

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 Patie | ents Referrals | Immunisations | | | L | ogged in as [| | onfidential patier Sirona Immunisa | | | -0 |
|-----------------------------------|-------------------------------------|--|---|---------------------|--------------------------------|----------------------|--|---------------------|---------------------------------------|---|-------------|----|
| Pathway Dashboards | Search by nar Patient name | ne, referral or NHS number e | 8 | | | | | | | | ٩ | |
| Immunisations FLU | Flu - Clin | ical triage of conse | nts | | | | | | | | | |
| Flu - Clinical triage of consents | Show 10 | ✓ entries erral # | 🚔 NHS number | ≜ ⊽ Patient name | Service 🛓 | Pathway 🛔 | Step 🎄 | Received # | Referral age | DoB 🛔 | Postcode | |
| | a SIR a 0 | ONA_F_Thu_Jul_22_202 | L_69792 0dd788e1- faf7-41bf-9f8d cd1459440965 | | 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 | _F_Wed_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 | |
| | a SIR a 0 | _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 | |
| | a SIR â 0 | _F_Wed_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 | |
| | Showing 1 to 4 Page generated: 2 | 4 of 4 entries 16th August 2021 14:50 | | | | | | | Pi | revious | 1 Next | |

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 | | mmunisation | Programmes | Summary | | | |
| | | | 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 | Home | Patients | Referrals | Immunisation | ns | | Logg | NHS Confidential patient information ed in as Dave Parsons Sirona Immunisation Services | đ |
|---|---------------------------------------|------|--|---------------------|---------------|---|---------|--------------------|--|---|
| * | Dashboard | I. | | | | | | | | |
| 忠 | = | | School Age Flu | UVaccination | 2021/22 | | | | | |
| = | Spreadsheets uploads | | Immunisation : | school list | | | | | L | |
| ŝ | Schools file uploads | | Show 10 🗸 ent | ries | | | Search: | | Page generated: 26th August 2021 14:52 | |
| 2 | School Age Flu Vaccination 2021/22 | | School name | | 🍦 Postcode | $Consents_{\overline{\psi}}^{\pm}$ % returned | Hub 🛔 | School upload link | | |
| Ħ | Schedule clinics | | Andalusia Academy | Bristol | BS2 0BA | 3 | consent | 8 | | |
| 1 | People | | BR102 Bristol Year 1 6, the Old Malt Hous | | | 1 | consent | 8 | | |
| | | | Bristol Brunel Acade | my | BS15 1NU | 3 | consent | Ø | | |
| | | | Bristol Grammar Sch | 1001 | BS8 1SR | 7 | consent | 8 | | |
| | | | Christ The King Cath Thornbury | olic Primary School | , BS35 1AW | 4 | consent | Ø | | |
| | | | King's Oak Academy | | BS15 4JT | 20 | consent | 8 | | |
| | | | Kings' Forest Primar | y School | BS15 4PQ | 3 | consent | Ø | | |
| | | | Oasis Academy Long | g Cross | BS11 0LP | 1 | consent | 8 | | |
| | | | The Dolphin School | | BS6 5PT | 2 | consent | 8 | | |
| | | | The Ridings Federat International Academ | | BS36 1JL | 1 | consent | 8 | | |
| | | s | Showing 1 to 10 of 10 | entries | | | Prev | ious 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.

| Sirona | Home Patients Referrals | Immunisations | NHS Confidential patient information Logged in as Dave Parsons Sirona Immunisation Services |
|------------------------------------|----------------------------------|--|--|
| A Dashboard | | | |
| = | School Age Flu Vaccinatio | n 2021/22 / King's Oak Academy | |
| Spreadsheets uploads | Home Dreceived | b School downloads ■ Clinic spreadsheets | B ^{Clinic} D ^{Mobile} ★ Consent L ^{School} Porting |
| Schools file uploads | Consents received | | Download School List 🛓 |
| School Age Flu Vaccination 2021/22 | Show 🔷 entries | | Search: triage |
| 🔊 King's Oak Academy | ≜ ⊽ Consent type Last name | | unisations: Arrow V mms Type Consent Outcome Current step |
| | Primary Nguyen | Vuong | Pu V O |
| | Dupticate Nguyen | Vuong No v | Flu - Clinical triage DOB check |
| | Duplicate Nguyen | Vuong No v | Accination records Flu - Clinical triage DOB check |
| | Duplicate Nguyen | Vuong No v | scelnation records Flu - Clinical triage DOB check |
| | Primary Nguyen | Vuong | Pu V O |
| | Primary ParentTest2 | ParentTest2 | Flu - Clinical triage Relationship Plu • O check |

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

RIVIAM Digital Care © Copyright 2021 All rights reserved.



