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Dorset Care Record brings all your health details together so medical and social care staff **can give you the best possible care**

Adding problems directly into the DCR to the Problem List tab



For more information please visit:
news.dorsetcouncil.gov.uk/dcr-staff-area

Objectives

1. How to Add Problems Internally from the DCR
2. How to Add an Allergy/Adverse Reaction
3. How to Add an Alert
4. How to Add a Diagnosis
5. How to Add a Comment to an internally added problem
6. How to Review, Update and Close an internally added problem

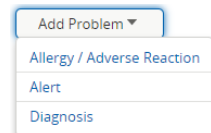
1. How to Add Problems Internally from the DCR

To be able to add a problem (allergy/adverse reaction, alert or diagnosis) directly from the DCR, you need to be authorised to do and given access to this functionality in the DCR by DCR System Admin.

If you think you should have the relevant access to add problems directly from the DCR but you cannot see the **Add Problem** or **black plus symbol buttons**, please contact DCRSystemAdmin@dorsetcouncil.gov.uk.

You can add a new internal problem either by

- 1 Clicking on the **Add Problem** button and selecting **Allergies/Adverse Reactions, Alerts** or **Diagnosis**



Or,

- 2 Clicking on the **black add symbol button** on the header of each internal header.

The screenshot shows the Dorset Care Record interface with the following components:

- Navigation Bar:** Summary, Problem List, Patient Task List, Medications Viewer, my Dorset Care Record, Social Care.
- Buttons:** "Add Problem" (highlighted with a red circle '1').
- EXTERNAL SOURCES (6):**
 - Messaged Alerts:

Alert	SEVERITY	DESCRIPTION
Allergy To Penicillin ALERT, Date 12-Jul-2023	-	-
Missing Persons ALERT, Date 30-Jun-2021	-	-
Diabetic [CLOSED] [UPDATED] ALERT, Date 05-Apr-2021	-	-
 - Messaged Allergies And Adverse Reactions:

Problem	SEVERITY	DESCRIPTION
penicillamine ALLERGY / ADVERSE REACTION, Date Unknown	-	Abdominal pain / Discomfort
Pineapple ALLERGY / ADVERSE REACTION, Date Unknown	-	Hypotension
sertraline [UPDATED] ALLERGY / ADVERSE REACTION, Date Unknown	-	Suicidal Ideation
- INTERNAL PROBLEMS:**
 - ALLERGY / ADVERSE REACTION** [Show All Closed (11)] [Plus Symbol (2)]

Problem	CERTAINTY	MANIFESTATIONS	INFORMATION SOURCE
Calpol [HIGH RISK] Trade Product ALLERGIC REACTION, Date 05-Apr-2021	Suspected	Burn of skin - Mild	Patient
Black widow spider venom Animal Material ADVERSE REACTION, Date 17-May-2023	Suspected	Vomiting - Mild	Relative
 - ALERT** [Show All Closed (11)] [Plus Symbol (2)]

Problem	CERTAINTY	EXPIRY	INFORMATION SOURCE
Jaws [Plus Symbol] SAFETY & SECURITY, Date Unknown	Certain	-	Relative
 - DIAGNOSIS** [Show All Closed (16)] [Plus Symbol (2)]

Problem	CERTAINTY	STATUS	INFORMATION SOURCE
Steroid Induced Type 2 Diabetes DIABETES DIAGNOSIS, Date Unknown	Definite	Active	Parent
Hypothyroidism [Plus Symbol] MEDICAL DIAGNOSIS, Date Unknown	Definite	Active	Medical Record



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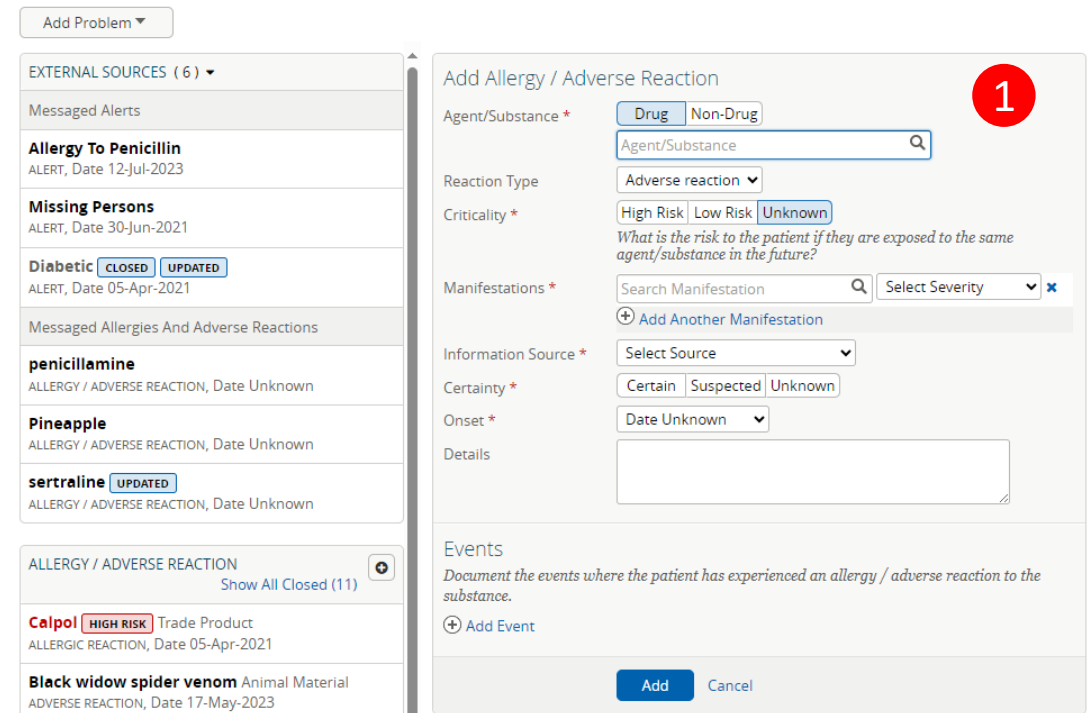
2. How to Add an Allergy/Adverse Reaction

2. How to Add an Allergy/Adverse Reaction

Enter allergy/adverse reaction details in the **Add Allergy/Adverse Reaction box**.

1 Fill in the compulsory fields marked with a red asterisk*:

- **Agent/Substance*** –
 - Select **Drug** or **Non-Drug** to filter the autocomplete results in the search field below.
 - Start typing the three letters of the agent/substance and autocomplete displays a list of matching results.
 - Select the right result.
- **Criticality*** – Select **High Risk**, **Low Risk** or **Unknown**.
- **Manifestations*** – Associate the adverse reaction with one or more manifestations:
 - Type in the first three letters and autocomplete will display a list of matching results;
 - Select the manifestation from the list and
 - Select its level of Severity (**Unknown**, **Mild**, **Mild to Moderate**, **Moderate**, **Moderate to Severe**, **Severe**, **Fatal**).
 - To add multiple manifestations, select the **Add Another Manifestation** link. At least one manifestation needs to be recorded, but you can remove a manifestation by selecting the close icon **X**.



