

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.

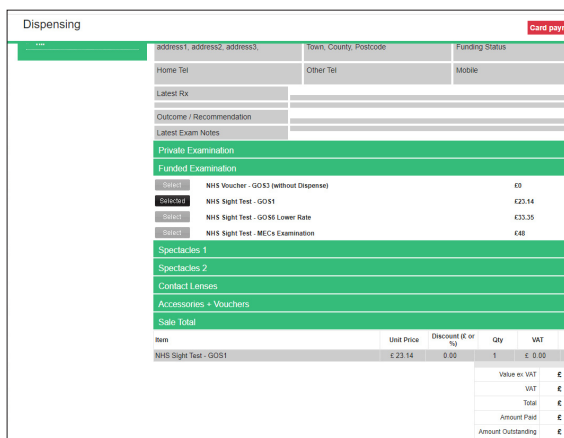
We will contact PCSE for a PSK number which will create a unique link between your Blink system and PCSE.

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.



Item	Unit Price	Discount (€ or %)	Qty	VAT
NHS Sight Test - GOS1	£ 23.14	0.00	1	€ 0.00

- **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

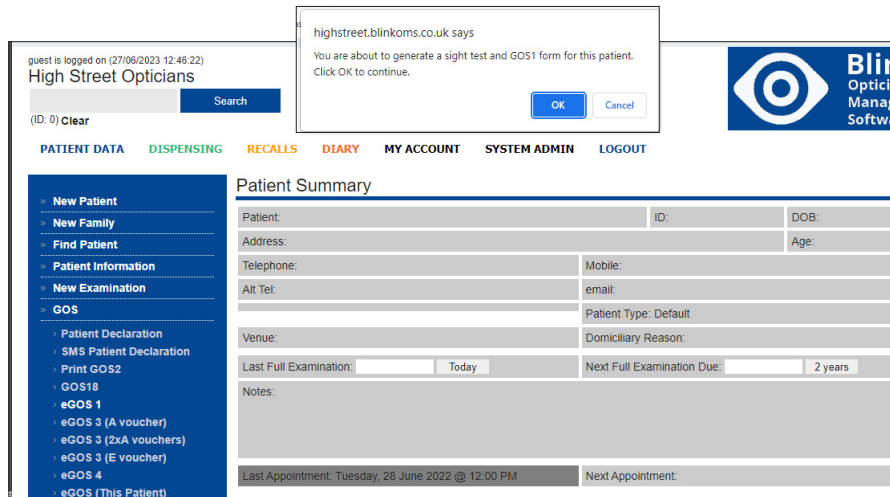
To complete any dispense you must select at least a frame, so if the GOS4 is for a is a frame repair only, you would select 'PX Own Frame', along with either a 'Blank Lens' or specify 'Frame Only'

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.*

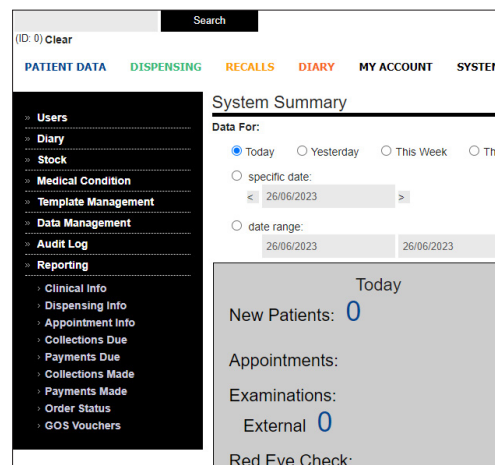
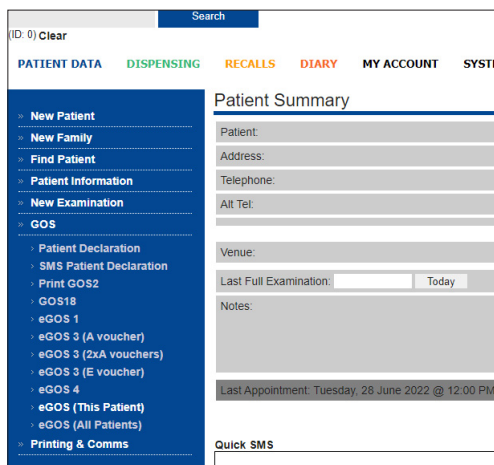
You can find a patients dispense under *Patient Data -> Patient Information -> Dispensing History*. Select the 'Edit Order' button to continue with the dispense.



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*.



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 these 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.

The screenshot shows the 'eGOS Voucher Submission' interface. It includes search filters for 'Use Submitted Date', 'Venue', 'PID', 'Surname', 'Forename', and 'Date of Birth'. There are also checkboxes for 'Unsubmitted ONLY', 'Ready to Submit ONLY', 'Batch Sign ONLY', 'Awaiting Confirmation ONLY', 'Accepted ONLY', 'Rejected ONLY', 'Include Paid Claims', and 'Exclude Quote Only'. A 'Lookup PVN' field is present. Below the filters is a table titled 'NHS Voucher Claims from 20 May 2023 - to -29 June 2023'.

