

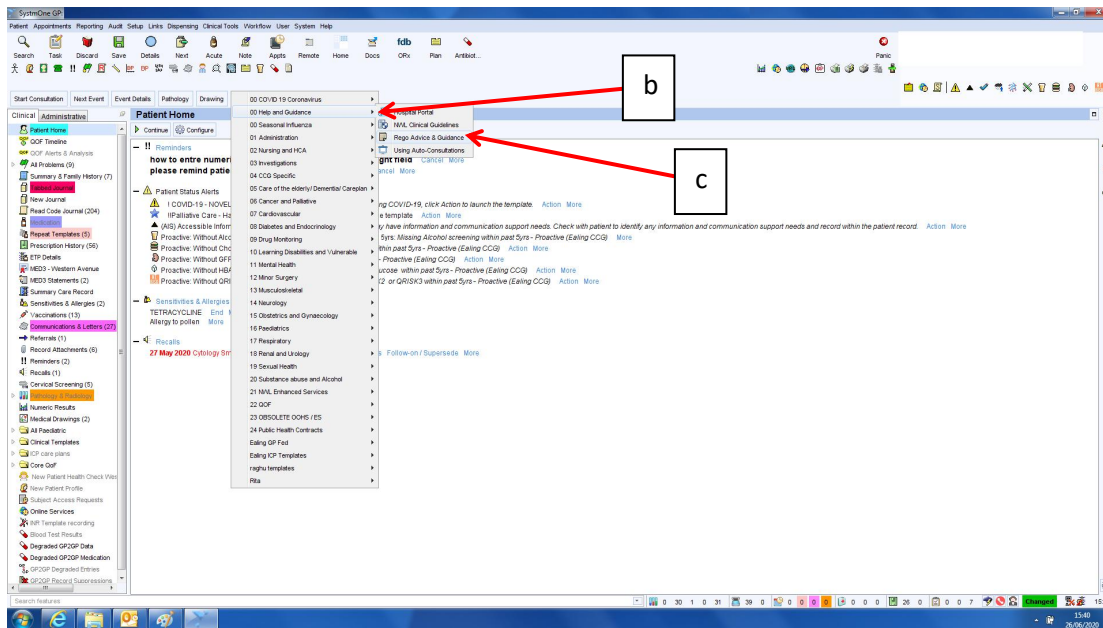
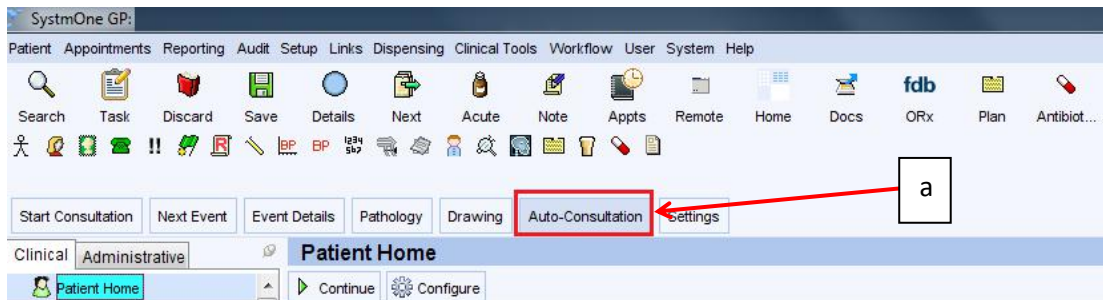


