

eHealth Systems and Applications at NHS Greater Glasgow and Clyde

A guide for Acute Services Nursing & Midwifery Students



2023

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Welcome to

NHS Greater Glasgow and Clyde

This booklet provides **Acute Services Nursing and Midwifery students** commencing at NHSGGC with information and guidance on getting started with the main hospital systems, application and hardware.

A wide range of information and support materials is also available on **StaffNet**, the NHSGGC.

At NHS Greater Glasgow and Clyde you will be issued with access to key clinical applications.

Practice Supervisors/Assessors will direct you to the appropriate learning/support resources for all relevant clinical applications that you will use. Three of the main applications are introduced below:

TrakCare Patient Management System

The acute care Patient Management System (PMS) used at NHS Greater Glasgow and Clyde and several other NHS Scotland boards.

- All Emergency, Inpatient and Outpatient episodes of care are recorded and managed on TrakCare.
- TrakCare incorporates electronic requesting for tests and investigations via the **New Request** workflow for **Laboratory, Imaging** and **Cardiology** departments.
- **Laboratory** and **Imaging** results are viewed and signed/acknowledged on TrakCare in most cases.

HEPMA Hospital Electronic Prescribing and Medicines Administration

HEPMA has been rolled-out across all acute (adult) NHSGGC locations.

- Nursing and Midwifery students must undertake appropriate online training on **TURAS**. Guidance materials can be found on **StaffNet**.

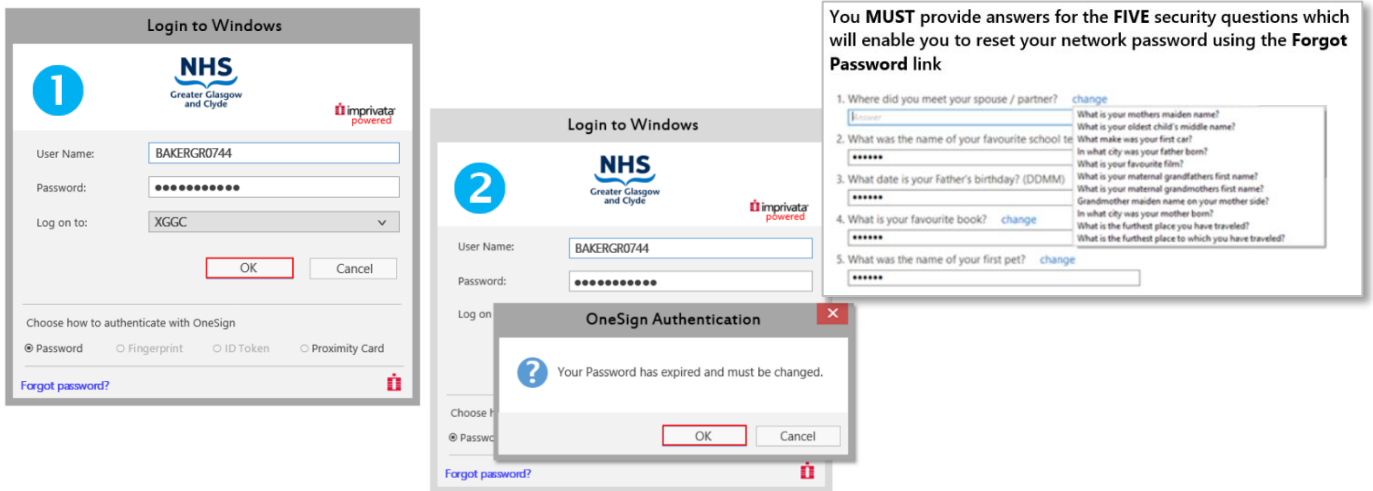
Clinical Portal Electronic Patient Record

CLINICAL PORTAL presents patient clinical data, stored on numerous systems, in one convenient location and is widely accessed by all clinical staff, GPs and other Health and Social Care professionals across NHS Scotland.



