SCI Gateway

Version 16.0 Release Notes

The purpose of these Release Notes is to highlight the changes to SCI Gateway that occur in version 16.0.

The major changes are listed on pages III to VI – What's New in SCI Gateway version 16.0. Further details are provided on subsequent pages where appropriate.

Revision History:

Version:	Date:	Summary of Changes:	Name:	Changes Marked:
V0.1	11/04/12	Created	VJ	No
V0.2	22/04/12	Addition to CHI matching in end user section on RTT look up. Change from look up to matching throughout in relation to CHI matching	VJ	No
V0.3	06/07/2012	Addition of SCI Store CHI look up and minor text amendments Addition of known issues to End user section and Admin section and addition of a fix to know issue of GOC number to Admin section	VJ	No

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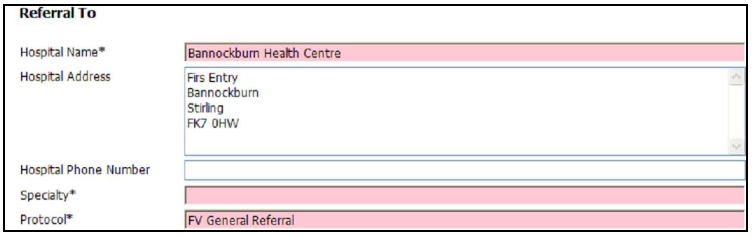
What's new in SCI Gateway version 16.0 for End Users

1

Pre-population of GP Practice Details

When a GP Practice is the recipient of a referral the practice details will be pre-populated in the protocol in the same way as a hospital recipient.

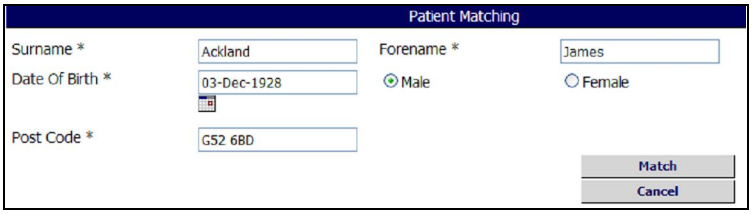


See page 1-2

2

CHI Demographic Matching / Look UP

Users, who have the permission, will be able to match a patient's CHI number through CHI or look up a CHI through SCI Store and also may have the option for CHI with RTT look up where appropriate.



See page 1-3

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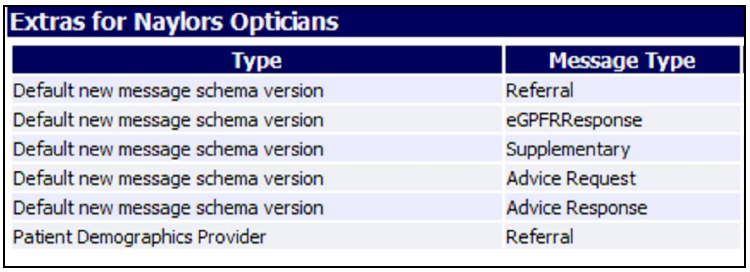
What's new in SCI Gateway version 16.0 for System Administrators

1

Patient Demographic Provider Extra
A new Extra is available which will allow users associated with an HCE to use the CHI demographic matching and RTT look up functionality.

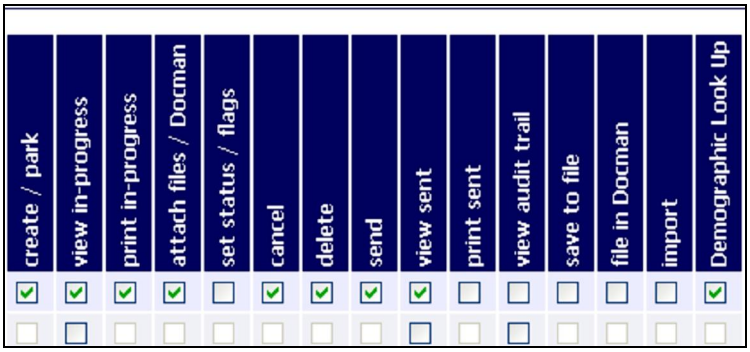
See page 2-2



2

Demographic Look Up option for Roles
The new Demographic Look Up option in the Roles function allows end users the access to the CHI matching and look up functionality.

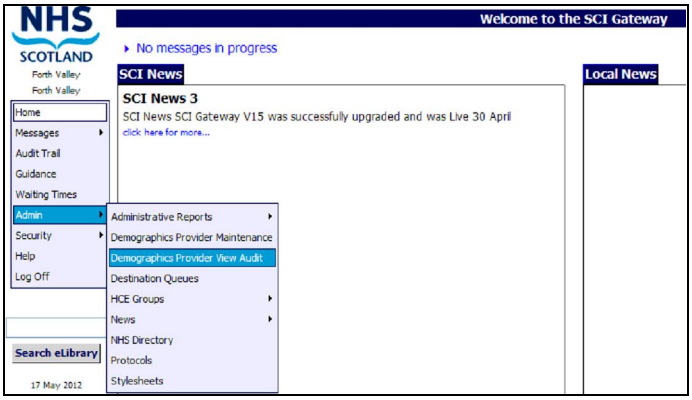
See page 2-4



3

Demographic Provider View Audit Trail
There is a new Audit Trail which allows search options for CHI Matching and with RTT Look up activity.

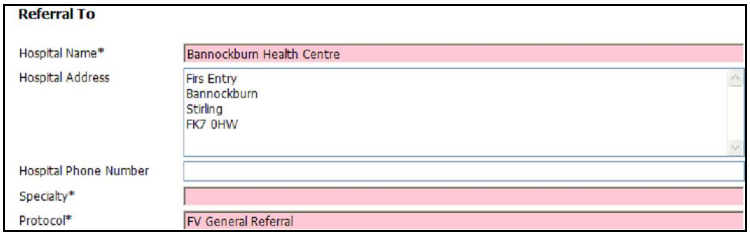
See page 2-6



4

Pre-population of GP practice details
Users can now send referrals and advice requests to GP Practices and the practice details will populate the protocol and the letter.

See page 2-8



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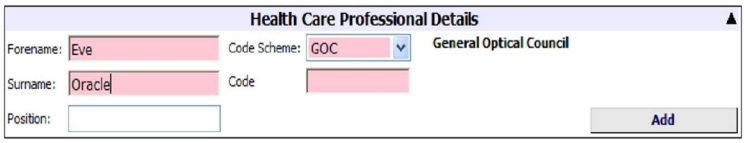
5

Known Issue and Fixes
There are known issues in V16 of SCI Gateway which will not be fixed prior to release.

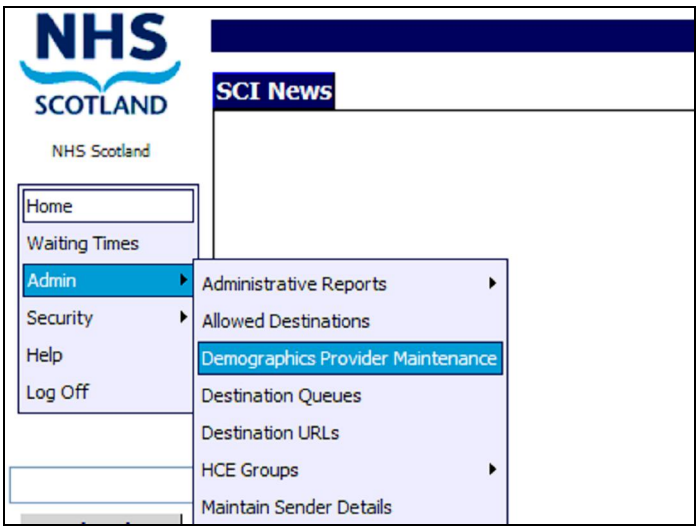
The known issue with GOC numbers in V15 of SCI Gateway has now been resolved.

