



# 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**

## Viewing externally and internally added problems in the Problem List tab in the DCR



For more information please visit:  
[news.dorsetcouncil.gov.uk/dcr-staff-area](https://news.dorsetcouncil.gov.uk/dcr-staff-area)

# Objectives & Contents

This user guide will help you to



Find a person's **Problem List tab** and the **Allergies/Adverse Reactions, Alerts** and **Diagnosis** information it contains.



**Understand** the additional **Allergies/Adverse Reactions** and **Alerts** information available in the DCR on the **Summary tab** and **Medications Viewer tab**.



**Understand** the information displayed for problems from **external sources** and **internally added problems**.

## Contents

1. Section One: Problem List Tab
2. Section Two: External Sources
3. Section Three: Internal Sources



# 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, Dorchester, DT1 2JY

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

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	MRA I SKENE
Wed, 07-Feb-2024, 11:44	Acute Inpatient	Dorset County Hospital	CARDIAC CARE WARD	Dr TIM EDWARDS

Active Alerts

Recorded On/Onset Date | Alert (Classification) | Details

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

**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.



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

EXTERNAL SOURCES ( 6 )

Message Alerts

Alert	SEVERITY	DESCRIPTION
<b>Allergy To Penicillin</b> ALERT, Date 12-Jul-2023	-	-
<b>Missing Persons</b> ALERT, Date 30-Jun-2021	-	-
<b>Diabetic</b> [CLOSED] [UPDATED] ALERT, Date 05-Apr-2021	-	-

Message Allergies And Adverse Reactions

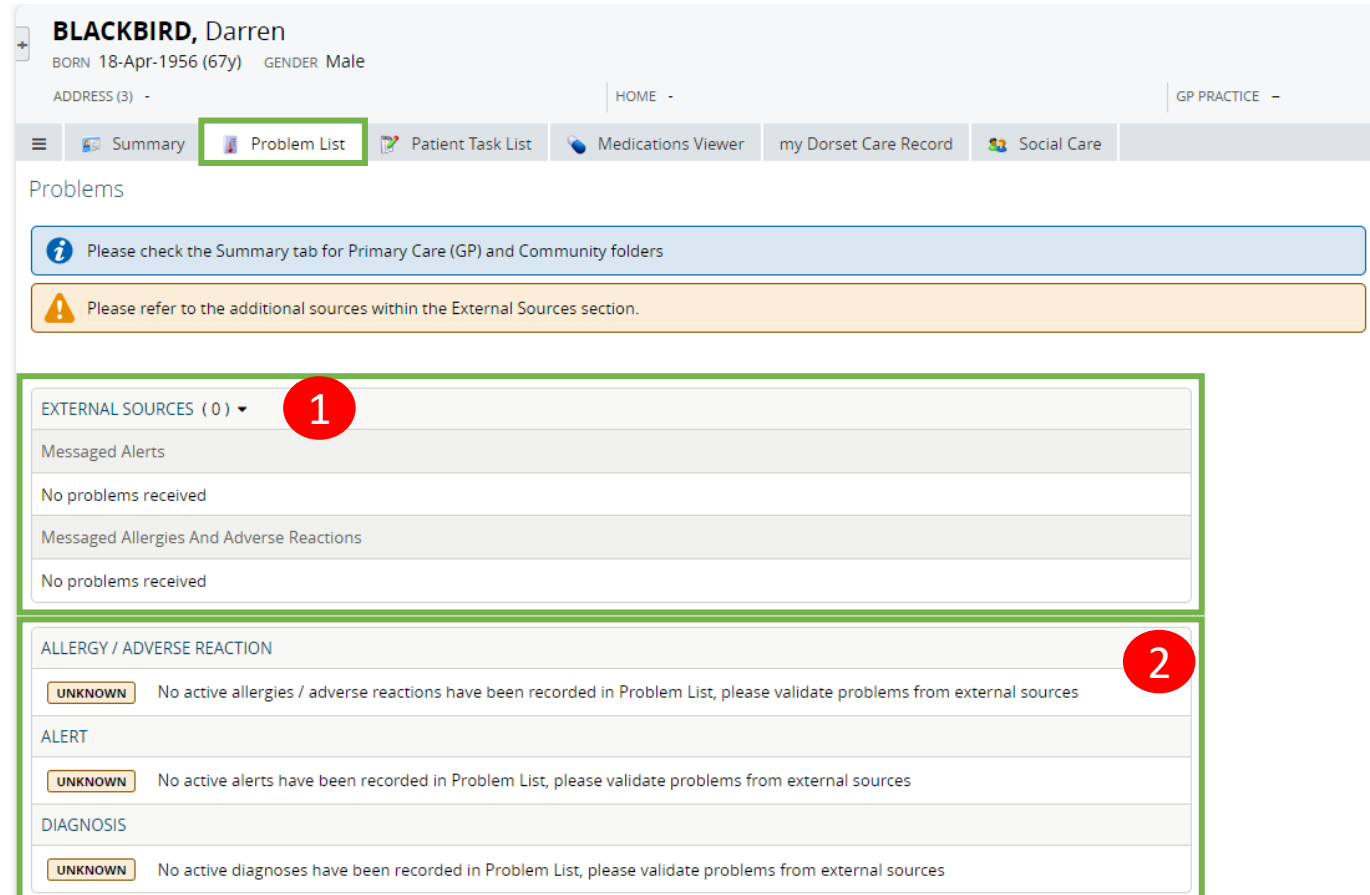
Substance	SEVERITY	DESCRIPTION
<b>penicillamine</b> ALLERGY / ADVERSE REACTION, Date Unknown	-	Abdominal pain / Discomfort
<b>Pineapple</b> ALLERGY / ADVERSE REACTION, Date Unknown	-	Hypotension
<b>sertraline</b> [UPDATED] ALLERGY / ADVERSE REACTION, Date Unknown	-	Suicidal Ideation

