



Better informed means better care

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

Managing the problems fed into the Problem List tab in the DCR



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

Objectives

This user guide will help you to



Find a person's **Allergies/Adverse Reactions**, **Alerts** and **Diagnosis** information on the **Summary tab**, **Problem List tab** and **Medications Viewer tab** in the **DCR**.



Understand the externally sourced and internally added problems under the **Problem List tab** in the DCR.



Manage externally added problems: **dismiss/manually close** or **reconcile** them as an internal problem. Also, restore dismissed external problems.



Understand how the dismissed or reconciled external problems display on the respective windowlets in the **Summary tab** and **Medications Viewer tabs**.



01

Section One: Problem List Tab

1. Problem List tab: Location
2. Problem List tab: Information it contains
3. Brief recap of where in the DCR you can find Alerts, Allergies/Adverse Reactions and Diagnosis (in addition to the Problem List tab)

1. Problem List tab: Location

When you access a patient's DCR record, this opens on the **Summary tab**.

CHAMPION, Trevor (Mr)
 BORN 04-May-1967 (56y) GENDER Male
 ADDRESS (3) Dorset County Hospital, WILLIAMS AVENUE, Dorcheste... | HOME -

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

Documents: Summary, Additional Details, my Dorset Care Record Invitation, Circle of Care, Collaborative Worklists, Goals and Actions, Send Citizen Feedback, Relationships and Contacts, Assessment (8 / 8), Community (30 / 30), Correspondence (35 / 46), Primary Care (20 / 20)

Start Date	Type	Facility	Location	Practitioner (Team)
Wed, 01-Sep-2021, 16:28	Emergency	Poole General Hospital	Emergency Department	-
Mon, 21-Mar-2022, 10:00	Acute Inpatient	Poole General Hospital	C2 Ward - POOLE	MR A I SKENE
Wed, 07-Feb-2024, 11:44	Acute Inpatient	Dorset County Hospital	CARDIAC CARE WARD	Dr TIM EDWARDS

Problem List is the next tab along from the Summary tab.

The Problem List tab includes a notification to also check the **Primary and Community folders** in the **Summary** tab.

Please also note that you will only be able to see and use the **Add Problem** and **black plus symbol buttons** on the **Problem List** tab if you have been given access to this functionality.

If don't currently have access to this functionality but you think you should, please contact DCRSystemAdmin@dorsetcouncil.gov.uk.

CHAMPION, Trevor (Mr)
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 ADDRESS (3) Dorset County Hospital, WILLIAMS AVENUE, Dorcheste... | HOME -

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

Problems

Please check the Summary tab for Primary Care (GP) and Community folders

Please refer to the additional sources within the External Sources section.

Add Problem

EXTERNAL SOURCES (6) Show Dismissed (2)

Messaged Alerts

Alert	SEVERITY	DESCRIPTION
Allergy To Penicillin ALERT, Date 12-Jul-2023	-	-
Diabetic [CLOSED] [UPDATED] ALERT, Date 05-Apr-2021	-	-

Messaged Allergies And Adverse Reactions

Reaction	SEVERITY	DESCRIPTION
penicillamine ALLERGY / ADVERSE REACTION, Date Unknown	-	Abdominal pain / Discomfort
Pineapple ALLERGY / ADVERSE REACTION, Date Unknown	-	Hypotension

ALLERGY / ADVERSE REACTION Show All Closed (11)

Reaction	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)

Alert	CERTAINTY	EXPIRY	INFORMATION SOURCE
Jaws SAFETY & SECURITY, Date Unknown	Certain	-	Relative

DIAGNOSIS Show All Closed (16)

Diagnosis	CERTAINTY	STATUS	INFORMATION SOURCE
Steroid Induced Type 2 Diabetes DIABETES DIAGNOSIS, Date Unknown	Definite	Active	Parent

2. Problem List tab: Information it contains

1 Externally added problems, including

1. Externally **messaging alerts**, and
2. Externally **messaging allergies and adverse reactions**.

The External Sources area displays the problems recorded within the Partners' systems and fed through to the DCR. They include the severity of the problem and a description.

2 Internally added problems, including

1. **Allergies/Adverse Reactions**,
2. **Alerts** and
3. **Diagnosis (Medical and Diabetes)**.

The Internal Sources area displays the manually created problems within the DCR, including the source/information provider, the level of certainty present and the way in which the problem manifests itself.

Note

3 You can print a PDF of the patient's problem list, with patient details at the top of the list.

CHAMPION, Trevor (Mr)
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 ADDRESS (3) Dorset County Hospital, WILLIAMS AVENUE, Dorcheste... HOME - GP

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

Problems

Please check the Summary tab for Primary Care (GP) and Community folders

Please refer to the additional sources within the External Sources section.

Add Problem

1 EXTERNAL SOURCES (6) Show Dismissed (2)

Messaged Alerts

Alert	SEVERITY	DESCRIPTION
Allergy To Penicillin ALERT, Date 12-Jul-2023	-	-
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

2 ALLERGY / ADVERSE REACTION Show All Closed (11)

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)

Problem	CERTAINTY	EXPIRY	INFORMATION SOURCE
Jaws SAFETY & SECURITY, Date Unknown	Certain	-	Relative

DIAGNOSIS Show All Closed (16)

Problem	CERTAINTY	STATUS	INFORMATION SOURCE
Steroid Induced Type 2 Diabetes DIABETES DIAGNOSIS, Date Unknown	Definite	Active	Parent

