

Frequently Asked Questions

Selecting a Patient

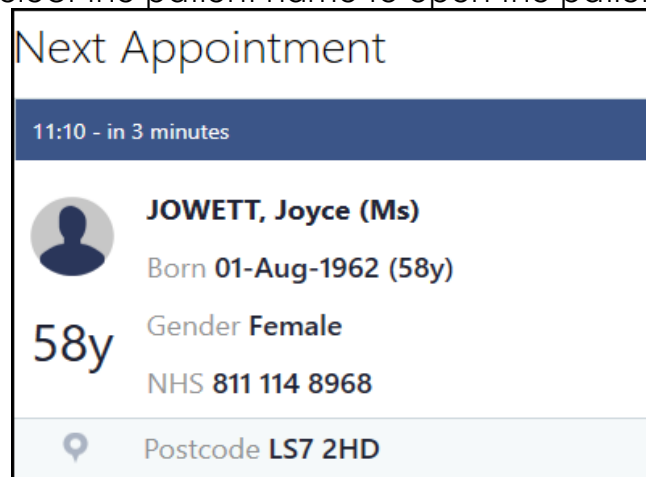
- How do I select a patient?



- How do I view my appointments for today?

The **Vision Anywhere Home** screen automatically displays your next booked appointment and a list of appointments booked for today.

Simply select the patient name to open the patient record:



- My surgery has separate appointment lists for home visits and clinics, how do I access the associated appointments?

When you initially login to **Vision Anywhere** you are asked which appointments book you would like to use with your session. Select the relevant one to use in conjunction with your login.

If you are already logged in and want to change the appointments book, you must logout, re-login and select the required book.

Viewing a Patient Record

- **How do I view a patient record in Vision Anywhere?**

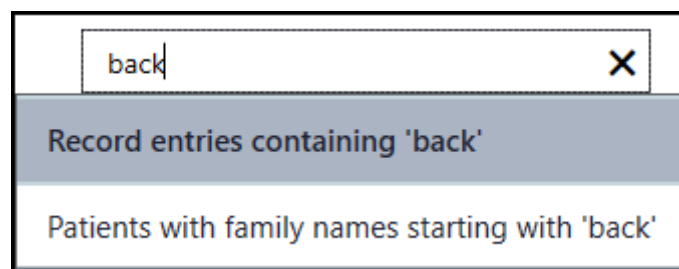
That's easy! From the **Vision Anywhere Home** screen, either select your next appointment, choose a patient from the appointments list or search for a specific patient using Search for a patient. Once you select a patient, their **Patient Summary** screen displays. From here you can simply browse the patient record or add data.

- **What is the Patient Summary screen?**

The **Patient Summary** screen is the initial screen which displays when you select a patient in **Vision Anywhere**. The screen provides you with a snapshot of all their essential clinical information.

- **How do I search the patient's record?**

You can now easily search a patient's record. Enter the term you want to search for in the search box, this can be more than one word and include a date:




- **How do I filter the patient's record?**

To display the filter options, either:

- Select **Show more commands**  in the lower right corner of the screen, or
- Right click on the app bars.

This allows you to quickly select a specific type of information.

- **How do I get back to the Vision Anywhere home screen from the Patient Summary screen?**

If you have just looked at a patient record without adding any data, from the Navigation bar, simply select **Home**  to return to the **Vision Anywhere Home** screen.

If you have added data, you are prompted to close your encounter before returning to the **Home** screen.

Encounters

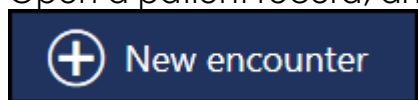
- **What are encounters?**

Encounters are the equivalent of Consultations in **Vision 3**. They are used to define and group data added during a patient consultation, for example acute medication, diagnosis and symptoms can be contained together within one encounter.

This makes it easy to see what was recorded during current and previous patient consultations.

- **How do I add an encounter?**

1. Open a patient record, and select **New encounter**



2. Record your consultation.

3. Select **Save**  to close the encounter.

Set Up

- **Can I change my Encounter and Prescriber warning messages?**

Yes - these can be changed in **Settings**.


- **Prescribing**

The prescriber rights are defined by the **Vision 3 / Vision360** settings, and need valid prescriber codes.

- **Can I be linked to more than one practice?**

Yes - you can be set up with access to more than one practice.

If the same email address is used in each system you are asked to select which practice you want to log into when signing in.

 **Note** - If the user is set up in more than one practice then the user credentials, for example prescriber code, must be set up in each system otherwise this can cause issues.

- **Can my Community Pharmacist use Vision Anywhere?**

Yes - please see our guide for setting up a Community Pharmacist.

Troubleshooting

- **I'm locked out of my account - what can I do?**

Your system administrator can reset your password.

- **My device has been stolen - can I block this?**

Yes - your system administrator can block this.

- **What happens if I have a Failed Encounter Writeback?**

Encounters that fail to be written back due to service availability or other service issues are added to the automatic retry queue. The *'There is n encounters(s) waiting to upload'* displays on the **Home** page and they can be viewed and deleted from here if required.

- **I've made an appointment for a patient, and it isn't showing?**

The refresh time for **Appointments** is 5 minutes. You can manually refresh by selecting **Options** or accessing the app bars, and selecting **Refresh**.

- **Can I use Vision Anywhere on a Mac Book?**

A number of customers have successfully used **Vision Anywhere** on a Mac environment by using a virtual machine solution, however this is an unofficial solution and unsupported by **Cegedim Healthcare Solutions**.