

Guide for Users of RIVIAM's Digital Immunisations Service

How to: Triage Consents

17th August 2021 v0.1



1 Introduction

This guide explains how to Triage consents on the RIVIAM Digital care platform. It starts out explaining the different triage queues and where to find them. Then it covers how to carry out triage of the different queues, and how to manage the triage process. This includes recording any discussions about a specific patient, and moving that patient along in the workflow - either to another triage step, to be ready to immunise or to decline consent.

For the best experience using the RIVIAM Digital Care platform, please use the latest versions of Chrome, Edge, Safari or Firefox.



2 Overview of the Triage Options

When consents come into RIVIAM, they are routed into different queues, depending on the answers to various questions in the eConsent form.

The rules governing how consents are routed are similar across immunization programmes, but there can be differences, usually driven by the clinical policies of a given immunization team.

In most Immunisation programmes you would find the following triage queues. The checks start with the top rule and work through to the bottom:

Queue Name	Conditions
DoB Triage	If the patient DoB falls outside the range of the expected school year group to be immunised
Relationship Triage	If the parent relationship falls into specific categories that the Immunisation Team want to validate
Clinical Triage	If any of the patient history questions relating to underlying conditions or allergies are set to Yes
Duplicate & Conflicting Consents Triage	If two people submit the same consent for a child, the referrals go into the duplicate consent queue. If the consents are different, the referrals are flagged as conflicting.
Demographic Check	This is triggered where the data entered on the eConsent form doesn't match information provided up front by the Immunisation Team. Typically this would be address and NHS number.
Ready	If none of the rules above have been triggered, the patient is ready to be immunized.

Figure 1 – Triage types

NOTES

- In programmes where no patient demographic data has been provided up front, the demographic check status is equivalent to Ready. If a second record then comes in for that child, then the referral would be put into either the duplicate or conflicting consents queue.
- Not all consent statuses are visible in either the clinical spreadsheet or the RIVIAM app. The following table indicates what is visible on what platform.



Consent Status	Appears on clinic sheet	Appears on mobile App		
Consent given	Yes	Yes		
Consent not given	Yes	Yes		
Conflicting consents	No	No		
Declined (clinically or by service)	No	No		
Declined (out of cohort)	No	No		



3 The Triage Process

The following flow diagram shows the process to follow when carrying out Triage activities.



Figure 2 – Triage process

The process is quite straightforward – if an initial check indicates Triage is needed, you work through that triage, and once complete, check for any more. You keep working thorough until all triage has been completed. As you go through the triage you are able to record any details, which appear on the patient timeline.

If at any point your triage checks require that the consent status needs to be changed, this MUST BE DONE in the Immunisations tab. Changing consent status here automatically updates the workflow.



4 Where to find who needs Triage

There are two views that clinicians will use when looking at which patients need to be triaged.

4.1 Programme view

To see what the triage queues are and how many people are in them, you start by going to the referrals dashboard



Figure 3 – Triage programme view



From here you click on the Red/Amber/Green (RAG) chart for a specific programme, and this takes you to a view of the queues for that programme.



Figure 4 – Triage types by programme

Here you can see the number of outstanding patient records that need to be triaged by each triage category. If you click on a particular triage category (as indicated in the above diagram) you get details of the patients to be triaged.



	Home	Patients	Referrals In	nmunisations			Ŀ	ogged in as l	NHS C Dave Parsons	onfidential patier Sirona Immunisa	nt information tion Service	on es	-10
🛠 Pathway Dashboards 🗮	Sear	ch by name, refe	rral or NHS numbers										
Referral Dashboards	Patie	ent name										٩	
Immunisations FLU	Flu	u - Clinical tr	iage of consents										
Flu - Clinical triage of consents	She	ow 10 🗸 ent	ries										
		* Referral #		NHS number	Patient name	Service 🛔	Pathway 🎍	Step 🛔	Received $\frac{A}{\nabla}$	Referral age	DoB 🛔	Postcode	
	,	SIRONA_I	⁼ _Thu_Jul_22_2021_697	92 0dd788e1- faf7-41bf-9f8d- cd1459440965	LALA TELETUBBY	School immunisations FLU	Immunisations FLU	Flu - Clinical triage of consents	22/07/2021 14:57	34 days 13 hrs	14-05- 2008 (13 years 3 months)	TA2 6JE	
	6 0	SIR_F_Wee	I_Aug_04_2021_11	559573d2- 80a0-41d3- af45- d46b7779bdc5	test31 test31	School immunisations FLU	Immunisations FLU	Flu - Clinical triage of consents	04/08/2021 12:12	21 days 13 hrs	07-04- 2014 (7 years 4 months)	ba1 3nr	
	e o	SIR_F_Mon	_Aug_09_2021_14	09550460- df90-4137- 84f0- 3e7bfe441eaa	Annie Griffin	School immunisations FLU	Immunisations FLU	Flu - Clinical triage of consents	09/08/2021 15:31	16 days 13 hrs	05-09- 2009 (11 years 11 months)	BS31 3DS	
	e o	SIR_F_Wec	I_Aug_11_2021_15	7dd67256- b6b3-4a84- b94b- fe229756a6bd	Alfred Logan	School immunisations FLU	Immunisations FLU	Flu - Clinical triage of consents	11/08/2021 10:52	14 days 13 hrs	07-10- 2009 (11 years 10 months)	BS31 3DS	
	Show	ving 1 to 4 of 4 er	ntries							Ρ	revious	1 Next	
	Page ger	nerated: 26th Aug	gust 2021 14:50										

