

# User Guides - **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.

To set up eGOS on your Blink system we need:

- · Contractor name and address
- ODS number (usually in the form TP123)
- Practice contact name, number and email address.

We will contact PCSE for a PSK number which will create a unique link between your Blink system and PCSE.

#### **Creating eGOS Forms**

There are a number of ways in which you can create patient eGOS forms.

#### 1 Dispensing

When you save a dispense for a patient an eGOS form will be automatically generated.



- **A GOS 1** is automatically generated when you select the relevant 'Funded Examination'.
- **A GOS 3** is automatically generated when you select the relevant 'NHS Voucher'.
- **A GOS 4** is automatically generated when you enter a value into the 'Repair Voucher' box. The value of the frames and/or lenses should equal this value, making the final dispense total £0

To complete any dispense you must select at least a frame, so if the GOS4 is for a is a frame repair only, you would select 'PX Own Frame', along with either a 'Blank Lens' or specify 'Frame Only'

#### 2 Patient Data -> GOS

In the side menu under '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.

guest is logged on (27/06/2023 12:46:22) High Street Opticians (ID: 0) Clear	Search	You are abou Click OK to co	in construction in the second se	ys It test and GOS1 form for OK	this patient.		0	Bli Opti Man Softv
PATIENT DATA DISPENSING	RECALLS	DIARY Summary	MY ACCOUNT	SYSTEM ADMIN	LOGOUT			
» New Patient	Patient:					ID:	DOB:	
» New Family	Address:						Age:	
» Patient Information	Telephone				Mobile:		1.95	
» New Examination	Alt Tel:				email:			
» GOS	Ait fei.				Dotiont Type	- Dofoult		
Patient Declaration     SMS Patient Declaration	Venue:				Domiciliary I	Reason:		
> Print GOS2	Last Full Ex	kamination:	Tor	day	Next Full Ex	amination Due:	2 ye	ars
<ul> <li>&gt;&gt; GOS18</li> <li>&gt;&gt; eGOS 1</li> <li>&gt;&gt; eGOS 3 (A voucher)</li> <li>&gt;&gt; eGOS 3 (2xA vouchers)</li> </ul>	Notes:							
> eGOS 3 (E voucher) > eGOS 4	Last Appoir	ntment: Tuesday	, 28 June 2022 @	) 12:00 PM	Next Appoin	itment:		

Once eGOS forms have been created there are a number of ways you can view and complete them.

1 *Patient Data -> GOS* - In the side menu under 'GOS' you can view any eGOS forms for the patient you currently have selected – 'eGOS (This Patient)' or you can search for all eGOS forms – 'eGOS (All Patients).

2 System Admin -> Reporting -> GOS Vouchers.

Se	arch					S	earch			
(ID: 0) Clear				C	D: 0) Clear					
PATIENT DATA DISPENSING	RECALLS DIARY	MY ACCOUNT	SYSTE		PATIENT DATA	DISPENSING	RECALLS	DIARY	MY ACCOUNT	SYSTEM
» New Patient	Patient Summary						System S	ummary		
New Fauent	Patient:				» Users		Data For:			
» New Family	Address:				» Diary		Today	O Yesterday	O This Week	
» Find Patient » Patient Information	Telephone:				» Stock » Medical Conditi	on	⊖ specific	date:		
» New Examination	Alt Tel:				» Template Manag	jement	< 26/0	6/2023	>	
» GOS					» Data Manageme	ent	O date rar	nde.		
> Patient Declaration	Venue:				» Audit Log		26/0	6/2023	26/06/202	3
> SMS Patient Declaration					» Reporting					
> Print GOS2	Last Full Examination:	loday	r		> Clinical Info				Today	
> GOS18	Notes:				Dispensing Int	fo	New Pa	atients <sup>.</sup> C	)	
> eGOS 1					Appointment I     Collections D	nfo	i i con i c			
> eGOS 3 (2xA vouchers)					> Payments Due	ie	Appoint	monto		
> eGOS 3 (E voucher)					> Collections Ma	ade	Appoint	ments.		
⇒ eGOS 4	Last Appointment: Tuesday	y, 28 June 2022 @ 12	2:00 PM		> Payments Mac	ie	Examin	ations:		
> eGOS (This Patient)					Order Status			0		
> eGOS (All Patients)					GOS Vouchers	3	Exteri	nal U		
» Printing & Comms	Quick SMS						Red Ey	e Check:		

Using either of these options will take you to the 'eGOS Voucher Submission' page within System Admin.

