

# PATHWAYS TO CARE

## Fundamental Guide V1.1

<b>Document</b>	Pathways to Care Fundamental Guide
<b>Purpose</b>	Fundamental Guide to show basic principles of P2C
<b>Version</b>	V1.1
<b>Owner</b>	ICT & Business Transformation Team
<b>Last Updated</b>	01/06/2023

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## Support

If there are any problems with the system or an issue is occurring that requires escalating to the system support team. Please find useful links below.

**Email:** [AdultsSystemSupport@wakefield.gov.uk](mailto:AdultsSystemSupport@wakefield.gov.uk)

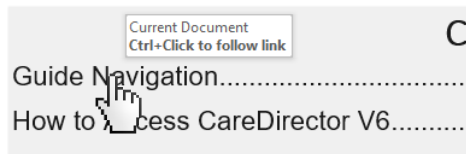
**Further information:** Intranet Page / Adults and Health / Hospital to Home

## Guide Navigation & Accessibility

### Microsoft Word

A PC user can quickly “jump” to the desired heading by holding **Ctrl** on the keyboard and **Left Click** on the mouse on one of headings on the **Contents Page (Ctrl + Click)**

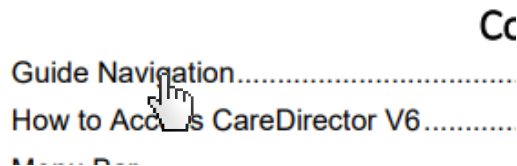
CAREDIRECTOR V6 FUNDAMENTALS GUIDE



A PC user can quickly “jump” back to the first page by holding **Ctrl** on the keyboard and press **Home** on the Keyboard at any point in the document (**Ctrl + Home**)

### PDF

A PC user can quickly “jump” to the desired heading by **Left Click** on the mouse, on one of the headings of the **Contents Page**.

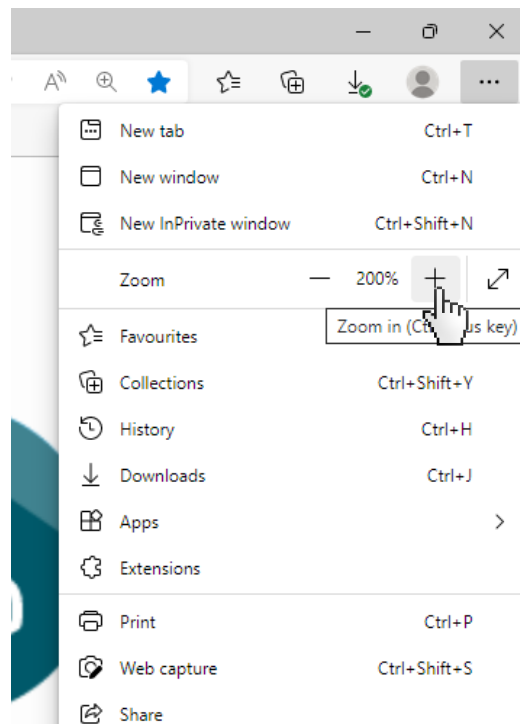


A PC user can quickly “jump” back to the first page by pressing **Home** on the keyboard, usually located above the **Arrow Keys**.

## Accessibility

### Increase/ Decrease Zoom

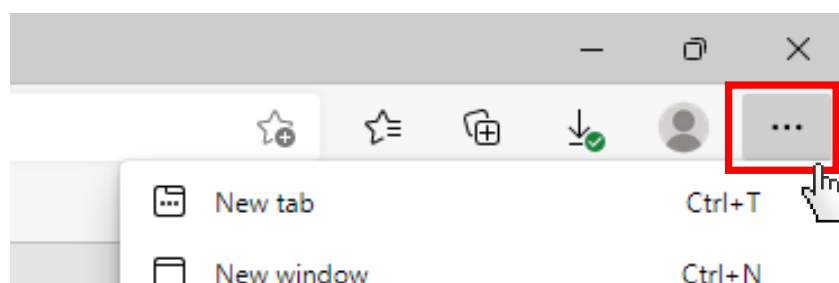
To increase/ decrease the **zoom**, hold **Ctrl** on the keyboard and press the **+ or -** keys. Or hold **Ctrl** and use the **Mouse Wheel**. Or go to settings shown as ... and select **- or +** on the **Zoom** tab. This will make the text and widgets larger or smaller on screen.



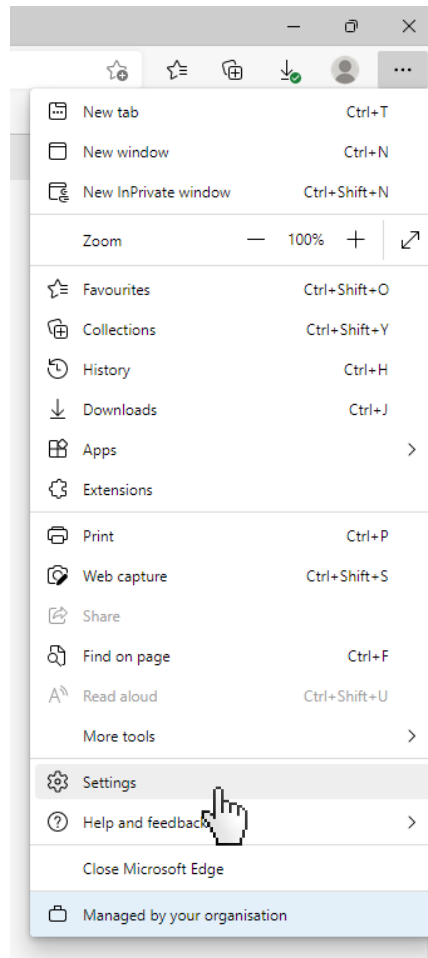
### Font

To increase or decrease the font, it is not possible on Hospital to Home itself. It needs to be done through **Microsoft Edge**.

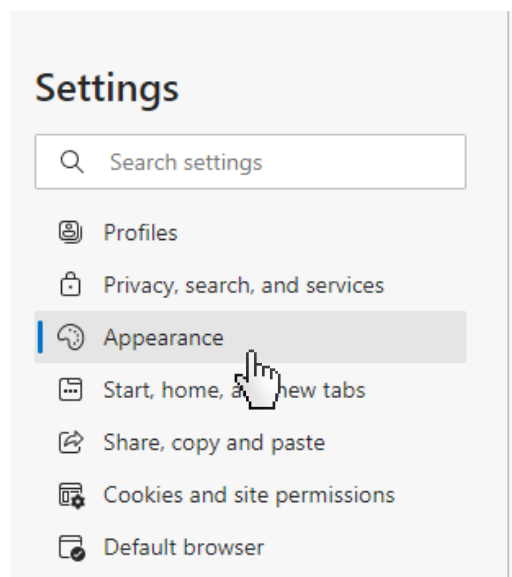
1. Select the three dots on the top right of **Microsoft Edge**



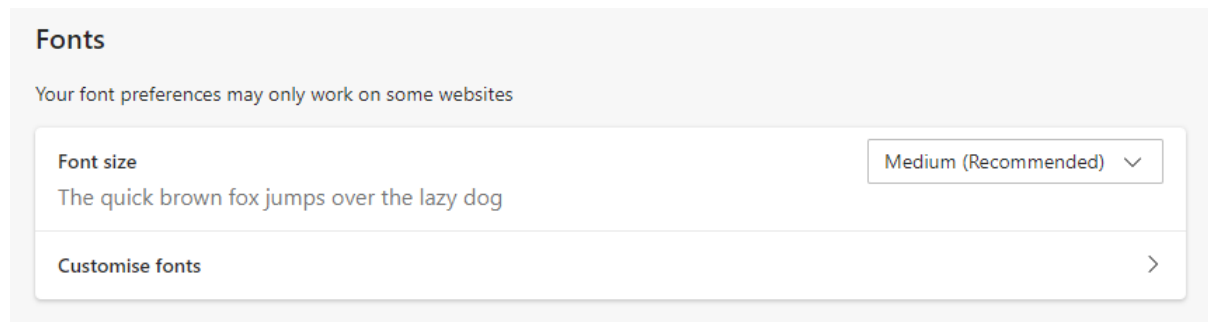
2. Scroll down the drop-down menu and select **Settings**



