

Quick Reference Guide - Launching the Connecting Care Portal in RiO

Accessing Connecting Care

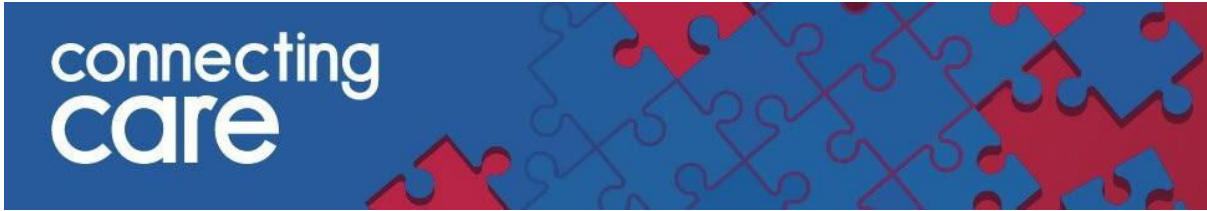
The purpose of this user guide is to demonstrate how to access the Service User's health information held within Connecting Care. This guide is for staff working in the BNSSG area.

- You can access the **Service User's Case Record** from the **Search** page, **Ward View** or **Caseload** page.

Bed	Occupier	Age	DOB	Sex	Date of Admission	Overall Risk Rating
Bed 1	BLACKBURN, Alfred (Mr)	55 years	18 Feb 1967	M	16 Nov 2021	None Recorded
Bed 2	FAWCETT, Madison (Miss)	84 years	3 Nov 1937	F	28 Nov 2021	None Recorded
Bed 3	HATTON, Edgar (Mr)	76 years	18 Oct 1945	M	16 Nov 2021	None Recorded
Bed 4	BOWDEN, Deborah (Miss)	22 years	28 Jul 1999	F	16 Nov 2021	None Recorded

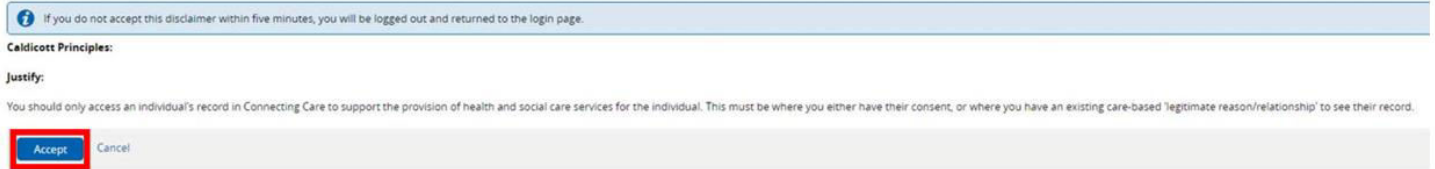
Client	Team	Post Code	Start Date	Next Review	Inpatient Location	Referral Urgency
BENNETT, Ashley (Mr)	Camley Team 26	SE1 0XE	15 Nov 2021		-	Non Urgent
BLACKBURN, Alfred (Mr)	Camley Team 26	SE6 1AG	15 Nov 2021		26 Chesnut	Non Urgent
BODIE, Ruth (Miss)	Camley Team 26	SE9 1JZ	15 Nov 2021		-	Non Urgent
BOWDEN, Deborah (Miss)	Camley Team 26	E10 5AB	15 Nov 2021		26 Chesnut	Non Urgent
CADMAN, Farrah (Miss)	Camley Team 26	SW8 1AA	15 Nov 2021		26 Chesnut	Non Urgent
CAMPBELL, Faye (Miss)	Camley Team 26	SW14 7AN	15 Nov 2021		26 Chesnut	Non Urgent
CARTER, Norman (Mr)	Camley Team 26	SE28 0AB	15 Nov 2021		-	Non Urgent

- From the **Service User's Case Record** page, click on the **BNSSG Connecting Care Viewer** hyperlink in the **Case Record** menu.



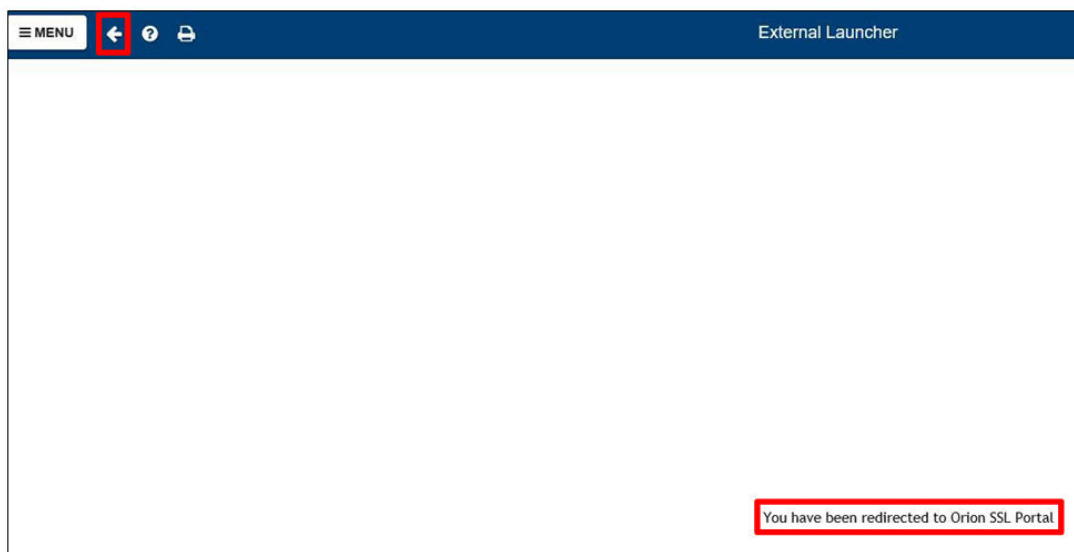
- A **Disclaimer** will appear on the screen. Click **Accept** to proceed.

Accept this disclaimer to continue



Please note: The **Caldicott Disclaimers** change on a weekly basis, rotating through the different principles. It is possible that other messages, such as downtime/system changes, are displayed at other times as we use these as a method of communicating information as well. The way they are set up in Connecting Care is to display the message as soon as a change has been made, and appears the first time a user logs in. Once the user has accepted the Disclaimer, it will not be displayed until the next time a change is made.

- A second browser window will open alongside RiO. The second window will display the Connecting Care contents.
- The first (RiO) window will display a message stating **You have been redirected to Orion SSL Portal** in the bottom of the screen (shown below).
- **To return to RIO**, click on the RiO **Back** arrow next to the **Menu** button (shown below).



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

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

For more information and support, please contact the AWP Service Desk via MySupport