Logging on to the GGC Network

On preparing to logon to an NHSGGC device for the first time, and as soon as possible, you will be presented with the main logon screen where you will be required to enter your **USERNAME** and **TEMPORARY PASSWORD**, provided by NHSGGC via your university.



■ Enter your allocated USERNAME

This typically consists of the first **FIVE** letters of your surname followed by the first **TWO** letters of your forename and completed by **THREE** digits – e.g. the username assigned to Joe Bloggs might be **BLOGGJO780** (see example 1 above).

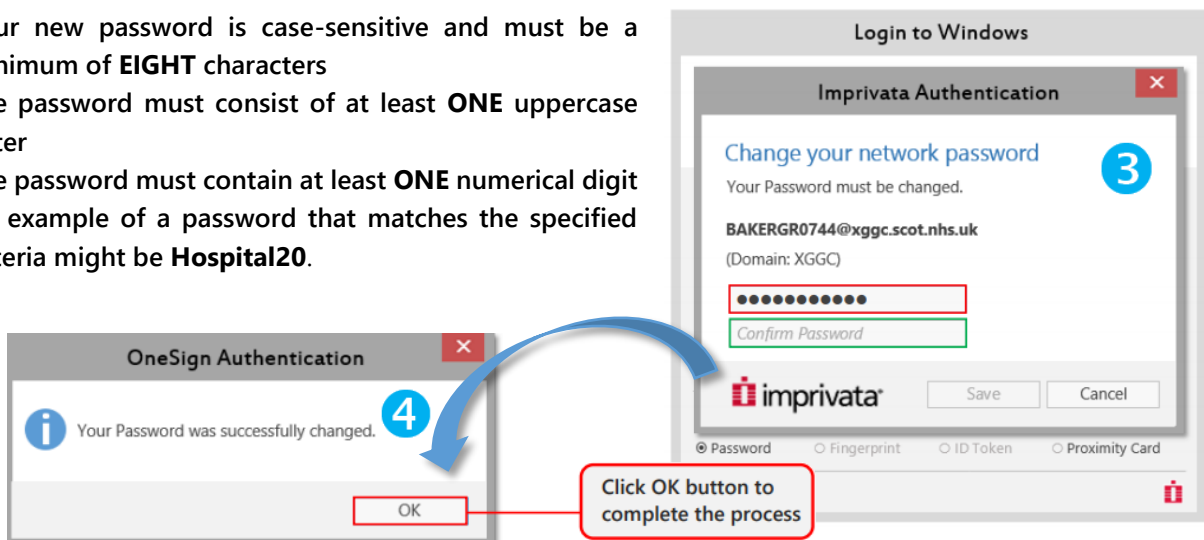
If your surname has fewer than five letters then the numbers will be preceded by **0s** (zeros) to ensure the username has a minimum of **TEN** characters – e.g. the username assigned to Jane Doe might be **DOEJA00999**.

■ Enter the TEMPORARY PASSWORD that has been issued by NHSGGC eHealth

Please ensure that you enter the temporary password **EXACTLY** as shown on any documentation you have been issued with.

- The message **“Your Password has expired and must be changed”** is displayed (see example 2 above)
- Click **OK** button to continue
- Enter a **NEW** password of your choice; it must match the following criteria:

- ↳ Your new password is case-sensitive and must be a minimum of **EIGHT** characters
- ↳ The password must consist of at least **ONE** uppercase letter
- ↳ The password must contain at least **ONE** numerical digit
- ↳ An example of a password that matches the specified criteria might be **Hospital20**.



GGC Network and Terms and Conditions of use

As part of the user-provisioning process all new staff/students are required to accept the **NHSGGC Network Terms and Conditions of Use**.