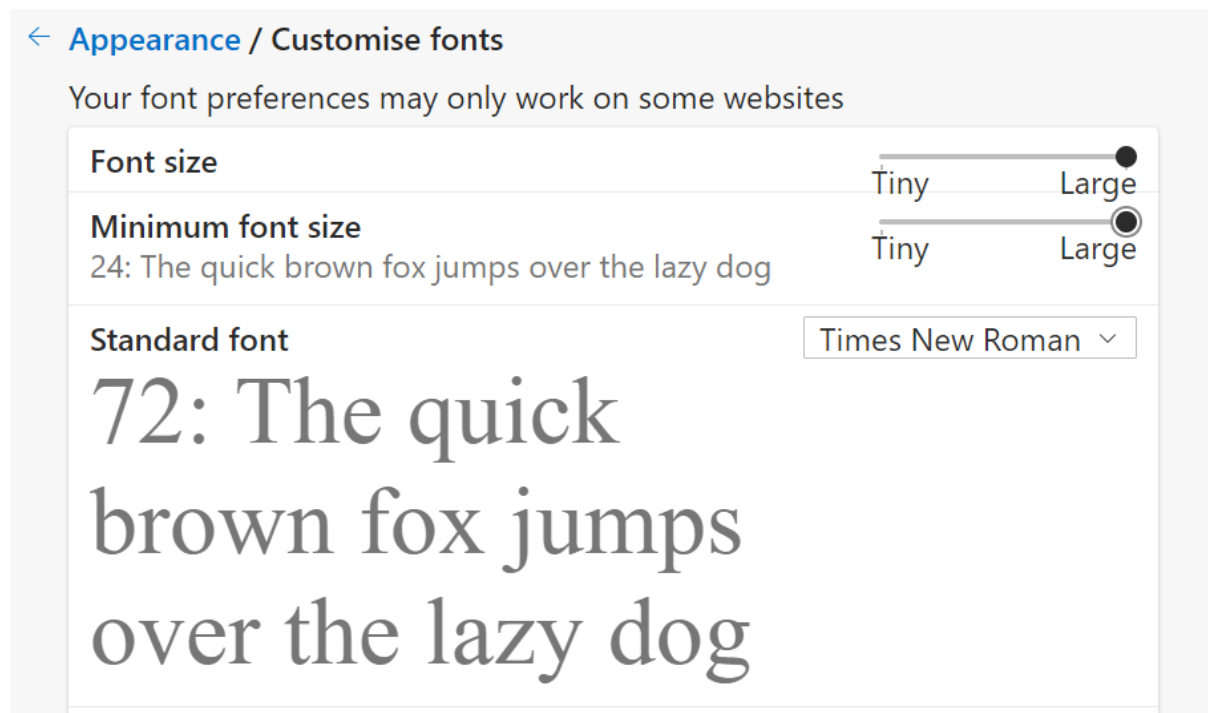
3. Once opened, select **Appearance** on the left menu.



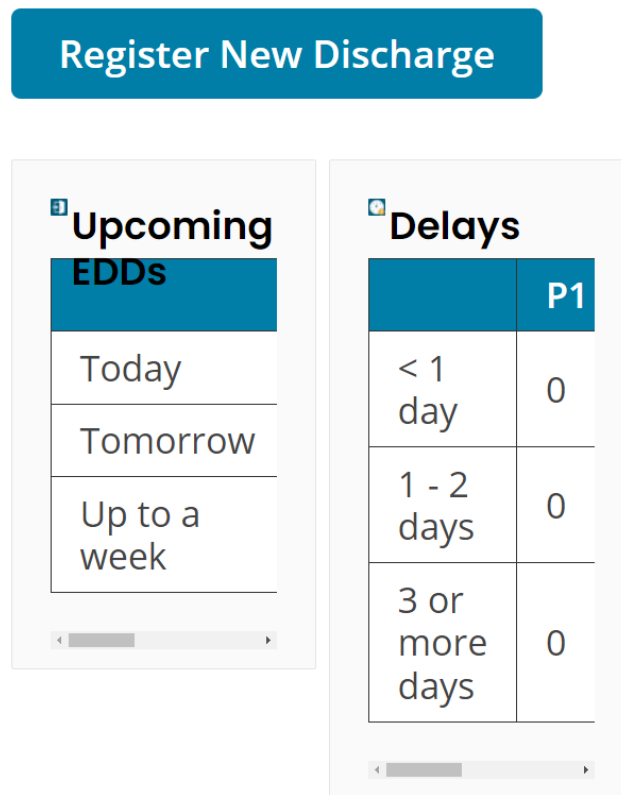
4. Scroll to the bottom to find **Fonts**



5. **Font Size** is a drop-down list that will change the size of all text in Microsoft Edge
6. **However**, it is important to realise that the **minimum font size** is going not change much.
7. Select **Customise Fonts** and change the **Font Size** to the size that suits you.
8. Change **Minimum font size** change this to the default size of all text. This may result in “clipping” on Hospital to Home and websites on **Edge**.



9. This “clipping” looks like this:



10. Widgets also look “clipped” and is only displaying half the text. This is the same if you **Zoom in or out**.

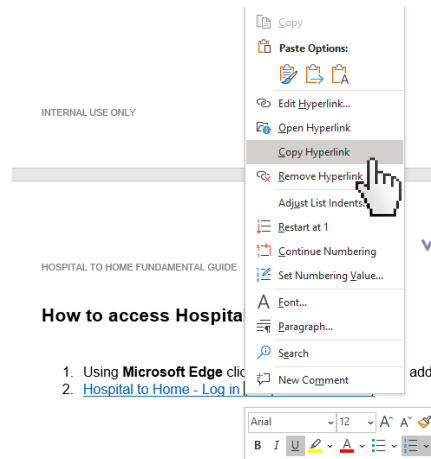


11. There is no fix for this yet.

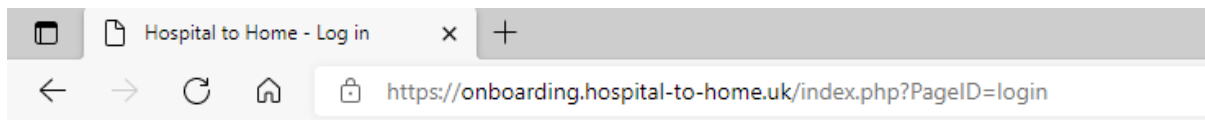


## How to access Pathways to Care

1. Access **Pathway to Care** by clicking on this URL.
2. [Pathways to Care - Log in \(pathways2care.uk\)](https://pathways2care.uk)
3. Or copy into the address bar by **Right Click** on the hyperlink on step 2, then **Copy Hyperlink**.



4. Once copied, open **Microsoft Edge** and paste into the address bar (**Right Click** then **Paste OR Ctrl+V**).



5. Enter your login details into the correct fields and select **Login**.



You are not currently logged in.

### Log in

To continue, please log in using the username and password given to you by your system administrator. If you do not know your login details, or have forgotten your password, please contact your system administrator for guidance.

User Name:

Password:

[Forgotten your password?](#)

**Log in**

## Initial Log In

1. If you have not yet logged into the system yet, you shall be sent an email with a link.
2. When the link has been activated it will show this screen.

### User Account Setup

Password:

Confirm Password:

Confirm

Cancel

3. Confirm the password that you would like to use.
4. Remember this password as you will need this to login.
5. You will only need to do this once.
6. When you log in for the first time you will be asked to complete 2 Factor Authentication.

## Setting up 2 Factor Authentication (2FA)

### Android

2 Factor Authentication (2FA) is extremely important for security purposes. This ensures that if your details are exposed, the exposer cannot access **Pathway to Care** system without having another form of identification. This identification is done by **P2C** requesting a unique code to be entered that can be accessed from **Google Authenticator**.

1. After logging in for the first time, **P2C** will ask for **2FA** to be activated.

Two-factor authentication increases the security of your *Hospital to Home* account.

All you need is a compatible app on your smartphone. For example [Google Authenticator](#), [FreeOTP](#), [Authy](#), [Duo](#), and many others.



Scan this image with your app. You will see a 6-digit code on your screen. Enter the code below to verify your device and complete the setup.

