



Optician Management Software

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.

- 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.

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.

The top screenshot shows a dispensing summary table with the following data:

| Disp Info | Patient | Voucher Value | Voucher Type | Submitted | Date Paid | Select/Status |
|--|-----------------------------|---------------|---------------|--------------------------------------|-----------|--|
| 04/09/2024 Admin £0.00 | Mr Terry Woodhouse 35644 | £64.33 | GOS6 | | | pvnready View PVN |
| | | Total | £64.33 | From 1 Claim Forms GOS6 Upper - 1 | | |
| <input type="checkbox"/> Select All Print Summary Check PCSE Refresh Status Refresh Status (Since Date) Submit Batch Sign | | | | | | |

The bottom screenshot shows a GOS 6 application form. The 'I cannot attend a practice unaccompanied for a sight test because:' section is highlighted with a red box.

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.

| NHS Voucher Claims from 25 August 2024 - to - 26 September 2024 | | | | | | |
|--|-----------------------------|---|---|--|---------------------------------------|--|
| Disp Info | Patient | Voucher Value | Voucher Type | Submitted | Date Paid | Select/Status |
| 04/09/2024 Admin £0.00 | Mr Terry Woodhouse 35644 | £64.33 | GOS6 | | | <input checked="" type="checkbox"/> Update PVN <input type="button" value="Clear"/> |
| Total £98.07 From 2 Claim Forms GOS6 Upper - 1 GOS6 Lower - 1 | | | | | | |
| <input type="checkbox"/> Select All | | | | | | |
| <input type="button" value="Print Summary"/> | | <input type="button" value="Check PCSE"/> | <input type="button" value="Refresh Status"/> | <input type="button" value="Refresh Status (Since Date)"/> | <input type="button" value="Submit"/> | <input type="button" value="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.

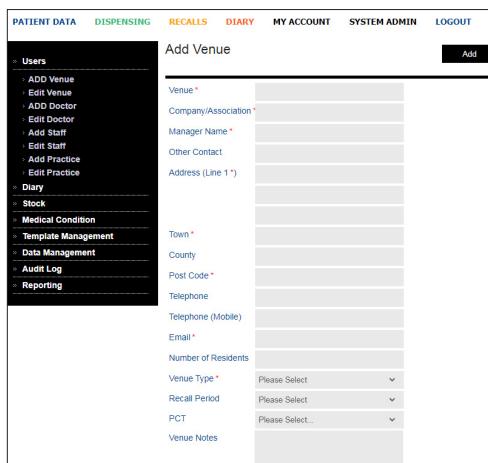
To see any new/updated status press the 'Refresh Status' button.

Creating PVNs for 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'



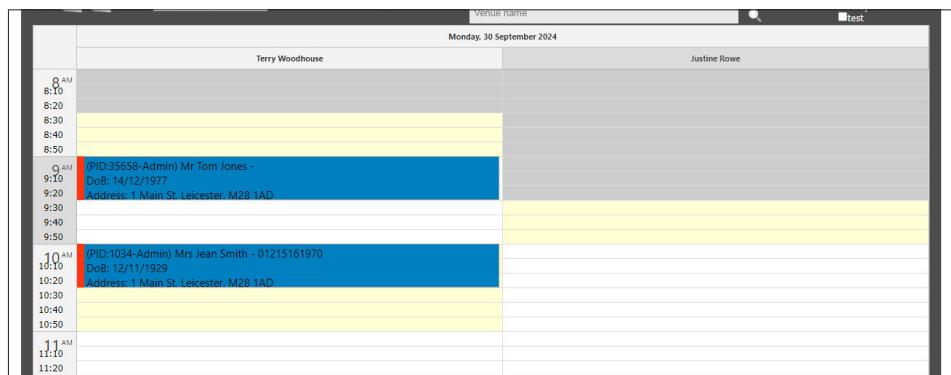
The screenshot shows the 'Add Venue' form. The left sidebar has 'PATIENT DATA' and 'DISPENSING' tabs, and the 'DIARY' tab is selected. The main form fields are:

- Venue:
- Company/Association *
- Manager Name *
- Other Contact
- Address (Line 1 *)
- Town *
- County
- Post Code *
- Telephone
- Telephone (Mobile)
- Email *
- Number of Residents
- Venue Type *
- Please Select
- Recall Period
- Please Select
- PCT
- Please Select...
- Venue Notes

As with a single patient at home the GOS6 forms are generated when creating appointments in the diary, but for multiple patients at a venue, 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 more than two patients.

The screenshot shows the 'Reporting - Appointment Info' page. The left sidebar has a 'Reporting' section with 'Appointment Info' selected. The main area shows two patients booked for 30/09/2024 at 'Test Venue, 1 Main St, Leicester, M28 1AD'. The first patient is 'MR TOM JONES' and the second is 'MRS JEAN SMITH'. Both have 'NHS examination Scheduled'. The 'Notes' section for the first patient includes a note about a previous appointment and a 'Last Examination Date: 21/09/2022'.