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 | Patients | Referrals Im | munisations | | | L | ogged in as l | | onfidential patie Sirona Immunisa | | | Ą |
|-----------------------------------|--------|----------------------|------------------------|--|-------------------|--------------------------------|----------------------|--|---------------------|--------------------------------------|---|-------------|---|
| 🔆 Pathway Dashboards 🗮 | | arah hu nama rafa | rral or NHS numbers | | | | | | | | | | |
| Referral Dashboards | | atient name | nai or nina numbers | | | | | | | | | ۹ | |
| Immunisations FLU | F | -lu - Clinical tr | riage of consents | | | | | | | | | | |
| Flu - Clinical triage of consents | | Show 10 🗸 ent | | 👙 NHS number 🖞 | Patient name | Service 🛔 | Pathway 🎄 | Step 🛓 | Received * | Referral age | DoB Å | Postcode | |
| | G | â | F_Thu_Jul_22_2021_6979 | 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 |] |
| | 0 | â | d_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 | |
| | o | ė. | n_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 | |
| | 0 | Ê. | 5_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 | |
| | Sh | owing 1 to 4 of 4 er | ntries | | | | | | | P | revious | 1 Next | - |
| | Page g | enerated: 26th Au | gust 2021 14:50 | | | | | | | | | | ſ |

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

| | | Home Patients Referrals Immunisations | | | | | | | |
|-----|---|--|---|--|--|--|--|--|--|
| * | Pathway Dashboards | 1 | | | | | | | |
| 8 | Referral Dashboards | Patient name Address LALA TELETUBBY 86 Cyril Street West | Referral reference: SIRONA_F_Thu_Jul_22_2021_69792 Referral received date: 22-07-2021 14:57 | | | | | | |
| .hu | Immunisations FLU | NHS number Date of birh Taunton, Somerset - 14-05-2008 (13 years 3 months) TA2 5JE | Date made by : 22-07-2021 14:57 | | | | | | |
| 8 | Flu - Clinical tria | Referral type: Consent Primary | Actions | | | | | | |
| | LALA TELETUBBY | | Change Service Line? | | | | | | |
| - | Referral details | Green This referral is 34 days 16 hours old | Please assign a service line | | | | | | |
| - | Referral details Form | Immunisations FLU | Referral Priority | | | | | | |
| = | Tasks | | Please select a referral priority | | | | | | |
| 4 | Immunisations | Ventra daya O days 0 hours O days 16 hours | Record an event | | | | | | |
| 0 | Documents | 0 days 0 hrs 35 days 2 hrs | → Progress to next step | | | | | | |
| 3 | Journal | Received Flu - Clinical triage of consents Now 22-07-2021 14:57:00 22-07-2021 14:57:47 28-08-2021 17:36:49 | ⊃⊄ Reassign pathway | | | | | | |
| | | | | | | | | | |
| | | Flu - Clinical triage of consents Show All Timeline | Immunisations Summary | | | | | | |
| | Immunisation title: School Age Fu Vacchadon 20 | | | | | | | | |
| | | 22.07.2021 Immunisation event 14.57.49 Created by: RNVAM Patient Node | School: The Dolphin School 🔺 | | | | | | |
| | | | Duplicates: No duplicates 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 | |
| | |
| | |

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 complete | | | |
| Clinical screening complete | ted | | |
| Correspondence | | | |
| Inward Post | | | |
| Outward Post | | | |
| Email Sent | | | |
| Email Received | | | |
| Notes | | | |
| Create note | | | |
| Telephone | | | |
| Call Made | | | |
| Call Received | | | |
| pload attachment PDF and M Drag and drop a file into this a | | | |
| Choose file No file chosen | | | |
| | | | |
| | | | |