Figure 5 – Patients needing triage by specific Triage type

4.2 Clinic View

When a specific clinic is due, you can access the triage status from the Immunisations dashboard.

Sirona care & health	Home	Patients	Referrals	Immunisations		NHS Confidential patient information Logged in as Dave Parsons Sirona Immunisation Services	Ð
★ Dashboard	ľ	nmunisations	Dashboard				
 Spreadsheets uploads Schools file uploads 	ŀ	mmunisation	Programmes	Summary			
		45 re	Flu inceived		COVID 38 received		
	R	eceived in the last	100 days	Received in the	last 100 days		

Figure 6 – Immunisations view by programme

Here you click on the programme of interest, which takes you to the clinics within that programme.



	Sirona care & health	Hom	e Patients	Referrals	Immunisation	ns			Logi	NHS Confidential patient information ged in as Dave Parsons Sirona Immunisation Services	Ð
	Dashboard	ſ	School Age FI	u Vaccination	2021/22						
1 1 1 1	Spreadsheets uploads Schools file uploads School Age Flu Vaccination		Immunisation	school list rries				Search:		Page generated: 26th August 2021 14:52	
	2021/22 Schedule clinics		Andalusia Academy BR102 Bristol Year	Bristol	BS2 0BA	3	returned	consent	8 8		
	reopie		6, the Old Malt Hous Bristol Brunel Acade	my	BS15 1NU	3		consent	8		
			Bristol Grammar Sch Christ The King Cath Thornbury	nool nolic Primary Schoo	BS8 1SR ol, BS35 1AW	7		consent consent	8 8		
			King's Oak Academy Kings' Forest Primar	/ y School	BS15 4JT BS15	20		consent consent	8		
			Oasis Academy Lon	g Cross	4PQ BS11 0LP	1		consent	8		
			The Dolphin School The Ridings Federal International Acader	tion Winterbourne ny	BS6 5PT BS36 1JL	1		consent	8		
		- [Showing 1 to 10 of 10	entries				Previ	ous 1 Next		

Figure 7 – View of schools/clinics within a programme

Then you click on the specific clinic, and in the **Consents Received** tab, if you search on "triage", you see which patients need what type of triage.

	Home	Patients	Referrals	Immunisations			Logged in as	NHS s Dave Parson	Confidential patient information s Sirona Immunisation Services	-10
A Dashboard			Vaccination	2021/22 / Kingle (ak Acadomy					
▲ ≡ Image: Spreadsheets uploads	Но	me Đ ^{Co}	insents seived	Bchool downloads	Clinic spreadsheets	ط ^{Clinic} bookings	Clinic	le s	★eConsent settings	g
Schools file uploads	Co	onsents rece	ived						Download School List	
School Age Flu Vaccination 2021/22		Show	entries						Search: triage	
🔊 King's Oak Academy		Consent type	Last name	First name	School year	Immunisations: Imms Type	Consent	Outcome	Current step	÷
		Primary	Nguyen	Vuong		Flu	~	0	Flu - Clinical triage DOB check	
		Duplicate	Nguyen	Vuong		No vaccination records			Flu - Clinical triage DOB check	
		Duplicate	Nguyen	Vuong		No vaccination records			Flu - Clinical triage DOB check	
		Duplicate	Nguyen	Vuong		No vaccination records			Flu - Clinical triage DOB check	
		Primary	Nguyen	Vuong		Flu	~	0	Flu - Clinical triage DOB check	
		Primary	ParentTest2	ParentTest2		Flü	~	0	Flu - Clinical triage Relationship check	

Figure 8 – Patients needing triage within a specific school/clinic

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5 How to update the timeline

As the clinician assesses the patients triage needs, and undertakes any follow up activities, they need to make sure that they update these in the patients timeline.