3 Print

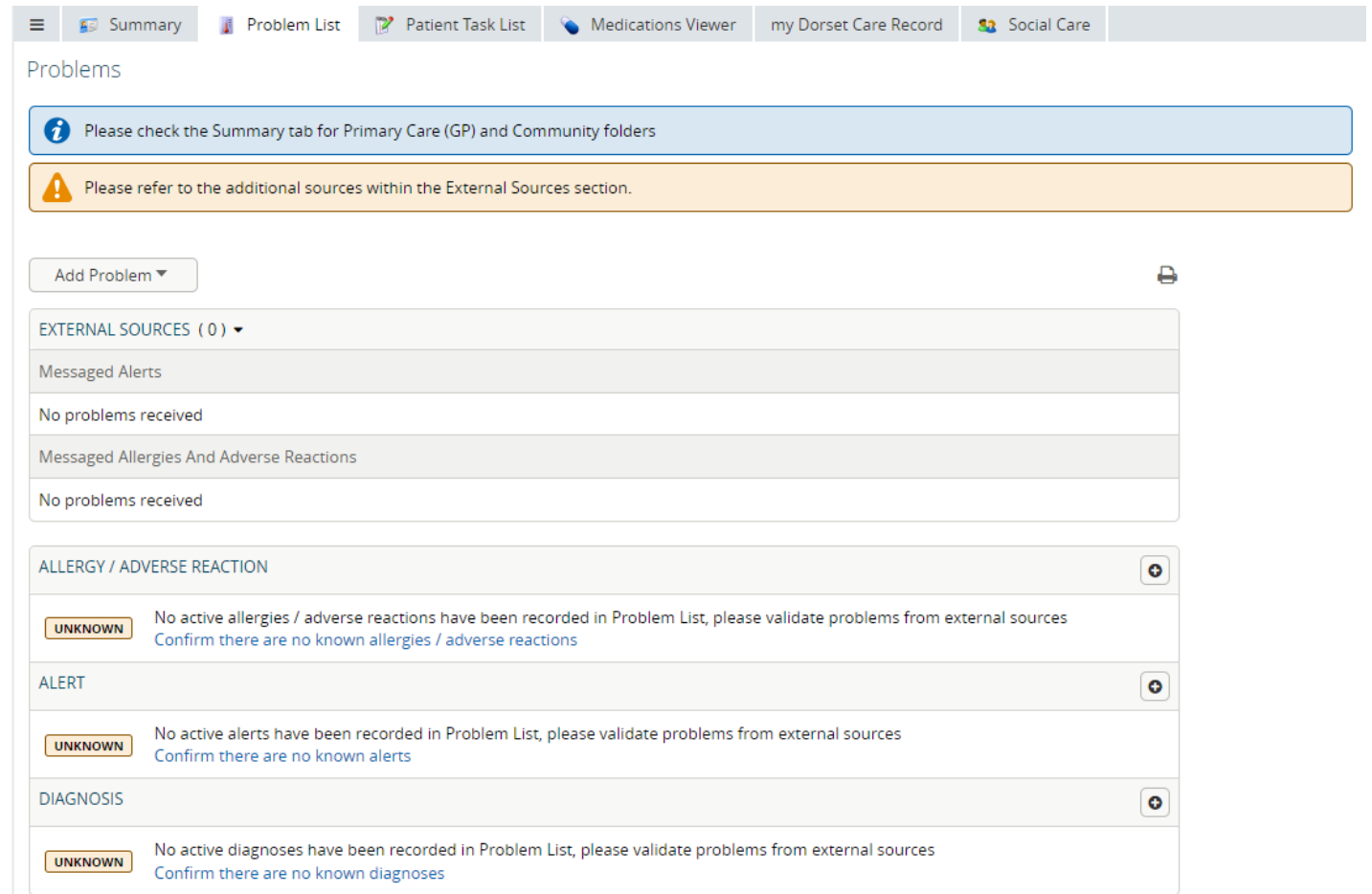
Problem List tab

When you click on a patient's **Problem List tab** in their record, if there are no issues to show, this is what it will look like.

Patients can have no problems of a specific type or no problems at all.

If a patient has no problems, the default state is an empty list that states no problems are recorded. You can add problems or confirm that the patient has no problems for each problem type.

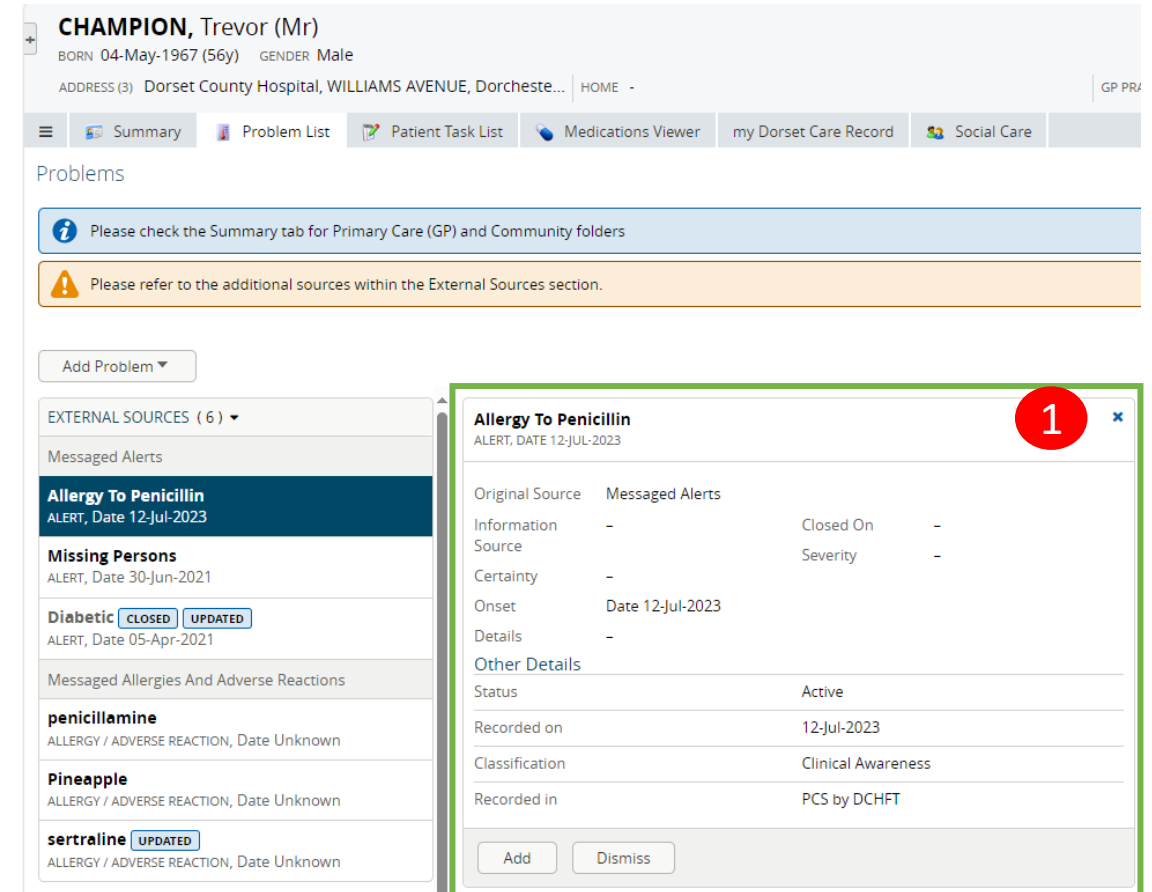
For example, to confirm that a patient has no adverse reactions, select the **Confirm there are no known adverse reactions** link.



The screenshot shows the 'Problem List' tab in the Dorset Care Record interface. At the top, there are navigation tabs: Summary, Problem List (selected), Patient Task List, Medications Viewer, my Dorset Care Record, and Social Care. Below the tabs, the 'Problems' section contains two informational messages: a blue one with an 'i' icon stating 'Please check the Summary tab for Primary Care (GP) and Community folders' and an orange one with a warning icon stating 'Please refer to the additional sources within the External Sources section.' Below these messages is an 'Add Problem' button and a printer icon. The main content area is divided into several sections: 'EXTERNAL SOURCES (0)' with sub-sections for 'Messaged Alerts' and 'Messaged Allergies And Adverse Reactions', both showing 'No problems received'; 'ALLERGY / ADVERSE REACTION' with a 'UNKNOW' status and a link to 'Confirm there are no known allergies / adverse reactions'; 'ALERT' with a 'UNKNOW' status and a link to 'Confirm there are no known alerts'; and 'DIAGNOSIS' with a 'UNKNOW' status and a link to 'Confirm there are no known diagnoses'. Each section has a plus icon in the top right corner.

