



# **Scheduling System – Controller Functions**

# Orientation

This document describes how to log in to the Doc Abode system and the features of the webpage that is first presented to the Controller. The objective is to help Controllers to make the best use of the system.

Please note that the Controller application is best experienced on Edge and Chrome browsers.

1. Select <u>https://controller.docabode.com/</u> to navigate to the login page shown below. Please enter the user credentials supplied by Doc Abode and then press the *Sign in* button

| Abode                           |                     |
|---------------------------------|---------------------|
| Please sign in                  |                     |
| Username (case sensitive)       |                     |
| anna.goodenougn.demo.controller |                     |
| Password                        |                     |
|                                 |                     |
| Show password                   |                     |
| Forgotten your password?        |                     |
| →] Sign in                      |                     |
|                                 |                     |
| Use Doc Abode Unified Login (1) |                     |
|                                 |                     |
|                                 |                     |
|                                 | v3.19.1   Changelog |

2. Then select the Scheduling tab

|               | 🚔 On-demand Jobs       | 🛱 Scheduled Jobs    | Vaccinations        | * Scheduling       | ♦) HCPs ●16/104       | [→ Log out |
|---------------|------------------------|---------------------|---------------------|--------------------|-----------------------|------------|
| Clear filters |                        |                     | Tod                 | ay < Thursday      | y 29th September 2022 | > 281      |
| C Refresh     | Export visit timings + | Add a new visit + A | administrative time | 🖻 Import schedules | 🖶 🖶 Export schedule   |            |



3. A webpage similar to the example below is displayed.

| Ab | oc<br>ode  |  | 🚔 On-demand Jobs 🖽                | Scheduled Jobs 🔹 👽 Vaccina          | tions <u>* Scheduling</u> O HCPs •10  | <b>6/</b> 107 [→ Log out                     |
|----|--|--|-----------------------------------|-------------------------------------|---------------------------------------|--|
| 8  | Patient Staff Pathway Service Stat   | tus Show more filters Clear filte      | ers                               |                                     | Today < Wednesday 28th September      | r 2022 > #8%                                 |
| =  | No urgent warnings 0   | C Refresh                              | xport visit timings + Add         | a new visit + Administrative ti     | ime 🛱 Import schedules 🛱 Export       | t schedules                                  |
|    | - Collapse all + Expand all  | 7 am 8 am 5                            | 9 am 10 am                        | 11 am :                             | 12 pm 1 pm                            | 2 pm   |
|    | MA & Mutaz Aldawoud<br>mutaz aldawoud<br>C Urgent Responder & Not Sick V 0 08:00 - 20:15 V |  |                                   |                                     |                                       | Pitt, Brad<br>U87 7HJ<br>CADS<br>21. 22<br>1 |
| >  | Wasim.altar  | Renaldo, Cristiano<br>U877Hj<br>RAPIDS |                                   | Winehousse, Army<br>UB7 7-Ij<br>D2A |                                       | NOT 51                                       |
|    | Not Sick      O9:00 - 17:00 (+1)   | NOT STARTED                            |                                   | NOT STARTED                         |                                       |  |
|    | Mike Bronx =   |  | Merkel, Angela<br>UB7 7HJ<br>CADS |                                     | Duck, Doffy<br>UB7 7HJ<br>VIRTUALWARD |  |
|    | Not Sick      08:00 - 20:15  |  | NOT STARTED                       |                                     | NOT STARTED                           |  |
|    | AC * Andriy Chalyi<br>andriy.cholyi  |  | Layton, Craig<br>UB7 7HJ<br>D2A   | Kent, Clark<br>UB7 7HJ<br>D2A       |                                       |  |
|    | Not Sick      16:00 - 22:00  |  | NOT STARTED                       | යි<br>NOT START                     | red                                   |  |
|    | (TD_) * Tetiana Deriugina  |  |                                   |                                     |                                       |  |
|    |  |  |                                   |                                     | Demo controller portal v3.19          | 9.1   Changelog                              |

This document will work its way around the page to describe the main features presented to the controller.

Further user guides describe the use of each feature in more detail, please see the full list of user guide documents if further information is needed.



#### • Menu Bar

| c<br>de                              |          | <                                       | 🚔 On-demand J                     | obs 🛱 Schedul     | led Jobs 🛭 🗘 Vacci               | nations 🔆 Sche                        | duling 💽 HCPs       | <b>⊂16</b> /107 [→ Log ou     |
|--------------------------------------|----------|---|-----------------------------------|-------------------|----------------------------------|---------------------------------------|---------------------|-------------------------------|
| Patient Staff Pathway Service        | Status   | w more filters Clear                    | filters                           |                   |                                  | Today <                               | Wednesday 28th Sect | -                             |
| No urgent warnings 0                 |          | C Refresh                               | Export visit timings              | + Add a new visit | t + Administrativ                | e time 🗎 Import                       | schedules 🗮 🛱 E     | xport schedules               |
| - Collapse all + Expand all          | 7 am     | 8 am                                    | 9 am                              | 10 am             | 11 am                            | 12 pm                                 | 1 pm                | 2 pm                          |
| MA Shutaz Aldawoud<br>mutaz.aldawoud |          |   |                                   |                   |                                  |                                       |                     | Pitt, Brod<br>U87 7HJ<br>CADS |
| Urgent Responder                     | 5 ¥      |   |                                   |                   |                                  |                                       |                     |                               |
| WA Sim Altar<br>wasim.altar          | •        | Ronaldo, Cristiano<br>UB7 7HJ<br>RAPIDS |                                   |                   | Winehouse, Amy<br>UB7 7HJ<br>D2A |                                       |                     |                               |
| Soft Sick ✓ (0) 09:00 - 17:0         | ) (+1) 🗸 | NOT STARTED                             |                                   |                   | NOT STARTED                      |                                       |                     |                               |
| Mike Bronx<br>mike.bronx             | Đ        |   | Merkel, Angela<br>UB7 7HJ<br>CADS |                   |                                  | Duck, Doffy<br>UB7 7HJ<br>VIRTUALWARD |                     |                               |
| () Not Sick ~ () 08:00 - 20:1        | 5 ~      |   |                                   | ITED              |                                  | NOT STARTED                           |                     |                               |
| AC * Andriy Chalyi<br>andriy.chalyi  | ٠        |   | Layton, Craig<br>UB7 7HJ<br>D2A   |                   | Kent, Clark<br>UB7 7HJ<br>D2A    |                                       |                     |                               |
|                                      |          |   | NOT STARTED                       |                   | සි<br>NOT ST                     | ARTED                                 |                     |                               |
|                                      |          |   |                                   |                   |                                  |                                       |                     |                               |

The top header will offer access to any modules the user has access to are presented. In the example above, the Controller has access to four modules provided by Doc Abode, which are the On-demand, Scheduled jobs and Vaccinations modules as well at the Scheduling system. These are not in scope for this document. Please contact Doc Abode you are interested in finding out more about these.

The Scheduling system is the module we are describing in this document.

To the right of HCPs we see a couple of numbers – in this example it is 16/107. This shows how many HCPs (16) are receiving notifications and how many (107) are set up in the system. Finally, there is the option to log out.