Let's use clinical triage as an example, and refer back to the patients needing triage from Fig. 5

Sirona care & health	Home	Patie	ents Referrals	3 Immu	inisations			Lo	ogged in as [NHS C Dave Parsons S	onfidential patien 3irona Immunisa/	it informatio tion Service	n 🔹
🛠 Pathway Dashboards 🚍													
Referral Dashboards	1	Patient name	ne, referral or nins nun ie	mbers									٩
Immunisations FLU		Flu - Clir	sical triage of co	reconte									
Flu - Clinical triage of consents		Show 10	v entries	IISEIIIS									
		Refe	ierral #	÷	NHS number 🛔	k Patient name	Service 🛓	Pathway 🛔	Step 🛓	Received $\frac{A}{\Psi}$	Referral age	DoB 🛓	Postcode
		a SIRI 1 0	iONAF_Thu_Jul_22_	_2021_69792	0dd788e1- faf7-41bf-9f8d- cd1459440965	LALA TELETUBBY	School immunisations FLU	Immunisations FLU	Flu - Clinical triage of consents	22/07/2021 14:57	34 days 13 hrs	14-05- 2008 (13 years 3 months)	TA2 6JE
		a SIR. ∎ 0	L.F_Wed_Aug_04_202	:1_11	559573d2- 80a0-41d3- af45- d46b7779bdc5	test31 test31	School immunisations FLU	Immunisations FLU	Flu - Clinical triage of consents	04/08/2021 12:12	21 days 13 hrs	07-04- 2014 (7 years 4 months)	ba1 3nr
		a SIR. 0	_F_Mon_Aug_09_2021	1_14	09550460- df90-4137- 84f0- 3e7bfe441eaa	Annie Griffin	School immunisations FLU	Immunisations FLU	Flu - Clinical triage of consents	09/08/2021 15:31	16 days 13 hrs	05-09- 2009 (11 years 11 months)	BS31 3DS
		a SIR ₫	_F_Wed_Aug_11_202	1_15	7dd67256- b6b3-4a84- b94b- fe229756a6bd	Alfred Logan	School immunisations FLU	Immunisations FLU	Flu - Clinical triage of consents	11/08/2021 10:52	14 days 13 hrs	07-10- 2009 (11 years 10 months)	BS31 3DS
		Showing 1 to 4	4 of 4 entries								Pr	revious	1 Next

If we select the first patient, we see the following details:

Sirona	Home Patients Reformals Immunisations	
Pathway Dashboards Pathway Dashboards	Patient name Address NdS number Date of taylers 3 months) Address 1466-5008 (13 years 3 months) Tax2 e.JE	Referral reference: SIRONA_F. Thu Jul 22, 2021, 69792 Referral received date: 22-07-0021 14-57 Date made by : 22-07-2021 14-57
Flu - Clinical tria LALATELETUBBY X Feferal details Referal details Form Tarter	Referral type: Consent Referral type: Consent remay and remay and remay and and and and and and and a	Actions a Charge Service Line? Please asign a service Irio Referral Priority Please salect a referral priority
Immunisations Immunisations Documents Journal	Viewang days 0 days 0 hours 0 days 0 hours	Record an event Progress to next step Constant step Reassign pathway
	Flu - Clinical triage of consents Show All Trinsline 22:07-2021 Immunisation event Cristed by: RWAM Patient Node	Immunisations Summary Immunisation title: Borood Age Pfu Vaccination 2021/02 Selood: The Daphin School Digiticates: No Againates found

Figure 9 – Patient record requiring clinical triage



To update the timeline, you first click on the record an event button on the right hand side, which pulls up the following dialogue box:

Cala at time allos assent	
Select timeline event	
Safety screening completed	\$
Note *	
An accompanying note is required	
Action required?	
No Action	\$
Upload attachment PDF and MS Word	documents
	upload a file below
Drag and drop a file into this area or u	
Drag and drop a file into this area or u	
Drag and drop a file into this area or u Choose file No file chosen	
Drag and drop a file into this area or u Choose file No file chosen	

