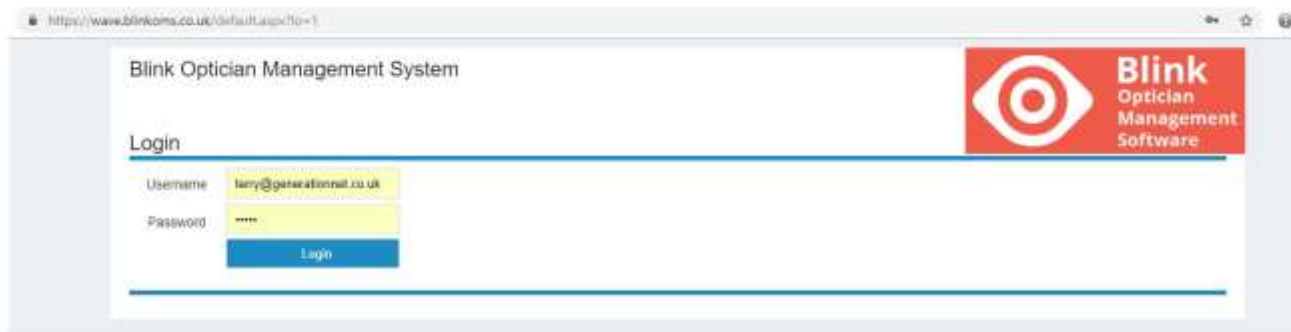# GenerationNet

BLINK OMS USER GUIDE

This document has been amended to include development ideas to cater for use in a training/teaching environment suitable for UNSW – non-standard sections are shown in red.

All Blink systems are accessible via a unique url e.g. https://wave.blinkoms.co.uk
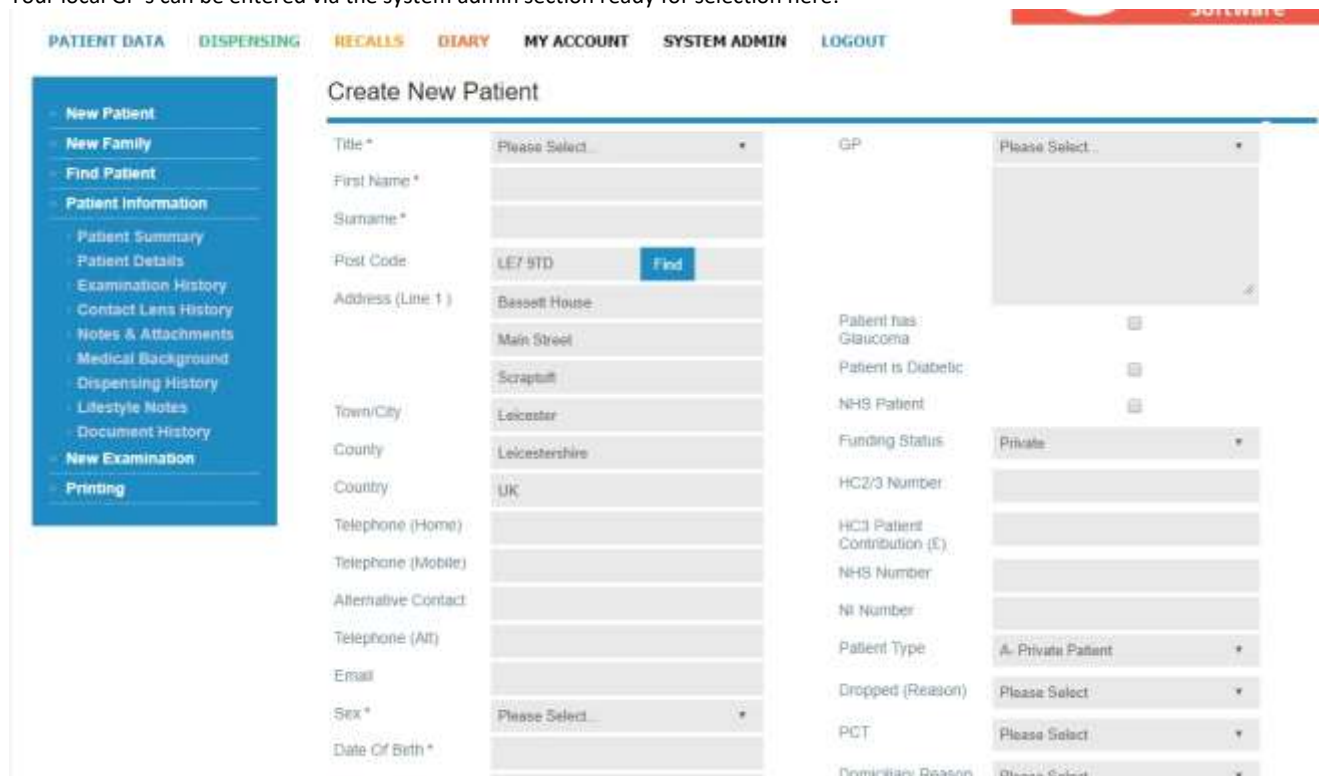Users will register and then login with their email address and password