Problem List tab: How Information is Displayed

1 To view information about a patient's problem, select the problem in the patient's list, and the problem data will be displayed in a panel to the right.



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ADDRESS (3) Dorset County Hospital, WILLIAMS AVENUE, Dorcheste... HOME - GP PR

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

Problems

Please check the Summary tab for Primary Care (GP) and Community folders

Please refer to the additional sources within the External Sources section.

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 To Penicillin [1] x
ALERT, DATE 12-JUL-2023

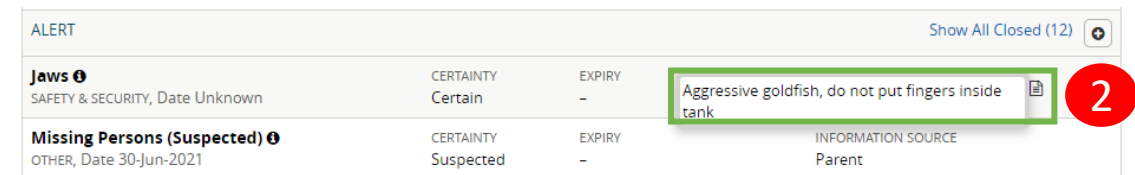
Original Source	Messaged Alerts
Information Source	Closed On
Certainty	Severity
Onset	Date 12-Jul-2023
Details	-

Other Details

Status	Active
Recorded on	12-Jul-2023
Classification	Clinical Awareness
Recorded in	PCS by DCHFT

Add Dismiss

2 Where details have been added in for a problem, the **Details icon**  is displayed. When you hover over the **Details icon**, the Details pop-over panel is displayed.



ALERT Show All Closed (12)

Jaws SAFETY & SECURITY, Date Unknown	CERTAINTY Certain	EXPIRY -	Aggressive goldfish, do not put fingers inside tank
Missing Persons (Suspected) OTHER, Date 30-Jun-2021	CERTAINTY Suspected	EXPIRY -	INFORMATION SOURCE Parent

3. Brief recap of where in the DCR you can find Alerts, Allergies/Adverse Reactions and Diagnosis - Please note same information may be displayed in multiple places for ease of use



Alerts from DC, BCP, DCH, DHC, GPs, Community Substance Misuse Services



1. The **Person Demographics Banner** at the top of the patient's record will display one of the following badges to tell you if there are any Alerts in the **Problem List** tab from [Dorset County Hospital](#), [Dorset Council](#) and from the Summer of 2024 from the [Community Substance Misuse Services \(Reach in Dorset and With You in BCP\)](#):

KNOWN ALERTS

ALERTS NOT RECORDED

NO KNOWN ALERTS

The badge will remain visible in the patient banner as you navigate between the tabs.

2. For more information, go to the **Problem List** tab directly or
 - Click on the badge to expand the banner
 - Click on [more...](#)
 - Click on [Go to Full Summary](#) and it will take you to the **Problem List Tab**.
3. **Summary** tab
 - on the front screen (showing Active Alerts and All Alerts when maximised) - same data as on the **Problem List** tab .
 - under **Community** (Problems and Issues) - Alerts data from [Dorset HealthCare](#)
 - under **Primary Care** (Problems and Issues) - Alerts data from [NHS Dorset/GPs](#).
4. **Social care** tab – with alerts from social care settings – DC and BCP.

Allergies and Adverse Reactions from DCH, UHD, GPs



The following tabs display the same Allergies and Adverse Reactions data from the acute hospitals ([Dorset County Hospital](#) and [University Hospitals Dorset](#)) for ease of use.

1. **Summary** tab on the front screen (which can be maximised for more info).
2. **Problem List** Tab
3. **Medications Viewer** Tab

Please note

- From [DCH](#), the DCR only receives a summary of the allergies and adverse reactions when a patient is discharged from an inpatient stay so there may be some information available in the DCH source system but not in the DCR.
- The DCR may display conflicting allergy information, where information from one partner's system differs to another's.
- The DCR cannot differentiate between an allergy and an intolerance. The **reaction** should provide additional information.
- The list of displayed allergy and intolerances could include drug, non-drug (e.g. latex) and food, but it is not possible to list or group by these types.

In addition, there is Allergies and Adverse Reactions data from [NHS Dorset/GPs](#) on

4. **Summary** tab under **Primary Care** (Allergies & Adverse Reactions).

Diagnosis

Only appears in the DCR on the **Problem List** tab (Oct 2023).

Once a Diagnosis is entered e.g. a Diabetes diagnosis, the patient can be enrolled on a pathway if there is one available e.g. the Diabetes Pathway.

02

Section Two: External Sources

1. How the Information is Displayed and Sorted
2. Closed External Problems
3. Dismissed External Problems
4. Reconciliation of External Problems

1. External Sources Information: Display and Sorting

All externally sourced problems are displayed as *read-only*. The **External Sources** data is provided by the (messaging) **Alerts** and **Allergies/Adverse Reactions** feeds that come into the DCR from the Partner systems (e.g. PAS, Mosaic, PCS, JAC etc.).

You cannot change the data or add a new external problem from the DCR.

An external problem can only be added via the Partner system.

The table heading **EXTERNAL SOURCES (6)** displays in brackets the total number of problems in the external source table (i.e. in our example that's 6). You can select the arrow icon in the table heading to collapse or expand the external problem table.

To view full details of an externally sourced problem, select it in the problem list.