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.

The screenshot shows the 'GOS Voucher Submission' page. The 'Performer' dropdown is set to 'All'. The 'Unique Ref' field contains 'Paste a list of reference numbers here directly from your PCSE payments statement'. The 'Status' section shows checkboxes for 'Unsubmitted ONLY', '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'. The 'NHS Voucher Claims from 01 September 2024 - to - 30 September 2024' table shows two entries: Mr Tom Jones (30/09/2024) and Mrs Jean Smith (30/09/2024), both with a value of £64.33 and 'GOS6' as the Voucher Type. The total value is £128.66.

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.

Adding a patient at a venue to an existing PVN

You can add a maximum of 3 patients to an existing PVN up to and on the day of the appointment.

In the Blink diary go to the day you would like to add the patient.

Before you add the patient to the diary make sure they have the correct venue address as their address.

Add the patient to the diary, making the appointment type GOS 6.

- Once added you will be taken straight to the GOS Voucher Submission page.
- Image A shows the Select/Status button as 'Request PVN'.
- When you change the venue name to match an existing PVN, Image B, the Select/Status button changes to 'Add to PVN'.
- You should tick this button and submit. The patient will be added to the existing PVN.

Image A

Image B

You can check all patients attached to an existing PVN by entering the PVN into the Lookup PVN box.

Please note: the GOS 6 will be added to the PVN at the higher rate, so you may need to change this to the lower rate to stop the form being rejected by PCSE.

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.

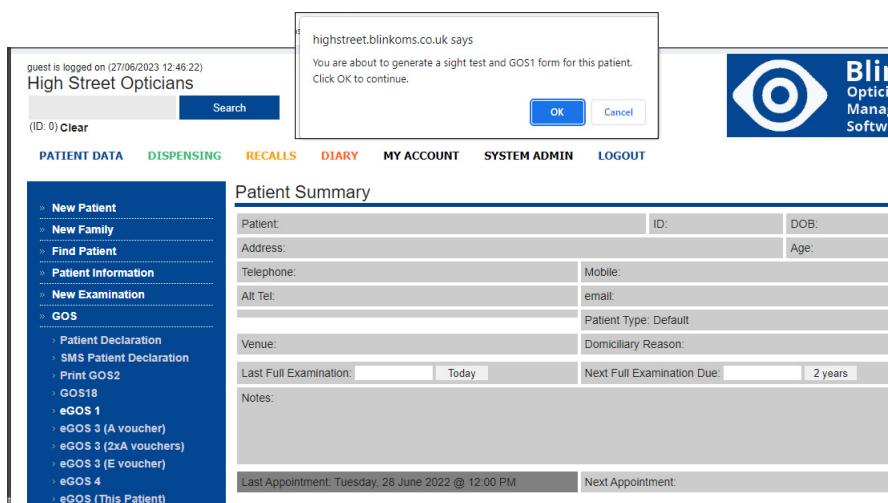
To complete any dispense you must select at least a frame, so if the GOS4 is for a frame repair only, you would select 'PX Own Frame', along with either a 'Blank Lens' or specify 'Frame Only'

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.*

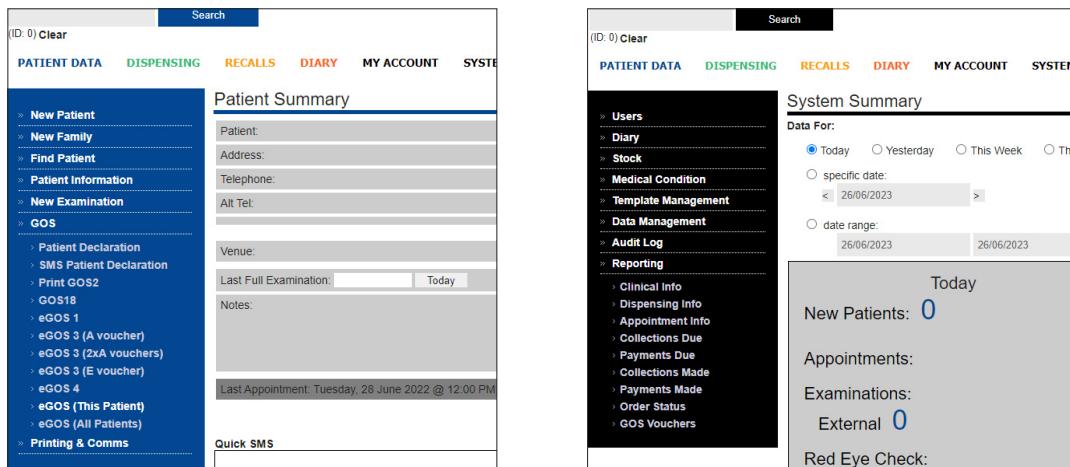
You can find a patients dispense under *Patient Data -> Patient Information -> Dispensing History*. Select the 'Edit Order' button to continue with the dispense.



