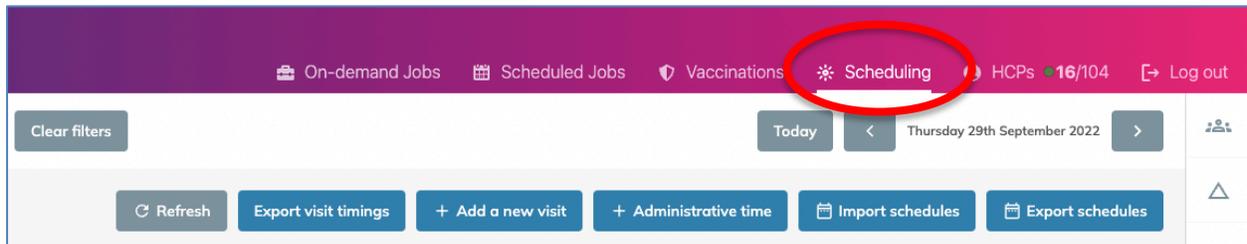


# Scheduling System – Controller Functions

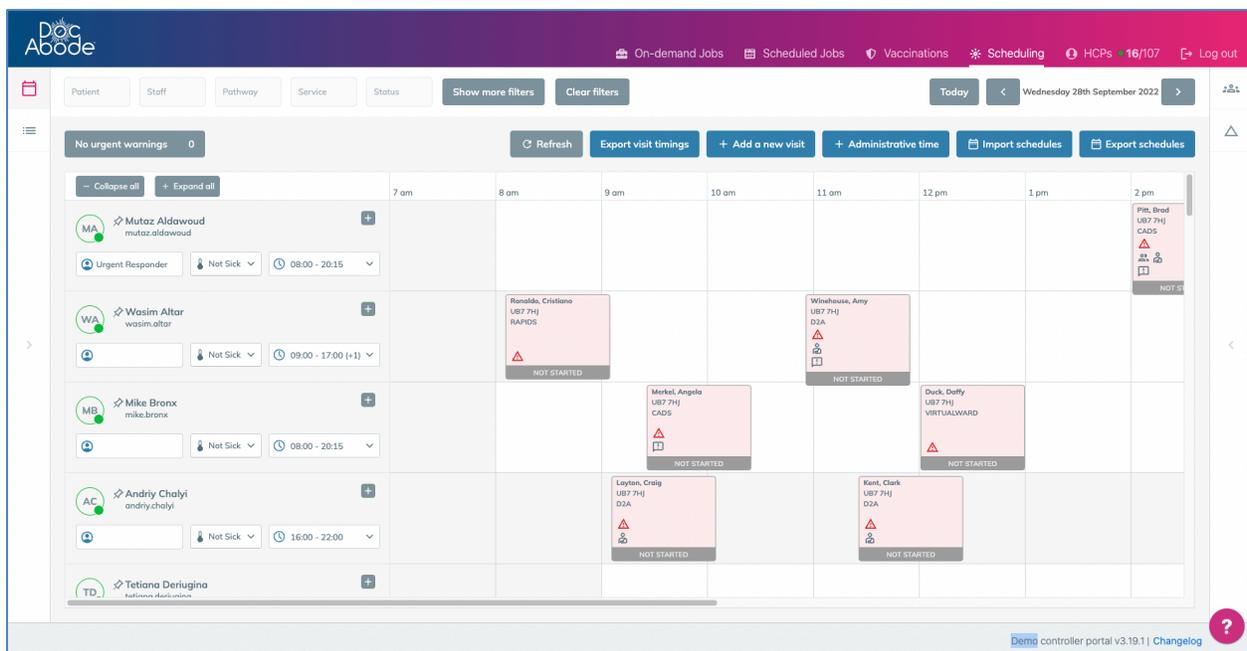
## Seeing and dealing with alerts

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

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

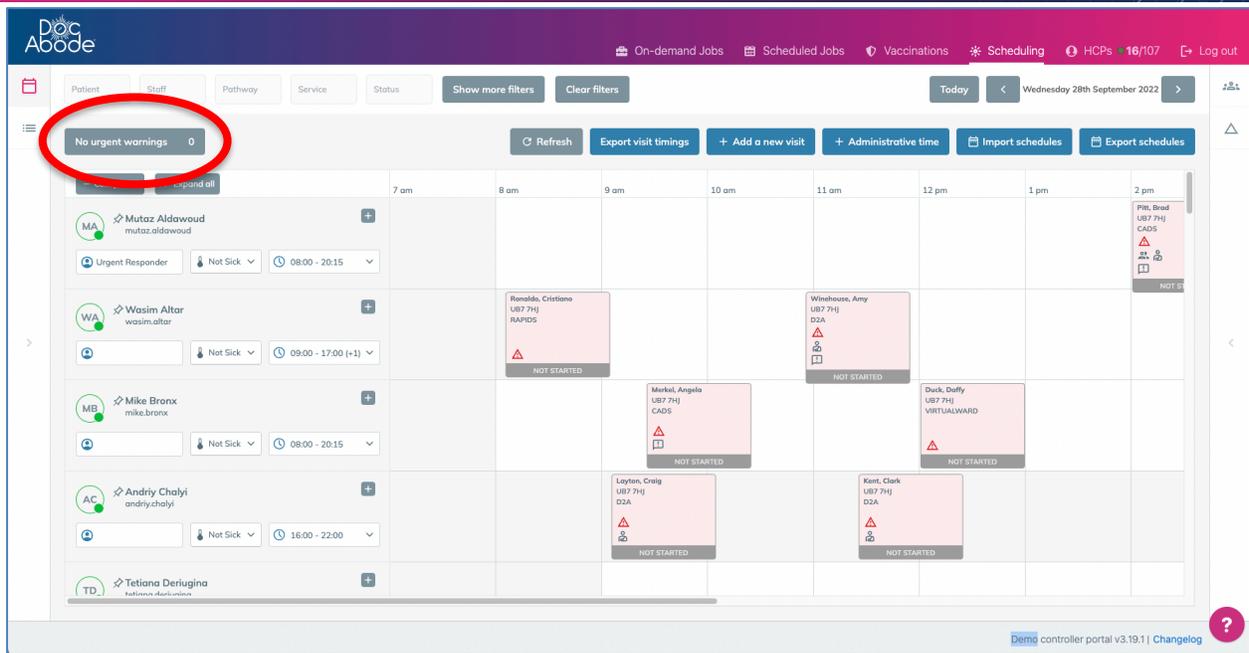


2. A webpage similar to the example below is displayed.



### Urgent warning widget

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



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.

The screenshot shows the Doc Abode scheduling interface. At the top, there are navigation tabs: On-demand Jobs, Scheduled Jobs, Vaccinations, and Scheduling. The current date is Thursday 13th October 2022. A red alert box is visible in the calendar view, indicating a patient alert for Angela Merkel at 05:24 pm. The interface also shows a list of staff members on the left, including Anna Goodenough, Andriy Chalyi, and Mutaz Aldawoud. A 'Show urgent warnings' button is visible, indicating 1 warning.

