



Patient Online Screening
User Guide

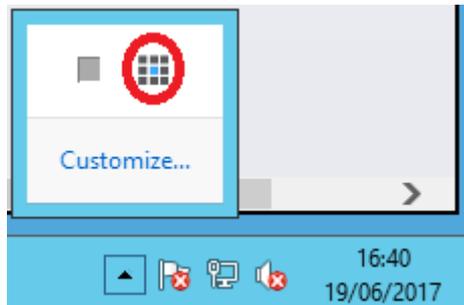
Introduction

The Patient Online Toolkit has been developed in collaboration with NHS England and allows you to use iGPR to screen patient records where the patient has requested online access to their own record. iGPR will automatically highlight data that may not be appropriate for online visibility, greatly reducing the work involved.

Using the Patient Online Toolkit



The Patient Online Toolkit can be accessed from within iGPR – to access iGPR, double-click on the icon in the system tray, in the bottom right-hand corner by the clock. If you are unable to locate iGPR or require any assistance, contact support on 01527 570 005.



Once iGPR has launched, you will be viewing the home page – the Patient Online Toolkit icon is on the left hand side, in the Other Reports section. Click the icon to launch the Patient Online Toolkit.





You will be presented with a search screen from where you can look for the patient and choose the type of report you wish to run.

Patient Online Report ✕

Create a report that will highlight any information you may wish to hide online before making your patients record accessible

iGPR has a number of different reports that you can run for this purpose:

Vision users must search by surname

Search

Surname	Forenames	D.O.B	NHS Number

NHS Patient Online Create report

NHS Patient Online Report

Standard report



Enter the patient details and click Search– iGPR will return a list of matching patients. Click once to highlight the patient for whom you would like to run the report, then click on the drop down and choose the type of report you want to run. Finally, click Create report.

Patient Online Report ✕

Create a report that will highlight any information you may wish to hide online before making your patients record accessible

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Vision users must search by surname

Search

Surname	Forenames	D.O.B	NHS Number
Peters	Enroy	30-Jul-1924	911 131 4885
Peters	Enroy	04-May-1952	911 120 8899
Peters	Eric	28-Oct-1933	911 119 2674
Peters	Eric	12-Aug-1948	911 121 2128
Peters	Eric	22-Mar-1985	911 129 8227
Peters	Eric	05-Feb-1986	911 131 8775

NHS Patient Online Create report

NHS Patient Online

NHS Patient Online with attachments

NHS Patient Online (Free text not analysed)

NHS Patient Online with attachments (Free text not analysed)

NHS Patient Online Report

Standard report

Report types

There are four standard report types that suit the different levels of access you grant to your patients –

- **NHS Patient Online** – This will analyse the full patient record, both term text and free text, not including attachments.
- **NHS Patient Online with attachments** - This will analyse the full patient record, both term text and free text – attachments will also be included, allowing you to screen them.
- **NHS Patient Online (Free text not analysed)** – This will analyse only the term text and disregard free text, attachments will not be included and screened.
- **NHS Patient Online with attachments (Free text not analysed)** - This will analyse only the term text and disregard free text, attachments will also be included and screened, allowing you to screen them.



Regardless of whether you select to include term text and free text or term text only, iGPR will display both in the client, but you can click on the All Redactions button in the top right to filter the report and only show entries that iGPR has highlighted for your attention.

The screenshots show the 'Medical History' report interface. The top screenshot is labeled 'Unfiltered view showing full patient record' and shows a table with columns for date, description, and staff. The bottom screenshot is labeled 'Filtered view showing highlighted entries only' and shows the same table with text highlighted in different colors: blue for 'Child is cause for safeguarding concern', orange for 'Elderly daughter', purple for 'Marital problems', and green for 'cousin' and 'legal limit'.



The Redaction Key (top right) explains why entries have been highlighted.

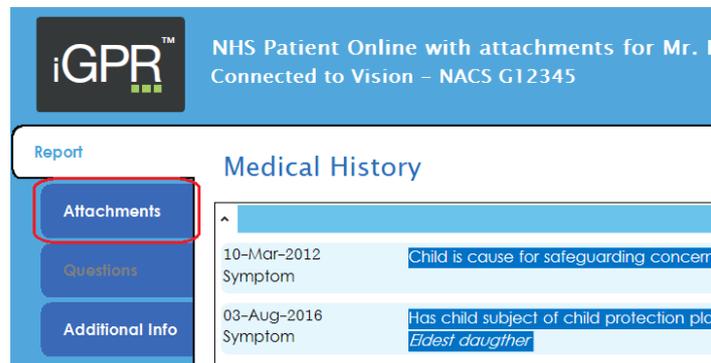
The screenshot shows a tooltip titled 'Redaction key:' with the text 'Click to view information on what colour represents the different types of redaction.' The tooltip is positioned over the 'All Redactions' button in the top right corner of the report interface.

