



# User Guide

## Document Control Sheet

<b>Title</b>	CHIE User Guide for Solent NHS Trust
Version	4.0
Status	FINAL
Author	Katharine Guthrie (Stakeholder Engagement Manager)
Date Created	2017
Date Last Updated	30/04/18

<b>History</b>			
Version	Date	Author(s)	Comments
1.0	2017	Katharine Guthrie	First version created
2.0	2017	Katharine Guthrie	Name change to CHIE
3.0	2018	Meg McConnell	SystemOne access instructions
4.0	2018	Di-Morgan Rawes	System upgrade to Care Centrix Version 3

<b>Contact Details</b>		
Main points of contact	Telephone number	Email address
Katharine Guthrie	02392 224344	katharineguthrie@nhs.net
CHIE Service Desk	0300 123 1519	info.chie@nhs.net

<b>Approval/Sign Off</b>	
Name	Title and contact
Katharine Guthrie	Stakeholder Engagement Manager

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

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

	Page
Contents.....	3
1 Aims .....	4
2 What is the Care and Health Information Exchange? .....	4
3 Acceptable Use .....	5
4 Audit Trail .....	5
5 Accessing CHIE through Solent SystemOne Units .....	6
6 The Landing Page/Home Screen.....	7
7 Accessing Information .....	8
8 Using the Navigation Tiles .....	8
9 Using other tiles.....	10
10 Top Tips.....	11
11 Logging Out.....	11
12 Help and Assistance.....	11

All CHIE training materials are available at:

<http://www.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 NHS 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 the CHIE **I**nformation **G**overnance **G**roup, which has representation from all the **D**ata **C**ontrollers 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 Solent SystemOne Units

- Solent NHS Trust staff can access CHIE directly from the Trust's units of TPP SystemOne
- If you are accessing CHIE for the first time through SystemOne please ensure you know your SystemOne user name, which you will get from the front screen of SystemOne before you log on

**Smart Card Authentication**

Log on with NHS Smart Card

**User Name & Password Authentication**

mbloggs0001

Log on

- With a patient record open in SystemOne, click on the HHR/CHIE link on the toolbar on the top right of the screen to the left of the patient demographic box:



- The following template will be displayed with the Acceptable Usage Agreement

HHR/CHIE single sign on

Other Details... Exact date & time Fri 09 Feb 2018 12:07

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button Hide Warning

**CHIE**  
Care and Health Information Exchange

**Hampshire Health Record Acceptable Use Agreement**

I will ensure that where practical, as a care professional, I will ask the patient before accessing the HHR 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.

I accept that the HHR may have information missing and will make my clinical decisions accordingly.

I agree to keep my user name and password secure. I will make sure that no one else can access the HHR in my name.

I am aware that an audit trail will detail my name and date of all records that I have accessed/viewed and that a patient can request a copy of the audit trail of all staff who have accessed their record

I accept that disciplinary action may be taken against me if I do not abide by the security & confidentiality policy.

I accept that my personal details will be recorded to enable the audit trail to work.

Click for Clinical staff access CHIE / HHR

Click for Administration staff access CHIE / HHR Admin

Information Print Suspend Ok Cancel Show Incomplete Fields Changing

CHIE/HHR  
Launch the CHIE/HHR URL

Show recordings from other templates  
 Show empty recordings

- Please ensure that you read the Acceptable Usage Agreement as seen above. If you are accessing the system in accordance with the [Acceptable Usage Agreement](#), click the buttons for either Clinical staff or Administration Staff access.