Disp Info	Patient	Voucher Value	Voucher Type	Submitted	Date Paid	Select/Status
13/06/2023 Admin E0 00	Mrs Jean Smith 1034	£23.14	GOS1			
13/06/2023 Admin E173 30	Mrs Jean Smith 1034	£41.70	GOS2			
14/06/2023 Admin E0 00	Mrs Diane Smith 1216	£23.14	GOS1			Clear
14/06/2023 Admin E0 00	Mrs Diane Smith 1216	£41.70	GOS2			
14/06/2023 Admin E0 00	Mr Terry Woodhouse 3543	£23.14	GOS1			Clear
14/06/2023 Admin E0 00	Mr Terry Woodhouse 3543	£41.70	GOS3			Clear

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

The screenshot shows the 'eGOS form completion' page. It is divided into 'Part 1: PATIENT'S DETAILS' and 'Part 2: PATIENT'S DECLARATION'. Part 1 includes fields for Title, Surname, Address, Date of birth, NHS N°, and NIN°. There are also checkboxes for 'I am 60 or over', 'I am under 16', and 'I am a full time student'. Part 2 includes a declaration section where the patient or their carer/guardian must sign and date the form.

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.

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.

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			<input type="checkbox"/> 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 be 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.

- 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

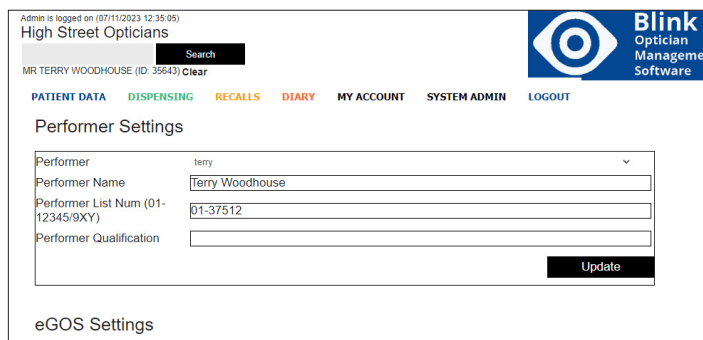
The blink system is designed to keep you updated with the progress of your eGOS submissions at all times.

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.*



The screenshot shows the 'Blink Optician Management Software' interface. At the top, it displays 'Admin is logged on (07/11/2023 12:35:05)' and 'High Street Opticians'. Below this is a search bar with 'MR TERRY WOODHOUSE (ID: 35643)' and a 'Clear' button. A navigation menu includes 'PATIENT DATA', 'DISPENSING', 'RECALLS', 'DIARY', 'MY ACCOUNT', 'SYSTEM ADMIN', and 'LOGOUT'. The main section is titled 'Performer Settings' and contains a form with the following fields: 'Performer' (a dropdown menu with 'terry' selected), 'Performer Name' (text input with 'Terry Woodhouse'), 'Performer List Num (01-12345/9XY)' (text input with '01-37512'), and 'Performer Qualification' (empty text input). An 'Update' button is located at the bottom right of the form. Below the form is the text '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)'.

The screenshot shows the 'GOS Voucher Submission' form. At the top, there are fields for Surname, Forename, and Date of Birth, along with a 'Lookup PVN' field and a 'Go' button. To the right, there are several checkboxes: 'Accepted ONLY', 'Rejected ONLY', 'Include Paid Claims', 'Exclude Quote Only', 'Show GOS3', 'Show GOS4', and 'Show GOS1 & GOS6'. Below these fields is a table titled 'NHS Voucher Claims from 08 September 2023 - to - 07 December 2023'. The table has columns for 'Disp Info', 'Patient', 'Voucher Value', 'Voucher Type', 'Submitted', 'Date Paid', and 'Select/Status'. There are two rows of data, both for 'Mrs Jean Smith' with a value of '£0.00' and 'GOS3' type. A 'Get Voucher Code' button is highlighted in the 'Select/Status' column of the second row. Below the table, there is a 'Total' row showing '£41.70' and 'From 2 Claim Forms GOS3 - 1'. At the bottom, there are buttons for 'Print Summary', 'Check PCSE', 'Refresh Status', 'Refresh Status (Since Date)', 'Submit', and '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 the 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)'

The screenshot shows the 'GOS Voucher Submission' form. At the top, there are fields for Venue (a dropdown menu), PID (1034), Surname, Forename, and Date of Birth, along with a 'Lookup PVN' field and a 'Go' button. To the right, there are several checkboxes: 'Ready to Submit ONLY', 'Batch Sign ONLY', 'Awaiting Confirmation ONLY', 'Accepted ONLY', 'Rejected ONLY', 'Include Paid Claims', 'Exclude Quote Only', 'Show GOS3', 'Show GOS4', and 'Show GOS1 & GOS6'. Below these fields is a table titled 'NHS Voucher Claims from 08 September 2023 - to - 07 December 2023'. The table has columns for 'Disp Info', 'Patient', 'Voucher Value', 'Voucher Type', 'Submitted', 'Date Paid', and 'Select/Status'. There are two rows of data, both for 'Mrs Jean Smith' with a value of '£0.00'. The first row has 'GOS3' type, and the second row has 'GOS3 Voucher Only' type. Below the table, there is a 'Total' row showing '£0.00' and 'From 2 Claim Forms'. At the bottom, there is a 'Select All' link.

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.

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