#### • Choosing the layout

| 8 | Pather Staff Pathway Service                     | Status | more filters Clear 1 | filters                  |                   |                        | Today <           | Wednesday 28th Septem | nber 2022 >                   |
|---|--|--------|----------------------|--------------------------|-------------------|------------------------|-------------------|-----------------------|-------------------------------|
| = | urgent warnings 0                                |        | C Refresh            | Export visit timings     | + Add a new visit | + Administrativ        | e time 🗎 Import : | schedules 🗮 🛱 Exp     | port schedules                |
|   | - Collapse all + Expand all                      | 7 am   | 8 am                 | 9 am                     | 10 am             | 11 am                  | 12 pm             | 1 pm                  | 2 pm                          |
|   | MA SMutaz Aldawoud                               | 1      |                      |                          |                   |                        |                   |                       | Pitt, Brod<br>UB7 7HJ<br>CADS |
|   | Urgent Responder     Not Sick      08:00 - 20:15 |        |                      |                          |                   |                        |                   |                       | ▲<br>2° @                     |
|   |  |        | Ronaldo, Cristiano   |                          |                   | Winehouse, Amy         |                   |                       | NOT ST                        |
|   | ₩A Sim Altar<br>wasim.altar                      | 1      | UB7 7HJ<br>RAPIDS    |                          |                   | UB7 7HJ<br>D2A         |                   |                       |                               |
| > | Not Sick ~ () 09:00 - 17:00 (+1) ~               |        | ۵                    |                          |                   | å<br>D                 |                   |                       |                               |
|   |  | 1      | NOT STARTED          | Merkel, Angela           |                   | NOT STARTED            | Duck, Daffy       |                       |                               |
|   | MB white bronk<br>mike.bronk                     |        |                      | CADS                     |                   |                        | VIRTUALWARD       |                       |                               |
|   | Not Sick      08:00 - 20:15                      |        |                      |                          | RTED              |                        | NOT STARTED       |                       |                               |
|   | Andriy Chalyi                                    |        |                      | Layton, Craig<br>UB7 7HJ |                   | Kent, Clark<br>UB7 7HJ |                   | _                     |                               |
|   |  |        |                      | <u>A</u>                 |                   | A                      |                   |                       |                               |
|   | ■ Not Sick ♥ (\$ 16:00 - 22:00 ♥                 |        |                      | NOT STARTED              |                   | ба<br>NOT ST           | ARTED             |                       |                               |
|   | TD & Tetiana Deriugina                           | 1      |                      |                          |                   |                        |                   |                       |                               |

The default presentation of the main part of the page is a vertically orientated view of all HCPs, showing their planned visits, this is the grid view. Each HCPs planned visits are shown horizontally as swim lanes. The grid view icon circled above is shown in red.

The band along the base of each tile is coloured to highlight the status of each visit. The colours are as follows

| Status               | Colour | Meaning               |
|----------------------|--------|-----------------------|
| Not started          | Grey   | Visit not yet started |
| Current              | Blue   | HCP is on their way   |
| Arrived              | Pink   | Care started          |
| Completed            | Green  | Visit completed       |
| Aborted by (COD/HCP) | Red    | Visit cancelled       |

An alternative view is the list view. Select the list view icon, circled below in red. The controller is presented with a list of visits, sorted alphabetically by patient surname, as shown below.



|    | Patient    | Staff Pathway    | Service          | Status | Sh          | ow more filters | Clear filters         |                        |          |                      | Today                               | < Wednesday        | 28th September 202 |
|----|------------|------------------|------------------|--------|-------------|-----------------|-----------------------|------------------------|----------|----------------------|-------------------------------------|--------------------|--------------------|
| := | Ngent wa   | rnings 0         |                  |        |             | c               | Refresh Export        | visit timings          | + Add a  | new visit +          | · Administrative time               | 🛱 Import schedules | 🛱 Export sch       |
|    | NHS number | Patient          | Date of<br>birth | Gender | Postcode    | Pathway         | Service / activity    | Planned<br>time        | Duration | Actual start<br>time | Actual end time /<br>cancelled time | Staff              | Status             |
|    | 4893280474 | Melody Brewer    | 24/04/1991       | Female | NW10<br>0BG | CADS            | 2d reablement         |                        | 01:15    |                      |                                     |                    | Unassigned         |
|    | 4609555804 | Erma Burke       | 08/12/1939       | Female | NW9 6RZ     | D2A             |                       |                        | 01:00    |                      |                                     |                    | Unassigned         |
|    | 8420410027 | Douglas Floyd    | 14/01/1963       | Male   | NW7 1GF     | CADS            | Within 2h<br>response |                        | 01:15    |                      |                                     |                    | Unassigned         |
| >  | 7695995369 | Fred Lyons       | 26/12/1988       | Male   | NW10<br>2SD | D2A             | Other                 |                        | 01:15    |                      |                                     |                    | Unassigned         |
|    | 5487963247 | Angela Merkel    | 01/01/2010       | Female | UB7 7HJ     | Rapids          | 0-1 day<br>response   |                        | 01:00    |                      |                                     |                    | Unassigned         |
|    | 5487963211 | Austin POWERS    | 01/01/2010       | Male   | UB7 7HJ     | D2A             | 0-1 day<br>response   |                        | 01:00    |                      |                                     |                    | Unassigned         |
|    | 9873654738 | Tetiana Romanova | 23/09/2022       | Female | AA1 1AA     | Rapids          | Over 2h<br>response   |                        | 01:00    |                      |                                     |                    | Unassigned         |
|    | 8341149533 | Linda Romero     | 11/11/1969       | Female | NW4 2BY     | Virtual<br>Ward |                       |                        | 01:15    |                      |                                     |                    | Unassigned         |
|    | 9873654738 | Tetiana Romanova | 10/08/2022       | Female | AA1 1AA     | Rapids          | Within 2h<br>response | 10/08/2022<br>12:55 PM | 01:00    |                      |                                     |                    | Unassigned         |



#### • Date selection

|   |        |   | 🔤 On-demand J                   | obs 🖽 Schedu      | ed Jobs V vacci                  | hations                |                   |                               |
|---|--------|---|---------------------------------|-------------------|----------------------------------|------------------------|-------------------|-------------------------------|
| Patient Starr Pathway Service Sta   | snow m | Clear T                                 | liters                          |                   |                                  | loday                  | wednesddy 28th Se | ptember 2022                  |
| No urgent warnings 0  |        | C Refresh                               | Export visit timings            | + Add a new visit | + Administrativ                  | e time 🗎 Import        | schedules 🗎 🛱     | Export schedules              |
| - Collapse all + Expand all   | 7 am   | 8 am                                    | 9 am                            | 10 am             | 11 am                            | 12 pm                  | 1 pm              | 2 pm                          |
|   |        |   |                                 |                   |                                  |                        |                   | Pitt, Brod<br>U87 7HJ<br>CADS |
| ₩A XWasim Altar<br>wasim attar  |        | Ronaldo, Cristiano<br>UB7 7HJ<br>RAPIDS |                                 |                   | Winehouse, Amy<br>UB7 7HJ<br>D2A |                        |                   | NOT SI                        |
| () 09:00 - 17:00 (+1) V   |        | NOT STARTED                             | Markal Annala                   |                   | NOT STARTED                      | Duck Daffy             |                   |                               |
| Image: Specific terminal system     ★       Image: Specific terminal system     ★ |        |   | UB77HJ<br>CADS                  |                   |                                  | UB7 7HJ<br>VIRTUALWARD |                   |                               |
| Not Sick      08:00 - 20:15   |        |   | NOT STA                         | RTED              |                                  | NOT STARTED            |                   |                               |
| Ac * Andriy Chalyi +  |        |   | Layton, Craig<br>UB7 7HJ<br>D2A |                   | Kent, Clark<br>UB7 7HJ<br>D2A    |                        |                   |                               |
| Not Sick      Sick      O 16:00 - 22:00   |        |   | NOT STARTED                     |                   |                                  | ARTED                  |                   |                               |
| TD_ * Tetiana Deriugina   |        |   |                                 |                   |                                  |                        |                   |                               |

