



eclipse
live

Messaging Guide

Risk stratification software radically improving safety by reliably identifying patients at risk of complications

Introduction

The purpose of this guide is to demonstrate how the messaging system in Eclipse Live / NHSPatient.org may be used as a central messaging hub between practices and Diabetes Specialists to improve patient management for patients with diabetes.

This guide will describe how to use the messaging functionality and assumes you already have a Eclipse Live and NHS Patient login set up for practices and specialists.

Section 1 : Setting up Generic Email recipients for the Diabetes Team

Section 2 : Sending a Message from the Practice to the Specialist Team

Section 3 : Sending a Message from the Specialist Team to the Practice

Section 4 : Watchlists

Section 2 : Sending a Message from the Practice to the Specialist Team

1. Find a patient using Eclipse Live and view their record in NHS Patient by clicking the blue icon on the left.

SEARCH PARAMETERS

Reset Search Page Surgery: ALL Search by Patient Ref: 1638 Find

Search Criteria			Medication			Conditions		
Separate drugs with a comma to add more than one to any boxes below			Separate readcodes with a comma to add more than one to any boxes below					
Please Select	Select		Must Contain ALL:		<input type="checkbox"/> Use BNF	Must [Not <input type="checkbox"/>] Contain:	Please Select	
Please Select	Select		Must Contain ANY:		<input type="checkbox"/> Use BNF	Must [Not <input type="checkbox"/>] Contain:	Please Select	
Please Select	Select		Must NOT Contain:		<input type="checkbox"/> Use BNF	Must Contain ALL:		
Please Select	Select		NOT in Past Drugs:		<input type="checkbox"/> Use BNF	Must Contain Any:		
Please Select	Select		Compliance: more than		days and less than	90	Must Not Contain:	

Only show top: 1000 Results (Leave blank for all) Show: All Drugs Only Repeat Drugs Only Acute Drugs

Save this Search Search

Export to Excel

	Drugs	Conditions	Surgery	Age	Sex	Charts	Drug Count	CHADS2	CHA2DS2-VASc	Weight Date	Weight (BMI)	BP Date	BP Sys	BP Dia	HbA1c Date	HbA1c	Chol Date	Chol	Trigly Date
	None Selected Recent Drugs	None Selected	159	94	M		10	3 (3) 5.9% 31/10/2012	4 (4) 8.5% 31/10/2012	28/10/2014 (108)	90.0 (32.3) 79.5(28.5)	02/12/2015 (-291)	110 (68)	71 (45)	05/11/2014 (100)	8.3 (IFCC: 67.2) (7.2)	05/11/2014 (100)	5.4 (5.1)	
	None Selected Recent Drugs	None Selected	2238	51	M		3	1 (1) 2.8% 12/02/2015	1 (1) 2.8% 12/02/2015	21/04/2011 (1394)	108.0 (33.3) 92.0(28.4)	07/10/2014 (129)	122 (124)	80 (70)			05/04/2011 (1410)	4.7 (4.8)	28/10/2003 (4126)

Click here to view patient in NHS Patient



2. Within NHS Patient click the add message box to send a message about this patient click the add message button as shown below.

Latest BP: 110/71 Latest Weight: 90.0kg (32.3) Latest Cholesterol: 5.4 Latest Smoking: 0.0/day Latest Haemoglobin: 9.4 Latest ALT: 10 Latest eGFR: 31

Admin Spirometry X-Ray Peak Flow Blood Test Lifestyle Codes Telehealth My Team Yellow Folder

Diary

- Chest X-Ray (Auto) 21/03/2008
- Medication Review (Auto) 17/12/2010
- Flu Vaccination (Auto) 01/10/2014
- Diabetic Annual Review (Auto) 09/10/2014
- Retinal Screening (Auto) 10/12/2014
- Blood Tests (Auto) 14/07/2015
- Foot Screen (Auto) 12/11/2015

Allergies

Diabetes Graphs Report Notes Team NHS choices

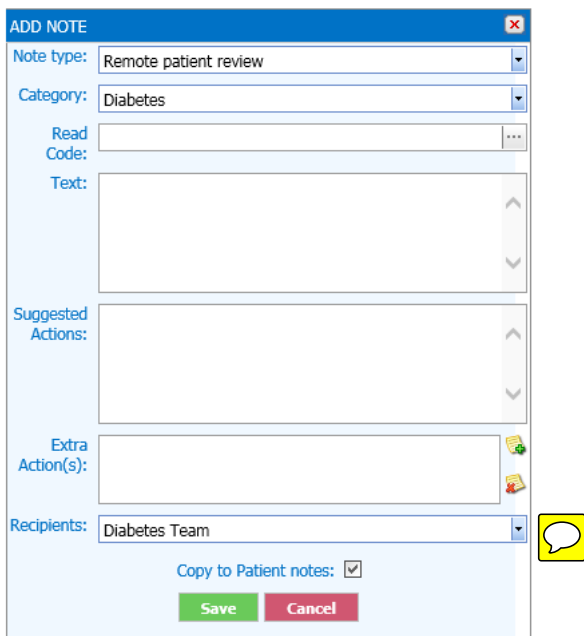
Hypertension Graphs Notes Team NHS choices

Notes

General - 14 Jan 2015 17:32
Dr Julian Brown
General note
please stop aspirin as patient bleeding

Suggested Actions
review fbc in 1 month

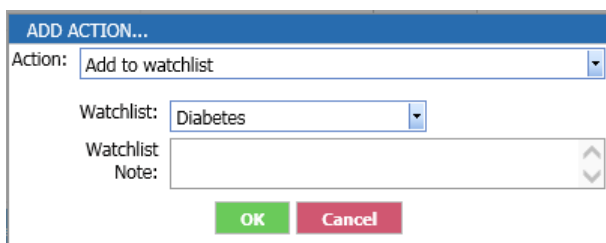
3. Complete the message box that appears.
Select the Diabetes Team from the recipient box to send the message to the Diabetes Specialist Team.