Figure 10 – Dialogue for recording an event

If you click on **Select Timeline Event**, it provides a number of options:

dd a timeline event			
Nursing tasks			
Safety screening completed			
Clinical screening complete	d		
Correspondence			
Inward Post			
Outward Post			
Email Sent			
Email Received			
Notes			
Create note			
Telephone			
Call Made			
Call Received			
pload attachment PDF and MS	Word documents		
Choose file No file chosen			
		Cancel	Confirm

Figure 11 – Selecting event type



You select the appropriate task, then add in relevant notes:

Select timeline event	
Call Made	\$
Note *	
Spoke with parent, and asked for more details about allergies. Parent to call back with further informa-	ation.
Action required?	
No Action	\$
Jpload attachment PDF and MS Word documents	
Drag and drop a file into this area or upload a file below	
Choose file No file chosen	
	Cancel Confirm

Figure 12 - Completed event update - ready to confirm

	Home Patients Referrals Immunisations									
🔆 Pathway Dashboards 🔳										
Referral Dashboards	Patient name LALA TELETUBBY	Address 86 Cyril Street West -	Referral reference: SIRONA_F_Thu_Jul_22_2021_69792 Referral received date: 22-07-2021 14:57							
🔛 Immunisations FLU	NHS number Date of birth - 14-05-2008 (13 years 3 months)	Date made by : 22-07-2021 14:57								
🚔 Flu - Clinical tria	Referral type: Consent	Primary	Actions							
LALA TELETUBBY	Change Service Line?									
Referral details	Referral details Green This referral is 34 days 16 hours old									
Referral details Form	Immunisations FLU	Referral Priority								
i≣ Tasks		Please select a referral priority								
Machine Immunisations	Working days 0 days 0 hours 34 days 16 hours	Verking days O days 0 hours O days 10 hours								
Documents	0 days 0 hrs 35 days 2 hrs		Progress to next step							
💈 Journal	Received Flu - Clinical triage of consents 22-07-2021 14:57:00 22-07-2021 14:57:47 26-0	Now 8-2021 17:36:49	⊶ Reassign pathway							
	Flu - Clinical triage of consents Show All Timetine Immunisations Summary									
26-08-2021 Call Made / LALA TELETUBBY (View Referral) 17:52:22 Call Made / LALA TELETUBBY (View Referral) Created by: Dave Parsons Created by: Dave Parsons The Dolphin School										
	22:07:2021 Immunisation event 14:37:49 Created by: RIVIAM Patient Node	v	Duplicates: No duplicates found							
1										

Press confirm which then updates the timeline on the patient record

Figure 13 – Updated patient timeline



6 How to update the workflow

When you want to progress to the next step (either a step within the current triage, another triage, or to show that the patient is ready for immunization), there are two ways to do this.

- 1. If you also <u>need to change consent status (from YES to NO, or NO</u> <u>to YES)</u>, then you need to follow the instructions in section 7.
- 2. Otherwise, carry on and follow the instructions in this section.

The starting point is selecting the patient, and we will use the same patient example as in section 5. Having selected the patient record from the triage queue, we see the following details:

× Pathway Dashboards =	
Referral Dashboards Patient name LALA TELETUBBY Address Referral reference: SIRONA_F_Thu_Jul_22.021.697 MMS_number	2
Immunisations FLU Taunton, Somerset 14-05-2008 (13 years 3 months) TA2 6 JE Date made by : 22-07-2021 14	7
Referral tria	
LALA TELETUBBY X Contoint Control (1907) Cont	
Pease assign a service line	
Referral details Form Immunisations FLU	
III Tasks	
Immunisations Moking days Moking days Moking days Moking days C days 8 hours C days 8 hours	
Documents O days 0 hrs 35 days 19 hrs Progress to next sten	1
Journal Received 22/07/2021 1457/0 Flu - Clinical triage of consents 22/07/2021 1457/07 Now	2
	·
Flu - Clinical triage of consents Show All Timeline Immunisations Summary	
Immunisation title:	
27-08-2021 Call Received / LALA TELETUBBY (View Referral)	
Unterest of the Dophin School 🔺	
26-08-2021 Call Made / LALA TELETUBBY (View Referral)	
No duplicates found	
22-07-2021 Immunisation event 14:57:48 Citation day: RIVIAM Patient Node Citinical Outcomes	
1 PIVIAM	
digital care 62013-221. vo.14 Assign referral status	

Figure 14 – Patient timeline requiring a workflow update

We want to show that clinical triage is in progress – so first you click on the **Progress to Next Step** button, which brings up the following screen.



