

INFOFLEX WEB V6

QUICK REFERENCE GUIDE – CNS Referral & Patient Contact

InfoFlex FROM
CIMS
Cancer Information System

User Name

Password

Login

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Please enter your username and password to access the system
For support please contact your local IT service desk.

<https://infoflex.ekhuft.nhs.uk/>

Log in with your usual Infoflex credentials. The landing page – Patient Search is displayed as shown on the following page.

Please enter search criteria below to find a patient

Search Criteria	Search Results
<p>NHS Number</p> <input type="text"/> <p>Person Family Name</p> <input type="text"/> <p>Person Given Name</p> <input type="text"/> <p>Person Birth Date</p> <input type="text"/> <p>Record ID</p> <input type="text"/> <p>Search</p>	<p>On the landing page or Home Page as it's known you can search for the patient using their NHS number or name & Date of Birth. When you've completed your search field, click the search button or press the enter key on your keyboard.</p> <p>You can copy & paste NHS numbers from other applications or emails into the 'NHS Number' search field by highlighting the row with your mouse first as per the screenshot below.</p>

InfoFlex[®]
FROM CIMS

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NHS

Kent and Medway Cancer Collaborative

Please enter search criteria below to find a patient

Search Criteria	Search Results										
<p>NHS Number</p> <input type="text" value="098 765 4321"/> <p>Person Family Name</p> <input type="text"/> <p>Person Given Name</p> <input type="text"/> <p>Person Birth Date</p> <input type="text"/> <p>Record ID</p> <input type="text"/> <p>1 subjects found</p> <p>Search</p>	<table border="1"> <thead> <tr> <th>NHS Number</th> <th>Person Family Name</th> <th>Person Given Name</th> <th>Person Birth Date</th> <th>Record ID</th> </tr> </thead> <tbody> <tr> <td>098 765 4321</td> <td>Testing</td> <td>Testing</td> <td>01/12/1957</td> <td></td> </tr> </tbody> </table> <p>25 rows per page Showing 1-1 from 1 rows</p>	NHS Number	Person Family Name	Person Given Name	Person Birth Date	Record ID	098 765 4321	Testing	Testing	01/12/1957	
NHS Number	Person Family Name	Person Given Name	Person Birth Date	Record ID							
098 765 4321	Testing	Testing	01/12/1957								

Your search results will appear to the right of your Search Criteria box. Click on your patient to proceed

Cancer Information System

Profile

Tasks 1

Log out

Patient Search

Tracking

MDT

Recovery Packages

Clinical Guidelines

Datasets

Patient Record

NHS Number	Person Family Name	Person Given Name	Person Birth Date	Record ID
098 765 4321	Testing	Testing	01/12/1957	

< Patient Search

Contact Details

Please select from one of the available options.

Administration:

View Cancer Pathways

CNS Referral / Patient Contact

Here we can see two options available. One for Co-ordinators and one for Clinical Nurse Specialists. Click **CNS Referral / Patient Contact**

Cancer Information System

Profile

Tasks 0

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CNS Referral / Patient Contact

NHS Number	Person Family Name	Person Given Name	Person Birth Date	Record ID
098 765 4321	Testing	Testing	01/12/1957	

< Patient Record

CNS Referral

Patient Contact

+ Add New Patient Contact

Drag a column header and drop it here to group by that column

Date of contact	Mode of contact	Professional Contact with	Who is contact with	Primary diagnosis	Outcome - Action details
18/09/2019	Telephone Contact	NADIA (LOUISE) HOUSTON	Patient; Family; Carer	C16.1 - Fundus of stomach	testing
13/09/2019	Clinic	Charan Basra	Patient; Family		
01/01/2020	Other contact	Tracy Perez	Family	C50.9 - Breast, unspecified	
03/10/2019	Telephone Contact	Vicky Morgan	Patient; Carer; GP	C50.9 - Breast, unspecified	
30/09/2019	Telephone Contact	FIONA MAHON	Patient		follow up scheduled with consultant 13.10.19
02/10/2019	Telephone Contact	Martine Henniker	Carer		
03/10/2019	Telephone Clinic	Tracey Spencer-Brown	Patient	C50.9 - Breast, unspecified	pp
03/10/2019	Telephone Contact	Tracey Spencer-Brown	Patient	C50.9 - Breast, unspecified	testing testing
03/10/2019	Telephone Contact	Terri Oliver	Patient; GP		
03/10/2019		Vikki Baker			lots of information