And here is it in list view

The screenshot shows the Doc Abode scheduling interface in list view. The patient alert for Angela Merkel is highlighted in red. The interface shows a table of visits and a list of staff members on the left. The table has the following columns: NHS number, Patient, Date of birth, Gender, Postcode, Pathway, Service / activity, Planned time, Duration, and Actual start time.

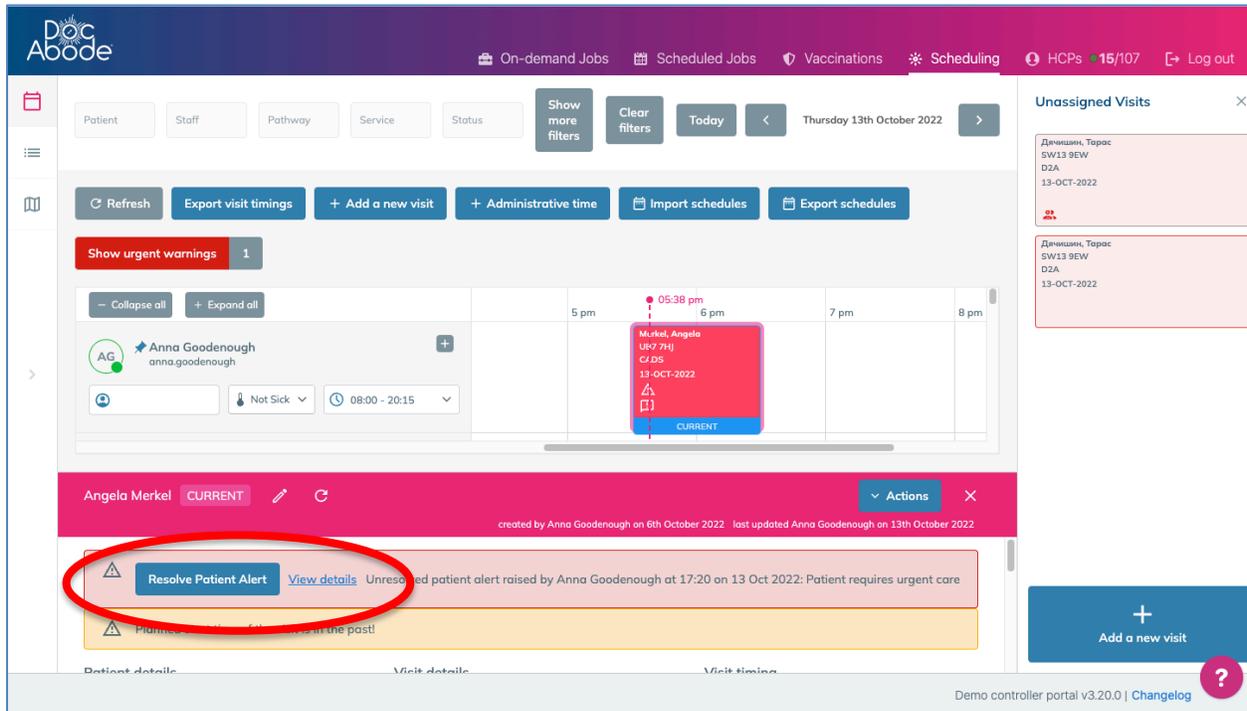
NHS number	Patient	Date of birth	Gender	Postcode	Pathway	Service / activity	Planned time	Duration	Actual start time
5487963247	Angela Merkel	01/01/2010	Female	UB7 7HJ	CADS	Follow Up	13/10/2022 05:30 PM	01:00	
1234567891	Тарас Дячишин	13/10/2022	Male	SW13 9EW	D2A	0-1 day response		01:00	
1234567891	Тарас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

