

# User Guides - eGOS Domiciliary

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**

The difference between other GOS forms and a GOS6 is that a PVN needs to be created in advance of any visit to a patient at their premises – their home or a venue such as a care home. **Therefore GOS6 forms are created through the Blink diary.** 

The diary booking will need to be made in advance of the visit.

Individual in their own home – a minimum of 48 hours in advance.

Patients in a venue e.g. care home – a minimum of 21 days in advance.

## Create a diary booking

On an available cell double click. (Patient appointments cannot be added to non clinic times – greyed out areas) This will open a 'Add New Appointment' window.

1	Add New Appointment
L	Diary Name
L	Justine Rowe 🗸
	Booked By
L	Admin ~
~	Patient Name MR TERRY WOODHOUSE Find Patient
1	Add Patient
I.	Appt Type
ł	GOS6 Test (20) V
L	Appt Status
l	Scheduled V
l	Date 04 September 2024
Į.	Start Time 10:00
ł	Length 20
	Set Recurring Weeks 0 Months 0 Years 0 Every
	Display Text (PID 36644-4dmin) Mr Terry Woodhouse - + D7764815991
	Save Save & View Cancel

- If you already have a patient selected they will automatically be added to the appointment.
- Or select 'Find Patient' to find a patient that is already on your system, by name, date of birth etc.
- Appointment type choose GOS6 NHS Eye Test or GOS6 Private PX.
- The date and start time of appointment will already be populated.

See our User Guide - 'Diary' for a detailed guide on all aspects of setting up and using the Diary module of Blink.

When you save the appointment you will automatically be taken to the GOS Voucher Submission page.

	oran Dato	04/05/2024				- / MI	
» Medical Condition	End Date	04/00/2024			Batch Ref		
» Template Management	End Bate	04/09/2024			Baton rec		
» Data Management		Тос	day Yesterd	ay	Unique Ref	Paste a list of reference directly from your PCS	e numbers here E payments
Audit Log	Use Dispense Da	ate				statement	4
Reporting	Use Submitted D	ate	0		Line and the second second		
> Clinical Info	Use (Expected*)	Payment Date - *start	m/y only		Unsubmitted UNLY		
Dispensing Info	rvenue	Please Select	_	~	Ready to Submit ONL	Y 📋	
Appointment Info		110000 001000			Batch Sign ONLY		
> Collections Due	PID	35644			Awaiting Confirmation	ONLY	
Payments Due	Surname				Accepted ONLY		
Collections Made	Foronamo				Rejected ONLY		
> Payments Made	Forename				Include Paid Claims		
Order Status	Date of Birth				Include Faid Ciains	<u> </u>	
> GOS vouchers					Exclude Quote Only		
	Lookus Digit		_		Show GOS3	<	
	LOOKUP PVN	Enter PVN here		Go	Show GOS4	<ul><li>✓</li></ul>	
					Show GOS1 & GOS6	<ul><li>✓</li></ul>	
	NHS Voucher C	laims from 04 Septe	ember 2024 - to	- 04 Sept	ember 2024		
	Disp Info P	atient	Voucher \	/oucher	Submitted	Date Paid	Select/Statu
	bisp into 1	uuent	Value	ype	oubinitied	Baterraid	ocicovotata
	04/09/2024 Mi	r Terry Woodhouse	£64.33	GOS6			Request PVN
	£0.00	1044	-				Delete
	т	otal	£64.33		From 1 Claim Fo	orms	
					GOS6 Opper - 1		Select

You will see a GOS6 has been created and along side it a Request PVN tick box.

You can only request a PVN for one patient at a time or one venue at a time.

When you are automatically taken to this page the PID will be populated in the search filter and you are able to tick the Request PVN box.

If you remove the PID the tick box will be greyed out and you cannot request the PVN. In the case of venues, a venue needs to be selected instead of the PID, you will then see a list all of the patients at that particular venue.

Tick the Request PVN box and click submit. The request will go off to PCSE and will come back with a status of '**pvnready**'. When you open the front of the GOS 6 you will see a PVN code in the top right hand corner of the form. The top section of the form will also be completed automatically.

