



Welsh Clinical Communications Gateway (WCCG) in Vision 3

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Welsh Clinical Communications Gateway (WCCG)

Introduction

Welsh Clinical Communications Gateway (WCCG) is a national system in Wales for the electronic exchange of clinical information, such as referrals, that integrates primary and secondary care systems using familiar yet highly secure internet technology.

Vision 3 practices can access **WCCG** from within **Consultation Manager** and send referrals directly to healthcare providers via the Welsh Public Sector Broadband Aggregation (PSBA) secure network. You can monitor the progress of referrals once they have arrived at the hospital.

Checklist

To install your gateway software for integration with **Vision 3**, you need to ensure that:

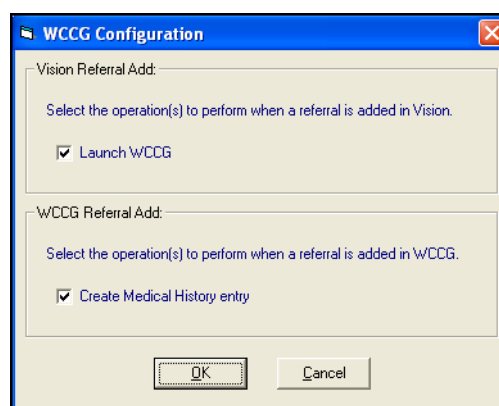
- Your gateway Client software is installed on your machine. This is arranged through Digital Health and Care Wales Primary Care Service Desk.
- You have the relevant passwords to access your gateway from Digital Health and Care Wales Primary Care Service Desk.

Welsh Clinical Communications Gateway (WCCG) Configuration

You can configure **Consultation Manager** to automatically add a medical history and/or referral whenever you create a **WCCG** referral. This is a system-wide configuration and is set up from **Control Panel**.

To configure **WCCG** from **Vision 3**:

1. From the Vision 3 front screen, select Management Tools – Control Panel.
2. Select File Maintenance.
3. From **Actions**, select **WCCG Config**, the **WCCG Configuration** screen displays:



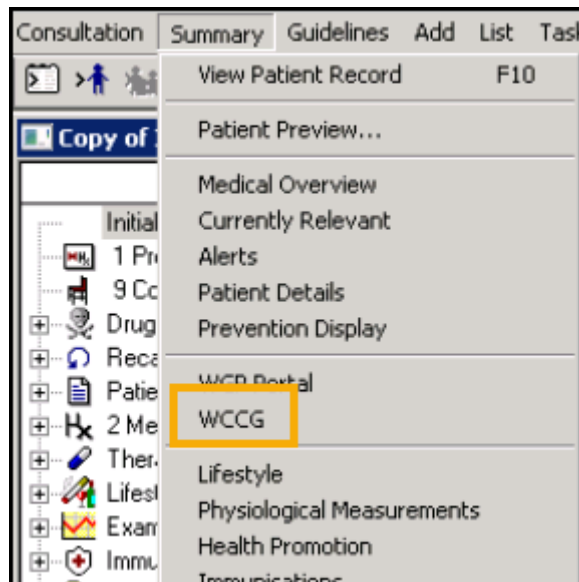
4. Complete as required:
 - **Launch WCCG** - Tick to launch **WCCG** when you add a referral to **Vision 3**. Selected by default.
 - **Create Medical History entry** - Tick to create a Medical History entry when you create a referral in **WCCG**. Selected by default.
5. Select **OK** to save and close.

Logging in to Your Gateway from Consultation Manager

The first time you log into your gateway from **Consultation Manager**, you must have your gateway account details which are provided by your **Digital Health and Care Wales Primary Care Service Desk** to log in. The login details are stored in **Vision 3**, so the next time you access your gateway from **Consultation Manager** you are automatically logged in.

To access your gateway:

1. From the **Vision 3** front screen, select **Consultation Manager**.
2. Optionally, select a patient to open your gateway in patient context, or skip this step to open your gateway in practice context.
3. Select Summary – WCCG:

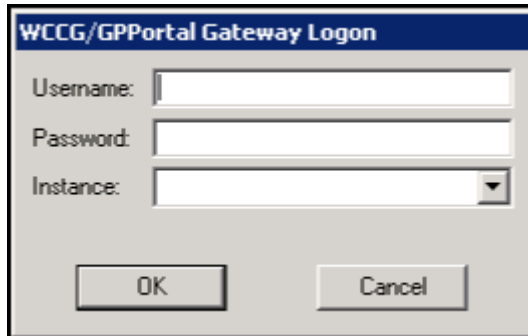


Logging from Vision 3 for the First Time

4. Select **Logon**:




5. Your gateway **Logon** screen displays, complete using the details provided by DHCW:



 **Note** - The first time you log in to your gateway you must change your password for security purposes. First, type in your current password, then your new password, re-enter the new password in **Confirm New Password** and finally select **Update Password**.

6. Select **OK** to save.

 **Note** - You should change your password when prompted by **Vision 3** and not in the standalone application.

General Information

- You should check your gateway **Information** pane regularly for any important information.
- When your password expires there is grace period, followed by a warning period, during which time you should enter your new password.