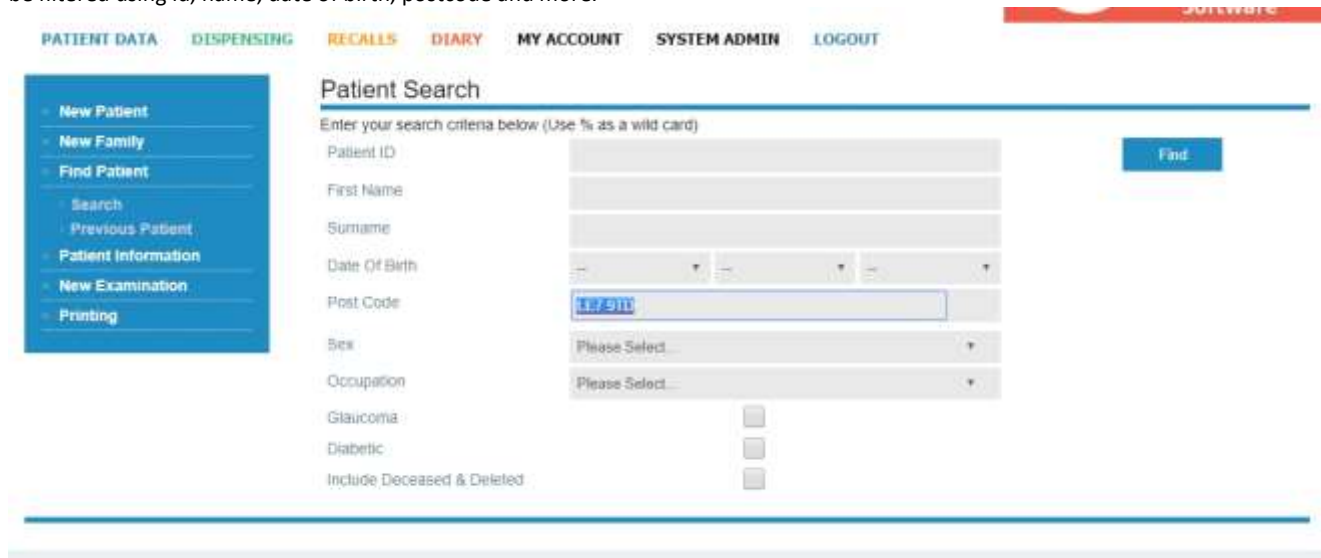## PATIENT DATA – the blue sections

New Patient

This screen allows new patients to be added to the system quickly and easily. The 'Find' button allows address details to be populated via a postcode lookup service (additional license cost applies). Fields marked with * must be completed but these are kept to a minimum to allow for fast data entry.
Your local GP's can be entered via the system admin section ready for selection here.
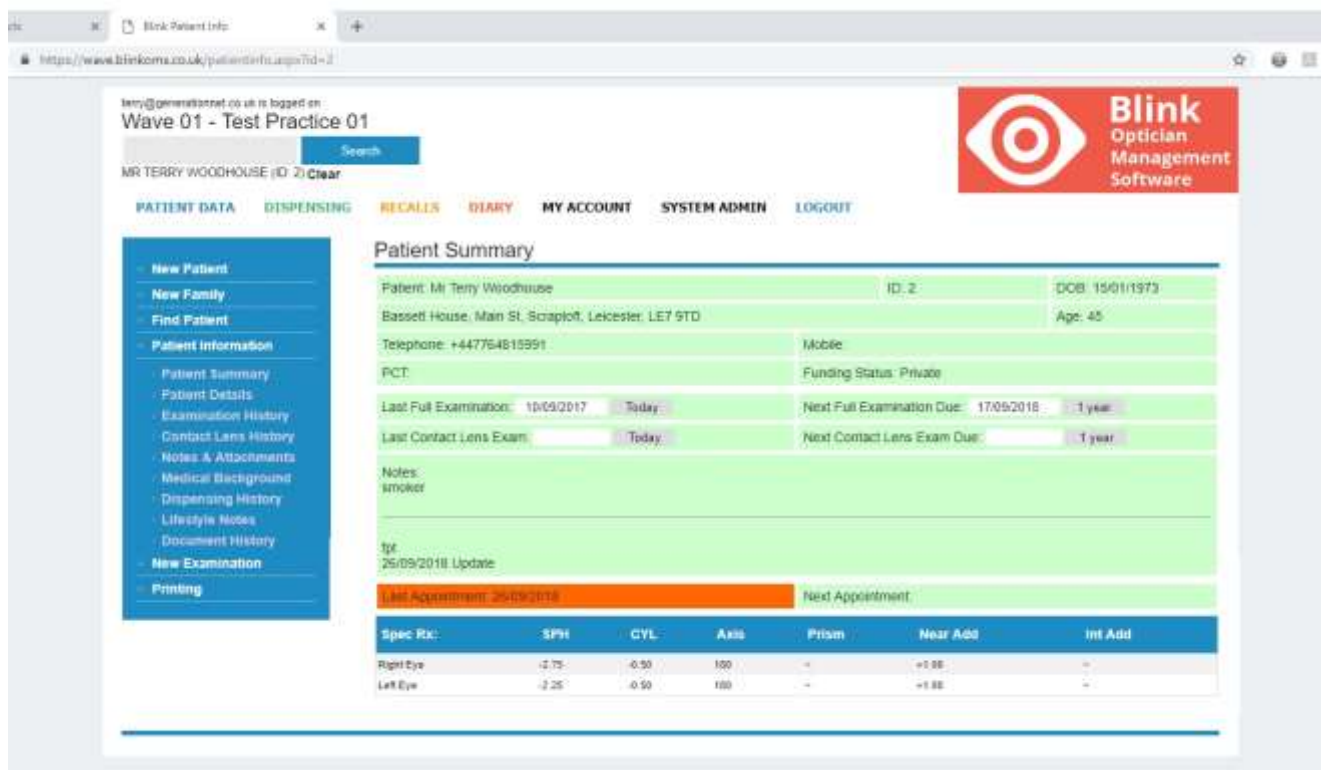
Find Patient

Users can search for patients via the quick search box (visible in the header of every page) or by using the Find Patient screen, where patients can be filtered using id, name, date of birth, postcode and more.