See pages 2-9 - 2-10



6

Demographics Provider Maintenance
There is a new Demographic Provider Maintenance capability which allows creating and managing the use of the demographic look up options. This will be managed by NISG Product Support



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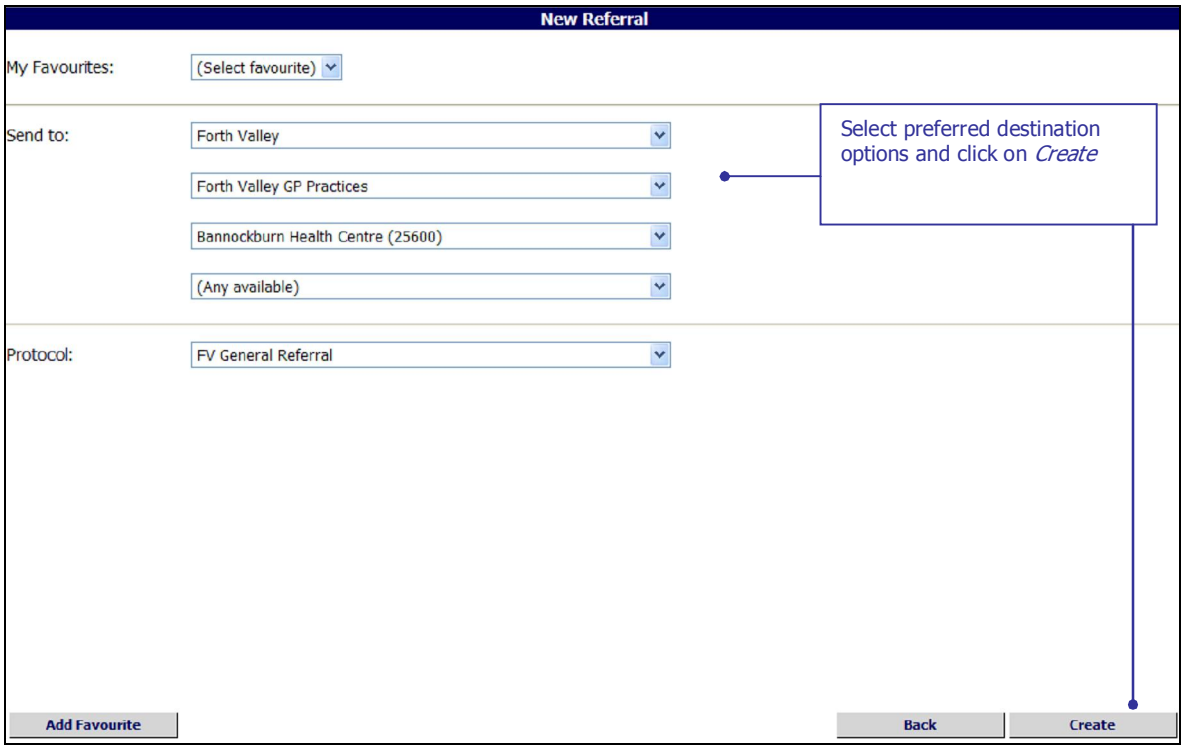
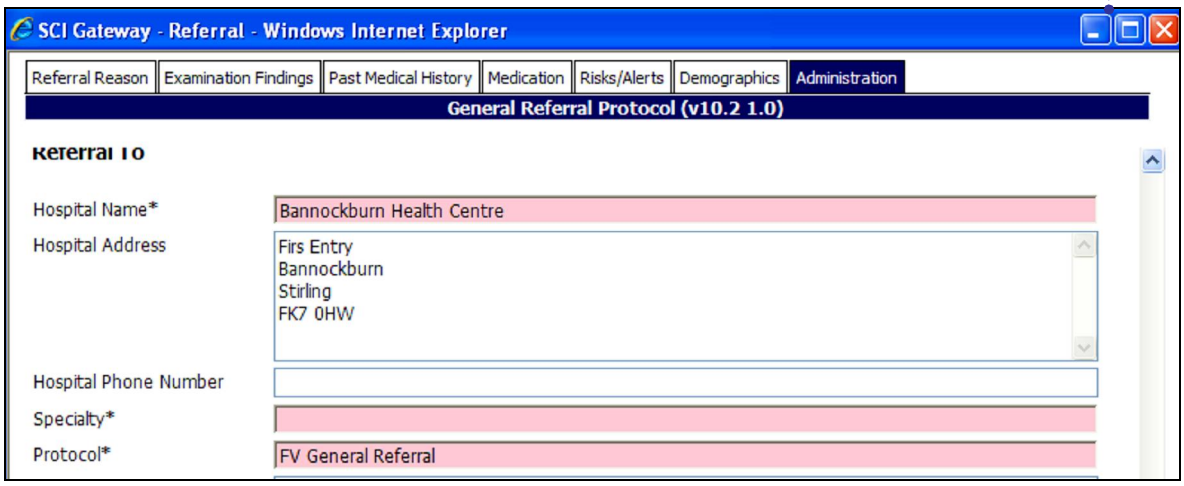
1 End User Changes

Pre-population of GP Practice Details

Previously if a user referred to a GP practice, the practice details would not pre-populate in the protocol despite being selected from the destination list on the new referral page. In V16 the practice details selected from the destination list in the new referral window will populate in the protocol. See below:





Practice details populated under the Administration tab in this protocol.

Your local protocol may look slightly different and the Administration tab may be called by another name than the protocol displayed above.

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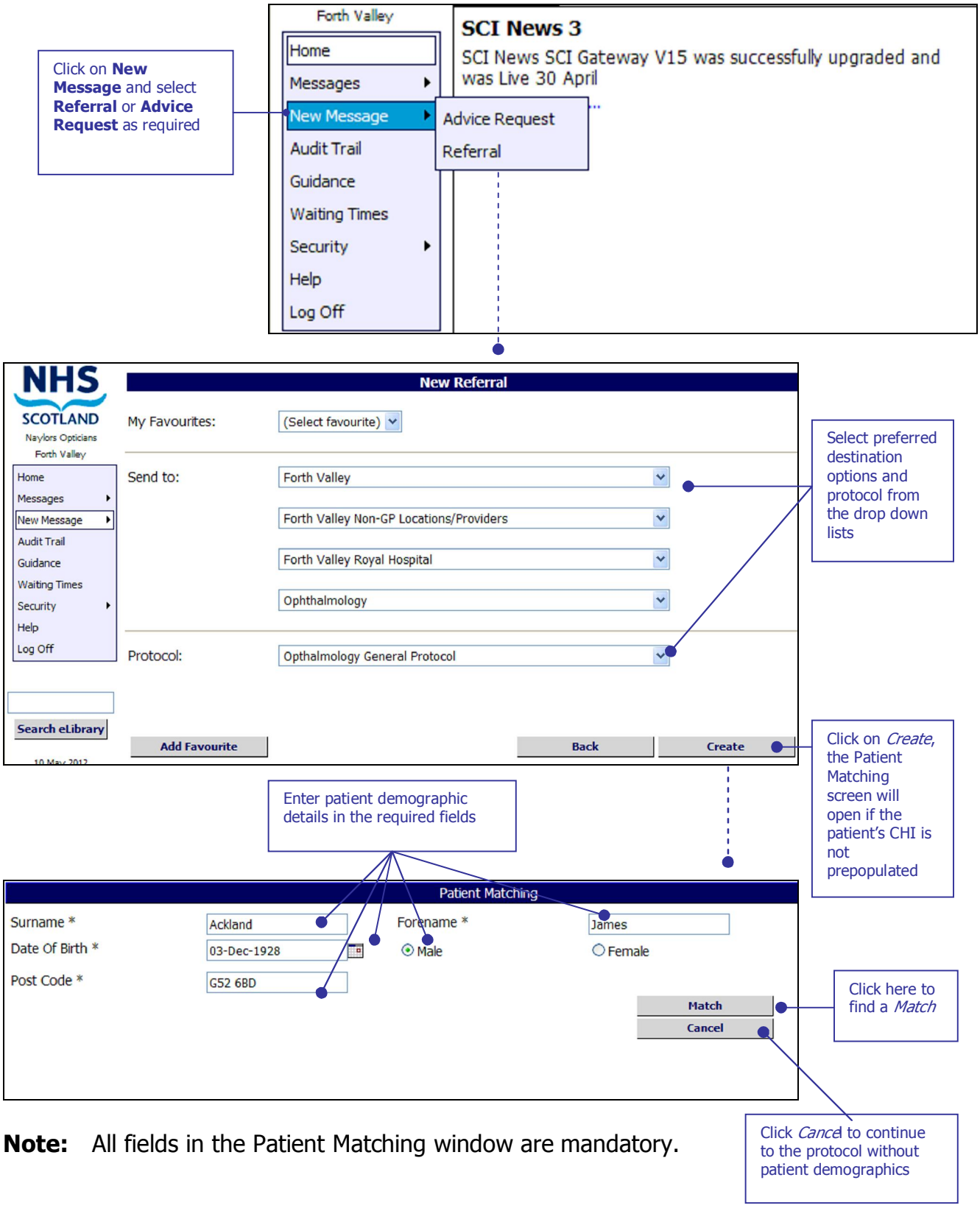
CHI Demographic Matching

Users who do not have a stored record of patients' CHI numbers or have access to CHI through the usual format now have the functionality to look up a patient's details and obtain a match for their CHI while in the process of making a referral or an advice request. To create a message and use CHI matching log in to SCI Gateway in the usual way:



Note: All fields in the Patient Matching window are mandatory.

