Care and Health Information Exchange (CHIE)
User Guide

Contents

Aims

- To give an overview of the Care and Health Information Exchange (CHIE).
- To explain the acceptable user agreement.
- To show how to flag issues and request assistance.

What is the care and information exchange?

The Care and Health Information Exchange (CHIE) is a secure system which shares health and social care information from GP surgeries, hospitals, community and mental health, social services and others. CHIE helps professionals across Hampshire, the Isle of Wight and surrounding areas provide safer and faster treatment to patients and clients.

New to CHIE? Watch our Lunch and Learn webinar here

You can use CHIE to view GP, Community, Mental Health and hospital record information (pathology reports, X-ray or scan reports, discharge summaries and clinic letters) for patients registered to GPs in Hampshire and the Isle of Wight. CHIE is currently supported with data from the following health and social care organisations:

- Hampshire Hospitals NHS Foundation Trust
- Southampton University Hospitals NHS Foundation Trust
- Portsmouth Hospitals University NHS Trust
- Royal Bournemouth and Christchurch Hospital (part of UHD)
- Southern Health NHS Foundation Trust
- Solent Health NHS Trust
- Hampshire County Council
- Southampton City Council
- Care UK (Independent Treatment Centres in Portsmouth and Southampton)
- 166 GP practices from: North East Hampshire and Farnham, South East Hampshire, West Hampshire, North Hampshire, Fareham and Gosport, Portsmouth, Southampton and IoW CCGs.

In addition, many healthcare organisations actively use CHIE information to treat patients. These include:

- South Central Ambulance Service
- GP OOH services
- Care homes
- Hospices

- Prisons
- Continuing Health Care

Accessing CHIE

95% of our users can access CHIE via a link or button (Single Sign On – SSO) from within their organisation's main clinical system. Click here to view the access guide for your organisation.

The other 5% of CHIE users access via a web browser, using a User Name and Password. Click here to view the Web Browser access guide. Click here to find out how to search for a patient.

Acceptable Use Agreement

CHIE has been designed to make information available for health and care professionals at the point of care. Feeling empowered to access a patient record is a key stage in delivering direct patient and client care.

The Acceptable Use Agreement (AUA) for clinical users of CHIE states:
"I will ensure that where practical, as a care professional, I will ask the patient before accessing CHIE for patient care. If the patient is unconscious or not present but would benefit from my care, I may use my judgement about accessing the information and will record my reason for doing so."

Examples that illustrate appropriate usage in line with the above wording include:
- A member of ED clinical staff, where the patient is unconscious or otherwise incapacitated and checking their record is for their benefit.
- In an Outpatient setting where you have received a referral for a patient and need more information before seeing/contacting them or to help decide on best course of action for the patient.
- As a GP when the patient is registered with you either permanently or temporarily.

The above AUA was drafted in consultation all organisations who share information to CHIE (Data Controllers), the LMC, SCW IG's department, the CHIE Programme Board and the HIOW STP.

Audit Trail

All access to CHIE generates an audit trail to show the name of the person accessing the record, the date/time of the access and the patient's name/NHS Number. It is subject to audit by your organisation on a regular basis.

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Patient Search (for web browser access only)

N.B. If you are accessing CHIE via your Patient Administration System (PAS) or clinical system issuing the single sign on (SSO) process this function **NOT** be available.

Watch our [Search for a patient](#) video tutorial
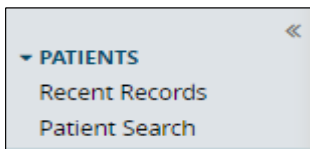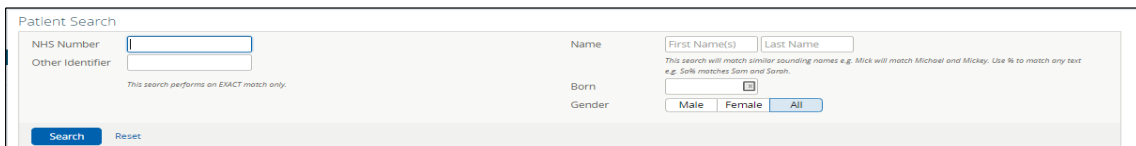
When accessing CHIE using a web browser, you can use the following process to select a patient.
Select the Show Menu on the tab banner.
Select Patient Search.

On the next screen enter the search parameters (best practice is to search using NHS Number) and select **Search.**

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 Clinical Practitioner Landing Page:

The Landing Page displays the most recent information first. Information is displayed in sections and accessed via a Clinical Document Viewer (CDV) tree. You can drill down to see more information by clicking on the flag ⚑ for each title listed on the CDV. Depending on your Role Based Access level, you may also be able to navigate from the Landing Page to additional information.