Code:

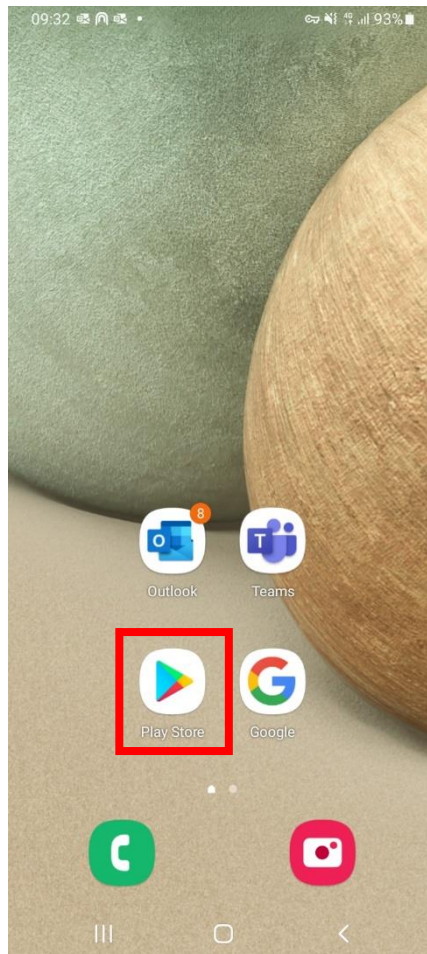
Submit

2. If not, then accessing **2FA** can be done on the menu bar – **Setup 2FA**.

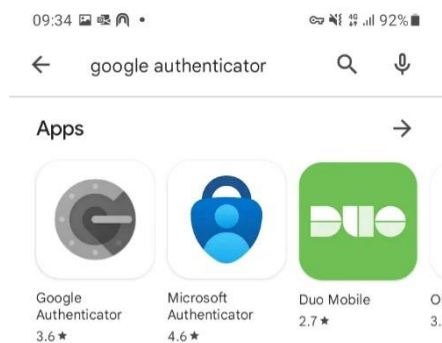
[Glossary](#) [Setup 2FA](#) [System Administration](#) [Reports](#)

3. It will ask for the **QR** code to be scanned by a “**compatible app on your smartphone for example Google Authenticator**”.
4. For unity and accessibility reasons, **Google Authenticator** is the one to use. **If you have access to a smartphone that was provided by work, use this one rather than a personal phone.**
5. If **Google Authenticator** is already installed on your device move onto **Step 12**.
6. If not, continue forward for installation instructions on an **Android Smartphone**.

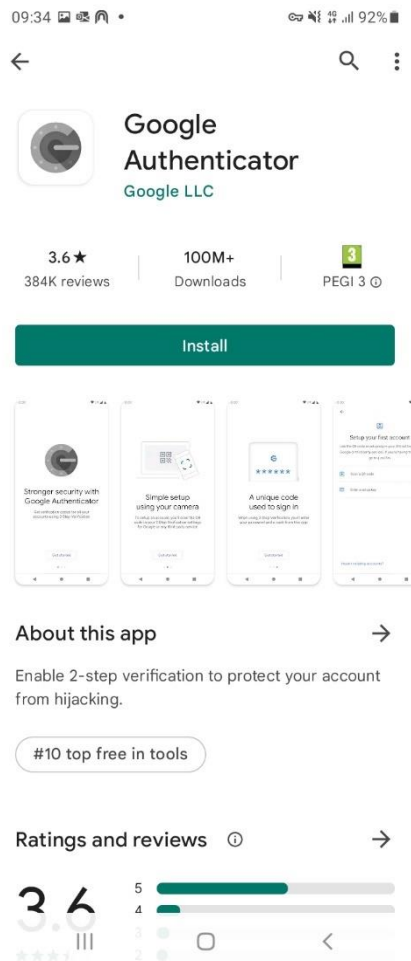
7. Open your work smartphone and select **Play Store**. (Marked by a **Red Box**)



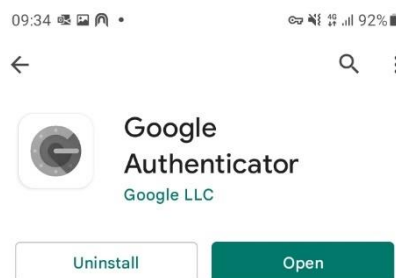
8. Once selected, search for **Google Authenticator**



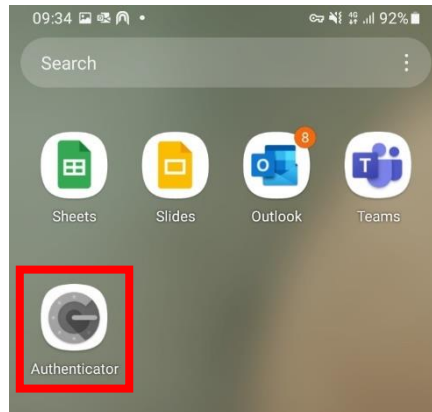
9. Select **Google Authenticator** and select **Install**.



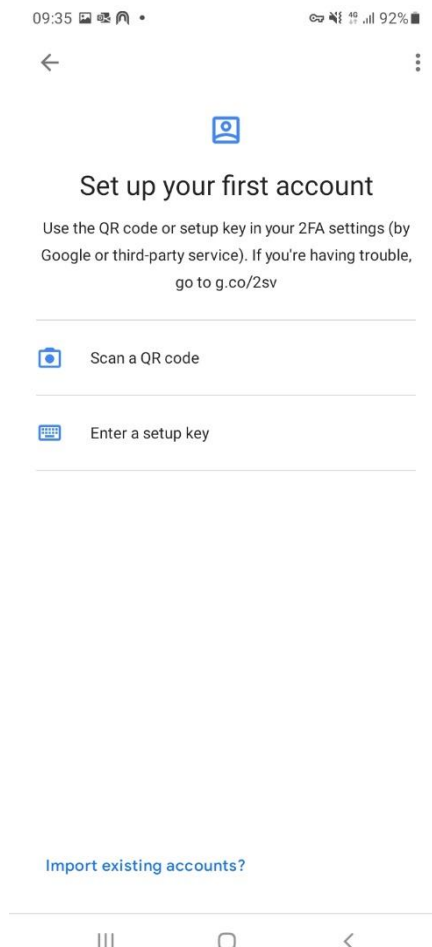
10. Once installed, select **Open**.



11. **Google Authenticator** will be downloaded to the apps list on your smartphone for future access.



12. Once opened, select **Get Started**  
13. Once selected, select **Scan a QR code**



14. This will open the camera on the smartphone, with the **QR code** from **P2C** displayed on your computer screen. Point the camera towards the **QR code**. The **QR code** looks like this (Marked in a **Red Box**).

Two-factor authentication increases the security of your *Hospital to Home* account.

All you need is a compatible app on your smartphone. For example [Google Authenticator](#), [FreeOTP](#), [Authy](#), [Duo](#), and many others.



Scan this image with your app. You will see a 6-digit code on your screen. Enter the code below to verify your device and complete the setup.

Code:

Submit

15. **For security reasons, no more screenshots can be displayed from my smartphone.** Once scanned, it will add the **Pathways to Care 2FA** to your profile.
16. It will provide a 6-digit numeric code that changes once every 15/30 seconds.
17. Enter that 6-digit numeric code into the **Code** section of **P2C** then select **Submit**. **If the code changes before it can be entered, it will not accept it.**

Two-factor authentication increases the security of your *Hospital to Home* account.

All you need is a compatible app on your smartphone. For example [Google Authenticator](#), [FreeOTP](#), [Authy](#), [Duo](#), and many others.



Scan this image with your app. You will see a 6-digit code on your screen. Enter the code below to verify your device and complete the setup.

Code:

123456

Submit

18. After the code has been accepted, it will provide a successful notification on **P2C**.

Two-factor authentication has been set up. You will periodically be asked to supply an authentication code when logging in, to verify your account.

**Upcoming EDDs**

	P1	P2	P3	EoL
Today	0	0	0	0
Tomorrow	0	0	0	0
Up to a week	0	0	0	0

**Delays**

	P1	P2	P3	EoL
< 1 day	0	0	0	0
1 - 2 days	0	0	0	0
3 or more days	0	0	0	0

19. Now **P2C 2FA** is set up.



## iPhone

2 Factor Authentication (2FA) is extremely important for security purposes. This ensures that if your details are exposed, the exposor cannot access **Pathway to Care** system without having another form of identification. This identification is done by **P2C** requesting a unique code to be entered that can be accessed from **Google Authenticator**.