EXTERNAL SOURCES (6) ▾			Show Dismissed (2)
Message Alerts			
Allergy To Penicillin ALERT, Date 12-Jul-2023	SEVERITY -	DESCRIPTION -	
Diabetic CLOSED UPDATED ALERT, Date 05-Apr-2021	SEVERITY -	DESCRIPTION -	
Message Allergies And Adverse Reactions			
penicillamine ALLERGY / ADVERSE REACTION, Date Unknown	SEVERITY -	DESCRIPTION Abdominal pain / Discomfort	
Pineapple ALLERGY / ADVERSE REACTION, Date Unknown	SEVERITY -	DESCRIPTION Hypotension	

Allergy To Penicillin
ALERT, DATE 12-JUL-2023
✕

Original Source	Message Alerts		
Information Source	-	Closed On	-
Certainty	-	Severity	-
Onset	Date 12-Jul-2023		
Details	-		
Other Details			
Status	Active		
Recorded on	12-Jul-2023		
Classification	Clinical Awareness		
Recorded in	PCS by DCHFT		

Pineapple
ALLERGY / ADVERSE REACTION, DATE UNKNOWN
✕

Original Source	Message Allergies and Adverse Reactions		
Information Source	-	Closed On	-
Certainty	-	Severity	-
Onset	Date Unknown		
Details	Hypotension		
Other Details			
Other Details	If onset date is 01 January it may not be accurate to the day		
Recorded on:	Jul 8, 2021 2:42:17 PM		
Recorded in:	JAC by RBCHFT		

External problems are sorted by their properties in the following order:

1. **Dismissal status** – Undismissed above dismissed (more on this status in the next slide)
2. **Closed status** – Open above closed
3. **Criticality** – In the order High Risk, Unknown, (No value), Low Risk
4. **Severity** – In the order Severe, Unknown, Nil, Non-severe
5. **Alphabetical**

The information captured in an externally sourced problem includes:

- 1 **Header** – Shows the name of the problem, the problem type (as categorised by the external problem source), and the problem onset.
- 2 **Common details** – Shows information fields that are common to all problem types from all external problem sources.
- 3 **Other details** – Shows information fields that are specific to individual external problem sources.
- 4 **Footer** – Contains buttons that allow clinicians to perform reconciliation actions on problems from external sources.

EXTERNAL SOURCES (6) ▾

Message Alerts

Alert	SEVERITY	DESCRIPTION
Allergy To Penicillin ALERT, Date 12-Jul-2023	-	-
Diabetic CLOSED UPDATED ALERT, Date 05-Apr-2021	-	-

Message Allergies And Adverse Reactions

Problem	SEVERITY	DESCRIPTION
penicillamine ALLERGY / ADVERSE REACTION, Date Unknown	-	Abdominal pai
Pineapple ALLERGY / ADVERSE REACTION, Date Unknown	-	Hypotension

Pineapple 1 ✕

ALLERGY / ADVERSE REACTION, DATE UNKNOWN

Original Source	Message Allergies and Adverse Reactions			2
Information Source	-	Closed On	-	
Certainty	-	Severity	-	
Onset Details	Date Unknown	Hypotension		

Other Details

Other Details	If onset date is 01 January it may not be accurate to the day	3
Recorded on:	Jul 8, 2021 2:42:17 PM	
Recorded in:	JAC by RBCHFT	

Add	Dismiss	4
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2. Closed External Problems

An external alert will display the **Closed badge** in the **Problem List tab** if the status of the external alert has been marked as **Inactive** externally, for example at **Dorset County Hospital** or **Dorset Council**.

The Alert will show the **Inactive badge** in the **Summary tab** in the DCR, and the **Closed badge** in the **Problem List tab**.

For example, please see the Diabetic alert example in the screenshots below where it has an Inactive status in the Alerts windowlet on the Summary tab, and it is showing a Closed badge in the Problem List tab.



The screenshot displays the Dorset Care Record interface. On the left, the 'EXTERNAL SOURCES (6)' section shows a list of alerts, including 'Allergy To Penicillin', 'Diabetic' (with 'CLOSED' and 'UPDATED' badges), and 'Missing Persons' (with 'DISMISSED' badge). The 'Diabetic' alert is highlighted with a green box. In the center, the 'Alerts' windowlet is open, showing a table of alerts. The 'Diabetic' alert is highlighted with a green box, and its status is 'INACTIVE'. The table also shows other alerts such as 'Missing Persons', 'Allergy To Penicillin', 'Aggressive Behaviour', 'Other Special Needs and/or Preferences', and 'Anaesthetic Risk'. The 'Diabetic' alert is also highlighted in the 'Problem List' tab on the right.

Recorded/Onset Date	Resolution Date	Alert	Classification	Details	Certainty	Status	Recorded In
Wed, 30-Jun-2021	-	Missing Persons	Other	-	-	ACTIVE	Mosaic by DC on 30-Jun-2021
Mon, 05-Apr-2021	Wed, 12-Jul-2023	Diabetic	Clinical Awareness	-	-	INACTIVE	PCS by DCHFT on 12-Jul-2023
Wed, 12-Jul-2023	-	Allergy To Penicillin	Clinical Awareness	-	-	ACTIVE	PCS by DCHFT on 12-Jul-2023
Mon, 20-Dec-2021	Thu, 04-Aug-2022	Aggressive Behaviour	Safety & Security	Advised by the Police that this person was arrested for threatening a third party.	Certain	RESOLVED	Dorset Care Record
Unknown	Thu, 04-Aug-2022	Other Special Needs and/or Preferences	Safeguarding	-	Certain	RESOLVED	Dorset Care Record
Unknown	Wed, 10-May-2023	Anaesthetic Risk	Clinical Awareness	-	Certain	EXPIRED	Dorset Care Record

3. Dismissing External Sources Information

Dismissing an Alert or Allergy/Adverse Reaction entry from an external source means to manually close and remove it from live list.

3.1 How to dismiss **Alerts** and **Allergies/Adverse Reactions** from **External Sources**

3.2 How dismissed problems show on the **Problem List tab** in the **DCR**

3.3 How to view and hide dismissed problems on the **Problem List tab**

3.4 Dismissed **Alerts** but still active

3.5 Dismissed **Allergies/Adverse Reactions** - **Please confirm status**

3.6 How to restore externally added problems that were dismissed

3.1 How to Dismiss Alerts and Allergies/Adverse Reactions from External Sources

- 1 Click on a **messaged Alert or Allergy/Adverse Reaction**
- 2 Select **Dismiss** in the footer section of the Problem details box.

EXTERNAL SOURCES (6) Show Dismissed (2)

Messaged Alerts

Problem	SEVERITY	DESCRIPTION
Allergy To Penicillin ALERT, Date 12-Jul-2023	-	-
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

Allergy To Penicillin ALERT, DATE 12-JUL-2023

Original Source	Messaged Alerts
Information	-
Source	Closed On -
Certainty	-
Onset	Date 12-Jul-2023
Details	-

Other Details

Status	Active
Recorded on	12-Jul-2023
Classification	Clinical Awareness
Recorded in	PCS by DCHFT

Add **Dismiss**

Pineapple ALLERGY / ADVERSE REACTION, DATE UNKNOWN

Original Source	Messaged Allergies and Adverse Reactions
Information	-
Source	Closed On -
Certainty	-
Onset	Date Unknown
Details	Hypotension

Other Details

Other Details	If onset date is 01 January it may not be accurate to the day
Recorded on:	Jul 8, 2021 2:42:17 PM
Recorded in:	JAC by RBCHFT