Please click [HERE](#) to pick a security question and to provide an appropriate answer. **The answer to this question is required by the eHealth Service Desk for any future password resets that you request.**

MyAccount: Accept Network Conditions & Update Security Questions

Pick a security question from the list below and then supply the answer to the question

Question: Name of your favourite school teacher Answer: Mr Bronson

- If you do **NOT** logon and accept Ts&Cs then your account will be deactivated 28 days after set-up.
- If you do **NOT** logon to your account for 60 consecutive days your GGC account will be disabled. *This does not affect your TrakCare or Clinical Portal access.*
- If your account is not accessed within 13 months the account will be deleted completely.

If you forget your password please reset it yourself using the **Forgot Password** link on the main network login screen (see next page). Please note that this will **NOT** work unless you have set up 5 security questions at the time of logging on for the first time.

If this is not possible please contact eHealth via this email address: itservicedesk.nhss-ggc@atos.net. Your email subject title should state 'STUDENT LOGIN ISSUE' and you should also provide the following information: **Name, XGGC account ID, Student Matriculation number** and a **contact number** (please provide your mobile number to allow a password reset via text message).

Be CyberSafe

Digital technology is now at the centre of our professional lives through Microsoft 365, HEPMA, TrakCare, Clinical Portal, Emis Web, PACS, BadgerNet, etc., and in our personal lives through social media, online shopping and digital banking. Each day sees continuous or intermittent use of end-point technology – i.e. workstations, laptops, tablets and mobile phones. From the end-point you access applications which may be directly managed **by** NHSGGC, hosted **for** NHSGGC on the Internet, **or** your **personal** applications.

eHealth works with many technology partners who provide updates that counter the threats that occur every minute of every day. Resisting such attacks requires a combination of technology and good human cyber-behaviour.

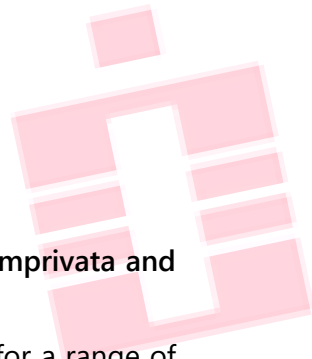
eHealth uses the **FairWarning®** monitoring system to detect and highlight potentially unauthorised or suspicious activity on systems that hold patient information (more information on this [here](#)).

Ensure that you have read the following documentation

- [FairWarning \(scot.nhs.uk\)](http://scot.nhs.uk) – available to view via NHSGGC StaffNet only
- [Data Protection Act 2018 \(legislation.gov.uk\)](http://legislation.gov.uk)
- [NHSGGC Data Breach Policy](#) – available to view via NHSGGC StaffNet only
- [Computer Misuse Act 1990 \(legislation.gov.uk\)](http://legislation.gov.uk)
- Corporate use of Social Media – click [here](#) for NHSGGC Policy
- Personal use of Social Media – click [here](#) for NHSGGC Policy



Imprivata OneSign (Single Sign-On)



OneSign/SSO is the user-switching and password management tool provided by Imprivata and in use across NHS Greater Glasgow and Clyde sites.

Primarily, it remembers and automatically completes your **Username** and **Password** for a range of applications including **TrakCare**, **Clinical Portal** and **Emis Web**. See the complete list of applications that utilise **OneSign/SSO** here [here](#).

Logging-on to the GGC network for first time?

▶ Click [HERE](#) for guidance



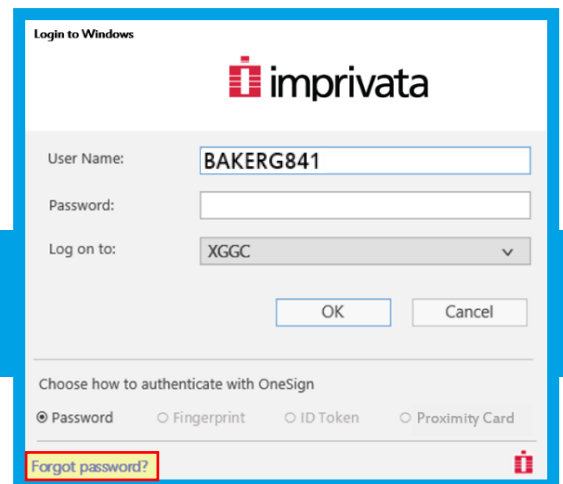
GGC Network Password Reset

OneSign allows you to **reset** your GGC network password (from the main logon screen **Forgot password?** link) therefore eliminating the need for you to contact the **eHealth Service Desk**; you simply have to correctly answer a series of security questions that have been pre-determined by you.