 See [Patient Context](#) on page [11](#) and [Practice Context](#) on page [14](#) for details

Gateway Password Management

When you log into your gateway for the first time, you must change your password for security purposes:

- **Username** - Enter the user name provided.
- **Password** - Enter the password provided.
- **Confirm New Password** - Re-enter you new password

Select **Update Password**, to confirm the change.

When your password expires, there is a grace period, followed by a warning period, during which time you should enter a new password.



Training Tip - If you experience any issues with your gateway user names and passwords, please contact **Digital Health and Care Wales**.

Creating New Gateway Referrals



Remember - Your gateway integrates with **Vision 3** via **Consultation Manager**, this should be used instead of the gateway icon on your desktop. You should not use your gateway application outside of **Vision 3**.

To create referrals using your gateway from **Consultation Manager**, you can:

- **Referral Context** - Enter a referral for the patient, you are prompted to add the referral to your gateway, see [Referral Context](#) on page [10](#) for details.
- **Patient Context** - Select a patient in **Consultation Manager**, then log on to **your gateway**, see [Patient Context](#) on page [11](#) for details.
- **Patient Context** - You can trigger your gateway from the floating toolbar, see [Creating a Gateway Referral from the Floating Toolbar](#) on page [13](#) for details.
- **Practice Context** - Log on to your gateway without first selecting a patient, see [Practice Context](#) on page [14](#) for details.

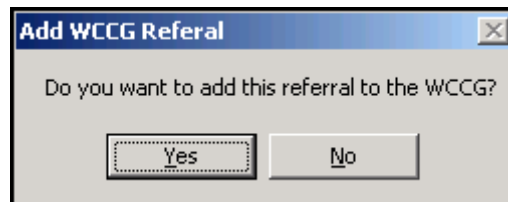


Important – To avoid display problems, please do not select **Log Off** from your gateway web page whilst viewing it from within **Consultation Manager**.

Referral Context

To create a referral in **Consultation Manager** and be prompted to add it through your gateway:

1. From **Consultation Manager**, select a patient and add a new referral.
2. Providing you have **Launch 'gateway'** enabled within **Control Panel**, when you save the referral the **Add 'Gateway' Referral** message displays:



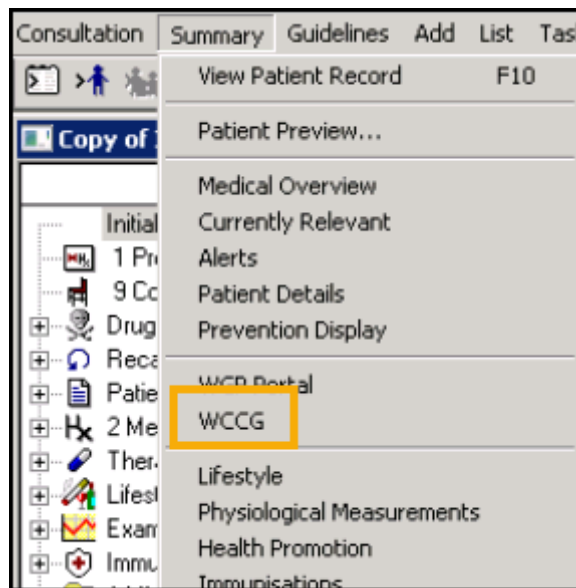
3. Select **Yes** and log in if prompted.
4. Your gateway screen displays, select **New Message - Referral**.
5. Complete **the New Referral** details and then select **Create**.
6. Check the details and then select **Send Referral**.
7. Once you complete and submit the referral in your gateway, a copy saves as an attachment in **Consultation Manager** and displays as a **'Gateway' Referral Letter**.
8. Providing you have **Create Medical History entry** enabled within **Control Panel, Consultation Manager** automatically creates a **Medical History** entry with 'Added to WCCG' in **Comments**, the Clinician defaults to the Referring GP.

Patient Context

To create a referral in **Consultation Manager** through your gateway with a patient selected:

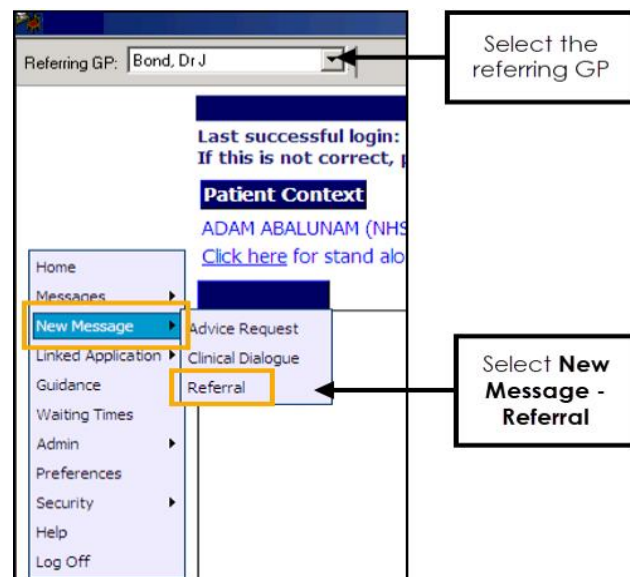


1. From **Consultation Manager**, select the patient to refer in the usual way.
2. Select Summary -WCCG:




3. Your gateway screen displays, log in using the details provided if required, see [Logging in to Your Gateway from Consultation Manager](#) on page 6 for details if required, and select **OK**.
4. Select the referring GP from the **Referring GP** list.