The screenshot shows a dialog box titled "ADD NOTE". It contains the following fields and controls:

- Note type:** Remote patient review (dropdown menu)
- Category:** Diabetes (dropdown menu)
- Read Code:** (text field with a three-dot menu icon)
- Text:** (large text area)
- Suggested Actions:** (text area)
- Extra Action(s):** (text area with icons for attachments and actions)
- Recipients:** Diabetes Team (dropdown menu)
- Copy to Patient notes:**
- Buttons:** Save (green), Cancel (red)

3. If you would like to assign this patient to a watchlist you can click the + button in the extra options section.



The screenshot shows a dialog box titled "ADD ACTION...". It contains the following fields and controls:

- Action:** Add to watchlist (dropdown menu)
- Watchlist:** Diabetes (dropdown menu)
- Watchlist Note:** (text area)
- Buttons:** OK (green), Cancel (red)

4. Once the message is complete click the send button which will save the message against the patient and also email the diabetes specialist team's generic email address as set up for the practice.

This will result in a message being emailed to the Diabetes Specialist team which will include the patient details. This will allow the specialist to log on to NHS Patient and view the patient details and respond to the message.

Section 3 : Sending a Message from the Specialist Team to the Practice

The specialist may manage patients using Eclipse Live, respond to messages from the practice and create watchlists of patients in need of monitoring.

To send a message to the practice:

1. Using Eclipse Live



- a. Log on to Eclipse Live
- b. Using the Eclipse Live search tools identify the patient you wish to send a message about.
- c. Click the blue envelope button
- d. Complete the message form by specifying the importance and entering a message (you may also send copy to all in the diabetes team).

The screenshot shows the Eclipse Live interface with a 'Send Message' dialog box open. The dialog box has the following fields:

- Importance:** A dropdown menu set to 'Red Alert'.
- Message:** A text area for entering the message details.
- Send Email:** Two checkboxes: 'Send email to the general Eclipse Live team' and 'Send email to the Eclipse Live Diabetes team'.

The background shows a search results table with columns for patient details and medication. The table includes columns for 'Surgery', 'Medication', 'Weight Date', 'Weight (BMI)', 'BP Date', 'BP Sys', and 'BP Dia'. The bottom of the screenshot shows the copyright notice: 'Copyright © 2015 Prescribing Services Ltd. All rights reserved. | Terms of Use'.

- e. this will save the message in your messages sent outbox where you can keep track of messages sent and monitor whether the message has been read by the practice.

Outbox:

The screenshot shows the 'Eclipse Live Messages Relating to Patients' outbox. It displays a list of unread messages:

- Unread Messages [2 Alert(s)] Click to View**
- Eclipse Live Message Sent**
Alt elevated and on m tx
[View Patient\(s\)](#) 11:00
- Eclipse Live Message Sent**
Please review patient as bleeding on dual antiplatelets
[View Patient\(s\)](#) 25/11/2014 13:43

Below the unread messages, there is a link for **Read Messages [15 Alert(s)] Click to View**.

Below is the message as seen by the practice allowing them make reply and specify the action taken.

Showing information for Patient reference: 1088

Message:
tetre

Please select an option:

Not Selected

I agree with the suggestion and the surgery will action


I disagree with the suggestion



I agree with the suggestion please could you action

Comments: You can add comments regarding this patient (these may be seen by the sender)

[<< Go Back](#)

Last import date: 06/02/2015

 Export to Excel

	Drugs	Conditions	Surgery	Ref	Age	Sex	Charts	Drug Count	CHADS2	CHA2DS2 -VAsc	Weight Date	Weight (BMI)	BP Date	BP Sys	BP Dia	HbA1c Date
	None Selected 	None Selected	159	1088	80	F		28	1 (1) 2.6% 31/10/2012	2 (2) 4.0% 31/10/2012	24/09/2014 (142)	59.5 (22.4) 60.3(22.7)	14/01/2015 (30)	120 (130)	60 (70)	02/10/2013 (499)

Section 4 : Watchlist

Both the practice and the specialist may add patients to a watchlist while writing a note (see section 2). Watchlists store cohorts of patients for management and to allow future monitoring.



To view watchlists:

- 1, Log on to NHS Patient
2. Click the watch list button at the bottom of the home page.



Home | Patient Watchlist

My Watchlists

General
 Diabetes

Diabetes

Ref	HbA1c Date	HbA1c	HbA1c Flux	Weight (BMI)	Weight Date	Wt Flux (g/day)	Met	Sul	TZD	AGI	DPP4	PGR	Ins	
11520	<u>30/10/2014</u>	<u>5.5</u>	-1.4	<u>73.3 (29.4)</u>	<u>30/10/2014</u>	+22(105d)	✗	✓	✗	✗	✓	✗	✗	✗

