

Desktop Support Guidance - Adastra

Title	Desktop Support Guidance – Adastra
Status	Completed
Authors	Sarah Fischer
File Ref.	UCP-HD04
Version	3.0

Review Panel and Sign-off			
Organisation	Name	Role	Date
South West London ICB	Sarah Fischer	Transformation Manager	06/07/2022
South West London ICB	Daniel Brown	Senior IT Project Manager	14/07/2022
South West London ICB	Nick Tigere	Head of Programme	14/07/2022
Healthy London Partnership Royal Free London NHS Foundation Trust	Justin Wallace-King	HLP / IUC Technical Manager	13/07/2022
Advanced	Carlene Nicol	Principle Product Manger	13/07/2022

Contents

Purpose	3
UCP Accessibility.....	4
Local IT Desktop troubleshooting for access to the UCP Application	6
UCP Tab & Interface in Aداstra.....	7
Table 1 Client system specific issues & escalations.....	8
Operational Hours Provision	9
Table 2 UCP Critical P1/P2 issue escalation pathways.....	10
Table 3 Severity Impact Scale	11
Minimum Required Dataset for incidents.....	12

Purpose

The purpose of this toolkit is to provide local IT desktop support teams with a quick guide on what types of issues may present from end users accessing the Urgent Care Plan (UCP) Platform and where to test locally for issues before escalating to the UCP Helpdesk.

End users will be directed to their Local IT desktop support in the first instance for any issues.

This guidance document is specific to the organisations with the Cerner HIE access route to the UCP. Other Desktop Support Guidance can be located on the [UCP website](#). These include:

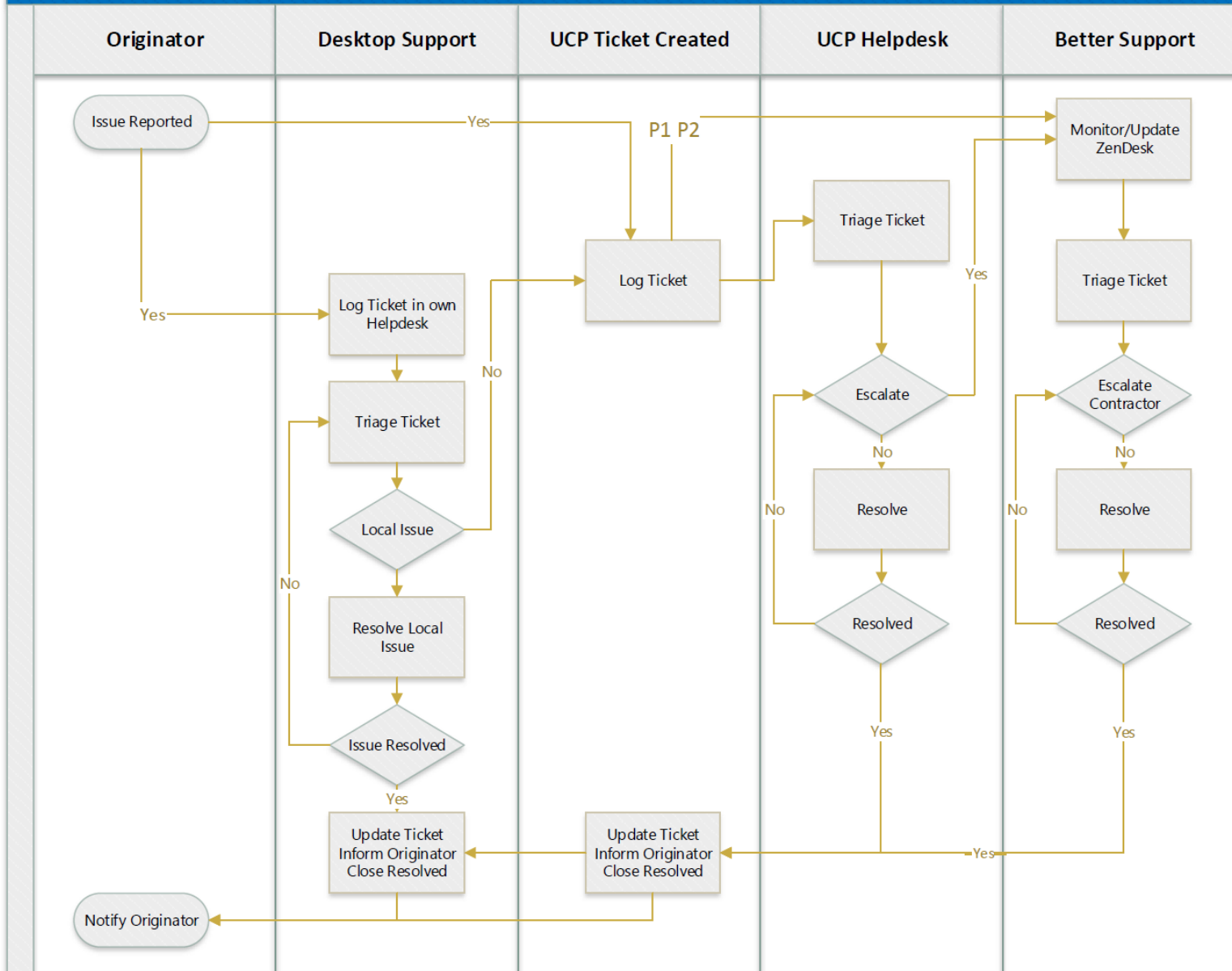
- Desktop Support Guidance – London Care Record (Cerner HIE)
- Desktop Support Guidance – Cerner ePCR
- Desktop Support Guidance – Web Portal
- Desktop Support Guidance – EMIS/TPP SystemOne (Valida)

UCP Accessibility

The table below provides information about functionality that will be available to UCP from Go-Live.

