



Scheduling System – Controller Functions

Seeing and dealing with alerts

This document describes how to how to see and deal with alerts, for both patients and HCPs.

1. Log in to Doc Abode on <u>https://controller.docabode.com/</u> and select the Scheduling tab

	🚔 On-demand Jobs	🛱 Scheduled Jobs	Vaccinations	* Scheduling) HCPs ●16 /104 [→	Log out
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2. A webpage similar to the example below is displayed.

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				Demo controller portal v3.19.1 Changelog

Urgent warning widget

The Urgent warning widget is usually grey as shown below to indicate there are no urgent warnings.



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				Demo controller portal v3.19.1 Changelog

When there are urgent warnings,

- this widget will change to bright red and will pulse it can't be missed!
- the patient and HCP against which the warning applies will be sent to the top of the list in both calendar and list view.

Note that next to the *Show urgent warnings* button is a number, to show how many urgent warnings there are.





Dealing with Patient alerts

If it is a patient alert, the swim lane for the affected HCP will move to the top of the dashboard and the *visit* will be turned bright red. Other visits remain unaffected The screenshot below shows the visit in calendar view.

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8	Patient Stoff Pathway Service Status more Clear Today < Thursday 13th October 2022 >	Unassigned Visits ×
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	Demo cont	roller portal v3.20.0 Changelog

And here is it in list view

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	NHS number	Patient	Date of birth	Gender	Postcode	Pathway	Service / activity	Planned time	Duration	Actual start time		
	5487963247	Angela Merkel	01/01/2010	Female	UB7 7HJ	CADS	Follow Up	13/10/2022 05:30 PM	01:00			
>	1234567891	Тарас Дячишин	13/10/2022	Male	SW13 9EW	D2A	0-1 day response		01:00			
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The controller can do two things for a patient alert

- Acknowledge the alert, and
- Resolve the alert

Acknowledging an alert will return the urgent warnings widget to its normal state, but will leave the visit itself marked in red. This is useful as the controller is in effect saying the alert has been seen and it is being dealt with.

To acknowledge an alert, select the alert to view full details.

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The full details pane is presented as normal, but at the top there is a red band containing options to *Resolve Patient Alert* and to *View details*.

When View details is selected, the display is changed as shown below



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Ħ	Patient		Show Clear T			Unassigned Visits
=		Unresolved patient alert				× ae
囗	C Refresh	Job Details				
	Show urgen	Raised:	17:20 on 13 Oct 2022			ac
	Callana	Sender:	Anna Goodenough			
	- Conapse	Patient:	Angela Merkel			
		Planned Start Time:	17:30 on 13 Oct 2022			
	•	Arrived Time	Not set			
		Status:	Current			
		Pathway:	CADS			
		Service:	Follow Up			
	Angela Meri					
		Alert Details				
	AR	Reason:	Patient requires urgent care			
		Resolve Alert Acknowledge Alert Clo	ose			
	A Plai					
	Patient det	Time	Pathway	Service	Status	+ Add a new visit
	Address -	17:30 on 13 Oct 2022	CADS	Follow Up	Current	
					Demo cont	troller portal v3.20.0 Changelog

Note that if the controller does not see the buttons at the bottom, they will have to scroll down.

Pressing Acknowledge alert results in the following



Image: Service Unresolved potient olert Job Details Image: Service Job Details Patient: Arrived Time Arrived Time Service Patient: Arrived Time Service Patient: Arrived Time Arrived Time Arrived Time Service Patient: Patient: Arrived Time Service Patient: Patient: Patient: Patient: Cancel Controm Alert Details Resore: Patient: Patient: Patient: Patient: Patient: Cancel Controm Time Time Title: Patient: Title: Patient: Patient: <th>Ab</th> <th>oc ode</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	Ab	oc ode						
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Demo controller portal v3 20 0 I Changelog		Angela Mer	Alert Details Reason: Resolve Alert Acknowledge Alert Time 17:30 on 13 Oct 2022	Patient requires urgent care Close Pathway CADS	Service Follow Up	Status Current	tdd a ne	w visit anneno

Press *Confirm* and the calendar view will then look like this, with the urgent warnings widget set back to grey.

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>	Not Sick 08:00 - 2	0:15 ~			
	Ac Andriy Chalyi andriy.chalyi	•			
	Angela Merkel 🛛 CURRENT 🧪 C			Actions X	
		created by Anna Goodeno	ugh on 6th October 2022 last updated An	na Goodenough on 13th October 2022	
	Resolve Patient Alert <u>View details</u> Unre	solved patient alert raised by Anna Goo	denough at 17:20 on 13 Oct 2022:	Patient requires urgent care	
	Planned start time of the visit is in the past!				
	Patient details	Visit details	Visit timing		Add a new visit
	Address Kirk House	Referrer Not set	Earliest date	Not set	2
				Demo	o controller portal v3.20.0 Changelog





The next stage is to resolve the patient alert if the HCP does not do so. Note that an alert can be resolved without first being acknowledged. The controller can decide how best to use Doc Abode to suit the circumstances they are dealing with.

When the controller presses the *Resolve patient alert* button the following web page appears

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=	Resolve Patient Alert					× ac	
囗	C Refresh How do you want to resolve this alert?						
	Resolution to alert					ac	
	Notes					•	
	AG AG						
	Cancel Resolve alert						
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	Planned start time of the visit is in the past						
	Patient details Visit d	etails	Visit timing			+ Add a nev	w visit
	Address Kirk House Referre	r —— Not set	Earliest date	Not set			2
					Demo cont	roller portal v3.20.0 Cha	ngelog

Select the appropriate resolution from the drop down list, enter any free text notes as needed and then press the button *Resolve alert*





The history of the alert is displayed on the web page, as shown below. In this example the controller may wish to change the status to completed or set up a follow-up visit, as appropriate.









