NHS

CHIE
Care and Health Information Exchange

User Guide

Document Control Sheet

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1.0	2017	Katharine Guthrie	First version created
2.0	2017	Katharine Guthrie	Changes to consent recording
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Please note the information contained in this handbook has been taken from various sources, including the SCW CSU and SHFT.

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

The author does not assume and hereby disclaims any liability to any party for any loss, damage, or disruption caused by errors or omissions, whether such errors or omissions result from accident, negligence, or any other cause.

Contents

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:

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

  o   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.

  o   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.

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 reason for access, and is subject to audit by your organisation on a regular basis.

5 Accessing CHIE through SHFT OpenRiO

- SHFT staff can access CHIE directly from the Trust's version of OpenRio.
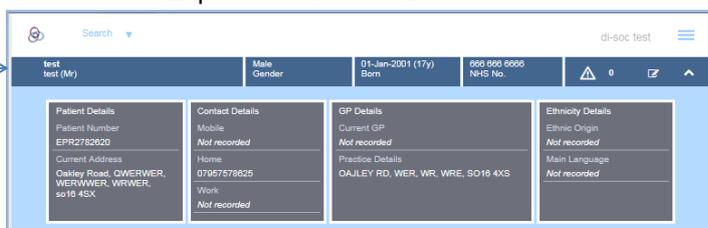- From the Case Record Menu in OpenRiO, click on the ✚ to see the following menu options:

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:
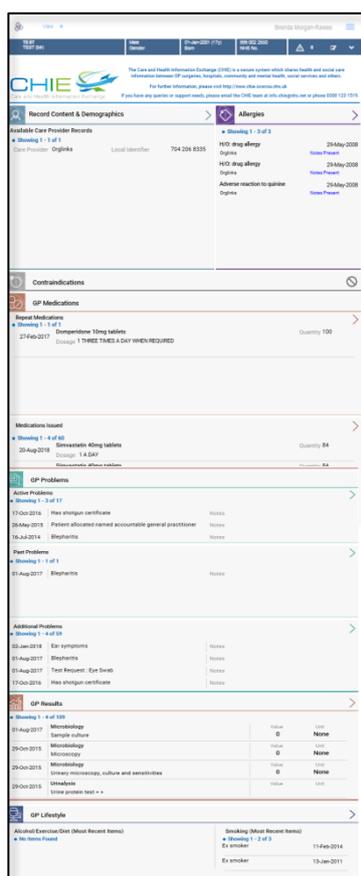
Expandable Patient Banner

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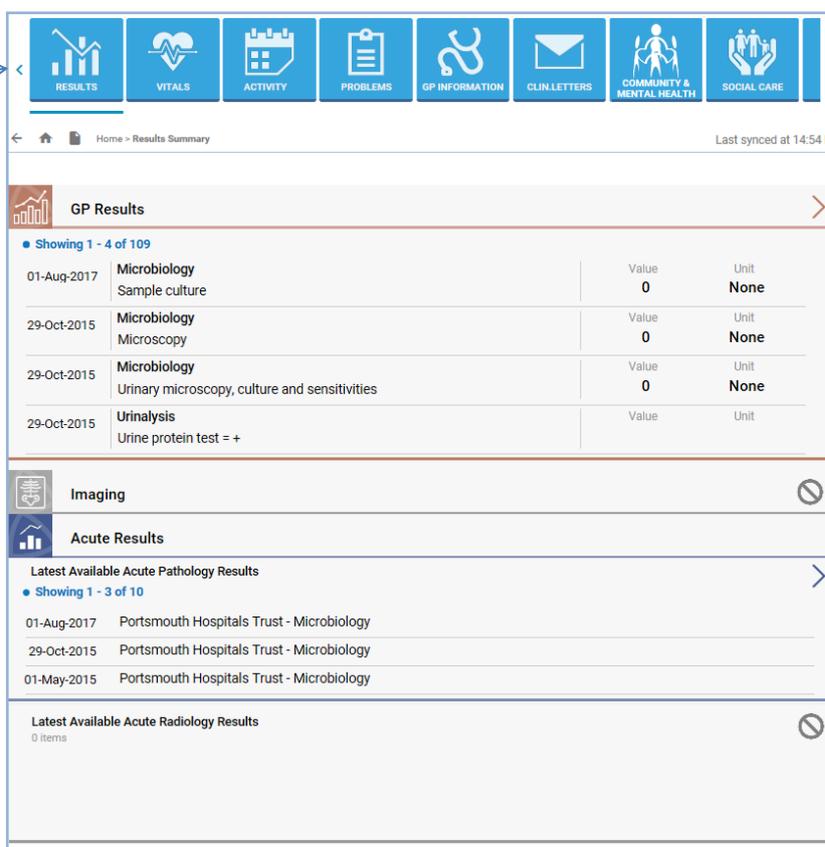
For example, clicking on the Results Tile will display both **GP** and Acute Pathology and Radiology results:

