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Quick Reference Guide – Launching the Connecting Care Portal in LiquidLogic

You can now access Connecting Care records from within LiquidLogic Adults System (LAS) and LiquidLogic Children's System (LCS) in context, removing the requirement to log in separately to the Connecting Care Portal.

To access the same person's record in Connecting Care from LiquidLogic please follow these steps. The guidance differs slightly between LAS and LCS so please check instructions for the relevant system.

If you require access to the ICBC reports this is not possible from within LAS in context and you will need to login via the portal to access reports.

Access to Connecting Care is still available via the portal <u>Login to Connecting Care</u> (swcsu.nhs.uk).

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LAS In context Instructions:

- 1. Search and open the record in LAS
- 2. Click on the Health Record tab

Liquidlogic	Adults		Home Help Menu v Basic Demographics *	System v Find
Personal	Les Service User	۲	Address	- Importan
Personal	Full Name Gender		Primary Address	 An open Case + More
<u>A</u> dditional <u>I</u> dentity	Actual DOB Age			Legal Represe Consent to Ir
<u>F</u> actors & Risks Shared <u>L</u> ives	 Marital Status 		Address History / Update Addresses	
Carer <u>R</u> elationships <u>C</u> ase Hierarchy	NHS Number NHS Number Update NHS Number	۲	Contact Methods Add/Update Contact Methods	 Events Start a HRSS

3. When the Health Record tab opens, select **Connecting Care** from the left hand menu

Liquidlogıc	Adults	Home	Help	Menu 🔻	System 🔻	Find v
<u> </u>				≗ ‡	8 B	Health Record
Health <u>O</u> verview <u>H</u> ospital Admissions						
Medical <u>B</u> ackground Medication						
Immunisations						
Connecting Care						

- 4. If this is the first time you are using Connecting Care in context, accept the disclaimer message.
- 5. The Connecting Care record details will then load on the right side of the screen and you can navigate the Connecting Care information as usual
- 6. If you need to view another Connecting Care record repeat steps 1 3



LCS In context Instructions:

- 1. Search and open a record in **LCS**
- 2. Open the **Health** section, this is located towards the bottom of the left hand menus (you may need to scroll down the page to locate it)

CP CIN R SAF		Basic Demogra	phics 🌣 🛃	ا رقي، 🕰
Personal	🛓 Personal Details	۲	Address	
ersonal	Case Number		Primary Address	
Additional	Full Name		Jan 2010 to present	
dentit <u>y</u>	Gender		+ Address History / Update A	ddresses
Portal	Actual DOB			
hotos	Age		Contact Methods	
Risks	Aliases		Mum's mobile	
ndividual Factors			Notes	
Relationships	Status Details	۲	Dad's mobile	
nvolvements	Education / Work Status		Notes	55
CIN & Case Statuses	Marital Status		 Add/Update Contact Metho Show Relevant Contact Method 	ids thods
CP	a historities			
CLA	 Identifiers 	5	📾 E-Mail	
Adoption			E-Mail	
listory	Actions			
Chronology	Update Details			
Shared History	Mark this Record as a Duplicate			
orms	Printable View			
ocuments	Copy to Briefcase			
Case <u>N</u> otes				
Reindex				
Childrens's Centres				
Exports				
Restricted Access				
Audit				
P-TS Audit				



3. From the Health menu select Connecting Care



- 4. If this is the first time you are using Connecting Care in context, accept the disclaimer message.
- 5. The Connecting Care record details will then load on the right side of the screen and you can navigate the Connecting Care information as usual
- 6. If you need to view another Connecting Care record repeat steps 1 3

Error Messages

When trying to access the Connecting Care record through LiquidLogic you may see an **error message** for the following reasons:

- a. You do not have a Connecting Care account or it has been set up incorrectly
- b. The person has opted out from Connecting Care
- c. No NHS number is recorded for this person
- d. The person may have a Connecting Care record but their NHS number isn't marked as traced and verified
- e. No Connecting Care record found for the NHS number
- f. Connecting Care found more than one person with this NHS number

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Help and Support

For more information and support contact your local IT Helpdesk;

Bristol City Council users

LCS Bristol – <u>lcs.helpdesk@bristol.gov.uk</u> LAS Bristol – <u>las.help@bristol.gov.uk</u>

North Somerset Council users

Please raise a request via ICT self-service in the first instance:

• 'User Applications' > 'Care Systems Request'

Alternatively, you can call the Service Desk on 08451207176