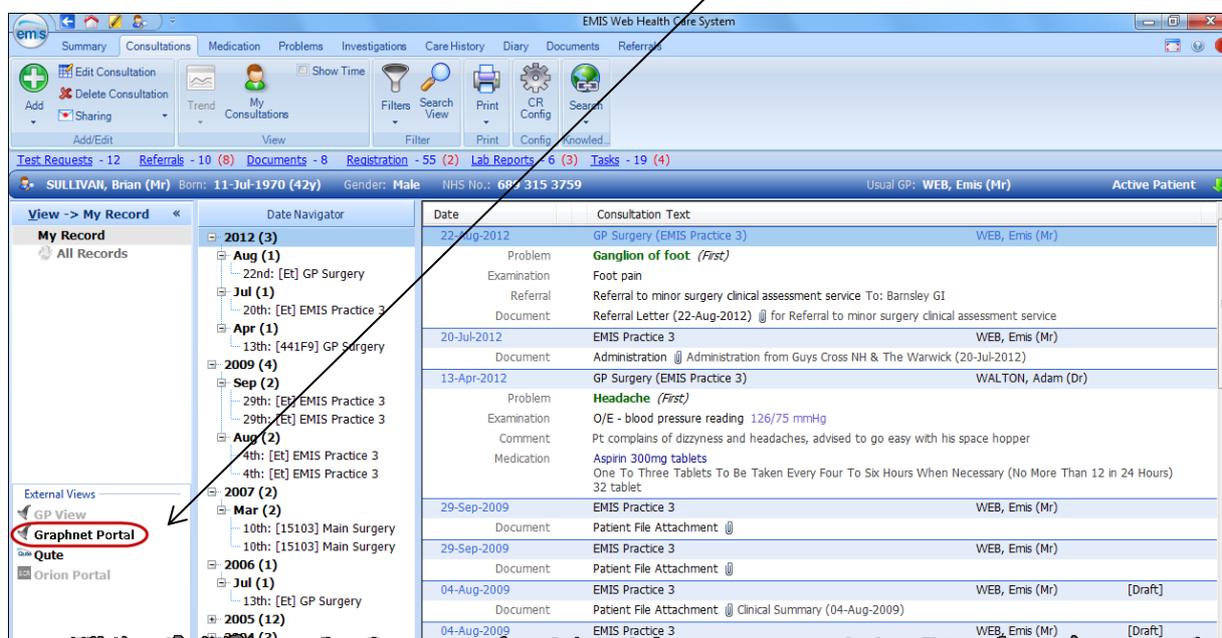
4 Accessing CHIE via EMIS Web

- Staff working in GP practices that use EMIS Web can access CHIE from within the EMIS application in one of the following ways:

- Click the  icon, point to Care Record and then select the required Care Record module.
- If you have customised your quick access toolbar, click the required Care Record module.
- If you are already in Care Record, click the required module tab, or press ALT and then press the required letter.
- From anywhere else in the system, press ALT, press E, press C, and then press the required letter.
- On the homepage, click the link, if configured.

- At the left-hand side of the screen, click  to expand the View pane.

- In the External Views section, click **Graphnet Portal**.

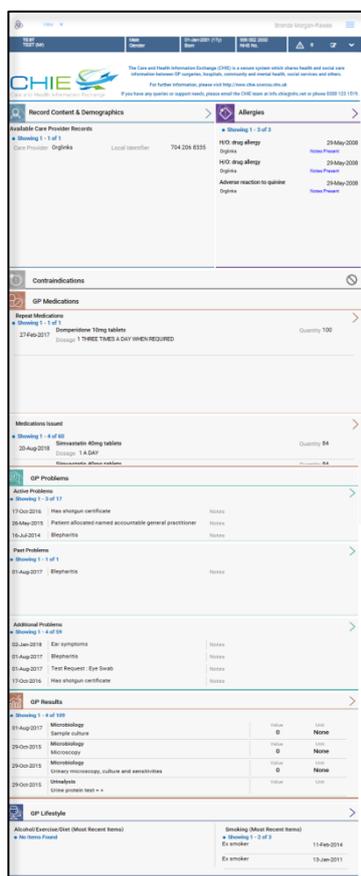


Date	Consultation Text	Usual GP
22-Aug-2012	GP Surgery (EMIS Practice 3) Problem: Ganglion of foot (First) Examination: Foot pain Referral: Referral to minor surgery clinical assessment service To: Barnsley GI Document: Referral Letter (22-Aug-2012) for Referral to minor surgery clinical assessment service	WEB, Emis (Mr)
20-Jul-2012	EMIS Practice 3 Document: Administration for Guys Cross NH & The Warwick (20-Jul-2012)	WEB, Emis (Mr)
13-Apr-2012	GP Surgery (EMIS Practice 3) Problem: Headache (First) Examination: O/E - blood pressure reading 126/75 mmHg Comment: Pt complains of dizziness and headaches, advised to go easy with his space hopper Medication: Aspirin 300mg tablets One To Three Tablets To Be Taken Every Four To Six Hours When Necessary (No More Than 12 in 24 Hours) 32 tablet	WALTON, Adam (Dr)
29-Sep-2009	EMIS Practice 3 Document: Patient File Attachment	WEB, Emis (Mr)
29-Sep-2009	EMIS Practice 3 Document: Patient File Attachment	WEB, Emis (Mr)
04-Aug-2009	EMIS Practice 3 Document: Patient File Attachment Clinical Summary (04-Aug-2009)	WEB, Emis (Mr) [Draft]
04-Aug-2009	EMIS Practice 3	WEB, Emis (Mr) [Draft]

- The Graphnet Portal view of CHIE is launched showing information that has been uploaded about the selected patient. An extra tab is displayed at the top of the screen.
- Click **Close** on the ribbon bar to close the Graphnet Portal.