By default the date presented is today's date. It is possible to move forwards and backwards in time by using the arrows to the left and right of the date. Additionally, when the date itself is pressed a calendar will appear and the desired date can be selected from there.

| Vaccinations      | 🔅 Sche | dulir | ng     | 0     | HC     | Ps 🔍  | <b>16</b> /1 | 07 | [→ L | .og out     |
|-------------------|--------|-------|--------|-------|--------|-------|--------------|----|------|-------------|
| Тоо               | lay    | Т     | hursdo | ay 29 | th Sep | otemb | er 202       | 22 | >    | :8:         |
|                   |        | <     | Sept   | emb   | er 🖨   | 20    | 22 🖨         | >  |      | $\triangle$ |
| ministrative time | Impoi  | Su    | Мо     | Tu    | We     | Th    | Fr           | Sa | es   |             |
|                   |        | 28    | 29     | 30    | 31     | 1     | 2            | 3  |      |             |
| 10 am             | 11 (   | 4     | 5      | 6     | 7      | 8     | 9            | 10 |      |             |
|                   |        | 11    | 12     | 13    | 14     | 15    | 16           | 17 |      |             |
|                   |        | 18    | 19     | 20    | 21     | 22    | 23           | 24 |      |             |
|                   |        | 25    | 26     | 27    | 28     | 29    | 30           | 1  |      |             |
|                   |        |       |        |       |        |       |              |    |      |             |
|                   |        |       |        |       |        |       |              |    |      |             |
|                   |        |       |        |       |        |       |              |    |      | <           |

For convenience, in order to go back to today's date, simply press the button marked *Today*, just to the left of the date.



#### • Using filters

| Patient     Staff     Pathway     Sarvice     Star       No urgent warnings     0             Collegue all         + Expand all         mutaz.aldawoud         */ Mutaz.Aldawoud         */ Mutaz.Aldawoud         */ Urgent Responder <ul> <li>Urgent Responder</li> <li>Institut Sick</li></ul>   | 7 am | B om                                    | Export visit timings              | + Add a new visit | + Administrative                           | time import st                        | chedules 🗎 Expo | rt schedules 2 pm Pitt, Brod UB7 7HJ CADS |
|---|------|---|-----------------------------------|-------------------|--|---------------------------------------|-----------------|---|
| No urgent worning: 0<br>C Collopse all + Expand all<br>Marce Addawoud<br>mutaz Addawoud<br>Urgent Responder N Not Sick © 0 0800-20.15 ×<br>Wasim Altar<br>woisin Altar  | 7 am | C Refresh                               | 9 am                              | + Add a new visit | + Administrative                           | time Elmport se                       | 1 pm            | 2 pm<br>Pitt, Brod<br>UB7 7HJ<br>CADS     |
| Collapse al   | 7 am | 8 am                                    | 9 am                              | 10 am             | 11 am                                      | 12 pm                                 | 1 pm            | 2 pm<br>Pitt, Brod<br>U87 7HJ<br>CADS     |
| Wutaz Aldawoud     Metz Aldawoud     Wutaz Ald |      |   |                                   |                   |  |                                       |                 | Pitt, Brod<br>U87 7HJ<br>CADS             |
| ₩A XVasim Altar<br>wasim.altar  |      |   |                                   |                   |  |                                       |                 |   |
| ③ Not Sick ∨ ③ 09:00 - 17:00 (+1) ∨   |      | Ronaldo, Cristiano<br>UB7 7HJ<br>RAPIDS |                                   |                   | Winehouse, Amy<br>UB7 7HJ<br>D2A<br>Â<br>Î |                                       |                 | NOTSI                                     |
| MB × Mike Bronx *   |      | NOT STARTED                             | Merkel, Angela<br>U87 7HJ<br>CADS |                   | NOT STARTED                                | Duck, Daffy<br>UB7 7HJ<br>VIRTUALWARD |                 |   |
|   |      |   | NOT STA                           | RTED              |  | NOT STARTED                           |                 |   |
| AC Andriy Chalyi<br>andriy.chalyi   |      |   | Layton, Craig<br>UB7 7HJ<br>D2A   |                   | Kent, Clark<br>UB7 7HJ<br>D2A              |                                       |                 |   |
| ④ Not Sick ∨ ③ 16:00 - 22:00 ∨  |      |   | NOT STARTED                       |                   |  | RTED                                  |                 |   |
| TD_ * Tetiana Deriugina   |      |   |                                   |                   |  |                                       |                 |   |

Filtering is a powerful capability within Doc Abode. This feature enables the controller to select only a desired subset of data to view. The most common filters are fixed on the webpage, the button *Show more filters* will display an additional set. The *Clear filters* button will reset to the Doc Abode default, which is no filtering at all and not displaying aborted visits.

| AD | oc<br>ode   |  | 🚔 On-demand Jobs 🖽                | Scheduled Jobs 🌓 Vaccinations 🔆 Sch                           | eduling  |
|----|---|--|-----------------------------------|---|--|
| Ħ  | Patient Staff Pathway Service State   | us Show more filters Clea 5            | lters                             | Today   | Wednesday 28th September 2022 >                              |
| =  | No urgent warnings 0  | C Refresh                              | Export visit timings + Add a      | new visit 🛛 + Administrative time 🗮 Impo                      | rt schedules   |
|    | - Collapse all + Expand all   | 7 am 8 am                              | 9 am 10 am                        | 11 am 12 pm   | 1 pm 2 pm  |
|    | Wutaz Aldawoud<br>mutaz aldawoud<br>♥ Urgent Responder  |  |                                   |   | Pitt, Brod<br>U27 7+11<br>CAOS<br>▲<br>▲<br>▲<br>▲<br>▲<br>▲ |
| >  | Wasim Altar           wasimaltar           Image: Second Sec   | Ronalda, Cristiono<br>UB7 741<br>RAPDS |                                   | Witehbose, Amy<br>UID 7H)<br>D2A<br>&<br>&<br>&<br>&<br>&<br> | KOLS.  |
|    | Mike Bronx         Image: Second |  | Merkel, Angela<br>UB7 7Hj<br>CADS | NOT STARTED<br>Duck, Defly<br>UID 7-H<br>VIRTUALISARD         |  |
|    | Andriy Cholyi       andry,cholyi       Image: State of the s                              |  | Layton, Craig<br>U87 7HJ<br>D2A   | Kont, Clark   |  |
|    | TD, Stationa Deriugine  |  |                                   |   | Demo controller portal v3.19.11 Changelog                    |

When the Show more filters button is pressed the following display is presented



| 000 | c<br>de      |       |          |         |                   | 🚘 On-demand Jobs     | 凿 Scheduled Jobs | 🗘 Vaccinatio | ons 🔆 Scheduling    | • HCPs • 16/107        | [→ Log out  |
|-----|--------------|-------|----------|---------|-------------------|----------------------|------------------|--------------|---------------------|------------------------|-------------|
|     | Patient      | Staff | Pathway  | Service | Status            | Show fewer filters   | Clear filters    |              | Today < Thursd      | ay 29th September 2022 | > 224       |
|     | Availability | ¢     | НСР Туре | \$      | Care complexity 👙 | Transport required 🖨 | Warning          | \$           | Show aborted visits |                        | $\triangle$ |
|     |              |       |          |         |                   |                      |                  |              |                     |                        |             |

By default the *Show aborted visit* checkbox is unticked. When this is ticked, all aborted visits will be displayed.

