

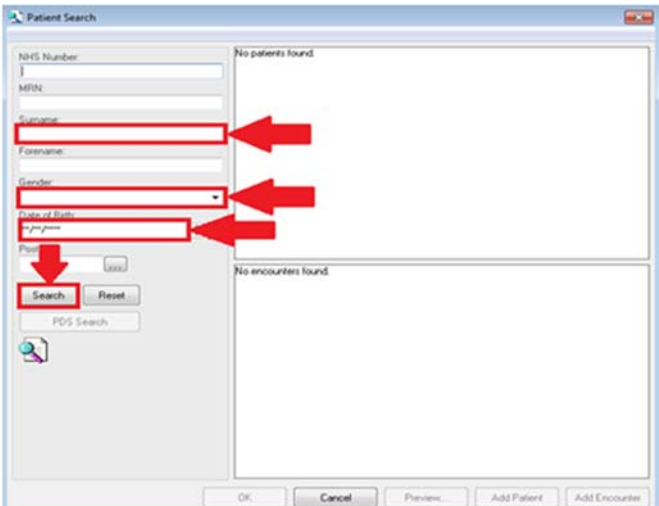


Electronic Patient Record (EPR) Standard Operating Procedure (SOP)

Title	Registering a new ED patient in FirstNet – includes PDS search
Purpose	To provide instruction on how to successfully complete a new ED patient registration in FirstNet.
Scope	ED full new patient registration.
Pre Requisite	This SOP assumes that the reader has had formal training and is designed to ensure that the trained user can follow the process without supervision.
Role/s	ED registration staff
EPR Module/s	FirstNet
Performance Measures	A trained user can carry out the procedure with no supervision.
Related Documents	BTHFT and CHFT Admission and Discharge Policies Registering an unknown ED Patient

Step	Action	Responsible Role/s
1	 Log into FirstNet	Registration Staff - ED
2	Select the ED full registration button 	Registration Staff - ED
3	Enter patient information in to the left search panel. Surname, Forename, Gender and Date of Birth and click Search NOTE: The PDS Search button is currently unavailable until a local search is performed and will not be available if you are not logged on with a smartcard. 	Registration Staff - ED

If there are any details on the local EPR system for the patient, they will be displayed on the main screen.

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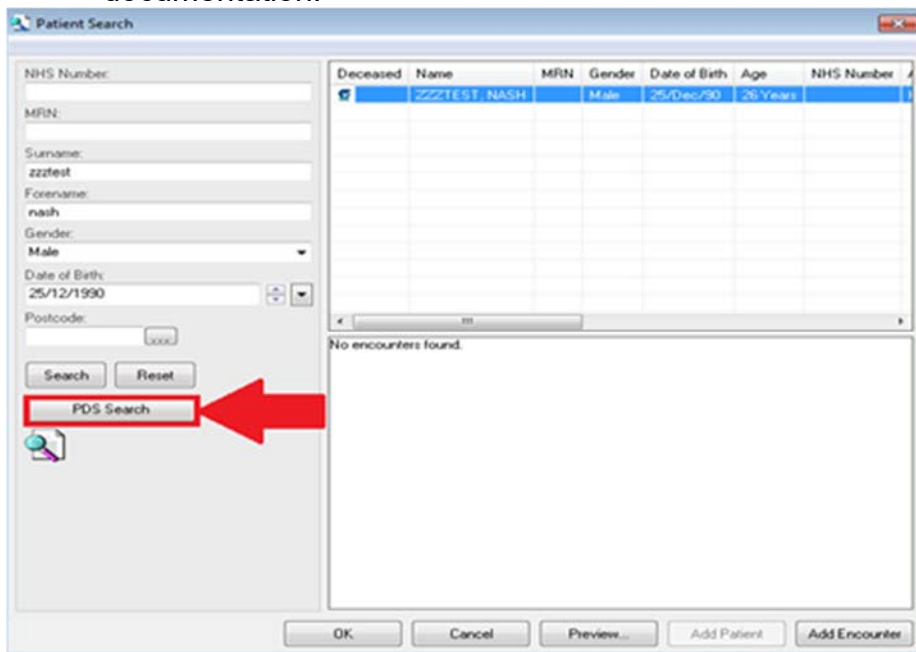
As you have used the **Surname, Gender** and **Date of Birth** to search for the patient the **PDS Search button** is now available.

