

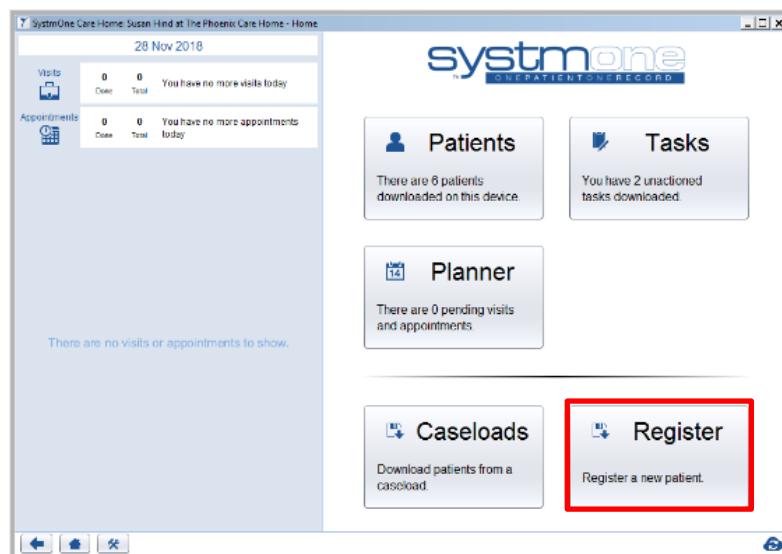
**IMPORTANT:**

- New users **must** have training before using SystmOne.
- Staff **should not use** any other users log in details. (This will result in a breach of confidentiality.)
- You will see the blue bar downloading at the bottom of the screen **please always let this complete**.
- If you have **forgotten your SystmOne username/password** or you have been **locked out of the SystmOne**, Please contact our **Service Desk** team on **0116 295 3500** (select the **option for general assistance**). A member of our team will then call you back to assist you.
- If you are **unable to log in to SystmOne** please check your internet connection. You can also close Mobile working and re-open to try again, if the problem persists, please call our **Service Desk** team.

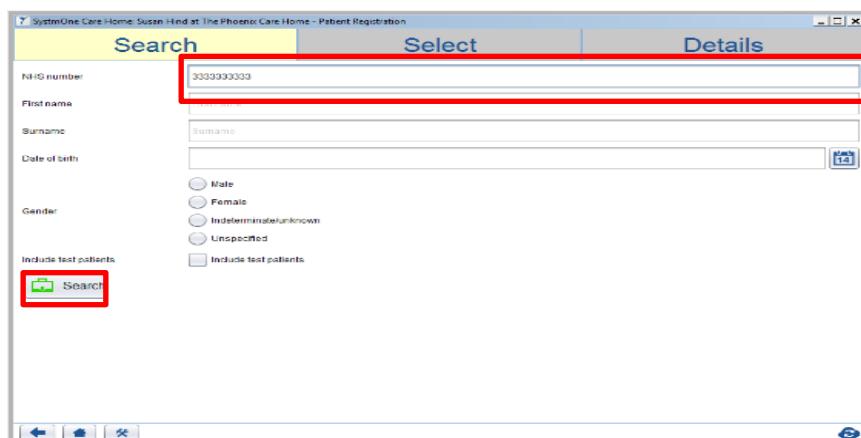
**How to Register a Resident**

**Please note:** You only need to register each patient once at your care home. Before you register them, you will need to have gained consent from each patient to view their medical record; and to share this record with other services that care for the patient including the GP.

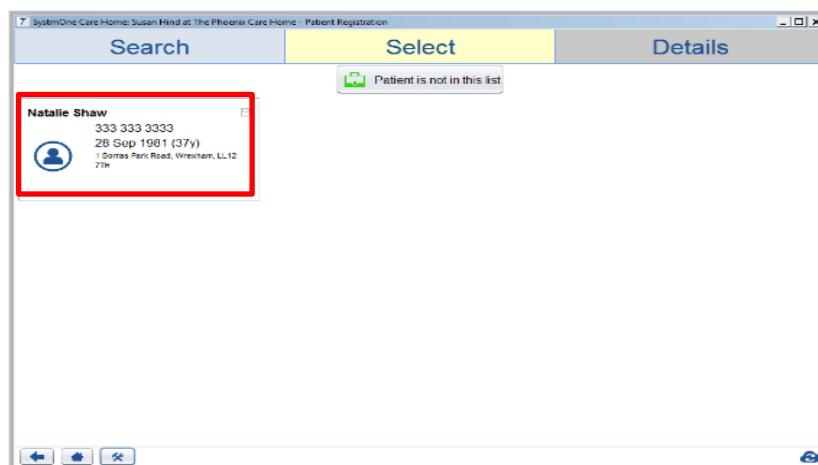
1. From the **SystmOne Home screen** select **register** from the bottom right-hand corner.



2. **Input only the NHS number** to register the resident – (you can find this on any prescription, NHS letter or alternatively contact the practice.) Leave the remaining fields blank and click on the search tab.