On the Patient Contact screen, you will see any previous patient contact with Clinical Nurse Specialist that have been created. You can view these in more detail simply by clicking on them. To create a new patient contact event, click **'Add New Patient Contact'**

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Add [Patient Contact (r)] as a child of the event selected below

Patient Demographic Details

- ☒ Referral (15/12/2009 :: Lower GI :: CLOSED)
- ☒ Referral (10/09/2014 :: Breast :: OPEN)
- ☒ Referral (01/11/2018 :: Breast :: CLOSED)
- ☒ Referral (10/01/2019 :: Upper GI :: CLOSED)
- ☒ Referral (15/07/2019 :: Breast :: CLOSED)
- ☒ Referral (18/09/2019 :: Acute Leukaemia :: CLOSED)
- ☒ Referral (19/09/2019 :: Skin :: OPEN)
- ☒ Referral (09/10/2019 :: Lower GI :: OPEN)

The Referral selection box will appear once you've clicked 'Add New Patient Contact'. You need to select the referral that is appropriate to your current patient and contact reason.

Cancer Information System Profile Tasks 0 Log out

Patient Search **Tracking** **MDT** **Recovery Packages** **Clinical Guidelines** **Datasets**

NHS Number	Person Family Name	Person Given Name	Person Birth Date	Record ID
098 765 4321	Testing	Testing	01/12/1957	

[Back](#)

Patient Contact (r)

After editing the record, please click save changes. The "Back" button above will return you to the previous page.

[Save changes](#)

Patient Contact Details

Palliative Care Contact? ☐

Date of Contact

Time spent

Professional Contact with

Contact at Organisation

Palliative Managing team

Mode of contact

Who is the Contact With?

Next Follow Up Date

Next Follow Up With

Follow up details

Contacts generated palliative

Telephone calls generated

Telephone calls between

Oncoalert Contact? ☐

Palliative iPad used ☐

Reason for contact

Reason for contact & Issues

Outcome/Action

Outcome/Action Details

Referred to

Text for GP Letter

Complete the fields relevant to you or as required by your specialty. The Patient Contact Screen has the following mandatory fields:

- 1. Date of Contact** (the date and time of contact) When you use the calendar icon to select the date of your patient contact, the time will default as 00:00 and you will then need to click on the clock icon to choose the correct time. Alternatively, you can over type the 00:00 with the required time. Please be aware that it is not possible to record two contact events with the same time.
- 2. Time Spent** This is the amount of time you spent on the contact. Clicking on the clock icon will enable you to select periods of time at 30 minute intervals, alternatively you can over type the 00:00.
- 3. Professional Contact with** (yourself)

Patient Contact (r)

After editing the record, please click save changes. The "Back" button above will return you to the main screen.

Patient Contact Details

Palliative Care Contact? ☒

Oncoalert Contact? ☒

Palliative

Date of Contact

09/10/19 09:00



Reason for

Time spent

01:45



Reason for

Click on the Calendar icon to select date and the clock icon to select the time.

Outcome/

Outcome/

Who is the Contact With?

Date of Contact

09/10/19 09:00



Time spent

01:45



Professional Contact with



You can open up the Clinical Nurse Specialist Dictionary by clicking on the icon

CNS/MultiID Support Network

Search Criteria

Use * or % as wildcards to match any characters you don't know in a search field.
E.g. sh* matches Shilton, Shah, etc. and *sh* also matches Hashmi, Marsh, O'Shea etc

Code No

Name of Keyworker

Job Title

Keyworker Type

Hospital

Other location

Clear

Search

Using the Search Criteria box, you can now search for the Keyworker or Clinical Nurse Specialist. You can search by hospital, Code, job title or name. The search criteria box gives instructions on how to search by name above.

Cancer Information System Profile Tasks 0 Log out

[Patient Search](#) [Tracking](#) [MDT](#) [Recovery Packages](#) [Clinical Guidelines](#) [Datasets](#)

NHS Number	Person Family Name	Person Given Name	Person Birth Date	Record ID
098 765 4321	Testing	Testing	01/12/1957	

[Back](#)

Patient Contact (r)

After editing the record, please click save changes. The "Back" button above will return you to the previous page.