Click the **PDS Search** button to begin synchronising the local patient record with the PDS record on the 'spine' database.

NOTE: If you are not using a smartcard you will not be able to perform a PDS search. Failure to use a smart card will result in locked demographic records which will subsequently prevent:

1. PDS spine updates.
2. Patient appointment letters being generated and sent to patients.
3. The display of patient demographic details on clinical documentation.

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Before reviewing the patient details on the spine, a pop-up message may appear making you aware that your activity will be audited.

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Click in the tick box to ensure that this message will not appear for the next 28 days, and then click the **Accept** button to close the window.

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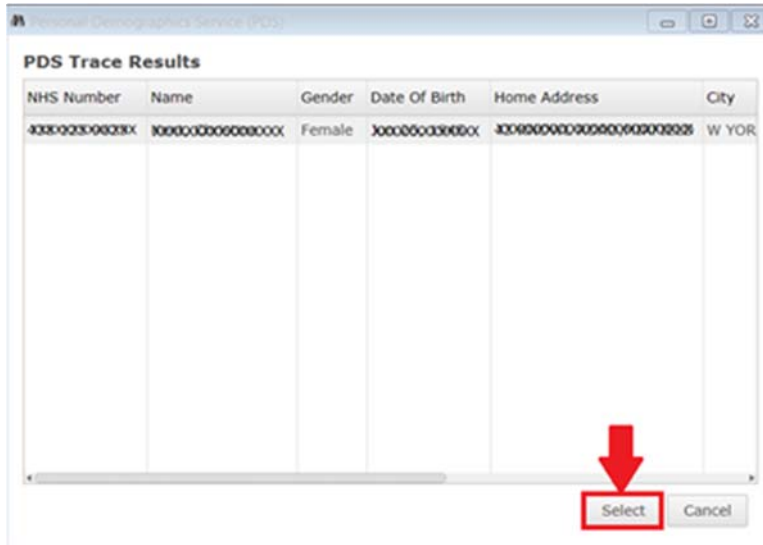


If the patient is located on the PDS, the results of the PDS search will then display any patients that match your search details.

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Verify the patient details and click on the patient line to highlight it, and click the **Select** button.

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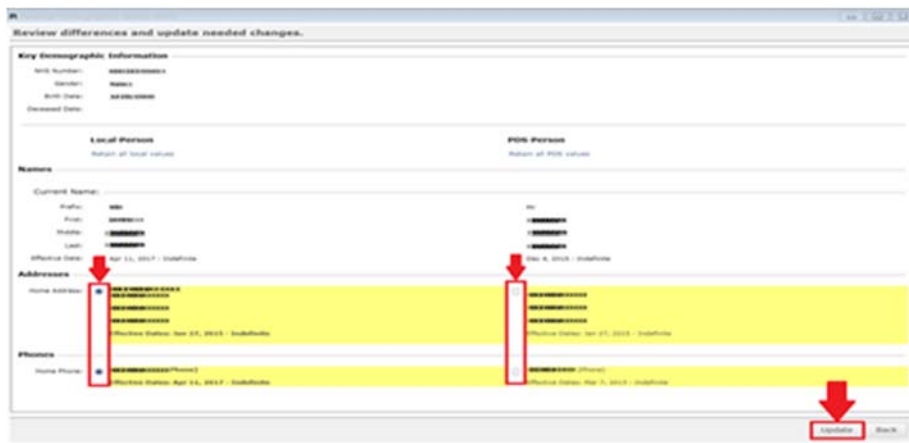


For some patients, there may be a mismatch between the details that are kept on the Local EPR system and the details that are kept on the national 'spine' database (PDS). Review the data in each yellow section and click the circular radio button to confirm whether the local data or the PDS data is correct.

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Once this has been done, click the **Update** button at the bottom of the screen.