This page enables you to search for and view all eGOS forms. There are various different search options to help narrow down searches.

- Start and End Date
- PID, Surname and Forename etc. Use theses fields if you are searching for particular patients. A number of patients can be entered into the PID field by using a comma between PIDs
- You can also search for types of eGOS forms 'Unsubmitted ONLY', 'Ready to Submit ONLY' etc.
- You can also search for specific eGOS forms 'Show GOS 3', 'Show GOS 4' etc.

111331011						
Use Submitt	ed Date ed*) Payment Date - *sta	art m/y only		Unsubmitted ONLY		
Venue	Please Select		*	Ready to Submit ONLY		
010				Batch Sign ONLY		
PID				Awaiting Confirmation ON		
Sumame				Accepted ONLY		
Forename				Rejected ONLY		
Date of Birth				Include Paid Claims		
Duic of Dian				Exclude Quote Only		
				Show GOS3	<b>~</b>	
Lookup PVN	Enter PVN her	е	Go	Show GOS4	<b>~</b>	
,			_	Show GOS1 & GOS6		
13/06/2023 Admin £0.00	Mrs Jean Smith 1034	£23.14	GOS1			
13/06/2023 Admin £173.30	Mrs Jean Smith 1034	£41.70	GOS3			
14/06/2023 Admin £0.00	Mrs Diane Smith 1216	£23.14	GOS1 View Front View/Edit Rev			Clear
14/06/2023 Admin £0.00	Mrs Diane Smith 1216	£41.70	GOS3			
14/06/2023 Admin	Mr Terry Woodhouse 35643	£23.14	GOS1 View Front View/Edit Rev			Clear
K0.00						

When you have chosen the search criteria, select search and the eGOS forms will appear in a list.

You can now select an eGOS form to complete, edit or submit.

## Completing an eGOS form

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	Date of last sight test:	0	4	0	8	2	0	2 0		C	Firs	it ter	#	Not	know	m																
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When an eGOS form has been created it will appear in the list (see image above).

Select the form to complete the front of the form. The information you have entered into the patient details will automatically populate. Check through the form to make sure all of the relevant information is completed. Ask the patient to sign the form. Finally save the form (button top right).

If any patient information isn't completed when you create the first eGOS form for a patient don't worry, as when you complete it on the GOS form it will be automatically populated into the patients details for next time and for other GOS forms.

## **Patient Declaration Tool**

A useful tool is the 'Patient Declaration' tool. You will find this under *Patient Data* -> *GOS* -> *Patient Declaration*. This will store the patient signature so that it can be added to related GOS forms such as GOS 3.

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

Please sign inside the bo	x, then click 'Save'	
		8
	Please	sign.
Patient Name: LADY ISA Patient DoB: 01/01/2001 Patient Address: 1 MAIN I declare that the informa	BELLE ROWE STREET, LEICESTER, LE1 4GH tion provided is correct and cor	nplete; and I have read the declaration on the GOS1 voucher and on b
I am signing as:	Parent of the Patient	Carer of the Patient
me Patient 📀		
My Name:	Lady Isabelle Rowe	
My Name: My Address (line 1):	Lady Isabelle Rowe	
My Name: My Address (line 1): My Address (line 2):	Lady Isabelle Rowe 1 Main Street Leicester	

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

A signature pad can be a simple, cost-effective way of collecting a customer signature. We can recommend this one – 'One by Wacom Small Graphics Tablet'.

To use the patient declaration signature the front of the form needs to be opened and saved. Refresh the window and the 'Assign Signature' button will appear. A message will check that you want to assign the stored signature. Once this has been added the back of the form will appear.

Disp Info	Patient	Voucher Value	Voucher Type	Submitted	Date Paid	Select/Status
13/06/2023 Admin £0.00	Mrs Jean Smith 1034	£23.14	GOS1 View Front			Batch Sign (Patient) Assign Sig Clear
13/06/2023 Admin £173.30	Mrs Jean Smith 1034	£41.70	GOS3			

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.* 

Whichever method you use to add the patient signature, once the front has been saved the reverse of the form will automatically generate. You will then able to complete the form or save to complete later.

You will now be able to view both the front and reverse of the form. Note that once a patient has signed the front of the form it is no longer editable.

If you do find that you need to change the front of a form you can clear the form by clicking the 'Clear' button under 'Select/Status' and start again but the patient would need to re-sign.