Figure 11 – Selecting event type



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

| Add a timeline event | |
|--|----------------|
| Select timeline event | |
| Call Made | \$ |
| lote * | |
| Spoke with parent, and asked for more details about allergies. Parent to call back with further informa- | ation. |
| | |
| ction required? | |
| No Action | \$ |
| pload 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) | Taunton, Somerset TA2 &JE | Date made by : 22-07-2021 14:57 | | | | |
| Flu - Clinical tria | Referral type: Consent | Primary | Actions | | | | |
| LALATELETUBBY X | | | Change Service Line? | | | | |
| France Referral details | Green This referral is 34 days 16 hours old | | Please assign a service line | | | | |
| Referral details Form | Immunisations FLU | | Referral Priority | | | | |
| ≣ Tasks | | | Please select a referral priority | | | | |
| Mmunisations | Working days 0 days 0 hours 34 days 16 hours | | Record an event | | | | |
| 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- | Now 08-2021 17:36:49 | ⊶ Reassign pathway | | | | |
| | Flu - Clinical triage of consents | Show All Timeline | Immunisations Summary | | | | |
| 26-08-2021 Call Made / LALA TELETUBBY (View Referral) | | | | | | | |
| | 22-07-2021 Immunisation event 14:57:49 Immunisation event Created by: RIVIAM Patient Node | • | 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 LAL TELETUBBY Address Referral Dashboards Patient name LAL TELETUBBY Referral Dashboards Referral neaviewed date: 22-07-3201 14 Referral neav | |
| Immunisations FLU Taunton, Somerset 14-05-2008 (13 years 3 months) TA2 6JE Date made by : 22-07-2021 14 | 7 |
| Referral type: Consent Primary Actions | |
| LALA TELETUBBY X Control (1) C | |
| Referral details Green This referral is 35 days 8 hours old Please assign a service line <th></th> | |
| Referral details Form Immunisations FLU | |
| Tasks Please select a referral priority | |
| 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 step | n i |
| Journal Received 22-07-2021 14:57:00 Flui - Clinical Iriage of consents 22-07-2021 14:57:07 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) Created by: Dave Parsons | |
| No duplicates found | |
| 22-07-2021 Immunisation event T4:57:48 Citinical Outcomes Citinical Outcomes | |
| Y RIVIAM This referral has no outcome assigned. | |
| digital care sources and the second s | |

