

Hertfordshire and West Essex

# Shared Care Record

## Hertfordshire and West Essex Shared Care Record Cerner Health Information Exchange (HIE) User Guide

**Overview:** The technology used to create the Hertfordshire and West Essex Shared Care Record is called the Health Information Exchange (HIE), provided by Cerner.

The HIE creates an up-to-date summary view of an individual's health and care record from multiple record systems. As the system is read-only, you cannot change or record information while using the HIE.

**Accessing the HIE:** The HIE is opened from within the patient/service user record in your local system. The name displayed on the link/button to open the HIE will differ depending on your local system.

Examples include:

- Cerner HIE (Cosmic)
- Portal Cerner new HI (EMIS)
- Shared Care Record (PARIS)
- HIE (Cerner Millennium)
- hweuk.cernerhie.org... (SystemOne)

### 1. DEMOGRAPHICS AND TOOLBAR



The screenshot shows the top section of the Shared Care Record interface for a patient named KEREVA, DUNCAN. The patient's NHS number is 966 097 9622, and they are 41 years old, born on 28/02/1979. The interface includes a toolbar with the following elements:

- Loading partners:** 100%
- User Guide** (with a notification icon showing 2 items)
- More Options**
- Page Search** (with a search icon)

Below the toolbar, there are several status indicators for different data sources, all marked as 'OK':

- Multiplex NCL - Royal Free
- Multiplex SWL - Croydon
- Multiplex SWL - Kingston
- Multiplex SWL - St George's

The toolbar also features a set of filters and a 'Reset' button:

- Timeframe:** All Records
- Results:** All Records
- Layout:** Automatic
- Sources:** All Sources
- Encounters:** All Encounters
- Reset**

A **Disclaimer** is visible at the bottom of the toolbar area, stating that the information is an aggregated view and not intended to replace professional medical advice.

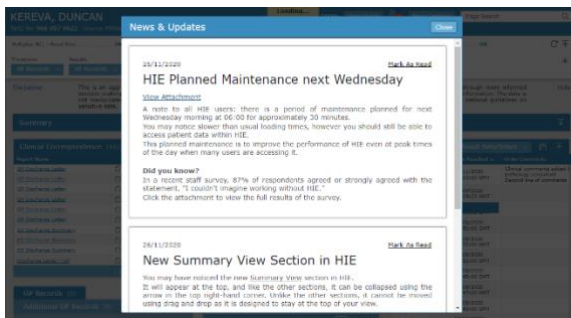
Basic demographic information is viewable at the top of the screen. This guide uses a test patient provided by Cerner.

Click **Loading partners** to see the status of each *external* data feed providing data to the HIE. Please note this will not include local partner organisations who are directly connected to the HIE.

- OK** means the available data has loaded
- N/D** means patient found but no data available
- N/F** means patient not found
- F** stands for failed – data has not loaded

Click **Source MRNs** to launch a list of source records and their respective patient identifiers (for example hospital number), that have been matched to form the HIE record.

**News Feed:** The loudspeaker icon will show local messages which can be marked as read/unread by the user. Please look here for important messages about updates and events such as planned downtime or the availability of information.



**Disclaimer:** A reminder that the HIE is not the full patient record and will not contain all information about a patient/service user. It should therefore be used appropriately as an additional tool to support decision making.

Disclaimer	This is an aggregated view of information obtained from participating health and care providers. It is intended to support optimal care through more informed decision making. It is not intended to replace the person's health or care record(s) nor is it guaranteed to encompass all current or historical information. The data is not manipulated, its validity is determined by the accuracy/quality of original documentation and it may be subject to exclusions as per national guidelines on sensitive data.	Hide
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**Page Search:** Use this field to search the HIE record for specific words or items. If the search term is found, it will be highlighted in yellow in the sections below once filtering is complete.

Note the option to include reports (documents) in the search. To clear the search, click 'x'.



**PLEASE NOTE:** Using the search function will filter the data in the HIE to just the search results, therefore remember to clear the search afterwards to restore all other data.

**Filters:** You can adjust the view of the data available by timeframe, partners ('Results'), source, or encounter. Filtering by **source** is an effective way to find information from one provider. For example, from a specific hospital.