The screenshot shows the 'Add Allergy / Adverse Reaction' form with the following fields and options:

- Agent/Substance***: Radio buttons for 'Drug' and 'Non-Drug', followed by a search field for 'Agent/Substance'.
- Reaction Type**: Dropdown menu set to 'Adverse reaction'.
- Criticality***: Radio buttons for 'High Risk', 'Low Risk', and 'Unknown'. A note below asks: 'What is the risk to the patient if they are exposed to the same agent/substance in the future?'.
- Manifestations***: Search field for 'Search Manifestation', a 'Select Severity' dropdown, and an 'Add Another Manifestation' link.
- Information Source***: Dropdown menu for 'Select Source'.
- Certainty***: Radio buttons for 'Certain', 'Suspected', and 'Unknown'.
- Onset***: Dropdown menu for 'Date Unknown'.
- Details**: A large text area for additional information.
- Events**: A section for documenting events with an 'Add Event' link.

Below the form, a list of external sources is shown with search results:

- EXTERNAL SOURCES (6)**
- penicillamine**: ALLERGY / ADVERSE REACTION, Date Unknown
- Pineapple**: ALLERGY / ADVERSE REACTION, Date Unknown
- sertraline**: ALLERGY / ADVERSE REACTION, Date Unknown
- Calpol**: **HIGH RISK** Trade Product ALLERGIC REACTION, Date 05-Apr-2021
- Black widow spider venom**: Animal Material ADVERSE REACTION, Date 17-May-2023

1 Continued

- **Information Source*** – Select the person who first identified the problem e.g. **Patient**, **Parent**, **Healthcare Professional** etc.
- **Certainty*** – Indicate the certainty of the problem e.g. **Suspected**, **Certain** or **Unknown**.
- **Onset*** – Select when the problem became significant for the patient.

2 Provide any other details deemed relevant from the following:

- **Reaction Type** – Select from **Adverse Reaction**, **Allergic Reaction** and **Intolerance**.
- **Details** – Describe the nature of the problem and its effect on the patient's health and general wellbeing within 500 characters.
- **Events** – Record events where the patient has experienced an adverse reaction to the agent/substance. Please see next slide.

Add Problem ▾

EXTERNAL SOURCES (6) ▾

Messaged Alerts

Allergy To Penicillin
ALERT, Date 12-Jul-2023

Missing Persons
ALERT, Date 30-Jun-2021

Diabetic CLOSED UPDATED
ALERT, Date 05-Apr-2021

Messaged Allergies And Adverse Reactions

penicillamine
ALLERGY / ADVERSE REACTION, Date Unknown

Pineapple
ALLERGY / ADVERSE REACTION, Date Unknown

sertraline UPDATED
ALLERGY / ADVERSE REACTION, Date Unknown

ALLERGY / ADVERSE REACTION Show All Closed (11)

Calpol HIGH RISK Trade Product
ALLERGIC REACTION, Date 05-Apr-2021

Black widow spider venom Animal Material
ADVERSE REACTION, Date 17-May-2023

Add Allergy / Adverse Reaction

Agent/Substance * Drug Non-Drug

Agent/Substance

Reaction Type Adverse reaction

Criticality * High Risk Low Risk Unknown

What is the risk to the patient if they are exposed to the same agent/substance in the future?

Manifestations * Select Severity ✕

+ Add Another Manifestation

Information Source * Select Source

Certainty * Certain Suspected Unknown

Onset * Date Unknown

Details

Events

Document the events where the patient has experienced an allergy / adverse reaction to the substance.

+ Add Event

Add Cancel

2 Continued - Documenting an event for an adverse reaction

You can document/add an event or multiple events for when the patient experiences an adverse reaction to an agent/substance.

- a Select the **Add Event link** in the **Add Adverse Reaction Panel**.
- b Enter event details e.g.
 - **Date***: select the date or the age of the patient that most accurately describes when the event occurred
 - **Details**: describe the nature of the event within 500 characters
- c Enter more events if necessary.
- d Once added, the event can no longer be updated.

Events

Document the events where the patient has experienced an allergy / adverse reaction to the substance.

+ Add Event **a**

Events

Document the events where the patient has experienced an allergy / adverse reaction to the substance.

Date * Select Onset Type **b**

Age
Date
Date Unknown

Details

+ Add Event **c**

Calpol Night Substance x

ALLERGIC REACTION, SINCE CHILDHOOD

Review Edit

Criticality ?	Low Risk	Status	ACTIVE
Information Source	Patient	Reaction Type	Allergic reaction
Certainty	Suspected		
Onset	Since Childhood		
Manifestations	Sweating - Unknown		
Details	-		

Past Reaction Events **d**

📅 Age 7 years

3 Click on **Add**.

The new allergy/adverse reaction is added to the patient's problem list.

EXTERNAL SOURCES (6) ▾

Messaged Alerts

Allergy To Penicillin
ALERT, Date 12-Jul-2023

Missing Persons
ALERT, Date 30-Jun-2021

Diabetic **CLOSED** **UPDATED**
ALERT, Date 05-Apr-2021

Messaged Allergies And Adverse Reactions

penicillamine
ALLERGY / ADVERSE REACTION, Date Unknown

Pineapple
ALLERGY / ADVERSE REACTION, Date Unknown

sertraline **UPDATED**
ALLERGY / ADVERSE REACTION, Date Unknown

ALLERGY / ADVERSE REACTION Show All Closed (11)

Calpol **HIGH RISK** Trade Product
ALLERGIC REACTION, Date 05-Apr-2021

Black widow spider venom Animal Material
ADVERSE REACTION, Date 17-May-2023

Add Allergy / Adverse Reaction

Agent/Substance * **Drug** **Non-Drug**
Agent/Substance

Reaction Type **Adverse reaction** ▾

Criticality * **High Risk** **Low Risk** **Unknown**
What is the risk to the patient if they are exposed to the same agent/substance in the future?

Manifestations * **Select Severity** ▾ ×
+ Add Another Manifestation

Information Source * **Select Source** ▾

Certainty * **Certain** **Suspected** **Unknown**

Onset * **Date Unknown** ▾

Details

Events
Document the events where the patient has experienced an allergy / adverse reaction to the substance.
+ Add Event

Add **Cancel** **3**

Note

4 If the allergy you are adding is the same as an existing one, you will be notified by the **Duplicate Problem warning**, but the system will let you add it when you click on the **Add** button.

EXTERNAL SOURCES (5) ▾ Show Dismissed (2)

ALLERGY / ADVERSE REACTION Show All Closed (10)

Calpol **HIGH RISK** Trade Product
ALLERGIC REACTION, Date 05-Apr-2021

Aspirin Substance
ALLERGIC REACTION, Date Unknown

Black widow spider venom Animal Material
ADVERSE REACTION, Date 17-May-2023

ALERT Show All Closed (10)

Child Protection Order
LEGAL, Date 06-Dec-2021

DIAGNOSIS Show All Closed (16)

Hypothyroidism **0**
MEDICAL DIAGNOSIS, Date Unknown

Type 2 Diabetes
DIABETES DIAGNOSIS, Since Birth

Add Allergy / Adverse Reaction **4**

Agent/Substance * **Aspirin** SUBSTANCE
Aspirin
⚠ Duplicate Problem

Reaction Type **Adverse reaction** ▾

Criticality * **High Risk** **Low Risk** **Unknown**
What is the risk to the patient if they are exposed to the same agent/substance in the future?