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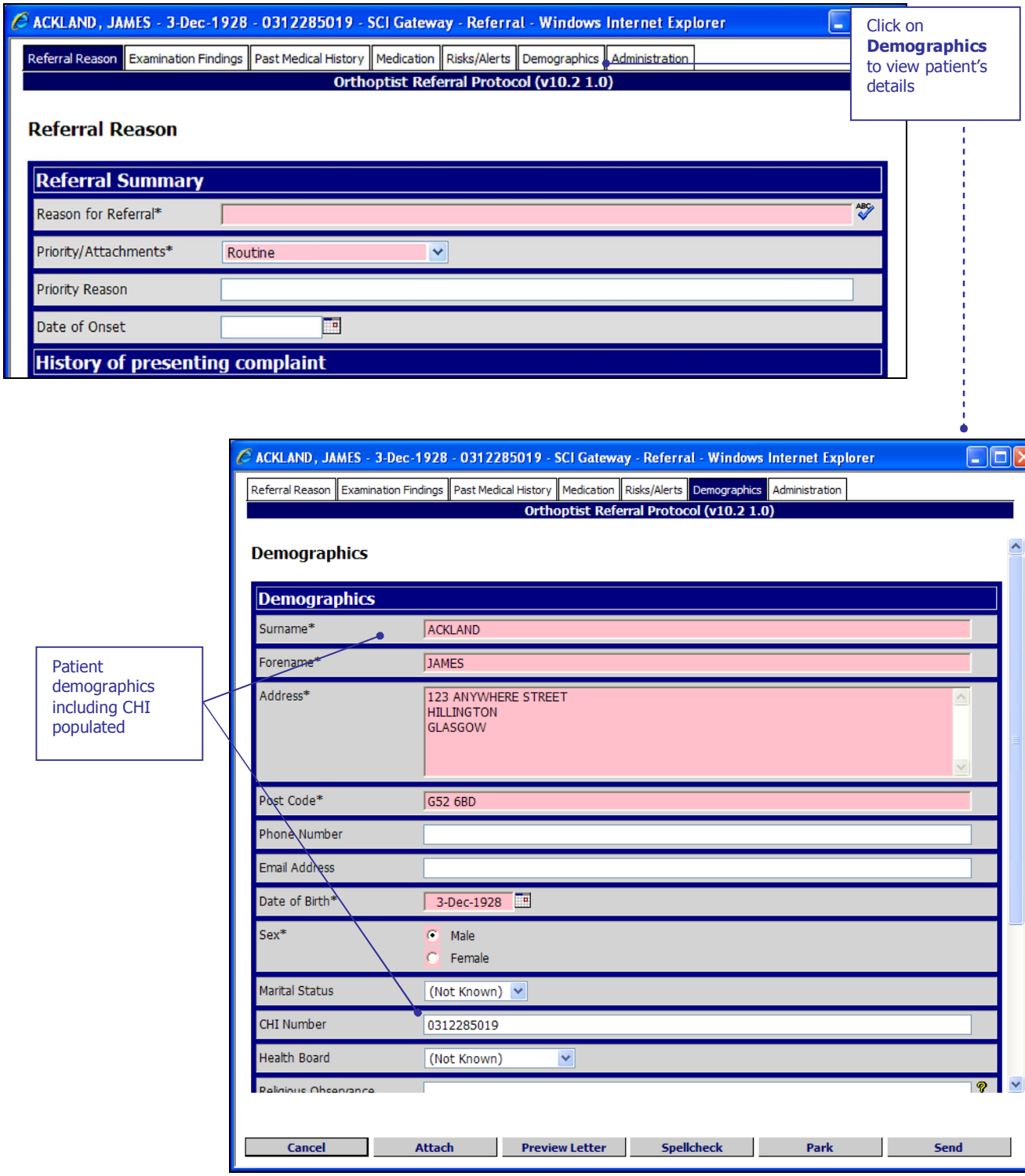
If the information entered in the Patient Matching window as described on the previous page finds a match the protocol will open with the first tab displayed as pictured below. Click on the Demographics tab to display the patient details:



Complete mandatory fields and add any other information required and either *Park* or *Send* the message as required.