Patient Summary

This screen provides basic patient information including their current prescription (full & Contact Lens if available) as well as their 'Next Examination Due' date.

Patient Details

This screen allows all patient demographic information to be edited.

Document History

This screen provides information on letters, texts and emails sent to the patient. Each time communication occurs it will be recorded here.

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Examination History & Contact Lens History

Used to list the previous examinations that have been recorded for a patient. Click on each entry to view in detail the examination data recorded on that visit. Users with specific permissions can also edit the examination data.
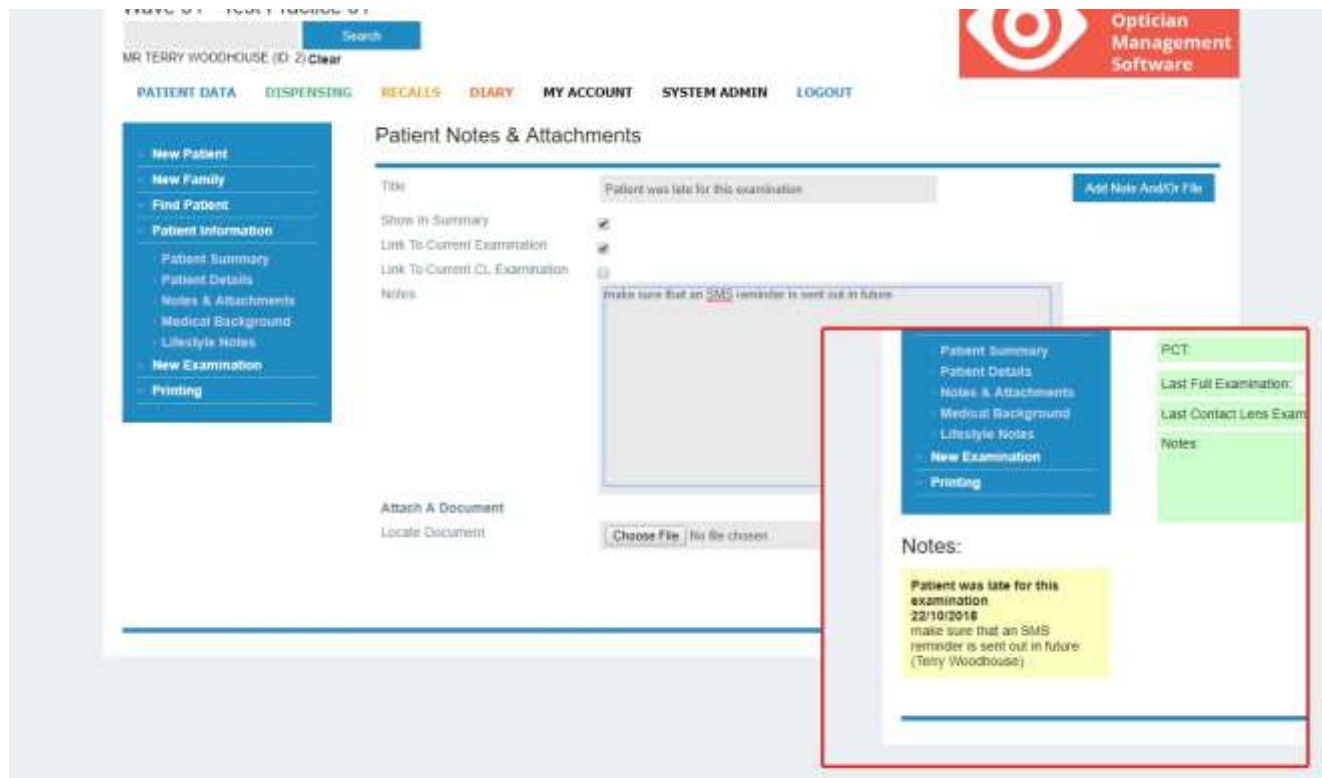
Notes & Attachments

By adding a note onto a patient's record, staff can be advised of specific issues or incidents every time they view the patient summary.

Attachments, including GP letters or imaging equipment graphics can be linked to the patient record and saved on the server.
Note, bespoke configuration can link a specific location on your desktop computer to the attachments section so that files created by your imaging equipment will be auto linked to the patient (this does not auto upload the image to the server and so it would only be visible on a networked computer – depending on the Blink configuration).

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Medical Background

Store information about any medical conditions that the patient may have.

Includes a tick box for each conditions, plus a freetext area where you can add any additional information.

Dispensing History

View dispensing & sales information associated with the current patient.

The items of each dispense are summarized, with red text indicating that money is owed by the patient.

The links on the right hand side allow each dispense to be updated as follows:

- updating a further payment
- updating a key date (e.g. date ready or collected)
- issuing a refund
- Edit an order
- Reprint the receipt (2 formats – A4 or till roll)
- View/print lab information

Patient Lifestyle Notes

The Patient Lifestyle section of Blink allows a practice to store various lifestyle information about patients. If there is anything that we don't include please ask and we can easily add extra questions to the page.