**PLEASE NOTE:** Filters are stored for the next time you access the HIE so make sure to reset

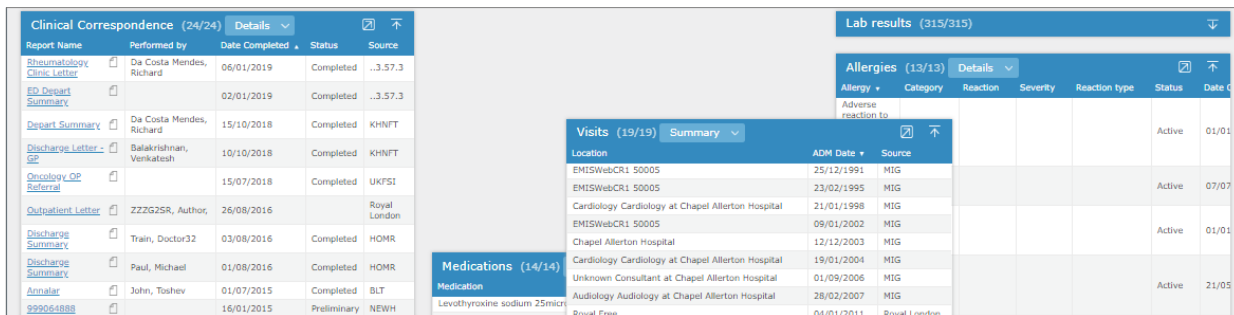


them using the **Reset** button.

The layout drop-down allows you to change the number of columns used to present the information.

## User preferences

It is possible to personalise your view by using drag and drop to re-arrange the layout of the sections and choose whether they are collapsed or expanded upon loading.



The screenshot displays a complex dashboard with several data panels. On the left is the 'Clinical Correspondence' panel (24/24) with columns for Report Name, Performed by, Date Completed, Status, and Source. Below it is the 'Medications' panel (14/14) showing a table with columns for Medication and Source. On the right is the 'Lab results' panel (315/315) with columns for Allergy, Category, Reaction, Severity, Reaction type, Status, and Date. Below it is the 'Allergies' panel (13/13) with columns for Adverse reaction to, Allergy, Category, Reaction, Severity, Reaction type, Status, and Date. In the center is the 'Visits' panel (19/19) with columns for Location, ADM Date, and Source. The interface includes various icons for search, refresh, and expand/collapse.

The HIE will retain these preferences each time it is opened.

## 2. SECTIONS

Information is displayed in sections (also known as widgets or pods). Darker blue sections contain information and can be expanded or collapsed by using the up/down arrow in the top right-hand corner.

Sections can be maximised by clicking the diagonal expand button in the top right corner.

The screenshot shows a dashboard with several sections. Red boxes highlight the following elements:

- Chronic Problems (13):** A section with a 'Summary' dropdown and a diagonal expand button in the top right corner.
- GP Records (13):** A section with a 'Summary' dropdown and a diagonal expand button in the top right corner.
- Lab results (315):** A table with columns for Order Name, Date Resulted, Order Comments, and Ordering Clinician. It includes a 'Result Sets/Orders' dropdown and a diagonal expand button in the top right corner.
- Microbiology (10):** A section with a diagonal expand button in the top right corner.

The view can be changed using the drop-down box at the top of the section. For example, from **Summary** view to **Detail** view.

The screenshot shows the 'Medications (14)' section. A red box highlights the 'Summary' dropdown menu at the top. Another red box highlights the pagination controls '1 2 Next' at the bottom right of the table.

Medication	Status	Ordered Date	Source
Levothyroxine sodium 25microgram tablets	Active	13/09/2019	MIG
Hydrocortisone 1% / Miconazole 2% ointment	Active	17/06/2019	MIG
Co-codamol 8mg/500mg tablets	Active	02/04/2019	MIG
Diazepam 2mg tablets	Active	02/04/2019	MIG
Naproxen 250mg tablets	Active	02/04/2019	MIG
Ibuprofen 400mg tablets	Active	07/11/2018	MIG
Simvastatin 10mg tablets	Active	08/10/2018	MIG
Carbamazepine 200mg modified-release tablets	Active	06/03/2018	MIG
Morphine 10mg/5mL oral solution	Ordered	03/07/2018	UKFSI
Sodium chloride 0.9% solution for injection 10ml ampoules	Ordered	03/07/2018	UKFSI

Press the page numbers at the bottom of the section for more results.

