blink
Optician Management Software

User Guides - **System Admin**

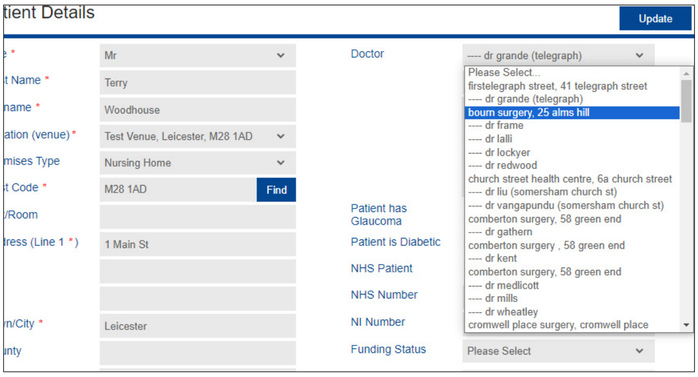
This is where you can see an overview of your practice activity. You can view by day, week, month etc. or search for a specific day.

The black side bar has various menu items that give you access to the back end of your Blink site so that you can make changes and fine tune your site to your specific practice.

Users

Add Venue / Edit Venue – Here you can add or edit a venue such as a nursing/ care home. This is used for domiciliary users

Add Doctor / Edit Doctor – Here you can add or edit a doctors surgery details. You can then choose the doctor when creating a new patient or on a patients details page.



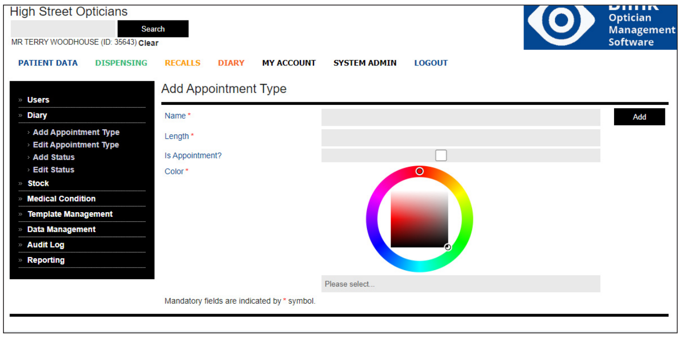
Add Staff – This is where you can set up new Blink users / add staff members. You can the set user types and add staff to the diary if needed. *See our user Guide - Introduction for a detailed guide on adding Blink users.*

Edit staff – Staff with admin permissions can go into any staff members login details and make changes. For example, to give them diary access, change their user type or remove them from the system.

Edit practice – Make changes to your practice details

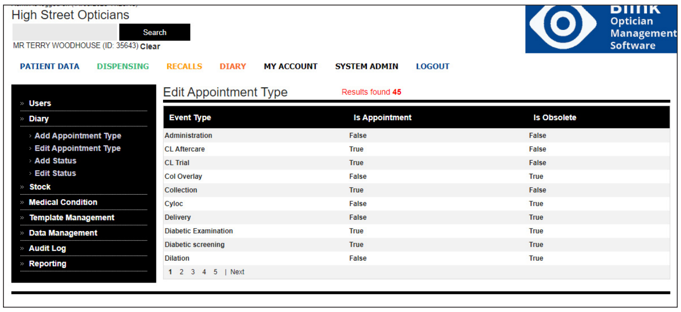
Diary

Add Appointment Type – Here you can add a new appointment type. Complete all of the fields marked *.

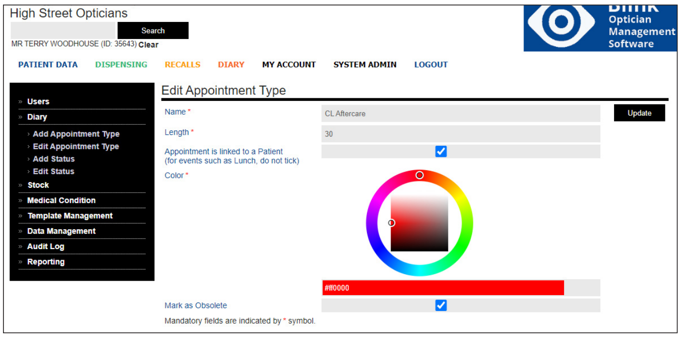


Is Appointment? - Only tick for patient appointments. For events such as lunch or staff training do not tick, as the diary will ask for patient details if it thinks it is a patient appointment.