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Examination Forms

Blink includes an extensive examination form, separated into 4 sections; History & Symptoms, Ophthalmoscopy & External Examination, Further Investigative Techniques and Refraction. The form is designed for quick and easy data entry, with features including:

- fields configured to store default values
- values from the patients previous test pre-populating a new form
- auto insertion of +/- and decimal points

In addition to the Full Examination form, Blink also offers:

- a Re-check form (this is the same as a full examination form but does not affect the patients current Rx)
- a Post Op Examination form
- an External Rx form
- a Contact Lens Examination form & Aftercare Form

Patient recall dates revolve around the 'Next Examination Date' which is defined during the full examination and/or contact lens examination.
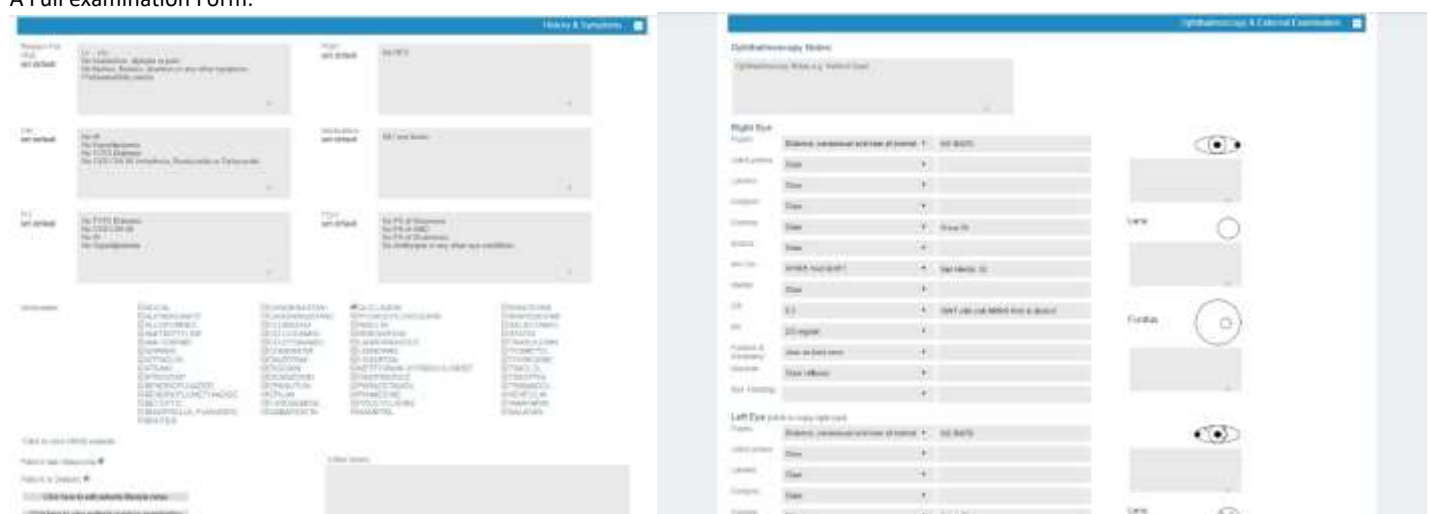
Contact Lens Examinations

The typical flow of the Contact Lens process is as follows:

1) Px has full CL exam (part 1 & part 2)
   a) Recall date set (e.g. 12 months time)
   b) Aftercare date <u>might</u> be set (this would usually be several days later to check on trial lenses etc)*
2) If required, Px comes in for an aftercare appointment (which is adds another part 2 to the current examination)
   a) The Recall date might be reset (e.g. 12 months from now) or left as it was
   b) A further aftercare <u>might</u> be set (e.g. 1 month later)*
3) 12 or 24 months later the recall system is used to recall the Px based on their recall date, they come in and the process starts again with a full CL exam

*note – the next aftercare date is stored on the system and visible on the patient summary but it is NOT used by the recall system. The assumption is that the aftercare appointment will only be several days in the future and so an appointment will be scheduled there and then

A Full examination Form:

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Further Investigative Techniques

Tropicamide 1% (double click comment box to add the time)

BN ☑ 14.07.49

EXP

Pre IOP	Post IOP
14.07.51	14.07.52
R	R
L	L

CT with Rx   All Fine
No phoria horizontal or vertical ▼

CT without Rx   All Fine
No phoria horizontal or vertical ▼

OMB Dist
H   No slip ▼
V   No slip ▼

OMB Near
H   No slip ▼
V   No slip ▼

Keratometry:
R:
L:

Visual Fields
Henson 9000 SSST see attached
R: ▼
L: ▼

NPC:

Mobility:
Full & smooth ▼

Stereopsis:

Amsler Value:
R: ▼
L: ▼

Colour Vision:
▼

Refraction

Focimetery of Glasses

(Click here to pre-populated with the patients previous Subjective Rx)

	SPH	CYL	Axis	Prism	Direction	Add	VA		SPH	CYL	Axis	Prism	Direction	Add	VA
R:				▼			6	R2:				▼			6
L:				▼			6	L2:				▼			6

PD: BVD: BIN BCVA: Add any comments including date and location of previous test.

