Royal United Hospital Bath NHS
NHS Trust

Mini Manual

Radiography Staff

Locate, View & Update Patient Details

Support available:

Please contact your local Champion User

Service Desk:

Tel: 01225 82 5444

Email: ruh-tr.ITServiceDesk@nhs.net

RUH CERNER BT Bringing it all together

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Locate an Inpatient

1 Locate an Inpatient

Step 1. Login to **PM Office**

Step 2. From the toolbar click the **Run Patient Locator icon**

Step 3. In the **Name** box type the **first two letters** of their surname

Step 4. Click the **Find Patient** icon

Note: It is best to search on the first two letters only as entering the full name does not always find the patient.

Result: All inpatients matching the search will be displayed in the lower pane showing their location.

Step 5. Click the **X** icon to close the window.

2 View Person

You cannot find the patient in CRIS.

You need to look in Millennium for their MRN number.

Step 1. Within **PM Office** click **Conversation** on the Side Bar menu.

Step 2. Double click **View Person**

NOTE: This will search the local RUH database for the patient. It is not searching the national PDS.

Step 3. Type the **Name** in the format '**Surname, First name'**

Step 4. Select the **Gender**

Step 5. Click **Search**

File path:

View Person

The **result** may be a single patient or a list.

You can search on **NHS number** if you wish.

Step 6. **Check the details** to identify the patient.

Step 7. Select the **patient** and click **OK**

Step 8. The **MRN** is included in the patient details.

Step 9. If unsure of the identity, for further patient details click the **Preview** button.

Step 10. In Preview, click the **+ sign** to open the **folders** and view the information.

Step 11. This should be enough to identify the patient and to check that their details are correct.

Step 12. Click **Close**

Step 13. **Note their MRN.**

Step 14. If their details need updating open **Person Correction Mgr** conversation (see overleaf).

Step 15. If their details are correct, you can return to **CRIS** to continue the work there.

Step 16. Open **CRIS**, type RD1 followed by the MRN and the patients should appear in CRIS with all details.

3 View Patient Encounter

This is a similar view to View Person but includes Encounter information as well.

Step 1. Double click **View Encounter** Conversation

Step 2. **Search** for the patient and click **Preview**.

Step 3. Read the information in the folders.

Step 4. **Alternatively**, from the search dialog box, click OK to open the conversation and view details there.

Author: Liz Jones

Update Patient Details

4 Update Patient's Details

Step 1. Within **PM Office** click **Conversation** on the **Side Bar** menu**.**

Step 2. Double click **Person Correction Manager**, which opens the **Patient Search** dialog box**.**

Step 3. Click **NEXT** to open the **Advanced Trace** box

Step 4. Type the **Surname** (mandatory)

Step 5. Type the **Forename**.

Step 6. Select the **Gender** (mandatory)

Step 7. Click **Search**

Step 8. If **too many patients** are returned **refine** the search by entering the **DOB** and search again.

Step 9. Select the patient and click OK.

Step 10. Click **Preview** when more details are required to confirm that you have found the correct patient. Click Close.

NOTE: When you update patient details you are updating the national PDS so you need to be sure that the correct patient is found.

Step 11. Select the patient. Click **OK**

Step 12. **Organisation**: type the initial letter (**r**) into the **Facility Name** box.

Step 13. Press **Enter** key or click the ellipsis button

Step 14. Select **Royal United Hospital** (not the Trust)

Step 15. Click **OK**

Result: The **Person Correction Mgr conversation** opens.

Step 16. Always check the **MRN** in the top left of the conversation.

Step 17. **Amend details** as required and click **OK**.

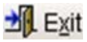
Close PM Office

5 Close PM Office

Step 1. To close each application click the **Exit** icon on the toolbar

Or the **Task Menu, Exit.**

If you use the corner cross to close the application your settings will be lost.

Caution: Click the **Exit**  Icon.

Or **Task, Exit**

Business Rules

Business Rules

1. Searching for patients using the PDS must be performed thoroughly and carefully.
   a. The first "simple" trace should be skipped by selecting next; this will take you to the "advanced" trace.
   b. The only two mandatory fields in advance trace are surname and gender.
   c. The patient should be searched for using the minimum amount of information. The more information you enter to search by, the more the search is restricted and this may result in not finding your patient - less can sometimes be more.
   d. If any of the information entered to the search differs from that held on the PDS, you will not find your patient.
   e. You can use wildcards - type at least the first 2 letters of the surname and/or first name then an *.
   f. If your patient has been seen by this Trust before, or is registered with a GP in England or has had treatment in another hospital in England, you can reasonably assume that you will find the patient.
   g. If you don't find your patient the first time, search again.
2. Every effort must be made to find and retrieve the correct patient from the PDS before a request is made to "add patient without encounter".
3. Changes to demographics, priority or referral details must be reflected in Millennium.
4. When a referral from a dentist is received, where possible the dentist should be searched and selected in the "GDP details" field. If the referring dentist can not be found in this list, the dentists name and address should be typed in the free text "Comments" box toward the bottom of the page. For such referrals the "source of referral" should be selected as "dentist referral".
5. Time should be taken to ensure that any information entered is accurate.
6. If ethnic category is unknown and the patient is not available to ask, enter "other – not known". This information can then be updated the next time the patient visits the hospital, e.g. at outpatient clinic or on admission. The option of "patient declined" will only be used when the patient refuses to provide this information.