Royal United Hospital Bath NHS
NHS Trust

Mini Manual

Manage the Case Note Request Queue

1. **Monitor the Request Queue**
2. **Status a Request**
3. **Modify a Request**
4. **Business Rules**

HIM Request Queue

Support available:

Please contact your local Champion User

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RUH

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BT
Bringing it all together

Monitor the Request Queue

1 MONITOR THE REQUEST QUEUE

Departments / wards will phone you when case notes are required urgently.

Non-urgent requests placed in **Information Request** will appear on your **Request Queue.**

NOTE: It will remain on the request queue until the **status** is changed to **completed** or **cancelled** or **rejected**. If this is not done, the request queue will continue to grow and will not give an accurate picture of outstanding requests.

When you first log in on your smartcard you will need to filter the queue to show the list for your location. This will then be saved as default on your smart card.

Step 1. Open HIM Request Queue

Step 2. Click the ***Binoculars*** icon.

Step 3. ***Facility*****:** tick ***Royal United Hospital***

Step 4. ***Search Criteria:*** tick ***Current Location***

Step 5. Select the ***current location***

Step 6. ***Status***: tick ***Initial***

Step 7. ***Request types***: tick the relevant ***Request Types***

Step 8. Click **OK.**

Status a Request

2 STATUS A REQUEST

To record that you have sent the case notes requested you change the status to complete.

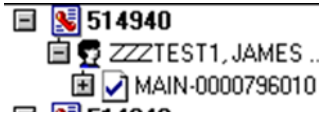
You will then be able to see which requests on the queue are still outstanding.

Step 1. Click the request on the Request Queue.

Step 2. Expand the Request details, using the **expand** icon.

Step 3. If some volumes are not being sent, double click the **check box** to change it to a cross

Step 4. **NOTE: Notes being sent must have the tick in the checkbox next to the volume**



Step 5. Click **Request Status** icon.

NOTE: Take care to select the correct icon. Hover the mouse to see the label: **Request Status**. The one next to it is very similar in appearance.

Step 6. Select **Complete** if casenotes are available.

Step 7. If unavailable, tick the **Rejected Reason**.

Step 8. Click the **Save** icon.

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Modify a Request

Step 9. Click the **Refresh** icon.

NOTE: The Request Queue will reflect the criteria you set in the binoculars icon e.g. initial. When you refresh the queue all the requests with a status of complete or rejected will disappear from the queue.

To view them click the binoculars and tick all the statuses you wish to view.

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3 Modify a Request

Ensure that **Information Request** is not open.

Step 1. In the **Request Queue** highlight the request.

Step 2. Select the **Modify Request** icon.

Step 3. Make modifications to the request.

Step 4. Select **Modify Request**.

Step 5. You can either modify the text in the **Contents** pane, or add a new note, if necessary.

Step 6. Click the **Save** icon.

Click the **Exit** icon

Business Rules

Relevant Business Rules

1.) **All Case Note media must be tracked accurately in 'real-time', using a 'Push' method for all Case Note movements**

2.) **Every effort must be made to retrieve and provide Patient Case Note media and volumes to any Requesting Location**

3.) **The physical creation or destruction of Patient Case Note media or volumes must be reflected within Millennium**

4.) **All Case Note media and volumes should have the corresponding barcode label affixed**

5.) **Every effort must be made to reduce the creation of 'Temporary Media'. When encountered, all information contained within a 'Temporary Media' should be merged and filed correctly into a Main media if present.**

6.) **Wherever applicable, the Request Queue must be monitored regularly and acted upon with the Request Status being updated accurately.**

7.) **Ensure that you have identified the correct patient & correct case note folder before proceeding.**