Move forwards	Move backwards	General
Flu - Clinical triage - in progress	Flu - Duplicate consent	Allocated to Programme Consents that have been successfully allocated
Flu - Demographic check required	Flu - Demographic check required	Flu - Ready
Flu - Duplicate consent	Flu - Outcome processed	Consent has been demographic checked
	Flu - Clinical triage Relationship check	Flu - Parent declined consent The parent has declined consent
ase describe why you have made this decisior	n:	
n dialogue with parent to gain further details abou	t medical conditions	

Figure 15 – Workflow update options

You then click on the desired stage you want to move to – you can move forwards or you can move backwards. Having selected the option (indicated by the blue button in the above picture), you should also put in some notes as to why you have made this decision. Pressing confirm updates the patient referral timeline:

	Home Patients Referrals Immunisations	NHS Confidential patient information Logged in as Dave Parsons Sirona Immunisation Services
Pathway Dashboards Referral Dashboards	Patient name Address LLA TELETUBBY BS Cyril Street West NHS number Date of Mrth 14-05-2008 (13 years 3 months) TA2 6JE	Referral reference: SIRONA_F_Thu_Jul_22_2021_65792 Referral received date: 22-07-2021 14:57 Date made by : 22-07-2021 14:57
Flu - Clinical tria	Referral type: Consent Primary	Actions a
 ► LALA TELETUBBY ★ ★ ★ Federal details ★ ★ Federal details Form Tasks ★ 	Green This referral is 35 days 9 hours old Immunisations FLU 0 days 0 hours 2 days 0 hours 0 days 0 hours 2 days 0 hours 2 days 0 hours 0 days 0 hours 2 days 0 hours 0 days 0 hours 2 days 0 hours 0 days	Change Service Line? Please assign a service line Feterral Priority Please solect a referral profit Feterral profit Please solect an event Progress to next step C Reassign pathway
	Flu - Clinical trage - in progress Stour Al Timeline 27:08-2021 Created by: Dave Parsons 10:08:43 In dialogue with parent to gain further details about medical conditions 27:08-2021 Call Received / LALA TELETUBBY (View Referral) 26:08:2021 Call Made / LALA TELETUBBY (View Referral)	Immunisations Summary mmunisation IIIIe: School Age Flu Vacchation 2021/22 School: The Depth School Duplicates: No depicates found Clinical Outdoomne
V RIVIAM digital care © 2013-2021, v.0.14	17:52:22 22:07:2021 14:57:49 Created by: RivAM Patient Node	This referral has no outcome assigned. Assign referral status Open

Figure 16 – Updated patient timeline



7 How to change consent

Changing consent status needs to be carried out differently, to ensure the timeline is also updated. Making this change from the Immunisations tab ensures that any workflow status updates are automatically completed.

Depending on what is discovered during the triage process, you could need to change consent from YES to NO. This could be for a number of reasons:

- The child falls outside of the demographic requirements not in the specified cohort due to geography or age
- The child cannot be immunized due to medical reasons
- The parent decides to withdraw their consent

You may need to change from NO to YES, which could be because the parent decides to provide their consent

7.1 Conflicting Consents

One key use case which would require a consent change is that of conflicting consents – where one parent/guardian has consented YES, and the other has consented NO. These situations are identified from the eConsent forms and routed into the Conflicting Consents queue.

If a second consent is received for a child, with a different consent status, RIVIAM will mark the immunisation record as 'Conflicting consents' and move to the 'Conflicting consents' workflow step. A timeline event will be created against the new referral to say 'Parent has changed consent status from the previous consent they submitted. No vaccination record has been created because it is on the existing consent reference (existing referral reference number)'.

A timeline event will also be created against the existing referral linked to the vaccination record 'Parent has submitted a new consent with a different consent status. The new consent is in the Flu - Conflicting consents queue for review'.

As this is the most complex consent change example, we will use it to walk through the process. Other scenarios will follow the same process, but be easier as you will be dealing with a single patient record.

7.2 Step 1: Find the consent in the "conflicting consents" queue

If the consent is in this queue, it means that a second consent (with a different consent status) for the same child has been received.