5 The Landing Page / Home Screen

- This is the first page that you will see, the content of which is determined by your job role (Role Based Access Level). An example of a typical Clinical Practitioner Landing Page:



Expandable Patient Banner



Tiles:

- Demographics
- Allergies
- Contraindications
- Acute Results
- Clinical Letters
- Care Plans
- Community & Mental Health Summary
- Social Care – Hampshire County Council
- GP Medications
- GP Problems
- GP Results
- GP Lifestyle
- GP Vitals and Measurements / Blood Pressure
- Additional GP Information

- Your customised Landing Page is designed to display the most recent information first.
- Information is displayed in sections and accessed via icons called Tiles. You can drill down to see more information by clicking onto the tiles or the sections.
- Depending on your Role Based Access level, you may also be able to navigate from the Landing Page to additional information.

6 Accessing Information

CHIE uses Tiles to group/display similar or related information from different sources.



For example, clicking on the Results Tile will display both **GP** and **Acute Pathology** and **Radiology** results:

The screenshot shows the 'RESULTS' section of the application. It includes a table of GP Results and sections for Acute Pathology and Acute Radiology Results.

Date	Category	Value	Unit
01-Aug-2017	Microbiology Sample culture	0	None
29-Oct-2015	Microbiology Microscopy	0	None
29-Oct-2015	Microbiology Urinary microscopy, culture and sensitivities	0	None
29-Oct-2015	Urinalysis Urine protein test = +		

Acute Results

Latest Available Acute Pathology Results

- Showing 1 - 3 of 10
- 01-Aug-2017 Portsmouth Hospitals Trust - Microbiology
- 29-Oct-2015 Portsmouth Hospitals Trust - Microbiology
- 01-May-2015 Portsmouth Hospitals Trust - Microbiology

Latest Available Acute Radiology Results

0 items

7 Using the Navigation Tiles

- The Navigation Tiles can be found at the top of the Home screen
- They allow you to access some of the most frequently required information very quickly
- Your job role (Role Based Access level) determines which Navigation Tiles are displayed.

Below is a simplified system map which shows you where to find certain types of information:

How to find information using the Navigation Tiles



8 Using other tiles

More Summary Tiles can be found on Your Landing (Home) Page or by clicking onto a Navigation Tile

A Summary Tile will usually only display a few of the latest pieces of information How much information is shown will vary from tile to tile

The screenshot shows a patient record summary page with several tiles. The top row contains 'Record Content & Demographics' and 'Allergies'. Below these are 'Contraindications' and 'GP Medications'. The 'GP Medications' tile is expanded to show a list of 'Medications Issued'.

Date	Medication	Dosage	Quantity
30-Aug-2017	Venlafaxine 75mg tablets	One To Be Taken Twice A Day	28
30-Aug-2017	Tranexamic acid 500mg tablets	Two To Be Taken Three Times A Day	84
16-Feb-2017	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	20
08-Feb-2017	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	20

Clicking onto any of the Summary Tiles (anywhere or on the arrow button will display more information

The screenshot shows a detailed 'GP Medications Summary' page. It lists the same medications as the summary tile, but with more detail for each entry, including the date, medication name, dosage, and quantity. At the bottom, there is a pagination control showing 'Showing 1 - 10 of 170'.

Date	Medication	Dosage	Quantity
30-Aug-2017	Venlafaxine 75mg tablets	One To Be Taken Twice A Day	28
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16-Feb-2017	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	20
08-Feb-2017	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	20
01-Feb-2017	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	30
23-Jan-2017	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	30
09-Jan-2017	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	30
21-Dec-2016	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	30
20-Dec-2016	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	30
19-Dec-2016	Nicotine 500micrograms/dose nasal spray	To Be Used As Directed	30

9 Top Tips

- Use the Navigation Tiles to quickly move around the system.
- If you know that the information you want is located on another tile, then you don't have to wait for the Landing Page (or any other page) to fully load before clicking onto a different navigation tile.
- When using GP Information pages, to see another tile's detail from the list, just click the GP Information navigation tile again.
- 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

A screenshot of the filter tools for Clinical Correspondence. It features four input fields with labels: 'Letter Date', 'Source', 'Type', and 'Upload Date'. Each field has a magnifying glass icon to its left. Below the 'Letter Date' field is a funnel icon, and below the 'Type' field is a magnifying glass icon.

- 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
- You can use the 'Enter' key or the magnifying glass symbol to effect the filter
- To clear the filter, use the funnel symbol

10 Help and Assistance

- If you have any other CHIE specific questions or support needs, please contact the CHIE team:

Email: info.chie@nhs.net / Phone: 0300 123 1519