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Code:

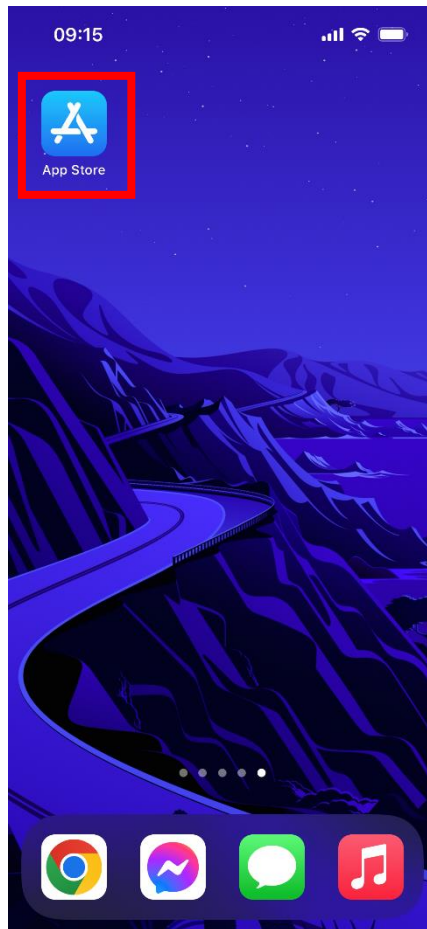
Submit

2. If not, then accessing **2FA** can be done on the menu bar – **Setup 2FA**.

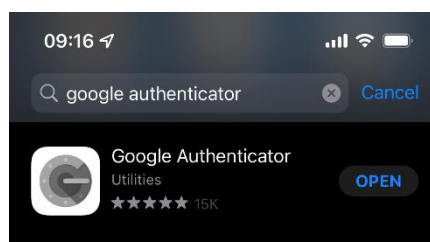
[Glossary](#) [Setup 2FA](#) [System Administration](#) [Reports](#)

3. It will ask for the **QR** code to be scanned by a “**compatible app on your smartphone for example Google Authenticator**”.
4. For unity and accessibility reasons, **Google Authenticator** is the one to use. **If you have access to a smartphone that was provided by work, use this one rather than a personal phone.**
5. If **Google Authenticator** is already installed on your device move onto **Step 12**.
6. If not, continue forward for installation instructions on an **iPhone Smartphone**.

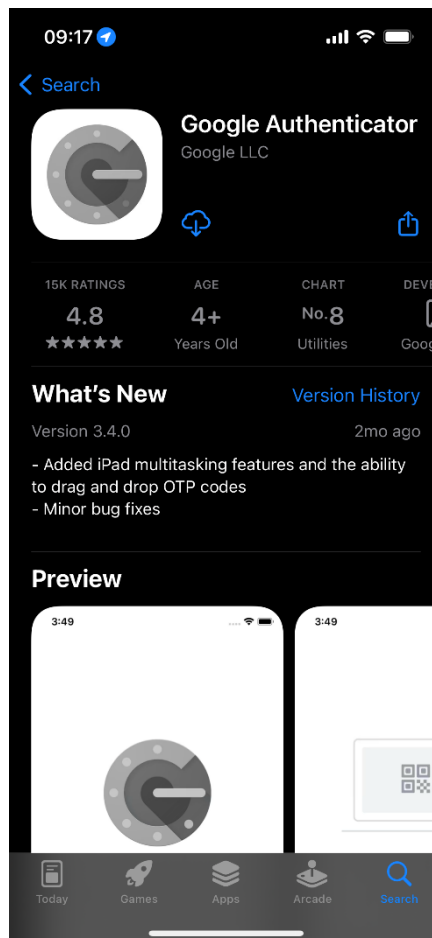
7. Open your work smartphone and select **App Store**. (Marked by a Red Box)



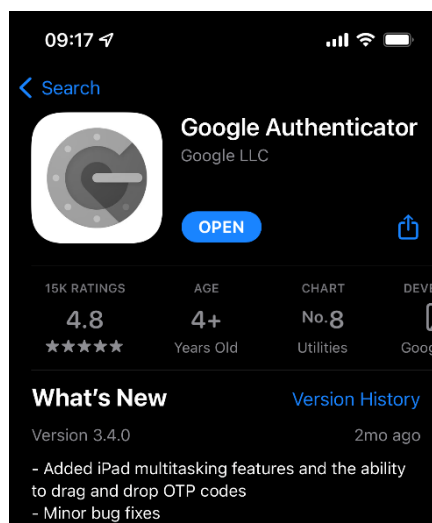
8. Once selected, search for **Google Authenticator**



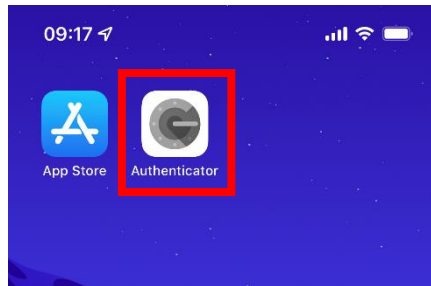
9. Select **Google Authenticator** and select **Install**.



10. Once installed, select **Open**.

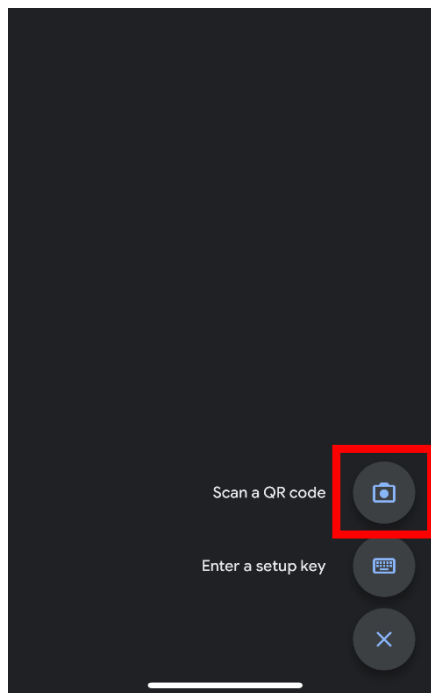


11. **Google Authenticator** will be downloaded to the apps list on your smartphone for future access.



12. Once opened, select **Get Started**

13. Once selected, select **Scan a QR code**



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Code:

Submit

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16. It will provide a 6-digit numeric code that changes once every 15/30 seconds.
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Two-factor authentication increases the security of your *Hospital to Home* account.

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Scan this image with your app. You will see a 6-digit code on your screen. Enter the code below to verify your device and complete the setup.


Code:

123456


Submit

18. After the code has been accepted, it will provide a successful notification on **P2C**.

Two-factor authentication has been set up. You will periodically be asked to supply an authentication code when logging in, to verify your account.

 **Upcoming EDDs**

	P1	P2	P3	EoL
Today	0	0	0	0
Tomorrow	0	0	0	0
Up to a week	0	0	0	0

 **Delays**

	P1	P2	P3	EoL
< 1 day	0	0	0	0
1 - 2 days	0	0	0	0
3 or more days	0	0	0	0

19. Now **P2C 2FA** is set up.

## Change 2FA Token

1. If there is a reason to change a token or application/ mobile after the setup process has been completed. Select **Setup 2FA**.

[Glossary](#)   [Setup 2FA](#)   [System Administration](#)   [Reports](#)

2. Then the system will provide two options.

### Configure Two-Factor Authentication

You have already configured a device to use for two-factor authentication.  
You can use this page to set up another device or to reinstall your profile onto an existing device.

**Use existing token**  
If you want to use more than one device to access *Hospital to Home* then select this option to link another device using the existing token. This option will not reset any existing authorisation profiles that you have already saved on your devices.

**Generate a new token**  
This option will create a new authentication token. You should use this when you think that a device may have been compromised or if you have upgraded, reinstalled or replaced your only device. Any profiles stored on existing devices will be invalidated and will no longer work.

Password:

For security reasons, you need to confirm your password when attaching a new device to your account.

**Submit**

3. **Use existing token** will display a token code that can be entered into another device. That way the **2FA** process can be done by 2 different devices.
4. **Generate a new token** will delete the old device access and the setup process will be restarted. Used if the old device is not used anymore or if a device change is needed.