Guide for Sending Advice & Guidance

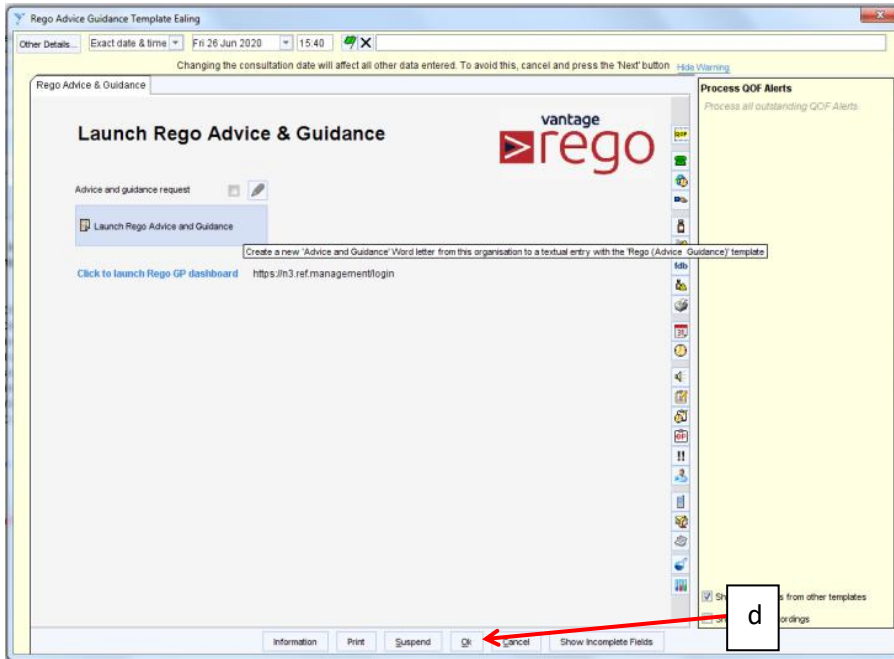
Guide for sending an Advice & Guidance Referral

1. Launch Rego via System One:

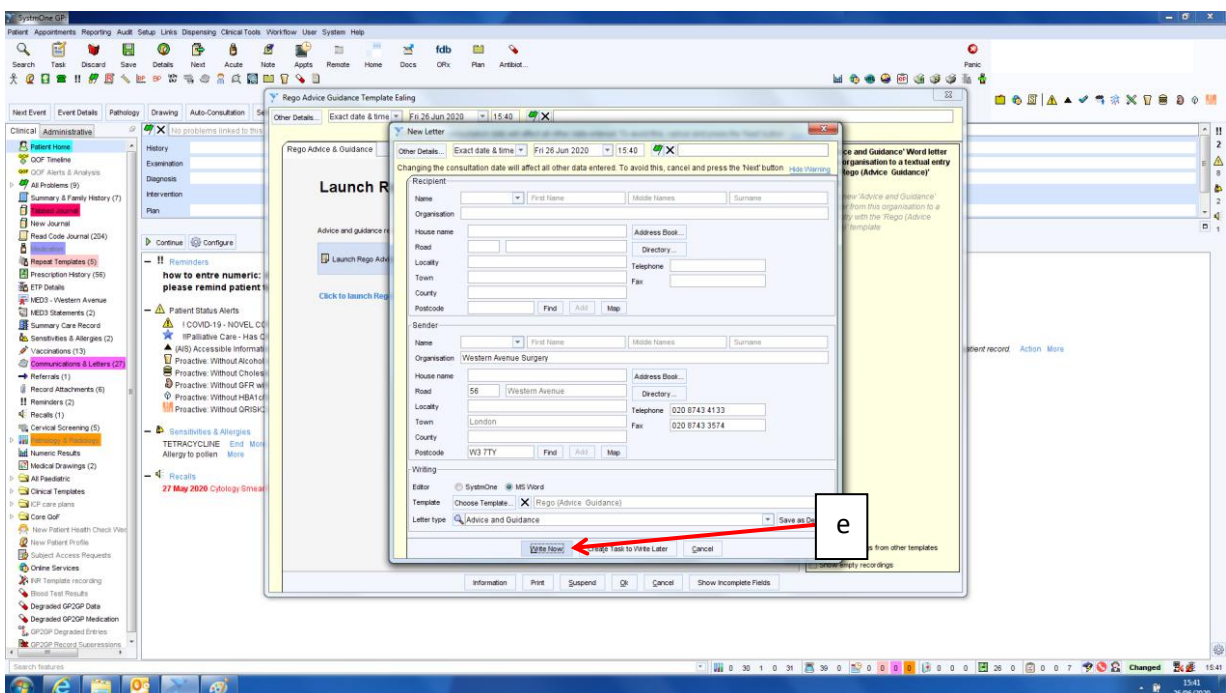
- a) Start a consultation for a patient and Select 'Auto Consultation'
- b) Click 'Help & Guidance'
- c) Click 'Rego Advice & Guidance'



d) Click 'Ok' on the window that appears.



e) Click 'Write Now' to open the document.