Patient Demographics Banner

Patient demographics can be viewed in more than one place, but the most important data items can be viewed on the Patient Summary Banner. This information is shared to CHIE from the NHS Spine. Additional Demographics can be found on the CDV tree.

Click on the expand button to maximise and minimize the banner.

Click on the **more** buttons to maximise that section of the banner. For example:

Clinical Document Viewer (CDV Tree)

The CDV tree automatically customizes its view for each patient selected. For example, these screenshots show the CDV for two different patients:
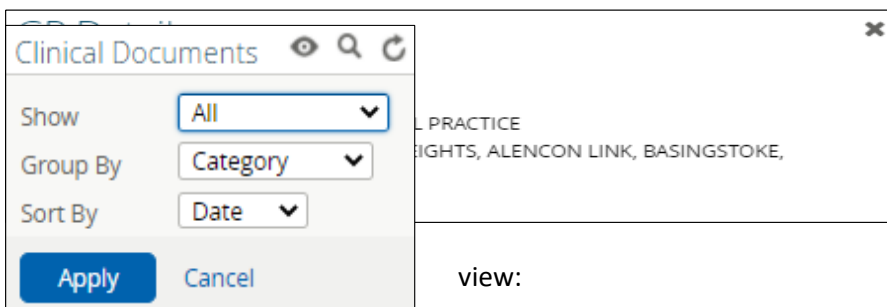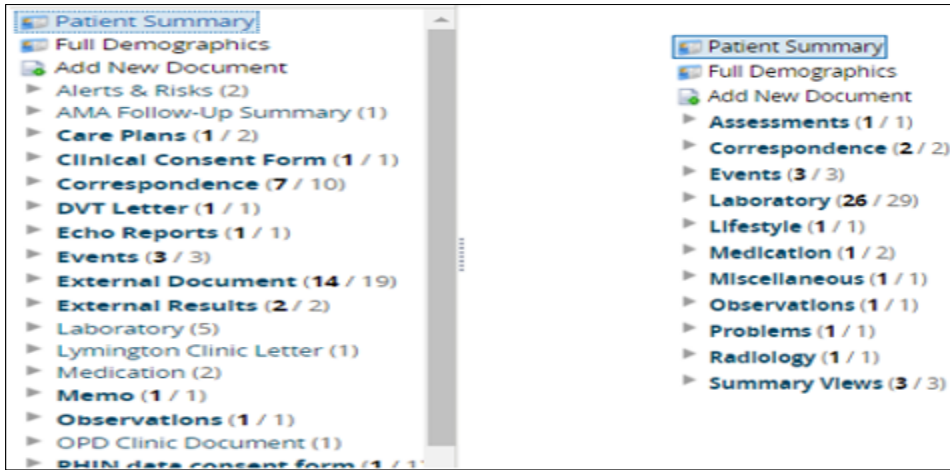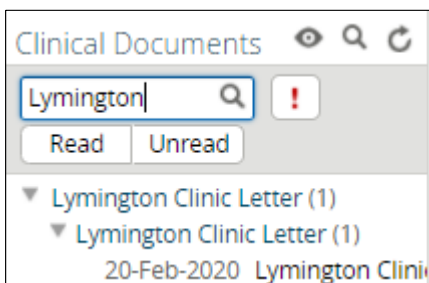

Use the filter options at the top of the CDV tree to further customize and configure the view:
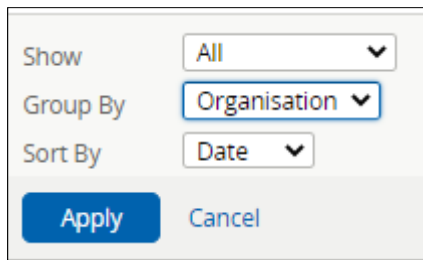
Search for a Document

You can search for a document but selecting the 🔍 button.

Type a key word e.g. Lymington. If a document is found, it will display like this:

👁 Select the Configure the Document Tree button to return to the original view.

Configure the CDV Tree
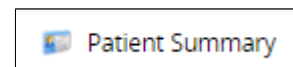

Select the Configure the Document Tree button 👁

Select how you want to filter the tree using the **Show**, **Group By** and **Sort By** buttons. For example, Group By: Organisation.