All sections are ordered chronologically by default with the most recent data item first and always display the source of the information. However, clicking on column headers can alter the display. Clicking on a line of information will open more detail or hovering over items will trigger a tooltip to display with the additional information.

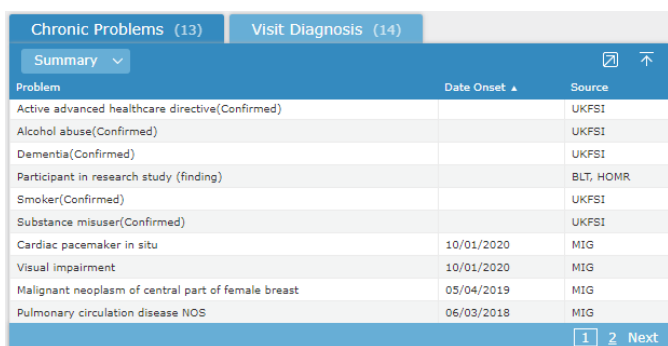
## Types of section and information provided

The HIE creates a read-only view of information from multiple host record systems that send different information to the HIE in different ways.

**PLEASE NOTE:** The same type of information sent by different organisations may be presented in different ways and appear in different sections. Information from some organisations will only be available from the date that their record system connected to the HIE. There will be no information about care provided before this point.

### Section type 1 – Structured data

Some sections contain structured data which shows directly as a list of items mapped to a relevant section. Examples include **Visits**, **Appointments**, **Problems**, **Allergies** and **Procedures**. The majority of structured data come from acute providers.



Problem	Date Onset	Source
Active advanced healthcare directive(Confirmed)		UKFSI
Alcohol abuse(Confirmed)		UKFSI
Dementia(Confirmed)		UKFSI
Participant in research study (finding)		BLT, HOMR
Smoker(Confirmed)		UKFSI
Substance misuser(Confirmed)		UKFSI
Cardiac pacemaker in situ	10/01/2020	MIG
Visual impairment	10/01/2020	MIG
Malignant neoplasm of central part of female breast	05/04/2019	MIG
Pulmonary circulation disease NOS	06/03/2018	MIG

**PLEASE NOTE:** Individual sections are not a complete list of information from all providers. Additional data may be found within reports or documents (particularly within **GP Records**), that is not displayed within these sections.

For example, the **Medications** section may contain the medication data provided by one or more acute provider. However, the most current medications for an individual are likely to be found within the **GP Records** section. Additional medications may also be found in other documents such as hospital discharge summaries found in the **Clinical Correspondence** section.

Prescribed vaccinations and allergies are other examples of important information that is likely to be found within **GP Records** as well as within structured data sections.

**Section type 2 - HTML format/unstructured:** The data is presented as it is sent by the source system as a single report, with sections. Click the document and navigate through the content which may be stored in tabs and on more than one page. Commonly **GP Records, Community Health and Mental Health** sections exist in this way.

**JORDAN, SARAH**  
 NHS No. 485 337 9371 Gender F. Born 21/08/1922 (96y)

**Current Problems**

10-Jan-2020	H/O: penicillin allergy
10-Jan-2020	Lives alone -no help available
10-Jan-2020	Visual impairment
10-Jan-2020	Difficulty communicating
10-Jan-2020	DV/Cardiac pacemaker in situ
05-Apr-2019	Malignant neoplasm of central part of female breast
14-Jan-2019	Type 1 diabetes mellitus
07-Nov-2018	Asthma
06-Mar-2018	Adverse reaction to Human Albumin
06-Mar-2018	Pulmonary circulation disease NOS
12-May-2017	DNAR - do not attempt resuscitation form rescinded
08-May-2017	Not for attempted CPR (cardiopulmonary resuscitation)
30-Mar-2017	Leg ulcer assessment
30-Mar-2017	Fatty liver
30-Mar-2017	[Q] Central spinal stenosis
30-Mar-2017	[X]Renal failure
17-Feb-2017	Chronic kidney disease stage 4
14-Sep-2016	Lasting power of attorney personal welfare
14-Sep-2016	Physical disability
12-Sep-2006	Malignant neoplasm of female breast
05-Sep-2005	Chronic kidney disease stage 3
21-May-2004	Paroxysmal atrial fibrillation
23-Apr-2001	Osteoporosis
27-Apr-1972	Essential hypertension