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 decisio | on: | | |
| n dialogue with parent to gain further details abo | ut 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 LALA TELETUBBY B6 Cyril Street West NNIS number Date of bith Tauhon, Somerset 14-05-2008 (13 years 3 months) TA2 6JE | Parlemail reference: SIRONA_F_Thu_Jul_22, 2021, 69792 Parlemail received date: 22-07-3021 14:57 Date made by : 22-07-3021 14:57 |
| Flu - Clinical tria | Referral type: Consent Primary | Actions |
| LALA TELETUBBY X Automatical details Referral details Form Tasks Immunisations Occuments Journal | Green This referral is 35 days 9 hours old Immunisations FLU Immunisations | Change Service. Line? Please assign a service line Please seted a referral prority Please seted a referral prority Record an event Progress to next step Reassign pathway |
| | 27-06-021 Created by: Dave Parsons In datague with purers to gain further details about medical conditions Call Received / LALA TELETUBBY (View Referral) Created by: Dave Parsons Call Made / LALA TELETUBBY (View Referral) Created by: Dave Parsons | Immunisations Summary Immunisation title: School Age Flu Vaccination 2021/22 School: The Dophin School Duplicates: No duplicates found Clinical Outcomes |
| Cigital care © 2013-2021. v.0.14 | 22.07-2021 14.5748 Created by: RIVIAM 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 a | NHS Conf s Dave Parsons Sirc | idential patient infor na Immunisation Se | | Ð | |
|------------------------------|---|---|-----------------|---------------|----------------------|----------------------------------|---------------------------|------------------------------------|---------------------|--|--|------------|---|--|
| 🔆 Pathway Dashboards 🗮 | | Search by name, referral or NHS numbers | | | | | | | | | | | | |
| Referral Dashboards | | Sauch by name, referral or NHS numbers Patient name Q | | | | | | | | | | | | |
| Immunisations COVID-19 | ations COVID-19 COVID - Conflicting consents | | | | | | | | | | | | | |
| COVID - Conflicting consents | | how 10 v en | | 113 | | | | | | | | | | |
| | | · • | Referral # | 👙 NHS ni | umber# Patient name# | Service | 🌲 Pathway | | A Received | ☆ Referral age [≜] _♥ | DoB | ≜ Postcode | | |
| | | a∎o + | IT_C_Thu_Aug_26 | 5_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 | | |
| | Sho | owing 1 to 1 of 1 e | ntries | | | | | | | | Previous | s 1 Next | - | |
| | Page ge | 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 Referral received date: 26-08-2021 10:17 | | | | | | | | | |
| 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 | | Actions | | | | | | | | | |
| 🖹 Alpha Omega 🗙 | Referral type: Consent Primary | Actions | | | | | | | | | |
| Free Referral details | | | | | | | | | | | |
| Referral details Form | Immunisations COVID-19 | Referral Priority | | | | | | | | | |
| ≣ Tasks | | Please select a referral priority | | | | | | | | | |
| Mainter Immunisations | Working days Working days Working days Working days 0 days 0 hours 0 days 0 hours 0 days 0 hours 0 days 10 hours | Record an event | | | | | | | | | |
| 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 Immunis | ions | Logged in a | NHS Confidential patient information is Dave Parsons Sirona Immunisation Services | | | | |
|---|---------------------------|---|--|------------------|--|----------|--|--|--|
| 🛠 Pathway Dashboards 🚍 | | | | | | | | | |
| Referral Dashboards Alpha Ornega X | NHS number - | Patient name Alpha Omega Date of birth 09-01-2008 (13 years 7 mo | Referral refer Referral recei Date made by | red date: 26-08- | 2021_69872 -2021 10:01 -2021 10:01 | | | | |
| Referral details | | | | | | _ | | | |
| Referral details Form | Referral type | e: Consent | P | rimary Actio | ns | a | | | |
| Tacke | | | | Chang | e Service Line? | | | | |
| Mmunisations | Green Thi | s referral is 0 days 10 hou | 's old | Plea | se assign a service line | \$ | | | |
| Documents | | | al Priority | | | | | | |
| | | Plez | se select a referral priority | \$ | | | | | |
| \$ Journal | | | Record an event | - 1 | | | | | |
| | 10 M | 0 days 0 hrs | 1 days 1 hrs | • | Progress to next step | | | | |
| | Received 26-08-2021 10 | | check required Now 27-08-2021 11:32:11 | ~ | Reassign pathway | | | | |
| | COVID - De | mographic check required | Show All Tr | Imm | unisations Summary | | | | |
| | 26-08-2021 | Immunisation event | | | -19 Immunisation 2021/22 | | | | |
| | 10:17:25 | Created by: RIVIAM Patient N | | Schoo | | | | | |
| | | Parent has submitted a new or review. | isent with a different consent status. The new consent is in the conflicting consent | | d Medical Centre | | | | |
| | | | | Duplic | ates: le consents: | | | | |
| | 26-08-2021 10:17:25 | Immunisation event Created by: RIVIAM Patient N | ie | ▲ D | afault Related consent received | | | | |
| | | Parent has submitted a new or review. | sent with a different consent status. The new consent is in the conflicting consent | | HT_C_Thu_Aug_26_2021_6987 | 72 | | | |
| V RIVIAM | | | | | HT_C_Thu_Aug_26_2021_6987 | 75 | | | |
| digital care © 2013-2021. v.0.14 | 26-08-2021 | Immunisation event Created by: RIVIAM Patient N | te | ~ | | | | | |