• How to use the filters

When the filter box does not contain arrows, this means the user can enter full or partial data. More than one entry can be made and they will be treated as an OR search. For example the list of patients we have presented in screenshots above includes Angela Merkel and Amy Winehouse. By entering *mer*, pressing the return button, then entering *hou*, and pressing the return button again the filter box and main page then looks like this. This will display only those patients that include the letters *mer* or *hou* in their names.

| oc<br>ode   | 🚘 On-de               | emand Jobs 🛗 So    | sheduled Jobs 🔹 🗘                 | Vaccinations 🔆    | Scheduling 0                     | HCPs <b>⊂16</b> /107 [→ | Log out          |
|---|-----------------------|--------------------|-----------------------------------|-------------------|----------------------------------|-------------------------|------------------|
| mer X hou X Staff Pathway   | Service Status        | Show fewer fil     | ters Clear filters                | Today             | < Wednesday 28t                  | h September 2022        | °°°              |
| Avanue + HCP Type Care of   | mplexity 🖨 Transport  | required 🖨 Warning |                                   | € Show            | aborted visits                   |                         | $\bigtriangleup$ |
| No urgent warnings 0  | resh Export visit tir | nings + Add a ne   | w visit + Admini                  | strative time 🕅 🗎 | Import schedules                 | 🖻 Export schedules      |                  |
| - Collapse all + Expand all   | 7 am                  | 8 am               | 9 am                              | 10 am             | 11 am                            | 12 pm                   |                  |
| MA SMutaz Aldawoud mutaz.aldawoud   |                       |                    |                                   |                   |                                  |                         |                  |
| (1) Urgent Responder  |                       |                    |                                   |                   |                                  |                         | <                |
| WA Sim Altar<br>wasim.altar   |                       |                    |                                   |                   | Winehouse, Amy<br>UB7 7HJ<br>D2A |                         |                  |
| O 09:00 - 17:00 (+1)      O |                       |                    |                                   |                   |                                  |                         |                  |
| MB ☆ Mike Bronx<br>mike.bronx   |                       |                    | Merkel, Angela<br>UB7 7HJ<br>CADS |                   | NOTSTARTED                       | ,                       |                  |
| Not Sick      O8:00 - 20:15   |                       |                    |                                   | RTED              |                                  |                         |                  |

As soon as the x next to the filter is pressed to remove it, such as pressing the x against *mer*, the webpage will immediately be refreshed with the new filter applied.

In the example below, only the patient with *hou* somewhere in their name is displayed.



| ode                                       | <b>≞</b> (            | Dn-demand Jobs 🛛 🛗 Schedul     | ed Jobs 🌒 Vaccinations | 🔆 Scheduling 💽                   | HCPs <b>●16</b> /107 [→ | Log out |
|---|-----------------------|--------------------------------|------------------------|----------------------------------|-------------------------|---------|
| hou X Stiff Pathway                       | Service Status        | Show fewer filters             | filters                | ay 🗸 Wednesday 2                 | 8th September 2022      | 181     |
| Availability 🗘 HCP Type 🖨                 | Care complexity 🖨 Tro | Insport required 🜲 Warning     | •                      | Show aborted visits              |                         | Δ       |
| No urgent warnings 0                      | C Refresh Export v    | isit timings + Add a new visit | + Administrative time  | 🖻 Import schedules               | 🛱 Export schedules      |         |
| - Collapse all + Expand all               | 7 am                  | 8 am 9 am                      | 10 am                  | 11 am                            | 12 pm                   |         |
| MA * Mutaz Aldawoud<br>mutaz.oldawoud     | Ð                     |                                |                        |                                  |                         |         |
| Urgent Responder  Vot Sick  V  08:00 - 20 | ):15 V                |                                |                        |                                  |                         | K       |
| WA XVasim Altar<br>wasim.altar            | Ð                     |                                |                        | Winehouse, Amy<br>UB7 7HJ<br>D2A |                         |         |
| () 09:00 - 12                             | 7:00 (+1) 🗸           |                                |                        | NOT STARTED                      |                         |         |
| MB * Mike Bronx<br>mike.bronx             | Ð                     |                                |                        |                                  |                         |         |
| () 08:00 - 20                             | :15 ~                 |                                |                        |                                  |                         |         |
|   |                       |                                |                        |                                  |                         |         |

When the filter box contains arrows, this indicates there are multiple selections available, the user can select one entry from a drop-down list. This list always has *All* at the top, which is a quick way to remove an unwanted filter.

| oc<br>ode   | 🚔 On-demand Jobs 🛗 Sct                  | neduled Jobs 🌒 Vaccinations 🌸       | Scheduling  |
|---|---|-------------------------------------|---|
| Patient Staff Endower Service Status  | Show fewer filters Clear fil            | Today                               | < Wednesday 28th September 2022 > よ                   |
| Availability Care complexity 🗘  | Transport required 🖨 Warning            | ♦ Show                              | aborted visits  |
| OP<br>Clinical Pharmacist<br>Advanced Nurse Practitioner<br>Vaccine Administrator   | xport visit timings + Add a new         | v visit 🛛 + Administrative time 🗮 🗎 | mport schedules 🗎 🛱 Export schedules                  |
| Collap r.all     *     Physiotherapist     7 am       MAA     *     Vitraz Alc<br>n tozcaldo     GP (visiting)     7 am       Witraz Alc<br>n tozcaldo     GP (home working)     Health and Wellbeing Coach<br>Other Allied Health Professional     1       Current Response     Not Sick ∨     © 08.00 - 20.0     >  | 8 am                                    | 9 am 10 am                          | 11 am 12 pm   |
| Wasim Altar wasim.altar           Image: Second sec | Ronaldo, Cristiono<br>U87 741<br>RAPIDS |                                     | Winshouse, Amy<br>UB7 74J<br>DZA<br>RD<br>NOT STARTED |
|   |   | Markal, Angela<br>UB77H]<br>CAD5    | Dud: Deffy<br>UB7 7H]<br>VIRTULWARD                   |
|   |   | Layton, Craig                       | Kent, Clark   |

By default the *Show aborted visit* checkbox is unticked. When this is ticked, all aborted visits will be displayed. These are easily identifiable as they are presented with a red border and the status along the bottom of the tile will show either ABORTED BY HCP or ABORTED BY COD.





| 'accinations 🔅                                     | Scheduling         | ❶ HCPs <b>■16</b> /107 | [→ Lo | og out           |
|--|--------------------|------------------------|-------|------------------|
| Today  | < Thursday         | 22nd September 2022    | >     | .0.              |
| ᅌ 🖸 Shov   | v aborted visits   |                        |       | $\bigtriangleup$ |
| rative time 🗮                                      | ) Import schedules | 🛱 Export sche          | dules |                  |
| 1 pm<br>Patient, Demo<br>AA1 1AA<br>D2A<br>ABORTED | 2 pm               | 3 pm                   |       | <                |
|  |                    |                        |       |                  |

• Warning panel

The warning panel is usually grey as shown below to indicate there are no urgent warnings. When there are urgent warnings this will change to bright red and can't be missed!