Retinoscopy:
R:
L:

Rx Subjective

Click to populate from Current Rx

	UAV	SPH	CYL	Axis	Prism	Direction	VA	Near Add	Prism	Direction	Acuity	Int Add	Prism	Direction	Acuity
R:	6				▼		6		▼	▼				▼	▼
L:	6				▼		6		▼	▼				▼	▼

PD: BVD: BIN BCVA:

Modified Rx Given - click to view/hide

Outcome:
- ○ No Change - Specs needed
- ○ No Change - Specs OK
- ○ New Rx
- ○ No Rx
- ○ Screening Only
- ○ Refer To GP

Recommendations:
Distance	☑	Near	☐	Intermediate	☐	High Index	☐
BiFocals	☐	VariFocals	☑	Photochromic	☐	Occupational	☐
Hardcoat	☐	Tint	☐	Mar	☐	Min Sub	☐

Examination Comment
TEST

Retest After:
1 Year ▼   [Save]

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A Contact Lens Examination Form:

				Patient Information
MY	Terry		Woodhouse	
Bassett House Main St Scraptoft			DoB: 15/01/1973	
Leicester LE7 9TD			Age: 45	
Home: 07764015991		Work:	Mobile: 07764015991	
Diabetic: YES	Glaucoma: YES	Occupation:	Driver:	
NHS Patient	GP: -			

Previous Subjective Rx
29/10/2018
R: Sph +1.25 Cyl -0.50 Axis 20 Prism +1.00 In Nr Add +1.00 Prism +1.00 In Int Add +0.75 Prism +1.00 In
L: Sph +1.75 Cyl - Axis - Prism +1.00 In Nr Add +1.00 Prism +1.00 In Int Add +0.75 Prism +1.00 In

Previous CL Rx   R: 1.25 0.00   Last But 1 CL Rx:
29/10/2018   L: 2.25 0.00

Contact Lens Examination Data Part 1

History & Symptoms:
set default

Routine Aftercare:
No problems:
Patient happy
Comfort: Good R and L
Vision Good R and L
Solutions :Happy with solutions no problems
Wearing time: 8hr

K Readings: set default   R: L:

Over Refraction: set default   **Position:** set default

Movement: set default   **Lids / Lashes:** set default

Neovascularisa set default   **Cornea:** set default

Fluorescein Staining: set default   **Conjunctiva:** set default

Lid Eversion: set default   **TBUT:** set default

Trial Lens: R: **VAs**   R:
L: L:

Contact Lens Examination Data Part 2

Base Curve: R: 1.25   **Lens Given:** Trial ○ Revenue ●
L: 2.25   **Lens Type:** R: Dailies - Generic Brand pack of 30 ▾
   L: Dailies - Generic Brand pack of 30 ▾

Diameter: R: 0.00
L: 0.00   **Lens Price:** Right Eye: £30
   Left Eye: £30

Power: R:
L:

Cornea Right ◯   **Cornea Left** ◯

set default   set default

Comments set default   Next Aftercare Checkup Date
(Date for info only - NOT used by the recall system)
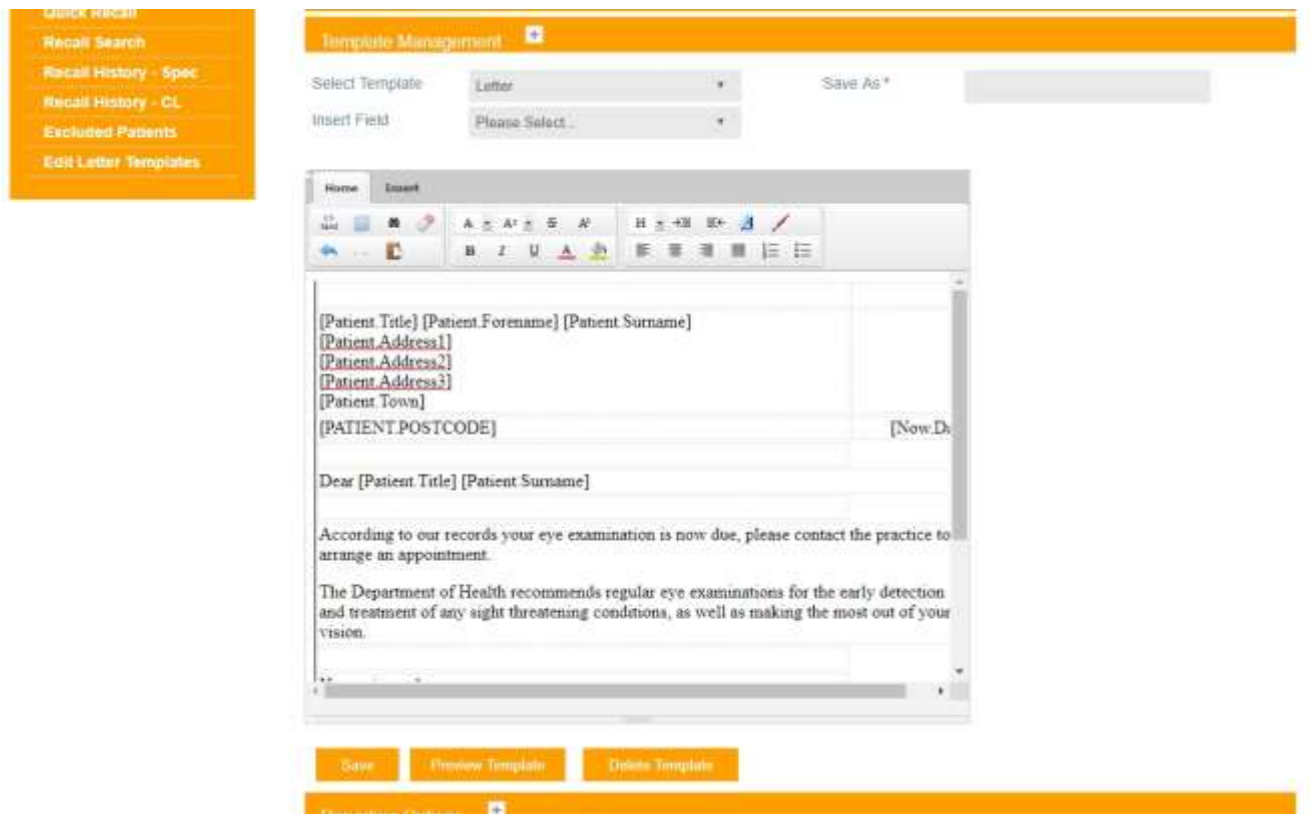7 Days ▾