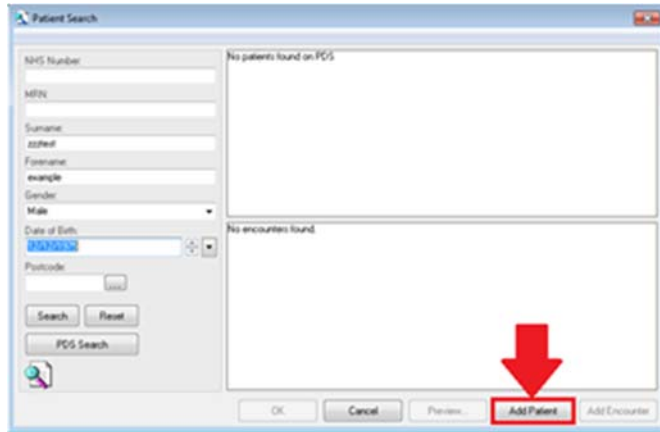
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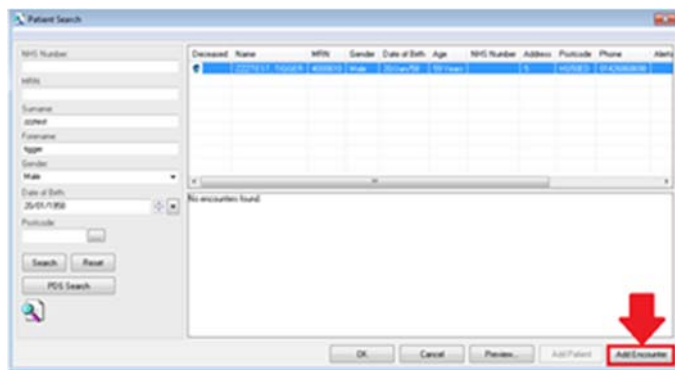
If the patient cannot be located on the PDS, and is not listed on the EPR system, you will have to add them manually. Click the Add Patient button to begin adding them to EPR.

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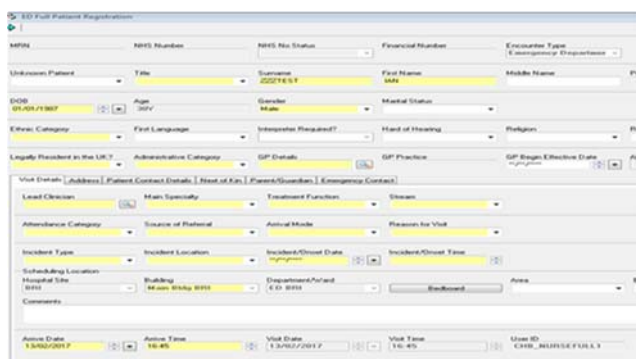
If the patient is not on the PDS, but has attended the hospital previously, click on the patient name and then click the Add Encounter button to proceed



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The ED full patient conversation will load; complete the information in all the yellow mandatory fields. If the patient is known on the system then check all information is correct and current, especially contact numbers.

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Click on the Address tab and verify the address if the patient has previously attended.

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To update or add an address click on the **New** option in the address area to open the **QAS** window.

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NB. For a patient who has not lived in the UK for more than 12 months you will need to add a temporary address by clicking on 'Temporary' underneath the 'Home' address line and adding an address there. The temporary address will require an expiry (planned leaving/moving out) date.