The controller can do two things for a patient alert

- Acknowledge the alert, and
- Resolve the alert

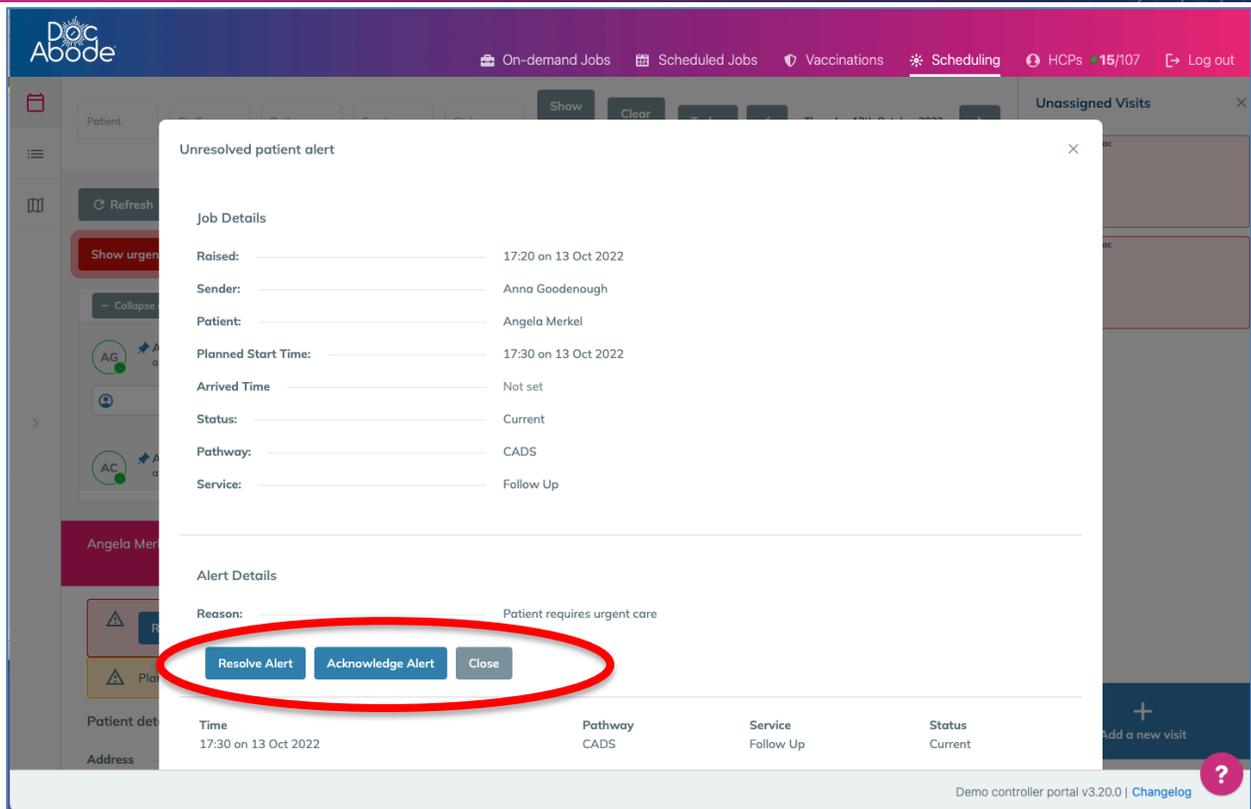
Acknowledging an alert will return the urgent warnings widget to its normal state, but will leave the visit itself marked in red. This is useful as the controller is in effect saying the alert has been seen and it is being dealt with.

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



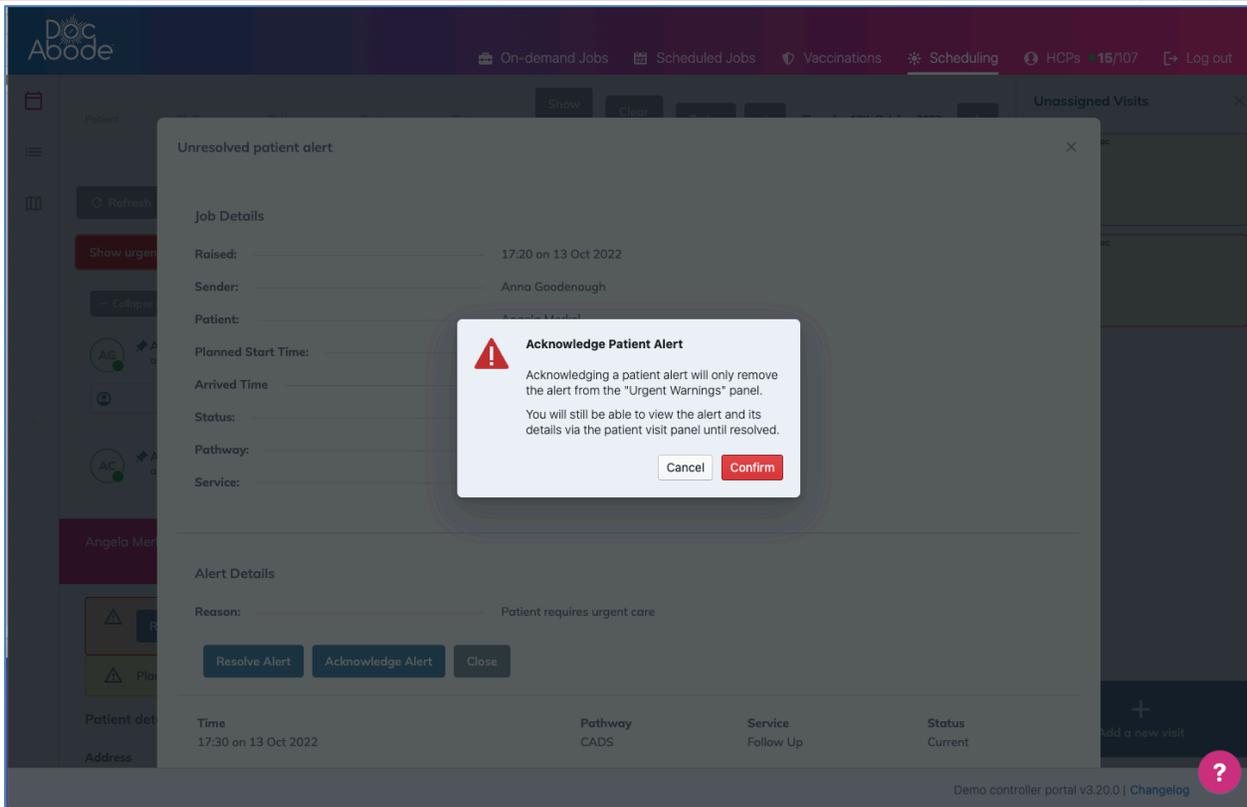
The full details pane is presented as normal, but at the top there is a red band containing options to *Resolve Patient Alert* and to *View details*.

