Safety Netting in Vision

Safety netting is a management strategy used in patient care to ensure patients are monitored until their signs and symptoms are explained or resolved.
In a situation where normal referral and treatment plans cannot be adhered to, for example, the Coronavirus pandemic, Vision has a task management system included that enables you to monitor any disrupted events.
To use the Vision integrated task management system, whether you have **Daybook** or the new **Vision Tasks** app, you should create a group of staff to manage these tasks.

To create a Safety Netting staff group:

1. From the Vision front screen, select **Management Tools – Control Panel**.
2. From **File Maintenance - Staff Groups – Practice**, right click on **Mail Groups** and select **Add Group**.
3. The **Staff Group – Add** screen displays:

4. Enter an appropriate name in **Staff Group Desc**, for example, *Safety Netting Staff*.
5. Select **OK**.
6. Right click on the new group and select **Add Staff Member(s)**.
7. Select **Staff Member – Add** displays, while holding the **<Ctrl>** key, highlight all members of staff to add to the group.
8. Select **OK**.

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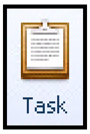
Using Daybook for Safety Netting

To monitor any issues that are likely to be delayed, or for issues that a patient has decided to delay:

Create the Task

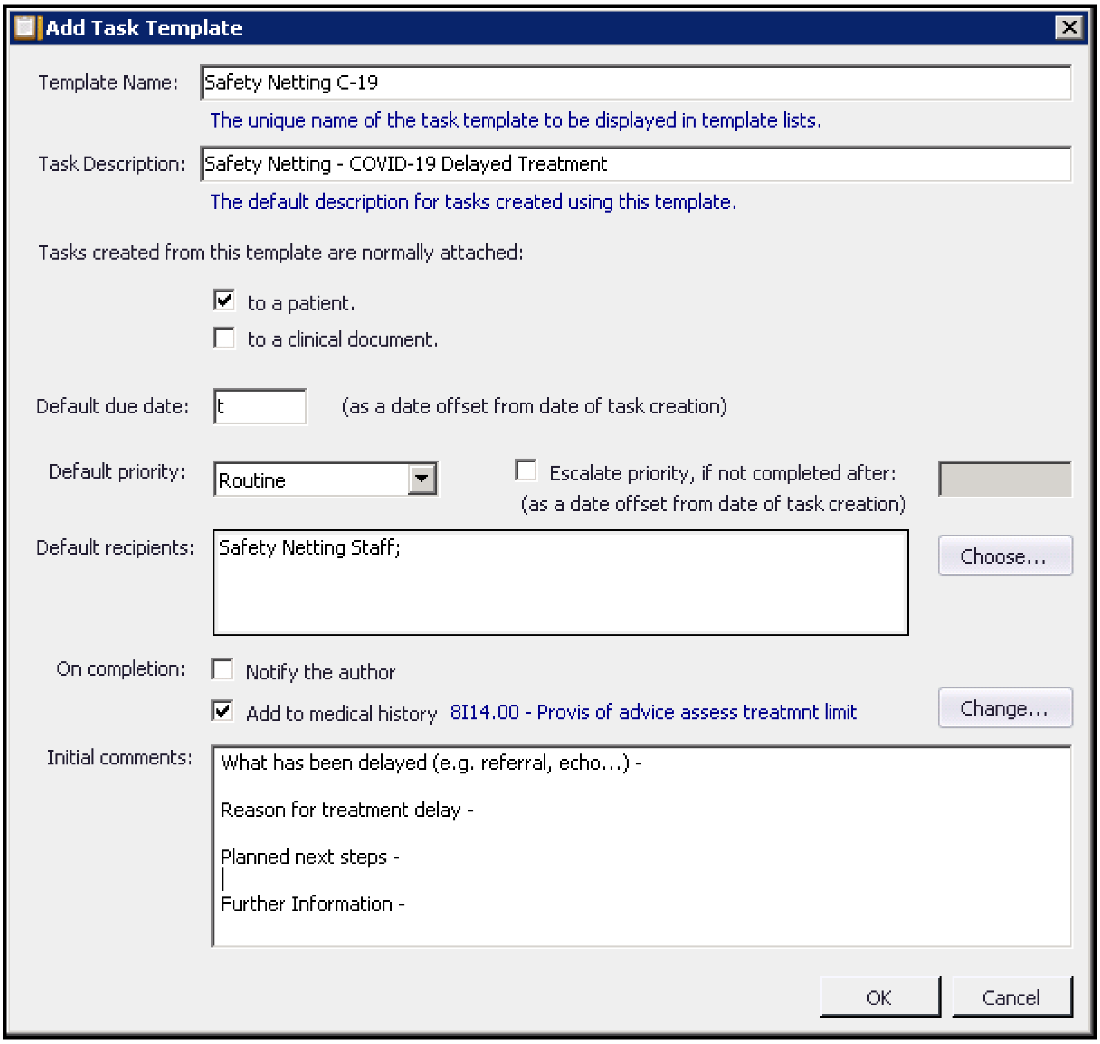
1. From **Daybook**, select **Task** 

.
2. The **Issuing New Task** screen displays, complete as appropriate:
   - **Description** – Enter a description as appropriate, for example, Deferred Referral