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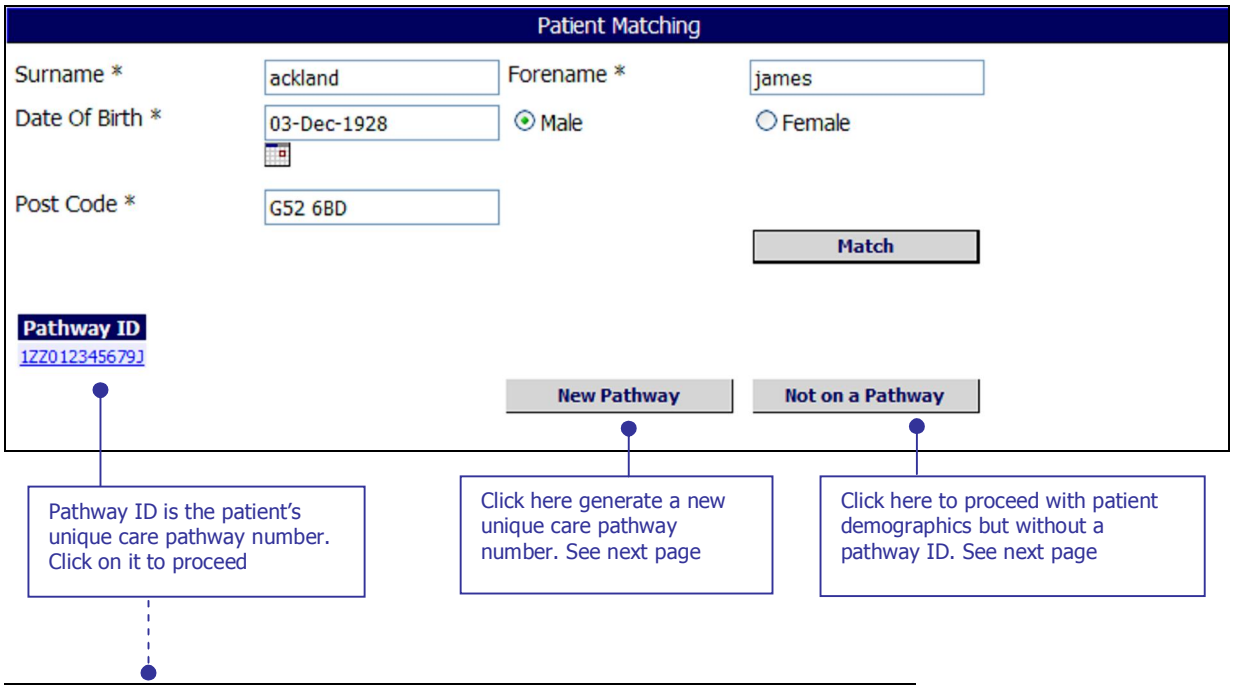
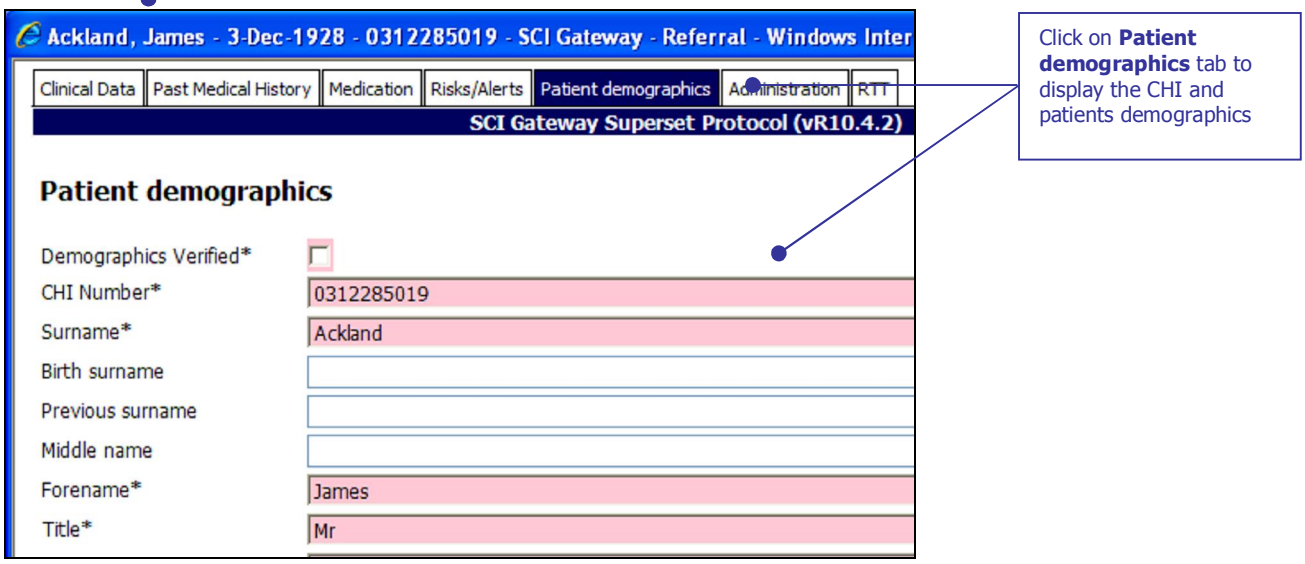
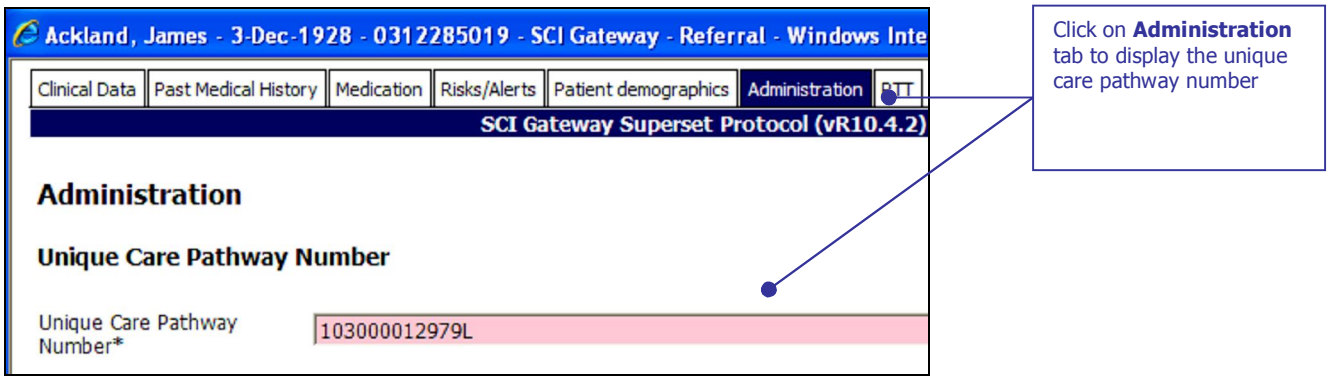
CHI Demographic Match with RTT

If you get a match as described on the previous page and you are configured for CHI Match with RTT, the following window will be displayed with the patient's unique care pathway number displayed as a hyperlink:







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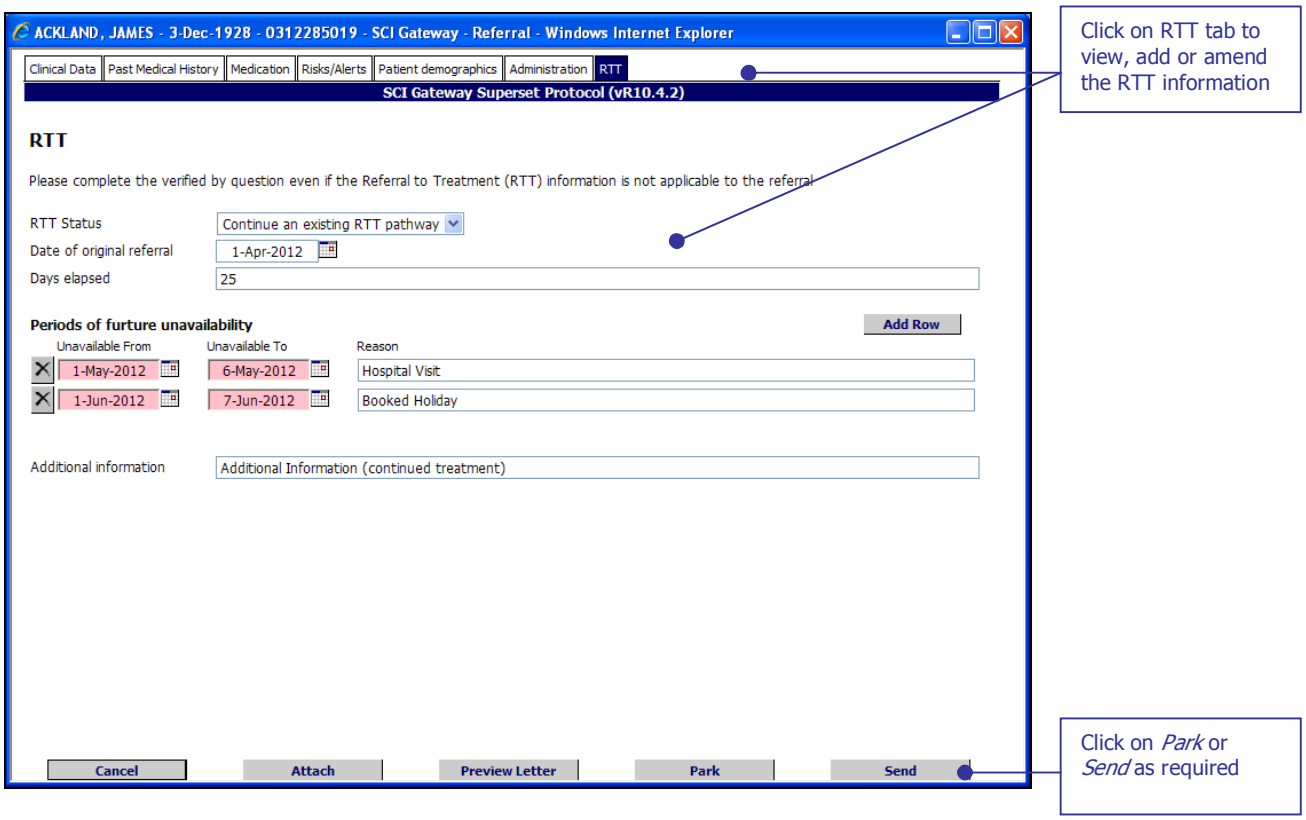
Pictured below is the protocol opened after clicking on the 'Pathway ID' as described on the previous page and with the RTT tab selected:



Pathway ID

If you select the Pathway ID as described on the previous page, the protocol will open with the patient's demographics, CHI, unique care pathway number and RTT details populated. The RTT details can be amended if necessary. A patient may have more than one Pathway ID displayed if they have more than one referral in the RTT pathways.

New Pathway

If you select the *New Pathway* button as described on the previous page the protocol will open with the patient's demographics, CHI and unique care pathway number details populated. The RTT tab will have to be completed with your new information.