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

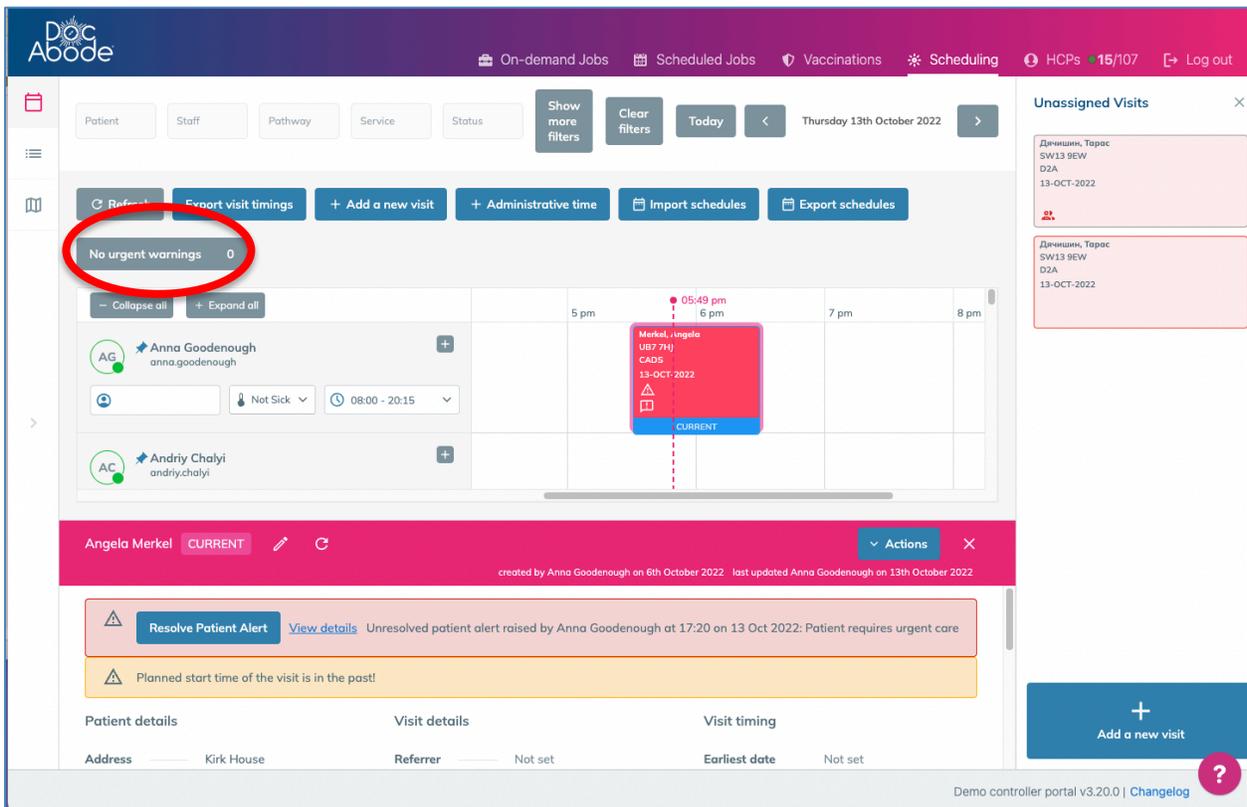


Note that if the controller does not see the buttons at the bottom, they will have to scroll down.