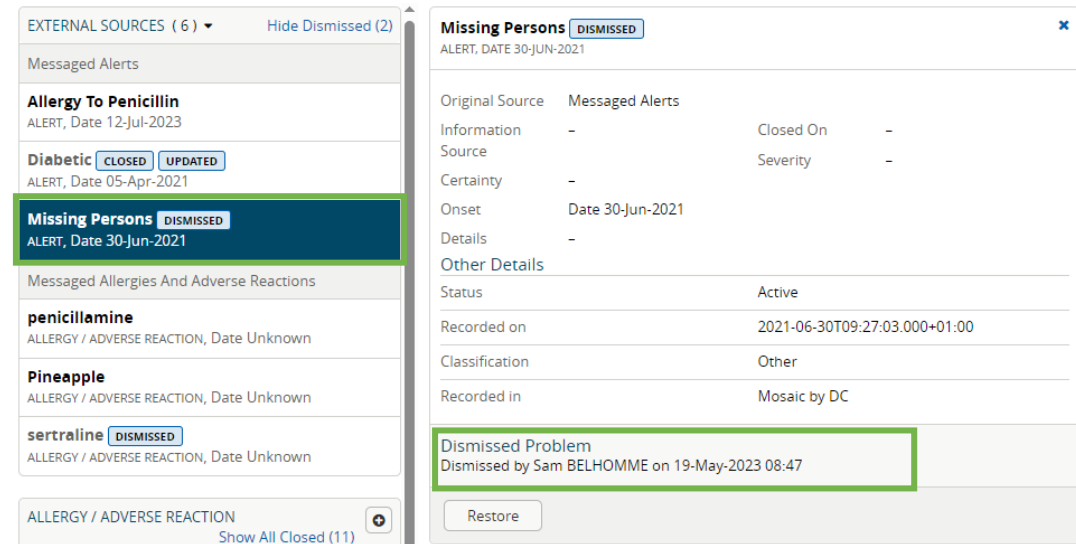
Add **Dismiss**

Please note that if a dismissed problem is changed in the external source, it is no longer shown as dismissed and it is displayed to alert you about the change.

3.2 Dismissed Problems from External Sources

Once dismissed, the Alert or Allergy/Adverse Reaction will show a blue **DISMISSED** badge, and clicking on it will show who's dismissed it and when.

If you mistakenly dismiss an external problem, you can restore it (please see how on the next slides).



The screenshot displays two panels from the Dorset Care Record system. The left panel, titled 'EXTERNAL SOURCES (6)', lists several items: 'Allergy To Penicillin' (ALERT, Date 12-Jul-2023), 'Diabetic' (ALERT, Date 05-Apr-2021) with 'CLOSED' and 'UPDATED' badges, and 'Missing Persons' (ALERT, Date 30-Jun-2021) with a blue 'DISMISSED' badge. Below this is a section for 'penicillamine' and 'Pineapple' (ALLERGY / ADVERSE REACTION, Date Unknown), and 'sertraline' (ALLERGY / ADVERSE REACTION, Date Unknown) with a 'DISMISSED' badge. At the bottom, it says 'ALLERGY / ADVERSE REACTION Show All Closed (11)'. The right panel shows the details for the 'Missing Persons' dismissed problem. It includes a table with columns for 'Original Source', 'Information', 'Source', 'Certainty', 'Onset', and 'Details'. The 'Onset' is 'Date 30-Jun-2021'. Below the table, it shows 'Status: Active', 'Recorded on: 2021-06-30T09:27:03.000+01:00', 'Classification: Other', and 'Recorded in: Mosaic by DC'. At the bottom, a green-bordered box highlights the text 'Dismissed Problem Dismissed by Sam BELHOMME on 19-May-2023 08:47', with a 'Restore' button below it.

3.3 How to View and Hide Dismissed Problems

You can review dismissed records by selecting **Show All Dismissed** at the top of the summary list.

EXTERNAL SOURCES (6)		Show Dismissed (2)
Messaged Alerts		
Allergy To Penicillin ALERT, Date 12-Jul-2023	SEVERITY -	DESCRIPTION -
Diabetic CLOSED UPDATED ALERT, Date 05-Apr-2021	SEVERITY -	DESCRIPTION -
Messaged Allergies And Adverse Reactions		
penicillamine ALLERGY / ADVERSE REACTION, Date Unknown	SEVERITY -	DESCRIPTION Abdominal pain / Discomfort
Pineapple ALLERGY / ADVERSE REACTION, Date Unknown	SEVERITY -	DESCRIPTION Hypotension

To hide dismissed external sources, click on **Hide Dismissed**.

EXTERNAL SOURCES (6)		Hide Dismissed (2)
Messaged Alerts		
Allergy To Penicillin ALERT, Date 12-Jul-2023	SEVERITY -	DESCRIPTION -
Diabetic CLOSED UPDATED ALERT, Date 05-Apr-2021	SEVERITY -	DESCRIPTION -
Missing Persons DISMISSED ALERT, Date 30-Jun-2021	SEVERITY -	DESCRIPTION -
Messaged Allergies And Adverse Reactions		
penicillamine ALLERGY / ADVERSE REACTION, Date Unknown	SEVERITY -	DESCRIPTION Abdominal pain / Discomfort
Pineapple ALLERGY / ADVERSE REACTION, Date Unknown	SEVERITY -	DESCRIPTION Hypotension
sertraline DISMISSED ALLERGY / ADVERSE REACTION, Date Unknown	SEVERITY -	DESCRIPTION Suicidal Ideation

3.4 Dismissed External Alerts ~ Active Alerts

Please note that although dismissed, **Alerts** will still show as **Active** in the expanded view of the **Alerts** windowlet on the **Summary tab** until they are closed by the originating Partner on their system.

For example, please see the Missing Person alert example in the screenshots below. It is showing as Dismissed on the Problem List tab but Active on the Summary tab (until closed by the Partner in their system).



The screenshot displays the Dorset Care Record interface. On the left, the 'EXTERNAL SOURCES (6)' pane shows a list of alerts. The 'Missing Persons' alert, dated 30-Jun-2021, is highlighted with a green box and labeled as 'DISMISSED'. A blue arrow points from this entry to the main table view. The main table view shows a list of alerts with columns: Recorded/Onset Date, Resolution Date, Alert, Classification, Details, Certainty, Status, and Recorded In. The 'Missing Persons' alert is highlighted with a green box and shows a status of 'ACTIVE'. The 'Alerts' tab in the top navigation bar is also highlighted with a green box.