Not on a Pathway

If you click on *Not on a Pathway* button as described on the previous page, the protocol will open with the patient's demographics, CHI details populated. Complete the protocol as necessary.

Cancel

If you select *Cancel* as described on the page 1-3 the protocol will open and no patient details will be populated. Cancel option is not available once you have found a match when you are configured for CHI with RTT.

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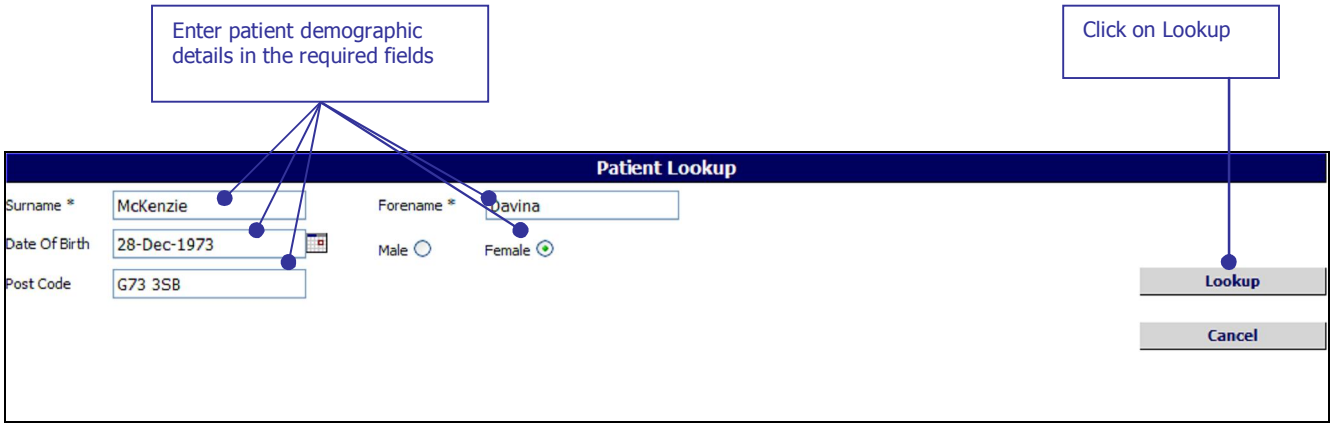
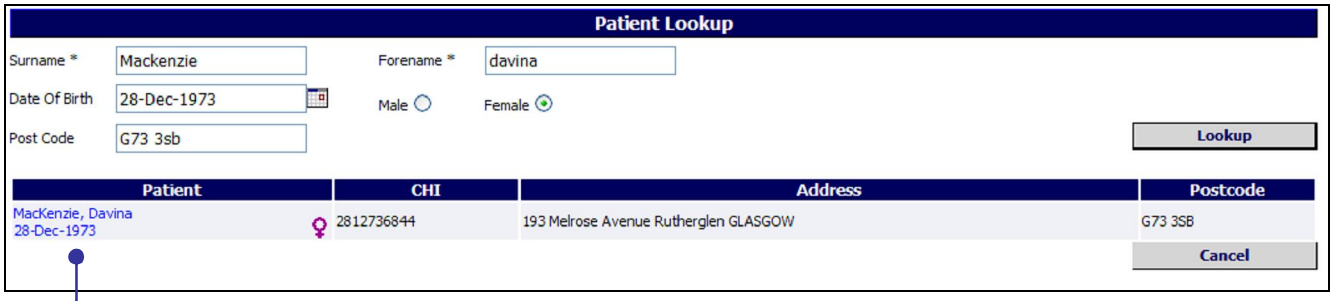
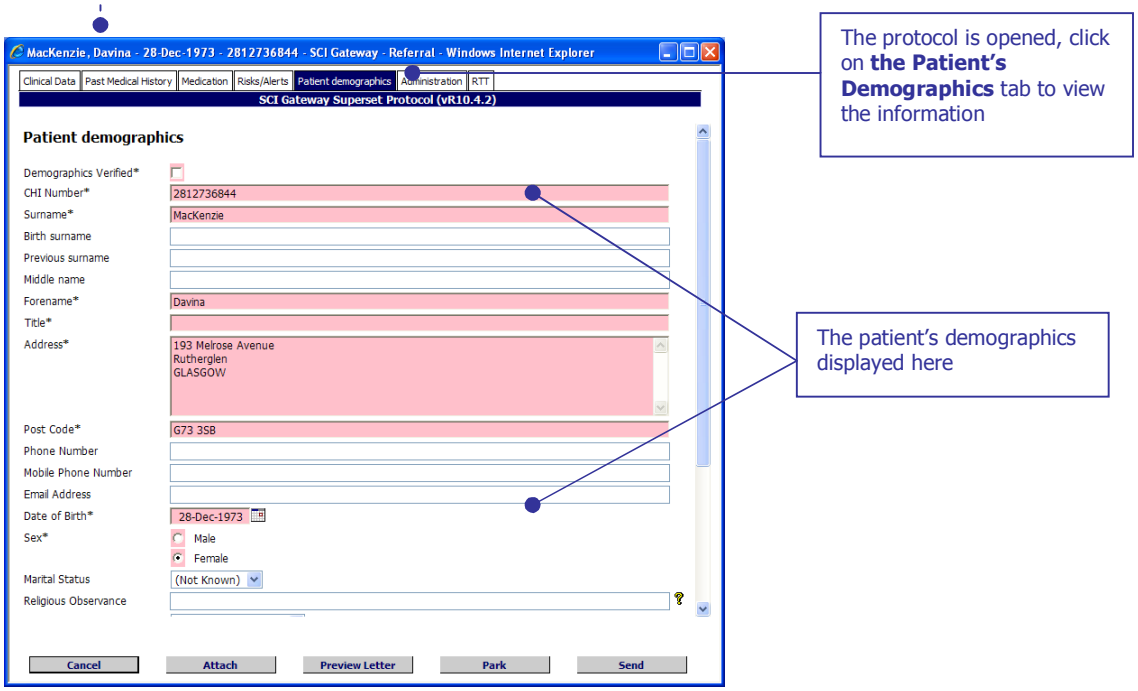
CHI Look Up through SCI Store

If you are configured to use the CHI Look up through SCI Store service, when you click on create after selecting your message destination options as shown on page 1-3, the following window is displayed:



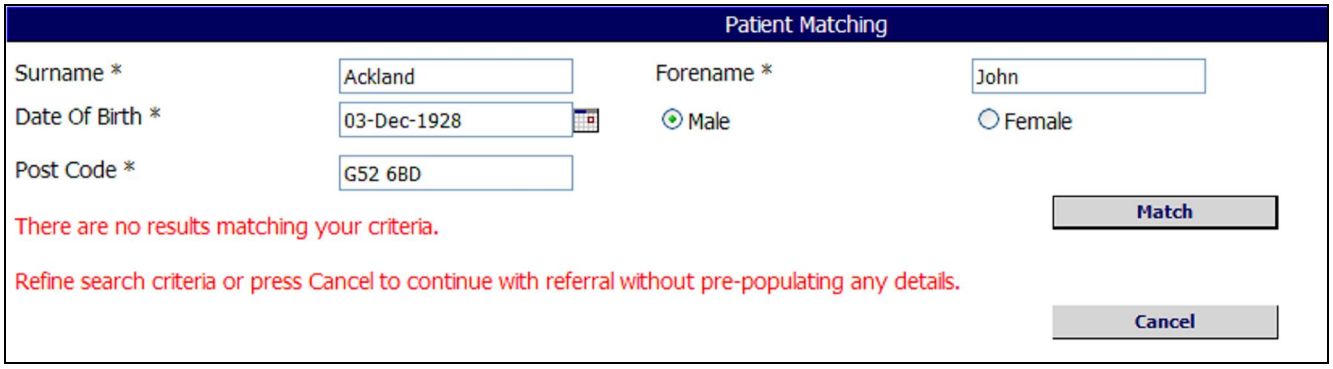
The results of your search criteria will be displayed as in the window pictured below:





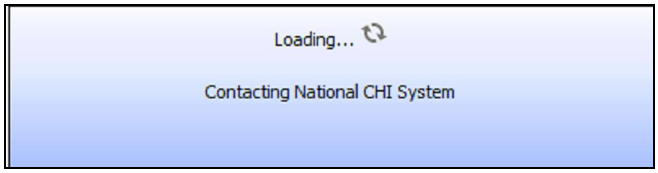
NO Match

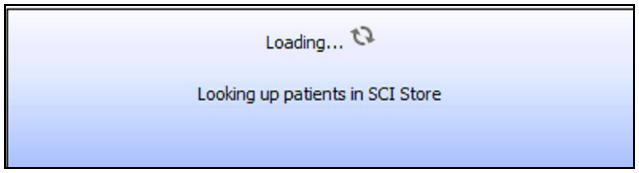
If the information entered in the Patient Matching or Patient Lookup window does not find a patient matching your search criteria the following message will be displayed:



If the message above is displayed click on *Cancel* to proceed without a CHI. The protocol will open without populating any patient demographics. Alternatively, you can amend the details entered and search again.