	Home	Patients	Referrals	Immunisations					Logged in as	NHS Conf Dave Parsons Sirc	idential patient infor na Immunisation S	mation ervices	Ð	
🔆 Pathway Dashboards 🗮	hway Dashboards E Search by name, referral or NHS numbers													
Referral Dashboards	Patient up runni, ruentar or neno nunceris Patient name													
Immunisations COVID-19	Immunisations COVID-19													
COVID - Conflicting consents	s	how 10 v en	tries	113										
		- I	Referral #	👙 NHS n	umber $_{\psi}^{h}$ Patient name $_{\psi}^{h}$	Service	Pathway	.≜ Step	.≜ Received	♣ Referral age [≜] ♥	DoB	$\frac{A}{\Psi}$ Postcode		
		a 🔹 🔹 🕴	HT_C_Thu_Aug_26	3_2021_69875	Alpha Omega	School immunisations COVID	Immunisations COVID-19	COVID - Conflicting consents	26/08/2021 10:17	0 days 10 hrs	09-01-2008 (13 years 7 months)	BA1 3RT		
	She	owing 1 to 1 of 1 e	ntries								Previous	s 1 Next	-	
	Page g	enerated: 27th Au	gust 2021 11:19											

Figure 17 – Conflicting Consents Triage Queue

7.3 Step 2: Select the consent to change

Select the duplicate consent for that child which will be the consent with the vaccination record - this record is created when the first consent is received. The record showing under the Conflicting consents queue is "xx-69875" but this has no vaccination record.

	Home Patients Referrals Immunisations	NHS Confidential patient information Logged in as Dave Parsons Sirona Immunisation Services									
🛠 Pathway Dashboards 🗮											
Referral Dashboards	Patient name Address Alpha Omega 87 Penn Hill Road,, Bath, Somerset	Referral reference: HT_C_Thu_Aug_26_2021_69875									
Immunisations COVID-19	NHS number Date of birth Bath, Somerset - 09-01-2008 (13 years 7 months) BA1 3RT	Date made by : 26-08-2021 10:17									
R COVID - Conflicting		A.#									
🖹 Alpha Omega 🗙	Primary	Actions Change Service Line?									
Free Referral details	Green This referral is 0 days 10 hours old	Please assign a service line									
Referral details Form	rral details Form Immunisations COVID-19 Referral Priority										
≣ Tasks	Please select a referal priority										
Mainter Immunisations	Immunisations Working days O bours O days 0 hours O days 10 hours										
Documents	0 days 0 hrs 0 days 0 hrs 1 days 1 hrs	→ Progress to next step									
5 Journal	ed COVID - Parent declined consent COVID - Conflicting consents COVID - Conflicting consents Now 0:17:00 26-08-2021 10:17:24 26-08-2021 10:17:25 26-08-2021 10:17:26 27-08-2021 11:17:25	→ Reassign pathway									
	COVID - Conflicting consents Show All Timeline	Immunisations Summary									
	26-66-2021 Created by: RUNAM Patient Node Parent has chan Parent has chan to main a chan to main to main a chan to main a chan to main a chan	Immunisation title: COVID-19 Immunisation 2021/22 School: Defauit COVID									
		Duplicates: Multiple consents:									
	26-08-2021 Immunisation event 10:17:25 Created by: RIVIAN Patient Node	Default Related consent received									
	Parent has changed consent status from the previous consent they submitted. No vaccination record has been created because it is on the existing consent reference HT_C_Thu_Aug_26, 2021, 68672	Primary HT_C_Thu_Aug_26_2021_69872									
S RIVIAM		Primary HT_C_Thu_Aug_26_2021_69875									
© 2013-2021. v.0.14											

Figure 18 – Referral record for second (conflicting) consent

The record we need to update is "xx-69872" – identified in the timeline notes. There is a link in the bottom right to this record. Clicking on it brings up the relevant patient record.