Username Required

Username

Store this value for next time

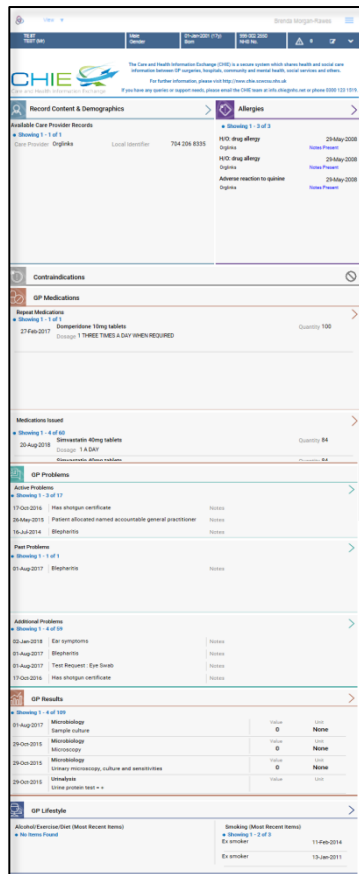
Stored values can be viewed and deleted from the URLs page of the User Preferences dialog

Ok Cancel

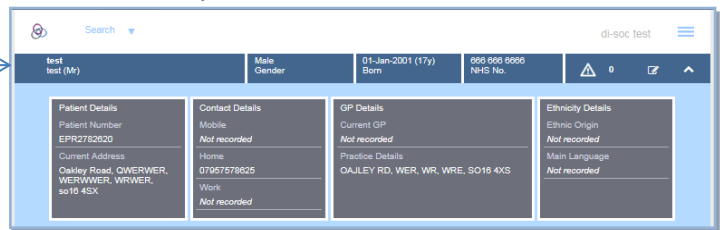
First time users for CHIE from SystemOne will have the following popup, add your user name and tick the check box 'Store this value for next time', click ok.

## 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 bar at the top, which includes tiles for RESULTS, VITALS, ACTIVITY, PROBLEMS, GP INFORMATION, CLIN. LETTERS, COMMUNITY & MENTAL HEALTH, and SOCIAL CARE. Below the navigation bar, the 'GP Results' section is displayed, showing a table of 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 = +		

Below the GP Results section, there are sections for 'Imaging', 'Acute Results', and 'Latest Available Acute Radiology Results'.