When searching for a patient's CHI a message will be displayed showing which system is being searched as in the examples pictured below:





If you are configured for Store Lookup and RTT the pathways for the selected patient will be looked up and displayed as shown in the RTT Lookup section pictured on page 1-5.

The CHI Demographic Look up with RTT option is only available for Tertiary referrals.

If a patient does not have a CHI number i.e. a new patient at a GP Practice, you should go through the usual channels to obtain a CHI. This functionality is initially for use by Opticians who do not have access to CHI.

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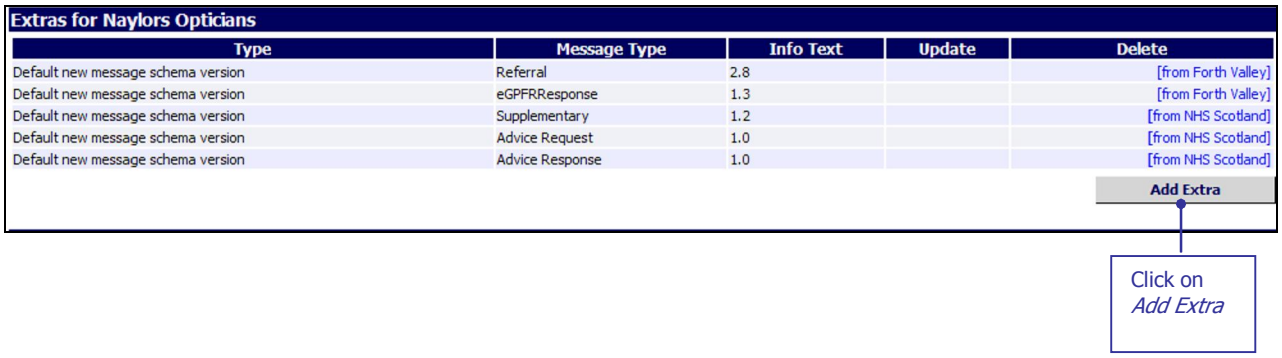
2 System Administrator Changes

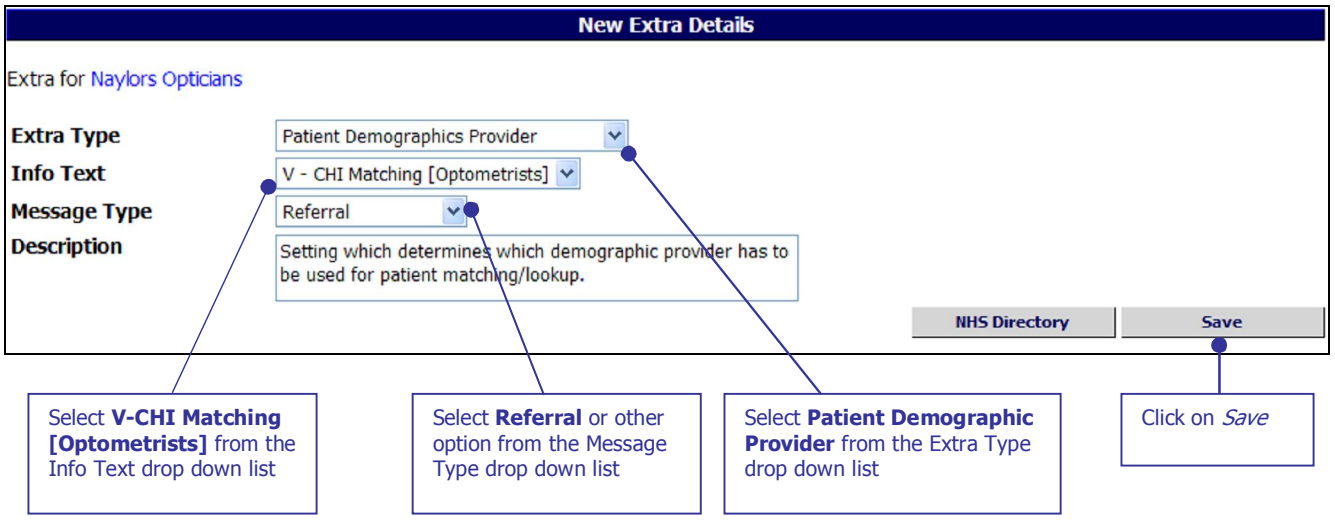
Patient Demographic Provider Extra

In order for admin users to be able to add the Patient Demographics Providers Extra to HCEs they must first of all have the capability for Demographics Provider Assignment assigned to them. This will be provided by NISG Support. Health Board Administrators will not be able to give the assignment capability to other users. Only NHS Scotland level administrators will be able to give the capability to users.

Once the admin user has the capability they can then apply the Extra to HCEs. In order for end users to be able look up CHI numbers for patients the Demographic Look Up Extra needs to be applied at the HCE level. Navigate to the HCE required:



Pictured below is the New Extra Details window displayed after clicking on *Add Extra* as described on the previous page:



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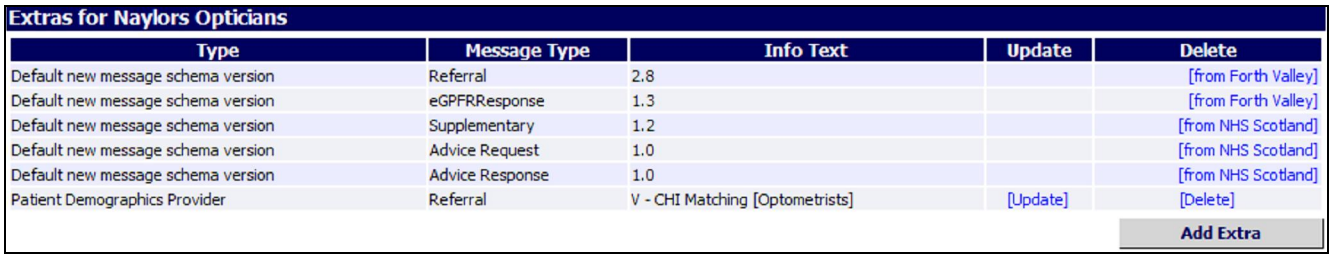
On return to the NHS Directory window the Extra is displayed at the bottom of the Extras list.



Extras for Naylors Opticians

Type	Message Type	Info Text	Update	Delete
Default new message schema version	Referral	2.8		[from Forth Valley]
Default new message schema version	eGPFRResponse	1.3		[from Forth Valley]
Default new message schema version	Supplementary	1.2		[from NHS Scotland]
Default new message schema version	Advice Request	1.0		[from NHS Scotland]
Default new message schema version	Advice Response	1.0		[from NHS Scotland]
Patient Demographics Provider	Referral	V - CHI Matching [Optometrists]	[Update]	[Delete]

Add Extra

Users associated with this HCE and will now be able to use the CHI matching functionality. In this instance the Extra has been associated with referrals. If the HCE / users need CHI matching with Advice Requests the Extra needs to be set up again with the Message Type set to Advice Request.

> The users must also have the necessary Roles assigned to them and be members of the required Sending HCE groups.