## 2. Problem List tab: Information it contains

- 1 **Externally** added problems, including
  1. Externally **messaged alerts**, and
  2. Externally **messaged allergies and adverse reactions**.
  
- 2 **Internally** added problems, including
  1. **Allergies/Adverse Reactions**,
  2. **Alerts** and
  3. **Diagnosis (Medical and Diabetes)**.

### Note

Sometimes there may not be any issues to show, as shown in the screenshot to the right. 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 for each category no problems received or recorded.



**BLACKBIRD, Darren**  
 BORN 18-Apr-1956 (67y) GENDER Male  
 ADDRESS (3) - HOME - GP PRACTICE -

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.

EXTERNAL SOURCES (0) 1

Messaged Alerts  
No problems received

Messaged Allergies And Adverse Reactions  
No problems received

ALLERGY / ADVERSE REACTION 2  
UNKNOWN No active allergies / adverse reactions have been recorded in Problem List, please validate problems from external sources

ALERT  
UNKNOWN No active alerts have been recorded in Problem List, please validate problems from external sources

DIAGNOSIS  
UNKNOWN No active diagnoses have been recorded in Problem List, please validate problems from external sources

### 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

# 1. Problem List tab: External Sources – Display and Sorting

The **External Sources** area displays problems recorded within the Partners’ systems and fed through to the DCR.