Once the reverse of the form has been completed select 'Refresh Status' (bottom of the page) and the 'Select/Status' will now have a 'Submit GOS 1 via eGOS button'. Select this button and 'Submit'.

Please note to submit the final form or use the batch sign feature the reverse of the form must be saved first

# **Batch Signing**

The Batch Signing feature allows the performer and supplier to sign many eGOS forms at once, for example at the end of each day.

PATIENT DATA DISPENSING	RECALLS	DIARY	MY ACCOUNT	SYSTEM ADMIN	LOGOUT		
				[		show / hide se	arch criteria Search
- Users	Start Date		01/05/2023		Performer	perfeleven	~
> Diary	End Date		29/06/2023		Batch Ref		
» Stock			LUCOLOLO		Halana Dat	Destro Parado do	and the second second
<ul> <li>Medical Condition</li> </ul>			Today	Yesterday	Onique Rei	directly from your PC	SE payments
<ul> <li>Template Management</li> </ul>	Use Dispens	se Date				statement	
<ul> <li>Data Management</li> </ul>	Use Submitt	ed Date		0	Harrison and Calley		
<ul> <li>Audit Log</li> </ul>	Use (Expect	ed") Paym	ent Date - "start m/y onl	y O L	Unsubmitted UNLY	<u> </u>	
Reporting	Venue		Plagsa Select	~	Ready to Submit ONI		
> Clinical Info	010				Batch Sign ONLY		
Dispensing Info	HD				Awaiting Confirmation	n ONLY	
> Appointment Info	Surname				Accepted ONLY		
Payments Due	Forename				Rejected ONLY		
> Collections Made	Data of Dist.				Include Paid Claims		
Payments Made	Date of Birth				Exclude Quote Only		
<ul> <li>Order Status</li> </ul>					Show GOS3		
> GOS Vouchers	Lookup PVN		Enter PVN here	Go	Show GOS4		
					Show GOS1 & GOSE		
	NHS Vouch	er Claim:	s from 01 May 2023 - t	to - 29 June 2023			
	Disp Info	Patien	t Vouci Value	her Voucher Type	Submitted	Date Paid	Select/Status
	13/06/2023	Mrs Jean	Smith £23.14	GOS1			Submit GOS1 via eGOS

- First the reverse of the forms must be opened, checked and saved.
- Refresh the 'GOS Voucher Submission' page
- **IMPORTANT** Make sure that the relevant performer is selected



- Select the forms to add signatures.
- Click 'Batch Sign', this will open a signature window, complete the signatures and they will be added to all of the selected forms.
- Refresh the page, using the 'Refresh Page' button and the forms will now be ready to submit.

#### When an eGOS has been submitted

The blink system is designed to keep you updated with the progress of your eGOS submissions at all times.

Once a form has been submitted you can check its progress on the 'GOS Voucher Submission' under 'Select/Status'. It will show Submitted, Accepted or Rejected and finally show an expected payment date.

To see any new/updated status press the 'Refresh Status' button.

#### **Performers list number**

You can add a performers 'list number' to the system so that it is reflected onto the eGOS forms. To do this go to: *System admin -> Data Management -> Edit Settings.* 

Admin is logged on (07/11/2023 12:35:05) High Street Opticians	Search Clear				0	<b>Blink</b> Optician Managemer Software
PATIENT DATA DISPENSI	NG RECALLS	DIARY	MY ACCOUNT	SYSTEM ADMIN	LOGOUT	
Performer Settings	6					
Performer	terry					~
Performer Name	Terry Woodhou	se				
Performer List Num (01- 12345/9XY)	01-37512					
Performer Qualification						
					Update	
eGOS Settings						

This will open a new page and at the top of the page is the 'Performer Settings' section.

The first title 'Performer' has a drop down menu where you can select the relevant performer, complete their details and Update to save the details.

For a performer to appear in this drop down menu they must first be added to the Blink system as a user and their 'User Type' must be either Admin or Optom.

For the name to automatically appear on the eGOS form the performer will need to be logged into the Blink system under the corresponding name.

#### If an eGOS form is showing rejected

If an eGOS form is rejected it will show as rejected on the 'GOS Voucher Submission' page under 'Select/Status'. If you hover a mouse over the rejected message, it will show the reason for the rejection. You can then rectify the error and re-submit.

#### If a patient wants to take away a GOS 3 voucher

There are 2 ways this can be done.