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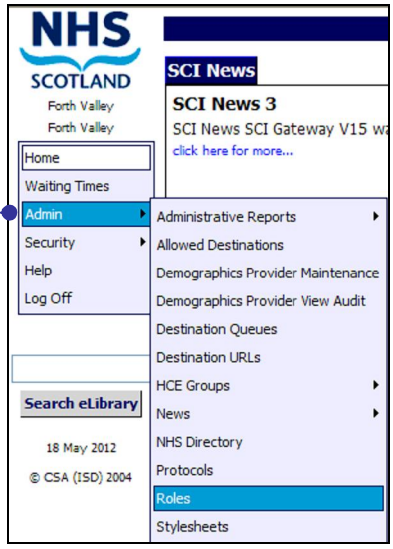
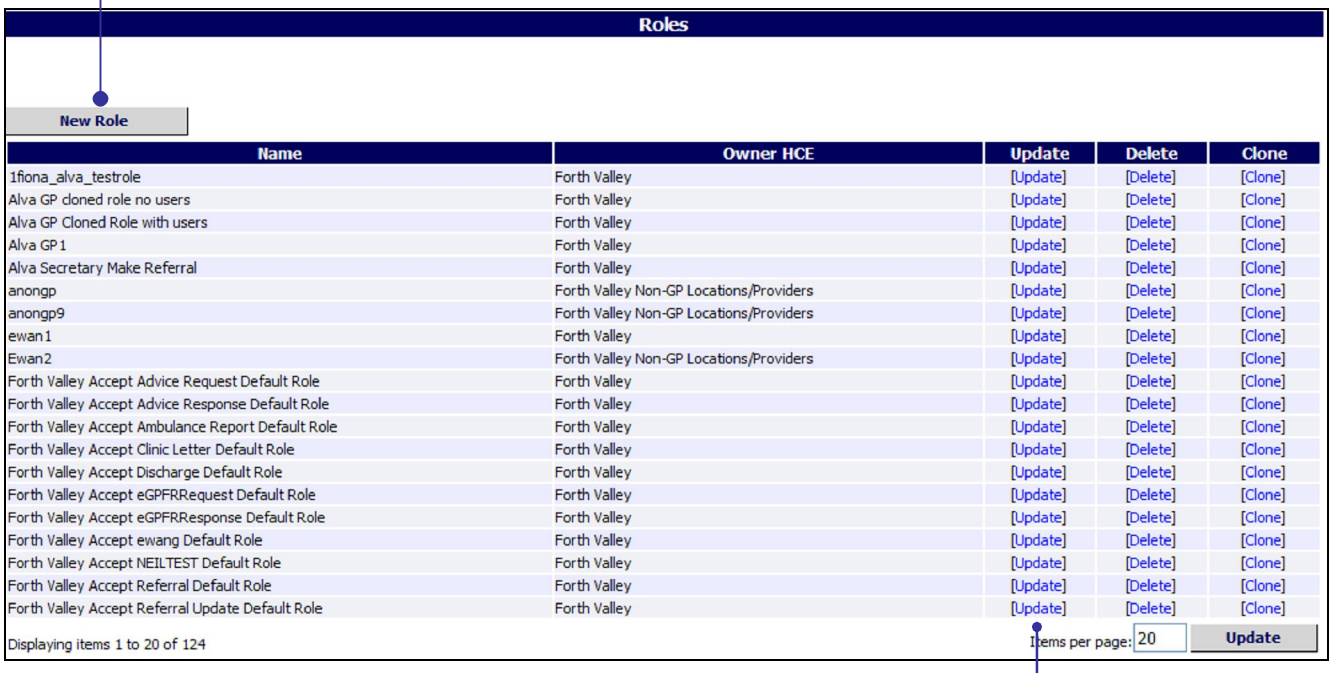
Demographic Look Up option for Roles

In order for users to be able to match CHI numbers for patients they must have the option assigned to them through the Roles functionality. Click on **Admin | Roles** from the Menu Bar:



Click on **Admin** and select **Roles**

Click here to add a new Role



Alternatively click on [Update] to update an existing Role

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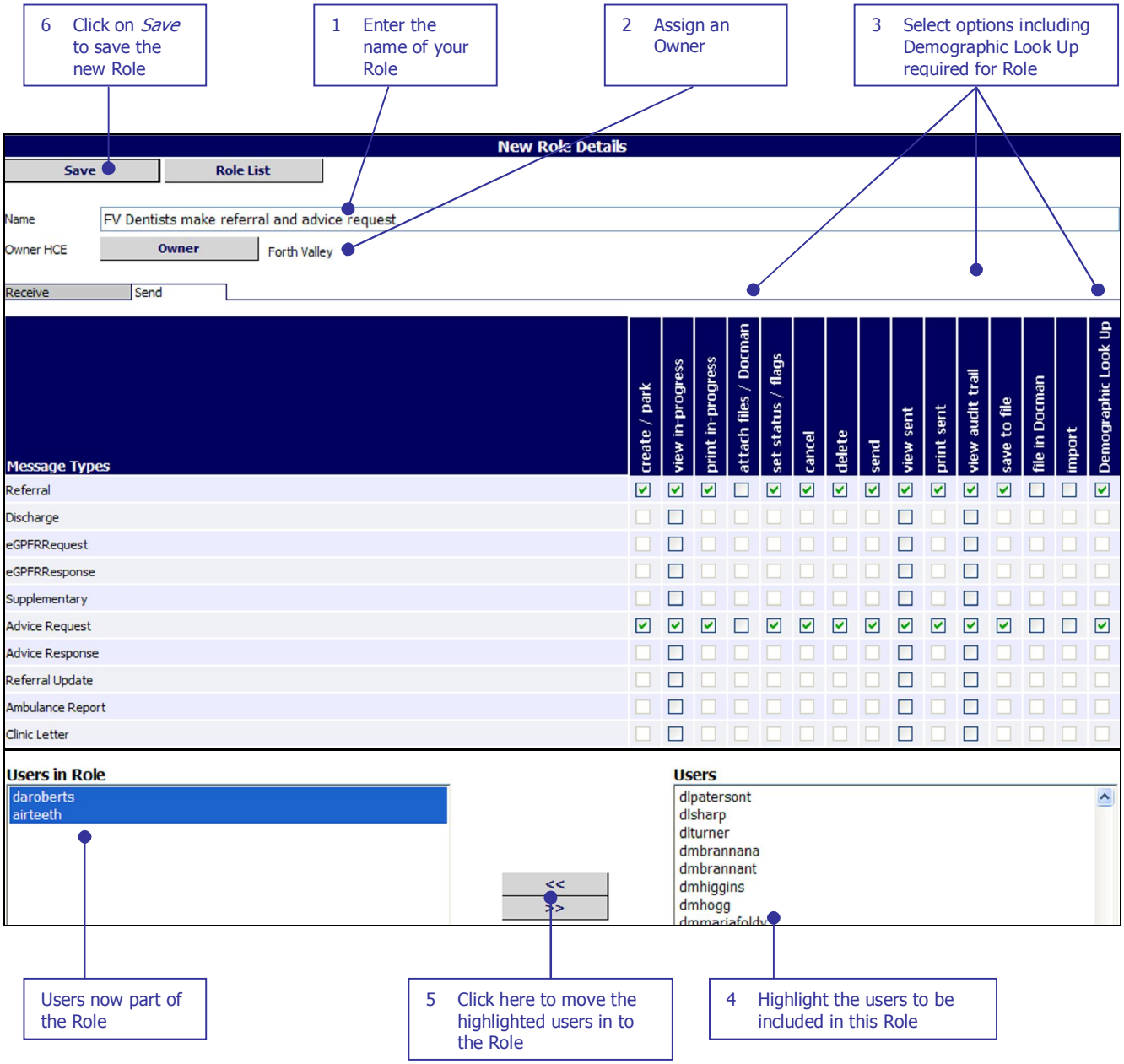
Pictured below is the New Roles Details window displayed after clicking on *New Role* as described on the previous page:



Once the Role is saved, the users will be able to match a patient's CHI when creating a message, in this instance for both referrals and advice requests.

There are dependencies with the options for Roles which means that some options are not live and able to be selected until you have selected another option first e.g. you must select 'view-in progress' to make 'create/park' live; once 'create /park' is selected Demographic Look Up becomes live and can be selected.

You can create Roles for each message type and assign a number of Roles to users or you can create a Role that includes all the message types required.