How to reset your GGC network password*

- ▶ Click [HERE](#) for a guidance video on password reset
- ▶ Update your security questions OneSign/SSO [HERE](#)

*Please note that the eHealth Service Desk will **NOT** automatically reset GGC network passwords; you will be talked through the **Self-Service Password Reset** process using OneSign/SSO.



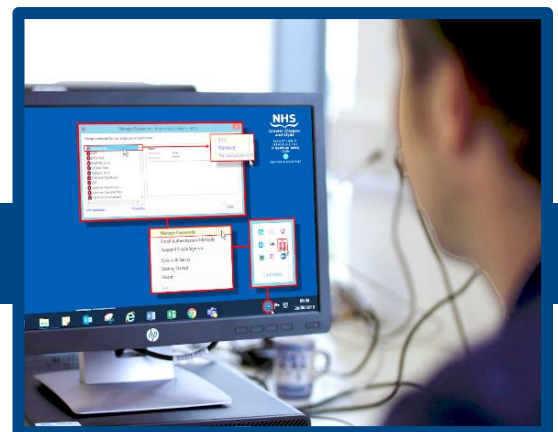
Revealing stored passwords for TrakCare, Clinical Portal, etc.

OneSign's password management tool also lets you reveal and edit your passwords for applications such as **TrakCare** and **Clinical Portal**.










How to REVEAL your app passwords

▶ Click [HERE](#) for guidance

User guides, including eLearning video clips, can be found [HERE](#) on **StaffNet** or by following the **eHealth** button on the **StaffNet** home page to **Proactive Support**.



Main NHSGGC IT applications/services are available from the computer desktop

Icon	Application	Icon	Application	Icon	Application
	TrakCare		Clinical Portal		HEPMA
	BadgerNet		Emis Web		WardView *Staff base/Duty Nurse
	PACS		WinScribe		WinVoice

Accessing NHSGGC applications from Microsoft Edge

Some of the applications listed above, and others, can also be accessed from the NHSGGC internet Favourites.

- ↳ Open **Microsoft Edge**
- ↳ Click **NHSGGC Favourites**

GGC Shortcuts in MS Edge include:

- Update OneSign Security Questions
- SSTS (Scottish Standard Time System)
- eESS (Electronic Employee Support System)
- Datix Reporting (Incident reporting)
- iGrow (Paediatric Growth Charts)
- Toxbase
- Hospital at Night (HaN)
- Breast Screening System



Microsoft
Edge



TRAKCARE is the acute care Patient Management System used at NHS Greater Glasgow and Clyde and several other NHS Scotland boards

- All **Emergency, Inpatient and Outpatient** episodes of care are recorded and managed on TrakCare.
- TrakCare incorporates electronic requesting for tests and investigations via the **New Request** workflow for **Laboratory, Imaging and Cardiology** departments.
- **Laboratory and Imaging** results are viewed and signed/acknowledged on TrakCare in most cases.
- **Active Clinical Notes** are now being used by Physiotherapy MSK and Weight Management depts.
- **Laboratory Request** forms, **Final Discharge Letters (FDLs)**, **Emergency Discharge Letters (EDLs)** and other **Generic Letters** are generated on, and printed from, TrakCare as are all **Outpatient** clinical and administration letters. Once **Authorised** on TrakCare these letters are converted to .PDF and transferred to **Clinical Portal** and, in most cases, an electronic copy is sent automatically to the patient's GP practice.
- Patients can be referred to other GGC services and departments, e.g. Physiotherapy, via the **New Request > Other** process.
- Some GGC departments use the **Others Workbench** utility to manage patient referrals and other clinical information.
- The **Hospital at Night** and **Weekend Handover** worklists (on designated wards) are managed on TrakCare. Check with service leads for further details.
- **Mental Health** inpatient services now also use TrakCare for electronic requesting and inpatient management but continue to use **Emis Web** for all other aspects of patient management.