Disp Info	Patier	nt			Ň	/ouc /alue	:he e	<b>۲</b>		Voi Typ	iche be	er			S	ubm	itte	d			D	ate	P	id						S	iele	ect/	Sta	tus
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	Total				£	64.3	33								F G	rom OS6	1 C Up	lain per	n F - 1	orm	15										ſ	2	eler	
																															L		elet	
Prir	nt Summary																									2								
Ch	ieck PCSE			Refre	esh S	Statu	JS				Refre	esh S	Statu	is (S	Since	Date	e)				5	iub	mit			Ċ.			В	atci	h S	ign		
GOSE	3				AP	PLI			ON	EC	R A	M	OBI	IE	NHS	S EI	INC	ED	S	GH	т	TE	ST							(	01/	19	1	
GOS 6	6				AP	PLI		ATI	ON	FC	DR A	A M	ові	LE	NH	S FL	JND	ED	S	GH	IT	TE	ST		_	7	M	2	6	(	01/	19		
GOS 6 Please co	6 omplete this f	'orm us	ing bl	ack i	AP nk a	PLI nd in			ON CK C	CAP		s M	OBI	LE	NH Pre-\	S FL /isit N	JND Notifi	Catic	on re	GH	T	TE e nu	ST	er:	P -	A	M	2	6	9	01/	19 1 1		
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You can also view the full details of the PVN by clicking the 'View PVN' button.

#### The form and PVN have now been created in advance of the visit.

Before a form is submitted you should check that the information from when the appointment was created and therefore is attached to the PVN is exactly the same as the information on the GOS form, e.g. patients name, address and date of birth. If the form is submitted with a different date of birth or spelling of their name for example, the form will be rejected.

## Updating any patient information errors prior to visit

If you become aware that the date of birth for example, for the patient is actually different to the date of birth you submitted for the PVN, you are able to update this before submitting the GOS form and before the visit.

To do this go *Patient Data ->Patient Information -> Patient Details*, update their date of birth and click update.

Go back into GOS for this patient - *Patient Data -> GOS -> eGOS (This Patient).* The status for the GOS form will now have changed to Update PVN.

Disp Info	Patient	Voucher Value	Voucher Type	Submitted	Date Paid	Select/Statu
04/09/2024 Admin £0.00	Mr Terry Woodhouse 35644	£64.33	GOS6			Update PV
	Total	£98.07		From 2 Claim F GOS6 Upper - GOS6 Lower - '	Forms 1 1	
						Select
Print S	iummary					
Check	k PCSE Re	fresh Status	Refresh State	is (Since Date)	Submit	Batch Sign

The system is now aware that some of the patients details have changed from when the PVN was requested. Click the Update PVN box and click submit. Refresh the page and the status will change to **pvnready**.

Complete the front of the form. If you have already completed the patient details with eligibility etc. this will be automatically populated onto the form. The patient should sign the form.

When the front has been completed and saved the back will appear ready to be completed and saved. Your system can be set up so that the performer name and number is populated (see page 10 of this user guide for instructions on how to add performer details).

Once the front and back have been saved, refresh and the status will change to Submit. Tick this box and press 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.

PATIENT DATA DISPENSI	G RECALLS DIARY	MY ACCOUNT	SYSTEM ADMIN	LOGOUT
» Users	Add Venue			Add
> ADD Venue				
Edit Venue	Venue*			
ADD Doctor	Company/Association			
> Edit Doctor	Manager Name*			
Edit Staff	manager Name			
Add Practice	Other Contact			
Edit Practice	Address (Line 1*)			
» Diary				
» Stock				
» Medical Condition				
» Template Management	Town *			
» Data Management	County			
» Audit Log	Post Code *			
Reporting				
	Telephone			
	Telephone (Mobile)			
	Email *			
	Number of Residents			
	Venue Type *	Please Select	~	
	Recall Period	Please Select	~	
	PCT	Plazes Salast	~	
		1 rease GeldCL	*	
	Venue Notes			

## Patients at a Venue e.g. Care Home

Before creating a diary appointment for a group of patients at the same venue you need to add the venue to your Blink system.

To do this go to *System Admin -> Users ->* Add Venue.

Add the venue details and press 'Add'

As with a single patient at home the GOS6 forms are generated when creating appointments in the diary, but it works in a slightly different way.

Go to diary and create an appointment for a patient but **don't select the GOS6 appointment type.** Choose **NHS or private eye test** and save.

Choose another patient at the same venue and do the same. You now have two appointments on the same date, both of the patients should have the same venue address.