Pressing *Acknowledge alert* results in the following

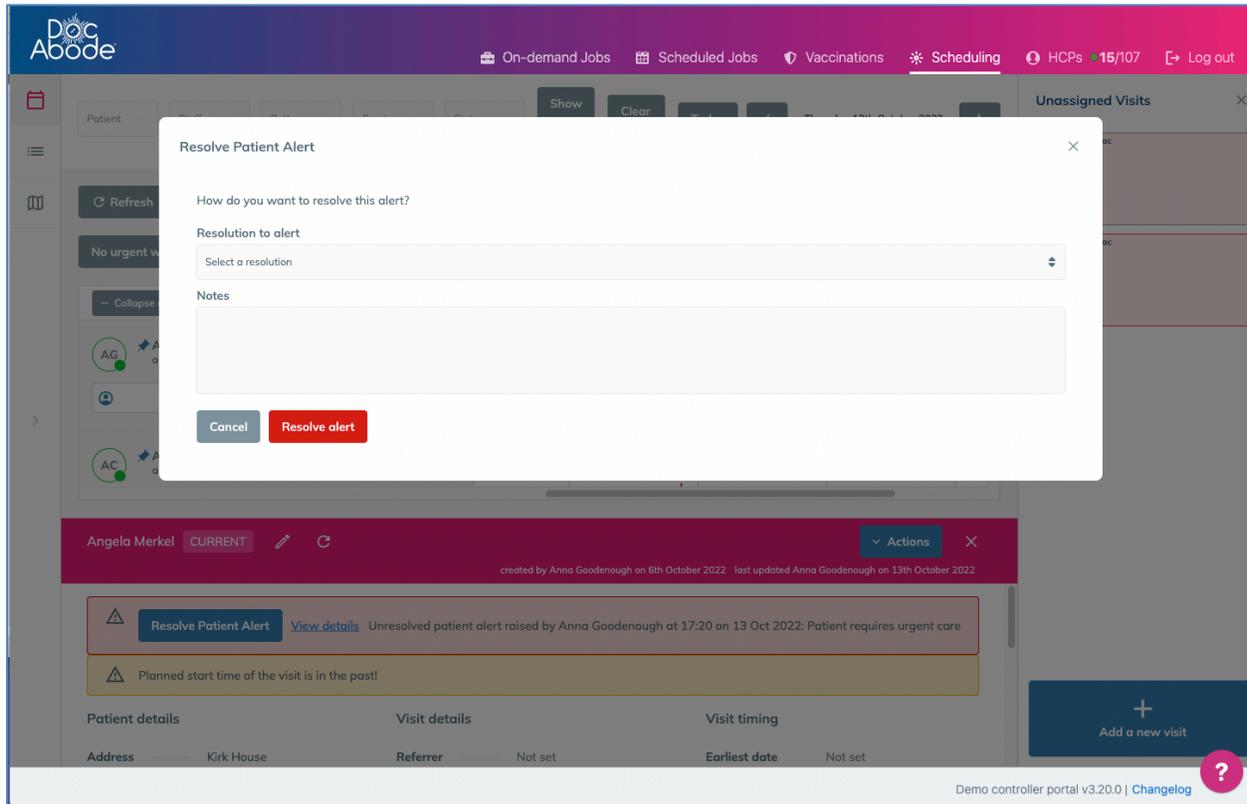


Press *Confirm* and the calendar view will then look like this, with the urgent warnings widget set back to grey.

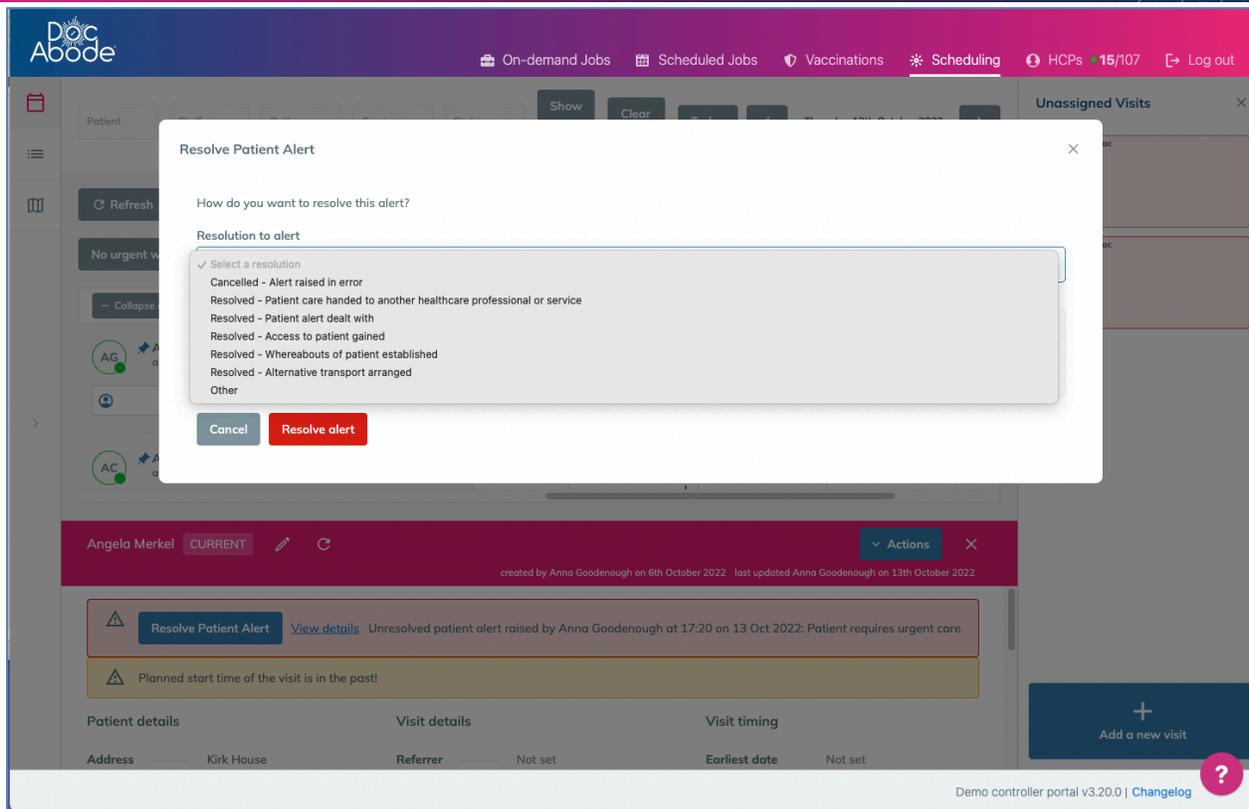


The next stage is to resolve the patient alert if the HCP does not do so. Note that an alert can be resolved without first being acknowledged. The controller can decide how best to use Doc Abode to suit the circumstances they are dealing with.

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



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.

The screenshot displays the Doc Abode Scheduling Controller interface. At the top, navigation tabs include On-demand Jobs, Scheduled Jobs, Vaccinations, Scheduling, and HCPs (15/107). The main area shows a calendar for Thursday 13th October 2022. Two healthcare professionals are listed: Andriy Chalyi and Anna Goodenough. A visit for Angela Merkel is scheduled at 05:54 pm. A red circle highlights a patient alert in the 'Visit details' section: 'Patient alert resolved by Anna Goodenough on 17:55 on 13 Oct 2022: Resolved - Patient care handed to another healthcare professional or service'. Below this, it notes 'Original alert raised by Anna Goodenough on 17:20 on 13 Oct 2022: Patient requires urgent care'. A 'Planned start time of the visit' alert is also visible. The right sidebar shows 'Unassigned Visits' for two patients. The bottom right corner features a 'Demo controller portal v3.20.0 | Changelog' link and a help icon.