Access mechanism	Available System Functionality
In-context from EMIS	Flag to alert presence of UCP plan. In-context launch of care plan. UCP Access (from go-live) – Urgent Care Plan (onelondon.online) System level authentication (No additional log-in credentials) Bi-directional information exchange/SNOMED coding
In-context from TPP SystemOne	UCP Access (from go-live) – Urgent Care Plan (onelondon.online)
Adastra	Special Patient Note flag to alert presence of UCP plan In-context launch of care plan System level authentication (No additional log-in credentials)
Cleric	Flag to alert presence of UCP plan In-context launch of care plan System level authentication (No additional log-in credentials)
In-context from London Care Record (Cerner HIE)	Flag to alert presence of UCP plan In-context launch of care plan. UCP Access (from go-live) – Urgent Care Plan (onelondon.online) System level authentication (No additional log-in credentials) Bi-directional information exchange/SNOMED coding from within UCP plan to and from GP system
View-only PDF in London Care Record (Cerner HIE)	A PDF of the Urgent Care Plan will be available to all users that are able to access the HIE. UCP Access (from go-live) – Urgent Care Plan (onelondon.online)
Portal access	Log-in and passwords issued by UCP helpdesk RBAC based on role and qualification

Support Request Logging and Management Process for Urgent Care Plan



Local IT Desktop troubleshooting for access to the UCP Application

- End User PC issues
- Local Networking
- Local Connections issues
 - HSCN
 - Local system (Cleric, Aadastra, HIE) (see Table 1: 'Client specific issues')
 - Supplier issues
 - Network issues
- ISA error
- Access Incident

UCP Tab & Interface in Adastra

This screenshot shows the Adastra UCP Tab interface for patient Miles De Veer. The top section contains patient details: Case # 10251, Patient Miles De Veer (03-Apr-1985, 37 years), and Phone Return No: 0000000000000000. The current location is set to 'Home at time of case'. Below this, there are tabs for Patient Details, Medical History, Event List, Previous Encounters, Career, Summary Care Record, Primary Care Record, Oximeter, Case Questions, Urgent Care Plan, and Current Consultation. The 'Current Consultation' tab is active, showing a table with one record: JUC, 15-Mar-22 12:26:45, 172658, 20, and Status. The interface also includes contact information, a status section with 'LAS SEL / JUC Cases', and a case summary with various questions.

This screenshot shows the Adastra UCP Tab interface for patient DONOTUSE XXTESTPATIENT-TIEWW. The top section contains patient details: Case # 40763, Patient DONOTUSE XXTESTPATIENT-TIEWW (23-Jun-1968, 54 years), and Phone Return No: 0000000000. The current location is St Charles Hospital, Exmoor Street, London W10 6JZ. The interface features a sidebar with various filters and a main content area with two panels: 'Urgent Care Plan' and 'SUMMARY'. The 'SUMMARY' panel includes CPR Status (CPR not recommended), Reason why CPR inappropriate (clinically inappropriate), Location of Physical DNACPR Form (n/a), Clinical Recommendation (Treatment of any reversible conditions), and Main diagnoses (Cancer - Primary site, Lung). A 'Print DNACPR' button is visible in the summary panel.

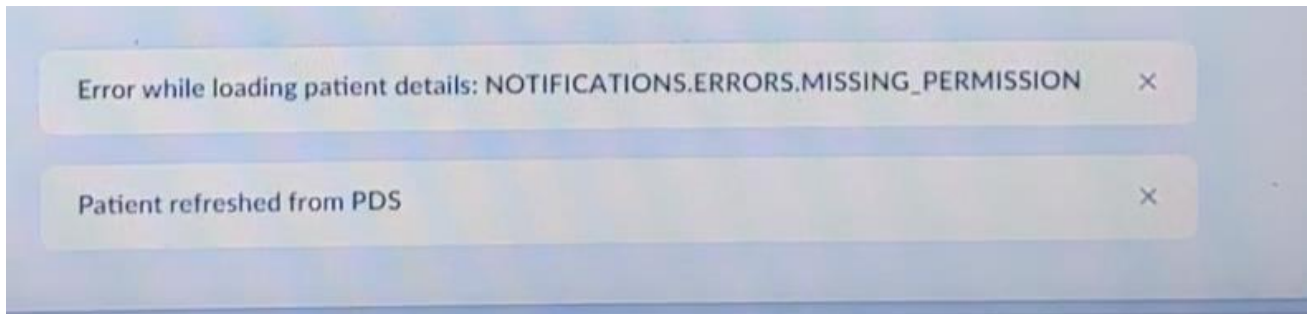
Table 1 Client system specific issues & escalations