Now go to System Admin -> Reporting -> Appointment Info and select the date of the appointments. This will show all of the patients who are booked in for an appointment on a certain date. For a full clinic there may be a lot more than two patients.

Diany	Clinic Date	30/09/2024			show / hide search criteria Search					
Stock	Clinic Name	Terry Woodhouse	9	*						
Medical Condition	View Appointm	View Appointments for Terry Woodhouse								
Template Management	Appointmen	ts for Terry Woodhous								
Data Management	Appointment	Patient	Address	Telephone	Notes					
Audit Log										
Reporting	30/09/2024 09:00 AM NHS	MR TOM JONES DOB:14/12/1977 ID: 35658	(MANAGER), TEST VENUE, 1 MAIN ST,	Patients Tel: Patients Mob: Alt Contact:	(PID:35658-Admin) Mr Tom Jones - DoB: 14/12/1977 Address: 1 Main St, Leicester, M28 1AD Last Test: 21/09/2022 Appt Type:					
	examination Scheduled	DEFAULT	LEICESTER M28 1AD	Alt Number: Venue Tel:	NHS examination (30) - created by: Admin					
Dispensing Into     Appointment Info				Venue Mob:	Last Examination Date: 21/09/2022					
<ul> <li>&gt; Collections Due</li> <li>&gt; Payments Due</li> <li>&gt; Collections Made</li> </ul>	30/09/2024 10:00 AM NHS examination Scheduled	MRS JEAN SMITH DOB:12/11/1929 ID: 1034 DEFAULT	(MANAGER), TEST VENUE, 1 MAIN ST, LEICESTER, UNITED KINGDOM M28 1AD	Patients Tel: Patients Mob:01215161970 Alt Contact: Alt Number: Venue Tel: Venue Mob:	(PID 1034-Admin) Mrs Jean Smith - 01215161970 DoB: 12/11/1929 Address: 1 Main St, Leicester, IX28 1AD Last Test: 16/05/2023 Appt Type: NHS examination (30) - created by: Admin					
<ul> <li>Payments Made</li> <li>Order Status</li> </ul>					Last Examination Date: 16/05/2023 Last CL Examination Date: 07/05/2021					
GOS Vouchers					Select A					
	Send Em	ail Send SMS	Confirm (PVN) Print	Letter Print Schedule	Print GOS2 Print Record Card Save To File					

Select all and click 'Confirm PVN button'. You will see a notification that the appointments have been updated.

This will change the appointment type and will also create a dispense and a GOS 6 voucher for each of the patients. The first two patients should have a higher rate GOS 6 and subsequent GOS 6's will be at lower rate.



Go to the GOS Voucher Submission page *System Admin -> Reporting -> GOS Vouchers.* 

You need to filter by date and venue in the drop down list.

You will then see the GOS6's for all patients at that clinic on that day.

#### An extra step for venues with multiple patients is that you need to go into each of the GOS forms and verify the information at the top of the form.

Open the form and verify date of visit and approx. time. In most cases the information will be correct and you will simply need to press save.

Refresh the page and it will then show the 'Request PVN tick box' Tick the box and submit, it will go off to PCSE and the status will change to **pvnready**. The PVN will appear at the top of the form and it should be the same for each of the patients for the same venue.

# Creating a GOS3 or GOS4

Both GOS3 and GOS4 forms can be created in 2 ways.

#### 1 Dispensing

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

- **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 both quick eGOS 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.

juest is logged on (27/06/2023 12:46:22) High Street Opticians (ID: 0) Clear	Search	You are abou Click OK to co	t to generate a ontinue.	a sight tes	st and GOS1 form for	this patient.		0		B Opti Man Soft
PATIENT DATA DISPENSING	RECALLS	DIARY Summary	MY ACCOL	JNT	SYSTEM ADMIN	LOGOUT				
» New Patient	Patient:						ID:	ſ	OB.	
» New Family	Address:								de.	
» Find Patient	Telephone:					Mobile:		,	ige.	
New Examination	All Tele					woone.				
» GOS	Ait lei.									
Patient Declaration     SMS Patient Declaration	Venue:					Domiciliary I	e: Default Reason:			
> Print GOS2	Last Full Ex	kamination:		Today		Next Full Ex	amination Due:		2 yea	irs
	Notes:									
> eGOS 4	Last Appoir	ntment: Tuesda	y, 28 June 20	22 @ 12	::00 PM	Next Appoin	tment:			