Manifestations * **Select Severity** ▾ ×
+ Add Another Manifestation

Information Source * **Select Source** ▾

Certainty * **Certain** **Suspected** **Unknown**

Onset * **Date Unknown** ▾

Details

Events
Document the events where the patient has experienced an allergy / adverse reaction to the substance.
+ Add Event

Add **Cancel**

5 Allergy/Adverse Reaction Display depends on Criticality and Manifestation

Depending on values attributed to the **Criticality/Risk** to the patient and severity of the **Manifestation**, the display of the **Allergy/Adverse Reaction** recorded will vary.

- a** If the allergy/adverse reaction you are adding has a **Low Risk** criticality, then:
 - the allergy/adverse reaction name will show in **black**.
- b** If the allergy/adverse reaction has a **Low Risk** criticality and a **Manifestation** that is either **Moderate-Severe**, **Severe** or **Fatal**:
 - the name of the allergy/adverse reaction name will be in **red** instead of **black**.
- c** If the allergy/adverse reaction you are adding has a **High Risk** criticality, then:
 - the allergy/adverse reaction name will show in **red** instead of **black** and
 - there will also be a **HIGH RISK** badge next to the allergy/adverse reaction name.

Low Risk, Mild Manifestation example with **black name**

Black widow spider venom Animal Material a ✕
ADVERSE REACTION, DATE 17-MAY-2023

Review Edit

Original Source	Messaged Allergies and Adverse Reactions		
Criticality	Low Risk	Status	ACTIVE
Information Source	Relative	Reaction Type	Adverse reaction
Certainty	Suspected		
Onset	Date 17-May-2023		
Manifestations	Vomiting - Mild		

Low Risk criticality, Severe manifestation example with **red name**

Aspirin Substance b ✕
ALLERGIC REACTION, DATE UNKNOWN

Review Edit

Criticality	Low Risk	Status	ACTIVE
Information Source	Patient	Reaction Type	Allergic reaction
Certainty	Certain		
Onset	Date Unknown		
Manifestations	Sweating - Severe		

High Risk criticality, Mild manifestation example with **HIGH RISK** badge and **red name**

Calpol HIGH RISK Trade Product c ✕
ALLERGIC REACTION, DATE 05-APR-2021

Review Edit

Original Source	Messaged Alerts		
Criticality	High Risk	Status	ACTIVE
Information Source	Patient	Reaction Type	Allergic reaction
Certainty	Suspected		
Onset	Date 05-Apr-2021		
Manifestations	Burn of skin - Mild		



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3. How to Add an Alert

3. How to Add an Alert

Enter alert details in the **Add Alert box**.

1 Fill in the compulsory fields marked with a red asterisk*:

- **Alert*** -

- Start typing the first three letters in the Alert search box for autocomplete to display a list of matching results and

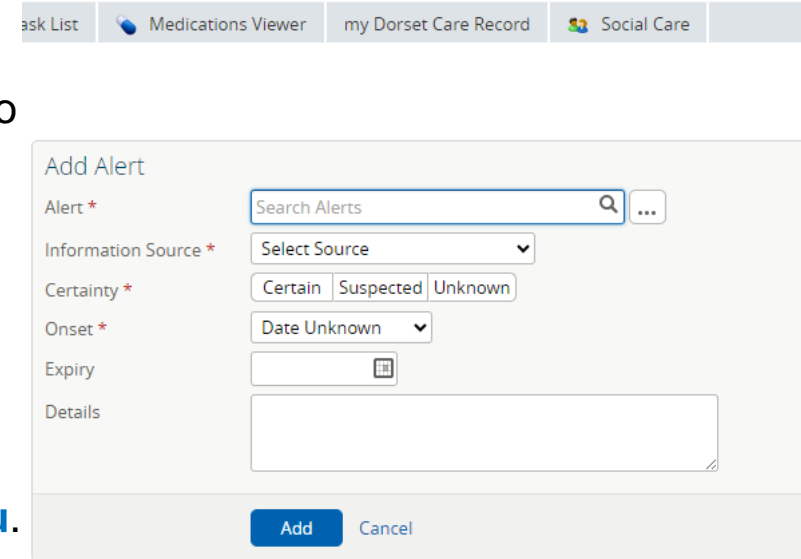
- Select the item you require.

Or

- Click on the ellipsis 3 dots button to select an alert category from the list – **Clinical Awareness, Infection Control, Legal, Treatment Preferences, Safety & Security, Safeguarding, Environmental, Other, Device in Situ.**

- Browse the available alerts and select the item you require.

- **Information Source*** – Select the person who first identified the problem e.g. Clinician, Patient or Healthcare Provider.
- **Certainty*** – Indicate the certainty of the problem e.g. Suspected, Certain or Unknown.
- **Onset*** – Select the option that best describes when the problem became significant for the patient.



The screenshot shows the 'Add Alert' form with the following fields:

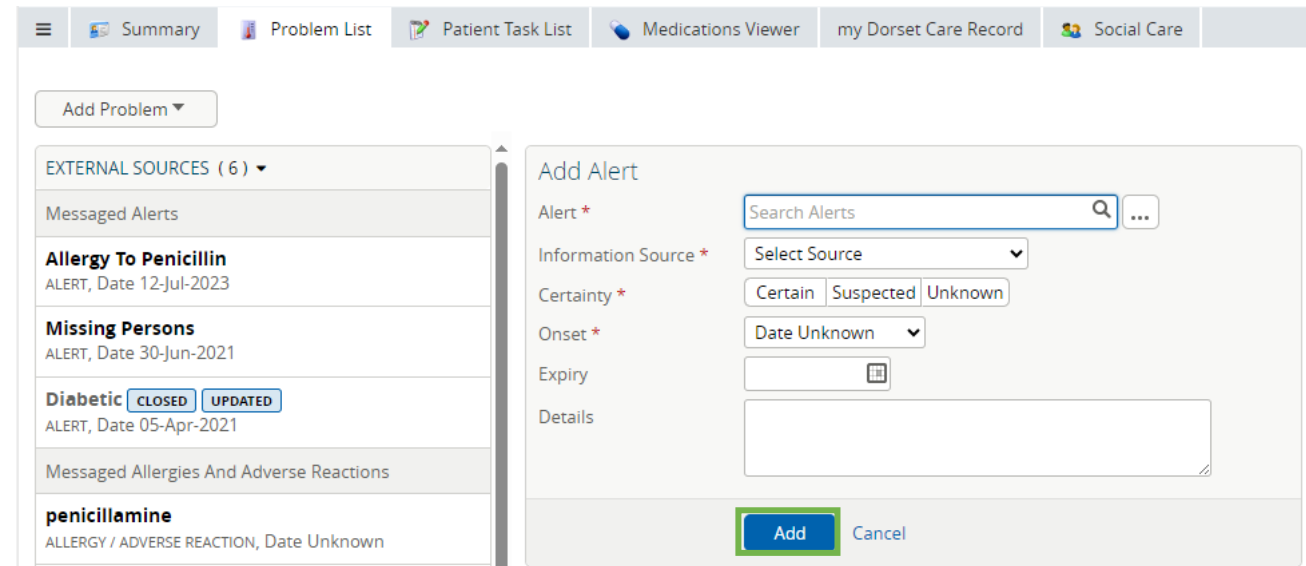
- Alert***: Search Alerts (with a search icon and an ellipsis button)
- Information Source***: Select Source (dropdown menu)
- Certainty***: Certain, Suspected, Unknown (radio buttons)
- Onset***: Date Unknown (dropdown menu)
- Expiry**: (calendar icon)
- Details**: (text area)
- Buttons**: Add, Cancel

2 Provide any other details deemed relevant from the following:

- **Expiry** – Select the date on which the alert expires, if applicable.
- **Details** – Describe the nature of the problem and its effect on the patient’s health and general wellbeing within 500 characters.