5. Select New Message - Referral:



6. The **New Referral** screen displays, select the appropriate destination for your referral and select **Create**.
7. Complete the details required.

 **Note** - Mandatory areas display in pink. From here you can also, **Park** a referral, change a status, attach files, view your practice Worklist and Cancel/Delete a referral. For more information on referral options please refer to the on-screen Help within the portal.

8. Select Send Referral.
9. Once the referral is complete and sent, a copy saves as an attachment to the patient record in **Consultation Manager** and displays as a **WCCG Referral Letter**.

Please Note the Following:


If you have an open patient consultation whilst processing referrals for other patients, the referrals are not created or sent and are instead added to your gateway work list with a status of **In Progress**. To complete the process, you must either log on to your gateway in Practice Context, see [Practice Context](#) on page [14](#) or log on in Patient Context by selecting the patient first in **Consultation Manager**.

Therefore, if you do have multiple gateway referrals to process at the same time, please ensure you either:


- Access your gateway from **Consultation Manager - Summary - WCCG** with no patient selected, or
- Select each patient to be referred individually and exit your gateway and the **Consultation** after each patient.

Creating a Gateway Referral from the Floating Toolbar

You can trigger your gateway from the floating toolbar. This can speed up the referring process:

1. From **Consultation Manager**, with the patient selected and a consultation open, click and hold on the **History** entry you wish to refer.
2. Move your mouse and the floating toolbar displays, drag and release the **History** entry on to the **Referral**  and release the mouse button:



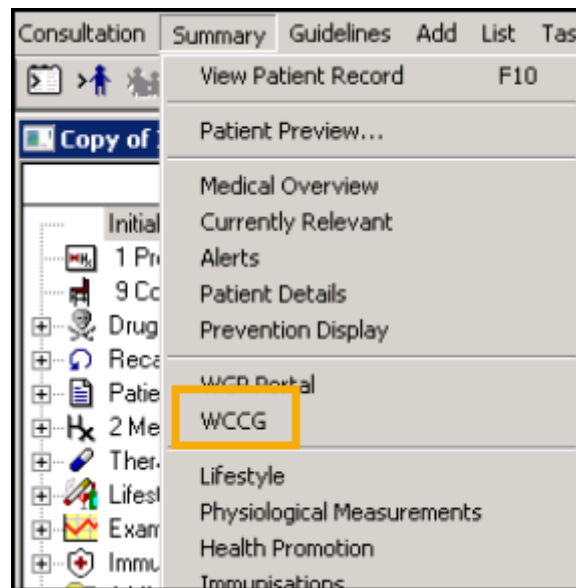
3. The **Referral – Add** screen displays.
4. Complete the referral details as appropriate.
5. Select **Letter**  to create a referral letter if required.
6. Select **OK** to save and close the referral.
7. The 'Do you want to add this referral to the 'gateway'?' prompt displays, select:
 - **Yes** to open your gateway, or
 - **No** to return to **Consultation Manager**.

Practice Context

To create a referral in **Consultation Manager** through your gateway with no patient selected:



1. From **Consultation Manager**, select the patient to refer.
2. Select Summary - WCCG:



3. Your gateway screen displays, log in using the details provided if required and select **OK**.
4. Your gateway **Referral screen** displays, select the referring GP from the **Referring GP** list.
5. Select New Message - Referral.



Note - No patient details display on the form, there is general information regarding the number of **Discharges** and **Referrals in Progress** (parked) display if they exist. You can use this to complete existing referrals.

6. Select **Create** and **Select Patient** displays.
7. Select the patient you are referring.
8. Complete the details required, mandatory areas display in pink.
9. Select Send Referral.
10. Once the referral is complete and sent, a copy saves as an attachment to the patient record in **Consultation Manager** and displays as '**Gateway** Referral Letter'.

i Important - When creating a referral in practice context, do not open a consultation for any patient. If you do, the referral you have created is not sent, it is parked in your gateway **Referral Worklist** with the status **In Progress**.

If this happens, you can complete the task via **Patient Context** as follows by either:

- From **Consultation Manager**, close all consultations, select your gateway from **Summary**. From your gateway **Home** screen, select the link that says you have a certain number of referrals in progress. This takes you to the filtered **worklist** that displays only the referrals **In Progress**. Select the patient required and complete the outstanding task(s).

Alternatively, you can select **Message - Referral**. The unfiltered list of referrals displays, including submitted referrals. Select the patient required with the status of **In Progress** from the work list and complete the outstanding task.