## 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.

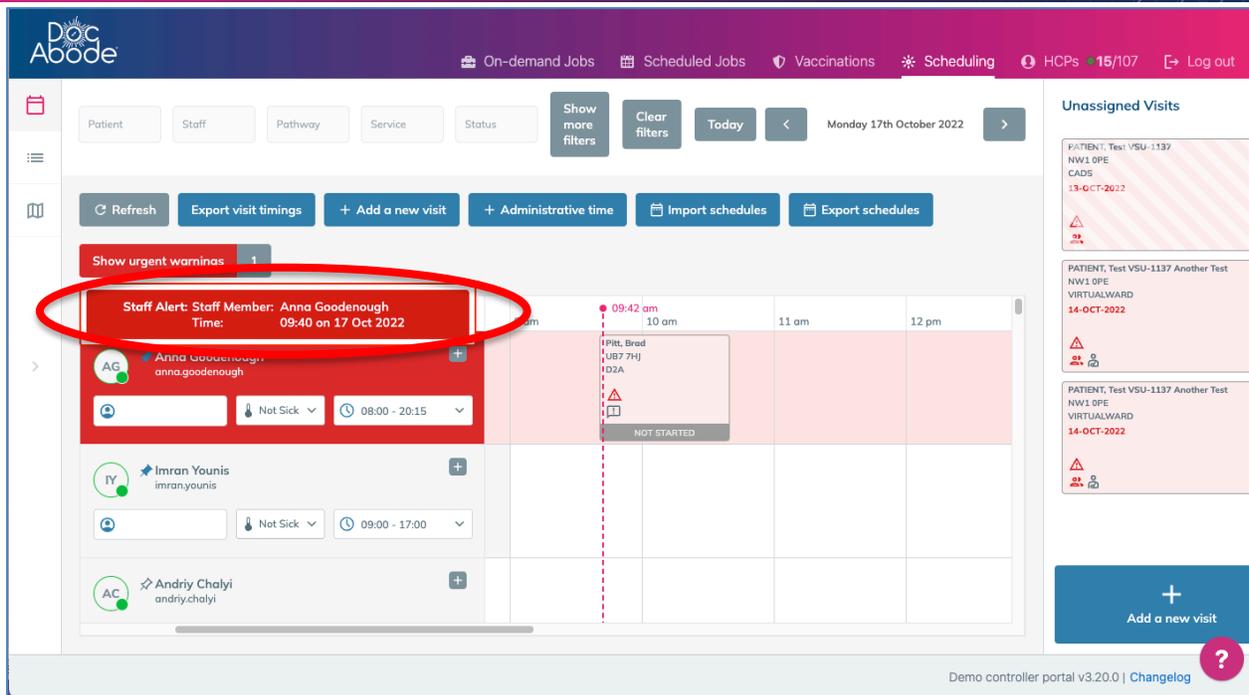
We strongly recommend trying this out to ensure HCPs are reassured this is fully operational, to save anxiety when it is needed for real.

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

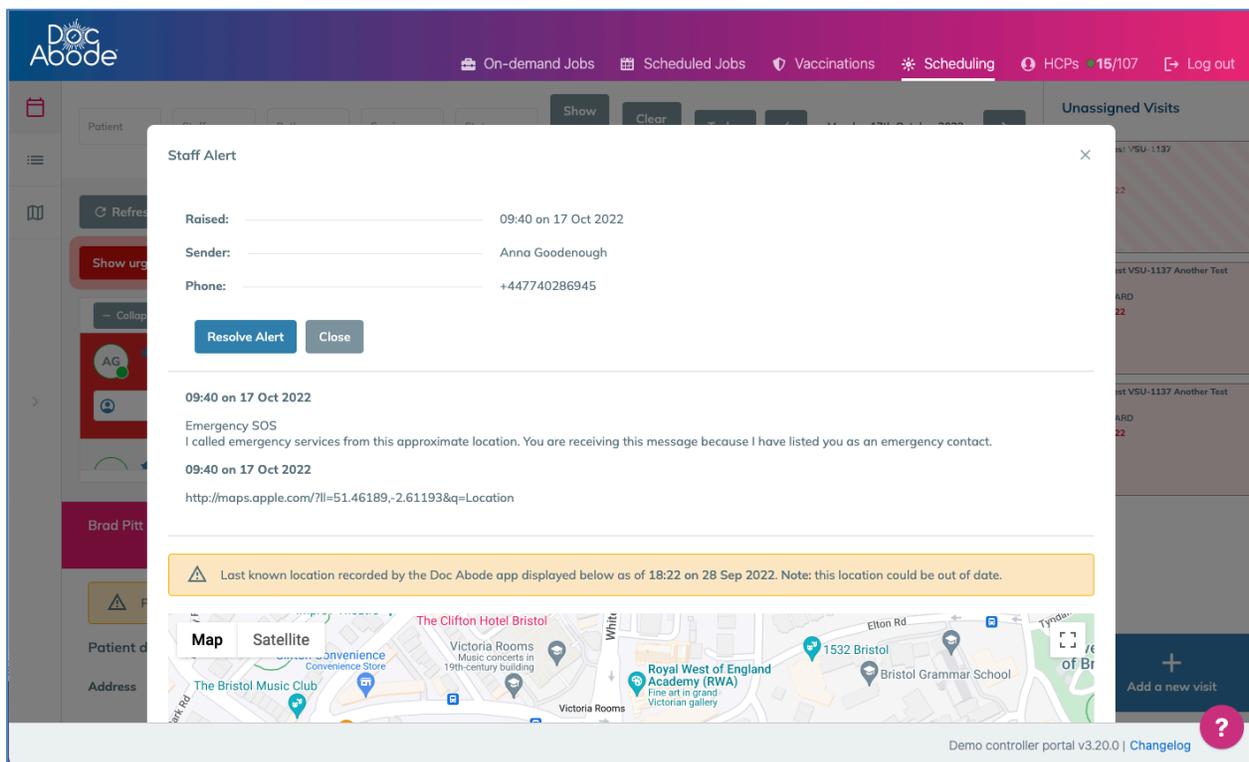
The screenshot displays the Doc Abode web application interface. At the top, there is a navigation bar with the Doc Abode logo and several menu items: On-demand Jobs, Scheduled Jobs, Vaccinations, Scheduling, and HCPs 15/107. Below the navigation bar, there are filters for Patient, Staff, Pathway, Service, and Status, along with buttons for 'Show more filters', 'Clear filters', and 'Today'. The main area shows a calendar view for Monday 17th October 2022. A red box highlights the 'Show urgent warnings' button. The calendar shows a red swim lane for Anna Goodenough, with a red box around her name and a red box around the 'Show urgent warnings' button. The right sidebar shows 'Unassigned Visits' for patient Test VSU-1137. The bottom right corner has a 'Demo controller portal v3.20.0 | Changelog' link and a question mark icon.