3 Click on **Add**.

The new alert is added to the patient’s problem list.



The screenshot displays the Dorset Care Record interface. At the top, there are navigation tabs: Summary, Problem List, Patient Task List, Medications Viewer, my Dorset Care Record, and Social Care. Below the tabs, there is an 'Add Problem' button. The main content area is divided into two panels. The left panel, titled 'EXTERNAL SOURCES (6)', shows a list of alerts: 'Allergy To Penicillin' (ALERT, Date 12-Jul-2023), 'Missing Persons' (ALERT, Date 30-Jun-2021), 'Diabetic' (with 'CLOSED' and 'UPDATED' buttons, ALERT, Date 05-Apr-2021), and 'penicillamine' (ALLERGY / ADVERSE REACTION, Date Unknown). The right panel, titled 'Add Alert', contains a search bar for alerts, a dropdown for 'Information Source', radio buttons for 'Certain', 'Suspected', and 'Unknown' under 'Certainty', a dropdown for 'Onset' set to 'Date Unknown', an 'Expiry' field with a calendar icon, and a 'Details' text area. At the bottom of the 'Add Alert' panel are 'Add' and 'Cancel' buttons.



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4. How to Add a Diagnosis

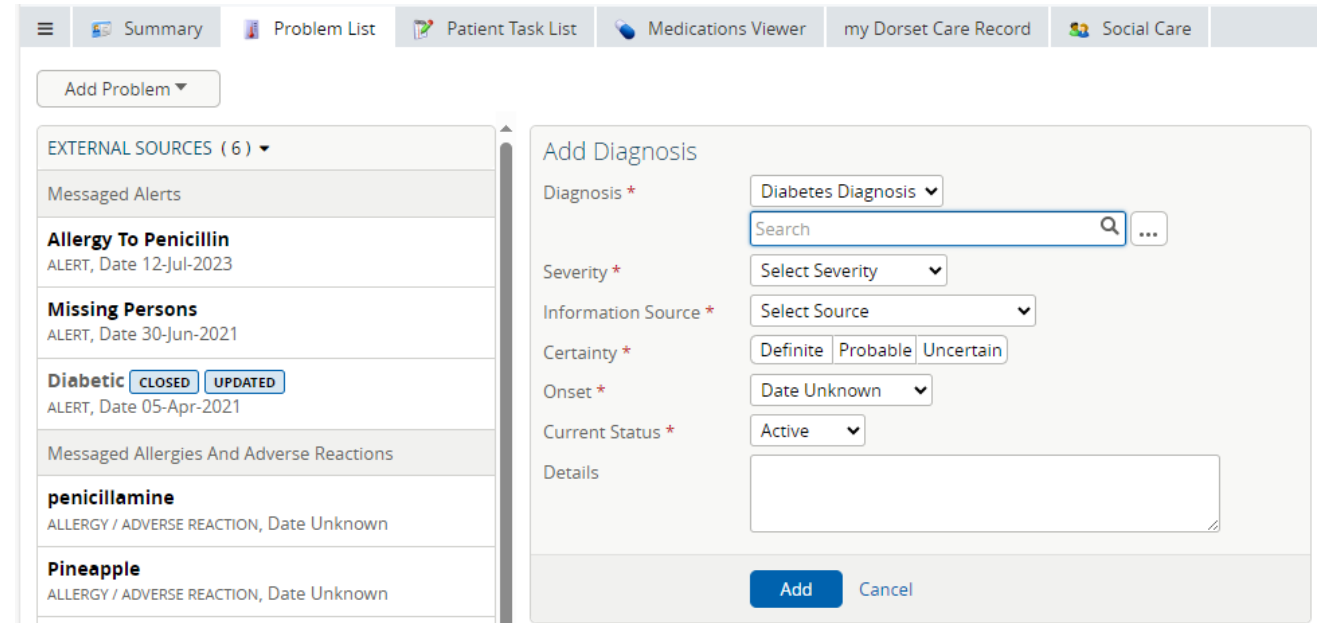
4. How to Add a Diagnosis

Enter diagnosis details in the **Add Diagnosis box**.

- 1 Fill in the compulsory fields marked with a red asterisk*:
 - **Diagnosis (Diabetes or Medical)** – Select the Diagnosis category from the drop-down list to filter the results e.g. **Diabetes** or **Medical**.
 - Start typing the first three letters in the Diagnosis search box for autocomplete to display a list of matching results and
 - Select the item you require.
 - Or
 - Click on the ellipsis 3 dots button to select a diagnosis category from the list.
 - Browse the available diagnoses and select the item you require.

1 Continued

- **Severity*** - Select the severity of the diagnosis: **Unknown, Mild, Mild to Moderate, Moderate, Moderate to Severe, Severe, Fatal**
- **Information Source*** - Select the person who first identified the problem e.g. Clinician, Patient or Healthcare Provider.
- **Certainty*** - Indicate the clinical certainty of the diagnosis: **Definite, Probable, Uncertain.**
- **Onset*** - Select the option that best describes when the problem became significant for the patient such as **Age, Date, Since Childhood, Since Birth** or **Unknown.**
- **Current Status*** - Select the status of the diagnosis such as **Active, Inactive** or **Unknown.**



The screenshot shows the 'Add Diagnosis' form in the Dorset Care Record system. The form includes the following fields and options:

- Diagnosis *:** A dropdown menu set to 'Diabetes Diagnosis' with a search bar below it.
- Severity *:** A dropdown menu set to 'Select Severity'.
- Information Source *:** A dropdown menu set to 'Select Source'.
- Certainty *:** Three radio button options: 'Definite', 'Probable', and 'Uncertain'.
- Onset *:** A dropdown menu set to 'Date Unknown'.
- Current Status *:** A dropdown menu set to 'Active'.
- Details:** A large text area for additional information.
- Buttons:** 'Add' and 'Cancel' buttons at the bottom of the form.

On the left side of the form, there is a sidebar titled 'EXTERNAL SOURCES (6)' with a list of items:

- Messaged Alerts
- Allergy To Penicillin** (ALERT, Date 12-Jul-2023)
- Missing Persons** (ALERT, Date 30-Jun-2021)
- Diabetic** (CLOSED, UPDATED) (ALERT, Date 05-Apr-2021)
- Messaged Allergies And Adverse Reactions
- penicillamine** (ALLERGY / ADVERSE REACTION, Date Unknown)
- Pineapple** (ALLERGY / ADVERSE REACTION, Date Unknown)