Recorded/Onset Date	Resolution Date	Alert	Classification	Details	Certainty	Status	Recorded In
Wed, 30-Jun-2021	-	Missing Persons	Other	-	-	ACTIVE	Mosaic by DC on 30-Jun-2021
Mon, 05-Apr-2021	Wed, 12-Jul-2023	Diabetic	Clinical Awareness	-	-	INACTIVE	PCS by DCHFT on 12-Jul-2023
Wed, 12-Jul-2023	-	Allergy To Penicillin	Clinical Awareness	-	-	ACTIVE	PCS by DCHFT on 12-Jul-2023
Mon, 20-Dec-2021	Thu, 04-Aug-2022	Aggressive Behaviour	Safety & Security	Advised by the Police that this person was arrested for threatening a third party.	Certain	RESOLVED	Dorset Care Record
Unknown	Thu, 04-Aug-2022	Other Special Needs and/or Preferences	Safeguarding	-	Certain	RESOLVED	Dorset Care Record
Unknown	Wed, 10-May-2023	Anaesthetic Risk	Clinical Awareness	-	Certain	EXPIRED	Dorset Care Record

3.5 Dismissed External Allergies/Adverse Reactions = Please confirm status

Please note that although dismissed, **Allergies/Adverse Reactions** have **no status provided** on the **Summary** or **Medications Viewer** tabs. This means that it is not clear whether these allergies/adverse reactions are active or inactive, and you need to confirm the status of that allergy with the patient.

Please see the example screenshots featuring Sertraline.

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

Documents

Showing All Mark All As Read
Group By Category Sort By Date

- Summary
- Additional Details
- my Dorset Care Record Invitation
- Circle of Care
- Collaborative Worklists
- Goals and Actions
- Send Citizen Feedback
- Community (30 / 30)
- Correspondence (33 / 44)
- Discussion to View (9 / 12)
- Primary Care (20 / 20)

Onset	Allergy / Intolerance	Reaction	Recorded In	Recorded On
Unknown	Beetroot	Fatigue	Dorset Care Record	04-Aug-2022
Unknown	Cottonmouth snake venom antiserum	Respiratory failure	Dorset Care Record	04-Aug-2022
Unknown	Eucreas	Numbness	Dorset Care Record	10-May-2023
Unknown	Metformin	Myocardial infarction	Dorset Care Record	04-Aug-2022
Unknown	Dust	Dry cough	Dorset Care Record	10-May-2023
Unknown	Strawberry	Vomiting	Dorset Care Record	16-May-2023
Unknown	Aspirin	Sweating	Dorset Care Record	26-Jun-2023
Since Childhood	Warfarin	Productive cough	Dorset Care Record	04-Aug-2022
Age: 21 y, 0 m, 0 d	Penicillin	Rash	Dorset Care Record	10-May-2023
17-May-2023	Black widow spider venom	Vomiting	Dorset Care Record	18-May-2023
16-May-2023	Strawberry	Fatigue Heavy head	Dorset Care Record	16-May-2023
10-May-2023	Cocoa drink	Nausea and vomiting	Dorset Care Record	10-May-2023
05-Apr-2021	Calpol	Burn of skin	Dorset Care Record	16-May-2023
-	penicillamine	Abdominal pain / Discomfort	JAC by DCHFT	24-May-2021
-	sertraline	Suicidal Ideation	JAC by RBCHFT	08-Jul-2021
-	Pineapple	Hypotension	JAC by RBCHFT	08-Jul-2021

EXTERNAL SOURCES (6) Hide Dismissed (1)

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 [DISMISSED]
ALLERGY / ADVERSE REACTION, Date Unknown

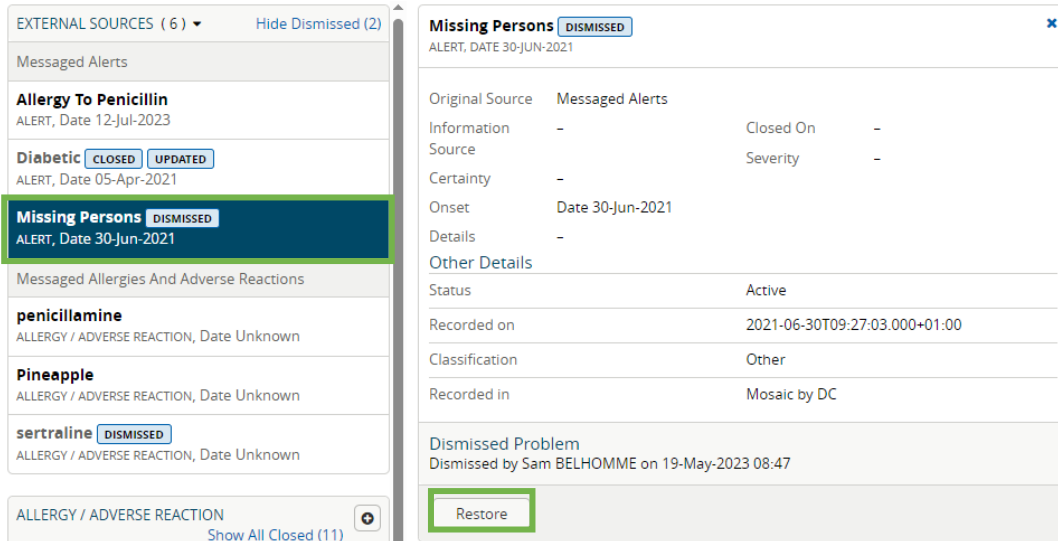
Summary | Problem List | Patient Task List | Medications Viewer | my Dorset Care Record | Social Care

Allergies / Adverse Reactions

Onset	Allergy / Intolerance	Reaction	Recorded In	Recorded On
Unknown	Beetroot	Fatigue	Dorset Care Record	04-Aug-2022
Unknown	Cottonmouth snake venom antiserum	Respiratory failure	Dorset Care Record	04-Aug-2022
Unknown	Eucreas	Numbness	Dorset Care Record	10-May-2023
Unknown	Metformin	Myocardial infarction	Dorset Care Record	04-Aug-2022
Unknown	Dust	Dry cough	Dorset Care Record	10-May-2023
Unknown	Strawberry	Vomiting	Dorset Care Record	16-May-2023
Unknown	Aspirin	Sweating	Dorset Care Record	26-Jun-2023
Since Childhood	Warfarin	Productive cough	Dorset Care Record	04-Aug-2022
Age: 21 y, 0 m, 0 d	Penicillin	Rash	Dorset Care Record	10-May-2023
17-May-2023	Black widow spider venom	Vomiting	Dorset Care Record	18-May-2023
16-May-2023	Strawberry	Fatigue Heavy head	Dorset Care Record	16-May-2023
10-May-2023	Cocoa drink	Nausea and vomiting	Dorset Care Record	10-May-2023
05-Apr-2021	Calpol	Burn of skin	Dorset Care Record	16-May-2023
-	penicillamine	Abdominal pain / Discomfort	JAC by DCHFT	24-May-2021
-	sertraline	Suicidal Ideation	JAC by RBCHFT	08-Jul-2021
-	Pineapple	Hypotension	JAC by RBCHFT	08-Jul-2021

3.6 How to Restore Externally Added Problems that were Dismissed

To restore a dismissed problem, click on the **problem** and select **Restore** in the footer section of the problem detail box. Clicking on this will re-open the alert or allergy/adverse reaction with the status it was in before being dismissed.



