

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.

Patient Records Home Screen Navigation

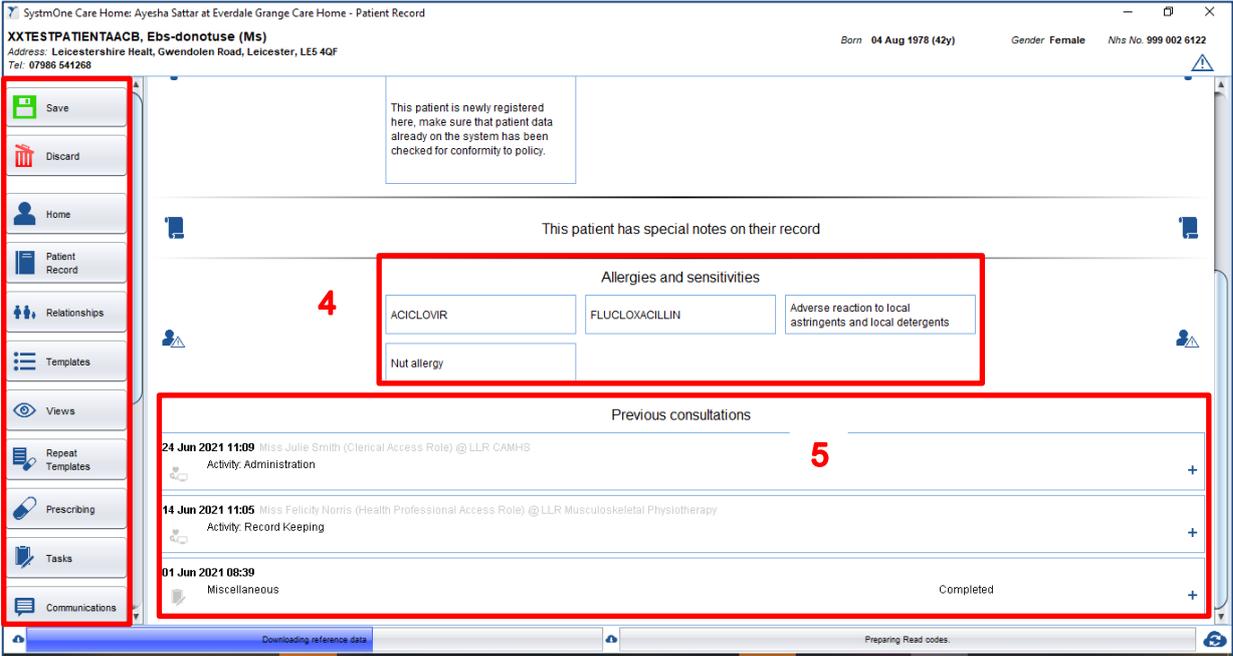
Once you have searched for your resident, and clicked into their record you will see the screen below, by default the record opens to the Patient home screen.

The screenshot shows the SystmOne Patient Record Home Screen for a patient named Ayesha Sattar. The interface includes a top header with patient details, a left-hand navigation menu, and a main content area with various sections like Reminders, Alerts, and Allergies. Three red boxes with numbers 1, 2, and 3 highlight specific areas: 1 points to the patient's name and address, 2 points to the patient's birth date, gender, and NHS number, and 3 points to the Reminders section.

1. In the top left hand corner you will see your **residents name, address and contact number**.
2. To the right you will see your residents **date of birth, gender and NHS number**, under this you will see some small icons, these are called **Patient status alerts** they have been added to the record by the practice to help them identify certain patients e.g. at risk covid, asthmatic, smokers.
3. At the top of the page you will see a section called **Reminders**, these have been set by the practice and anyone who has access to SystmOne will be able to view this.

Reminders are commonly next of kin details, key safe details or information regarding the patient. You will also see any **special notes** below this section.





The screenshot displays the SystmOne Patient Record Home Screen for Ayesha Sattar. The patient's name is **XXTESTPATIENTAACB, Ebs-donotuse (Ms)**. The address is **Leicestershire Health, Gwendolen Road, Leicester, LE5 4QF**. The patient was born on **04 Aug 1978 (42y)**, is **Female**, and has an **Nhs No. 999 002 6122**. The screen is divided into several sections:

- Navigation Menu (6):** Located on the left, it includes buttons for Save, Discard, Home, Patient Record, Relationships, Templates, Views, Repeat Templates, Prescribing, Tasks, and Communications.
- Allergies and sensitivities (4):** A section containing a table of allergies:

Allergies and sensitivities		
ACICLOVIR	FLUCLOXACILLIN	Adverse reaction to local astingents and local detergents
Nut allergy		
- Previous consultations (5):** A table showing recent activity:

Previous consultations		
24 Jun 2021 11:09	Miss Julie Smith (Clerical Access Role) @ LLR CAMHS	Activity: Administration
14 Jun 2021 11:05	Miss Felicity Norris (Health Professional Access Role) @ LLR Musculoskeletal Physiotherapy	Activity: Record Keeping
01 Jun 2021 08:39	Miscellaneous	Completed

- The next section is **Allergies and sensitivities**; you as the Care Home will know the most up to date information regarding your resident, if there is anything you are aware of please do inform the practice so this can be added to the record.

If you are not aware of an Allergy or sensitivity and you see it on the record please update your care plan.

- The last section on this screen, you will see **Previous consultation**, this section shows you any recent activity that has taken place within the record e.g. medication prescribed, Doctors consultation or a visit from a nurse.
- You may use the **tabs on the left hand side to navigate within the record** to the section you require.

End of Guide