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	earch	Se	earch
(ID: 0) Clear		(ID: 0) Clear	
PATIENT DATA DISPENSING	RECALLS DIARY MY ACCOUNT SYSTE	PATIENT DATA DISPENSING	RECALLS DIARY MY ACCOUNT SYSTEM
	Patient Summary		System Summary
» New Patient	-	» Users	Data For:
» New Family	Patient:	» Diary	
» Find Patient	Address:	» Stock	Today O Yesterday O This Week O Thi
» Patient Information	Telephone:	» Medical Condition	<ul> <li>specific date:</li> </ul>
» New Examination	Alt Tel:	» Template Management	< 26/06/2023 >
» GOS		» Data Management	O date range:
> Patient Declaration	Venue:	» Audit Log	26/06/2023 26/06/2023
SMS Patient Declaration	venue.	» Reporting	
→ Print GOS2	Last Full Examination: Today	> Clinical Info	Today
→ GOS18	Notes:	> Dispensing Info	New Detienter
→ eGOS 1		> Appointment Info	New Patients: U
> eGOS 3 (A voucher)		Collections Due	
> eGOS 3 (2XA vouchers)		> Payments Due	Appointments:
> eGOS 4	Last Appointment: Tuesday, 28, June 2022 @ 12:00 PM	Collections Made	<b>E</b> a ser la set a se a set a se a set a s
> eGOS (This Patient)	East ppontinent. raesaay, 20 oane 2022 @ 12.001 h	> Order Status	Examinations:
> eGOS (All Patients)		> GOS Vouchers	External 0
» Printing & Comms	Quick SMS		
			Red Eye Check:

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

## **Useful eGOS Information**

## **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 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 sea	rch criteria Search
- Users	Start Date		01/05/2023		Performer	perfeleven	~
> Diary	End Date		29/06/2023		Batch Ref		
Medical Ocedition					Unique Def	Dests a list of referen	in numbers have
· Medical Condition			Today	Yesterday	Olinque Mer	directly from your PC	E payments
<ul> <li>Template Management</li> </ul>	Use Dispens	se Date		0		statement	4
Data Management	Use Submitt	ed Date		0	Unsubmitted ONLY		
Paraties	Use (Expect	ed") Paym	ent Date - "start m/y onl	v O L	Ready to Submit ON		
Reporting	Venue		Please Select	~	Detable Cire Chilly	-	
Clinical Info     Discensing Info	PID				Augiting Confirmation		
Appointment Info	Comments				Awarding Commission		
Collections Due	Sumarile				Accepted ONLY		
> Payments Due	Forename				Rejected ONLY		
> Collections Made	Date of Birth				Include Paid Claims		
Payments Made					Exclude Quote Only		
COS Houstors				_	Show GOS3	<ul><li>✓</li></ul>	
303 Touchers	Lookup PVN		Enter PVN here	Go	Show GOS4	✓	
					Show GOS1 & GOS6	5 🔽	
	NHS Vouch	er Claim	s from 01 May 2023 - t	o - 29 June 2023			
	Disp Into	Patien	t Vouci Value	her Voucher Type	Submitted	Date Paid	Select/Status
	13/06/2023	Mrs Jear	Smith £23.14	GOS1			Submit GOS1 via aGOS

- 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.

## **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.* 

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

dmin is logged on (07/11/2023 12:35:05) High Street Opticians	6					Blink Optician
IR TERRY WOODHOUSE (ID: 35643)	Search Clear				Y	Managemei Software
PATIENT DATA DISPENSI	NG RECALLS	DIARY	MY ACCOUNT	SYSTEM ADMIN	LOGOUT	
Performer Settings	3					
Performer	terry					~
Performer Name	Terry Woodho	ouse				
Performer List Num (01- 12345/9XY)	01-37512					
Performer Qualification						
					Updat	e

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.

## 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
- Go to 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
<ul> <li>Wacom Tablet Properties</li> </ul>	– 🗆 X	Wacom Tablet Properties	– 🗆 X
Application: <	> +	Application: <	> -
Pen Mapping		Pen Mapping	
Tip Feel Soft Firm Customize Current Pressure Click Maximum Tip Double Click Distance  Off Large	*		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