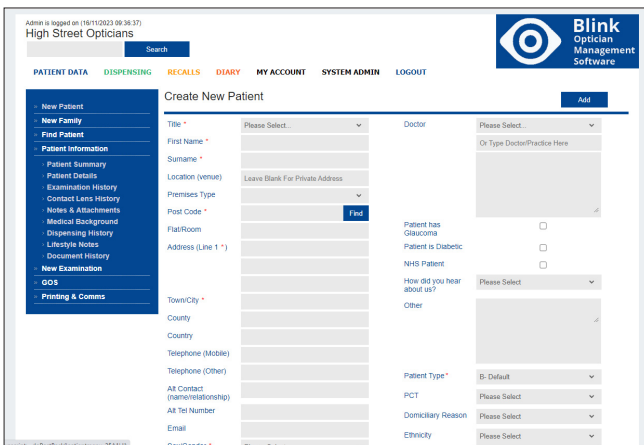# User Guides - **Patient Data**

Everything to do with a patient is accessed through this section of Blink. This is where you will create a new patient record and access existing patients records.

New Patient - create a new patient record

To create a new patient record, select the 'New Patient' button in the left hand menu. This will change the window to 'Create New Patient', this screen allows new patients to be added to the system quickly and easily.

Fill in the new patients details as comprehensively as possible as this information will be used across other areas of Blink such as eGOS forms and recalls. Fields marked with * must be completed.

Useful fields are the 'Telephone (Mobile)' and 'Email' fields, as once these are completed you will be able to send the patient recalls, appointment reminders and glasses ready messages etc. by either method.

You can select the patients doctor from the drop down menu. If the doctor isn't available, it can be entered via the system admin section ready for selection here. To add a local GP go to *System Admin -> Users -> Add Doctor*.

Once all of the patients details have been completed press the 'Add' button (top right) and you will see a confirmation that the patient has been added. The screen will then show a 'Patient Summary' for that patient.

New Family - create a new family member record

If you already have a patient registered at your practice and want to add another family member with the same address you can use this feature to save time re-entering the address details. It allows you to search for an existing postcode to then populate all of the address fields. You can then go ahead and fill in any missing details. You can use this feature for up to 5 more family members.

Find Patient - search for an existing patient

Admin is logged on (16/11/2023 10:13:36)
High Street Opticians

Search

MR TERRY WOODHOUSE (ID: 35643) **Clear**

PATIENT DATA   **DISPENSING**   **RECALLS**

There are 2 ways to search for an existing patient. Users can search for patients via the **quick search box** (visible in the header of every page). You can search by either patient name, postcode, date of birth or patient ID.

Once you have selected a patient their name and Patient ID will be visible at all times (as seen above)

Alternatively you can search by using 'Find Patients' and entering a patients details in the search fields.

Once a patient has seen selected the screen will show the Patient Summary screen.

Patient Information

Under Patient Information you can select any of the following:

Patient Summary

Once a patient has seen selected the screen will show the Patient Summary page.

This page provides an overview of the patient information including their current prescription (Glasses & Contact Lens if available) as well as the dates of their Last Full Examination and Next Full Examination Due.

If any notes have been made they will show in yellow on the left hand side. If any images or notes have been uploaded you can 'View Attachment' them.

If available this page will also show the patients 'Last Appointment' and 'Next Appointment' if it has been made in the diary.

Any dispenses will appear at the bottom of the page, a receipt can be printed and also Lab info viewed.

Any money owed will appear top right in red.

Patient Details

This page allows all patient demographic information to be edited.

We can change which fields are mandatory. E.g. if you know that you would like to send patients text message appointment reminders, we can make the 'Telephone (Mobile)' field mandatory.

This is also where you are able to remove a patient from blink.

To remove a patient from Blink select the patient that you would like to remove.

Go to *Patient Data -> Patient Information ->Patient Details*. At the bottom of this page tick the 'Patient Deceased or Deleted' box. The patient will now be hidden from view.

At any time you can search for deleted patients.

Go to *Patient Data -> Find Patient -> Search*'. You can tick a box to say 'Include Deceased & Deleted'

This will allow you to find the patient that you require if you ever need to in the future.

A point to remember - on the patient details screen there is also a tick box to 'remove a patient (GDPR compliant)'. Using this option cannot be reversed. The patients record wil be anonymised.

Examination History

This page lists 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.

Contact Lens History

This page lists 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

Here you can add notes and attachments, including GP letters or imaging equipment graphics, to a patients record. Once uploaded they will be linked to the patient record and saved on the server.
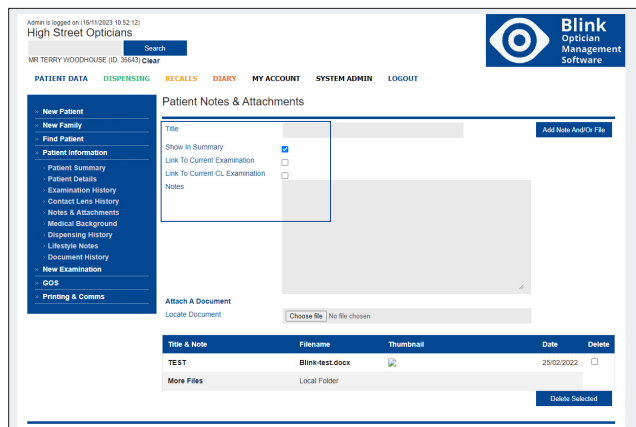
Please note that there is a upload size limit of 2mb (let us know if this is causing problems with a particular file).

All notes that have been added will appear as a list at the bottom of the page. They can also be linked to the patient summary page and also a current examination by ticking the relevant boxes.

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.