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 | | Confidential patient information s Strona Immunisation Services | Ð |
|----|-----------------------|---|------------------------|---------------------------------------|---|---|--------------------------|-----------------------|----------------------------------|----|-----------------|-------|--|-------|
| * | Pathway Dashboards | = | | | | | | | | | | | | |
| â | Referral Dashboards | | | NHS HS number | Patient nar Alpha Om Date of birt | ega h | | - Bath, Somerset | , , , , , Bath, Somerset | | Referral refere | | HT_C_Thu_Aug_26_2021_ 26-08-2021 | |
| lì | Alpha Omega | × | | | 09-01-2008 | (13 years 7 months) | | BA1 3RT | | | Date made by | | 26-08-2021 | 10:01 |
| - | Referral details | | | | | | | | | | | | | |
| - | Referral details Form | | - h | nmunisat | on information | | | | | | Action | IS | | |
| = | Tasks | | | | | | | | | | | | | |
| ø | Immunisations | | | OVID 1 | Consent statu | | | ystem Update | | | | | | |
| 0 | Documents | | | | | | | | Action | ¢ | | | | |
| 3 | Journal | | ° | OVID 2 | Conflicting con | sents Not processed | Not proce | ised | Action | \$ | Action | IS | | |
| | | | 26 10: 26 10: | 08-2021 17:25 -08-2021 17:25 | Created b Parent ha queue for Immuni Created b Parent ha queue for Immuni Created b | Sation event y: RiVIAM Patient Node s submitted a new consent review. Sation event y: RiVIAM Patient Node s submitted a new consent | with a different consent | status. The new conse | nt is in the conflicting concent | • | | HT_C_ | 1 consert received Thu, Aug_20_2021_09872 Thu, Aug_20_2021_09875 | |
| | digital care | | 26 10: | -08-2021 01:26 | | 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 | | Ð |
|------|---|---|-----------|---|---------------------------|---|---------------------|------------------------------------|----------------------------|--------------------|---------------------------|---|------------------|---|
| * | Pathway Dashboards | = | 1.1 | | | | | | | | | | | |
| â | Referral Dashboards | | | Pattern rame Address Alpha Omega B7 Penn HIR Road,, Bath, Somerset NHS rumber Date of vim Bath, Somerset Bath, Somerset | | | | | | Referral reference | | ug_26_2021_69872 26-08-2021 10:01 | | |
| • | Alpha Omega | × | | | | 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 | | | |
| 3 | Journal | | | | | | | | | | Duplicates Multiple co | | | |
| | | | | nmunisation | timeline even | ts | | | | | Defaul | It Related consent received | | |
| | | | | | | | | | | | | HT_C_Thu_Aug_26_2021_65 | 872 | |
| | | | 27 11: | -08-2021 49:04 | | ation event Dave Parsons | | | | ^ | ø | HT_C_Thu_Aug_26_2021_65 | 1875 | |
| | | | | | Consent ha withdraw co | | following reason: / | After consultation with parents, o | clinical team have decided | lto | | | | |
| | | | 27 11: | -08-2021 | | ation event Dave Parsons | | | | ^ | | | | |
| | | | | | | s been changed for the t consent should be dec | | Conflicting consent - have deten | mined through discussion | with | | | | |
| | | | 26 10: | -08-2021 | | ation event : RIVIAM Patient Node | | | | × | | | | |
| v | RIVIAM | | 26 10: | -08-2021 | | 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 | NHS number Date of birn - 09-01-2008 (13 years 7 months) | Address 87 Penn Hill Road, , Bath, Somerset - Bath, Somerset BA1 3RT | Referral reference: HT_C_The_Aug_26_2021_69872 Referral received date: 26-98-2021 10:01 Date made by : 26-98-2021 10:01 | |
| Referral 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 | Wining Star Wining Star 0 days 0 hos 0 days 10 hos 0 days 0 hos 1 days 1 hos 0 days 0 hos 0 days 1 hos 0 days 0 hos 1 days 1 hos 0 days 0 hos 0 days 1 hos 2 days 0 hos 1 days 1 hos 2 days 0 hos 1 days 1 hos 2 days 0 hos 0 days 1 hos | team 27-08-2021 11:51:08 | Record an event Progress to next step Ressign pattway | |
| | COVID - Clinically declined by team | Show All Timeline | Immunisations Summary Immunisation 60e: COV/0-19 Immunisation 2021/22 School: | |
| | Created by: Dove Parame Z7:08-2021 Immunisation event Created by: Dove Parame | Concord Medical Centre Duplicates: Multiple consents: Default Related consert received | | |
| | 26-06-2021 Immunisation event Created by: RIVIAM Patient Node | v | Pressy HT_C_Thx_Aug_26_2021_69872 Pressy HT_C_Thx_Aug_26_2021_69875 | |
| digital care © 2013-2021. v.0.14 | 26-08-2021 10:17:25 Immunisation event 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.