Client	Issue	Resolution
<p>Adastra</p>	<p>A patient has a UCP record but a flag did not appear in Adastra</p>	<p>Data quality issue to be investigated.</p> <ol style="list-style-type: none"> 1. Validate patient against PDS 2. If correct patient details, raise with UCP helpdesk
	<p>A patient has a UCP record but the UCP tab did not appear</p>	<ol style="list-style-type: none"> 1. Check user permissions 2. Check case list configuration 3. If the issue cannot be resolved, raise with Adastra service desk / Advanced
	<p>Error on clicking care plan tab</p>	<ol style="list-style-type: none"> 1. Capture error 2. Confirm no network connectivity issues 3. Raise with Adastra service desk / Advanced if plan does not load 4. Raise with UCP Helpdesk if error appears within the UCP care plan
	<p>Clicking the tab opens the wrong patient care plan</p>	<p>Data quality issue to be investigated.</p> <ol style="list-style-type: none"> 1. Validate patient against PDS 2. Escalate to UCP helpdesk if the PDS information is correct

Known issues

- 1) Incontext launch for a patient who has not been imported previously into the UCP

If an urgent care user in Adastra loads the UCP incontext of a patient who a) doesn't have a care plan b) has not been imported previously into UCP, then the following messages are shown:



There is no care plan to show, and the error message is technically correct. However the message is less than clear to an end users. This has been raised as an issue to be resolved post go-live

Operational Hours Provision

UCP Helpdesk is available 09:00 – 17:00 Monday to Friday excluding weekends and bank holidays.

During these hours UCP helpdesk must be contacted via the enquiries form, on the UCP website [Contact – Urgent Care Plan \(onelondon.online\)](#).

Critical P1 & P2 incidents, follow the instructions in Table 3. **You will be prompted to provide the Minimum Required Dataset** detailed below.

Table 2 UCP Critical P1/P2 issue escalation pathways

Incident type	Escalation
<p>Critical Incident (P1 / P2):</p> <p>P1: Critical failure resulting in the entire Service being unavailable such as the End Users are not able to log into the Service.</p> <p>P2: Loss of critical component of the application e.g. end users unable to view care plan information added by other services on the same day.</p> <p>Resolution times can be found in the below section 'Severity Impact Scale'</p>	<p>(24/7 support provided for P1/P2 incidents).</p> <p>For in and out of hours support:</p> <p>UCP Incident telephone for P1 and P2 issues: 020 3880 0285</p>

Table 3 Severity Impact Scale

Severity Level	Categories of Service Incidents	Rectification Time
Level 1	<p>Critical failure</p> <p>Service Incident is a critical failure resulting in the entire Services being unavailable such that the Customer and/or End User is not able to log on to the Services or access any of the systems or data. The fault may reside with the Services or the Service Provider System.</p> <p>Example: All users unable to open access UCP care plans via Valida, Web Portal, London Care Record, Cleric and Adastra</p>	3 hours
Level 2	<p>Loss of a critical component / application</p> <p>A Severity Level 2 Service Incident is a loss of a critical component or application of the systems meaning the Customer and/or End User is unable to access integral parts of the Services such as clinicians unable to view care plan information added by other services on the same day.</p> <p>Example: All users unable to access the UCP care plans via a system (Valida, Web Portal, London Care Record, Cleric or Adastra)</p>	5 hours
Level 3	<p>Moderate error</p> <p>A Severity Level 3 Service Incident is a moderate error that includes the loss of a single function or multiple functions which has a moderate operational impact for the Customer and/or End User. A moderate error may mean the Customer and/or End user is still able to log onto the Services and access the majority of functions although performance of the Services may be slow or hanging.</p>	72 hours (business working hours)
Level 4	<p>Minor Error</p> <p>A Severity Level 4 Service Incident is a minor error and includes the loss of a single or multiple applications which has a minor impact on the Services in it:</p> <ul style="list-style-type: none"> - Does not significantly affect the Services functionality - Disables only certain non-essential functions of the Services; or - Does not materially impact the End Users activities <p>Examples:</p> <ul style="list-style-type: none"> - Users unable to print care plans via host system 	96 hours (business working hours)

Minimum Required Dataset for incidents

[Contact – Urgent Care Plan \(onelondon.online\)](https://onelondon.online)

- 1 Name:
- 2 Role:
- 3 Email Address:
- 4 Phone:
- 5 Organisation:
 - (a) ODS code or CQC unique location identifier
 - (b) Name of organisation
- 6 Severity Level (please refer to Table 3 – Severity Impact Scale):
 - (a) Service Interruption - 1
 - (b) Service Interruption - 2
 - (c) Service Interruption - 3
 - (d) Service Interruption - 4
- 7 Users affected:
 - (a) All: System Wide
 - (b) Multiple but not all
 - (c) Single User
- 8 Urgency:
 - (a) High: can no longer perform primary work function
 - (b) Medium: Work function impaired; workaround in place
 - (c) Low: Inconvenient