Select **Apply.**

The tree will then configure to your specification:

To return to the original view, select the Patient Summary tab

Patient summary

The Patient Summary displays of up-to-date information from the patient's GP practice clinical system. Information is displayed in groups called 'windowlets', e.g. Current Problems (Significant). Each windowlet displays up to five lines of information.

Select the Next button to display hidden information.
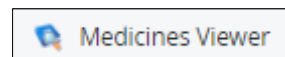

You can expand a windowlet by selecting the Maximise ☐ button next to the title.

Medicines viewer

Watch our Medicine viewer [video](#) tutorial

The Medicines Viewer displays up-to-date information from the patient's GP practice clinical system. It can be opened by selecting the tab:
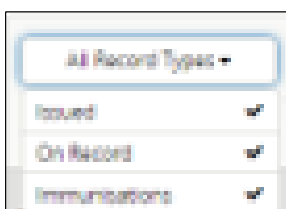

N.B. Historic medication data defaults to 2 years but more information may be available.

Filters

All Record Types

The default view displays:

- Issued: all issued medication.
- On Record: all medications added as a course regardless as to whether they have been issued.
- Immunisations: Immunisations and Vaccinations

If you select an item e.g. Immunisations, it will remove those items from view. Select it again and it will return those items to view.

Search Filters

Use the search filters to filter specific medication lists.

Date Range

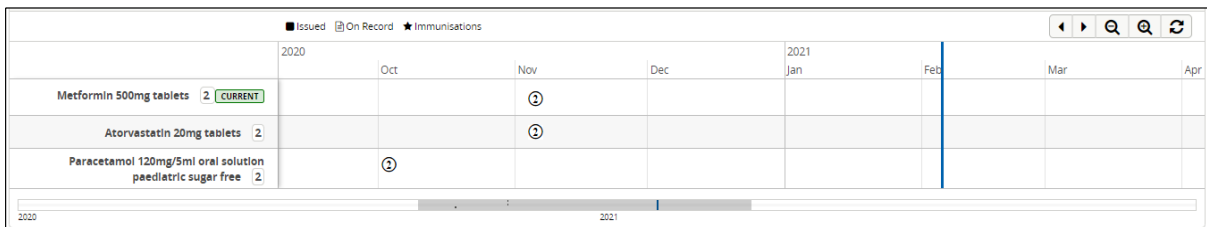Use this option to alter the date range of the chosen medication list.

Table/Timeline

Use to toggle between:

Table:

and Timeline:

Group By

Use to toggle between:

Medication (default view):

and Ingredient:

Medication	Instructions	Quantity	Start Date	Stop Date	First Issue Date	Most Recent Issue Date	Record Type	Source
▸ Metformin 2 CURRENT R		LATEST Metformin 500mg tablets	take two tablets twice a day with meals	On Record	03 Nov 2020					
▸ Atorvastatin 2 A		LATEST Atorvastatin 20mg tablets	One To Be Taken Each Day	On Record	03 Nov 2020					
▸ Paracetamol 2 R		LATEST Paracetamol 120mg/5ml oral solution paediatric sugar free	Two 5ml Spoonfuls Every 4 To 6 Hours When Necessary. No More Than 4 Doses In 24 Hours	On Record	01 Oct 2020					

and Date:

Medication	Instructions	Quantity	Start Date	Stop Date	First Issue Date	Most Recent Issue Date	Record Type	Source
▾ 03 Nov 2020 4								
Atorvastatin 20mg tablets	One To Be Taken Each Day	28 tablet	03 Nov 2020	-	03 Nov 2020	03 Nov 2020	On Record	Bramblys Grange Medical Centre EMISWEB
Metformin 500mg tablets	take two tablets twice a day with meals	112 tablet	03 Nov 2020	-	03 Nov 2020	03 Nov 2020	On Record	Bramblys Grange Medical Centre EMISWEB
Atorvastatin 20mg tablets A	One To Be Taken Each Day	28 tablet	-	-	03 Nov 2020	03 Nov 2020	Issued	Bramblys Grange Medical Centre EMISWEB
Metformin 500mg tablets R	take two tablets twice a day with meals	112 tablet	-	-	03 Nov 2020	03 Nov 2020	Issued	Bramblys Grange Medical Centre EMISWEB
▾ 01 Oct 2020 2								
Paracetamol 120mg/5ml oral solution paediatric sugar free	Two 5ml Spoonfuls Every 4 To 6 Hours When Necessary. No More Than 4 Doses In 24 Hours	500 ml	01 Oct 2020	-	01 Oct 2020	01 Oct 2020	On Record	Bramblys Grange Medical Centre EMISWEB

N.B. – The Timeline filter is not available when the 'Group by' Date filter is selected.