## Reset your password

1. To reset your password, navigate to the initial login screen

### Log in

To continue, please log in using the username and password given to you by your system administrator. If you do not know your login details, or have forgotten your password, please contact your system administrator for guidance.

User Name:

Password:

[Forgotten your password?](#)

Log in

2. Under the login details select **Forgotten your password?**
3. This will redirect you to change your password.
4. Enter your email

### Reset your password

Insert the email address you provided during registration:

Email:

Reset Password

5. Then select **Reset Password**
6. This will send you an email with a reset token.
7. This will allow you to change your password.
8. Once changed, use that new password on the login screen.



## Home Screen Dashboard

1. Once a user logs into **P2C**. The **Home Screen Dashboard** will be displayed.

The dashboard includes a 'Register New Discharge' button and several data sections:

- Upcoming EDDs** table:
 

	P1	P2	P3	EoL
Today	0	0	0	0
Tomorrow	0	0	0	0
Up to a week	0	0	0	0
- Delays** table:
 

	P1	P2	P3	EoL
< 1 day	0	0	0	0
1 - 2 days	0	0	0	0
3 or more days	0	0	0	0
- Not allocated to a case manager**: 1
- Active cases not recently updated**: 1
- Does not meet criteria to reside**: 1
- At destination awaiting final assessment**: 0
- Awaiting final assessment > 1 day**: 0
- Discharges ready for deletion**: 0
- Awaiting pathway decision assessment** table:
 

Name	Location	EDD
BLOGGS, Joe (08/04/65)		08/04/22
- At destination awaiting final assessment**: No Results.

2. The **Home Screen Dashboard** will have different levels of information depending on a user's role and team.

## Menu Bar


1. The top **Menu Bar** never changes regardless of what is selected.

The menu bar contains a search box with the text 'Search cases' and a 'Search' button. To the right, there is a user profile 'scottsimpson@wakefield.gov.uk' with a 'Log out' link, and navigation links for 'Glossary', 'System Administration', and 'Reports'.

2. The search box allows users to search for a case/ record/ person.

The search box is labeled 'PATHWAYS TO CARE' and contains the text 'Search cases' with a 'Search' button.

- The person icon shows who is logged in at that time, and next to the user there is a **log out** button.

 scottsimpson@wakefield.gov.uk **Log out**

- Glossary** is a terminology list with definition found throughout **Pathway to Care**.

[Glossary](#) [System Administration](#) [Reports](#)

**Glossary**

Term	Definition
Active Discharge	A discharge that is currently in progress. i.e. where the Discharge Referral has been made but the Assessment has not yet been carried out.
Actual Discharge Date (ADD)	The date that a person has been discharged from hospital.
Alert	An automated notification (either on a dashboard, or pushed-out via email), triggered by a set of conditions.
Allocated	A staff member (or multiple staff members) from the Discharge Team has/have been assigned (allocated) as the person's Care Manager(s) for this discharge.
Assessment	When the assessment is completed, it is the end of the D2A process, carried-out when the person is at their destination, following discharge. The full assessment of a person's long term care needs, performed either in the person's intermediary community placement or in their own home, depending on which pathway they have been discharged on. This assessment constitutes the end of the D2A process.
Care	Either Health or Social Care, including external providers, providing support to people following discharge.
Case Manager(s)	The staff member in the discharge team who is responsible for the pathway decision assessment of a person, determining an appropriate pathway, co-ordinating the immediate needs, and ensuring the person is followed up in the community for an assessment of longer term needs.
Criteria to Reside	Based on the criteria to reside in hospital as developed with the Academy of Medical Royal Colleges, acute hospitals must discharge all persons who no longer meet these criteria as soon as they are clinically safe to do so. Daily morning ward rounds to review every person and make decisions, informed by the criteria to reside, are the foundation for avoiding delay and improving outcomes for individuals. Transfer from the ward to a designated discharge area should happen promptly; for persons on Pathway 0 this should be within one hour of that decision being made, and the same day for people on all other pathways. Discharge from the discharge area should happen as soon after that as is possible and safe which will often be within two hours, or on the same day.

- System Administration** allows access to **Pathway to Care** security features. **This will only be accessible by System Administration users.**

[Glossary](#) [System Administration](#) [Reports](#)

- Reports** allows **select report types** to be ran with changeable **breakdown** criteria.

[Glossary](#) [System Administration](#) [Reports](#)

**Reports**

Select Report Type:

Breakdown By:

7. Under the **Menu Bar** is the **Home Screen Dashboard** or **Selected Screen**

## Home Screen Dashboard

1. **Register New Discharge** allows users to add a new **Discharge** record to the system using a client's NHS number.

**Register New Discharge**


2. **Upcoming EDDs** is the expected discharge date for a client.
3. It is broken down by the client being discharged **Today**, **Tomorrow** or **Up to a week**.
4. Either through **Pathway 1 (P1)**, **Pathway 2 (P2)**, **Pathway 3 (P3)** or **End of Life (EoL)**.



### Upcoming EDDs

	P1	P2	P3	EoL
Today	0	0	0	0
Tomorrow	0	0	0	0
Up to a week	0	0	0	0

5. **Delays** will show how long a client's discharge date is delayed by.
6. It is broken down by the client being delayed by **Less than 1 day (< 1 day)**, **between 1 – 2 days (1 – 2 days)**, or **3 or more days**.
7. Either through **Pathway 1 (P1)**, **Pathway 2 (P2)**, **Pathway 3 (P3)** or **End of Life (EoL)**.

 **Delays**


	P1	P2	P3	EoL
< 1 day	0	0	0	0
1 - 2 days	0	0	0	0
3 or more days	0	0	0	0

8. Further down are a selection of information widgets, the amount and what the information will change for role and team.

Not allocated to a case manager  1	Active cases not recently updated  1	Does not meet criteria to reside 1	At destination awaiting final assessment 0	Awaiting final assessment > 1 day 0
Discharges ready for deletion 0				

9. **Not allocated to a case manager** widget flags up any cases that have not been allocated.

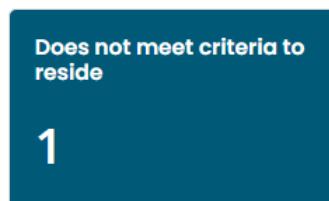
**Not allocated to a case manager**

 1

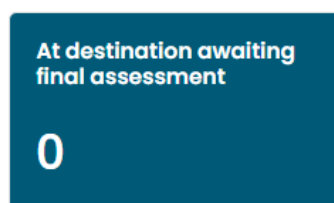
10. **Active cases not recently updated** widget flags any cases that have not been updated in the past 48 hours.



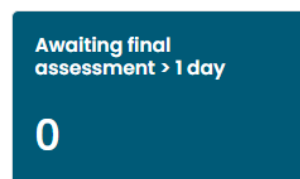
11. **Does not meet criteria to reside** widget will show if a person does not meet criteria to be in hospital anymore, that they are ready to be discharged or leave the hospital.



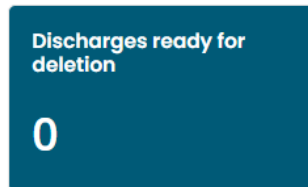
12. **At destination awaiting final assessment** widget shows if a person is waiting for their final allocated environment.




13. **Awaiting final assessment > 1 day** widget shows if there is a delay for a person waiting for their final allocated environment.



14. **Discharges ready for deletion** widget shows when a case is ready for deletion, it is the System Administration responsibility to delete those records. However, the retention period of cases is 8 years on the system.




15. **Awaiting pathway decision assessment** table shows when a person, that is a new entry into the system, is awaiting to be triaged.

 **Awaiting pathway decision assessment**


Name	Location	EDD
BLOGGS, Joe (08/04/65)		08/04/22

16. **At destination awaiting final assessment** table shows when who are waiting for a final assessment.

 **At destination awaiting final assessment**

No Results.

17. **Current Caseload** will show any patients that are assigned to the user.

 **Current caseload**

Pathway	Name	Location	EDD	Status
P2	MULLENTEST, David (03/05/42)	Discharge Origin	16/05/22	Awaiting Discharge

All available widgets and tables differ from the role of the user to the team. Some options here may not be available for the user or there may be more options than available here.