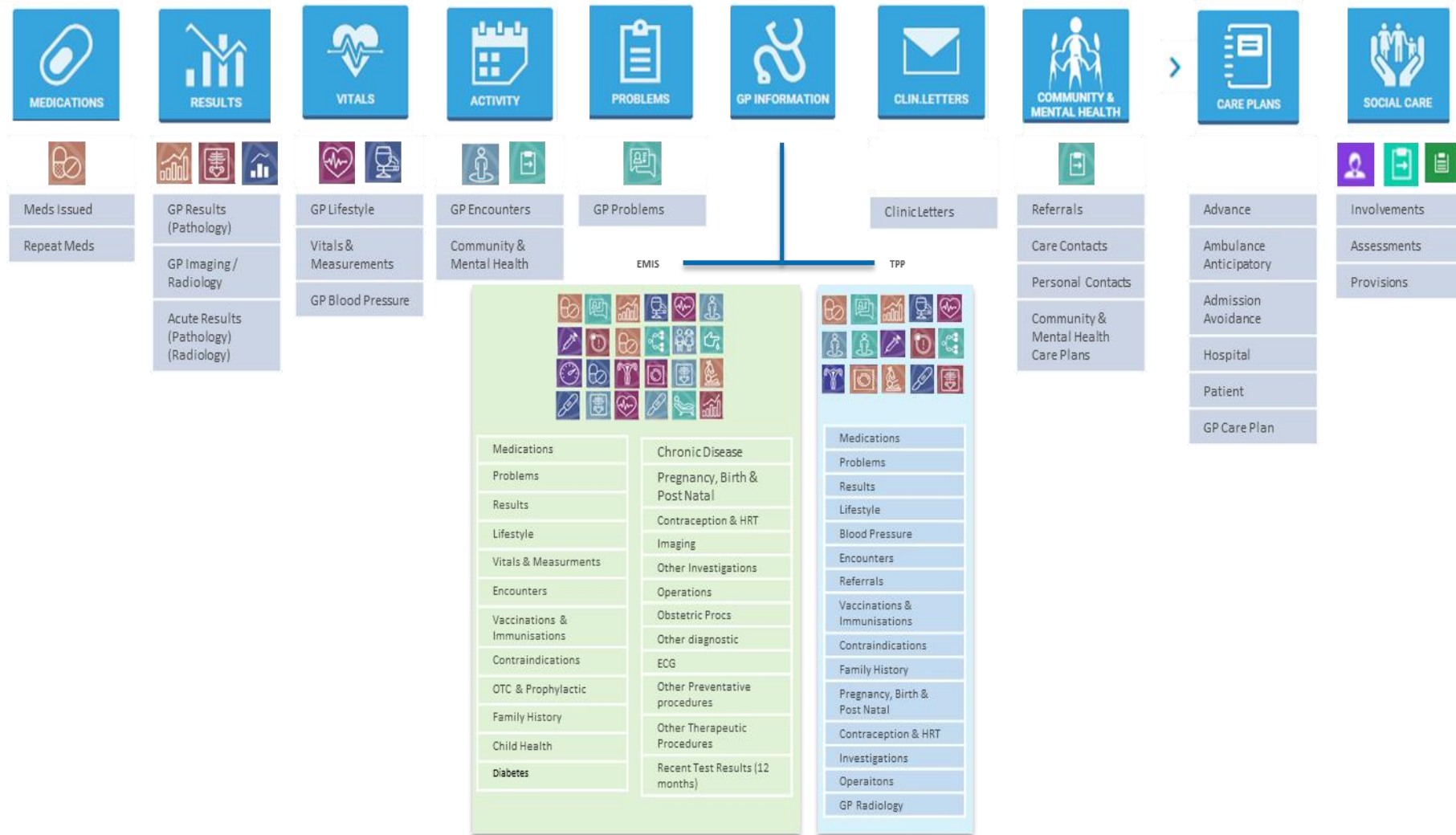
## 8 Using the Navigation Tiles

- 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

The screenshot shows a patient record summary page with several tiles:

- Record Content & Demographics**: Shows 'Available Care Provider Records' with one record for 'Care Provider' and 'Local Identifier' 499 080 1431.
- Allergies**: Shows 'Adverse reaction to penicillins' on '08-Jul-2016'.
- Contraindications**: Shows 'No Items Found'.
- GP Medications**: Shows 'Repeat Medications' with 'No Items Found'.
- Medications Issued**: Shows a list of issued medications:
 

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

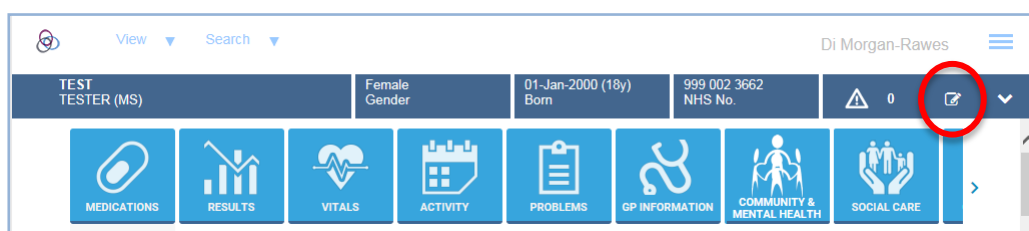
The screenshot shows a detailed 'GP Medications Summary' page with a table of issued medications:

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

Navigation: < First | < Previous | Showing 1 - 10 of 170 | Next > | Last >

## 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 Logging Out

- Log out when you are finished by clicking the  button situated in the top right corner of the screen

## 12 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](mailto:info.chie@nhs.net) / Phone: 0300 123 1519
- If you have any issues with access from SystemOne to CHIE please log a call with our local helpdesk: Email: [solentnhsicthelp.uk@cgi.com](mailto:solentnhsicthelp.uk@cgi.com) / Phone: 0345 605 1334