EXTERNAL SOURCES (6) Hide Dismissed (2)

Messaged Alerts

Allergy To Penicillin
ALERT, Date 12-Jul-2023

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

Missing Persons **DISMISSED**
ALERT, Date 30-Jun-2021

Messaged Allergies And Adverse Reactions

penicillamine
ALLERGY / ADVERSE REACTION, Date Unknown

Pineapple
ALLERGY / ADVERSE REACTION, Date Unknown

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

ALLERGY / ADVERSE REACTION Show All Closed (11)

Missing Persons **DISMISSED**
ALERT, DATE 30-JUN-2021

Original Source Messaged Alerts

Information - Closed On -

Source - Severity -

Certainty -

Onset Date 30-Jun-2021

Details -

Other Details

Status Active

Recorded on 2021-06-30T09:27:03.000+01:00

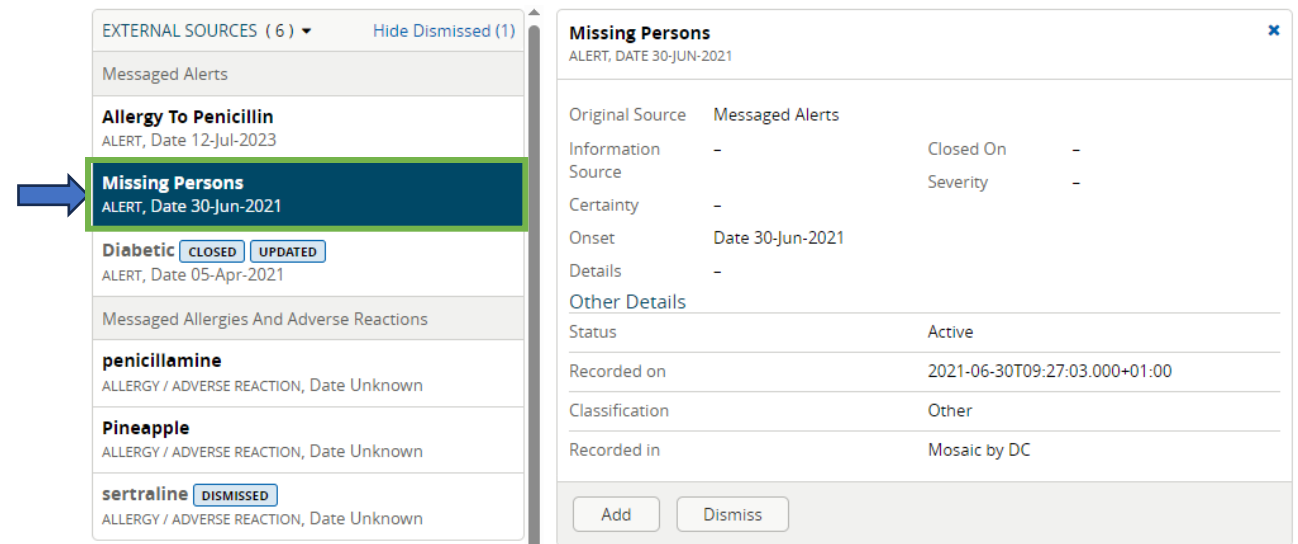
Classification Other

Recorded in Mosaic by DC

Dismissed Problem
Dismissed by Sam BELHOMME on 19-May-2023 08:47

Restore

The restored problem will (re-)appear in the live list.



EXTERNAL SOURCES (6) Hide Dismissed (1)

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 **DISMISSED**
ALLERGY / ADVERSE REACTION, Date Unknown

Missing Persons
ALERT, DATE 30-JUN-2021

Original Source Messaged Alerts

Information - Closed On -

Source - Severity -

Certainty -

Onset Date 30-Jun-2021

Details -

Other Details

Status Active

Recorded on 2021-06-30T09:27:03.000+01:00

Classification Other

Recorded in Mosaic by DC

Add Dismiss

4. Reconciliation of External Problems

Problems from external sources should be reviewed and added into Problem List so that the master source of patient problems is always correct and up-to-date.

4.1 How to reconcile an external problem as a new internally added problem

4.2 New internal problem from reconciled external problem: External sources display

4.3 New internal problem from reconciled external problem: Internal sources display

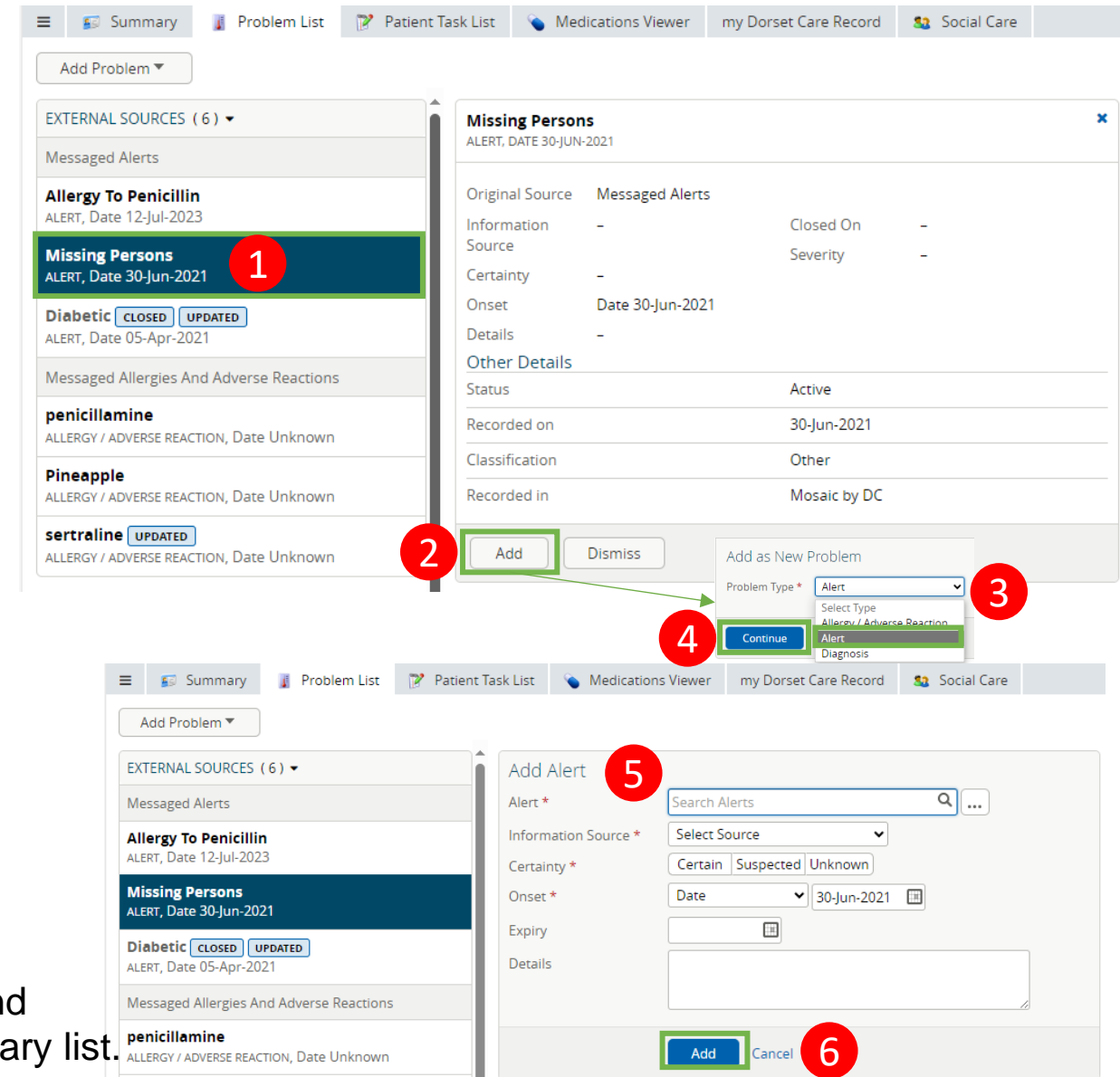
4.1 How to Reconcile an External Problem as a New Internally Added Problem