   - **Attach to patient** – Select the appropriate patient
   - **Notify me, when task is complete** – Tick if you want to be notified
   - **Due** – Enter a follow up date
   - **To** – Select the safety net group
   - **Comments** – Enter any comments you feel will help the safety net group manage this task
   - **On completion – Add to medical history** – You could add the following codes:

     – **9N6m.00 Reason for Referral delay** – with the detail in comments, or

     – **8I14.00 Provis of advice assess treatment limit due to COVID19 pandem** – with the detail in comments
3. Select **OK** to send.

Training Tip - You may want to set up a Task Template for this purpose, see *Adding a New Task Template* for details.



Monitor the Task

Logged in as a member of the safety net group:

1. From **Daybook - To-do**, enter the safety net group name in **Filter:**

2. All outstanding tasks allocated to the group display. Double click on the task required.
3. Select as appropriate:
    - **Add Comment** – Enter any action made, for example, *Phoned patient to remind*, or *Chased ENT re referral*
    - **Edit** – To change task details, for example, to update the **Due** date
    - **Reject** – To return the task to sender
    - **Complete** – To record this task as completed

Note – You need to review **Comments** on a Daybook task to see any additional comments.

Using Vision Tasks for Safety Netting

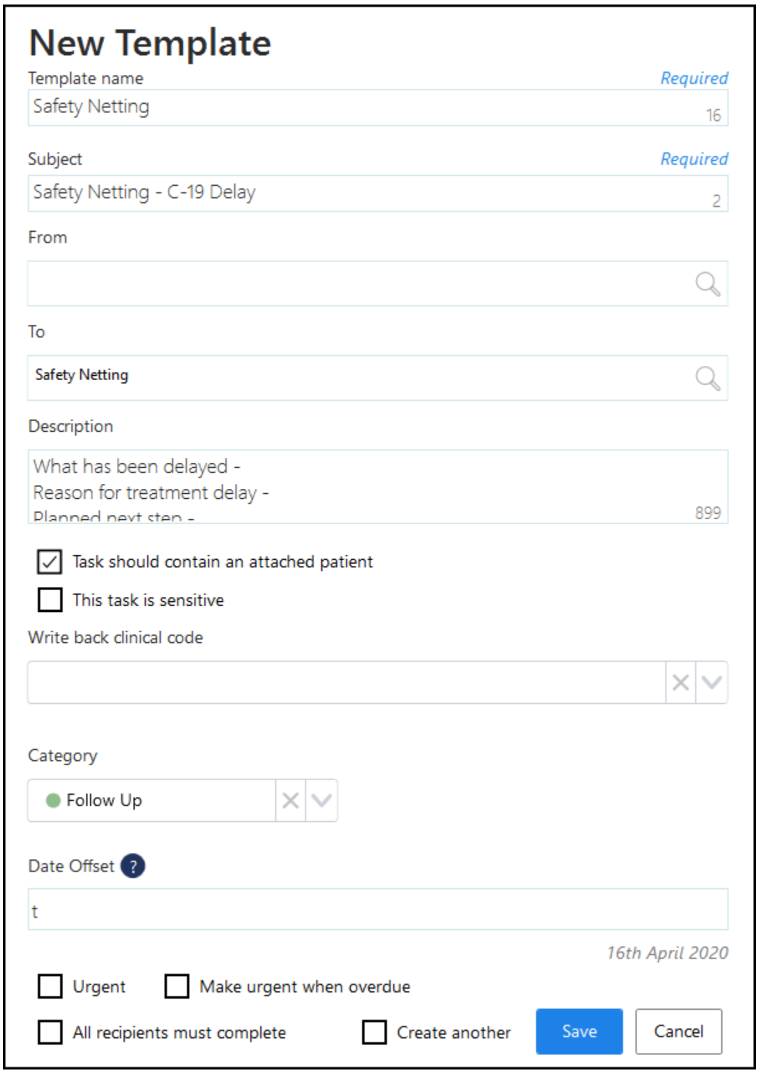
To monitor any issues that are likely to be delayed, or for issues that a patient has decided to delay:

