Frequently Asked Questions in Support of the Dart OCM Application

Q. I am not able to find the correct test that I wish to request on Dart OCM?

A. Some of the more common tests that staff have had difficulty locating on Dart OCM; their nomenclature on Dart OCM is listed in bold below:

ACR – **listed as Microalbumin/creatinine ratio (specimen type needs to be changed to urine)**
ANA – **listed with full name – Anti nuclear antibody (ANA)**
Paul Bunnell – **listed as Glandular Fever Test**
Calcium – **listed as Albumin Corrected Calcium**
Ferritin – **listed as Serum Ferritin**
PTH – **listed as PTH Dual reporting (Specimen type is EDTA)**
H Pylori – **listed as Helicobacter pylori IgG under Microbiology (Spec type – Serology – Blood Sample)**
TB – **There are 3 options for TB requesting on Dart OCM, all are listed under Discipline of Microbiology:**
CD4 Count or Lymphocyte Screen **– If you have been asked by a Secondary Care Consultant to request these tests, please refer back to the Consultant as these tests are not available to Primary Care Clinicians**

Spec Type: Early Morning Urine for TB – exclusively for TB only (Test is "TB Culture")
Spec Type Sputum: – TB Microscopy & Culture (again, exclusively for TB)
Spec Type Serum: – Blood Sample – T Spot TB gamma-interferon

RAST tests – **listed as IgE (under Blood Science, Specimen Type Blood). From clinical information and details the Laboratory will determine which rast tests to run.**

Rubella antibodies**– dependent on the clinical information – listed as follows:**
1) **Listed as Rubella Contact Screen under Microbiology (Spec type – Serology – Blood Sample)**
2) **Listed as Rubella IgG under Microbiology (Spec type – Serology – Antenatal Screen)**

All the following should continue to be requested on handwritten forms:

- Blood Transfusion incl. Antenatal Grouping
- Domiciliary visits
- Paediatric tubes
- Dynamic Functional tests e.g. OGTT and Synacthen tests
- Cellular Pathology
- Yellow books

Q. I cannot get the Dart OCM login page to open, what can I do?

A. Are you able to open other internet sites, such as the BBC (http://www.bbc.co.uk/) or Amazon (http://www.amazon.co.uk/)?

If you can open other sites but not DART (https://dart-ocm.ekht.nhs.uk or http://dartocm.ekht.nhs.uk), please phone the IT Service Desk and log a call.

If you are unable to open other sites such as these, then there is a problem with the internet – Please log a call with the IT service desk, you may be the first person to notice the issue.

Q. My Login details are not working, what can I do?

A. Firstly, are you sure you have entered your login details correctly? – N.B. the password field is case sensitive.

If you have answered "Yes" to the question above then please follow the agreed process in the SLE for your password to be reset:

> "For password resets the user's practice manager must use their NHS mail account to email ekh-tr.IAMteam@nhs.net using the subject header of the mail message ="DARTOCMRESET". The password will be reset as quickly as possible and returned to the requesting email address. If this is urgent, then the practice manager should follow this email with a telephone call to 01227 766877, between 08:00 and 16:00, and ask for the Pathology IT Manager."

> As per the agreed processes in the SLE

Q. What do I do if I have forgotten my login details?

A. For password resets, or username reminders, the user's practice manager must use their NHS mail account to email ekh-tr.IAMteam@nhs.net using the subject header of the mail message = "DARTOCMRESET". The password will be reset as quickly as possible and returned to the requesting email address. If this is urgent, then the practice manager follow this email with a telephone call to 01227 766877, between 08:00 and 16:00, and ask for the Pathology IT Manager. As per the agreed processes in the SLE.

Q. What do I do if I cannot remember how to use the system to view results?

A. Please refer to your Surgery's Champion Users to provide additional training.

Q. How do I get a new member of staff a login and password?

A. The Practice manager must use their NHS mail account to email ekhtr.IAMteam@nhs.net (also an NHS mail account) with the subject of email = "DARTOCMUSER". A scanned image of the DartOCM user access form (completed by the new user and signed by the practice manager) must be attached to the email message. As per the agreed process in the SLE.

Q. If the Internet is not working how can I access results?

A. Results will still be available via the GP electronic link system.

Q. I cannot see the result that I am looking for?

A. DART OCM only contains *fully* authorised results as follows:

Biochemistry, Haematology, Blood transfusion and Microbiology
  - from January 2006 onwards

Cellular Pathology
  - from January 2000 onwards

Test results excluded from DART OCM are as follows:

- Provisional Results
- Cross matching test results (Group and Save results *will* be available)
- Environmental test reports
- Post mortem reports
- Occupational Health reports
- Hidden test results in APEX

If the request has been made within EKHUFT and the record used does not have a verified NHS number then users in GP surgeries will not necessarily have access to this result on DART OCM.

If, however the requestor within EKHUFT has requested that a copy of the report goes to the GP then this will be sent to the surgery via the GP electronic link.

Q. Does DART OCM have an audit trail?

A. Yes, for example: When a User has viewed a result they MUST answer the following question:

Have you Read these results? Yes or No

Either answer to this question is recorded in the patients' records together with user login as well as date and time.

Q. I am unable to open PACs and keep DART OCM page open at the same time – How can this be rectified?

A. Please check your internet explorer settings by choosing internet options in the tools menu. Select the 'advanced' tab then, under the Browsing heading, click on 'Re-use windows for launching shortcuts' to UNTICK this option – Select this option and click Apply. Finally click 'ok' to exit options.

Q. I keep being shown my old search results when using DART OCM – How can this be rectified?

A. Please check your internet explorer settings by choosing internet options in the tools menu. On the general tab click on settings, the default is set at **automatically**, but the ideal setting for DART OCM is '**every visit to the page**' – Select this option and click ok and then ok to exit options.

Q. What do the *Reference Flags* mean next to results?

A. There are 3 failure ranges with DART:

1. Reference range failure - the limits of "normal" results. The result flag has a value of "**R**" to indicate results outside the reference range.

2. Alert limits - wider than the reference range - results outside this range require further action within the laboratory e.g. retesting or the requesting of a supplementary test. The result flag has a value of "**A**".

3. Laboratory limits - wider than the alert limits - there are usually defined as the limits of analysis e.g. the range that an analyser can generate for a test result. The result flag has a value of "**T**".

In addition to those described above the result flag can also contain "**D**". This indicates that a test has failed a delta check. These are also defined by the laboratory to indicate results that have changed significantly over a period of time. Numeric results that have been changed by rules into coded comments have a flag with the value of "**M**".

Q. Can I look up any results on DART OCM?

A. Yes, you will be able to view any results that are pertinent to your work – with the exception of sensitive test results, unless you have been granted the relevant access.

But you MUST remember that DART OCM contains *confidential* data. By entering DART OCM you acknowledge your understanding of *your* responsibilities under the Data Protection Act 1998:

Only Authorised individuals may use this system. Unauthorised Access or attempts to gain unauthorised access to this system is HACKING as stated in the Computer Misuse Act 1990. Hacking is a disciplinary offence. Breaking the Computer Misuse Act by accessing records of patients not under your care or management is a disciplinary and a criminal offence, which could lose you your job and land you in court. Patient confidentiality is a requirement of
The Caldicott report 1997 and The Data Protection Act 1998. Please refer to these and the Copyright, Designs and Patients Act 1998, and the Access to Health Records Act 1990 for further information. All of which can be found on
http://www.opsi.gov.uk/acts