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

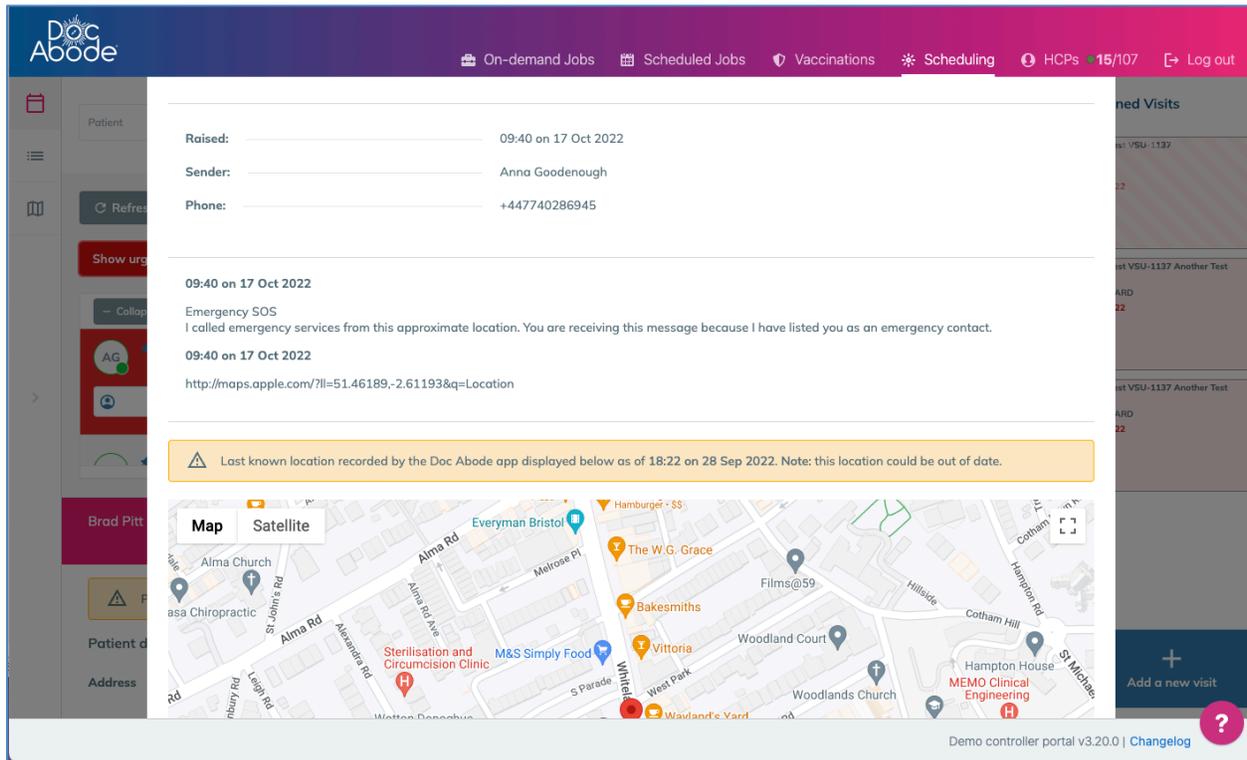


Pressing on the Staff Alert details box, which currently only shows the HCP name and date/time of alert will show further details, including their location on a map. If the HCP is in a visit, it will also be possible to track their location by knowing the patient's address.