	Home Patients	Referrals	Immunisations		f Logged in as Dave Pa	VHS Confidential patient information rsons Sirona Immunisation Services	Ð
🛪 Pathway Dashboards 🔳							
 Referral Dashboards Alpha Omega 	NHS number	Patient name Alpha Omeg Date of birth 09-01-2008 (ia 13 years 7 months)	Address 87 Penn Hill Road, , , , , Bath, Somerset - Bath, Somerset BA1 3HT	Referral reference: Referral received date: Date made by :	HT_C_Thu_Aug_26_2021_69872 26-08-2021 10:01 26-08-2021 10:01	
 Referral details Referral details Form Tacks 	Referral type	e: Consent		Primary	Actions Change Service	₽	
Immunisations Documents Journal	Green Thi	Please assign a Referral Priority Please select a	referral priority				
	< Receivee 26-08-2021 10	0 days 0 hours 0 days 0 hours 0 days 0 hrs 01:00	Demographic check r 26-08-2021 10:01:24	days 10 Yours 1 days 1 hrs 90Mod 27-G6 2021 11 32:11	•	Record an event Progress to next step Reassign pathway	
	COVID - De	mographic cheo	n event	Show All Triveline	Immunisation Immunisation titl COVID-19 Immun	ns Summary e: isation 2021/22	
	10:17:25	School: Concord Medical I Duplicates: Multiple consent	Centre				
	26-08-2021 10:17:25	Immunisatio Created by: RIV Parent has subr review.	n event IAM Patient Node nitted a new consent wit	a different consent status. The new consent is in the conflicting consents queue for	Default	Related consent received HT_C_Thu_Aug_26_2021_69872	
KIVIAM digital care 0.2013-2021, v.0.14	26-08-2021	Immunisatio	n event	•	Primary	HT_C_Thu_Aug_26_2021_69875	

Figure 19 – Primary referral that has vaccination record

Under the Immunisations tab (accessed in the left hand menu bar), the timeline event will show 'Parent has submitted a new consent with a different consent status. The new consent is in the Conflicting consents queue for review' and the vaccination table will show 'Conflicting consents' under the consent status column as shown below:

			Home	Patient	s Referrals	Immunisations					Logged in a	N s Dave Par	IHS Confidential patient information rsons Sirona Immunisation Services	Ð
*	Pathway Dashboards	=												
â	Referral Dashboards		Ľ	NHS HS number	Patient nan Alpha Ome Date of birt	ne ega		Address 87 Penn Hill Road, - Bath, Somerset	. , , , , Bath, Somerset		Referral refere	nce: red date:	HT_C_Thu_Aug_26_2021_69872 26-08-2021 10:01	
	Alpha Omega	×			09-01-2008	(13 years 7 months)		BA1 3RT			Date made by		26-08-2021 10:01	
-	Referral details		1								1.1			
6	Referral details Form		h	nmunisat	on information						Actio	ns		
=	Tasks													
	Immunisations		- vi	OVID 1	Conflicting cons	s Vaccination S ients Not processed	Not process	ed						
0	Documents								Action	÷	1.1			
3	Journal		0	OVID 2	Conflicting cons	ents Not processed	Not process	ed	Action	\$	Actio	ns		
			26 10: 26	08-2021 08-2021 08-2021 07.25	Immunia Created b Parent ha quose for Immunia Created b Parent ha quose for Immunia Created b CoVID / 1	nts ation event (VIVAM Patient Node submitted a new consert vi review. (RIVVAM Patient Node submitted a new consert vi review. (Consert set to yes COVID	tith a different consert sti ith a different consert sti / 2: Consert set to yes	atus. The new conser	rt is in the conflicting concent	* * *		e consents Mault Rel HT T HT	E: Allod consent received .C., Thu, Aug. 20, 2021, 60075 .C., Thu, Aug. 20, 2021, 60075	
00	digital care		26 10:	-08-2021 01:26	Immunis Created b	sation event y: RIVIAM Patient Node				^				

Figure 20 – Immunisations tab for primary referral record



7.4 Step 3: Select the 'Change consent status' button

Select the 'Action' dropdown next to the vaccination table and click on 'Update consent status' as shown below –

Immuni	sation	information			
Vaccine	Part	Consent status	Vaccination Status	Clinical System Update	
COVID	1	Conflicting consents	Not processed	Not processed	✓ Action Update consent status
COVID	2	Conflicting consents	Not processed	Not processed	Action 🜲

Figure 21 – Changing consent dialogue box

7.5 Step 4: Select consent status, workflow step and explain reason

You will then need to choose the relevant consent status - Consent given, Consent not given, Declined (clinically or by service) or Declined (out of cohort).

Then select the workflow step to allocate the consent to (e.g. COVID -Declined by service) – the steps available will vary depending on the status chosen in the forst drop down. Finally add a reason why the consent is being changed and click **Confirm**.

Change consent status for COVID	×
Current Status Conflicting consents, change to:	
Declined (clinically or by service)	▲
Select the step to allocate to:	
COVID - Clinically declined by team	\$
Please explain why this consent is being changed:	
Conflicting consent - have determined through discussion with parents that consent should be declined	
Cancel	Confirm

Figure 22 – Updating Consent status

If (as with COVID), there are two vaccination steps, you need to repeat these actions for the other vaccination.