Create the Task

1. From **Vision Tasks**, select **New task** .

2. The **New Task** screen displays, complete as appropriate:
    - **Recipients –** Select the safety net group
    - **Subject –** Enter a short description for the task, for example, Deferred Referral
    - **Description** - Enter any comments you feel will help the safety net group manage this task
    - **Attach patient** – Select the appropriate patient
    - **Category** – Select **Follow up**
    - **Due Date**– Enter a follow up date
3. Select **OK** to send.

Training Tip - You may want to set up a Task Template for this purpose, see *Setting up Task Template* for details.



As you are unable to add appropriate clinical terms directly from **Tasks**, you should consider adding one of the following clinical terms to the patient record:

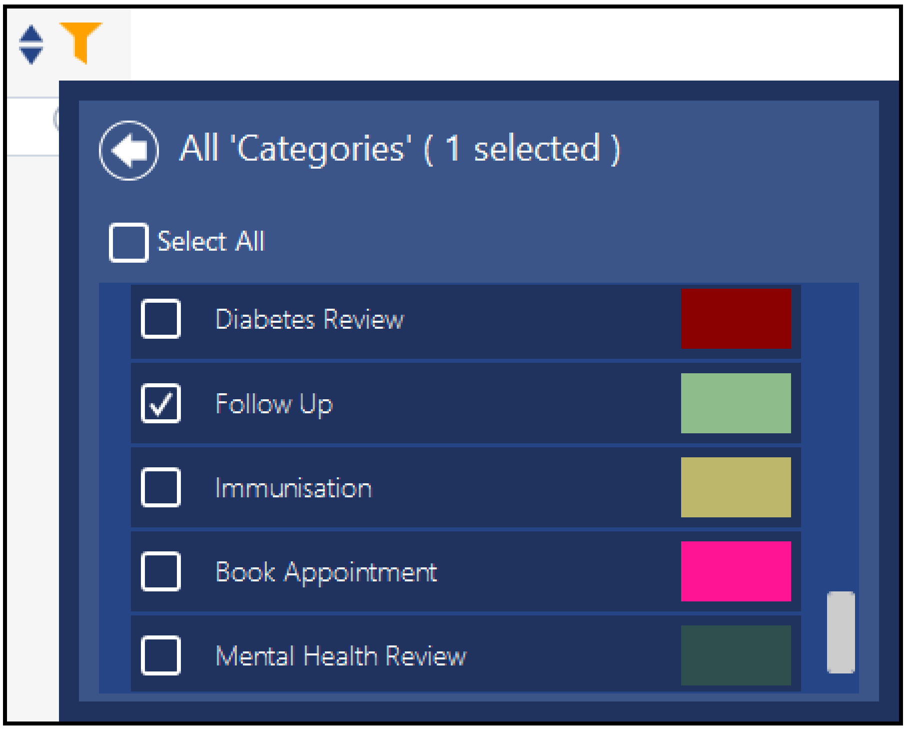
- **9N6m.00 Reason for Referral delay** – with the detail in comments, or
- **8I14.00 Provis of advice assess treatment limit due to COVID19 pandem** – with the detail in comments

Remember – You can access the patient record directly from Tasks, see *Vision Tasks Help Centre* for details.

Monitor the Task

As the originator of a task within Vision Tasks, you are automatically notified of any additions to the **Conversation** and **Activity** added to it.
If you are not the originator, but are logged in as a member of the safety net group:

1. From **Vision Tasks**, filter the **My tasks** screen by the **Follow up** Category:



Or

Enter the safety netting group name in **Search**

2. Highlight the task required.
3. Select as appropriate:
    - **Conversation** – Enter any messages for either the originator or other recipients of this task
    - **Activity** – Enter any details of action taken
    - **Options** ⋮ **- Reject** – To return the task to sender
    - **Options** ⋮ **- Complete** – To record this task as completed