2. Referral Form

a) Select a name from the user list. If your name does not appear then please select 'Other' and add your details, this will then be saved so you appear on the list going forward.

b) Select a Specialty from the list by scrolling or by starting to type.

c) Select a Pathway from the indicated options

d) Enter a textual summary of the presenting issue for the reviewing consultant

e) You may choose to upload any documents

(see instructional videos <https://vantage.health/RegoSupport/a&g>)

f) Click 'Send' and a message will appear confirming that your referral has been sent.

Reason for Referral

Select Specialty
ENT

Ears, Nose & Throat

Indicate reason

Balance/Dizziness | **General ENT** | Hearing | Nose / Sinus | Snoring & Sleep Apnoea | Throat (inc.Voice / Swallowing)

Narrative of the advice and guidance

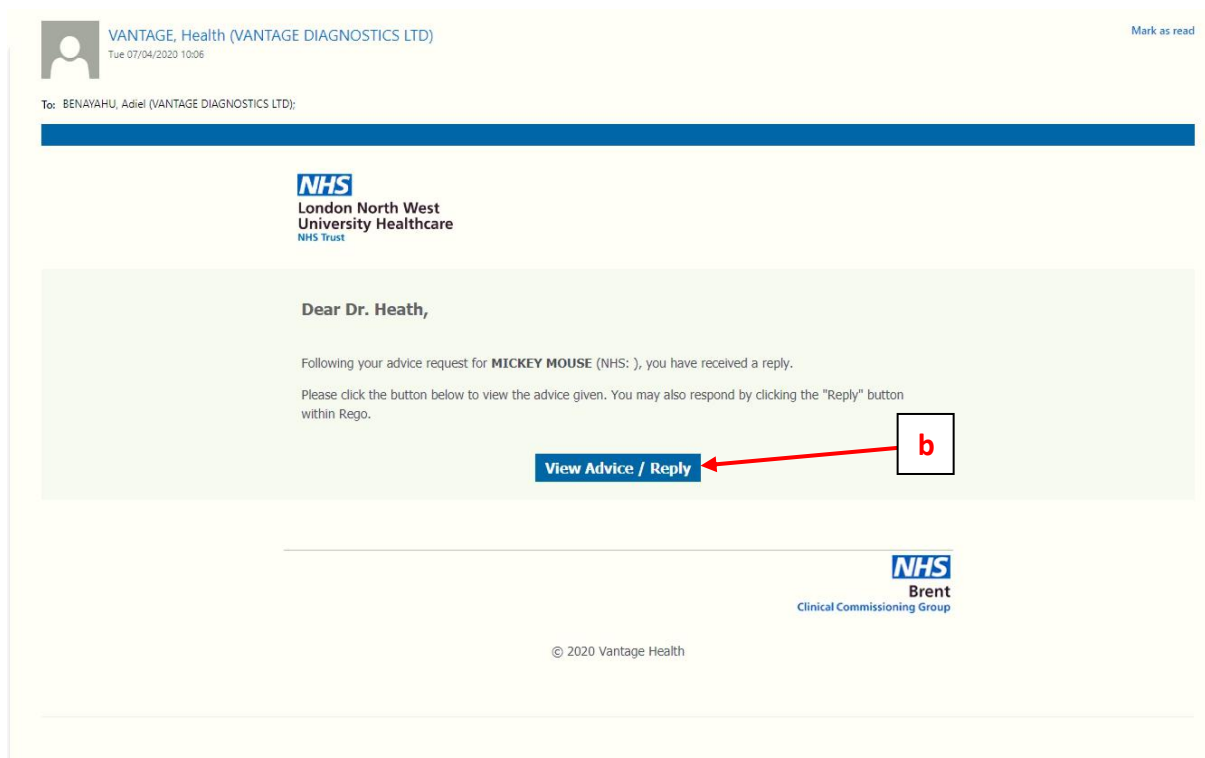
Dear Dr,
This patient has had persistent nasal obstruction and snoring, anosmia and frontal headache for the past 3m without nasal discharge. She has a visible nasal polyp just visible in the upper left nasal cavity. She did not respond to steroid nasal spray but did improve a bit with steroid drops for a fortnight but relapsed when they stopped. I think I need to refer as I imagine she'll need a polypectomy, but the soonest outpatient appt. is 3m. How should I manage in the meantime? Should I request any imaging?]

