



# User Guide

## Document Control Sheet

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Version	Date	Author(s)	Comments
1.0	2017	Katharine Guthrie	First version created
2.0	2017	Katharine Guthrie	Changes to consent recording
3.0	2017	Katharine Guthrie	Includes SSO option
4.0	2017	Katharine Guthrie	Reflect change of name to CHIE
5.0	2018	Di-Morgan Rawes	System upgrade to Care Centrix Version 3

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<b>Approval/Sign Off</b>	
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Please note the information contained in this handbook has been taken from various sources, including the SCW CSU.

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

## 2 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
- Hospices

### 3 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:

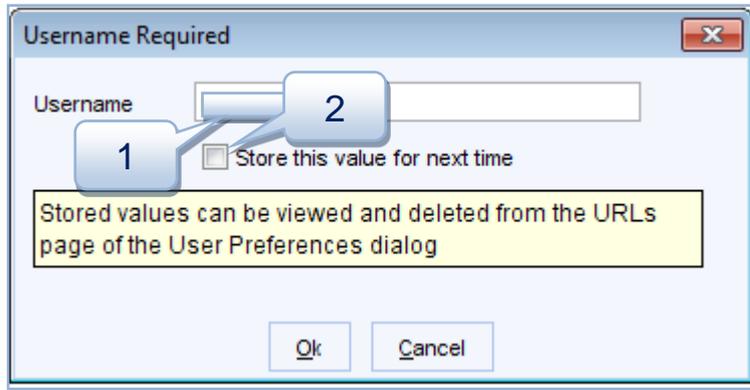
“I will ensure that where practical, as a care professional, I will ask the patient before accessing CHIE for patient care. If the patient is unconscious or not present but would benefit from my care, I may use my judgement about accessing the information and will record my reason for doing so.”
- Examples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

### 4 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.

## 5 Accessing CHIE using single sign on

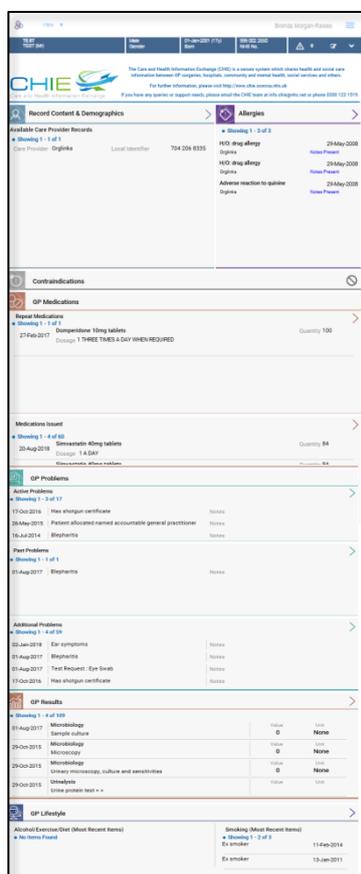
- With a patient record displayed, click on the toolbar and select the CHIE SSO icon
- The first time that you select the icon, you will see the following prompt. (You will only have to carry out the next step the first time that you use single sign on in SystemOne).



- Enter your SystemOne username (1) and select the 'Store this value for next time' tick box (2).
- N.B. the record displayed will always be that of the patient that you are currently viewing in SystemOne. If you are using multiple windows, take care that you are viewing the correct record.

## 6 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.

## 7 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' navigation tile selected in the top menu. The main content area is titled 'Home > Results Summary' and 'Last synced at 14:54 P'. It contains three sections:

- GP Results**: Showing 1 - 4 of 109. A table with columns for Date, Test Name, Value, and Unit.
 

Date	Test Name	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 = +		
- Imaging**: A section with a toggle switch.
- Acute Results**: Latest Available Acute Pathology Results. Showing 1 - 3 of 10.
 

Date	Test Name
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.

## 8 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



## 9 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 dashboard with several summary tiles. The 'Record Content & Demographics' tile shows care provider information for 'Orlinks'. The 'Allergies' tile shows an adverse reaction to penicillins. The 'Contraindications' tile shows 'No Items Found'. The 'GP Medications' tile shows 'Repeat Medications' with 'No Items Found'. The 'Medications Issued' tile shows a list of issued medications with columns for Date, Medication Name, Dosage, and Quantity. Each tile has a right-pointing arrow button in its top right corner.

**GP Medications Summary**

**GP Medications**

Venlafaxine 75mg tablets	Dosage: One To Be Taken Twice A Day
Date: 30-Aug-2017	Quantity: 28
Tranexamic acid 500mg tablets	Dosage: Two To Be Taken Three Times A Day
Date: 30-Aug-2017	Quantity: 84
Nicotine 500micrograms/dose nasal spray	Dosage: To Be Used As Directed
Date: 16-Feb-2017	Quantity: 20
Nicotine 500micrograms/dose nasal spray	Dosage: To Be Used As Directed
Date: 08-Feb-2017	Quantity: 20
Nicotine 500micrograms/dose nasal spray	Dosage: To Be Used As Directed
Date: 01-Feb-2017	Quantity: 30
Nicotine 500micrograms/dose nasal spray	Dosage: To Be Used As Directed
Date: 23-Jan-2017	Quantity: 30
Nicotine 500micrograms/dose nasal spray	Dosage: To Be Used As Directed
Date: 09-Jan-2017	Quantity: 30
Nicotine 500micrograms/dose nasal spray	Dosage: To Be Used As Directed
Date: 21-Dec-2016	Quantity: 30
Nicotine 500micrograms/dose nasal spray	Dosage: To Be Used As Directed
Date: 20-Dec-2016	Quantity: 30
Nicotine 500micrograms/dose nasal spray	Dosage: To Be Used As Directed
Date: 19-Dec-2016	Quantity: 30

ix First < Previous Showing 1 - 10 of 170 Next > Last ix

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

## 10 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

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

## 11 Help and Assistance

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

Email: [info.chie@nhs.net](mailto:info.chie@nhs.net) / Phone: 0300 123 1519