Edit Appointment Type – Here you will see a list of all current appointment types.

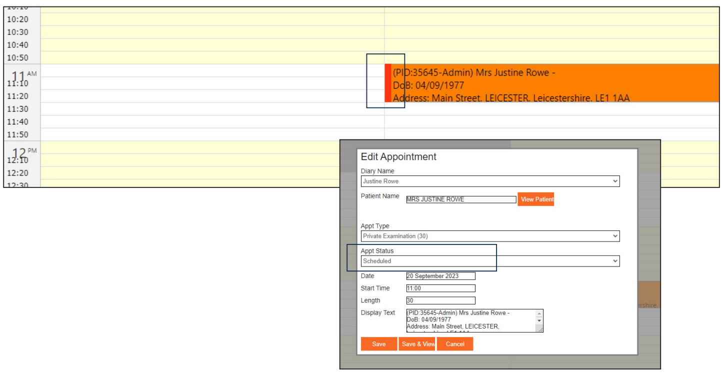


When an appointment is selected you can change the name, appointment length, remove from the diary – mark as obsolete and also change the colour of the appointment.



The colours are reflected onto the appointments when made in the diary, enabling you to see at a glance the types of appointments in the diary.

Add Status/Edit Status – When appointments have been booked into the diary they have a coloured strip down the left hand side.



These coloured strips are used to let you know the status of each appointment.

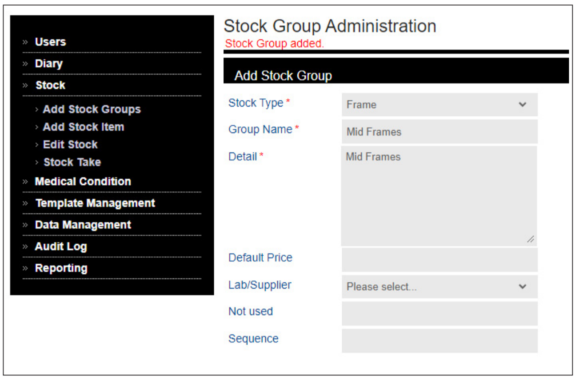
You can add a new appointment status and change the colour of existing ones.

See our User Guide - 'Diary' for a detailed guide on all aspects of the Diary module

Stock

Add Stock Groups – Here you can add a new stock group. You will then be able to add new stock items into the stock group.

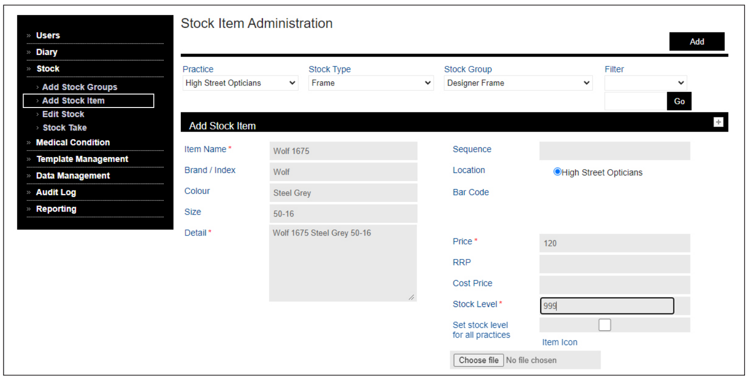
- Complete all the fields marked * (*when adding bifocal or varifocal lenses remember to tick the box 'Vari/Bi Focal Lens Types'*)
- Choose the Stock Type from the drop down menu
- Complete a group name (as you would like it to appear on the dispensing page) e.g. Designer Frames
- Detail – you can add extra detail here or repeat the group name
- 'Sequence' denotes the order the stock groups appear on the dispensing page
- Click the 'Add' button
- You will be notified that 'Stock Group added' in red text



The stock group has now been added but will only appear on the Dispensing page once it has stock in it.

