



EMIS Community (Clinical Services) Training (Revised)

15th February 2024

Background

BHNC will host a training team from EMIS on 15th February. The main event will be virtual training on MS teams in the afternoon from 13.00-16.00. There will also be face to face training in the morning from 09.30 – 12.00 with a small number of spaces available for practices who are facing considerable difficulties in using EMIS Community. The in-person training will be run at BHNC's offices at 21 Bourne Road. On this training day focussed support will be provided for BHNC and practice staff in 3 distinct sessions:

1. Clinicians (1 hour)
2. Admin/Reception staff (1 hour)
3. Users of Technical/Reporting functions (45 mins)

For the majority of participants the training will be virtual via MS Teams from 13.00-15.45. It is up to practices/participants to decide which session(s) will be most beneficial for them to attend. Participants do not have to attend all sessions but as the sessions are relatively short it is crucial that attendance is punctual.

The morning session will also have 3 parts and the content covered will be identical to that of the afternoon virtual sessions. There are only 6 spaces available for the in-person training and these will be offered on a first-come-first-serve basis to practices who express an interest. Practices who are interested in attending the in-person training should contact BHNC as soon as possible by emailing herman.crause1@nhs.net.

Training in both the morning and the afternoon sessions will be focussed on how to use EMIS Community (Clinical Services) in the most effective and efficient ways.

Prerequisites

All Participants

For the majority of attendees the session will be virtual via MS Teams. The sessions will assume that the participant is able to log into EMIS Web and EMIS Community with a smart card, ready to use the 2 systems as they would normally do so. This is crucial for different reasons. For example, Admin/reception staff will need to learn how to book patients directly into EMIS Community via GP Connect or alternatively for booking patients in EMIS Community. Clinicians, on the other hand, will want to see how the details of patients seen in EMIS Community show up in patient records in EMIS WEB. Participants may want to ask questions so a working microphone will be beneficial.

Clinicians

For clinicians, this means that clinics (EMIS sessions) must already have been created (in EMIS Community) with fictional patients booked in for the clinician to "see". Clinicians can then practice using the various functionalities as demonstrated by the EMIS training team. It is suggested that the person responsible for creating clinics (EMIS sessions) at every practice be available to support - just to ensure that clinicians won't get stuck with ways of working that are specific to a particular practice. This will also ensure that the person who created the EMIS sessions will know exactly what and how clinicians have been taught to avoid "surprises". In some cases it will make sense for practice managers and/or digital support technicians to attend this session as well.

Non-Clinical Admin staff (Receptionists, back office administrators, practice managers)

For Reception staff this means that fictional clinics (EMIS sessions) must already have been created (in EMIS Community) with staff having been given fictional patients to book in. It is important that these are fictional patients

as attendees will be taken through the entire patient journey i.e. booking, arriving, etc. and also cancelling appointments.

Participants will also be shown how to “create” clinics in EMIS Community and there will be ample time for questions.

Timings

There will be 3 sessions. For the virtual afternoon sessions, the timings will be as follows:

13.00 - 14.00 - Non Clinical Users (1 hour)

14.00 – 14.45 – Digital Support Technicians/Reporting/Advanced Users (45 mins)

15.00 – 16.00 - Clinicians (1 hour)

Programme and content of sessions

See embedded file below



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Training%2015.02.20;