Printing

This menu option includes links to print patient details onto GOS forms (for UK users), as well as short cuts to print record cards, letters and prescriptions. Blink printing is html template based and so users are able to create and edit their own bespoke letters via an editor. BlinkOMS staff can offer advice on this or create templates on behalf of users for an additional fee.

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DIARY – the orange section

The Blink diary can be set up to include up to 6 separate diaries, e.g. one for each optom plus one for the dispensing optician, or maybe one for each testing room etc. Each diary can be configured with start and end times to suit clinic times on different days of the week. Appointment types can be configured by the practice, including default appointment length and colour coding to make information easy to identify.
The system also allows, recurring appointments and non-clinical appointments, e.g. staff training.

It is possible to embed information from the diary directly into your practice website, using a Blink html plugin (which uses a web service to retrieve relevant diary info). This feature allows patients to book their own appointments at a time to suit them. This feature is only available to users of the latest version of Blink.

RECALLS – the yellow sections

There are 2 methods of recall available in Blink, both of which are based around the 'Next Examination Date' and 'Next CL Examination Date' stored by Blink.

Quick Recall
Quick Recall 1 is the default method.
Select whether you want to run first, second, third etc. recalls and then enter a start and end date (other filters are optional).

The system will retrieve all recalls due in the selected period.

For example the graphic opposite shows how Blink has selected all patients due for a first recall letter in the month of October 2019, and returned 79 patients.

Stage 2 of the recall process is to select some or all of the 79 patients and move to the selection of a letter template – in this way different templates can be selected for first, second recall etc. At the same time you can select the method of sending the recall, including; sending to a printer, emailing, or SMS (assuming an SMS friendly template has been selected). The template selection stage will also allow you to; prepare files for sending to Docmail, print labels, or to create a csv file.

Quick Recall 2 is more automated than the previous method. Recall periods are set up for different 'patient types' and when the recall process is triggered, Blink auto generates the recalls and distributes them using the relevant sending method.

The example here shows that several patient types (as defined in the patient lifestyle section) are configured as follows:
Private patients to receive their first recall 21 days before their system next exam due date – using template called 'recall 1a' and to be sent by post (i.e. via a printer). Their 2nd recall should be sent 30 days after the next exam due date using a different template, and so on.

To use Quick Recall 2, please contact Blink support who can help you switch over to this method.

Recall Search
Recall Search can be used to select patients from the Blink database using non recall date related criteria.

Once patients are selected, stage 2 is undertaken in the same was as for the Quick Recall functions already mentioned.

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Recall History

Here you can view the statistics regarding previous recalls, including the dates, the number of patients contacted, any failed recalls, as well as a list of the patients included. It is also possible to re-print/re-send a batch of recalls from here (if for example you have printer problems during the recall process). You can also clear batches of recalls, resetting the information stored against each patient in the selected batch.
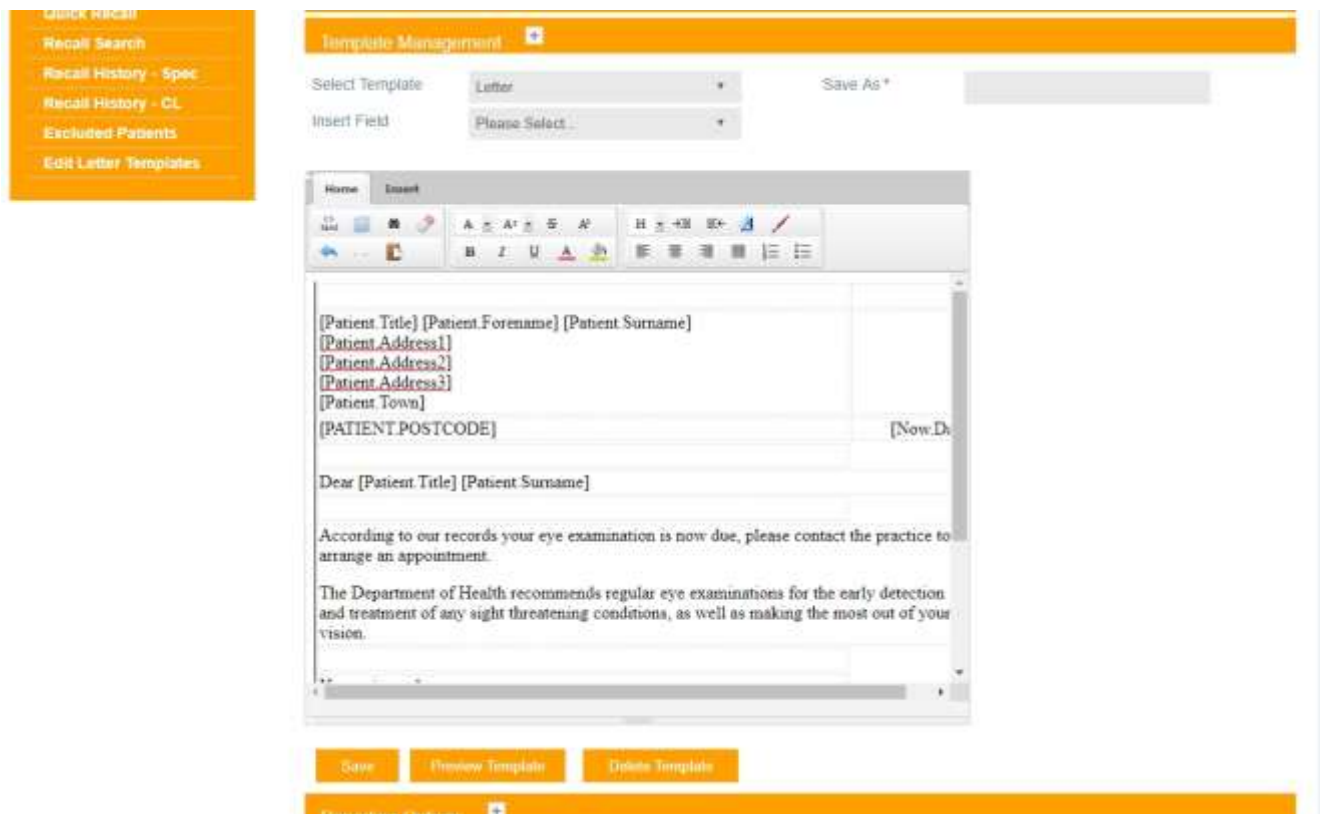
Excluded Patients