Add Stock Items – Here you can add stock items to the relevant stock groups

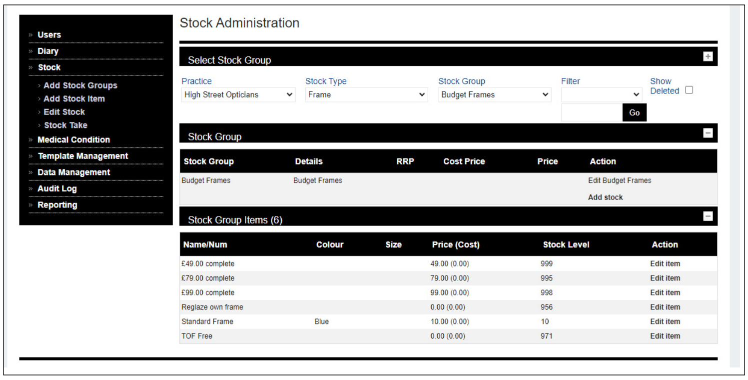
- First select a Practice, Stock Type and Stock Group from the top drop down menus
- Next add the stock item completing all of the fields marked *. Info such as colour and size etc. can also be added
- 'Sequence' denotes the order the stock item will appear on the dispensing page.
- Click the 'Add' button
- You will be notified that 'Item added to stock.' in red text



The stock item has now been added and will appear under the relevant stock group on the dispensing page.

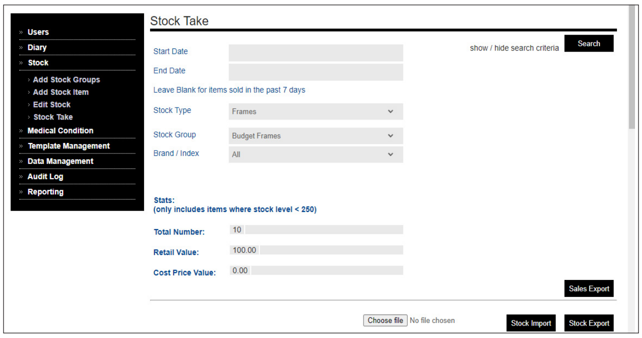
Edit Stock – Here you can edit individual existing stock items.

- You will be taken to the Stock Item Administration page.
- From the drop down menus choose the practice, stock type, and stock group.
- At the bottom of this page 'Stock Group Items' will show a number e.g. (5). This is the number of items within that stock group. Press the + to show them. Click on 'Edit Item' on the item you would like to change. This will open up the details of that stock item, you can make any changes and press 'Update' to save.

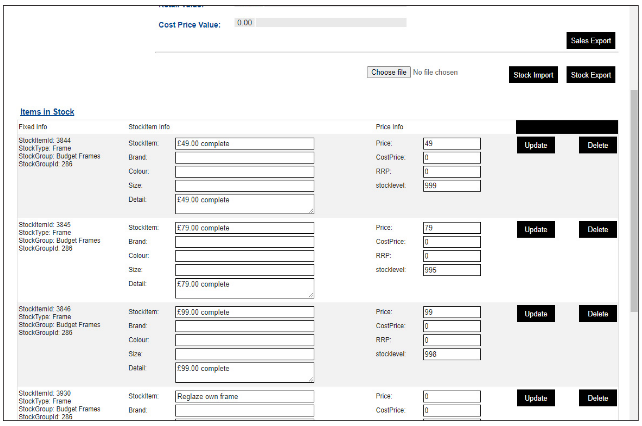


Stock Take – This is where you can **view** and **amend** all stock on your system. This is a much quicker method of updating existing stock items

- You will be taken to the Stock Take page.
- You can use the different search methods to search and display different items of stock. Once you have made your selections a scrollable list of stock items will appear which you can make changes to.



If there are large volumes of stock it may take a while to load them all. If the circle is spinning in your browser url, the stock is still loading.



Stock will appear in alphabetical order

Scroll to the stock item you would like to amend, make the change and press 'Update'. A red notice will appear at the top of the page 'Update Successful'.

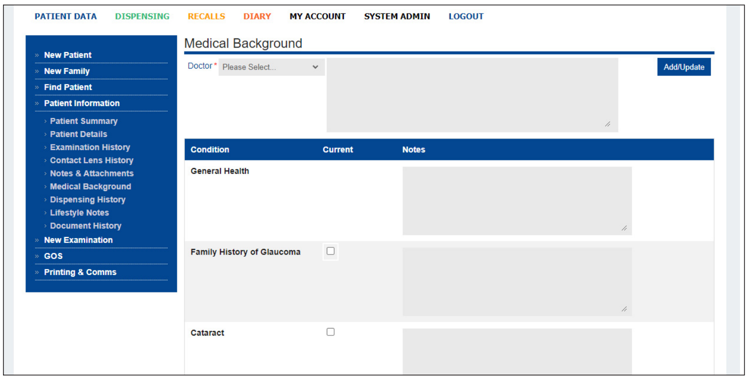
You can also delete stock items here.

