Royal United Hospital Bath NHS
NHS Trust

Mini Manual

Medical Secretaries

Support available:

Please contact your local Champion User

Service Desk:

Tel: 01225 82 5444

Email: ruh-tr.ITServiceDesk@nhs.net

Request Notes

1 HIR Request Notes

Launch Information Request

Step 1. Select **Facility**- **Royal United Hospital**.

Step 2. Click Requester icon (Select Clinician).

Step 3. Click **Find Patient** and **Search**.

Step 4. Click **All Encounters**.

Step 5. Select **Requesting Location** icon. (Select location).

Step 6. Select **Request status** - **Initial.**

Step 7. Select **Request Type** – **Routine or Urgent Administration.**

Step 8. Double click to select and unselect relevant media/volumes.

MAIN - Selected

MAIN - Unselected

Always request all **Main** medias.

Note: For Administration requests only – If volumes are tracked to multiple locations a separate request must be placed for each volume.

Step 9. Click **Send Request.**

Step 10. Enter note if required in the contents pane.

Step 11. Click the **Save new note** icon.

Step 12. Click the Exit icon.

Modify a Request

2 Modify a Request

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

Launch HIM Request Queue :

Step 1. Click the Binoculars icon.

Step 2. Select **Facility - Royal United Hospital.**

Step 3. Select **Requesting Location**.

Step 4. Select an appropriate date range.

Step 5. Check the **Status** as **Initial** and check the relevant **Request Types.**

Step 6. Highlight the appropriate Request.

Step 7. Select the **Modify Request** icon.

Step 8. Make modifications to Request.

Step 9. Select **Modify Request**.

Step 10. You can either modify the text in the **Contents** pane, or add a new note, if necessary.

Step 11. Click the **Save** icon.

Step 12. Click the **Exit** icon**.**

Author : Kathy Stoffels

Monitor Request Queue / Status Request

3 Monitor a Request Queue

Launch HIM Request Queue

Step 1. Click the Binoculars icon.

Step 2. Select **Facility - Royal United Hospital.**

Step 3. Select **Current Location**.

Step 4. Check the **Status** as **Initial** and check the relevant **Request Types**.

Step 5. Click **OK.**

4 Status a Request

Launch HIM Request Queue

Step 6. Click the appropriate request .

Step 7. Expand the Request details, using the **expand** icon.

Step 8. De-select any notes not being sent, by double clicking the **check box**.

Step 9. Click **Request Status** icon.

Step 10. Select **Complete** if casenotes are available.

Step 11. Select the appropriate reason from the **Rejected Reasons** box if notes are mislaid.

Step 12. Click the **Save** icon.

Step 13. Click the **Refresh** icon.

Tracking Casenotes

5 Tracking Casenotes

Single Tracking

Launch HIM Tracking

Step 1. Open the Patient Record by scanning the barcode or searching for Patient manually.

Step 2. Select the relevant volume.

Step 3. Click **Update Location for Selected Records** icon.

Step 4. Select the location to which the notes are to be tracked.

Step 5. Click **OK.**

Batch Tracking

Step 1. Click the **Record Location Batch Update** icon.

Step 2. Select the **Facility** – **Royal United Hospital.**

Step 3. Select the location to which the notes are to be tracked.

Step 4. Scan casenote barcode.

Step 5. Repeat Step 4 for each casenote you wish to track.

Caution: Ensure you are tracking the correct notes. You cannot delete a tracking once saved. To remove a patient from the list, highlight the Record in the left-hand pane and click the Remove icon.

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

Business Rules

1. Notes must be tracked using a push method in real time.
2. Casenote Request Queues must be monitored regularly by secretaries and actioned accordingly.