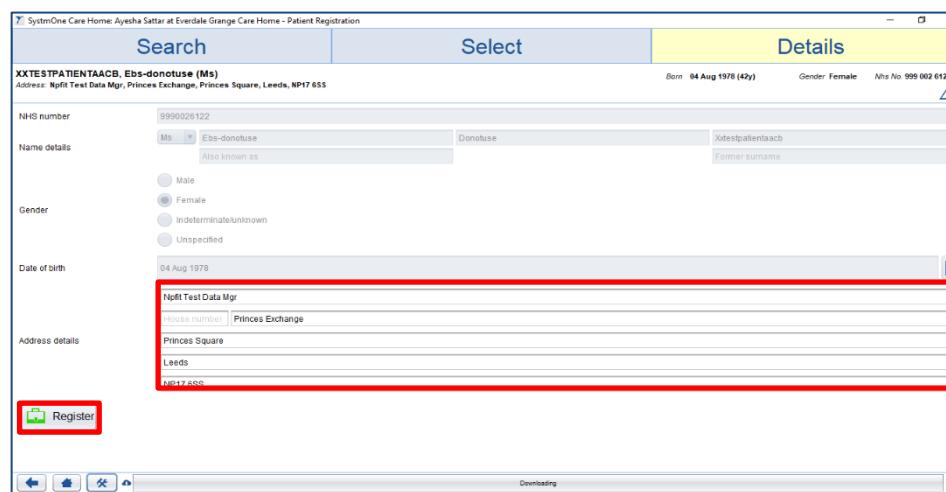
- Check and confirm that the resident's details are correct. Click in the patient details inside the box. The address may be from the resident's previous own home address or a previous Care Home, if all the other demographic details are correct you may select your resident. The address can be changed on the next screen.



**Note:** Never click 'Patient is not in this list' button.

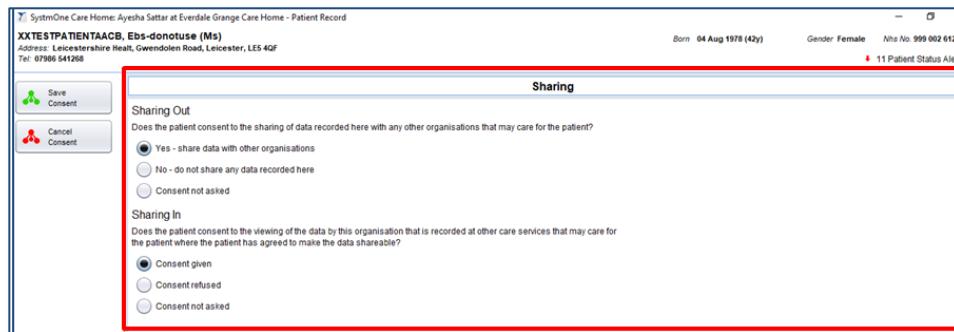
Never register a patient if you are not completely sure they are the correct patient – this process cannot be undone.

- Check the details and click 'Register'.



**Note:** At this point if the residents address was incorrect you can delete the address and input your Care Home address.

5. You need to have asked the resident for their consent to view and share their record. If the patient has given sharing consent, click on 'Yes' and 'Consent given'.



Sharing

Sharing Out

Does the patient consent to the sharing of data recorded here with any other organisations that may care for the patient?

Yes - share data with other organisations  
 No - do not share any data recorded here  
 Consent not asked

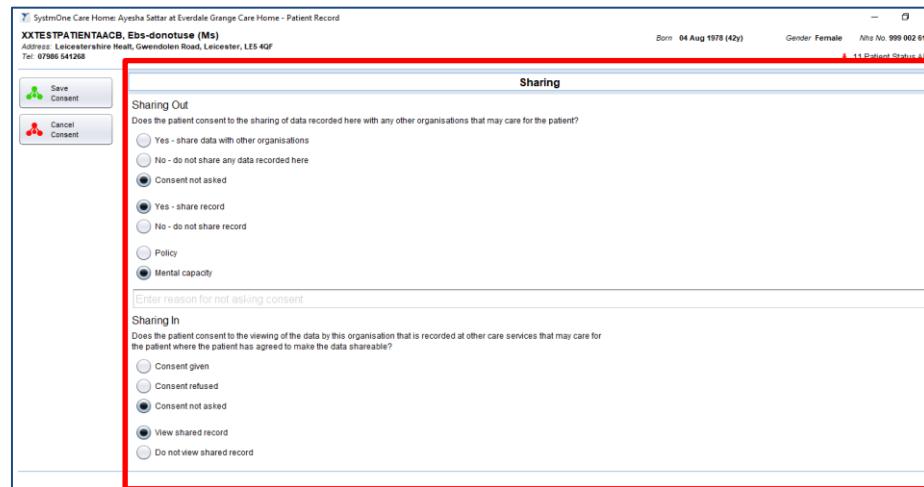
Sharing In

Does the patient consent to the viewing of the data by this organisation that is recorded at other care services that may care for the patient where the patient has agreed to make the data shareable?