The 'Redaction Key' dialog box contains the following information:

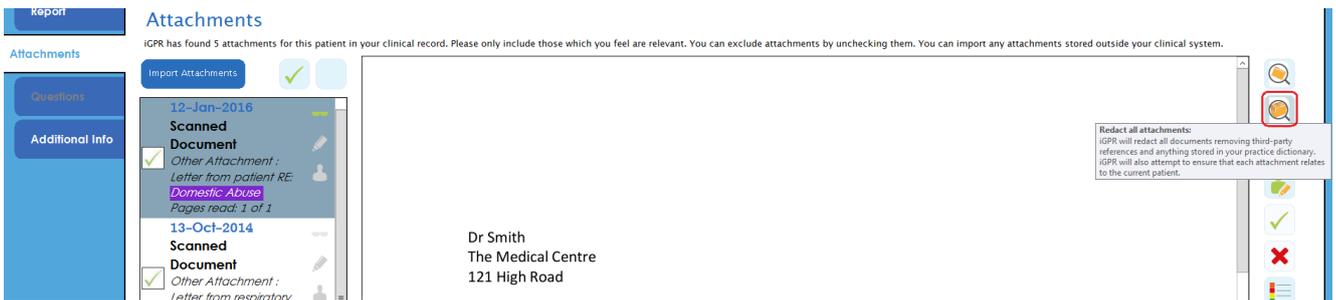
- iGPR colour code:**
 - Blue: nhse exclusions
 - Orange: nhse thirdparty
 - Yellow: nhse freetext thirdparty
 - Purple: nhse freetext sensitive
 - Green: Practice entries
- A 'Close' button is located at the bottom right of the dialog.



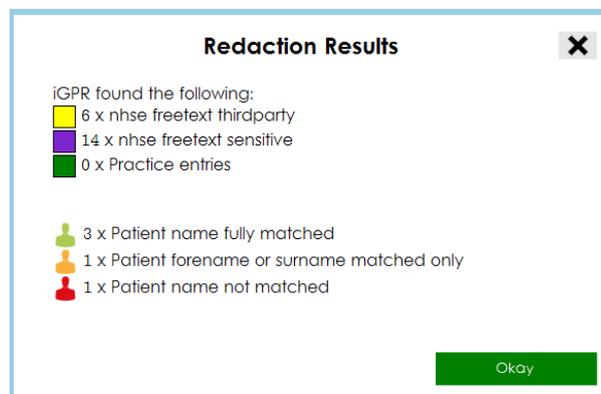
When a report that includes attachments is selected, iGPR will retrieve all attachments from the patient record for you to screen. Click the Attachments tab top left to access them.



By default, iGPR will not screen the attachments automatically but you can click on the Redact All Attachments button (top right) to have iGPR screen them for third party and sensitive data, and also to confirm that the patient's name is present (to help identify any mis-filed attachments).



If there are a large number of attachments, it may take a few moments to screen them all, but your PC is not locked whilst the progress bar is present, so you can continue working in the clinical system or your email, etc. Once completed, a results page is generated.





Where iGPR finds the patient name, sensitive or third party information, the data will be highlighted, and the attachment will have a green pencil icon alongside it.

12-Jan-2016
Scanned Document
 Other Attachment : Letter from patient RE: Domestic Abuse
 Pages read: 1 of 1

13-Oct-2014
Scanned Document
 Other Attachment : Letter from respiratory specialist
 Not yet read

21-Mar-2011
Scanned Document
 Other Attachment : Letter from psychologist
 Not yet read

01-Oct-2010

Dr Smith
 The Medical Centre
 121 High Road

02/06/2016

Mr Eric Peters – 22/03/1985

Dear Dr Smith,

I would like to request details of my being admitted to this refuge, with the date I entered the refuge, confirming that it was for twenty four hours or longer, due to me being the victim of domestic violence at my present household.