- Selecting the patient in **Consultation Manager**, logging on to your gateway and selecting **Message - Referral**. The incomplete referral displays in the **Referrals Worklist** with a status of **In Progress**. Select it and complete the outstanding task(s), or

Accessing the Referrals Worklist


To access your gateway **Referrals Worklist**:



1. From **Consultation Manager**, optionally, select a patient to view their specific referrals.
2. Select Summary -WCCG.
3. Log on to your gateway if required and select **Message - Referral**.
4. The Referral Worklist displays:



Date	Patient	From	To	Status
05-Oct-2010 12:04	WOLLER, JAMES	Dr David Tasker Ravenscourt Surgery	UNIVERSITY HOSPITAL OF WALES	In Progress
04-Oct-2010 15:42	WILLIAMS, AMY	Dr Christine Green Ravenscourt Surgery	UNIVERSITY HOSPITAL OF WALES	In Progress
04-Oct-2010 15:22	WILLIAMS, AMY	Dr Elizabeth Davies Ravenscourt Surgery	UNIVERSITY HOSPITAL OF WALES	In Progress
04-Oct-2010 14:04	JONES, ANN	Dr Jane Mercury Ravenscourt Surgery	UNIVERSITY HOSPITAL OF WALES	In Progress
30-Sep-2010 13:25	JONES, ANN	Dr Jane Mercury Ravenscourt Surgery	UNIVERSITY HOSPITAL OF WALES	In Progress

5. Select the required referral and complete any outstanding task(s). You can filter different referral status by selecting the **Filter** column  and selecting from the list. Incomplete referrals have the status of In Progress. You can also filter by :
 - Draft to be checked by GP.
 - Submitted.
 - Cancelled.
6. The referral status updates to **Submitted**:



04-Oct-2010 16:29	WILLIAMS, AMY	Dr David Tasker Ravenscourt Surgery	UNIVERSITY HOSPITAL OF WALES	Submitted
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Training Tip – If processing multiple gateway referrals you should always check the status of the referrals by logging in to your gateway in **Practice Context** and reviewing referrals that are still **In Progress**, if they have been successfully sent then the status displays as **Submitted**.

Additional Gateway Message Types

The following message types are available via your gateway:

Select a topic below to expand the section:

Advice Request

Advice Request enables you to send a message to a specific Hospital, Department or Consultant asking for advice on a specific patient and record the query directly into the patient's record. The message includes:

- The free text request you enter.
- The full patient demographic details.
- A list of current and recent medication – The list can be edited if required.
- Details of the requesting GP and practice.

To send an **Advice Request**:



1. From **Consultation Manager**, with or without a patient selected select **Summary – WCCG**.
2. From the gateway menu, select **New Message – Advice Request**.
3. If you have not selected a patient within **Consultation Manager**, the **Select Patient** screen displays. Select the patient required in the usual way.
4. Complete the Advice Requested and check the Patient Details, Medication and Administration tabs are complete.



Note - Pink areas are mandatory.


5. Once the request is complete, select **Send**.
6. Now select **Proceed**.
7. The "Are you sure that you want to send the message now? If so please click on OK" message displays, select **OK**.
8. The request now files back to the patient record. A confirmation displays stating "Message filed into Vision with no errors", select **OK**.
9. The **Advice Request** files back to the patient's record as an **Attachment**



Note – If you are writing records back to Vision 3 from your gateway without first opening the patient and a **Consultation**, the entry records as a **Third Party** consultation.

Advice Response

In response to an **Advice Request**, a consultant can send an **Advice Response**. These display in your **Worklist**.

 **Note** – It is good practice to check for messages in **WCCG** daily. Messages are sent to the practice **Worklist** so any member of staff that has gateway rights can check and process all messages.


Advice Responses to **Advice Requests** can be written back to the patient record via the gateway. To access the responses from **Vision 3**:



1. From **Consultation Manager**, with or without a patient selected select **Summary - WCCG**.
2. If you have selected a patient within **Consultation Manager**, any **Responses** for that patient display within the gateway screen.
3. If you have not selected a patient within **Consultation Manager**, and there are **Advice Responses**, a link displays at the top of the **Home** screen. Select the link to display.

 **Note** - You can also display **Responses** from the **Messages** menu within your gateway.

4. Double click on the item required and **Advice Response** displays.
5. Select **Import** to write back to the patient's record within **Vision 3**. "The *Advice Response has been successfully imported into Vision*" message displays.
6. Select **OK**.
7. The **Advice Response** files back to the patient's record as an **Attachment**.

 **Note** - **Advice Responses** can autofile from **Mail Manager** by selecting the message type in **Options - Autofiling** or you can forward them for processing in **Docman** using **Attachment Forward**. See the [Mail Manager Help Centre](#) for further information.

Clinic Letter

Clinic letters can be sent electronically via your gateway. To receive and process a clinic letter:

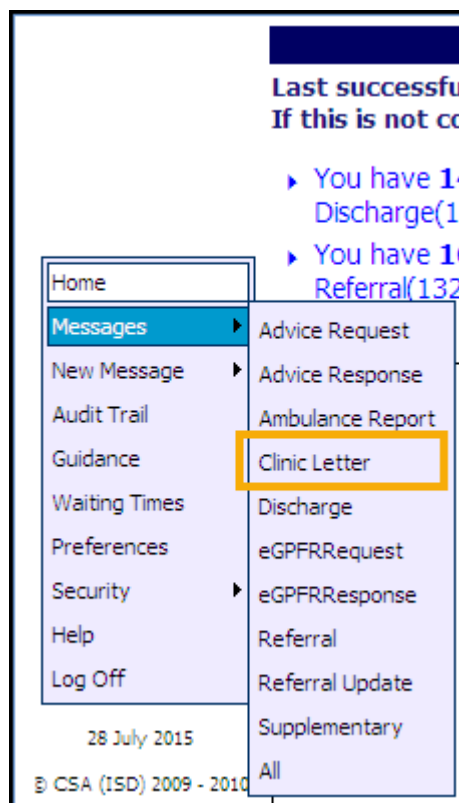


1. From **Consultation Manager**, select **Summary - WCCG** to log into the **WCCG** in the usual way.



Remember - If you select a patient in **Consultation Manager** you are initially offered their details within **WCCG**, if you have no patient selected in **Consultation Manager** you can initially see messages for all patients within your gateway.