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*.



The image displays two side-by-side screenshots of the eGOS software interface. The left screenshot shows the 'Patient Summary' page, which includes fields for Patient, Address, Telephone, Alt Tel, and Venue. The right screenshot shows the 'System Summary' page, which includes a date selector for Today, Yesterday, This Week, This Month, Specific Date, and Date Range, followed by summary statistics for Today, New Patients (0), Appointments, Examinations, and External GOS Vouchers.

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 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.

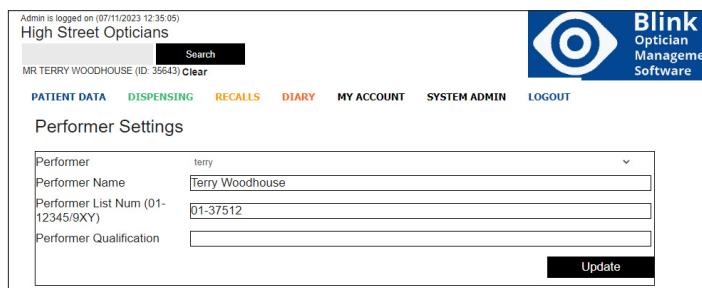
- First the reverse of the forms must be opened, checked and saved.
- Refresh the 'GOS Voucher Submission' page
- **IMPORTANT** - Make sure that the relevant performer is selected

- 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.

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.



Admin is logged on (07/11/2023 12:35:05)
High Street Opticians
MR TERRY WOODHOUSE (ID: 35643) Clear
Search
PATIENT DATA DISPENSING RECALLS DIARY MY ACCOUNT SYSTEM ADMIN LOGOUT

Performer Settings

| | |
|-----------------------------------|-----------------|
| Performer | terry |
| Performer Name | Terry Woodhouse |
| Performer List Num (01-12345/9XY) | 01-37512 |
| Performer Qualification | |

Update

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

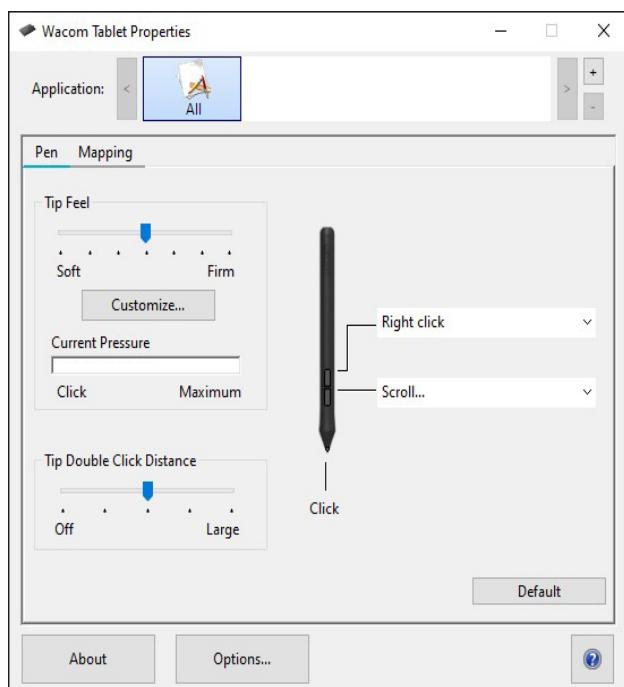
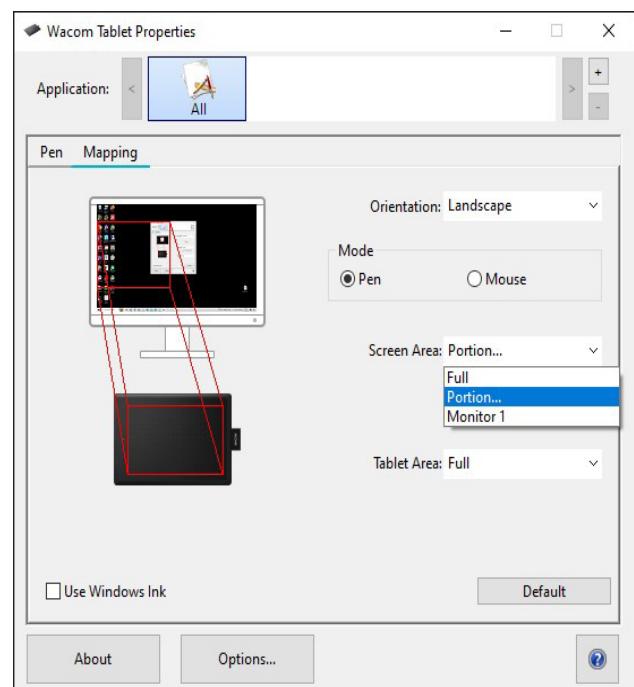


Image B



- 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