Dealing with staff alerts

The Doc Abode application has been developed for both Google Android and Apple iPhone handsets. Please note that other phones are not in scope.

The handset needs to be set up to enable this capability:

- the appropriate emergency number needs to be set up as a contact
- this number needs to be identified as an emergency alert
- the alerting mechanism needs to be set up in the phone settings, e.g. for iPhones you can press the volume and power buttons together to make an emergency call.

We strongly recommend trying this out to ensure HCPs are reassured this is fully operational, to save anxiety when it is needed for real.

When a staff alert is raised, the web page is immediately changed to ensure it is seen:

- the Show urgent warnings button will be changed to red and will pulsate
- the swim lane for the affected HCP will be turned bright red and moved to the top of the dashboard

Ab	óc ode	🚔 On-demand Jol	os 囲 Scheduled Jobs	Vaccinations *	Scheduling O	HCPs ●15 /107
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	(Y ★ Imran Younis imranyounis					▲ ≌
	• NOLSICK • 09:00 - 17:00					
	AC Andriy Chalyi andriy.chalyi	•				+ Add a new visit
					Demo controller	portal v3.20.0 Changelog

Pressing the Show urgent warnings button will show more details about the HCP



Patient Staff Pathway Service	Status mor filte	w e fiiters Today	< Monday 17th October 2022	> Unassigned Visits PATIENT, Test VSU-1137 NVL 0FE
C Refresh Export visit timings + Add a new Show urgent warnings 1	visit + Administrative	time 📄 Import schedule	es 🗎 Export schedules	ADD TRANSPORT
Staff Alert: Staff Member: Anna Goodenough Time: 09:40 on 17 Oct 2022		• 09:42 am 10 am	11 am 12 pm	VIRTUALWARD 14-OCT-2022
Anna Goovernough anna goodenough Not Sick O 08:00 - 20:1	5 ~	Net Started		A PATIENT, Test VSU-1137 Anoth NV1 DPE VIRTUALWARD 14-OCT-2022
Imran Younis Imran Younis	•			<u>ک</u> * ۵
AC ** Andriy Chalyi andriy-chalyi	Ð			+ Add a new v

Pressing on the Staff Alert details box, which currently only shows the HCP name and date/time of alert will show further details, including their location on a map. If the HCP is in a visit, it will also be possible to track their location by knowing the patient's address.

Scroll down the page to see the red pin on the map.

Ab Ab	oc ode	🛳 On-demand Jobs 🖽 Scheduled Jobs 🔹 Vaccinations 🔆 Scheduling of	O HCPs ●15/107 [→ Log out		
Ħ	Patient	Show Clear Contraction of the second s	Unassigned Visits		
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	Show urg	Sender: Anna Goodenough			
		Phone: +447740286945	ist VSU-1137 Another Test		
	- Collap	Resolve Alert Close	22		
>		09:40 on 17 Oct 2022	ist VSU-1137 Another Test		
		Emergency SOS I called emergency services from this approximate location. You are receiving this message because I have listed you as an emergency contact.	ARD 22		
		09:40 on 17 Oct 2022			
		http://maps.apple.com/?ll=51.46189,-2.61193&q=Location			
	Brad Pitt				
		🛆 Last known location recorded by the Doc Abode app displayed below as of 18:22 on 28 Sep 2022. Note: this location could be out of date.			
		The Clifton Hotel Bristol	Tynda		
	Patient d	Map Satellite Victoria Rooms Music concerts in State Convenience Store The State Store Royal West of England Parintel Grammar School	of Br +		
	Address	The Bristol Music Club	Add a new visit		
Demo controller portal v3.20.0 Changelog					





Pressing the Resolve alert button takes the controller to the following web page.

Doc Abode		🚔 On-demand Jobs 🛗 Scheduled Jobs 🌵 Vaccinations 🔆 Scheduling HCPs 1	15 /107 [→ Log out
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~		Sender: Anna Goodenough	22
Ш	C Refres	Phone: +44/740286945	
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		I called emergency services from this approximate location. You are receiving this message because I have listed you as an emergency contact.	
	AG	http://maps.apple.com/?ll=51.46189,-2.61193&q=Location	sst VSU-1137 Another Test
			ARD
	\frown	🛆 Last known location recorded by the Doc Abode app displayed below as of 18:22 on 28 Sep 2022. Note: this location could be out of date.	
	Brad Pitt	Map Satellite Everyman Bristol Hamburger - 35	
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	Patient d	Think and MRS Simply Food S Vittoria Woodland Court O	
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		Demo controller portal v3.2	20.0 Changelog

Scroll to the bottom to see a drop-down list of resolutions and an opportunity to enter free text notes.



Abode	🚔 On-demand Jobs 🛗 Scheduled Jobs 🔹 Vaccinations 🌸 Scheduling 💽 HCPs	15 /107 [→ Log out
Patient	Ad By Wotton Donoghue Architects Five Mile Films & Week ^{TV} Woodland's Yard Bold Schurch Church Church Brijseering Woodland's Yard Bold Schurch Tundalis C.	ned Visits
	Architecture by Studio Hive Beigrave Rd Tyndalls Mansions	22
	res or Bristol International House Bristol o obtinue Pristol O obt	
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> @	How do you want to resolve this alert? Resolution to alert	est VSU-1137 Another Test ARD 22
	Select a resolution	
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Patie	st d	+
Addre	ss Kirk House Referrer Not set Earliest date Not set High Street of visit Yiewslev Prthway D2A	Add a new visit
	Demo controller portal v3.2	20.0 Changelog

Selecting a resolution brings up the following list of reasons



Pressing Resolve alert will set the alerts widget back to grey and revert the HCP to normal.