Some patients are excluded from the Blink recall system, meaning that they will never receive a recall. Scenarios where a patient may be excluded fall into the following categories:

- Recalls Blocked: when patients request not to receive recalls you can update their 'Lifestyle Notes' to indicate this
- Recalls Blocked (Temp), either:
   o A patient has received the maximum number of recalls allowed (as defined in their lifestyle notes). In some instances, this may occur incorrectly e.g. because multiple recalls are executed but letters never printed or sent – in such cases, the recall should be reset via the Recall History section and the blocked status removed by clicking on the 'Y' next to the patient in the excluded list
   o A patient has had an appointment booked in the diary. This is automatically reset when the patient comes in for their examination and the examination form completed. Note: if you do not complete an examination form in Blink then the Blocked indicator will never be removed, if this is an occasional occurrence then you can remove the blocked status by clicking on the 'Y' next to the patient in the excluded list, or if this is more common, then the feature can be turned off by Blink Admin staff

Edit Letter Templates

Blink recall letters are html template based and so users are able to create and edit their own bespoke letters via an editor. BlinkOMS staff can offer advice on this or create templates on behalf of users for an additional fee.

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DISPENSING – the green sections

Full Dispensing

The most comprehensive form of dispensing is when it is used in conjunction with the examination module and when stock has been entered into the stock inventory.

Build up the items of a dispense, as shown opposite:

- Select the examination type
- Search and select a frame, or view all frames by category (categories can be created according to your specific needs via the stock admin section)
- Search and select a lens or select from a category list
- Add extras, including tints and prisms
- Enter lab data, including PD values and the date that the specs are required. This section also shows the Rx and changes it according to the use (near, intermediate etc.)
- Select an NHS voucher to apply
- Include a 2ⁿᵈ pair of specs, if required
- Select Contact Lenses – the exact Lens type is taken directly from the patient's own Rx
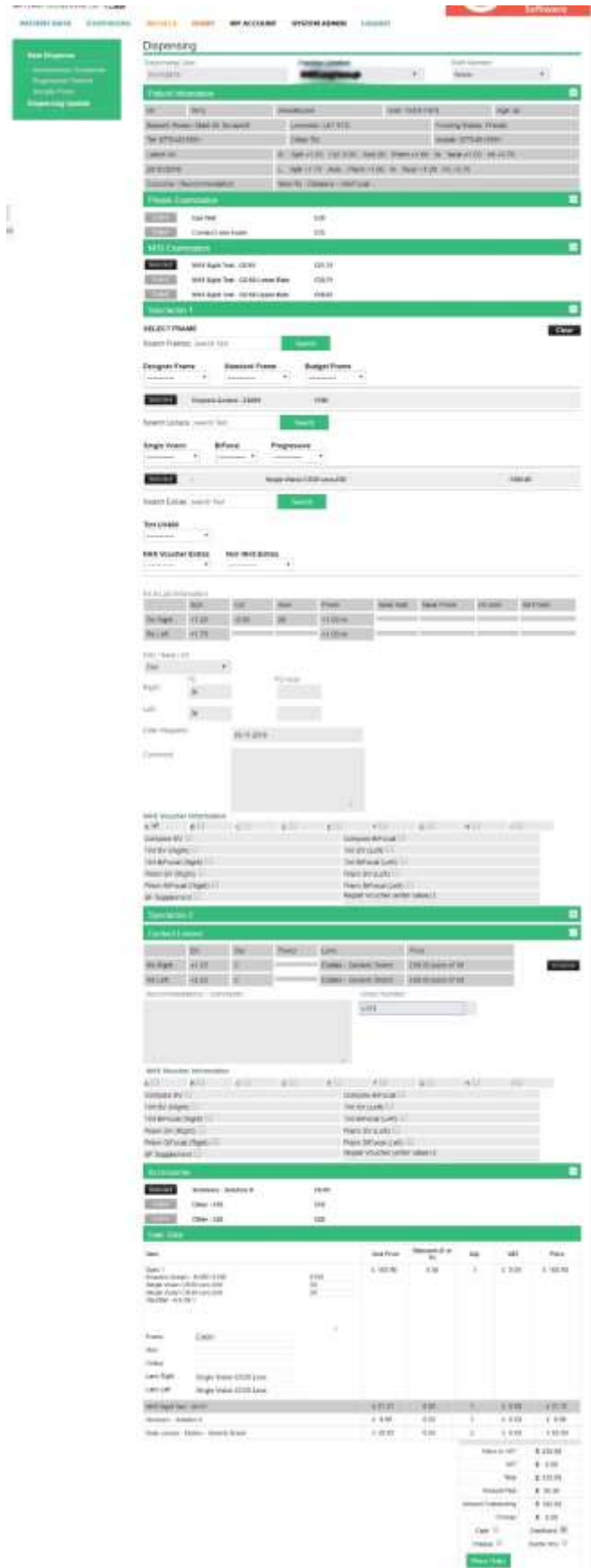- Add any accessories or sundry items