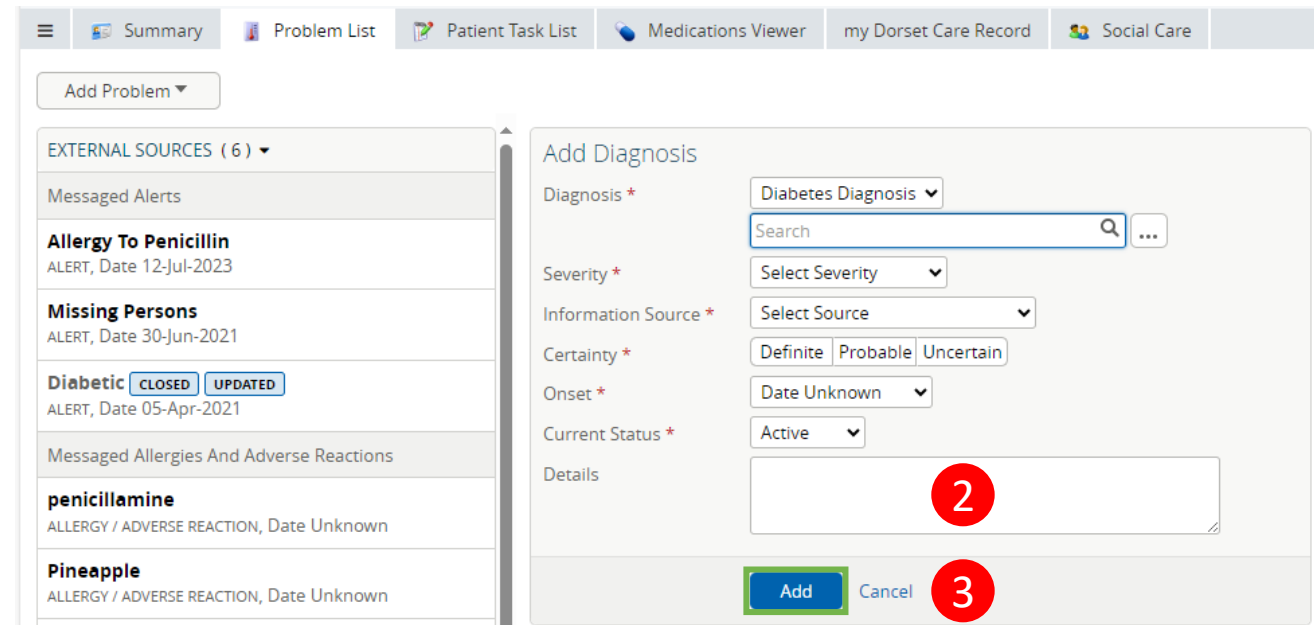
1 Continued – Note on **Current Status of Diagnosis**

- **Active diagnoses** are clinically active or symptomatic in the patient.
 - Most acute diagnoses are considered active, such as pneumonia, a fractured hip or bowel obstruction.
 - These diagnoses are active until the patient is cured, and then you close them (please see next slides).
 - If the patient cannot be cured because they have a chronic problem (such as diabetes, hypertension or hypercholesterolemia), it is controlled usually with medications or lifestyle changes.
 - Problem List does not currently support the concept of controlled problems. You could use the Inactive state and add a comment about how the symptoms are being controlled.
- The **Inactive status** supports diagnoses that have quiescent phases, such as gout, lupus and psoriasis.
 - These problems are usually incurable so you would never close them.
 - If you select Inactive, you need to enter a date.
- Select **Unknown** if you do not know the status of the diagnosis yet.

2 Provide any other details deemed relevant from the following:

- **Details** – Describe the nature of the problem and its effect on the patient’s health and general wellbeing within 500 characters.

3 Click on **Add**.



The new diagnosis is added to the patient’s problem list.



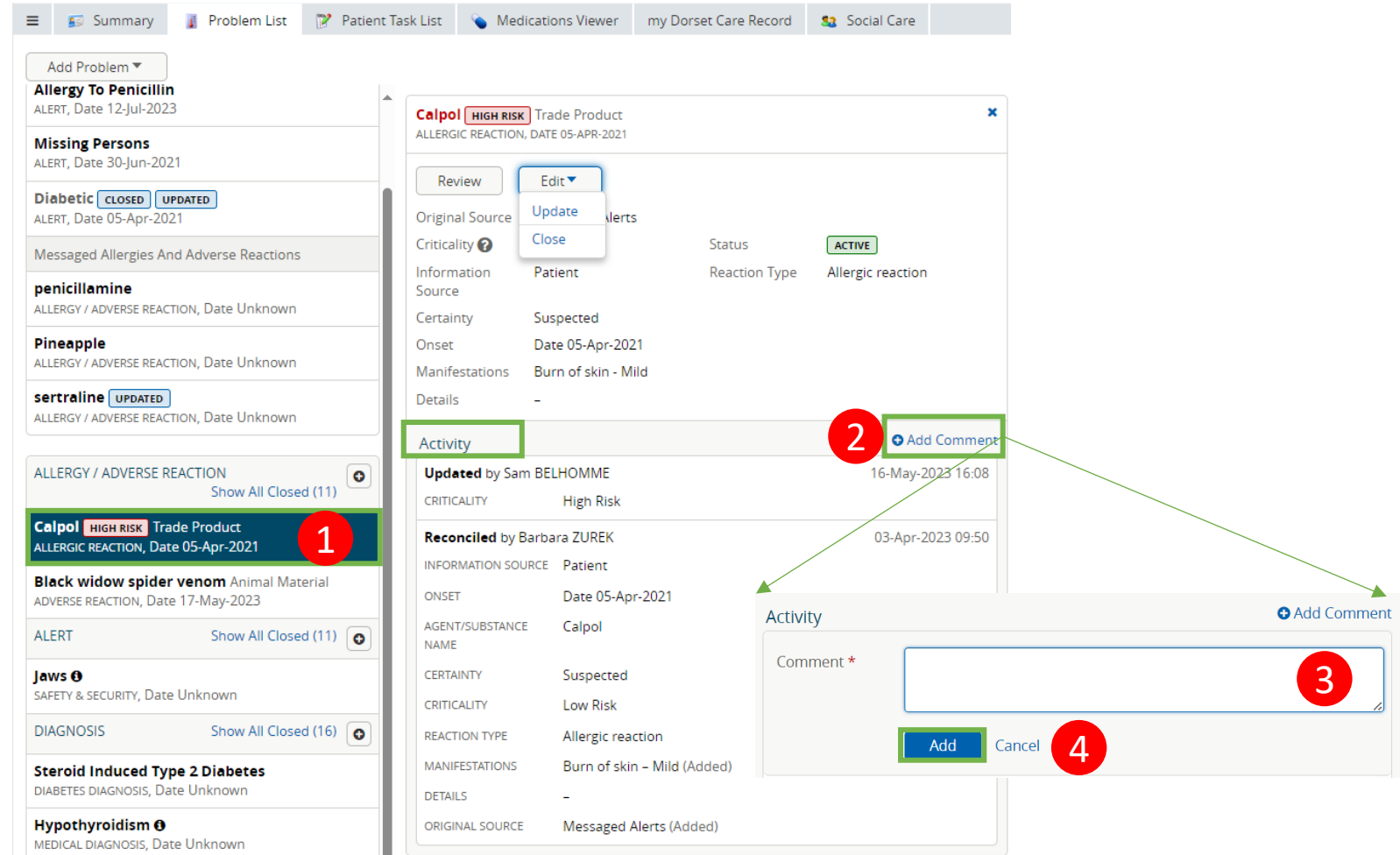
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5. How to Add a Comment to an Internally Added Problem

5. After a Problem is added, you can also Add a Comment

- 1 Click on the problem.
- 2 Click on **Add Comment** at the top of the **Activity** section and to the right. The **Activity** section lists the history from most recent at the top.
- 3 A free text **Comment** box appears that requires you to input your comments. The box had a 500 character limit.
- 4 Click on **Add**. The **Activity** section will now display the comment.