7.6 Step 5: Check the vaccination table and timeline event have updated

Check the timeline event has updated to say 'Consent has been changed for the following reason: Clinically declined test' and the vaccination table has updated e.g. 'Declined (clinically or by service).



			Home	Patients	Referrals	Immunisations					Logged in as D	NHS Confidential patient inf ave Parsons Sirona Immunisation	ormation Services	Ð
*	Pathway Dashboards	=	1.1											
â	Referral Dashboards		L	NHS HS number	Patient name Alpha Omeg	a ga		Address 87 Penn Hill Road, - Bath Somercet	, , , , Bath, Somerset		Referral reference	: HT_C_Thu_A	ug_26_2021_69872 26-08-2021 10:01	
•	Alpha Omega	×			09-01-2008	13 years 7 months)		BA1 3RT			Date made by :		26-08-2021 10:01	
	Referral details Referral details Form			mmunisation	information						Actions			
=	Tasks		w	accine Part	Consent status	Va	ccination Status	Clinical System Update						
ø	Immunisations		c	OVID 1	Declined (clinically	or by service) No	t given	Not processed	Action	¢				
0	Documents		c	OVID 2	Declined (clinically	or by service) No	t given	Not processed	Action	¢	Actions			
1	Journal										Duplicates Multiple co	: onsents:		
				nmunisation	timeline even	ts					Defaul	It Related consent received		
												HT_C_Thu_Aug_26_2021_65	872	
			27 11:	-08-2021 49:04	Immunisa Created by	ation event Dave Parsons				^	ø	HT_C_Thu_Aug_26_2021_65	1875	
					Consent ha withdraw co	s been changed for the insent	following reason: /	After consultation with parents, o	clinical team have decided	lto				
			27 11:	-08-2021	Immunisa Created by	ation event Dave Parsons				^				
					Consent ha parents tha	s been changed for the t consent should be dec	following reason: (lined	Conflicting consent - have deten	mined through discussion	with				
			26 10:	-08-2021	Immunisa Created by	ation event : RIVIAM Patient Node				×				
v	RIVIAM		26 10:	-08-2021	Immunisa Created by	ation event RIVIAM Patient Node				•				
0.20	digital care 13-2021. v.0.14													

Figure 23 – Updated Immunisations record

Check the consent has moved to the new workflow step e.g. Declined by service

	Home Patients Referrals Immunisations		Logged in as Dave Would you like to lock this referral? Lock referral row														
** Pathway Dashboards Image: Comparison of the second sec	NISS number Date of birn 096-01-2008 (13 years 7 months)	Patter frame Address Alpha Omega B7 Pein NIII Road,, Bath, Somerset NHS number Dard otom Bath, Somerset Bath, Somerset Alpha Onega Bath, Somerset Alpha Onega Bath, Somerset								Patient name Address NHS number Bath Somerset Del of trim Bath Somerset 1 Object form							
 Peferral details Referral details Form Tasks 	Referral type: Consent	Primary	Actions a Change Service Line?														
 Immunisations Documents 	Green. This referral is 0 days 10 hours old	Please assign a service line Referral Priority Please select a referral priority \$															
S Journal	Withing Bays Withing Bays Withing Bays Withing Bays Withing Bays O diggs 1 hours O diggs 2 hours	Watery days Watery days 0 Gelge 0 hours 0 Gelge 0 hours c C c C c C d 27.08 2021 11.49.05	Record an event Progress to next step Ressaign pathway														
	COVID - Clinically declined by team	Show All Timeline	Immunisations Summary Immunisation tille: C0VID-19 Immunisation 2021/22 School:														
	27-08-2021 11:45:33 Created by: Dave Parsons	Cencord Medical Centre Duplicates: Multiple consents: Default Related consent received															
	26-08-2021 Immunisation event 10:17:25 Immunisation event Created by: RIVIAM Patient Node	v	Parmy HT_C.Thu_Aug_28_2021_69872 Parmy HT_C.Thu_Aug_28_2021_69875														
© 2013-2021. v.0.14	10:17:25 Created by: RIVIAM Patient Node	*															

Figure 24 – Updated referral timeline

To note: Both consents will be updated to be in the selected workflow step. Both consents will now have the same consent status, this will be shown on the vaccination record against the main consent.



8 You've completed the *How To: Triage Consents*

Congratulations, you have completed the how to guide on Triaging Consents in the RIVIAM Digital Care platform.