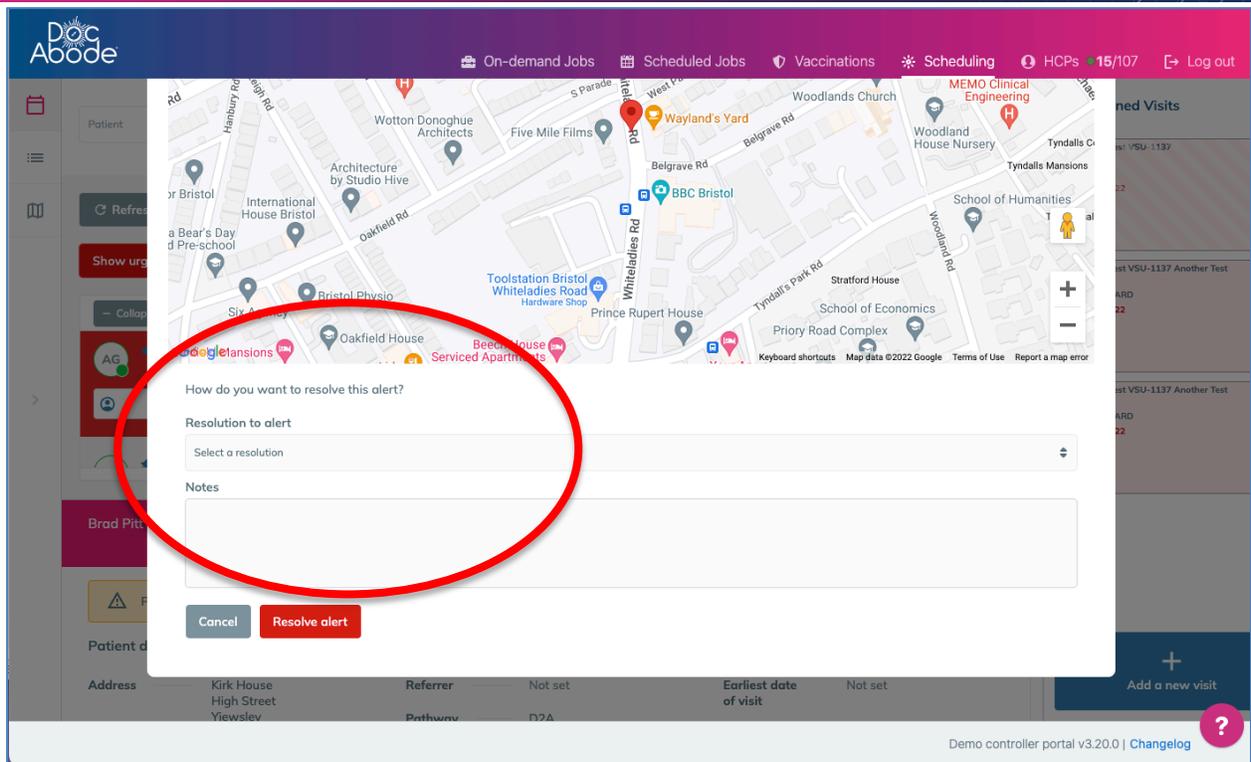
Scroll down the page to see the red pin on the map.



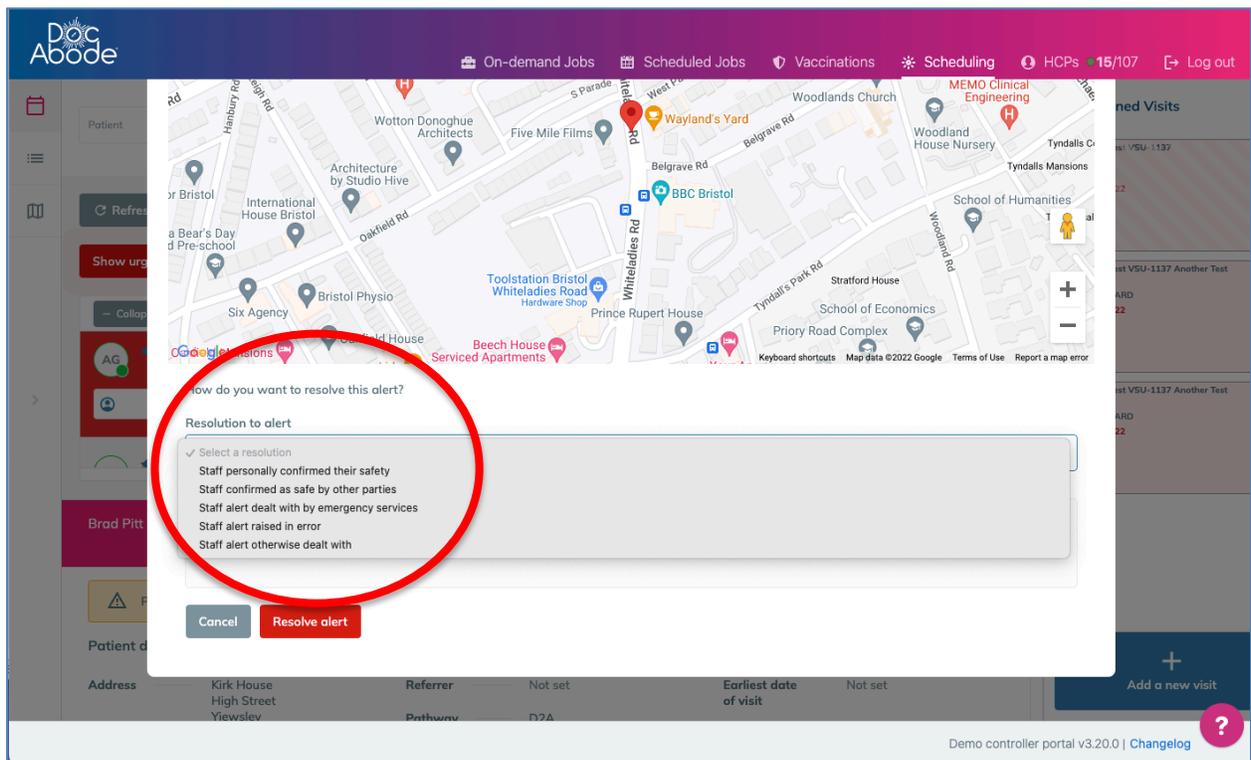
Pressing the Resolve alert button takes the controller to the following web page.



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



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.