2. From your gateway menu, select **Messages - Clinic Letter**:



3. The **Clinic Letter Worklist** displays, select the **Receive** tab and select the message you require:



Date	Patient	From	To
21-Jul-2018 14:39	1 Sunaina, 3621 1915 21 2214617892	1 Ravenhurst Surgery (019704)	1 Cardiff & Vale University LHB GP Practices Health House (019704)
01-Jul-2018 13:24	1 Parvathani, Parvathani 1915 21 221461789	1 Cardiff & Vale University LHB Non-GP Locations/Practices	1 Cardiff & Vale University LHB GP Practices Health House (019704)

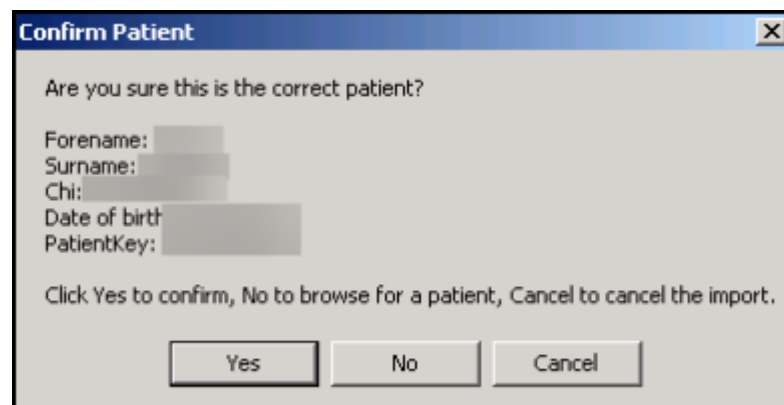
4. Select the letter you require, and the details display:



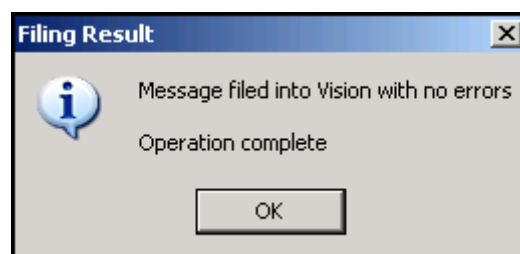
5. Select **Import**  to write back to the patient's record.

6. If you do not select a patient within **Consultation Manager** before accessing **WCCG**, the **Confirm Patient Message** displays, select:

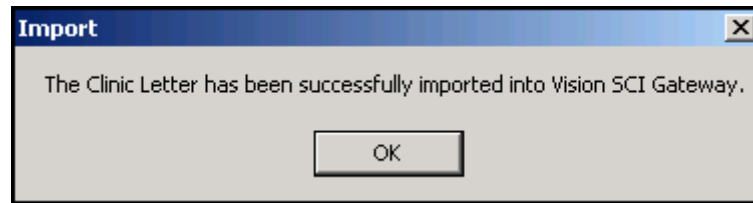
- **Yes** to confirm,
- **No** to reselect a patient, or
- **Cancel** to cancel the import process:



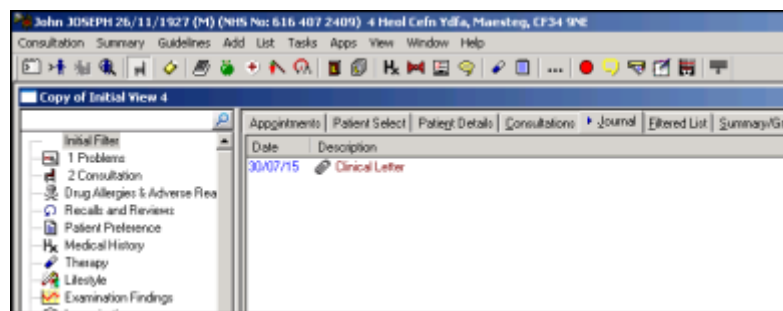
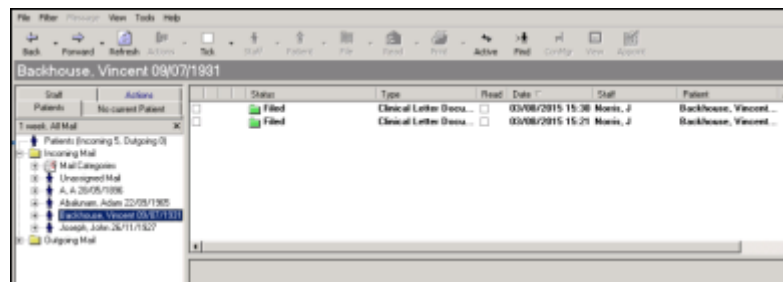
7. The 'Message files into Vision with no errors, Operation complete' message displays, select **OK**.