The screenshot shows the Dorset Care Record interface. On the left, a list of medical problems is displayed. The 'Calpol' problem is highlighted with a red circle '1'. On the right, the details for the 'Calpol' problem are shown. The 'Activity' section is highlighted with a red circle '2', and the 'Add Comment' button is also highlighted with a red circle '2'. A modal window for adding a comment is open, showing a text input field for the comment (highlighted with a red circle '3') and 'Add' and 'Cancel' buttons (the 'Add' button is highlighted with a red circle '4').

Note

Please note that once a comment has been added, you will not be able to edit it or delete it.



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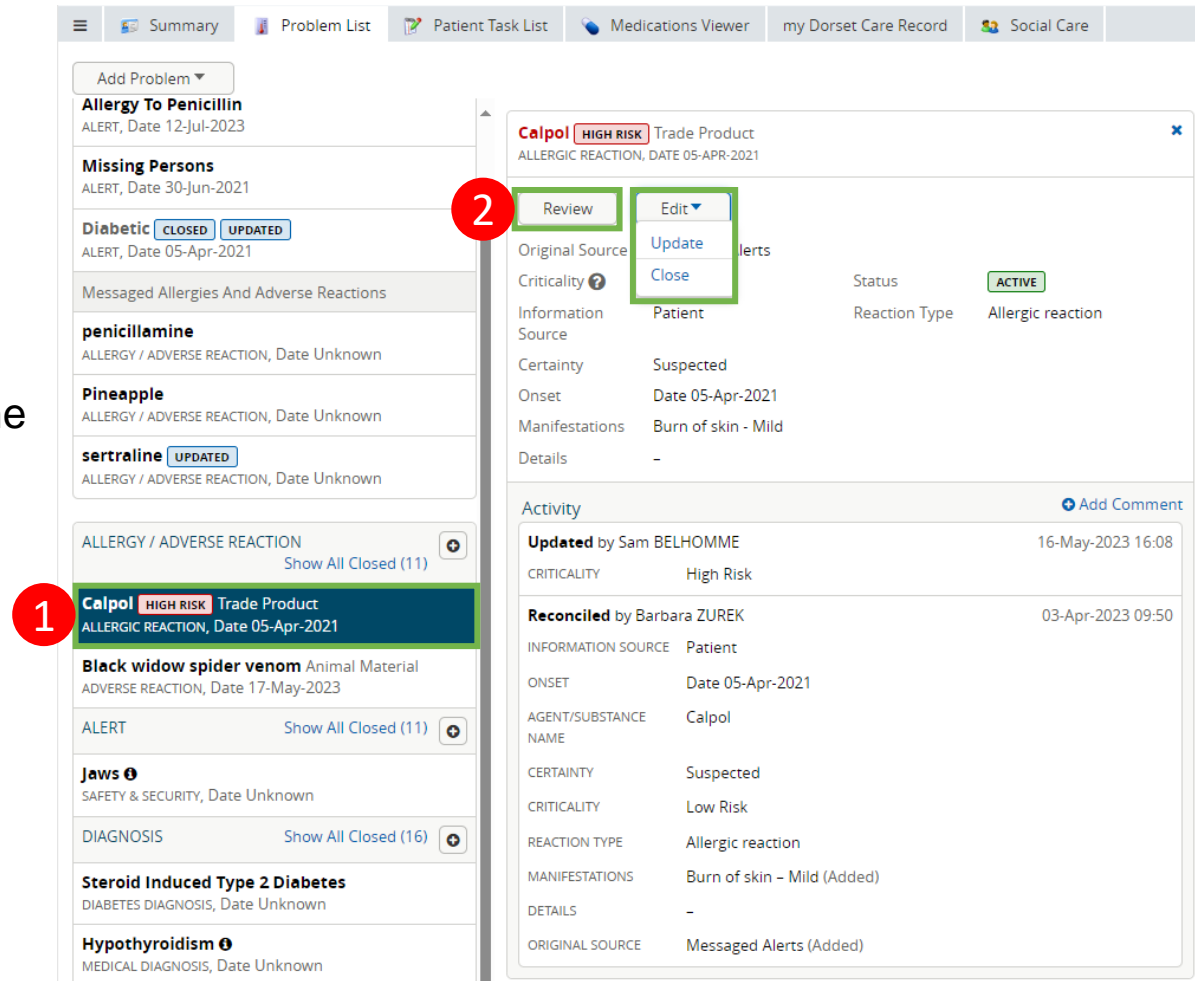


6. How to Review, Update and Close a Problem Once It's Been Added

1 In the patient's problem list, click on the Live Problem that you would like to make changes to.

2 Then click on the **Review button** or the **Edit button**.

From the list of drop-down list of options displayed under the **Edit button**, select **Update** or **Close**.



The screenshot shows the Dorset Care Record interface. The top navigation bar includes 'Summary', 'Problem List', 'Patient Task List', 'Medications Viewer', 'my Dorset Care Record', and 'Social Care'. The main content area displays a list of problems. The 'Calpol' problem is highlighted with a red circle '1'. A detailed view of this problem is shown on the right, with a red circle '2' highlighting the 'Review' and 'Edit' buttons. The 'Edit' dropdown menu is open, showing 'Update' and 'Close' options. The detailed view includes fields for 'Original Source', 'Information Source', 'Certainty', 'Onset', 'Manifestations', 'Details', 'Status', and 'Reaction Type'. The 'Activity' section shows updates and reconciliations.

Problem	Date	Status
Alergy To Penicillin	12-Jul-2023	ALERT
Missing Persons	30-Jun-2021	ALERT
Diabetic	05-Apr-2021	CLOSED, UPDATED
penicillamine	Date Unknown	ALLERGY / ADVERSE REACTION
Pineapple	Date Unknown	ALLERGY / ADVERSE REACTION
sertraline	Date Unknown	UPDATED
Calpol	05-Apr-2021	HIGH RISK, Trade Product
Black widow spider venom	17-May-2023	Animal Material, ADVERSE REACTION
Jaws	Date Unknown	SAFETY & SECURITY
Steroid Induced Type 2 Diabetes	Date Unknown	DIABETES DIAGNOSIS
Hypothyroidism	Date Unknown	MEDICAL DIAGNOSIS

Field	Value
Original Source	Patient
Information Source	Patient
Certainty	Suspected
Onset	Date 05-Apr-2021
Manifestations	Burn of skin - Mild
Status	ACTIVE
Reaction Type	Allergic reaction

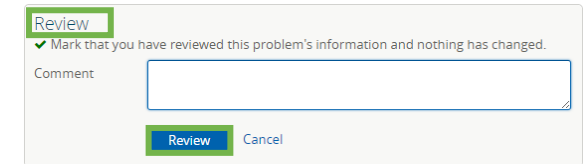
Activity	Date
Updated by Sam BELHOMME	16-May-2023 16:08
Reconciled by Barbara ZUREK	03-Apr-2023 09:50

6.1 How to Review a Problem

Reviewing a problem in the patient's problem list creates a formal record that the problem has been examined by a clinician, and that its contents are up-to-date, correct and complete.

Problems may be reviewed multiple times, and as frequently as required.

To review an alert/allergy/diagnosis, enter review information in the **Comment** field, and click on the **Review** button.


A screenshot of a software dialog box titled 'Review'. The title bar is highlighted with a green border. Below the title, there is a green checkmark icon followed by the text 'Mark that you have reviewed this problem's information and nothing has changed.' Below this is a text input field labeled 'Comment'. At the bottom of the dialog, there are two buttons: 'Review' (highlighted with a green border) and 'Cancel'.