Medical Background

Store information about any medical conditions that the patient may have. Includes a tick box for each condition, plus a free text area where you can add any additional information.

To add additional medical conditions go to *System Admin -> Users -> Medical Condition -> Add Condition*

Dispensing History

Here you can 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.
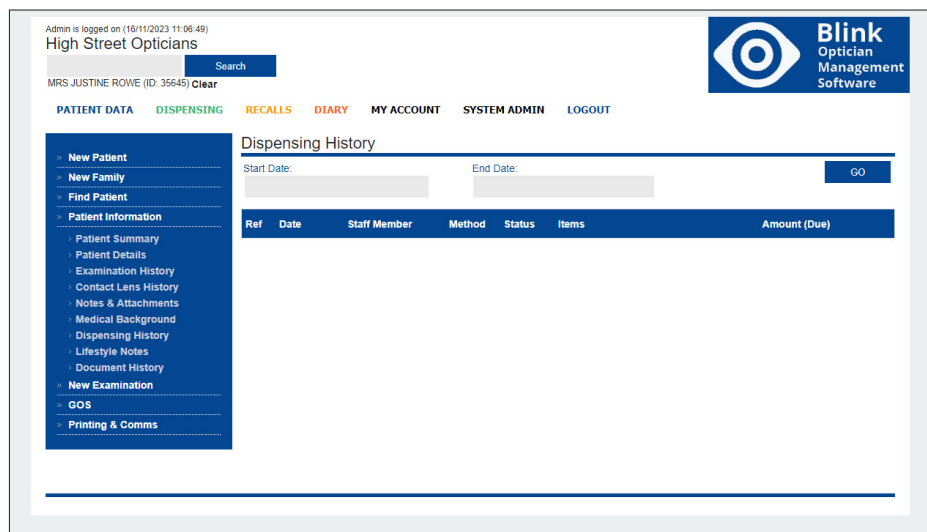
The buttons under each dispense will allow the dispense to be updated as follows:

- Delete or Update Balance/Dates – here you can update any key dates e.g. 'Due Date' or 'Collected' etc. You can also update any payments any made.

- Issue Refund

- Re-print Receipt - (2 formats – A4 or till roll)

- SMS Receipt - this button will only appear if the patient has a recorded mobile number. Clicking on this button will automatically message the patient their latest receipt.

- Email Receipt - this button will only appear if the patient has a recorded email address. Clicking on this button will automatically email the patient their latest receipt.

- SMS Receipt - this button will only appear if the patient has a recorded mobile number. Clicking on this button will automatically message the patient their latest receipt.

- View Lab Info – view current lab info.

See our User Guide - Dispensing for a detailed guide on using the Dispensing feature of Blink.

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.

Document History

Here you can see a list of all letters, texts and emails sent to the patient. You can also see a list of and view all of the patients GOS forms.

New Examination

This is where you start a patients new examination. The drop down list lets you choose between a list of examinations.

The Spectacle Eye Exam includes an extensive examination form, separated into 4 sections:

- History & Symptoms.
- Ophthalmoscopy & External Examination
- 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 Red Eye 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 & After-care 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)
   - Recall date set (e.g. 12 months time)
   - After-care date might be set (this would usually be several days later to check on trial lenses etc)*

2. If required, Px comes in for an after-care appointment (which is adds another part 2 to the current examination)
   - The Recall date might be reset (e.g. 12 months from now) or left as it was
   - A further after-care might 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 after-care 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 after-care appointment will only be several days in the future and so an appointment will be scheduled from the last FULL examination.

When carrying out an after care appointment it is important to select the 'Contact Lens After-care' and NOT another full 'Contact Lens Exam'.

External Rx and External CL Rx

Here you can quickly record a patients Rx so that it is stored within their Patient Data information.

This is useful for patients bringing an external Rx with them to purchase glasses. Patient details and their Rx can be stored for future recalls.

eGOS

Blink has an integrated eGOS system that links directly into your PCSE portal, enabling you to manage all of your eGOS forms in one place.

Patient Declaration

This is a useful tool, it will store a patient signature so that it can be added to related GOS forms such as GOS 3.

When a patient has been selected, the Patient Declaration Form will open and be automatically populated with the patient details. The patient should read the declaration, sign and save.

The patient signature is valid for the current eGOS forms for 21 days. They should re-sign the patient declaration form for any future forms and examinations.

Email Patient Declaration & SMS Patient Declaration

Within the patient declaration tool there is also an option to request a patient signature by email or text. *The email and SMS options will only appear if the patient has an email or mobile number stored in their patient details.*

Quick eGOS Forms

Patient Data -> Gos you can create a quick eGOS form for the patient you have selected. You can create quick eGOS 1, 3 and 4 forms.

*This method will also create a dummy dispense which should then be edited to carry on with the dispense. You should **NOT** create a new dispense as this will create another eGOS form.*

You can find a patients dispense under *Patient Data -> Patient Information -> Dispensing History.* Select the 'Edit Order' button to continue with the dispense.

See our User Guide - eGOS for a detailed guide on using all aspects of the eGOS feature of Blink.

Printing and Comms

This section of Patient Data allows you to easily print and email various patient documents.

You can print/email a patients Rx, print the patients record card, address label and print a questionnaire. It also links through to the Blink Recalls page where you can send various letters, emails and SMS messages. *Sending a letter/email/SMS from here will not include the patient on the recall list.*

Make sure that you have allowed 'Pop Ups' in your browser. If this hasn't been allowed the printer pop up window will not open for you to select the relevant printer for your document to go to.

Contact

If you need guidance regarding any aspect of Blink you can contact us on the support email, where we will always try to respond within 24 hours:

support@blinkoms.co.uk

Alternatively you can call us on the support line: 07748 500430

Or call the office phone: 0116 431 8284