Tis is needed as evidence of domestic violent in order that I can access legal aid for a private family case in accordance with the Legal Aid, Sentencing & Punishment of Offenders Act 2012. I would there be grateful if this could be treated as a matter of urgency. I would be grateful if you could send the information to my solicitors.

iGPR will also paint the avatar alongside each attachment on the left; green if both forename and surname are present, amber if one or the other but not both, and red if neither name is present (highlighting attachments that could potentially be filed incorrectly against this patient).



You can either work from the client or save the report as a PDF – whilst the iGPR client shows all data unless filtered, the PDF will only show highlighted entries. If you wish to remove an attachment when saving the PDF, remove the tick in the column on the left.

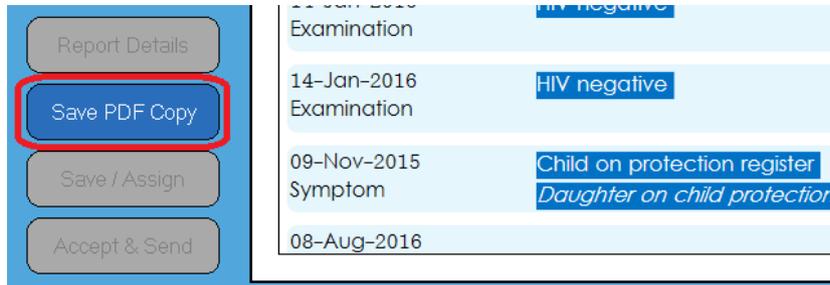
Scanned Document
 Other Attachment : Letter from patient RE: Domestic Abuse
 Pages read: 1 of 1

13-Oct-2014
Scanned Document
 Other Attachment : Letter from respiratory specialist
 Pages read: 1 of 1

21-Mar-2011
Scanned Document
 Other Attachment :



To save a PDF copy of the report, click the Save PDF Copy button.



On clicking Save PDF Copy, you will be presented with the PoL File Read Code dialogue box – if you put a tick in the “Add Read code to clinical system” box, iGPR will write the read code and free text to the patient’s record. The free text can be amended once the box is ticked.

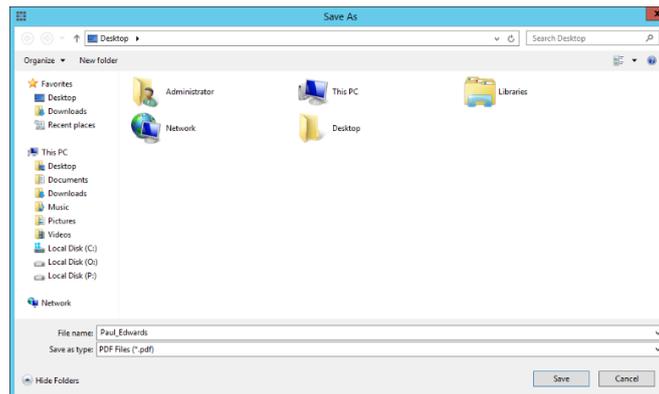
PoL File Read Code

Add Read code to clinical system (9E...)

Free text:



When you click Confirm, you will be prompted to select a location to save the PDF to. iGPR will tell you once the file has been successfully saved.





The report will be broken down into separate sections, according to the data that iGPR has highlighted, with context-sensitive guidance at the top of each section. The PDF will show you only the entries where iGPR has highlighted data for consideration as to whether it should be made accessible to the patient in your clinical system.

Sensitive

IMPORTANT GUIDANCE

This section highlights any information that may be sensitive to the patient. The main purpose of this is to help in identifying patients who might come to harm from record access. This harm may be because of something that upsets them or from a family member who sees their record (by accident or coercion) and is abusive as a consequence. Whilst 'hiding' the data from the online view is one way to deal with this if there are multiple entries or the risk of harm is significant then consideration needs to be given to whether the patient is suitable for record access.

10-Mar-2017 Mr System Supervisor Surgery consultation		
10-Mar-2012 Symptom	Child is cause for safeguarding concern	(13WX.)
03-Aug-2016 Mr System Supervisor Other		
Symptom	Has child subject of child protection plan Eldest daughter	(13IV0)
12-Jan-2016 Mr System Supervisor Surgery consultation		
Administration	Scanned Document Other Attachment : Letter from patient RE: Domestic Abuse	(9b30.)



If you have any queries or require assistance, call our friendly support team on 01527 570 005 or email support@nichehealth.co.uk.