

STANDARD OPERATING PROCEDURE DOCUMENT

Title		Using the Service Continuity Tracker		Doc. No.	IT107
Scope		Operational Directorate			
Purpose		To ensure all Shift Managers are able to access active patient details in the event of loss of connection to Adastra.			
GUIDELINES		<u>Adastra</u> Adastra is one of Primary Care 24s (PC24) main clinical systems. The purpose is to securely input, store, transfer and manage patient information. Adastra is supported by One Advanced. <u>PC24 Continuity Tracker</u> The continuity tracker provides the user with a list of patient details which are currently active in Adastra The continuity tracker maintains this list in the event of loss of access to Adastra. The continuity tracker is connected to the case report printer within the Wavertree call centre and can print the case reports for all active cases. The continuity tracker is located behind the Shift Manager’s desk in Wavertree HQ on a PC24 laptop.			
PROCEDURE				RESPONSIBILITY	
1	The Shift Manager is to ensure that the Service Continuity Tracker Laptop remains switched on and plugged in to the network and power adaptor. The Shift Manager should regularly log in (as per step 4) to the laptop to ensure that the Service continuity tracker software is running. Failure to do this will mean that the tracker does not hold any data in the event of an incident.			Primary Care 24 Shift Manager	
2	If you have lost connection to Adastra, please follow the guidance in the business continuity action cards.			Primary Care 24 Shift Manager	
3	If you have followed the Business Continuity Plan and the connection can’t be restored and you need to use the Continuity Tracker please follow the guidance below.			Primary Care 24 Shift Manager	

4	When you access the laptop you will be presented with a windows logon screen. In order to access the list of patient details you will need to enter the following credentials: Username: logview Password: logview Domain: UC24 These credentials should already be entered and you should only be required to enter the password, but if they are not present enter the above information.	Primary Care 24 Shift Manager
5	Once you have logged onto the Continuity Tracker Laptop, double click the shortcut Service Continuity Tracker	Primary Care 24 Shift Manager
6	A new window will then be displayed showing the status of the patients within Adastra. There are two options on the continuity tracker Print List and Print All. Print List will print selected patients whilst print all will print all active patients. The printed case reports will come off on the case report printer in the call centre.	Primary Care 24 Shift Manager
7	If you can't print you can still use the laptop to access the patient details. If you double click the patient record you will be presented with all case demographics recorded for the patient.	Primary Care 24 Shift Manager
8	Please retain the laptop charger with you if you move the laptop and connect to the next available power source to keep the laptop running.	Primary Care 24 Shift Manager

STANDARD OPERATING PROCEDURE DOCUMENT

Title	Using the Service Continuity Tracker			Doc. No.	IT107
Version	V2				
Approving Managers/Committee	Head of IT				
Date Ratified	November 2015 (Original)				
Department of Originator	Information Management and Technology				
Responsible Executive Director	Director of Service Delivery				
Responsible Manager/Support	Head of IT				
Date Issued	10/11/2015				
Review Date	September 2020 or when there is a change in the process.				
Target Audience	Clinical and Operational Staff				
Version	Date	Control Reason	Accountable Person for this Version		
1	10/11/15	Original Version	J Okwu		
2	05/09/19	Update version following new SCT device	M Lynas		
Reference documents		Electronic Locations	Locations for Hard Copies		
		Primary Care 24 Intranet / SOPs	Standard Operating Procedures File in the Call Centre.		
Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.					