See our User Guide - 'Stock' for a detailed guide on all aspects of the Stock module

Medical Condition

Add Condition / Edit Condition – Here you can add or edit medical conditions.

They will then appear within Patient Data. They appear as list with a tick box for each condition, plus a free test area where you can add any additional information.



You can see this page by going to *Patient Data -> Patient Information -> Medical Background*

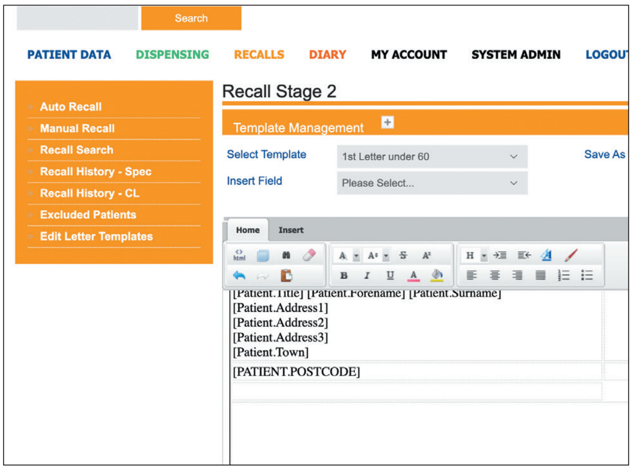
Template Management

Edit Templates – This options will take you directly to the recalls section of blink where you can edit your templates.

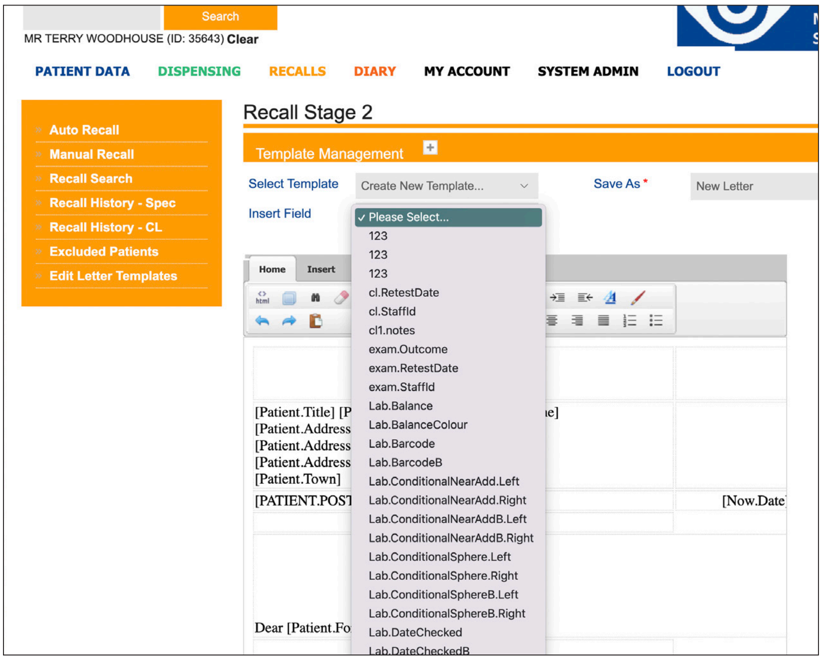
Here you will find a number of pre-populated templates. You can work over the top of these templates or set up new ones.

To create a new template based on an existing one, you can follow these steps:

- Select the base template
- Change the 'Selected Template' field to 'Create New Template' (the original template will still be visible)
- Make your changes to the new template
- Enter a name for the new template into the 'Save As' box
- Click on the 'Save' button



If you would like any of your templates to be populated with patient name, address or examination date, it is a good idea to work over one of the existing templates. Any information within square brackets [ ] is populated from the patient information stored within their patient data on the Blink system.