■ Online Learning and Support materials for TrakCare

There is comprehensive user guidance available for all NHSGGC on StaffNet and eHelp

This includes **eLearning** modules, full application **User guides** and **Quick Reference Guides**.

■ Data Quality on TrakCare and other clinical applications

Recording high quality national data for audit, outcomes, research and management depends on **ALL** GGC staff who use TrakCare.

Failure to record accurate and real-time information will result in bad data quality and will impact upon national reporting.

- ▶ Click the image on the right to view the **ISD: National Health Information** guide.

Additionally, the **ISD (Information Services Division)** website is a valuable source of up-to-date information from NHS National Services Scotland:

- ▶ Please click [here](#) or go to <https://www.isdscotland.org/>
- ▶ Please click [here](#) and [here](#) for further information about the importance of Data Quality



DOWNTIME: Please note that **TrakCare** system downtime is scheduled for the **SECOND** Wednesday of each month between 0600 and 0800. Guidance for TrakCare downtime is available [here](#).

CLINICAL PORTAL presents patient clinical data, stored on numerous systems, in one convenient location and is widely accessed by all clinical staff, GPs and other Health Professionals across NHS Scotland.

- ↳ Full Medicines Reconciliation and the Immediate Discharge Letter (for inpatients) are managed entirely on Clinical Portal by Medical, Pharmacy and Nursing staff.
- ↳ Accessing Clinical Portal at other NHS Scotland boards (Golden Jubilee, NHS Lanarkshire, NHS Ayrshire and Arran, NHS Dumfries and Galloway, North of Scotland and NHS Forth Valley) is now possible using the Regional Portal Search or Regional Portals tab.

■ Setting MY DETAILS information

Some Clinical Portal details are already set up on your commencement with NHSGCC. These can be added to or updated at any time in the **My Details** section.

- ↳ Select **My Details** from the **COMMON** menu
- ↳ Alternatively, click on your **User ID** at the top-right of the screen and select **User Settings**

The table below lists each area that can be updated by you at any time:

Set Security Question *see below (to enable password reset)	Email (required in order to set Secret Security Question)	Your Clinical Document View (by Category; Service; Date)	Your Consultants (Inpatient and Outpatient)
Your Theatre Surgeons, Specialties & Locations, etc.	Your Document View date range (1 day – 2 years)	Your Inpatient Wards/Units/ED areas	Your Start Screen (your home page of choice)

■ Adjust the date range/other criteria to view more documentation

Use the **Configure Document Tree** function to adjust viewing preferences [highlighted here on the left] and to search.

You can also amend the Document View For Past value via your My Details screen to view documentation from as far back as two years.

■ Patient Banner (Viewing additional patient details)

Reveal more patient details on the banner by clicking the chevron (see below):

■ Setting your Clinical Portal Secret Security Question

All Clinical Portal users are strongly advised to set a **SECURITY QUESTION** on being issued with account details. This enables you to reset your password **yourself** at **any** time if you have forgotten it **OR** if your logon credentials have been compromised in some way. ▶ Click [here](#) for further information.

DOWNTIME: Please Note that **Clinical Portal** system downtime is scheduled for the **LAST Wednesday of every month** between 0600 and 0800. Guidance explaining how to access information on other GGC applications is available [here](#).

Medicines Reconciliation & IDL

Medicines Reconciliation (MR) on Clinical Portal in turn populates the electronic **Immediate Discharge Letter (IDL)**. This process reduces the risk of transcription errors and the clinical time spent on transcription, eliminates some recording duplication, allows faster discharge medicines processes and better quality information on the IDL; overall, ensures better communication between clinical teams about a patient's medicines, including specialist/high risk medicines. The system links to the **Emergency Care Summary (ECS/GP medicines information)**; the reconciled list of medicines at admission becomes the starting point for the IDL medicines.

