

Informatics Update - COVID-19

Helpdesk

- Please can we ask you send all faults/issues and escalations to the Informatics Service Desk in the usual way, email informaticsservicedesk.lth@nhs.net or call 0113 (39) 26655. Please do not call members of the Informatics team directly as we need to ensure your query is actioned by the most appropriate team.

Clinical Systems Update

ICE Requesting

- To improve the safety of staff handling samples from patients who are confirmed with COVID-19. A mandatory question will be asked for requestors to complete through ICE when requesting UE's.
- Staff will choose from one of two options:
 1. COVID status unknown
OR
 2. Confirmed COVID positive

PPM+

- An alert has now been added to PPM+ to identify those patients who have tested positive for COVID-19.

The screenshot shows a clinical system interface with a 'Patient Clinical Alerts' section. A red alert is visible for a patient on 17-Mar-2020, identified as 'Infection' with the description 'COVID19RdRP PCR Positive'. The interface also shows a 'Patient history' section and a list of recent events on the left.

Date	Name	Description
High Priority Alerts		
17-Mar-2020	Infection	COVID19RdRP PCR Positive

Accessing Trust Systems

Remote Access Requests

- The level of access available differs depending on whether you are using a trust or personal device.
- To request access please complete the form located on the Trust Intranet at <http://lthweb.leedsth.nhs.uk/sites/trust-computer-services/homepage/downloads>
- Click, download & complete the Remote Access Request Form
- Please email the completed form to leedsth-tr.TCSAccountAdmin@nhs.net

Accessing emails

- You can use your own device
- No LTHT network access is required (Just a device connected to the internet)
- Help with accessing to NHS Mail is located at <https://support.nhs.net/article-categories/user-guide/>

Requests for hardware to support remote working

- If you feel you do not have sufficient hardware in your service to support remote working then please email leedsth-tr.wfhworkstationrequest@nhs.net and detail your requirements
- Please also supply details of the systems you/your staff need access to in order to perform their roles as this will help us determine whether they can use a personal device or require a trust laptop. (NB - you will still need to request remote access as per the process above).

Contact with patients

Access to video software for clinical consultations

- The trust is currently piloting a system called Attend Anywhere
- To request access please email leedsth-tr.videoconsultation@nhs.net

- This software can be used on any device (PC, Laptop, Tablet and mobile phone) providing you have access to a camera, speaker and microphone.
- **Please only use this system for clinical consultations. The system is currently experiencing technical issues coping with the increased level of demand. Further comms will follow regarding use of Microsoft Teams for meetings with colleagues (see below).**

Telephone Clinics

- Telephone appointments can be offered to avoid patients attending the hospital

Contact with colleagues

Virtual Meetings

- Users can currently use Skype but will now also be able to use Microsoft Teams for chat, audio and video calls with colleagues
- Guidance will be issued on this imminently

Conference call facilities

- The Trust is currently experiencing a high volume of call traffic in and out of the organisation. We would therefore advise you use Skype or Microsoft Teams to speak to groups of colleagues.

Mobile Messaging

- It is absolutely fine to use mobile messaging to communicate with colleagues and patients/service users as needed. It is also fine to use commercial, off-the-shelf applications such as WhatsApp and Telegram where there is no practical alternative and the benefits outweigh the risk.
- The important thing, as always, is to consider what type of information you are sharing and with whom. And as much as possible limit the use of personal/confidential patient information.

Trust Systems Training

- Training on trust authorised systems can be obtained from the learning solutions portal. This can be accessed either from any computer that can access the internet.

<https://www.dls.nhs.uk/>