Consent given  
 Consent refused  
 Consent not asked

6. If the resident is not able to give consent but consent has been given by next of kin or they have a DOLS in place please select the following:-

- For Sharing Out, complete the steps below
  - Consent not asked
  - Yes share record
  - Mental Capacity
  - Complete the comments box, if you do not put a reason in you will not be able to save the consent, you will not be able to see their record.
- For Sharing In, complete the steps below
  - Consent not asked
  - View Shared Record
  - Mental Capacity
  - Complete the comments box, if you do not put a reason in you will not be able to save the consent, you will not be able to see their record.



Sharing

Sharing Out

Does the patient consent to the sharing of data recorded here with any other organisations that may care for the patient?

Yes - share data with other organisations  
 No - do not share any data recorded here  
 Consent not asked

Yes - share record  
 No - do not share record  
 Policy  
 Mental capacity

Enter reason for not asking consent

Sharing In

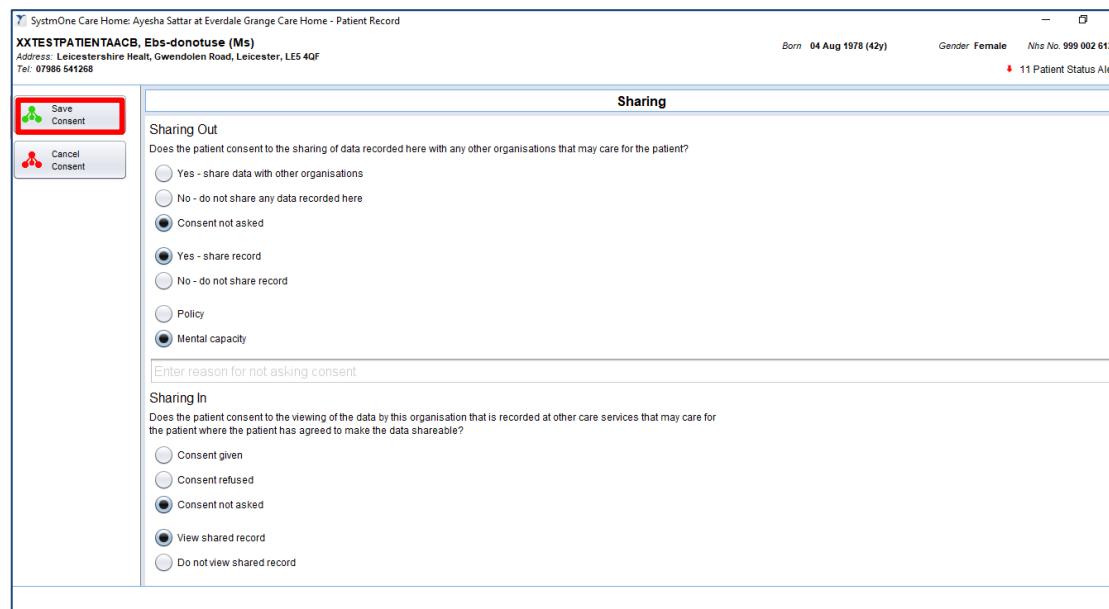
Does the patient consent to the viewing of the data by this organisation that is recorded at other care services that may care for the patient where the patient has agreed to make the data shareable?

Consent given  
 Consent refused  
 Consent not asked  
 View shared record  
 Do not view shared record

**Note:** - Both sharing out and sharing in needs to be the same, if not you will not be able to view the resident's record.

**If the resident or next of kin does not give consent you cannot view the resident's record via mobile working.**

7. Select **save consent** in the top left



SystmOne Care Home: Ayesha Sattar at Everdale Grange Care Home - Patient Record

**XXTESTPATIENTAACB, Ebs-donotuse (Ms)**  
 Address: Leicestershire Health, Gwendolen Road, Leicester, LE5 4QF  
 Tel: 07986 541268

Born 04 Aug 1978 (42y) Gender Female Nhs No. 999 002 6122  
 11 Patient Status Alert

**Sharing**

**Sharing Out**  
 Does the patient consent to the sharing of data recorded here with any other organisations that may care for the patient?

Yes - share data with other organisations  
 No - do not share any data recorded here  
 Consent not asked

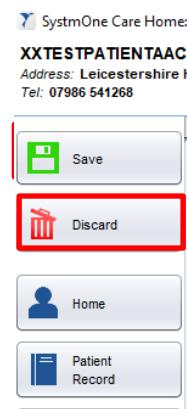
Yes - share record  
 No - do not share record  
 Policy  
 Mental capacity

**Enter reason for not asking consent**

**Sharing In**  
 Does the patient consent to the viewing of the data by this organisation that is recorded at other care services that may care for the patient where the patient has agreed to make the data shareable?

Consent given  
 Consent refused  
 Consent not asked  
 View shared record  
 Do not view shared record

8. Click '**Discard**' – a registration does not need to be saved.



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**Save**

**Discard**

**Home**

**Patient Record**

End of Guide