■ **NOTE: Nursing and Midwifery students will be issued with READ-ONLY access to MR/IDL.**

All guidance documents and video guides for the **MR/IDL** workflow are currently available on [StaffNet](#) and via **eHelp**

HEPMA

HEPMA is Hospital Electronic Prescribing and Medicines Administration.

This is a new digital system that has been rolled-out across NHS Greater Glasgow and Clyde. It replaces the paper drug chart (kardex) for inpatient areas across our hospital sites. HEPMA is already in use at several other NHS Scotland boards.

As a Nursing or Midwifery student you may be required to access **HEPMA** whilst out on placement. To access the **HEPMA** system you will require an active XGGC account and a **HEPMA** account.

It is vital that you keep your XGGC account active throughout your training. Further guidance regarding IT access can be found on our student IT access Fact Sheet.

HEPMA Account

To obtain an account for **HEPMA** you will need to complete the training module which takes approximately 30 minutes.

- **Select link: [HEPMA Module on TURAS](#)**

Once you have completed the **HEPMA Nursing module** on TURAS your completion certificate will appear in your **Learning History**. Proof of completion of the module will be needed when attending your NHSGCC placement. This can be provided electronically (for example via phone) or via a printed copy which you can store in your Practice assessment Document for future placements.

- IT will provide your **HEPMA** log in details via your university, you cannot use this log in until you have completed the TURAS module.
- Please note you will only need to complete the **HEPMA** module once as you will use the same login throughout your training.

If you have any issues or concerns you can contact the HEPMA team on nhsgcc.hepma@ggc.scot.nhs.uk

This is the main blood glucose monitor (BGM) in use throughout NHSGGC Acute care.

To allow student nurses and midwives to use this BGM the following process must be adhered to:

- In Year Two you must attend an **Abbott** theory session arranged with your University; either face-to-face or online.
- You will be provided with a certificate of attendance/confirmation email evidencing your attendance.
- Following your training you must show evidence of your attendance to your practice supervisor/practice assessor/cascade trainer who will arrange a competence check.
- Following the competence check, the **Freestyle Precision Pro Blood Glucose Meter Operator Training Checklist** form should be completed and sent to Biochemistry.

Note: All areas within NHSGGC should be selected on this form. Biochemistry will then issue you a hard copy, unique barcode.


You must not share barcodes.

- To keep the barcode **active** you must undertake at least **one** quality check for the BGM at least once every placement.
- Failure to do this in a 12-month period will render the barcode inactive.
- Once qualified you can continue to use the same barcode within NHSGGC, as long as you have undertaken a quality check in the previous 12 months.



Windows & TrakCare printing

■ Checking your current printers (Windows)


- ↳ Use  to search for **Printers & scanners** page – e.g. type '*print*'
 - All printers associated with your device, including your default printer, will be listed
- ↳ Change your **default** printer by clicking the printer details and selecting **Manage**