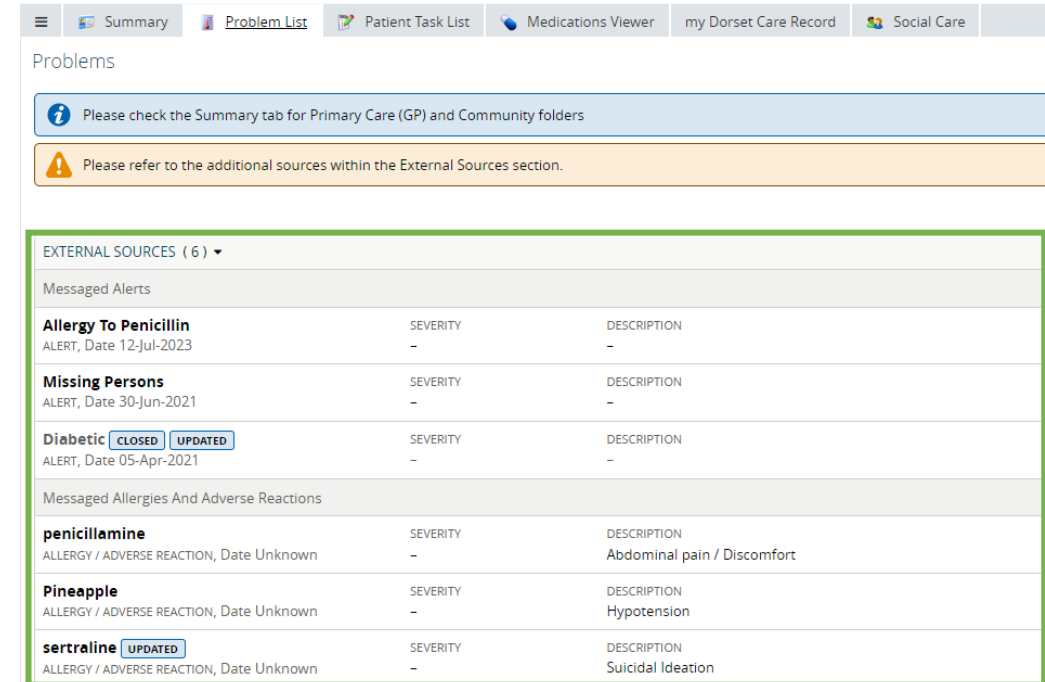
The **External Sources** data is provided by the (messaging) **Alerts** and **Allergies/Adverse Reactions** feeds that come into the DCR from the Partner systems (e.g. PAS, Mosaic, PCS, JAC etc.).

The externally sourced problems are displayed as *read-only*. The data cannot be changed, and a new external problem cannot be added 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 from external sources (i.e. in our example that’s 6).

You can select the arrow icon in the table heading to the right of the brackets to collapse or expand the external problem table.



The screenshot shows the 'Problem List' tab in the Dorset Care Record system. 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, there are two informational messages: a blue one stating 'Please check the Summary tab for Primary Care (GP) and Community folders' and an orange one stating 'Please refer to the additional sources within the External Sources section.' The main content area is titled 'EXTERNAL SOURCES (6) ▾' and is divided into two sections: 'Message Alerts' and 'Message Allergies And Adverse Reactions'. The 'Message Alerts' section contains three rows of data:

	SEVERITY	DESCRIPTION
<b>Allergy To Penicillin</b> ALERT, Date 12-Jul-2023	-	-
<b>Missing Persons</b> ALERT, Date 30-Jun-2021	-	-
<b>Diabetic</b> <span>CLOSED</span> <span>UPDATED</span> ALERT, Date 05-Apr-2021	-	-

The 'Message Allergies And Adverse Reactions' section contains three rows of data:

	SEVERITY	DESCRIPTION
<b>penicillamine</b> ALLERGY / ADVERSE REACTION, Date Unknown	-	Abdominal pain / Discomfort
<b>Pineapple</b> ALLERGY / ADVERSE REACTION, Date Unknown	-	Hypotension
<b>sertraline</b> <span>UPDATED</span> ALLERGY / ADVERSE REACTION, Date Unknown	-	Suicidal Ideation



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

1. **Dismissal status** – Undismissed above dismissed
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**

External problems display the severity of the problem and a description.

They also display various badges as appropriate, including

- Dismissed – by staff from within the DCR
- Closed – by staff from the Partner organisation within the source system
- Updated - by staff from within the DCR.

These badges are explained over the next slides.