| Abo | oc<br>ode  |             |  | 🚔 On-demand J  | iobs 🛱 Schedule   | ed Jobs 🏾 🗘 Vacci   | nations 🔆 Sched                       | duling 🔒 HCPs                         | <b>16</b> /107 [→ Log        | g out |
|-----|--|-------------|--|--|-------------------|---|---------------------------------------|---------------------------------------|------------------------------|-------|
| 8   | Patient Stoff Pathway Service St                                 | otus Show m | ore filters Clear 1                    | ilters   |                   |   | Today <                               | Wednesday 28th Septen                 | nber 2022 >                  | 181   |
| -(  | No urgent warnings 0   |             | C Refresh                              | Export visit timings                                     | + Add a new visit | + Administrativ   | e time 🗎 Import                       | schedules 🕅 🛱 Exp                     | port schedules               | Δ     |
|     | - cxpand all   | 7 am        | 8 am                                   | 9 am   | 10 am             | 11 am   | 12 pm                                 | 1 pm                                  | 2 pm                         |       |
|     |  |             |  |  |                   |   |                                       |                                       | Pitt, Brad<br>UB77HJ<br>CADS |       |
| >   |  |             | Renalde, Cristiane<br>UB77HJ<br>RAPIDS |  |                   | Winehouse, Amy<br>UB7 7HJ<br>D2A<br>A<br>C<br>I<br>I<br>NOT STARTED |                                       |                                       | NOTSI                        | <     |
|     |  |             |  | Merkel, Angela<br>UB7 7HJ<br>CADS                        | RTED              |   | Duck, Doffy<br>UB7 7HJ<br>VIRTUALWARD |                                       |                              |       |
|     | <ul> <li>Acc *Andriy Chalyi<br/>andriychalyi</li> <li></li></ul> |             |  | Layton, Craig<br>UB7 7HJ<br>D2A<br>A<br>A<br>NOT STARTED |                   | Kent, Clark<br>UB7 7HJ<br>D2A<br>A<br>A<br>NOT ST                   | ARTED                                 |                                       |                              |       |
|     | (TD_) * Tetiana Deriugina taliana dariurian                      |             |  |  | -                 |   |                                       |                                       |                              |       |
|     |  |             |  |  |                   |   | C                                     | e <mark>mo</mark> controller portal v | 3.19.1   Changelog           | ?     |





| L<br>Ac | oc<br>ode                      |       | 🔮 On-demand Jobs                               |                                    | <u> </u>                     |     |
|---------|--------------------------------|-------|--|------------------------------------|------------------------------|-----|
| Ħ       | Availability 🔶 HCP Type        | Staff | Show visits filters Clear filters              | Today <                            | Wednesday 15th June 2022     | 121 |
|         | Show urgent warnings           | 1     | C Refresh Export visit timings + Add a new vis | sit + Administrative time 🗂 Import | schedules 🖻 Export schedules | Δ   |
|         | - Cohapse or + Expand all 8 am | 9 am  | 10 am 11 am                                    | 12 pm 1 pm 2                       | • 02:44 pm • 3 pm            |     |
|         | (IY) Imran Younis              |       | UB7 7H]  | 87 7Hj                             |                              |     |

Please see separate guides for details on how to raise and resolve warnings.

Refresh button

| Ab | oc<br>ode  |                     | 🚔 On-demand .                     | Jobs 🛱 Scheduk    | ed Jobs 🔹 🕈 Vaccir                    | nations 🔆 Scheo                       | luling 💽 HCPs 🖷          | <b>16</b> /107 [→ Log out    |
|----|--|---------------------|-----------------------------------|-------------------|---------------------------------------|---------------------------------------|--------------------------|------------------------------|
| 8  | Patient Staff Pathway Service St   | Show more filter    | rs Clear filters                  |                   |                                       | Today <                               | Wednesday 28th Septemb   | ber 2022 > 2음t               |
| =  | No urgent warnings 0   |                     | C Refresh Export v it timings     | + Add a new visit | + Administrative                      | time 🗎 Import :                       | schedules 🕅 Expo         | ort schedules                |
|    | - Collapse all + Expand all  | 7 am 8 am           | 9 am                              | 10 am             | 11 am                                 | 12 pm                                 | 1 pm                     | 2 pm                         |
|    | M Statz Aldawoud I Urgent Responder I Urgent Responder I Vot Sick ∨ I 0 0000 - 20.15 ∨ |                     |                                   |                   |                                       |                                       |                          | Pitt, Brod<br>U877HJ<br>CADS |
| >  | Wasim Altar 🖷  | Roma<br>UB7<br>RAPI | aldo, Cristiano<br>741<br>DS      |                   | Winehouse, Amy<br>UB7 7HJ<br>D2A<br>A |                                       |                          | NOT \$1                      |
|    | Not Sick      U 09:00 - 17:00 (+1)   |                     | NOT STARTED                       |                   | NOT STARTED                           |                                       |                          |                              |
|    | MB Mike Bronx<br>mike.bronx  |                     | Merkel, Angela<br>UB7 7HJ<br>CADS |                   |                                       | Duck, Doffy<br>UB7 7HJ<br>VIRTUALWARD |                          |                              |
|    | Not Sick      08:00 - 20:15  |                     |                                   | ARTED             |                                       | NOT STARTED                           |                          |                              |
|    | AC * Andriy Chalyi<br>andriy.chalyi  |                     | Layton, Craig<br>UB7 7H J<br>D2A  |                   | Kent, Clark<br>UB7 7HJ<br>D2A         |                                       |                          |                              |
|    | (16:00 - 22:00 V   |                     | A NOT STARTED                     |                   | RA NOT STA                            | ARTED                                 |                          |                              |
|    | (TD_) * Tetiana Deriugina  |                     |                                   |                   |                                       |                                       |                          |                              |
|    |  |                     |                                   |                   |                                       | D                                     | emo controller portal v3 | .19.1   Changelog            |

The Doc Abode system is refreshed every minute to show changes that have been applied, but users can refresh sooner of needed by clicking the *refresh* button. It may be useful at times, for example when visit timings have been changed but the dashboard has not updated.

Do use this whenever there is uncertainty around whether the data displayed is up to date.

Note similar functionality is available using the normal browser refresh capability, for example for Microsoft Edge this is Ctrl-F5. However, if the browser refresh option is selected then the context may be lost – for example if the controller is looking at a day that is not today, the refresh will set the page back to the default which is today, rather than preserving the state of the webpage as it was.



#### • Pinning HCPs



The calendar view is the one most commonly used. On the left there is a list of HCPs, who by default are presented in alphabetical order by surname, with available HCPs first then unavailable ones later.

It is possible to change this order by pinning HCPs. By pressing on the pin icon the HCP is pushed to the top of the list, and the pin icon is filled in in blue. An unlimited number of HCPs can be pinned. The HCPs that are pinned will be sorted in the order that the pins were made. Unpinning the HCP will revert to listing them in the default sequence.

Pins will remain in place until removed and are unique to each user. For HCPs that also have Controller access, we recommend they pin themselves to the top of the HCP list for convenience.

By pressing the plus (+) sign to the right of the HCP their details will be expanded to show the HCP's role and mobile phone number. Using the *Expand all* and *Collapse all* button will do the same for all HCPs in the list.