6.2 How to Update a Problem

Please note that when you make an update,

- you can change any value except
 - the agent/substance,
 - alert type, or
 - diagnosis type, and
- you can enter an explanation for the changes.

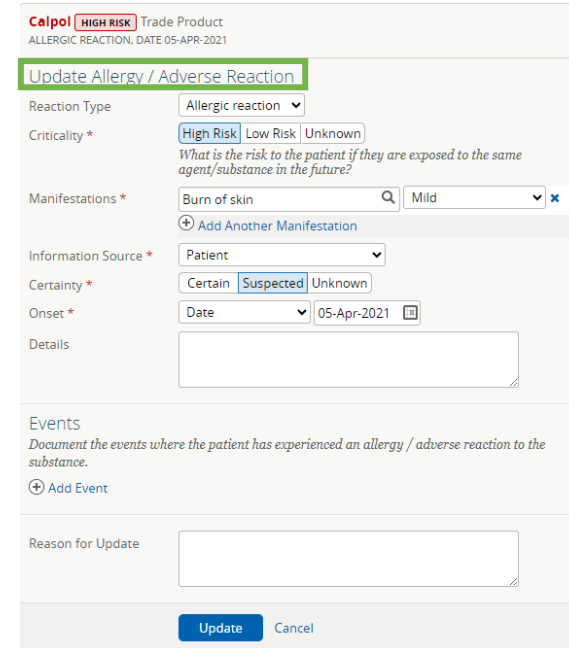
Note

 The problem list has been updated by another user and must be reloaded. Any pending changes will be lost. [Reload](#)

If another user is updating this problem, a warning is displayed and you cannot continue.

The warning prevents you from updating out-of-date information.

You need to reload the problem list before you can update the problem.



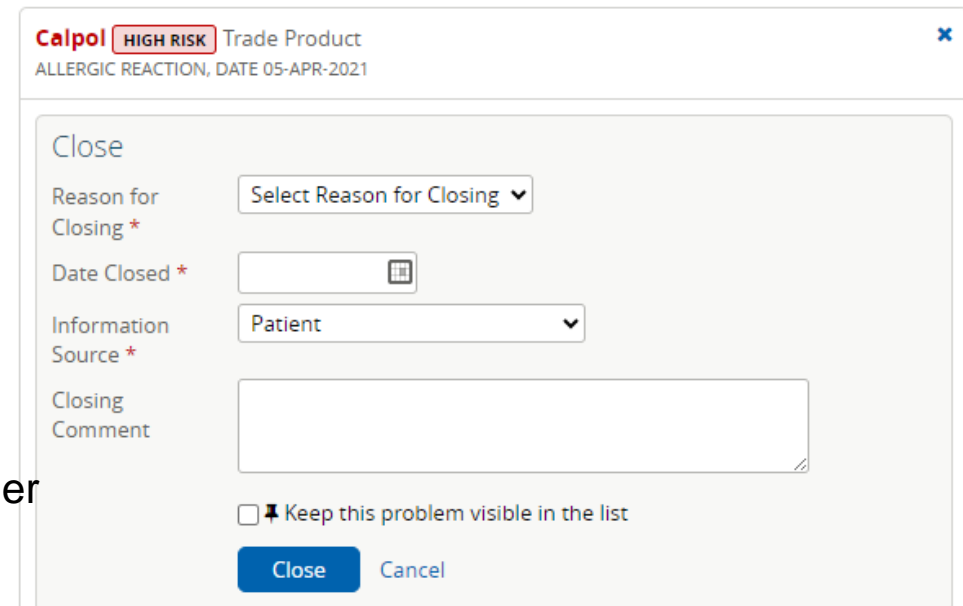
The screenshot shows the 'Update Allergy / Adverse Reaction' form. At the top, it identifies the product as 'Calpol [HIGH RISK] Trade Product' and the reaction as 'ALLERGIC REACTION, DATE 05-APR-2021'. The form includes several fields: 'Reaction Type' (Allergic reaction), 'Criticality' (High Risk, Low Risk, Unknown), 'Manifestations' (Burn of skin, Mild), 'Information Source' (Patient), 'Certainty' (Certain, Suspected, Unknown), and 'Onset' (Date, 05-Apr-2021). There is a 'Details' text area and an 'Events' section with an 'Add Event' button. At the bottom, there is a 'Reason for Update' text area and 'Update' and 'Cancel' buttons.

6.3 How to Close a Problem

You close a problem to indicate that the problem is no longer present i.e. it has been resolved or cured. *Please note* that some problems cannot be closed, they can only be managed to an asymptomatic state i.e. Inactive.

1 Fill in at least the compulsory fields marked with a red asterisk*:

- **Reason for closing*** - Select the reason why this problem is no longer relevant. The following reasons can be selected when closing
 - an allergy/adverse reaction – Disproven, Ruled out;
 - an alert – Discounted, Resolved, Deceased, Expired;
 - a diagnosis – Resolved, Refuted.
- **Date Closed*** - Select the date from which this problem was no longer relevant.
- **Information Source*** - Update the information source for this problem if it has changed.
- **Closing Comment** – Provide more information about the reason for closing this problem.



Calpol HIGH RISK Trade Product
ALLERGIC REACTION, DATE 05-APR-2021

Close

Reason for Closing *

Date Closed *

Information Source *

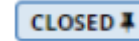
Closing Comment

Keep this problem visible in the list

Close Cancel

1 Continued.

- **Keep this problem visible in the list** – Select this checkbox if you want to pin the problem i.e. for the problem to stay on the list even though it is closed and even if you have not selected the **Show All Closed** link (more on this link below). Pinned problems have a **thumbtack icon** with a **Closed** badge.



2 Select the **Close** button.

The problem is no longer displayed in the patient's problem list.

- 3 Each alert, allergy or diagnosis section heading displays a **Show All Closed (number)** link to indicate that the patient has one or more (number) closed problems. You can display it only by selecting the **Show All Closed** link. Some problems may be significant to a patient's care even when closed. If you pin a problem, it is always displayed in the patient's problem list, even after it is closed.

ALLERGY / ADVERSE REACTION 3 Show All Closed (11) [icon]			
Calpol HIGH RISK Trade Product ALLERGIC REACTION, Date 05-Apr-2021	CERTAINTY Suspected	MANIFESTATIONS Burn of skin - Mild	INFORMATION SOURCE Patient
Black widow spider venom Animal Material ADVERSE REACTION, Date 17-May-2023	CERTAINTY Suspected	MANIFESTATIONS Vomiting - Mild	INFORMATION SOURCE Relative
Calpol Night Substance ALLERGIC REACTION, Since Childhood	CERTAINTY Suspected	MANIFESTATIONS Sweating - Unknown	INFORMATION SOURCE Patient
ALERT Show All Closed (12) [icon]			
Jaws ⓘ SAFETY & SECURITY, Date Unknown	CERTAINTY Certain	EXPIRY -	INFORMATION SOURCE Relative [icon]
Missing Persons (Suspected) ⓘ OTHER, Date 30-Jun-2021	CERTAINTY Suspected	EXPIRY -	INFORMATION SOURCE Parent
DIAGNOSIS Show All Closed (16) [icon]			
Steroid Induced Type 2 Diabetes DIABETES DIAGNOSIS, Date Unknown	CERTAINTY Definite	STATUS Active	INFORMATION SOURCE Parent
Hypothyroidism ⓘ MEDICAL DIAGNOSIS, Date Unknown	CERTAINTY Definite	STATUS Active	INFORMATION SOURCE Medical Record

Note

Please note that if you pinned a problem by mistake, you can remove the pinning.