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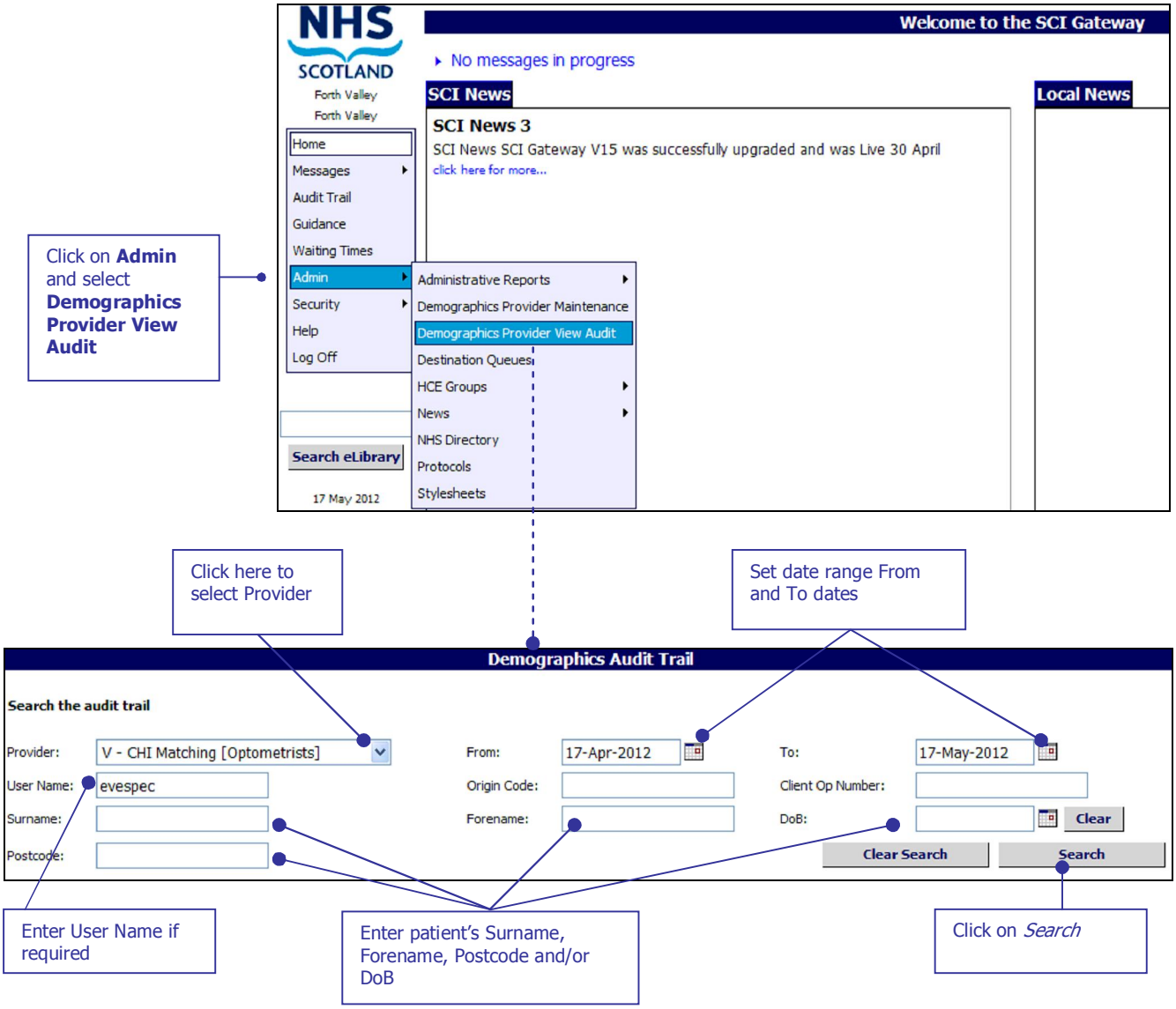
Demographic Provider View Audit Trail

This is an additional audit trail that allows system administrators to search on activity relating to CHI demographic matching and RTT look up. To open the Demographic Provider View Audit click on the Admin option on the Menu Bar:



Results are displayed after entering search criteria required and clicking on *Search* as described above:

Date/Time	User	Client Op No./ Origin Code	Client IP Address	Details	Patient	Postcode
17/05/2012 15:46:54	SPECTACLES, Mrs Evelyn evespec	AC V961C	192.168.48.33	Unique Patient Match (0312285019) V - CHI Matching [Optometrists]	ACKLAND, James 03/12/1928 ♂	G52 6BD
17/05/2012 15:13:56	SPECTACLES, Mrs Evelyn evespec	AC V961C	192.168.48.33	Attempted Match Zero Results V - CHI Matching [Optometrists]	ACKLAND, John 03/12/1928 ♂	G52 6BD
17/05/2012 15:03:30	SPECTACLES, Mrs Evelyn evespec	AC V961C	192.168.48.33	Unique Patient Match (0312285019) V - CHI Matching [Optometrists]	ACKLAND, James 03/12/1928 ♂	G52 6BD
17/05/2012 14:26:19	SPECTACLES, Mrs Evelyn evespec	AC V961C	192.168.48.33	Unique Patient Match (0312285019) V - CHI Matching [Optometrists]	ACKLAND, James 03/12/1928 ♂	G52 6BD

Displaying items 1 to 4 of 4
Go to page: 1
Items per page: 20 Update

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None of the search criteria in the Demographics Audit Trail window is mandatory. The date range by default will always be set to one month from the current date. The search options are listed below:

Provider

You can select the provider that you want to search on from the drop down list. The provider describes the group and ability that a user may belong to e.g. V Optometrists CHI Matching – Optometrist in Forth Valley who are allowed to search for a patient CHI match.

From and To Dates

You can search by a specific date range by amending the To and From dates. The default is set to one month previous from the current date. The minimum date range you can search on is one day. The maximum date range you can search on is one month.

Username

You can choose to search for activity carried out by a specific user by entering the username in this field.

Origin Code

You can choose to search for activity carried out by an origin code for a specific HCE. The origin code is supplied by CHI for each Provider.

Client Op Number

You can choose to search for activity carried out by a specific client by entering their number in the Client Op Number field. This number identifies the user to CHI.

Surname, Forename, DOB and Postcode

You can choose to search for activity on a specific patient by entering all or some of the patient's demographics using these fields.

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Pre-population of GP Practice Details

Previously if a user referred to a GP practice the practice details would not pre-populate in the protocol despite being selected from the destination list on the new referral page. In V16 a practice's details when selected from the destination list in the new referral window will populate in the protocol.

This is a technical change to SCI Gateway that has not required protocol XML changes.

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Known Issues

There are known issues in this release of SCI Gateway which will not be fixed prior to going Live.

CHI Matching / CHI Store Look up

There is an issue with hyphens when using CHI matching and CHI look up.

If you enter a forename or a surname with a hyphen into the search criteria an error message will be displayed e.g Whitby–Smythe – the following message will be displayed

Surname must only contain alphabetic, space, apostrophe or dash characters.

Patient Demographics Lookup

If you cancel the matching screen and the protocol and return to the new referral destination selection screen you will need to click on the 'Create' button twice to be able to open the Matching screen.

Extra conflicts

In this version when HCE Extras are configured for both All Message Types and one or more specific Message Types then the system uses the HCE Extra configured for All Message Types in preference to the one configured for a specific message type. For example, if two Patient Demographics Provider HCE Extras are configured, one for All Message types and set to a SCI Store Provider and added to the All GP Practices HCE and the other HCE Extra is configured for Referrals and set to a CHI Matching Provider and added to a specific practice then when creating a new Referral at the practice the SCI Store Provider is being used when it should have been the CHI Matching Provider.

The Extras that this affects are:

- Receive attachments
- Stop further destination selection
- Can attach files from Docman
- File messages in Docman
- Patient Demographics Provider

The work around is to always specify the message type. All Message Types should only be used when the extra information is correct for every message type.

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Fixes

Invalid GOC - Resolved

Previously if a user added an Optometrist's or Eye care specialist's General Optical Council number there was an error in the formatting in SCI Gateway. Instead of the number '0' users had to add the letter 'O', e.g. O1-12345. This has now been fixed and users should now add a GOC number as it actually is with the number '0'.

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