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How to make an Advice and Guidance request

Have patient active in EMIS then refer, add, NHS, this takes you into e Referral Service

* Select your patient
* Click the ‘refer/advice’ button on the ‘service search’ page. This should bring you to the ‘search’ screen
* Select ‘advice’ as your request type from the ‘drop down’ box
* Use the service search options as you would normally to search for the appropriate service e.g. gynaecology-select ‘search all’ to bring up the services
* Select Stepping Hill Hospital and the appropriate clinic type then ‘select’ this service
* Click the ‘request’ button at the bottom of the Service results screen
* Type the question you want answering in the coloured box.
* NB Referral letters should not be attached
* You can add attachments e.g. test results in the same way as adding them to an appointment request
* Press the ‘submit’ button (this button says ‘continue to selected service’) – Then click OK, click ‘I have selected a service’…this then takes you back to EMIS web. You need to add the speciality details as you would when referring and then ‘OK’, next free text box you can either “say results added “or can say” n/a” then click ‘Authorise and send’ - this then files the UBRN in EMIS also.

How to view Advice and Guidance responses

* On your worklist screen, open the Advice and Guidance worklist
* Click the UBRN of the response you want to look at the response of
* Click ‘actions’ and select ‘view advice request’
* You can print the advice detail off using the ‘print’ button

How to convert an Advice and Guidance response into a booking if advised to

* On your worklist screen, open the Advice and Guidance worklist
* Click on the UBRN that you wish to review and progress
* Click the ‘Actions’ button and select ‘update advice request’
* This takes you to the ‘search’ screen where you can select more services if appropriate then click on ‘request’ or return to service selection to change the service
* If you are happy with the service then you can look for an appointment with the ‘appointment search’ button or generate an appointment request
* Complete the appointment request or booking process

How to remove an Advice and Guidance request from your worklist

* On your worklist screen, open the Advice and Guidance worklist
* Click the UBRN of the response you wish to remove from the worklist
* Click ‘actions’ and select ‘close advice request.’ think this says ‘end conversation’ You can now see a summary of your request and the response
* Click ‘close advice request ‘end conversation’ to remove from your worklist