To **remove pinning from a closed problem**, in the patient's problem list, select the pinned problem that you want to unpin.

In the **Edit** drop-down list, select **Update**. The **Update** section is displayed.

Deselect the **Keep this problem visible in the list** checkbox.

Select **Close**.

The problem is no longer displayed in the patient's problem list, unless you view closed problems.

Mental Health Order CLOSED

LEGAL DATE 20-NOV-2017

The subject of care is currently subject to an ACT Mental Health Order.

Update

Reason for Closing *

Date Closed *

Information Source *

Closing Comment

Keep this problem visible in the list

Information Source	Carer	Status	DISCOUNTED
Certainty	Suspected	Expiry	-
Onset	20-Nov-2017		
Details	-		

View Closed Problems

ALERT

Child Protection Order
LEGAL, Date 06-Dec-2021

CERTAINTY
Certain

EXPIRY
-

INFORMATION SOURCE
Healthcare Professional

1 Show All Closed (10)

1 To see a **Closed problem**, click on **Show All Closed** and then on the closed problem you want to know more about.

The example screenshot to the right shows a closed alert, but the same applies for a closed allergy or diagnosis.

2 The closed problem displays a **Closed** badge.

The **Status** reflects the reason for closing the problem.

3 Look under the **Activity** section to see who's closed the problem, the date and time it was closed, as well as the reason for closing it.

Child Protection Order **CLOSED** **2**

LEGAL, DATE 06-DEC-2021
The subject of care is currently subject to a Child Protection Order.

Review Edit

Information Source: Healthcare Professional Status: **RESOLVED**
Certainty: Certain Expiry: -
Onset: 06-Dec-2021
Details: Child is on a Child Protection Plan due to neglect and substance misuse in the family home. Social Worker is Joe Bloggs.

Activity **3** Add Comment

Closed by Sam BELHOMME 18-May-2023 16:12
REASON CLOSED: Resolved
CLOSED ON: Date 18-May-2023

Created by Theresa BARTON 21-Dec-2021 10:28
INFORMATION SOURCE: Healthcare Professional
ONSET: Date 06-Dec-2021
CERTAINTY: Certain
ALERT NAME: Child Protection Order
DETAILS: Child is on a Child Protection Plan due to neglect and substance misuse in the family home. Social Worker is Joe Bloggs.

4 In the **Alerts windowlet** in the **Summary tab**, it will show under **Status** the reason for which it was closed i.e. Resolved.

Alerts **4**

Recorded/Onset Date	Resolution Date	Alert	Classification	Details	Certainty	Status	Recorded In
Unknown	Wed, 17-May-2023	Other Clinical	Clinical Awareness	Please advise One Hicss that their carer is in hospital - 01305 123456 PLEASE MAKE ALTERNATIVE CARING ARRANGEMENTS FOR ONE HICSS	Certain	RESOLVED	Dorset Care Record
Mon, 06-Dec-2021	Thu, 18-May-2023	Child Protection Order	Legal	Child is on a Child Protection Plan due to neglect and substance misuse in the family home. Social Worker is Joe Bloggs.	Certain	RESOLVED	Dorset Care Record
Unknown	-	Other Safety and Security	Safety & Security	Aggressive goldfish, do not put fingers inside tank	Certain	ACTIVE	Dorset Care Record
Wed, 30-Jun-2021	-	Other Administrative	Other	-	Suspected	ACTIVE	Dorset Care Record
4 years, 0 months, 0 days	Wed, 10-May-2023	MRSA - Methicillin Resistant Staphylococcus Aureus	Infection Control	khkhkjh	Suspected	RESOLVED	Dorset Care Record
Unknown	Tue, 16-May-2023	CRAB - Carbapenem Resistant Acinetobacter	Infection Control	<script>alert('hello');</script>	Certain	RESOLVED	Dorset Care Record

« Previous | Next »
Results 11-16 of 16

6.4 After a Problem is Reviewed, Updated, Closed or Reopened, a Record of that action is kept under Activity

- 1 To record the changes made, the **Activity** section displays a summary of the changes.
- 2 Where an **event** has been added to an allergy, a **Past Reaction Events record** will also show alongside the activity recorded.

Calpol Night Substance
ALLERGIC REACTION, SINCE CHILDHOOD

Review Edit

Criticality ? Low Risk Status ACTIVE

Information Source Patient Reaction Type Allergic reaction

Certainty Suspected

Onset Since Childhood

Manifestations Sweating - Unknown

Details -

Past Reaction Events

Age 7 years

Summary Problem List Patient Task List Medications Viewer my Dorset Care Record Social Care

Add Problem

Allergy To Penicillin
ALERT, Date 12-Jul-2023

Missing Persons
ALERT, Date 30-Jun-2021

Diabetic CLOSED UPDATED
ALERT, Date 05-Apr-2021

Messaged Allergies And Adverse Reactions

penicillamine
ALLERGY / ADVERSE REACTION, Date Unknown

Pineapple
ALLERGY / ADVERSE REACTION, Date Unknown

sertraline UPDATED
ALLERGY / ADVERSE REACTION, Date Unknown

ALLERGY / ADVERSE REACTION Show All Closed (11)

Calpol HIGH RISK Trade Product
ALLERGIC REACTION, Date 05-Apr-2021

Black widow spider venom Animal Material
ADVERSE REACTION, Date 17-May-2023

ALERT Show All Closed (11)

Jaws ?
SAFETY & SECURITY, Date Unknown

DIAGNOSIS Show All Closed (16)

Steroid Induced Type 2 Diabetes
DIABETES DIAGNOSIS, Date Unknown

Hypothyroidism ?
MEDICAL DIAGNOSIS, Date Unknown

Calpol HIGH RISK Trade Product
ALLERGIC REACTION, DATE 05-APR-2021

Review Edit Update Close

Original Source Patient Alerts

Criticality ? Status ACTIVE

Information Source Patient Reaction Type Allergic reaction

Certainty Suspected

Onset Date 05-Apr-2021

Manifestations Burn of skin - Mild

Details -

Activity 1 Add Comment

Updated by Sam BELHOMME 16-May-2023 16:08

CRITICALITY High Risk

Reconciled by Barbara ZUREK 03-Apr-2023 09:50

INFORMATION SOURCE Patient

ONSET Date 05-Apr-2021

AGENT/SUBSTANCE NAME Calpol

CERTAINTY Suspected

CRITICALITY Low Risk

REACTION TYPE Allergic reaction

MANIFESTATIONS Burn of skin - Mild (Added)

DETAILS -

ORIGINAL SOURCE Messaged Alerts (Added)



Access further **support and information** from
<https://news.dorsetcouncil.gov.uk/dcr-staff-area/learning-resources/>



Disclaimer

The screenshots in this training guide are taken from a test system and as such may vary slightly to the live DCR system.

Screenshots in this training guide do not contain any real patient data.

Data provided by source systems is read-only in DCR. There are various level of restrictions and sensitivities being applied within the Partner's systems, and the DCR respects and displays the data as provided by the Partners.

The information contained within the NHS Dorset system (the Spine) is the overriding system for updating demographics.