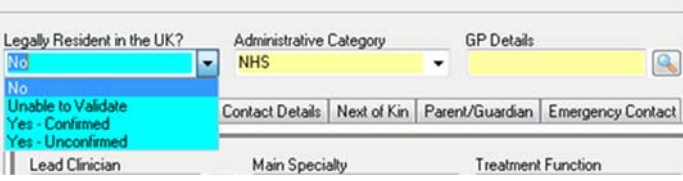
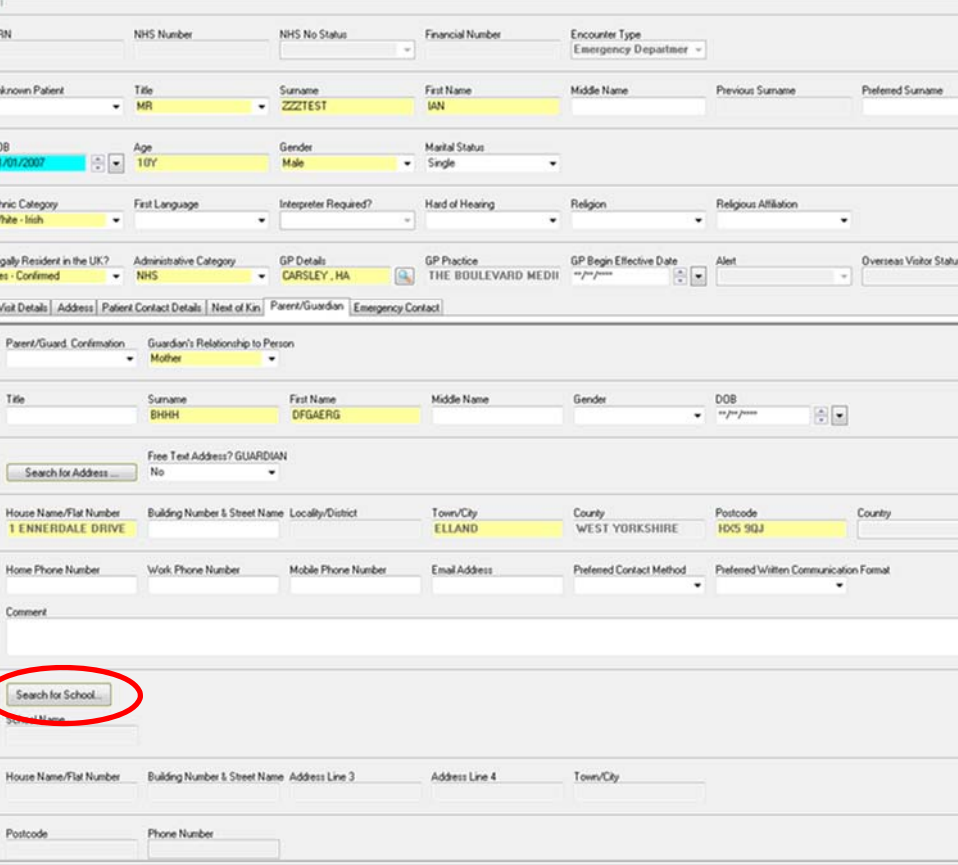
To search for all UK addresses, click the Search for Address button, and enter the postcode in the new window. Navigate to the patient's street and home number until it is displayed.

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If the patient has an overseas address, change the Free Text Address field to Yes and type the overseas address into the available fields.

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Once the address has been identified and added, click the OK button to close each of the address windows that are open and fill in the remaining admission data.

12	<p>Outside of the address tab, If the patient is an Overseas patient then select either option as appropriate while making sure all information is filled out correctly. This information will then be used for the overseas team</p> 	Registration Staff - ED
13	<p>At next of kin select the NOK's relationship to the patient and complete all fields. If the NOK lives at the same address as the patient then select Yes to free text address NOK and in the house name/house number type 'Same'. The address will then be completed.</p>	Registration Staff - ED
14	<p>If this is a child registration the parent guardian information is available, then the confirmation field needs to be left blank. Continue to complete “guardian’s relationship to person” and all fields, surname, first name etc. Collecting as much data as possible. Alternatively– refuse to provide or unable to obtain can be selected if appropriate.</p> <p>It is mandatory to add a school under this tab.</p> 	Registration Staff - ED

15	On completion of registration the document selection window will appear. Print any required documents asking the patient if they have an allergy re: wristband.	Registration Staff - ED
16	The patient will now appear on the FirstNet tracking screen and launch point.	Registration Staff - ED

Document Name	Registering a new ED patient in FirstNet includes PDS search			
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Approved by	EPR Change Control Board			
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Document Control				
Version	Date	Author (AU) Approver (AP) Reviewer (R)	Status	Comments
0.1	07/10/2016	(AU) EPR Back Office ED Specialist Emma Burbidge (R) ED Matron Louise Croxall	Draft	Initial draft
0.2	10/02/2017	(R) EPR Project Support Liz Kelly	Draft	Reformatted
0.3	14/02/2017	(R) EPR Back Office ED Specialist Emma Burbidge	Draft	Screen shots added
0.4	15/02/2017	(R) (AP) ED Sister Liane King	Draft	Tested and approved for CHFT
0.5	23/03/2017	(R) EPR Back Office ED Specialist Emma Burbidge	Draft	Amended to show add encounter
1.0	27/03/2017	Jackie Rogerson	Final	Approved for BTHFT
1.1	14/11/2017	(R) Jonathan Nash	Final	Added PDS search to synchronise with GP (Not publish on the EPR platform)
1.2	28/03/2019	(R) EPR Back Office PAS OP Specialist Katharine Abbott	Final	Amendments and transfer to SOP template for approval.
2.0	05/04/2019	(R) (AP) Sara Collet	Final	Review by Sarah Collet and agreement via CCB approval for publishing.