UHD Single PAS

Frequently Asked Questions (FAQ)

Overview

Why was the change needed?

The move to a single Patient Administration System (PAS) reflects UHD's merger from the two previous trusts, where separate instances of OpenCaMIS and eCaMIS were in place. A common PAS is a critical enabler for working coherently and flexibly across the sites. The change makes administration across sites easier and more consistent, as well as providing a number of technical and financial benefits in the ongoing maintenance of trust systems.

Why did I need a new login?

PAS users with a pre-existing RBCH eCaMIS login were able to continue using this on the UHD system. People with a Poole eCaMIS login were provided with a new UHD login as their Poole login would not work.

Those without an account for either system will need to request and complete the trust's eCaMIS training as normal before being provided with a login.

How do I use my new login?

On the eCaMIS login screen, select the "RBH Live" environment and log in with your new UHD PAS details. In time, the "RBH Live" and "PHT Live" environments will be replaced with a single "UHD Live" entry. A guide to logging in can be found [here](#).

If you don't have the "RBH Live" option, please raise a call with the IT service desk on extension 2347 or via the [IT Portal](#).

Why does the UHD PAS look different to the old system?

Most users will not notice a significant difference when using the new UHD PAS system. Poole users will experience some changes for admitting inpatients, who will need to be linked to a pathway. Patients moving between sites are now managed as a ward transfer, not a discharge and admission. Wards for all sites will now be visible to all, though can be filtered and searched as required. A further guide to inpatient changes can be found [here](#).

Is there an issue with printing names on wristbands and patient labels?

The UHD eCaMIS system uses a combined name field instead of separate fields as in the old Poole system; however, the field works in a similar way. Please be vigilant that titles (e.g. "Master") have not been interpreted as a first name. In addition, double-barrelled surnames must be hyphenated, or only the second part will be recognised as a surname.

Can I see patients on the UHD PAS for all sites?

Yes: a key aim of the project was to deliver a seamless view of patients across the Poole, Royal Bournemouth and Christchurch sites.

Does this affect tracking of clinical records as patients move between sites?

Following implementation of the UHD PAS, all records will be tracked using the Clinical Records Tracking (CRT) function within the system.

Will I need re-training to use the single UHD PAS?

The IT Training teams have been updating training modules; however, there will not be a requirement to complete further training for existing OpenCaMIS or eCaMIS users. Guides including summaries of changes from the old to new systems can be found here.

How do I configure the Group Bar when first logging in?

When logging into the UHD PAS for the first time, you will need to configure the Group Bar. Instructions for this can be found here. Once configured, log out and in to apply the changes.

How do I resolve permissions issues?

If you have followed the instructions for configuring the Group Bar above but still have a problem with access permissions, please log a 'CaMIS Fault' on the IT Portal.
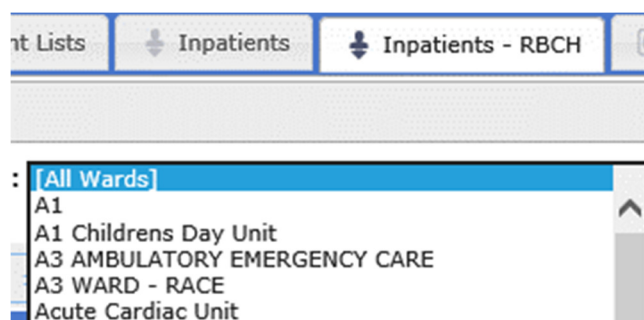
Inpatients

When did inpatients move to the UHD PAS?

Poole inpatients moved to the UHD PAS on the 17th May 2022.

Where is my ward on EPR?

Wards for all sites can be found under the "Inpatients - RBCH" tab. (This will be renamed 'UHD' in due course, following an EPR upgrade.)

If you cannot see the "Inpatients - RBCH" and "Clinics - RBCH" tabs, please log an 'EPR Fault' ticket on the IT Portal.

Why is EPR telling me the patient's Episode Number doesn't match?

When editing the eDischarge for an inpatient who was moved from the Poole to the UHD PAS, you may see the following message:

> The Episode Number does not match the latest inpatient stay for this patient. Please create a new EDischarge to pick up the latest details.

This message appears because a new Episode Number was attributed to the patient when they were moved to the UHD PAS on the 17th May, which does not match the number from their original admission to the Poole PAS.