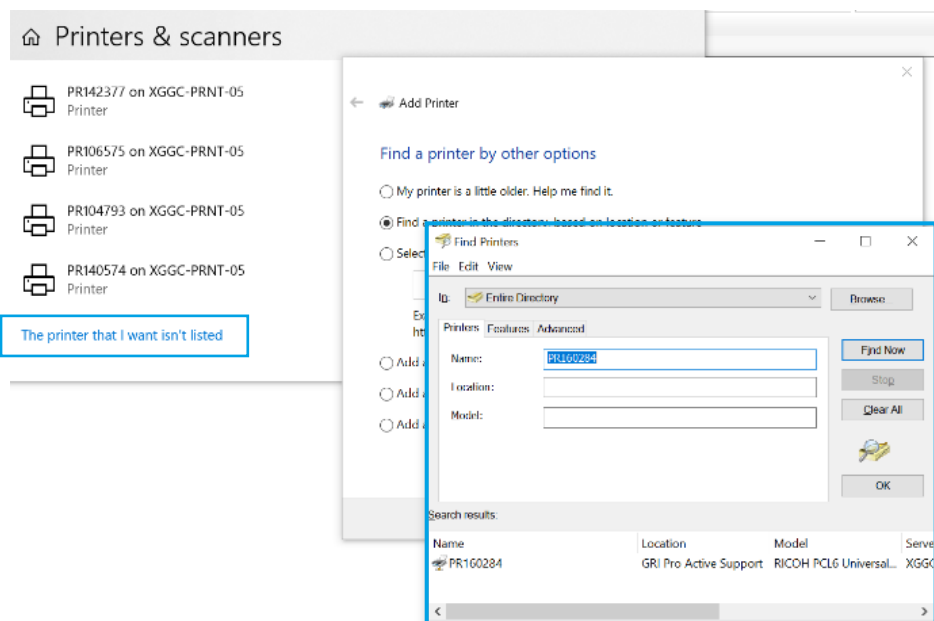


*The printer name is the 6-digit asset tag number:



■ Adding a new printer

- ↳ Click **Search** 
 - ↳ Type *find printers*
 - ↳ Select **Find Printers** from the menu
 - ↳ Enter **PR** and then the printer asset tag in the **Name*** field – e.g. *PR160284*
 - ↳ Click **Find Now**, then double-click on the required printer from the **Search Results** list
- If required, a driver for the new printer will be downloaded automatically
 - On completion, the printer will be installed on the PC/laptop (**for YOUR user account only**)



■ TrakCare printing

Clinical documentation such as **Laboratory Request forms**, **Emergency Department Letters (EDLs)**, **Outpatient Clinic Letters (OPCLs)** and **Generic Letters** are all generated and printed from TrakCare.

Your PC/laptop will be pre-configured to print to a fixed local printer; please note that this **cannot** be changed by end-users.

A call should be logged to the **eHealth Service Desk** if TrakCare printing requires investigation.



Other eHealth applications and resources



BadgerNet is designed as a paperless, end-to-end, Maternity System.

It records every stage of the pregnancy from first appointment right through to postnatal home visits.

It fully supports care pathway management to provide flow between care plans, assessments, reports and management plans and supports NHSGGC's continuing move away from paper resources.

It also integrates with TrakCare and SCI-Store/Clinical Portal. ■ View all user guides and documentation [here](#).

■ Please contact Digital Midwife Gwen.Barr@ggc.scot.nhs.uk with any queries about accessing and using BadgerNet.



iGROW is an application in use across the Paediatrics service that plots and monitors patient height, weight, head circumference and BMI. All of the recorded growth measurements are plotted and displayed on the DH/RCPH recommended standard growth charts. Additional iGROW functionality includes gestational age correction and bone age plotting.

iGROW can be accessed directly from a patient's electronic record on **Clinical Portal**.

■ Please contact igrow.admin@ggc.scot.nhs.uk if you require an iGROW account, providing your name, department and contact number. NOTE: You must have a GGC email account. ► View the Quick Reference Guide [here](#) or go to eHealth > Proactive Support on StaffNet.



WardView is the ward/bed management application that's accessed on wall-mounted touchscreens found on most acute NHSGGC wards. **WardView** is interfaced with **TrakCare**. The application provides

real-time ward information and facilitates more efficient bed requests and transfers as well as allowing changes to patient estimated discharge dates (EDDs).

WardView displays patient discharge medication status; this is linked to the patient's **Immediate Discharge Letter/IDL** that is generated on **Clinical Portal**, **EDD** info, **Clinical Quality Indicators (CQIs)** and **patient referral** status – e.g. to Physiotherapy, Dietetics, etc. **WardView** is routinely updated by nursing staff, ward clerical staff and AHP teams.