**Current Medication**

Acute Medication  
 Hydrocortisone 1% / Miconazole 2% ointment | Co-codamol 8mg/500mg tablets | Ibuprofen 400mg tablets

Repeat Medication  
 Diazepam 2mg tablets | Naproxen 250mg tablets | Simvastatin 10mg tablets | Levothyroxine sodium 25microgram tablets | Carbamazepine 200mg modified-release tablets

**Allergies and Adverse Reactions**

10-Jan-2020	H/O: penicillin allergy : Dangerous allergy
07-Nov-2018	Egg allergy
06-Mar-2018	Adverse reaction to Human Albumin : Severe reaction on oral intake
30-Mar-2017	Rivaroxaban not tolerated : test2
30-Mar-2017	Allergy to pollen : test
07-Jul-2003	Adverse reaction to Atenolol : Continue to improve
2003	Adverse reaction to Angiotensin-Converting Enzyme Inhibitors : Food regurgitation discomfort

**GP Records (13) Additional GP Records (268)**

Summary

Report Name	Performed by	Date Completed	Source
<a href="#">EMIS Community View</a>	EMISWebCR1 50005,	30/12/2020	M
<a href="#">Examinations</a>	EMISWebCR1 50005,	30/12/2020	M
<a href="#">Events</a>	EMISWebCR1 50005,	30/12/2020	M
<a href="#">Summary</a>	EMISWebCR1 50005,	30/12/2020	M
<a href="#">Diagnosis</a>	EMISWebCR1 50005,	30/12/2020	M
<a href="#">Investigations</a>	EMISWebCR1 50005,	30/12/2020	M
<a href="#">EMIS EoL Care Plan</a>	EMISWebCR1 50005,	30/12/2020	M
<a href="#">Problems</a>	EMISWebCR1 50005,	30/12/2020	M
<a href="#">Procedures</a>	EMISWebCR1 50005,	30/12/2020	M
<a href="#">RisksWarnings</a>	EMISWebCR1 50005,	30/12/2020	M

1 2 Next

**Section type 3 - Documents:** These sections contain documents which must be clicked to open. Once opened, navigate to the next document in the list by clicking the right arrow. Typical sections that function this way are **Clinical Correspondence and Radiology**.

**JORDAN, SARAH**  
 NHS No. 485 337 9371 Gender F. Born 21/08/1922 (96y)

**Radiology (20) Summary**

Report Name	Date Completed	Ordering Clinician	Source
<a href="#">CT Abdomen and pelvis with contrast</a>	06/02/2019		..3..57.3
<a href="#">CT Thorax</a>	06/02/2019		..3..57.3
<a href="#">US Deeper liver and portal system</a>	23/01/2019		..3..57.3
<a href="#">NM Whole body FDG PET CT</a>	23/07/2018		..3..57.3
<a href="#">MRI Liver with contrast</a>	23/07/2018		..3..57.3
<a href="#">CT chest/abdo/pelvis with contrast</a>	31/12/2016		BLT
<a href="#">CT Scan</a>	12/11/2015		BLT
<a href="#">US Chest</a>	07/02/2015		..3..57.3
<a href="#">999064891</a>	16/01/2015		NEWH
<a href="#">999064892</a>	16/01/2015		NEWH

1 2 Next

**Notes:**

Reason: CT Abdomen and pelvis with contrast  
 Result date: 06/02/2019 11:02:00 GMT  
 Result status: Completed  
 Result title: CT Abdomen and pelvis with contrast  
 Verified by:  
 Encounter info:

**Clinical Indication:** met midgut re; biliary stent; despite antibiotic res pyrexia and increasing crr

**Findings:**

Past contrast CT of the chest, abdomen pelvis supplemented dual phase liver imaging. Comparison made with the CT of 06/07/2017

**Chest:**

Thoracic cystic lesions of calcification as before.  
 No enlarged hilar/lymph nodes or mediastinal lymph nodes.  
 No pulmonary metastases.