8. The 'The Clinic Letter has been successfully imported into Vision SCI Gateway' message displays, select **OK**.




9. Close the **WCCG** screen and you return to **Consultation Manager**.
10. The clinical letter now displays in **Consultation Manager** having been received and filed via **Mail Manager**:



Discharge Notification


When a patient is discharged from hospital, the discharge notice can be sent to your gateway. These display in your **Worklist**.

 **Note** – It is good practice to check for messages in **WCCG** daily. Messages are sent to the practice **Worklist** so any member of staff that has gateway rights can check and process all messages.

Discharge Notification can be written back to the patient record via the gateway. To access the discharges through **Vision 3**:



1. From **Consultation Manager**, with or without a patient selected select **Summary - WCCG**.
2. If you have selected a patient within **Consultation Manager**, any **Discharge Notifications** for that patient display within your gateway screen.
3. If you have not selected a patient within **Consultation Manager**, and there are **Discharge Notifications**, a link displays at the top of the **Home** page. Select the link to display. Discharges can also be displayed from the **Messages** menu within your gateway.
4. Double click on the item required, the **Discharge Notification** displays.
5. Select **Import** to write back to the patient's record.
6. A 'The Discharge has been successfully imported into Vision' message displays, select **OK**.
7. The **Discharge Notification** files back to the patient's record as an **Attachment**.

 **Note** - **Discharge Notifications** can autofile from **Mail Manager** by selecting the message type in **Options - Autofiling** or you can forward them for processing in **Docman** using Attachment Forward. See the [Mail Manager Help Centre](#) for further information.

Referral Update

You can electronically receive referral updates via your gateway. To receive and process a referral update:

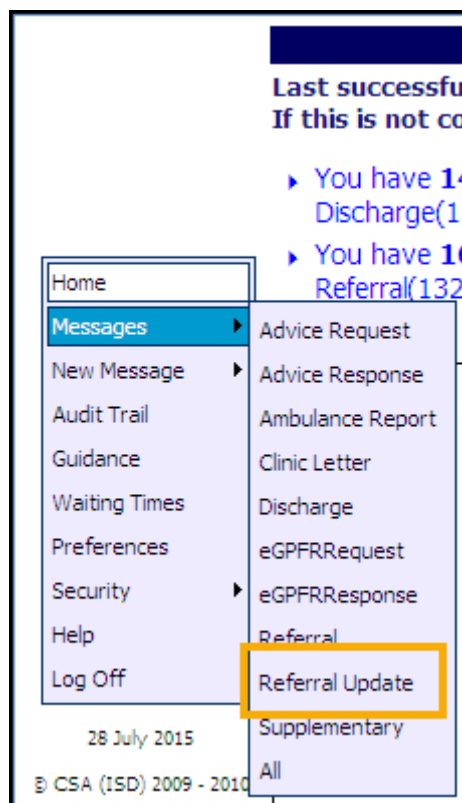


1. From **Consultation Manager**, with or without a patient selected select **Summary – WCCG**.

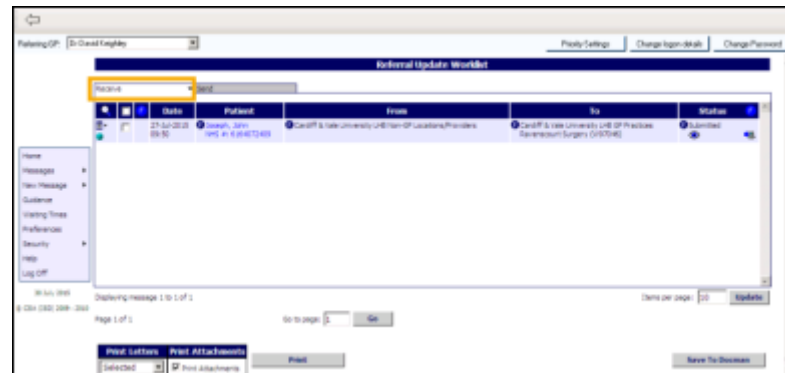


Remember - If you select a patient in **Consultation Manager** you are initially offered their details within your gateway, if you have no patient selected in **Consultation Manager** you can initially see messages for all patients within your gateway.