■ View the **WardView** quick reference guide [here](#) or go to eHealth > Proactive Support on StaffNet.

■ View the **WardView/Clinical Portal Med. Reconciliation** Quick Reference Guide [here](#) or go to eHealth > Proactive Support on StaffNet.



This is the main blood glucose monitor (BGM) in use throughout NHSGGC Acute care.

To allow student nurses and midwives to use this BGM the following process must be adhered to:

■ In Year Two you must attend an Abbott theory session arranged with your University; either face-to-face or online.

■ You will be provided with a certificate of attendance/confirmation email evidencing your attendance.

■ Following your training you must show evidence of your attendance to your practice supervisor/practice assessor/cascade trainer who will arrange a competence check.

■ Following the competence check, the **Freestyle Precision Pro Blood Glucose Meter Operator Training Checklist** form should be completed and sent to Biochemistry.

Note: All areas within NHSGGC should be selected on this form. Biochemistry will then issue you a hard copy, unique barcode. You must not share barcodes.

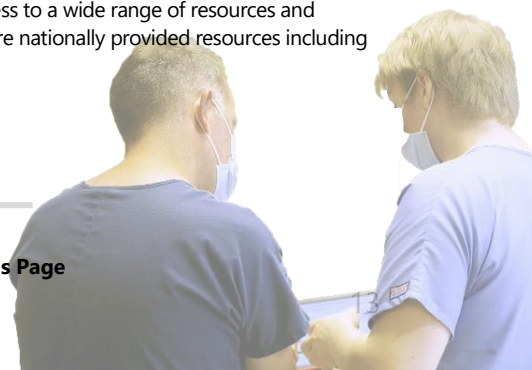
► To keep the barcode **active** you must undertake at least **one** quality check for the BGM at least once every placement. Failure to do this in a 12-month period will render the barcode inactive. Once qualified you can continue to use the same barcode within NHSGGC, as long as you have undertaken a quality check in the previous 12 months.



CLINICAL DECISION SUPPORT is available on **TrakCare** and on **Clinical Portal**. It provides access to a wide range of resources and services that enable you to use evidence to create action for the benefit of patient care. These are nationally provided resources including **BNF**, **Dynamed Plus** and **BMJ Best Practice**. Also available are links to local resources such as the **NHSGGC Acute Handbook**, **MSK Pathways** and the **Adult Therapeutic Handbook**.

Note that all resources on this page are password-free for easy access.

► Please visit the [Knowledge Network Page](#) for more information.



► Click [here](#) to view app issues and downtime details on the **EPR Status Page**

■ Software Centre – installing deployed applications to your device


If you have a laptop please ensure that you have it connected to the GGC network before you attempt installation.



- Open **Software Centre**
- Click the **Applications** tab
- Look for the application that is to be installed – e.g. HEPMA
- Click to open
- Click the **INSTALL** button to initiate installation of the app

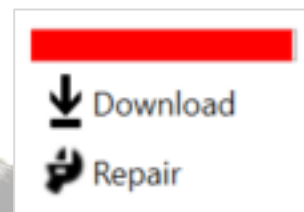
■ Troubleshooting app launch failure

If an application is not showing on your desktop – e.g. PACS – and it **has** been deployed to your laptop and is associated with your logon details, please try the following:

- Click **START**  (or use Windows key)
- Select **Microsoft App-V5.0 Client UI**
- Click the **Update** tile to send a refresh to the APPV server which should then populate the missing application's icon:



- If this still does not work, click into the **Virtual Apps** section. You should see the name of the application you are looking for ...
- Click the **Repair** icon to resolve the application installation issue →



Remember...

- **DON'T** allow **ANYONE** to use your **NHSGGC** login details for **ANY** account
- **DON'T** look at **ANY** patient clinical information unless the patient is in **YOUR** care
- **DON'T** look up **YOUR** clinical information, anywhere, at any time
- **DON'T** send sensitive information by unsecured email

Always **LOCK** unattended devices!

