

## **IMPORTANT**

- > New users <u>must</u> 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 delete an existing Relationship on the patient record

**Please note**: It is impossible for the care home to end a relationship added by the GP practice. If any need removing, please task the GP practice and let them know.

If the relationship has been added by your unit please follow the steps below.

1. Open a Residents Record

Y SystmOne C	are Home: Ayesha Sattar at Evendale Grang	e Care Home - Patient Search	- a ×
NHS n	umber, First name, §		
Ebs-dono	tuse Xxtestpatientaacb 999 002 6122 04 Aug 1978 (42y) Locestraite reat Geroden Peol, Locestr, EX 407 Tet 8780 54128		
•	<u>*</u>	Developing upget thrustu	🛕 There is 1 not lisation that reads advrewinding 🤞

2. Select 'Relationships' from the toolbar

SystmOne Care Home XXTESTPATIENTAAC Address: Leicestershire Tel: 07986 541268						
Save						
Discard						
Home						
Patient Record						
📫 🔒 Relationships						







3. To end a relationship which your care home has added, click **'End Relationships'** and red crosses will appear on the right of the each relationship.

2 Synthysics Care Home Suam Hold The Photena Care Home - Patent Record      Exception     Excep						
P						
Discard			Relationships			
A Home	Tilly Tulip (Daughter) 우	Contact method. Telephone	07799 876 5432			
Patient Record	Lionel Leicester (Brother) of	Contact method. Telephone	<ul> <li>0116 876 5432</li> <li>07791 237890</li> </ul>	×		
Tempiates     Views	Tilly Tulip (Carer)	Contact method: Telephone 112 Melton Road Thurmasten Leicester	👕 07799 876 5432	×		
? Questomaires		LE4 9EB				
Templates						
				6		

4. Click the red cross next to the relationship you are ending.

Y SystmOne Care Home: Susan Hind at The Phoenix Care Home - Patient Record								
LEICESTER, Lucy (Miss Address: Everdale Grange Ca Tel: 07791 234567	8) are Home, 78-80 Lutterworth Road, Ayles	tone, Leicester, LE2 SPG Born 02 Oct 11	348 (70y) Gender Female	Kiha Ko. Unknown				
Save		🏟 🔥 Record New Relationship	Relationships					
A Home	Tilly Tulip (Daughter) ♀	Contact method. Telephone	07799 876 5432	×				
Patient Record	Lionel Leicester (Brother)	Contact method. Telephone	<ul> <li>0116 876 5432</li> <li>07791 237890</li> </ul>	×				
<ul> <li>Templates</li> <li>Views</li> </ul>								
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Templates								
👬, Relationships								
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5. 'Save' the record



## End of Guide



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