Badges
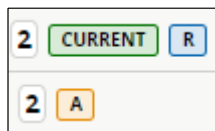
2 : the number of hidden lines of information for that medication.

Select the flag ▸ to view the hidden lines of information.

▾ Metformin 500mg tablets 2 CURRENT R								
Metformin 500mg tablets	take two tablets twice a day with meals	112 tablet	03 Nov 2020	-	03 Nov 2020	03 Nov 2020	On Record	Bramblys Grange Medical Centre EMISWEB
Metformin 500mg tablets R	take two tablets twice a day with meals	112 tablet	-	-	03 Nov 2020	03 Nov 2020	Issued	Bramblys Grange Medical Centre EMISWEB

CURRENT : the medication is a current course of medication.

R : the medication is on a repeat or repeat dispensed prescription.

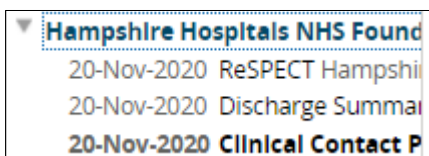**A** : the medication is on an acute prescription.

Accessing other information

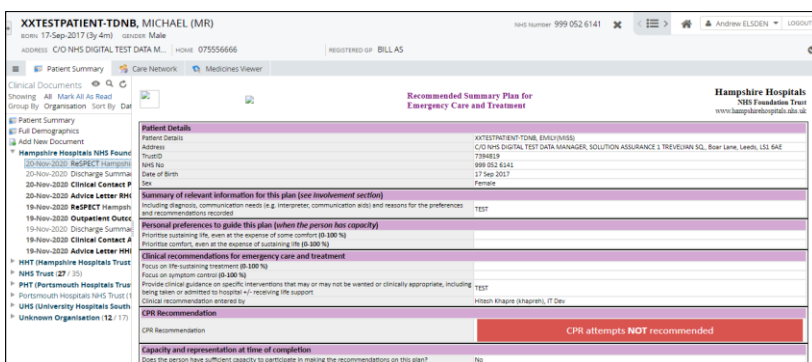Use the CDV tree to access other information. Here are some examples:

Example 1 – Viewing a Clinical Document

Select the flag ▶ to the left of the chosen title.

Select the item you wish to view.

Select the chosen document and it will display in the main screen:

To print the document, left click and drag the mouse over the document. Right click and select Print.

N.B. – Any documents that you print should be handled under your own organisation's record management guidance.

Example 2 – Viewing Laboratory Results

Select the flag ▶ to the left of the chosen title, then select the item you wish to view.

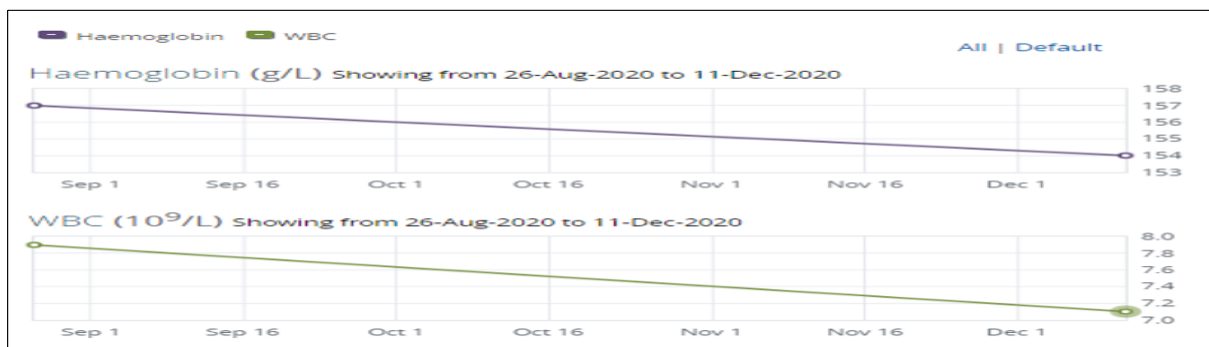Select the item you wish to view and it will display:

N.B. - Due to current system limitations, historical results that are 'out of range' do not display in red. However, in this example they are shown in red.

To plot results on a graph, select the relevant tick boxes

Select the button to display the graph:

Example 3 - Viewing Alerts

Select the flag ▶ to the left of the chosen title, then select the item you wish to view.

For example, to view Alerts and Risks it will display similarly to this:

Select the item you wish to view and it will display:

Help and Assistance

Download this and other user guides and webinars from our [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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CHANGE CONTROL

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