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:
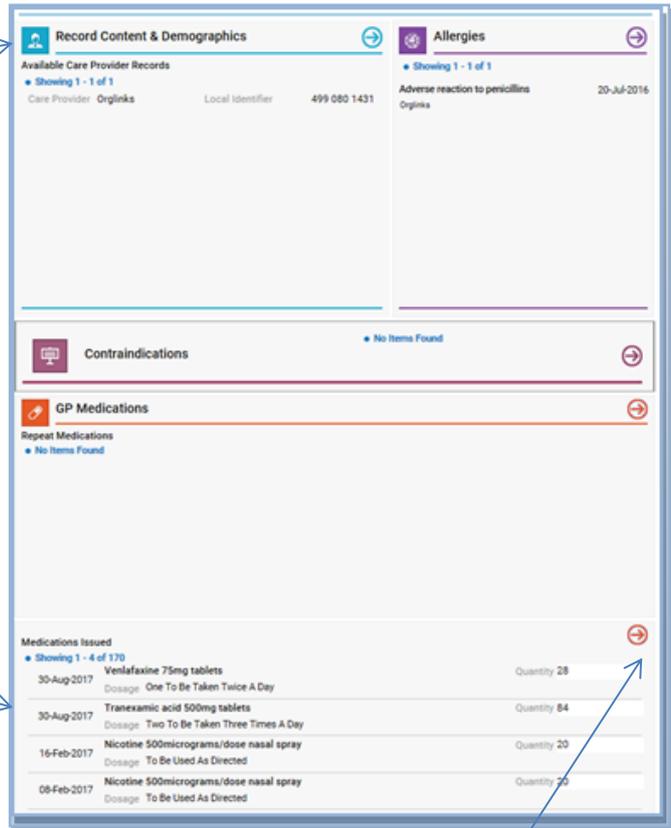
# How to find information using the Navigation Tiles

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

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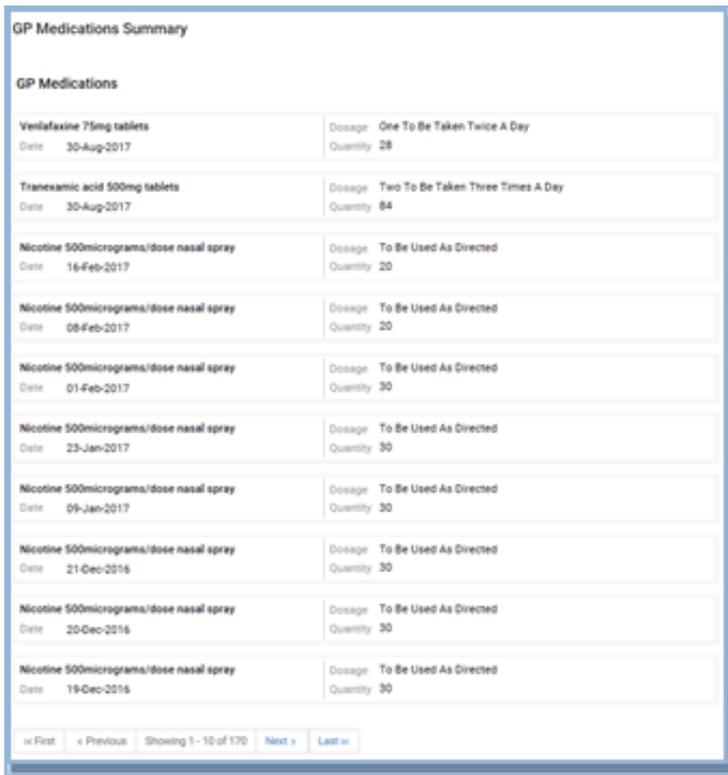
10 Top Tips

- 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

   - 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

- Download this and other user guides and webinars at: http://nww.chie.scwcsu.nhs.uk/help-and-support/training

- 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