

Desktop Support Guidance – Cerner HIE

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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:

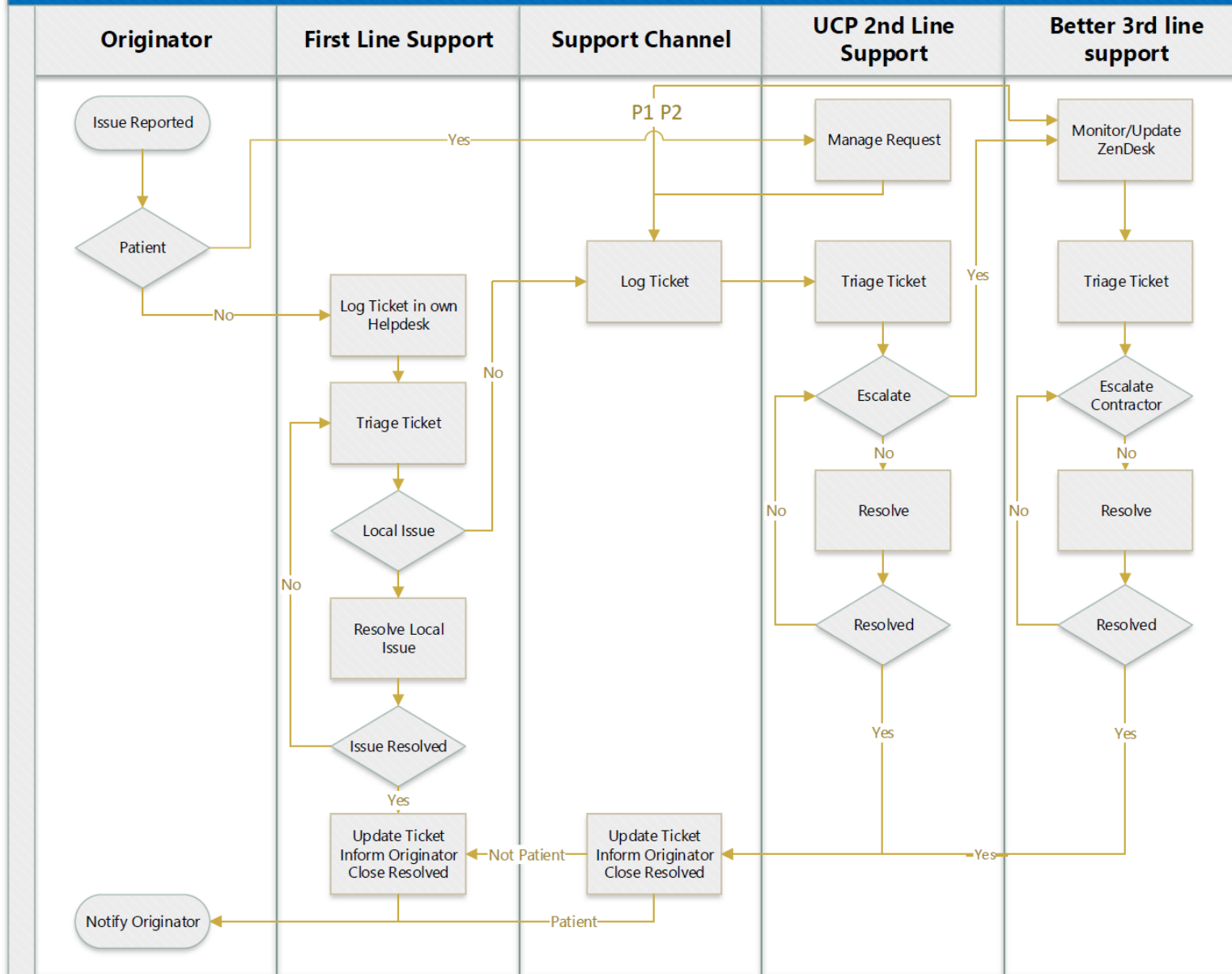
- Desktop Support Guidance – Cleric ePCR
- Desktop Support Guidance – Adastral EPR
- Desktop Support Guidance – Web Portal
- Desktop Support Guidance – EMIS/TPP SystemOne (Valida)

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	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 the UCP Application

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

Table 1 Client system specific issues & escalations

Client	Issue	Resolution
Cerner	Expecting to see a flag indicating the existence of a UCP Plan but and there is no flag	Data quality issue to be investigated. 1. Check correct patient selected. 2. Check local HIE configuration is working without any problems 3. Log a ticket with UCP Helpdesk if 1&2 above are excluded
	Context link doesn't work – for any patients.	1. Troubleshoot locally and if the issue cannot be resolved, raise with Cerner
	Clicking the Context link opens up the wrong patient for the care plan	Data quality issue to be investigated. 1. Check PDS and escalate to UCP helpdesk if the PDS information is correct
	PDF doesn't open in HIE	Issue with the publication of the plan into the HIE 1. Check local HIE configuration is working without any problems 2. Raise issue with Cerner
	Error on clicking the context link	1. Capture error 2. Confirm no network connectivity issues 3. Raise with Cerner if plan does not load 4. Raise with UCP Helpdesk is error appears within the UCP care plan

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. Note: this is for multiple critical failures across the organisation not for a single user access issue.</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. Note: this is for multiple critical failures across the organisation not for a single user access issue.</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
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
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
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)
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