Doc Abode



| - Collapse all + Expand all                  |             |
|--|-------------|
| AC Andriy Chalyi<br>andriy.chalyi            |             |
| ● Not Sick ✓ () 16:00 - 22                   | 2:00 ~      |
| MA * Mutaz Aldawoud<br>mutaz.aldawoud        | Ð           |
| © Urgent Responder ● Not Sick ✓ ③ 08:00 - 20 | ):15 ~      |
| Wasim Altar<br>wasim.altar                   | ٥           |
| Not Sick      09:00 - 17                     | /:00 (+1) 🗸 |
| (MB) * Mike Bronx                            | Ð           |

When an individual HCP has been expanded, press on the minus (-) button to collapse it again.

| — Collapse all + Expan                                     | d all      |                       |   |
|--|------------|-----------------------|---|
| Aria Andriy Chalyi<br>andriy.chalyi<br>+380959012702<br>GP | )          |                       | ٨ |
|  | Not Sick 🗸 | 16:00 - 22:00         | ~ |
| MA Mutaz Aldawou<br>mutaz.aldawoud                         | d          |                       | Ð |
| ( Urgent Responder   | Not Sick 🗸 | () 08:00 - 20:15      | ~ |
| WA Sim Altar<br>wasim.altar                                |            |                       | Ð |
|  | Not Sick 🗸 | () 09:00 - 17:00 (+1) | ~ |





| - Collapse all + Expand all                        |                      |
|--|----------------------|
| Ac Andriy Chalyi<br>andriy.chalyi<br>+380959012702 |                      |
| Not Sick   | 16:00 - 22:00 ~      |
| MA Mutaz Aldawoud<br>mutaz.aldawoud                | ٥                    |
| ( Urgent Responder                                 | 🕚 08:00 - 20:15 🗸 🗸  |
| Wasim Altar<br>wasim.altar                         | ۵                    |
| 😩 🔒 Not Sick 🗸                                     | O9:00 - 17:00 (+1) ∨ |

#### • Assigning functions to HCPs

The box under the HCP's name is used to denote any special role the person has on that day. The system enables this to be set to Coordinator and/or Urgent responder. If any further options are required please contact Doc Abode to discuss.

| - Collapse all + Expand all                        |                         |
|--|-------------------------|
| Ac Andriy Chalyi<br>andriy.chalyi<br>+380959012702 | 8                       |
| Coordinator, Urg                                   | (16:00 - 22:00 ~        |
| MA Mutaz Aldawoud<br>mutaz.aldawoud                | ۵                       |
| ( Urgent Responder Vot Sick V                      | (V) 08:00 - 20:15 V     |
| WA XVasim Altar<br>wasim.altar                     | Đ                       |
| Not Sick   | () 09:00 - 17:00 (+1) V |

• Marking HCP as sick





The *Not sick* button can be changed to *Sick* by toggling, as an easy way of showing the team that an expected HCP is suddenly unavailable, for whatever reason. This state will remain for future days until changed back.

| - Collapse all + Expand all                                     |       |
|---|-------|
| Ac Andriy Chalyi<br>andriy.chalyi<br>+380959012702<br>GP        |       |
| Coordinator, Urg  | ~     |
| MA Mutaz Aldawoud<br>mutaz.aldawoud                             | Ð     |
| ♥ Urgent Responder         ♥ Not Sick ∨         ♥ 08:00 - 20:15 | ~     |
| WA XVasim Altar<br>wasim.altar                                  | Ŧ     |
| Not Sick      09:00 - 17:00 (+                                  | -1) ~ |

# • Setting staff availability

Finally, whilst we recommend setting up shifts in bulk using the Import schedules button (see separate guide), individual availability can be changed using the drop-down list to the right of the sickness entry.

| Coordinator, Urg                    | <b>()</b> 16:00 - 22:00 | ~       |
|-------------------------------------|-------------------------|---------|
|                                     |                         |         |
| MA Mutaz Aldawoud<br>mutaz.aldawoud |                         |         |
| (2) Urgent Responder                | 08:00 - 20:15           | ~       |
|                                     | Pattern: Long da        | y (8) 💠 |
| WA Wasim Altar<br>wasim.altar       | Start time              | 8 : 00  |
| 🙆 🔒 Not Sick 🗸                      | End time                | 20 : 15 |
|                                     | Apply                   |         |
|                                     |                         |         |









The tiles in the centre of the calendar show visits, and for convenience a number of symbols are used to advise on a variety of circumstances. When the legend icon is pressed, the controller can see the list of possible symbols that could be presented and what these mean.

| oc<br>ode  |                            |               |   | 🚔 On-demand J  | obs 🖽 Schedule    | d Jobs 🛭 🗘 Vacci                                  | nations 🔆 Sch                         | eduling 💽 H    | ICPs <b>●16/</b> 107 [→   |     |
|--|----------------------------|---------------|---|--|-------------------|---|---------------------------------------|----------------|---|-----|
| Patient Staff                                      | Pathway Service            | Status Show r | nore filters Clear t                    | ilters   |                   |   | Today <                               | Wednesday 28th | September 2022 >  | 181 |
| No urgent warnings 0                               | 1                          |               | C Refresh                               | Export visit timings                                     | + Add a new visit | + Administrativ                                   | e time 🗎 Impor                        | t schedules    | 🛱 Explicit schedules  |     |
| - Collapse all + Expan                             | id all                     | 7 am          | 8 am                                    | 9 am   | 10 am             | 11 am   | 12 pm                                 | 1 pm           | 2 pm  | -   |
| Mutaz Aldawou<br>mutaz.aldawou<br>Urgent Responder | Id                         | •             |   |  |                   |   |                                       |                | Pitt, Brod<br>UB7 7HJ<br>CADS<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A<br>A |     |
| WA XVasim Altar<br>wasim.altar                     | Not Sick v 0 09:00 - 17:00 | (+1) ~        | Ronaldo, Cristiano<br>U87 7HJ<br>RAPIDS |  |                   | Winehouse, Amy<br>U87 7HJ<br>D2A<br>Â<br>Î        |                                       |                | NOT SI  | <   |
| MB * Mike Bronx<br>mike.bronx                      | Not Sick v 08:00 - 20:15   | •             |   | Merkel, Angela<br>UB7 7HJ<br>CADS<br>NOT STA             | RTED              | RUISIARIED  | Duck, Doffy<br>UB7 7HJ<br>VIRTUALWARD |                |   |     |
| Ac Andriy Chalyi<br>andriy.chalyi                  | Not Sick v (16:00 - 22:00) | •             |   | Layton, Craig<br>UB7 7HJ<br>D2A<br>A<br>A<br>NOT STARTED |                   | Kent, Clark<br>UB7 7HJ<br>D2A<br>&<br>&<br>NOT ST | ARTED                                 |                |   |     |
| TD_ Tetiana Deriugi                                | na                         | •             |   |  |                   |   |                                       |                |   |     |

At the time of writing the list of legends extends to over one page and is shown below.