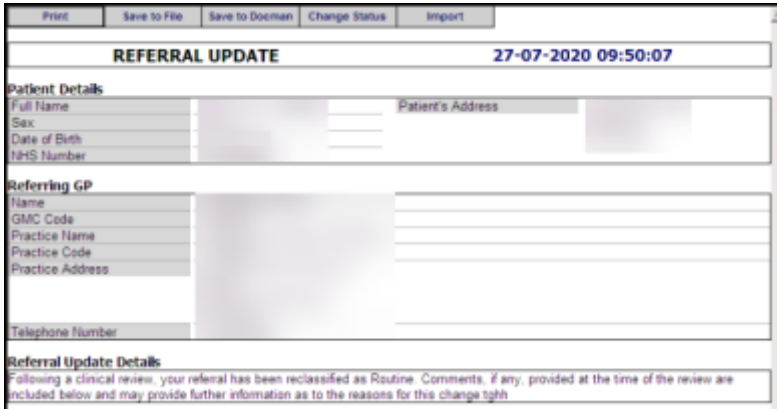
2. From your gateway **Home** screen, select **Messages - Referral Update**:



- The **Referral Update Worklist** displays, select the **Receive** tab and select the message you require:



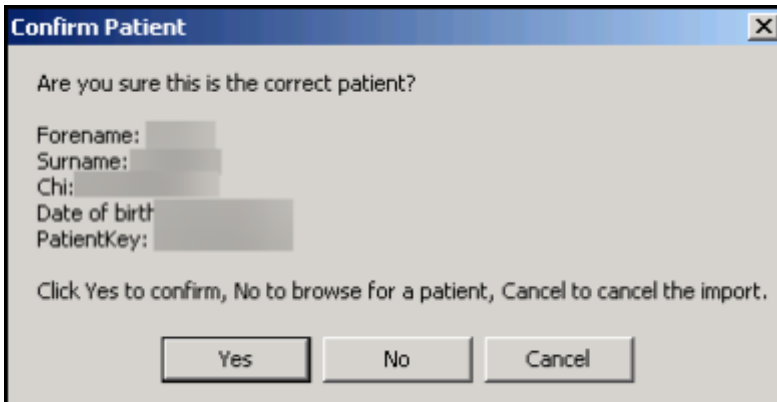
- Select the referral update you require, and the details display:



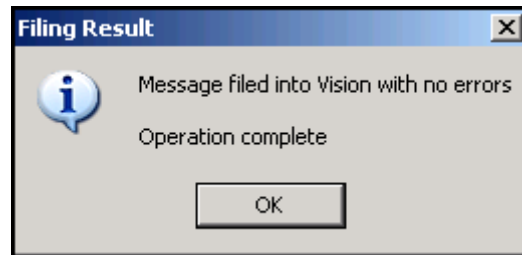
- Select **Import** .

- If you had not selected a patient within **Consultation Manager** before accessing your gateway, the **Confirm Patient Message** displays, select:

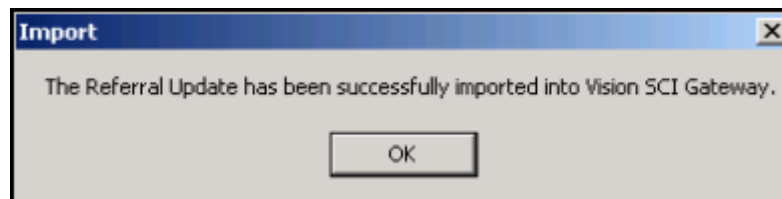
- **Yes** to confirm,
- **No** to reselect a patient, or
- **Cancel** to cancel the import process:



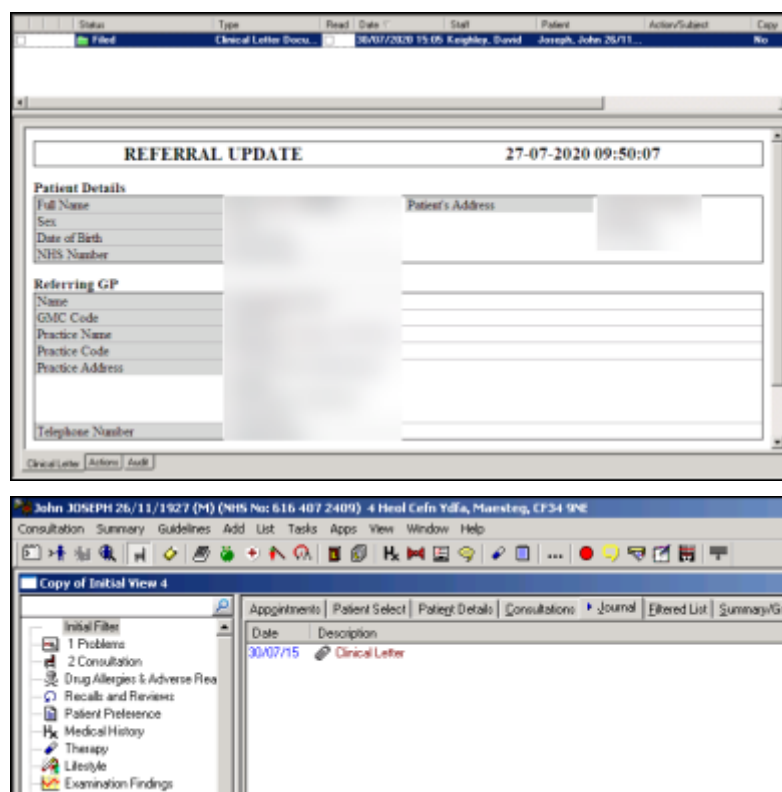
7. The 'Message files into Vision with no errors, Operation complete' message displays, select **OK**:



8. The 'The Referral Update has been successfully imported into Vision 'Gateway' message displays, select **OK**:



9. Close your gateway screen and you return to **Consultation Manager**.
10. The **Referral Update** displays in **Consultation Manager** having been received and filed via **Mail Manager**:



Supplementary Message

A **Supplementary message** is an additional message to one that has already been sent. A **Supplementary message** can be attached to either:

- An Advice Request
- A Referral

To send a **Supplementary message**:



1. From **Consultation Manager**, with or without a patient selected select **Summary – WCCG**.
2. If you have selected a patient within **Consultation Manager**, any messages for that patient display, if you have not selected a patient within **Consultation Manager**, you can list all the messages from the **Messages** menu.
3. Select **Message – Referral** or **Advice Request**, if a patient is selected in **Vision 3**, the work list displays only messages for that patient. If no patient was selected in **Vision 3**, messages for all patients display.
4. Select **Click here** to the left of the message you require and select **Send Supplementary**.
5. The **Supplementary** screen displays, enter the additional information into **Message** as required.
6. Select **Send**.
7. Now, select **Proceed**.
8. A “Are you sure that you want to send the message now? If so please click OK” message displays, select **OK**.
9. The request now files to the patient record. A confirmation displays stating “*Message filed into vision with no errors*”, select **OK**.
10. The **Supplementary** message files back to the patient’s record as an **Attachment**.



Training Tip - See your gateway on-screen Help for further details.

Gateway Priority Mapping


Medical Histories sent from **Consultation Manager**, as part of a gateway referral, by default map to the gateway priorities in the table below:

 **Note** - If a **Priority** is left empty or a **Structured Data Area**, for example, **Blood Pressure** is used, the **Vision 3** priority maps to **Other**.

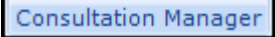

Vision 3 Medical History Priorities	Gateway Priorities
0	Not sent
1	High
2	Medium
3	Medium
4	Medium
5	Medium
6	Medium
7	Medium
8	Medium
9	Medium
Other	Medium

Changing Default Priority Mapping

As every practice uses **Priorities** in a different way, you can change the way individual **Priorities** map to your gateway **Priorities**.

 **Note** - This is a practice wide setting and you must be part of the **Clinical Managers** group in **Control Panel - Security** to be able to map priorities.



1. From **Consultation Manager** , with or without a patient selected select **Summary - WCCG**.
2. Select Priority Settings:
3. 
4. For each **Vision 3 Priority** and items with no **Priority**, you can select a corresponding gateway **Priority**, either **Low**, **Medium**, **High** or **Don't Send**. You can also choose to not send any information for a specific priority.
5. Select **OK** to save.

 **Note** - If your role within **Vision 3** is not clinical, you cannot change the priority mapping settings.

Gateway Troubleshooting

Gateway error messages normally display at the bottom of your gateway **Referral Form**, other errors may display as **Vision 3** messages.

Please see below details on how to troubleshoot some known issues with gateways:

Source Error - No GMC Code found for patient's registered GP

Check the patient's registered GP has a GMC code set up in **Control Panel - File Maintenance - Staff**.

An unexpected error occurred retrieving the patient details

There is an issue with the pre-population of the Smoking, Alcohol and Exercise status dropdown questions which can also generate the same error message. The solution for this is to not pre-populate the smoking, alcohol and exercise questions but to use examination type questions instead, which also allows for the inclusion of any free text.

You should check the pre-population of the following in turn:

- Smoking
- Alcohol
- Exercise

The patient details could not be validated. No Patient information has been received

If you see this error message on the patient web form, please contact the **Cegedim Healthcare Solutions** Helpline.

Incomplete Date Format

As you may be aware, **Vision 3** allows historical data to be recorded using an incomplete date format, for example, a history entry may have an event date of 1999 or 02/1999. Your gateway requires all information that is included in a **Referral** to have a date format of dd/mm/yyyy. **Vision 3** can annotate any entries with an incomplete date format with 01. Below is listed how various partial date scenarios are resolved.

Record has no Event Date

1. Date in **Vision 3**: Not Known
2. Date passed to your gateway: 01/01/1900
3. Comment passed to your gateway: "[DATE of EVENT UNKNOWN] free text comment up to the length limit of 198 characters"

Event Date is Year only

1. Date in **Vision 3**: 1994
2. Date passed to your gateway: 01/01/1994
3. Comment passed to your gateway: "[YEAR OF EVENT 1994] free text comment up to length limit of 198 characters"

Event Date is Month and Year only

1. Date in **Vision 3**: 02/1999
2. Date passed to your gateway: 01/02/1999
3. Comment passed to your gateway: "[MONTH AND YEAR OF EVENT 02/1999] free text comment up to length limit of 198 characters"

Comments field exceeds WCCG length limit (but valid date supplied)

1. Date in **Vision 3** on: 17/08/2003
2. Date passed to your gateway: 17/08/2003
3. Comment Passed to your gateway: "[TRUNCATED] free text comments up to length limit of 198 characters"

Partial Date AND Comments field exceeds WCCG length limit

1. Date in **Vision 3**: 02/1987
2. Date passed to your gateway: 01/02/1987
3. Comment passed to your gateway: "[TRUNCATED][MONTH AND YEAR OF EVENT 02/1987] free text comments up to length limit of 198 characters"