Access Guide – Southampton City Council

The Care and Health Information Exchange (CHIE) is a computer system used by the NHS and Social Care to safely share important information about a patient with those treating them.
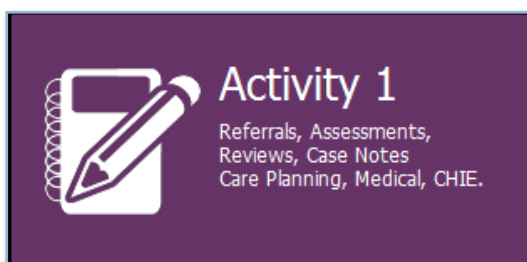
You can use CHIE to access GP records, Community, and hospital records (pathology reports, X-ray or scan reports, discharge summaries and clinic letters) for patients registered to GPs in Hampshire and the Isle of Wight.

Accessing CHIE through Paris

- SCC staff can access CHIE directly from within the Paris system
- In Paris, Search for client in the usual way through the search screen:
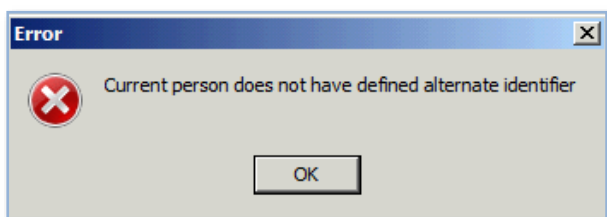

- Click on Activity 1

- Click on the CIVICA/ CHIE Tile to open CHIE.

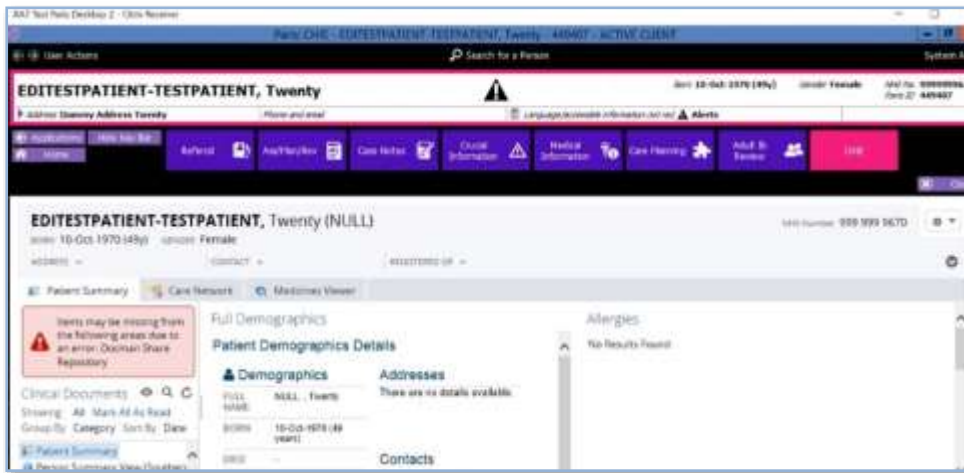**IMPORTANT – CLIENTS WHO DO NOT HAVE AN NHS NUMBER IN PARIS**

- CHIE is only able to display records for people that have an NHS number. Some clients do not have an NHS number entered as a unique identifier on their Paris record.

- If you search for someone that does not have an NHS number in Paris, you will see this error message:

- If this happens, please click the button to return to Paris (you will be returned to Paris within the record of the person for whom you originally searched).

- If you don't carry out the above step, the Paris person banner will show the name of the person you have just searched for. However, CHIE will continue to show the record of the previous person selected.

The Landing Page / Home Screen

- This is the first page that you will see, the content of which is determined by your job role (Role Based Access Level). An example of a typical Landing Page:

Help and Assistance

- Download this and other user guides and webinars from our information sites:

  [Staff facing website](#) or [Public facing website](#)

  If you have any other CHIE specific questions or support needs, please contact the CHIE team info.chie@nhs.net

VERSION CONTROL

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CHIE Access Guide SCC	Crib Sheet	1	17/12/20	Andrew Elsden (AE)

CHANGE CONTROL

Document Title	Version	Date	Author	Change	Purpose	Approved