All widgets and tables are interactable.



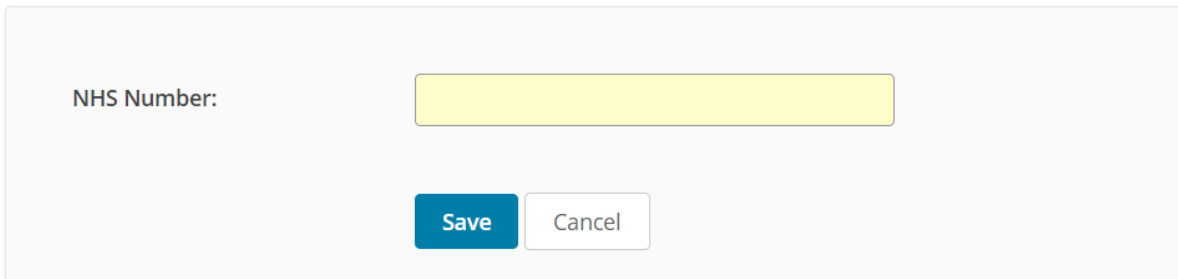
## Register New Discharge

1. **Register New Discharge** allows users to add a new **Discharge** record to the system using a client's NHS number.



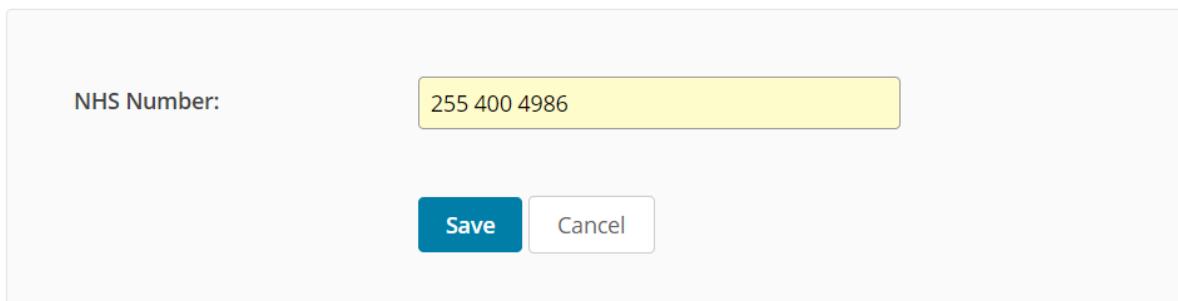
Register New Discharge

2. When selected, the user will be asked to input an NHS number for the person.



NHS Number:

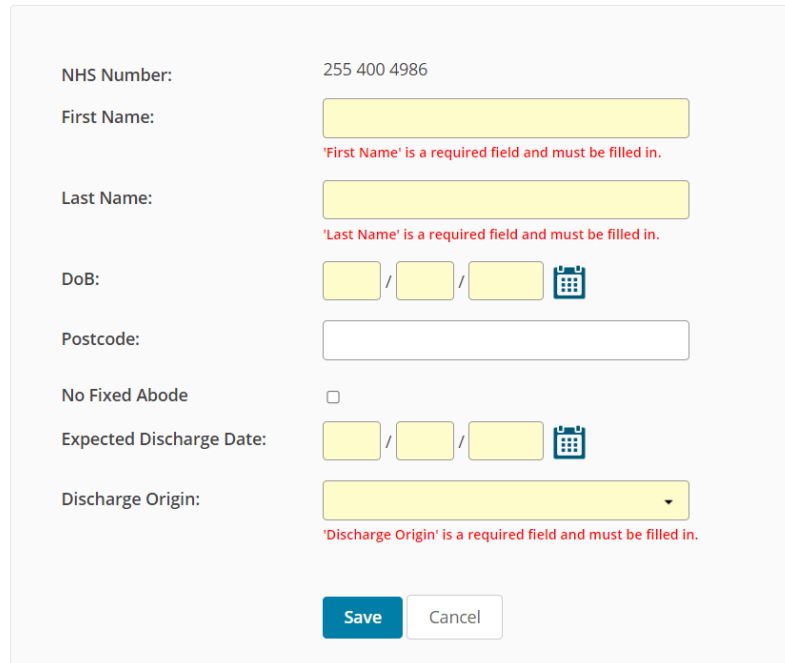
3. When the NHS number has been entered, select **Save**.



NHS Number:

4. It will navigate the user to a person creation page.


#### Register New Discharge



NHS Number: 255 400 4986


First Name:  'First Name' is a required field and must be filled in.

Last Name:  'Last Name' is a required field and must be filled in.

DoB:  /  /  

Postcode:

No Fixed Abode

Expected Discharge Date:  /  /  

Discharge Origin:  'Discharge Origin' is a required field and must be filled in.

5. Enter the person details accurately.
6. Any field highlighted as “Yellow” is mandatory.
7. **Postcode** and **No Fixed Abode** (Home that is not stationary) are not mandatory.
8. Use the **Calendar** icons for dates or enter manually.

## Register New Discharge

NHS Number: 255 400 4986

First Name:   
 \*First Name\* is a required field and must be filled in.

Last Name:   
 \*Last Name\* is a required field and must be filled in.

DoB:  /  /

Postcode:

No Fixed Abode

Expected Discharge Date:  /  /

Discharge Origin:    
 \*Discharge Origin\* is a required field and must be filled in.

9. **Discharge Origin** is a drop-down list of local Hospitals.

Register New Discharge

NHS Number:

First Name:

Last Name:

DoB:

Postcode:

No Fixed Abode

Expected Discharge Date:

Discharge Origin:

\*Discharge Origin\* is a required field and must be filled in.

Dewsbury District Hospital

- Ward 2
- Ward 4 - Neuro Rehab
- Ward 5 - Neuro Rehab
- Ward 6
- Ward 8
- Ward 9
- Ward 10
- Ward 11
- Ward 14
- Ward 15

Pinderfields Hospital

- 20A
- 20B
- 21
- 27
- 31A
- 32
- 33

10. Once completed, select **Save**.

## Person Record

1. When a person record has been created, the user will be met with this Person Record screen.

### Person

Your changes have been saved.

**MULLEN, Tom (03/05/12)**  
NHS No: 255 400 4986 Postcode:

**Local Authority**  
Wakefield Council

**Current Status**  
Awaiting Pathway Decision Assessment  
Being discharged from 27 to -

**Expected Date of Discharge**  
25th May 2022

**Pathway**  
Unallocated

**Case Manager(s)**  
• None

**Associated Team(s)**  
• None

View Activity
Update Status
Add Notes
Edit Patient Details
View Audit Log

**Activity**

22nd April, 2022  
2:21pm

- Case Created NEW was added (by Scott Simpson)

2. On the left, shows information of the Person

### Person

**MULLEN, Tom (03/05/12)**  
NHS No: 255 400 4986 Postcode:

**Local Authority**  
Wakefield Council

**Current Status**  
Awaiting Pathway Decision Assessment  
Being discharged from 27 to -

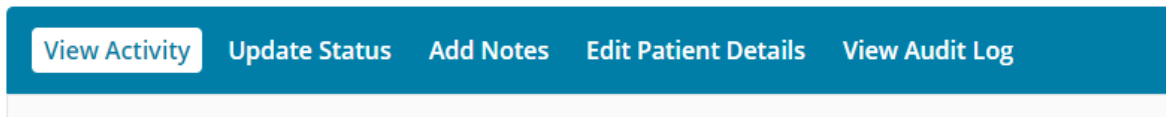
**Expected Date of Discharge**  
25th May 2022

**Pathway**  
Unallocated

**Case Manager(s)**  
• None

**Associated Team(s)**  
• None

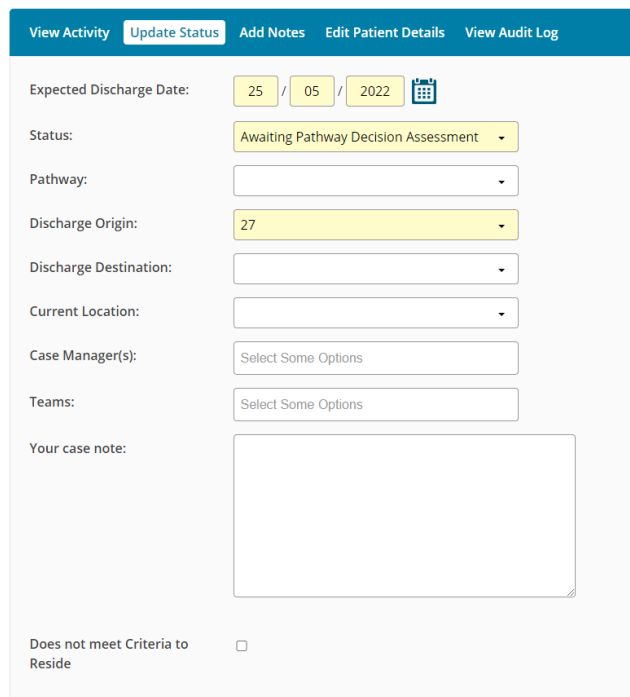
3. At the top, there are a selection of tabs that will display further information.