### • Viewing unassigned visits

| c<br>de  |                       |  | 🚔 On-demand Jobs                 | Scheduled Jobs                            | Vaccinations                               | * Scheduling       | O HCPs ■ 16/107              | Factor 1     |
|--|-----------------------|--|----------------------------------|---|--|--------------------|------------------------------|--------------|
| Patient Staff Pathway Se                                 | rvice Status S        | Show more filters Clear f              | ilters                           |   | Today                                      | V Vednesd          | ay 28th September 1022       | > 281        |
| No urgent warnings 0                                     |                       | C Refresh                              | Export visit timings +           | Add a new visit + A                       | Administrative time                        | 🛱 Import schedules | 🗄 Export sched               | ules         |
| - Collapse all + Expand all                              | 7 am                  | 8 am                                   | 9 am 10 a                        | m 11 am                                   | 12 pm                                      | 1 pm               | 2 pm                         |              |
| Mutaz Aldawoud<br>mutaz aldawoud                         | +<br>0 - 20:15 ~      |  |                                  |   |  |                    | Pitt, Bro<br>U87 7HJ<br>CADS | d            |
| <ul> <li>Wasim Altar<br/>wasim.altar</li> <li></li></ul> | +<br>0 - 17:00 (+1) V | Ronaldo, Cristiano<br>U877HJ<br>RAPIDS |                                  | Winehouse,<br>UB77HJ<br>D2A<br>&<br>&<br> | Amy  |                    | M                            | <u>or si</u> |
| MB ☆Mike Bronx<br>mike bronx                             | •<br>0 - 20:15 •      | NOT STARTED                            | Merkel, Angela<br>UB77Hj<br>CADS | NOT                                       | Duck, Doffy<br>UB7 7HJ<br>VIRTUALWA        | RD                 |                              |              |
| Acc st Andriy Chalyi<br>andriychalyi                     | +<br>0 - 22:00 ~      |  | NOT STARTED                      |   | NDT:<br>Kent, Clark<br>UB7 7HJ<br>D2A<br>¢ | STARTED            |                              |              |
| Tetiana Deriugina  | 0                     |  | NOT STARTED                      |   | NOT STARTED                                |                    |                              |              |

The icon on the top right, below *Log out* will present a list of unassigned visits, sorted as oldest first.

| Ab | oc<br>ode  | 🖴 On-demand Jobs 🛗 Scheduled Job                                | bs 🜒 Vaccinations 🌸 Scheduli   | ng O HCPs <b>⊂16</b> /107 [→ Log out   |
|----|--|---|--|--|
| ₿  | Patient     Staff     Pathway     Service     Status       Availability     \$     HCP Type     \$     Care complexit     \$     | Show<br>fewer<br>filters     Clear<br>filters     Today     < W | <ul> <li>√ednesday 28th September 2022</li> <li>Show aborted visits</li> </ul> | DoUBLE UP VISIT, Tetiane<br>AA1 LAA<br>28-587-2022   |
|    | C Refresh Export visit timings + Add a new visit + Admi No urgent warnings 0 - Collapse all + Expand all                         | nistrative time 🗮 Import schedules 🛱                            | Export schedules   | DOUBLE UP VISIT, Tetiana<br>AAA 11AA<br>CADS<br>24-5EP-2022<br>A<br>&  |
| >  | Ac         Andriy Chalyi<br>andriy.chalyi<br>+380959012702           CP           Coordinator, Urg           Sick           Sick | Latron, Crai<br>UB774)<br>D2A                                   |  | Burks, Eme           NV9 602;           D2A           26-587-202;           20           Simme, Olive; VSD, 976           W27 7rl] |
|    | MA   | Preside diction   | STARTED  | D2A<br>1945€7-2022<br>▲<br>▲   |
|    | Aller E  | Kenata, Cristiano   | L,   | Add a new visit  |

This panel can be used to drag-and-drop visits to an HCP swim lane, which is the easiest way of assigning a visit to an HCP.





New visits can be added via the *Add a new visit* button at the bottom of the unassigned visits list.

Further details about visit management are provided in other guides.

| АB | oc<br>ode                                       |                              | 🚔 On-demand Jo                                  | obs 🛱 Scheduled Jobs 🜓 \  | accinations 🔆 Schee                   | duling • HCPs • 16/107 [                | [→ Log out |
|----|---|------------------------------|---|---|---------------------------------------|---|------------|
| Ħ  | Patient Staff Pathway Service St                | Show more filters            | Clear filters                                   |   | Today <                               | Wednesday 28th September 2022           | 121        |
| =  | No urgent warnings 0                            | C R                          | tefresh Export visit timings                    | + Add a new visit + Administ  | rative time 🗎 Import                  | schedules 🗎 🛱 Export schedules          |            |
|    | - Collapse all + Expand all                     | 7 am 8 am                    | 9 am  | 10 am 11 am   | 12 pm                                 | 1 pm 2 pm                               |            |
|    | Mutaz Aldawoud<br>mutaz Aldawoud                |                              |   |   |                                       | Prite, Bread<br>UB7 7HJ<br>CADS<br>** & |            |
| >  |   | Ronaldo,<br>UB77HJ<br>RAPIDS | Cristiano                                       | Winehouse, Amy<br>U87 7H<br>D2A<br>A<br>A<br>D2<br>D2<br>D2<br>D2<br>D2<br>D2<br>D2<br>D2<br>D2<br>D2<br>D2<br>D2<br>D2 |                                       | NOTS                                    | <          |
|    |   | NO                           | DT STARTED<br>Merkel, Angela<br>UB7 7HJ<br>CADS | NOT STARTED   | Duck, Doffy<br>UB7 7Hj<br>VIRTUALWARD |   |            |
|    | Ac *2 Andriy Chalyi<br>andry Chalyi             |                              | NDT STAR<br>Layton, Creig<br>UB7 7HJ<br>D2A     | Kent, C<br>UB77-<br>D2A   | ark                                   |   |            |
|    | TD     Tetiana Deriugina     tetiana derivativa |                              | NOT STARTED                                     |   | IOT STARTED                           |   |            |
|    | ·   |                              |   |   |                                       | Demo controller portal v3.19.1   Change | elog ?     |

## • System information

In the bottom right of the webpage the Controller can see the database name (in this case it is set to Demo) and the system version number, in this case it is version 3.19.1.

Pressing on Changelog to the right of the version number will present release notes – these brief summaries of the features that have been introduced or changed in recent releases.

In this way, users are always able to see what's new and changed in the Doc Abode system. An update is issued every two weeks so it's worth checking the changelog to keep up to date with the latest features. These are also promptly communicated to nominated superusers for every customer, in a way that can be cascaded through the user population.

If you have any questions about new features in Doc Abode then please ask your nominated superusers.





#### Raising a support ticket

| )<br>)<br>) | oc<br>ode   | 🚔 On-demand Jobs  | Scheduled Jobs      ♥ Vaccinations <u>* Scheduling</u> O HCPs = 16/107      C+ Log out                                      |
|-------------|---|---|---|
|             | Patient Staff Pathway Service Status Show m   | ore filters Clear filters                                   | Today < Wednesday 28th September 2022 > 2≗t   |
|             | No urgent warnings 0  | C Refresh Export visit timings + A                          | Add a new visit + Administrative time 🛱 Import schedules 🛱 Export schedules   |
|             | - Collapse all + Expand all 7 am  | 8 am 9 am 10 am   | 11 am 12 pm 1 pm 2 pm   |
|             | MAA S <sup>A</sup> Mutaz Aldawaud<br>mutazaldawaud<br>② Urgent Responder & Not Sick ♥ ③ 08:00 - 20:15 ♥ |   | FRE. Bred<br>しなアカー<br>なの5<br>▲<br>業:<br>逸<br>[]]  |
|             |   | Ronalda, Cristiono<br>UR7714j<br>RAPIDS<br>A<br>NOT STARTED | Witebours, Any         NOT 5           U0774)         224           ▲         ▲           ▲         ▲           ▲         ▲ |
|             |   | Markal, Angela<br>U87 7HJ<br>CADS                           |   |
|             | (AC) ☆Andriy Chalyi<br>andriy.chalyi  | Loyton, Groig<br>UG7 7H J<br>D2A                            |   |
|             | (2) Not Sick V (3) 16:00 - 22:00 V  | NOT STARTED   | A NOT STARTED   |
|             | (TD) * Tetiano Deriugina  |   | Demo controller portal vs. 11 [Changelog ?  |

If there is a problem with the system that cannot be resolved internally, or the user wishes to advise Doc Abode of an idea for a new feature, then press the support (?) button in the bottom right of the webpage.