**Abdomen/pelvis:**

Bilobar liver metastases are once again noted. As stated previously, some of these lesions demonstrate a more necrotic component however again these appear to be a biliary stent in situ. The degree of ascites has reduced since the previous study with more of a dilated fluid filled left sided system. The splenic vein, right portal vein, splenic vein and SWV. There is marked narrowing of the retrohepatic portal vein, with a significant stenosis with the splenic is enlarged and unchanged. Homogeneous pancreas.

**Normal adrenal and kidneys.**  
 Small volume ascites has developed with free fluid pooling within the ascites.  
 No free gas or abdominal collections.

Extensive colonic diverticula which appear unaccompanied with no evidence of perforation.  
 Unchanged upper abdominal lymph node enlargement. Right paracostal nodes as before.  
 No destructive osseous lesions.

**Impression:**

The degree of ascites has reduced since the previous study with marginally more pronounced fluid dilatation of the retrohepatic ducts. Please correlate with the bilirubin.  
 Bilobar metastatic liver deposits with areas of necrosis as before.  
 Dilated left portal vein and narrowed retrohepatic portal vein by the adjacent nodal deposits, similar to the previous study.

**PLEASE NOTE:** Some reports or documents that can't be mapped to an appropriate section/widget may be found in the **Miscellaneous Reports** section.

### 3. Results data

Some sections which contain results data have additional options to display the results in different ways:

**Result Sets/Orders** displays results grouped by the tests that were ordered as a set.



Within '**Graph view**', click on an item to create a graph of the results over time.

Results information may be shown with the following colour-coding:

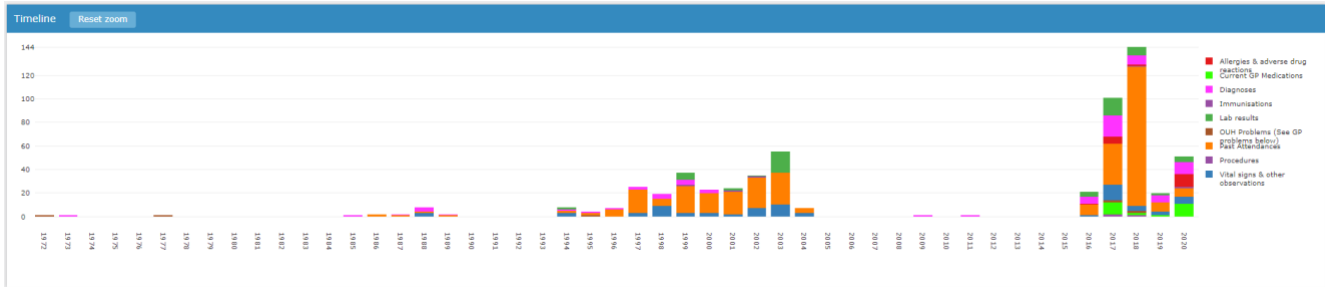


**Blue** = lower than the normal range  
**Red** = higher than the normal range  
**Green** = within the normal range

**PLEASE NOTE:** The units of measurement and normal ranges will be set by the organisation providing the data.

## 4. Timeline section

This provides a visual overview of the patient/service user's interactions with those healthcare partners that have loaded. Clicking one of the bars in the timeline zooms in and filters the data according to the timeline. Click **'Reset filters'** to reload all data for the patient/service user.



## 5. Printing and recording information

**PLEASE NOTE:** There is no print facility within the Shared Care Record. Users should not print or take screen shots of the information within the Shared Care Record as this creates risks around data security, record duplication and out-of-date information being used.

When recording information in your own record system, please consider other users. For example, by not using abbreviations that would not be understood by colleagues in other services.

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## 6. How the HIE matches records

The HIE works by searching multiple record systems (from each connected partner organisation) for matching records and presenting the available data to the user. Name, date of birth, address, NHS number and other pieces of demographic information are used to match records.

**PLEASE NOTE:** When a record in a partner organisation's system has incomplete or incorrect demographic data, for example no NHS number, there is a very small risk of an incorrect match being made. This would result in incorrect data being displayed within the Shared Care Record. Users should be aware of this risk and check information with the patient/service user where possible.