4. **View Activity** is a chronological timeline of any changes to a record.



5. **Update Status** is where a user can update pathways and assign to **Case Manager(s)** and **Teams**.



6. **Add Notes** allows the user to add additional notes to the person record including uploading a **Case File**

View Activity Update Status **Add Notes** Edit Patient Details View Audit Log

Your case note:

Upload Case File: Choose File No file chosen

Save Cancel

7. **Edit Patient Details** allows the user to edit the Person Record information

View Activity Update Status Add Notes **Edit Patient Details** View Audit Log

First Name: Tom

Last Name: Mullen

NHS Number: 255 400 4986

DoB: 03 / 05 / 1912

Postcode:

No Fixed Abode

Save Cancel

8. **View Audit Log** displays a chronological list of all instances to that Person Record. If a user has viewed a record or updated. This can also be downloaded into an Excel document.

View Activity
Update Status
Add Notes
Edit Patient Details
View Audit Log

### Audit Log for CaseID: 38

Filter Page Items:

Reference	Timestamp	Accessing User	Context	Data Changed
VIEW-613	22-04-2022 14:21:23	Scott Simpson	case_overview	
EDIT-384	22-04-2022 14:21:23	Scott Simpson		Case Created: NEW
VIEW-614	25-04-2022 11:40:17	Scott Simpson	case_overview	
VIEW-615	25-04-2022 11:44:12	Scott Simpson	case_status	
VIEW-616	25-04-2022 11:50:28	Scott Simpson	patient_edit	
VIEW-617	25-04-2022 11:50:38	Scott Simpson	case_status	
VIEW-618	25-04-2022 11:51:30	Scott Simpson	patient_edit	

Page: 1

25 | 100 | 250 | [Show All](#)

Download
Cancel

## Update Status

1. Select **Update Status**
2. The **Expected Discharge Date** can be modified if the patient EDD was to change

Expected Discharge Date:	29 / 04 / 2022	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <span>Apr</span> <span>▼</span> </div> <div style="border: 1px solid #ccc; padding: 2px;">2022</div> <table border="1" style="width: 100%; text-align: center; font-size: 0.8em;"> <thead> <tr> <th>Mo</th> <th>Tu</th> <th>We</th> <th>Th</th> <th>Fr</th> <th>Sa</th> <th>Su</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td style="background-color: #007bff; color: white;">29</td> <td>30</td> <td></td> </tr> </tbody> </table> </div>	Mo	Tu	We	Th	Fr	Sa	Su					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Mo	Tu	We	Th	Fr	Sa	Su																																						
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11	12	13	14	15	16	17																																						
18	19	20	21	22	23	24																																						
25	26	27	28	29	30																																							
Status:	Awaiting Pathway Decision																																											
Pathway:																																												
Discharge Origin:	Ward 10																																											
Discharge Destination:																																												
Current Location:																																												

3. The **Status** is the journey of the patient throughout the system.
4. A new patient will begin on **Awaiting Path Decision Assessment**, for their initial pathway assessment and triage.
5. When a patient's pathway has been decided they then will be moved onto **Discharge Planning in Progress**.
6. When this has been completed, the patient will be **Awaiting Discharge**.
7. When the patient has been **Discharged**, they can be moved onto that status. This can also be dated and recorded for when this happens.
8. The patient then arrives at their home destination and can be **Awaiting Assessment**.
9. When they have been **Assessed** in their home destination, that can be their home environment or care home for example. They can be moved onto that status. Once they have been allocated to **Assessed** status the record is then closed.
10. **Abandoned** means the patient is not required on Pathway to Care anymore and is closed.
11. **Entered in Error** means a mistake was made and the process for deletion has started.
12. More information can be found on where this status's send the patient record on the system here: [Status Options](#)



Status:	Awaiting Pathway Decision Assessment
Pathway:	Awaiting Pathway Decision Assessment
Discharge Origin:	Discharge Planning In Progress
Discharge Destination:	Awaiting Discharge
Current Location:	Discharged
	Awaiting Assessment
	<b>Assessed</b>
	Abandoned
	Entered in Error

- 13. **Pathway** can assigned as Pathway 1 (**P1**), Pathway 2 (**P2**), Pathway 3 (**P3**) or End of Life (**EoL**)
- 14. **Discharge Origin** is where the discharge has been placed from.
- 15. **Discharge Destination** is where the patient is going to.

Discharge Destination:	
Current Location:	<b>Own Home</b>
Case Manager(s):	No change to Package of Care
Teams:	New Package of Care
Your case note:	Increased Package of Care
	Reablement
	<b>Direct payment</b>
	Family Support
	Bridging - Family Support
	Bridging - Reablement
	<b>Other Private Residence</b>
	Temporary Accommodation
	Reablement Flat
	<b>Short-Term Care</b>
	Interim Bed
	Intermediate Care Bed - WICU
	Non-Weightbearing Bed
	Discharge to Assess Bed

- 16. **Current Location** is where the patient is located.

The screenshot shows a patient record form for CaseID=39. The form has two tabs: 'View Activity' and 'Update Status'. The 'Update Status' tab is active. The form contains several fields: 'Expected Discharge Date:', 'Status:', 'Pathway:', 'Discharge Origin:', 'Discharge Destination:', and 'Current Location:'. The 'Current Location:' field is open, showing a dropdown menu with the following options: Ward 4 - Neuro Rehab DDH, Ward 5 - Neuro Rehab DDH, Ward 6 DDH, Ward 8 DDH, Ward 9 DDH, Ward 10 DDH, Ward 11 DDH, Ward 14 DDH, Ward 15 DDH, Elective Orthopaedic Ward PGI, WICU PGI, Discharge Lounge, Pinderfields General Hospital, Dewsbury District Hospital, In Transit (highlighted), Discharge Destination, and Other... A mouse cursor is pointing at the 'In Transit' option.

17. **Case Manager(s)** is the individual responsible for working with this patient.
18. **Teams** are the teams who are responsible for working with this patient through the process.
19. When a **Team** has been chosen, the patient will be displayed on the widgets of the dashboard for everyone in that team.
20. **Your case note** can be added to the recorded if needed.
21. **Does not meet criteria to reside** can be recorded

The screenshot shows a form for recording 'Does not meet Criteria to Reside'. The form has a checkbox labeled 'Does not meet Criteria to Reside' which is checked. Below this is a date and time field labeled 'Does not meet Criteria to Reside Date and Time:' with input boxes for 26 / 04 / 2022 and 10 : 34. There are two dropdown menus labeled 'Primary Delay Reason:' and 'Secondary Delay Reason:'.

22. **Exclude discharge from deletion** removes the option for the patient record to be deleted.
23. When a patient record has been completed, select **Save**.

## Send a Team Alert

1. When a patient record has been completed and changes have been saved a **Send a Team Alert** box will appear.

### Person

Your changes have been saved.

[Send a Team Alert](#)

2. The View Activity screen will have been updated too.

[View Activity](#) [Update Status](#) [Add Notes](#) [Edit Patient Details](#) [View Audit Log](#)

### Activity

**10th May, 2022**  
10:17am

- Pathway P1 was added (by Scott Simpson)
- Status changed from Awaiting Pathway Decision Assessment to Discharge Planning In Progress (by Scott Simpson)
- Discharge Destination New Package of Care was added (by Scott Simpson)
- Current Location Discharge Origin was added (by Scott Simpson)
- Case Workers Scott Simpson was added (by Scott Simpson)
- Teams System Admin was added (by Scott Simpson)
- Case Note New package was added (by Scott Simpson)

**22nd April, 2022**  
2:21pm

- Case Created NEW was added (by Scott Simpson)

3. The user then can select one of two options to send to the allocated **Teams** for the record.

## Person

Your changes have been saved.