The content of the sale is built up in the Sale Total section, here prices and item descriptions can be changed if required. Some users prefer to enter a limited stock inventory into Blink. At the point of sale, a staff member may select a generic frame and lens and then add the detail in the Sale Total section.

Order line quantities and discounts can also be entered, along with the amount of money taken and payment method.

VAT amounts are configurable per stock type, so examinations can be set up to have a zero vat rating, frames and lenses to have a vat rate of x% and accessories to have a rat of y%.

When an order is placed, a practice specific receipt can be printed (onto any printer attached to your computer or network).

Lab documents or receipt copies can be printed via the Dispensing History, as well as editing of orders and updating with payment or key date information.

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OTHER FEATURES

GDPR

Anonymising data – any patient who wishes to be 'Removed' from Blink can be anonymized. This will remove any identifying information from the system including the deletion of any uploaded attachments, however, the anonymous patient record will remain on the database for reporting/accounting purposes.

Report showing patients who have NOT been 'active' in the practice for a certain amount of time (i.e. since a given date)

Audit Trail – Blink already records when users login to Blink but our audit trail has been improved to allow much more data to be recorded, including which patients are viewed or amended by a particular user and the ip address of the user at the time of access (audit data is stored for 7 days by default)

For practices storing information about prospective patients, for direct marketing purposes, or for those sending out non clinical marketing material – there is a separate method of confirming that the patient has given specific consent for this kind of communication (which can be easily switched off).

Responding to Requests for information – Blink has a feature that creates a single pdf document containing all of the information stored about a patient. This document can be created at the press of a button

For much more detailed information about GDPR, see our separate document called "Blink OMS GDPR Policy".

Please contact Blink support if you are interested in the following features which are NOT part of the standard Blink system but can be offered on a bespoke basis, and at additional cost.

Blink Domiciliary

This feature is NOT distributed as part of the standard Blink release, the features of the Blink Domiciliary include:

- Venue Management – record venues such as nursing homes and sheltered housing. Patients can be assigned to a venue which can speed up the storage of address information and link to managers and/or contacts within the venue.
- Offline support – by the nature of domiciliary work it is likely that the availability of the internet cannot be relied on by staff visiting venues throughout the county. This feature allows Blink patient data to be downloaded to a laptop, which can be taken offline and updated with examination and dispensing information. Then at the end of the day the laptop in reconnected to internet and patient date 'synced' with the main database.

Lab Connectivity

This feature is NOT distributed as part of the standard Blink release, but bespoke links can be setup to a specified lab service. Doing this would allow dispensing orders to be placed directly on the lab service provider's system.

SYSTEM ADMIN – the black sections

User Admin, Practice Admin, GP Admin – Add or edit information regarding each of these entities, for system users, this includes creating a diary and setting clinic default start & end times.

Diary admin – Create new appointment types, edit default appointment times and more.

Stock admin – Setup system stock, including frames, lenses and contact lenses.

Medical conditions – add new medical conditions that you might want to record data for.

Template management
Edit Templates: as referenced elsewhere in this document, html templates can be setup and edited by individual users. This is done through a wysiwyg html editor.
Edit Auto Recalls: this is where you can configure the recall information used by Quick Recall 2

Data management – Here you can export basic data from Blink, creating a csv file of your current patients or diary content.

Reporting
Clinical info: Find out basic stats regarding the clinics conducted in a given period.

Dispensing info: Summary and detailed information about sales and payment transactions conducted in a given period.

Appointment info: Information regarding clinics booked for a specific day and staff member. This summary of appointments can be printed off and used by reception staff, or the system can be used to snd appointment SMS text reminders, or to pre-print GOS forms for all some or all patients in the clinic and more.

Order status: Taking dispensing and lab info concerning the status of an order, this report can be used to identify current jobs and/or update Blink with order statuses.

NHS Vouchers: Keep a track of GOS form submissions by reporting on the status of vouchers and NHS examinations.

Collections and payments: find out who is due to collect an order, or who has money outstanding etc.