- 1 Click on **any externally added problem**, e.g. Missing Persons.
- 2 Click on the **Add button** on the additional pop-up page.
- 3 Select the **type of problem** you want to add – Allergy/Adverse Reaction, Alert, Diagnosis.
- 4 Click on **Continue**. The Add Problem form is displayed.
- 5 Complete the **compulsory fields and any additional details** in the **Add problem box** that opens.

Please see coming-up slides on **Adding a new problem** for further information on these pop-up boxes & how to complete the fields in the **Add Alert** and **Add Allergy** boxes.

- 6 Click on **Add**.

The problem is added to the managed list of problems and automatically dismissed from the external sources summary list.



The screenshot illustrates the process of adding an external problem as a new internally added problem. The interface shows the 'Problem List' tab, the 'Add Problem' button, and a list of external sources. The 'Missing Persons' problem is selected, and the 'Add' button is clicked. The 'Add as New Problem' dialog is shown, with the 'Alert' type selected. The 'Continue' button is clicked, and the 'Add Alert' form is displayed. The 'Add' button is clicked, and the problem is added to the managed list.

4.2 New internal problem from reconciled external problem: External sources display

When a new internal problem is a reconciled external problem, the external problem will disappear from the live view under **External Sources**. However, please note the problem will still show in the Summary tab or Medications Viewer tab until it is closed by the originating Partner in their system.

The screenshot shows the 'Discussion to View' section with a table of recorded discussions:

Recorded By	Recorded Date	Discussion Date
Georgina Hulbert	20-Jul-2023	20-Jul-2023

Below this is the 'Current Activity Snapshot' table:

Start Date	Type	Facility	Location	Practitioner (Team)
Wed, 01-Sep-2021, 16:28	Emergency	Poole General Hospital	Emergency Department	-
Mon, 21-Mar-2022, 10:00	Acute Inpatient	Poole General Hospital	C2 Ward - POOLE	MR A SKENE

On the right, the 'History Snapshot (12 months) & Planned Activity' section shows counts for various appointment and admission types.

The screenshot shows the 'Alerts' section with a table of recorded alerts:

Recorded/Onset Date	Resolution Date	Alert	Classification	Details	Certainty	Status	Recorded In
Wed, 30-Jun-2021	-	Missing Persons	Other	-	-	ACTIVE	Mosaic by DC on 30-Jun-2021
Mon, 05-Apr-2021	Wed, 12-Jul-2023	Diabetic	Clinical Awareness	-	-	INACTIVE	PCS by DCHFT on 12-Jul-2023
Wed, 12-Jul-2023	-	Allergy To Penicillin	Clinical Awareness	-	-	ACTIVE	PCS by DCHFT on 12-Jul-2023
Mon, 20-Dec-2021	Thu, 04-Aug-2022	Aggressive Behaviour	Safety & Security	Advised by the Police that this person was arrested for threatening a third party.	Certain	RESOLVED	Dorset Care Record
Unknown	Thu, 04-Aug-2022	Other Special Needs and/or Preferences	Safeguarding	-	Certain	RESOLVED	Dorset Care Record
Unknown	Wed, 10-May-2023	Anaesthetic Risk	Clinical Awareness	-	Certain	EXPIRED	Dorset Care Record
Wed, 10-May-2023	Wed, 10-May-2023	Excluded Visitor	Safety & Security	-	Suspected	DISCOUNTED	Dorset Care Record
Unknown	Wed, 10-May-2023	Health Direction	Treatment Preferences	-	Certain	RESOLVED	Dorset Care Record
Unknown	Tue, 16-May-2023	Other Clinical	Clinical Awareness	-	Suspected	EXPIRED	Dorset Care Record
Unknown	Tue, 16-May-2023	Other Clinical	Clinical Awareness	-	Certain	RESOLVED	Dorset Care Record

4.3 New internal problem from reconciled external problem: Internal sources display

- The external problem will no longer show in the External Sources, but instead show under the Internally added problems area in the relevant **Allergy/Adverse Reaction**, **Alert** or **Diagnosis** problem area, depending on the type of problem selected at the reconciliation stage.
- On opening the newly reconciled internal problem, this will show under **Activity** that it was reconciled, by whom and the date and time.

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

Add Problem

EXTERNAL SOURCES (6) Show Dismissed (1)

Messaged Alerts

Alert Name	SEVERITY	DESCRIPTION
Allergy To Penicillin ALERT, Date 12-Jul-2023	-	-
Diabetic [CLOSED] [UPDATED] ALERT, Date 05-Apr-2021	-	-

Messaged Allergies And Adverse Reactions

Problem Name	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

ALLERGY / ADVERSE REACTION Show All Closed (11)

Problem Name	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)

Problem Name	CERTAINTY	EXPIRY	INFORMATION SOURCE
Jaws SAFETY & SECURITY, Date Unknown	Certain	-	Relative
Missing Persons (Suspected) OTHER, Date 30-Jun-2021	Suspected	-	Parent

DIAGNOSIS Show All Closed (16)

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

Missing Persons (Suspected) OTHER, DATE 30-JUN-2021
The subject of care has an administrative alert that is not defined elsewhere.

Review Edit

Original Source Messaged Alerts
Information Source Parent Status **ACTIVE**
Expiry -
Certainty Suspected
Onset 30-Jun-2021
Details -

Activity Add Comment
Reconciled by Laura BONNER 17-Oct-2023 13:10

INFORMATION SOURCE Parent
ONSET Date 30-Jun-2021
CERTAINTY Suspected
ALERT NAME Missing Persons (Suspected)
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.