Cancel

Patient has left hospital

Patient has arrived home

4. This will notify the team if the patient has left hospital or if the patient has arrived home.
5. Select the appropriate choice and it will show **Send**

## Person

Your changes have been saved.

Cancel

Patient has left hospital ✓

Patient has arrived home

Send

## Status Options

If a user is not part of an allocated **Team** or set as a specific **Role**, they may not see the patient. However, they may be able to see them inside of the **Upcoming EDDs** and **Delays** widget or search for them through the **Person Search**.

### Awaiting Pathway Decision Assessment

View Activity Update Status Add Notes Edit Patient Details View Audit Log

Expected Discharge Date:  /  /

Status: Awaiting Pathway Decision Assessment

It will be allocated on **Awaiting pathway decision assessment** widget for the user who created the patient, the **Teams** allocated, and **Case Manager(s)** allocated.

### Awaiting pathway decision assessment

Name	Location	EDD
BLOGGS, Joe (08/04/65)		08/04/22
MULLENTEST, David (03/05/42)	Discharge Origin	16/05/22

### Discharge Planning In Progress

View Activity Update Status Add Notes Edit Patient Details View Audit Log

Expected Discharge Date:  /  /

Status: Discharge Planning In Progress

Will be allocated on the **Current Caseload** widget for **Case Manager(s)** allocated as well as the **Reablement Team Current Caseload** widget.

## Awaiting Discharge

View Activity
Update Status
Add Notes
Edit Patient Details
View Audit Log

Expected Discharge Date: 16 / 05 / 2022

Status: Awaiting Discharge ▼

Will be allocated to allocated **Case Manger(s) Current Caseload** widget as well as **Reablement Team Current Caseload**.

## Discharged

View Activity
Update Status
Add Notes
Edit Patient Details

Expected Discharge Date: 16 / 05 / 2022

Status: Discharged ▼

Will be allocated to **Reablement Team Current Caseload**.

## Awaiting Assessment

View Activity
Update Status
Add Notes
Edit Patient Details

Expected Discharge Date:  /  /

Status: Awaiting Assessment ▾

Will be allocated **At destination awaiting final assessment** on allocated **Team** and **Case Manager(s)**.

### At destination awaiting final assessment

Pathway	Name	Location	EDD
P2	MULLENTEST, David (03/05/42)	New Package of Care	16/05/22

## Assessed/ Abandoned/ Entered in Error

View Activity
Update Status
Add Notes
Edit Patient Details

Expected Discharge Date:  /  /

Status: Assessed ▾

Will be **Closed** and removed from **Upcoming EDDs** and **Delays**. The only way to find the **Person Record** again is by searching for **Closed** records.

## Person Search

1. At the top of the screen is a search box

2. Enter a name and select search

3. If a name is not known just select search
4. A search screen will appear

### Search

### Results for "Tom"

Showing all 0 results

No Results.



### 5. Enter any details in the relevant fields and select search

Case Status:  Open  Closed

Results for: First Name: "Tom"  
 Last Name: "MullenTest"  
 NHS Number: "2554004986"

Showing all 0 results

No Results.

### 6. If no record is found, try the **Case Status closed**

Case Status:  Open  Closed

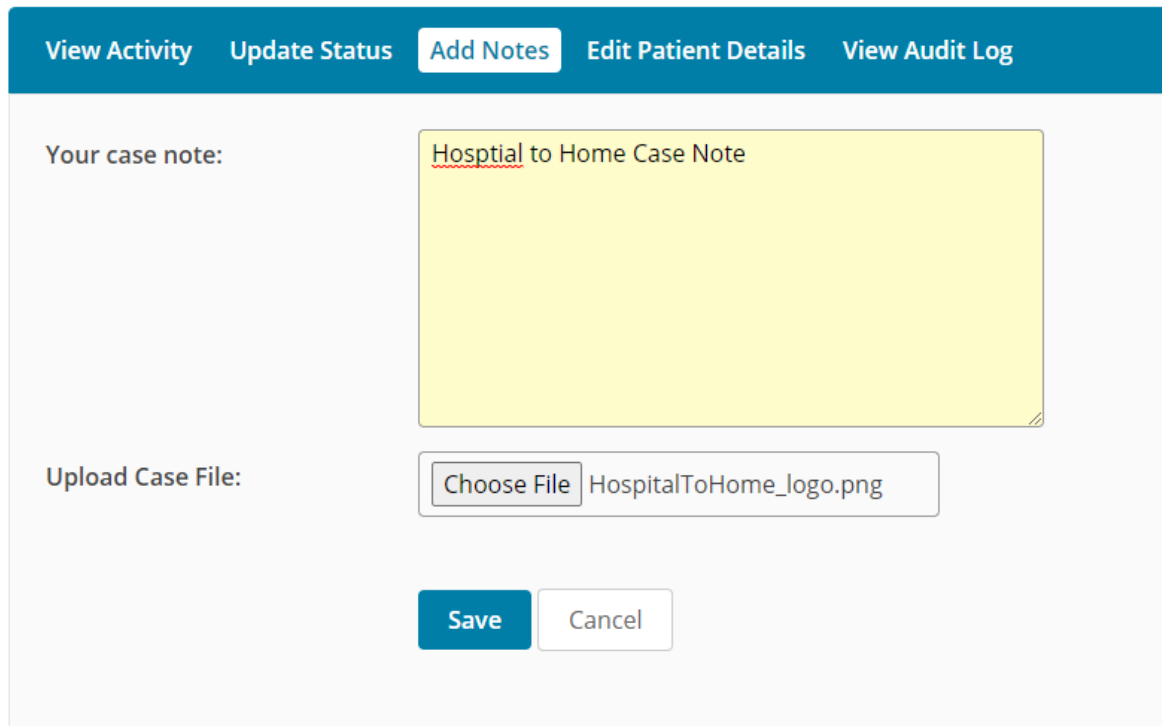
Results for: First Name: "Tom"  
 Last Name: "MullenTest"  
 NHS Number: "2554004986"

Showing all 1 results

Search Match Rank	Case ID	Name	Postcode	NHS Number	Date of Birth	EDD	Current Location	Status	Pathway
5	38	Tom Mullen		255 400 4986	03/05/1912	25/05/2022	Discharge Origin	Assessed	P1

## Add Notes

Adding Case Notes to a **Person Record** can be done on the **Add Notes** tab.

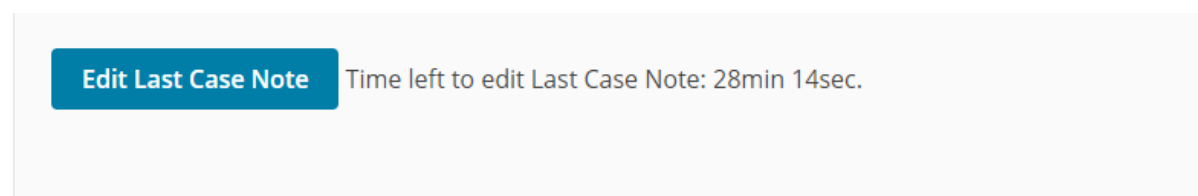


View Activity Update Status **Add Notes** Edit Patient Details View Audit Log

Your case note:

Upload Case File:  HospitalToHome\_logo.png

Once a **Case Note** has been **Saved** the user will have 30 minutes to correct any errors before it is locked onto the system.



Time left to edit Last Case Note: 28min 14sec.

A user can edit by selecting the **Edit Last Case Note**. This will allow the user to make changes and **Update Case Note**, resetting the 30-minute timer. It also allows to remove and upload new attachments. To remove an attachment select **Delete File**.

**View Activity** **Update Status** **Add Notes** **Edit Patient Details** **View Audit Log**

Your case note:

Hospital to Home Case Note

Overwrite Case File:  No file chosen

Last Uploaded Case File:

- HospitalToHome\_logo.png

**Version Control**

Version Number	Change	Author	By Date
V1	First Start	Scott Simpson	25/4/2022
V1.1	Updated branding change to Pathway to Care	Pete King	01/06/2023