The message can be ignored and the original eDischarge used. This will save creating a new eDischarge and needing to copy and paste details across from the original.

How do I manage patients moving between sites?

Patient moves between sites must now be managed as ward transfers, not a discharge and re-admission. The reduces administration significantly and allows the patient's EPMA chart to move with them, avoiding the need for drugs to be re-prescribed.

This change has been enabled by the move to a single Patient Administration System (PAS) and reflects UHD's status as a single unified trust.

What can I do if a patient was discharged for a site move, not transferred?

If a patient has been mistakenly discharged for a move between UHD sites, this can simply be cancelled on eCaMIS and the patient then managed via a standard ward transfer.

How do I find the prescription history of a patient for re-prescribing?

This should not be necessary for patients moving between sites if the correct transfer process has been followed (see above); however, a self-help guide for "Prescribing from Previous Care Episodes" can be found [here](#).

Can ImageNow eForms be started at one site and finished on another?

The site responsible for ultimately discharging the patient should complete any related eForms. This is irrespective of where the patient was admitted and their eForms started.

What admission date should I use for patients migrated from Poole to UHD?

For patients transferred from the Poole to the UHD eCaMIS system on the 17th May, their eDischarge should be completed based on their first stay in EPR. This is because their admission to the UHD system was for administrative reasons only as part of the migration.

Outpatients

What is happening with Outpatient appointments?

In April, all patients who had an appointment booked for the 17 May or beyond on the Poole PAS had their appointment manually moved to the UHD PAS. For those patients who require a follow-up but did not have a booked appointment, their patient data is being manually moved by the outpatients and specialty teams from the Poole to the UHD PAS throughout May.

Is all outpatient data now on the UHD PAS?

No, the manual move of data is a significant piece of work with over 60k patients to move. Some smaller specialties have already had all their data on the UHD PAS, but larger specialties are moving patients in priority order. Over 20k patients have already been moved and we are targeting the completion of this work by the end of May. Those patients who are most in need of a follow-up appointment have been moved first.

Are patients being booked into appointment slots on the UHD PAS?

The manual move of patient data is only part of the process. The focus for the outpatient team during the middle of May is to fill appointment slots for clinics in late May and early June to ensure patients are not impacted by the merger and are able to see a doctor or nurse in the relevant priority order. If you work within a specialty, the Outpatients team will be able to provide you with a view of how this is progressing.

Is patient data being deleted from the Poole PAS?

We have taken the decision not to delete patient data from the Poole PAS while the migration is taking place. We have procedures in place to match patients across the two systems. In the short-term this will drive higher numbers of duplicates, but we are working across the Trust to bring these down through both manual and automated processes.

I've been asked to print my appointment letters locally: is this a long-term requirement?

A locally-printed letter from each clinic is required to verify the contents and instructions for patients attending outpatient clinic appointments. Once a letter has been printed locally for each of the clinics you manage and the content confirmed as correct, you can print to the Prism Virtual Server for offsite printing.

This is to prevent inaccurate information being sent to patients which could lead to DNAs. If you find any incorrect information when printing on your Outpatient appointment letters, please raise a ticket on the [IT Portal](#) using the 'eCaMIS Fault' form.

How do I find clinics in EPR?

Clinics are found by searching the "Clinics" dropdown (rather than the "Clinician" dropdown).

Theatres

When did theatre lists move to the UHD PAS?

All theatres were recreated on the UHD PAS and available from the 17th May onwards, with the Poole PAS no longer being in use from this date.

How were theatre lists transitioned to the UHD PAS?

Similar to the outpatient work, admissions data has been being transferred manually. Although this is a smaller-scale task than the outpatients piece of work, it is still time-consuming. Most of our endoscopy patients have transitioned to the UHD PAS and we are working in the background to transition the other lists by specialty and consultant.

Where can I find historical information?

Historic demographic and patient episode information is available on the eCaMIS Patient Index tabs. This history also continues to be visible in EPR, alongside secretarial correspondence and results from other areas such as Pathology and Radiology.

Not all historical patient information was migrated from the Poole eCaMIS system, as much of it was replicated automatically to what is now the UHD PAS or to other downstream systems. Poole eCaMIS will remain available for a grace period while legacy coding and secretarial tasks are carried out; however, no new patient activity can be added for episodes from the 17th May 2022.