Cancel | Save | Preview CRI | Add Attachments | Send

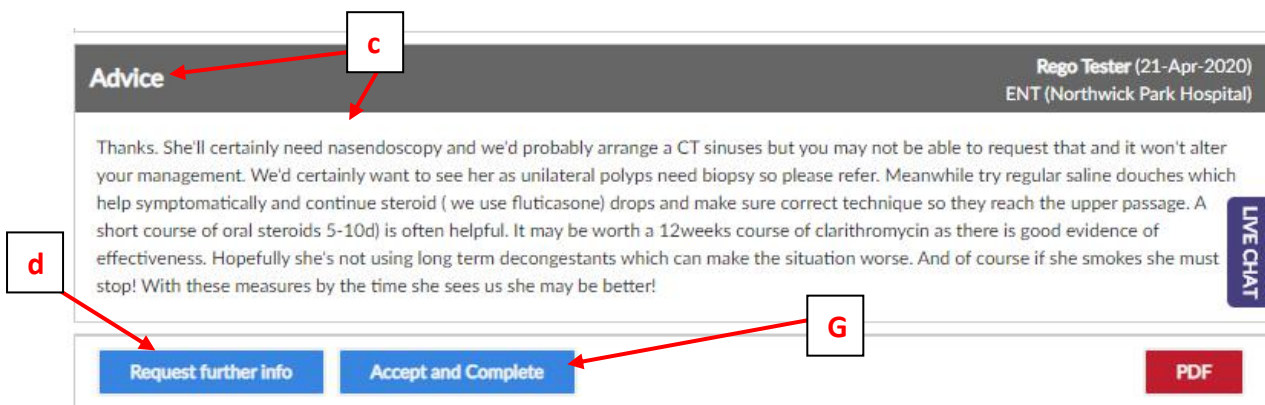
3. Receiving Responses

a) You will be notified of a response to a referral via an 'NHS.mail' email to the Practice's generic email address, as supplied by the CCG. We suggest this is forwarded by an administrator to the responsible doctor (the process may vary in different practices).

b) The email will not detail the response but will indicate that one has been provided, please click the link to see the response.



- c) The response will be listed on the right-hand side of the screen under 'Advice'
- d) Click 'Request further info' to query the case further or;
- e) Click 'Accept and Complete' to close the advice and guidance request



4. Importing a Response to System One

- a) Once you have received your response and do not wish to query it further, you may choose to save a copy of the referral to your S1 system. To do so use the PDF option from the advice screen.
- b) Click 'PDF' to download a PDF copy you can then import to EMIS

The screenshot shows the 'Advice' screen for 'Rego Tester (21-Apr-2020)' at 'ENT (Northwick Park Hospital)'. The main text reads: 'Thanks. She'll certainly need nasendoscopy and we'd probably arrange a CT sinuses but you may not be able to request that and it won't alter your management. We'd certainly want to see her as unilateral polyps need biopsy so please refer. Meanwhile try regular saline douches which help symptomatically and continue steroid (we use fluticasone) drops and make sure correct technique so they reach the upper passage. A short course of oral steroids 5-10d) is often helpful. It may be worth a 12weeks course of clarithromycin as there is good evidence of effectiveness. Hopefully she's not using long term decongestants which can make the situation worse. And of course if she smokes she must stop! With these measures by the time she sees us she may be better!'. On the right side, there is a vertical 'LIVE CHAT' button. Below the text, there are three buttons: 'Request further info', 'Accept and Complete', and 'PDF'. A red box labeled 'a' is positioned above the 'PDF' button, with a red arrow pointing to it.

5. Support

Rego has support options built into the system, therefore the easiest way to access the support desk is once you have started to send a referral, or have accessed an advice response.

On the Right hand side of all Rego screens is a 'Live Chat' button (a). Using this option will open a chat window with an available member of the team, and if there are no available members it will direct you to a webpage to leave a message (b). The team will then get back to you when they are able to.

The screenshot shows the 'Leave Message' form. On the left, there is a vertical 'LIVE CHAT' button. A red box labeled 'a' is positioned to the left of the 'LIVE CHAT' button, with a red arrow pointing to it. The 'Leave Message' form contains the following fields: 'Name', 'Email', 'Phone', 'Practice Name', 'Add file or screenshot' (with a plus icon), and 'Question' (with a plus icon). A red box labeled 'b' is positioned to the right of the 'Phone' field, with a red arrow pointing to it. The form is titled 'Leave Message' at the top and bottom.