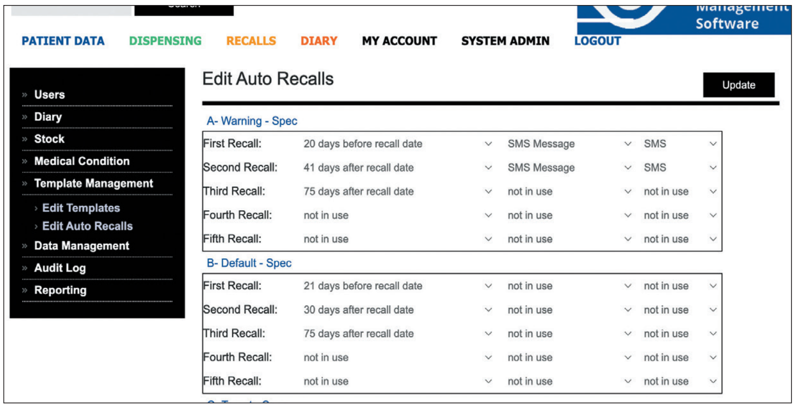
When editing a template the 'Insert Field' drop-down box contains all possible info that can be 'merged' into your final letter/email/sms.

- The merge tags should be entered inside square brackets [ ]
- Not all tags can be used in all templates.
- An additional tag which can be used in SMS specific templates is [BR] – this will insert a line break into your SMS

If you would like to include a logo or any image into any of the templates you can either:

- Hotlink to an image on the internet and insert it into the template using a <img /> html tag
- Embed an image directly into the template. The best way to do this is to save the image into a MS Word document, then copy and paste the image from Word into the Blink template. Images should be resized BEFORE saving them in the Word document, as a large image is likely to crash Blink when you try to use the template. We can help to do this.

Edit Auto Recalls – This options will take you directly to the Edit Auto Recalls page.



Here you can make any changes to your auto recalls.

See our User Guide - 'Recalls' for a detailed guide on setting up Auto Recalls and all aspects of the Recalls module

Data Management

Export System Data

Here you can export various information stored from within Blink. You can use this facility to store a backup of your key system data.

This feature is provided for your peace of mind, it is **NOT** essential that you use this facility. Our servers are backed up on a daily basis which includes ALL of the system information used to run your Blink System.

This facility should be used to create a snapshot of the key data stored for your patients, appointments and dispensing information so that in the event of a serious problem with your internet connection, or the web server going down, you have a way of accessing this information.

If you want a list of appointments for the immediate future, we suggest that you use the Appointment Information Report rather than this export facility.

Please note that this export routine does NOT export files/images attached to your patient's records. If you need offline access to these files please keep your own backups before uploading them to the server.

Import Patient Data

This facility can be used for a small number of patients where you have a spread sheet and are able to follow the instructions on the page.

If you would like to import any patient data from another system we would advise you contact us and we will check to see if we can import it for you - there is a cost attached to this.

Edit Settings

This section of Blink allows you to make changes that effect how your Blink system works and its settings.

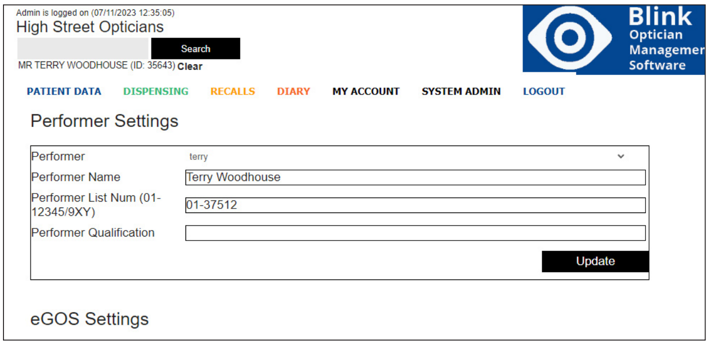
Performer Settings

This is where you can add a performers 'list number' to the system so that it is reflected onto the eGOS forms.

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.



Other settings that can be changed are:

- eGOS Settings
- Diary Settings
- General Settings
- Exam Defaults

We would advise you to talk to us before changing any these settings and we can talk you through the best settings for your system.

Audit Log

Download Audit Log

Here you can download an audit log of your system

Reporting

This is where you can see and download various different system reports, these include:

- Clinical Info
- Dispensing Info
- Appointment Info

  You can see all aspects of appointment information. Search for specific clinics by date. You can then print a schedule and send individual patients an appointment reminder by email, SMS or letter.

- Collections Due
- Payments Due
- Collections Made
- Order Status
  You can see all aspects of current orders and update the status.
- GOS Vouchers
  This will take you to the GOS voucher submission page, where you can search for GOS vouchers, complete, submit and see their status.

See our User Guide - 'eGOS' for a detailed guide on all aspects of the eGOS module.

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