1. Complete the front of the eGOS form as usual and save. On the reverse of the form complete only the very top section (including the performers signature) and click the button 'Save (Request Voucher Code).

GC	S Voucher Sub	mission					
Info	Surname				Accepted ONLY		
ue	Forename				Rejected ONLY		
ide	Date of Birth				Include Paid Claims	✓	
e	Date of Diret				Exclude Quote Only		
				_	Show GOS3	✓	
	Lookup PVN	Enter PVN	here	Go	Show GOS4	✓	
					Show GOS1 & GOS	6 🔽	
	NHS Vouche	r Claims from 08	September 202	3 - to - 07 Dece	mber 2023		
	Disp Info	Patient	Voucher Value	Voucher Type	Submitted	Date Paid	Select/Statu:
	07/11/2023 Admin £0.00	Mrs Jean Smith 1034	£0.00	GOS3			
	07/11/2023 Admin £0.00	Mrs Jean Smith 1034 perfeleven	£41.70	GOS3 View Front ViewEdit Rev			Get Voucher Code
		Total	£41.70		From 2 Claim Fo GOS3 - 1	orms	
							Select A
	Drint Sur	20020					
	THE OU			_			
	Check F	PCSE	Refresh Status	Refresh S	tatus (Since Date)	Submit	Batch Sign

Refresh the status of the form and in the search results the tick box will display 'Get Voucher Code'. Tick the box and submit.

This will return the voucher code and authorisation code, which will appear on the front of the form at tghe bottom of the page. These codes can then be passed to the patient.

2. In dispensing, under 'Funded Examination' choose 'NHS Voucher - GOS3 (without Dispense)'

GOS	Voucher Sub	mission					
	Venue	Please Sel	ect	·	Ready to Submit ON Batch Sign ONLY		
	PID	1034			Awaiting Confirmation	on ONLY	
	Sumame				Accepted ONLY	Ū.	
	Forename				Rejected ONLY		
	Date of Birth				Include Paid Claims	<b>~</b>	
	Date of Dian				Exclude Quote Only		
				_	Show GOS3	<ul><li>✓</li></ul>	
	LOOKUP PVN	Enter PVN	here	Go	Show GOS4	<b>~</b>	
					Show GOS1 & GOS	36 🔽	
	NHS Vouche	r Claims from 08	September 202	3 - to - 07 Dece	mber 2023		
	Disp Info	Patient	Voucher Value	Voucher Type	Submitted	Date Paid	Select/Status
	07/11/2023 Admin £0.00	Mrs Jean Smith 1034	£0.00	GOS3			
	07/11/2023 Admin £0.00	Mrs Jean Smith 1034	£0.00	GOS3 Voucher	Only		
		Total	£0.00		From 2 Claim F	orms	
							Select A

This will create GOS3 Voucher Only form on the GOS Voucher submission page.

Follow the same steps as above.

#### Deleting an unwanted eGOS form

Find the eGOS form you want to delete. Click on the 'Clear' button - this will delete the content of the GOS form. You then need to delete the dispense linked to the form. Once the dispense has been deleted the relevant GOS form will disappear.

## **Collecting patients electronic signatures on a tablet**

We recommend using a "Wacom One" tablet.

#### Setting up your "Wacom One" tablet:

- Plug in your Wacom One
- Goto https://wacom.com/start/one download the exe file (e.g.WacomTablet\_6.4.5-5.exe)
- Run the exe to install the latest drivers
- Restart your computer
- Run the 'Wacom Tablet Properties'. See below

	Image A		Image B
Wacom Tablet Properties	- 🗆 X	Wacom Tablet Properties	– 🗆 X
Application: <	> +	Application: <	> +
Pen Mapping		Pen Mapping	
Tip Feel Customize Current Pressure Click Maximum Tip Double Click Distance Click Click Click Click Click Click Click Click	× ×		Orientation: Landscape   Mode  Pen O Mouse  Screen Area: Portion   Full Portion Monitor 1  Tablet Area: Full
	Default	Use Windows Ink	Default
About Options	0	About Options	0

- Click on the 'Mapping' tab. See image B above
- Untick the 'Use Windows Ink' checkbox
- Set Screen Area to 'Portion'
- Map the screen area as shown in fig 2 (you can do this better if you open the Blink Signature screen before opening the properties)
- When you use the tablet, MAKE SURE THE TABLET IS THE RIGHT WAY AROUND (Wacom label on the right hand side)

# 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