[Save changes](#)

Patient Contact Details

Palliative Care Contact? ☒ Oncoalert Contact? ☒ Palliative iPad used ☒

Date of Contact 09/10/19 09:00

Time spent 01:45

Professional Contact with RVVKA - KERRY ARNOLD

Contact at Organisation RVV - EAST KENT HOSPITALS NHS T

Palliative Managing team

Mode of contact Telephone Contact

Who is the Contact With? Patient

Next Follow Up Date 24/10/2019

Next Follow Up With Follow up Surgeon

Follow up details

Contacts generated palliative 0

Telephone calls generated 3

Telephone calls between Between team member and other h...

Reason for contact Advice/Support

Reason for contact & Issues

Outcome/Action Follow up planned

Outcome/Action Details follow up planned 24.10 with consultant

Referred to

Text for GP Letter

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Once you have completed your contact screen click **'Save Changes'** on the right-hand side to save.

NHS
Collaborative

To document the patient contact event, create a Patient Contact Printout document.

If your Trust has an electronic record, this document can be uploaded automatically to be viewed by specialties other than Cancer by ticking 'Upload to electronic record' field on the Patient Contact screen.

Contacts generated palliative

Telephone calls generated

Telephone calls between

Upload to electronic record? ☒

From the list of Patient Contacts, select the event you wish to upload and click Generate Patient Contact Letter.

If applicable, this action will complete the trigger to upload to the electronic record.

Your document will appear in the list above the Patient Contact screen and may be printed.

Cancer Information System Profile Tasks 0 Log out

Patient Search **Tracking** **MDT** **Recovery Packages** **Clinical Guidelines** **Datasets** **CNS Referral / Patient Contact**

NHS Number	Person Family Name	Person Given Name	Person Birth Date	Record ID
098 765 4321	Testing	Testing	01/12/1957	0000530922

< Patient Record **CNS Referral** **Patient Contact**

+ Add New Patient Contact

Drag a column header and drop it here to group by that column

Date of contact	Mode of contact	Professional Contact with	Who is contact with	Primary diagnosis	Outcome - Action details
13/09/2019	Clinic	Charan Basra	Patient; Family		testing
					and more
					and more
					and more
18/09/2019	Telephone Contact	NADIA (LOUISE) HOUSTON	Patient; Family; Carer	C16.1 - Fundus of stomach	testing +++

Access your electronic record in the usual way to view the **Patient Contact Printout**. The screenshot below shows East Kent WASP timeline.

XXXDUMMYRECORDXXX, TEST ONE HUNDRED THIRTY THREE, Lieutenant Born: 03/01/1940 (80y) Gender: f

East Kent Hospitals NHS Trust, Kent, Ethelbert Road, CANTERBURY, Kent, CT1 3NG

2001-2010

2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
			1	8	3	2	10+	10+	10+	10+	10+	10+	10+

Total 931 documents

14/10/2020 15:15 - East Kent (WASPMedicalADT) Attendance - Attendance

07/09/2020 15:30 - East Kent (WASPMedicalADT) Attendance - Attendance

10/06/2020 14:30 - East Kent (WASPMedicalADT) Attendance - Attendance

27/05/2020 09:00 - East Kent (WASPMedicalADT) Attendance - Attendance

18/05/2020 14:00 - East Kent (WASPMedicalADT) Attendance - Attendance

14/05/2020 15:30 - East Kent (WASPMedicalADT) Attendance - Attendance

17/04/2020 08:30 - East Kent (WASPMedicalADT) Attendance - Attendance

08/04/2020 12:58 - East Kent (InfoFlex) InfoFlex - Patient Contact
 IndexId: 20543510

07/04/2020 08:41 - East Kent (Wasp Attachments) COVID19 - Treatment Escalation Plan
 IndexId: 20536089

CNS Patient Contact Details

To be completed by all staff members when a patient contact takes place.

Patient Name:	TEST ONE HUNDRED THIRTY THREE XXXDUMMYRECORDXXX	Patient NHS No:	555 555 5555
Date of contact:	19/03/20 00:00	Time spent:	00:00
Professional contact with:	Sue Honour		
Mode of contact:			
Who is contact with:			
Reason for contact list:			
Reason for contact:	test		
Outcome/Action:			
Outcome/Action Details:			
Next follow up date:			
Next follow up with:			
Referred to:			
Text for GP letter:			