The following window appears



| Patient S         | taff Pathway            | / Service                | Status            | Show fewer filte                  | ers Clear filters                          | 👛 On-dema                           | Ind Jobs 🖽 Sched       | Uled Jobs V Va     | tober 2022       | Unassigned Visits                                      | 8 [-) Ц<br>Х | g out    |
|-------------------|-------------------------|--------------------------|-------------------|-----------------------------------|--|-------------------------------------|------------------------|--------------------|------------------|--|--------------|----------|
| Availability      | HCP Type                | \$                       | Care complexity 🖨 | Transport required                | Warning                                    | ¢                                   | Show aborted vis       | its                |                  | Potter, Harry<br>UB7 7HJ<br>DZA                        |              |          |
| No urgent warnin  | ngs 0                   |                          | C Refrest         | Export visit tim                  | ings + Add a nev                           | w visit + Administr                 | rative time 🗎 İmpe     | ort schedules 🗎 🛱  | Export schedules | © 10:00 AM   |              |          |
| - Collapse all    | + Expand all            |                          |                   | 11 am                             | 12 pm                                      | 1 pm                                | 2 pm                   | 3 pm               | 4 pm             | Reacher, Jack<br>UB7 7HJ                               |              |          |
| AG Anna           | Goodenough<br>podenough |                          | •                 | Weasley, Ron<br>UB7 7HJ<br>RAPIDS | Administrative<br>Potter, Harry<br>UB7 7HJ | Dumbledore, Albus<br>UB7 7HJ<br>D2A | Administr<br>Grainger, | Training           |                  | 26-OCT-2022  |              |          |
| ٢                 | 🛔 Not Sick 🗸            | <b>(</b> ) 09:00 - 21:15 | ~                 | NOT STARTED                       | NOT STARTED                                | NOT STARTED                         | NOT<br>STARTED         | <u>요</u> !)<br>NOT | STARTED          | Weasley, Molly<br>UB7 7HJ<br>RAPIDS                    |              |          |
| IY * Imran        | Younis<br>ounis         |                          | •                 | Pitt, Brod<br>UB7 7HJ<br>RAPIDS   |  | Dumbledore, Albus<br>UB7 7HJ<br>D2A |                        |                    |                  | 26-OCT-2022  |              | >        |
| ٢                 | 🜡 Not Sick 🗸            | <b>(</b> ) 09:00 - 21:15 | ~                 |                                   | ARTED                                      | NOT STARTED                         |                        |                    |                  | Grainger, Hermoine<br>UB7 7HJ<br>RAPIDS<br>27-OCT-2022 |              |          |
| MA Mutaz<br>mutaz | Aldawoud                |                          | •                 |                                   |  |                                     |                        |                    |                  |  |              |          |
| ٢                 | 👃 Sick 🗸                | 09:00 - 21:15            | ~                 |                                   |  |                                     |                        |                    |                  |  |              |          |
| ID × lelyza       | veta Drozd<br>eta.drozd |                          | Ħ                 |                                   |  |                                     |                        |                    |                  |  |              |          |
| ٢                 | 🜡 Not Sick 🗸            | 3 14:15 - 22:15          | ~                 |                                   |  |                                     |                        |                    |                  | Help   |              | ×        |
|                   |                         |                          |                   |                                   |  |                                     |                        |                    |                  | Here and we hale?                                      |              |          |
|                   |                         |                          |                   |                                   |  |                                     |                        |                    |                  | now can we help?                                       |              | <u> </u> |

The controller can enter a free text question which the system interprets. In the background the help system decides which menu or menus are appropriate for this query. In practice there are three options

- Raise a bug
- Suggest a new feature
- Ask for general IT support (logins, passwords etc.)

In the example below the user has entered the single word *mobile* and as it's not obvious which of the options above applies then all three data entry options are presented.

| 20 | oc<br>ode    |  |                    |                 |                                   |  | 🚘 On-dema                           | nd Jobs 🛗 Sched        | uled Jobs   V    | accinations 😤    | Scheduling O HCPs 15/98   |                              |
|----|--------------|--|--------------------|-----------------|-----------------------------------|--|-------------------------------------|------------------------|------------------|------------------|---|------------------------------|
|    | Patient      | Staff Path                                 | Service            | Status          | Show fewer fi                     | lters Clear filters                        |                                     | Today                  | Thursday 27th O  | ctober 2022      | Unassigned Visits   | × 244                        |
|    | Availability | 🖨 НСР Туре                                 | \$                 | Care complexity | Transport require                 | d 🜲 Warning                                | \$                                  | Show aborted vis       | ts               |                  | Potter, Harry<br>U87 7HJ<br>D2A<br>26-OCT-2022                                  |                              |
|    | No urgent w  | varnings 0                                 |                    | C Refre         | sh Export visit ti                | mings + Add a ne                           | ew visit + Administr                | rative time 🗎 Impo     | rt schedules 🛛 🗮 | Export schedules | Q 10:00 AM  |                              |
|    | - Collapse   | all + Expand all                           |                    |                 | 11 am                             | 12 pm                                      | 1 pm                                | 2 pm                   | 3 pm             | 4 pm             | Reacher, Jack<br>UB7 7HJ<br>RAPIDS  |                              |
|    | AG *A        | nna Goodenough<br>nna.goodenough           |                    | Đ               | Weasley, Ron<br>UB7 7HJ<br>RAPIDS | Administrative<br>Potter, Harry<br>UB7 7HJ | Dumbledore, Albus<br>UB7 7HJ<br>D2A | Administr<br>Groinger, | Training         |                  | 26-OCT-2  | ×                            |
|    | ٢            | Not Sick                                   | ✓ ③ 09:00 - 21:15  | ~               | NOT STARTED                       | NOT STARTED                                | NOT STARTED                         | NOT<br>STARTED         | <u>2)</u><br>NO  | T STARTED        | mobile  | ٩                            |
|    | IY *Ir       | mran Younis<br>nran.younis                 |                    | •               | Pitt, Brod<br>UB7 7HJ<br>RAPIDS   |  | Dumbledore, Albus<br>UB7 7HJ<br>D2A |                        |                  |                  | Contact us about  |                              |
|    | ٢            | Not Side                                   | ✓ ③ 09:00 - 21:15  | ~               | нот                               | STARTED                                    | NOT STARTED                         |                        |                  |                  | Other enquiry<br>Get assistance for general IT problem<br>questions.            | is and                       |
|    | MA * M       | Mutaz Aldawoud                             |                    | •               |                                   |  |                                     |                        |                  |                  | Report a bug or system problem  |                              |
|    | ٢            | Sick                                       | ✓ ③ 09:00 - 21:15  | ~               |                                   |  |                                     |                        |                  |                  | Let us know if something isn't workin<br>and we'll aim to get it back up and ru | g properly<br>nning quickly. |
|    |              | el <b>yzaveta Drozd</b><br>elyzaveta.drozd |                    | •               |                                   |  |                                     |                        |                  |                  | Suggest a new feature<br>Let us know what would make Doc Ab                     | ode work                     |
|    | ٢            | 🛔 Not Sid                                  | × (§ 14:15 - 22:15 | ~               |                                   |  |                                     |                        |                  |                  | better for you.   |                              |
|    |              |  |                    |                 |                                   |  |                                     |                        |                  |                  | Powered by dira-service Manag   | lement                       |

Enter details using the most appropriate form, with attachments if needed, and press *Send*. This will raise a ticket with the Doc Abode support desk.