EXTERNAL SOURCES ( 6 ) ▾		
Messaged Alerts		
<b>Allergy To Penicillin</b> ALERT, Date 12-Jul-2023	SEVERITY -	DESCRIPTION -
<b>Diabetic</b> <span>CLOSED</span> <span>UPDATED</span> ALERT, Date 05-Apr-2021	SEVERITY -	DESCRIPTION -
Messaged Allergies And Adverse Reactions		
<b>penicillamine</b> ALLERGY / ADVERSE REACTION, Date Unknown	SEVERITY -	DESCRIPTION Abdominal pai
<b>Pineapple</b> ALLERGY / ADVERSE REACTION, Date Unknown	SEVERITY -	DESCRIPTION Hypotension

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.

The information captured 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.

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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.

EXTERNAL SOURCES ( 6 )

Messaged Alerts

**Allergy To Penicillin**  
 ALERT, Date 12-Jul-2023

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

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

Messaged Allergies And Adverse Reactions

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

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

**Allergy To Penicillin** ALERT, DATE 12-JUL-2023 1

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

**Other Details** 3

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

**Pineapple** ALLERGY / ADVERSE REACTION, DATE UNKNOWN 1

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

**Other Details** 3

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

## 2. Closed External Problems and their Badge

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.



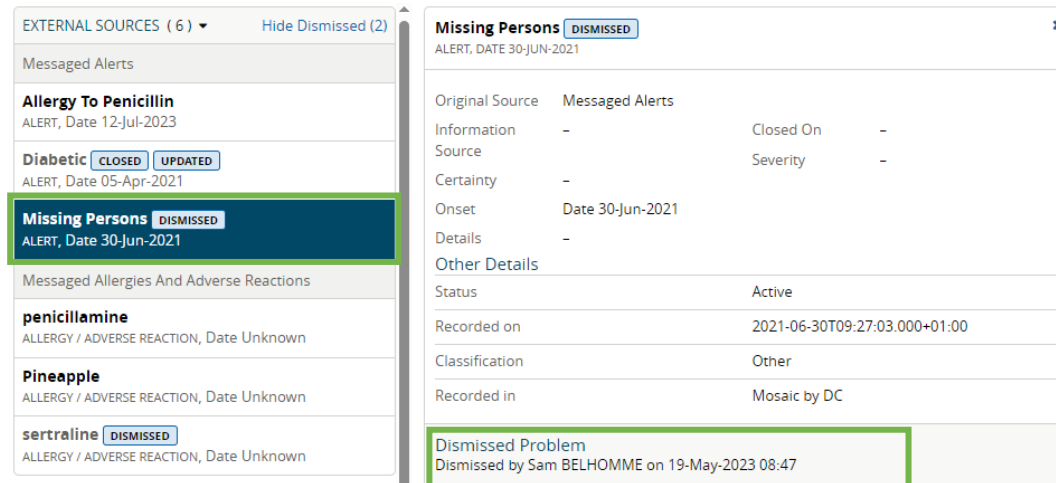
The screenshot displays the Dorset Care Record interface. On the left, the 'EXTERNAL SOURCES (6)' dropdown is visible, showing a list of alerts including 'Allergy To Penicillin', 'Diabetic' (with 'CLOSED' and 'UPDATED' badges), and 'Missing Persons' (with 'DISMISSED' badge). The 'Diabetic' alert is highlighted with a green box. A blue arrow points from this alert to the 'Problem List' tab in the 'Alerts' windowlet. The 'Alerts' windowlet shows a table of alerts with columns: Recorded/Onset Date, Resolution Date, Alert, Classification, Details, Certainty, Status, and Recorded In. The 'Diabetic' alert is highlighted with a green box and has an 'INACTIVE' status badge. The 'Problem List' tab shows the same alert with a 'CLOSED' badge.

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. Dismissed External Problems and their Badge

Dismissed problems are problems manually dismissed in the **Problem List tab** in the DCR by staff with the relevant access to that functionality.

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



The screenshot displays the 'EXTERNAL SOURCES (6)' section with a 'Hide Dismissed (2)' filter. The list includes:

- Allergy To Penicillin** (ALERT, Date 12-Jul-2023)
- Diabetic** (CLOSED, UPDATED) (ALERT, Date 05-Apr-2021)
- Missing Persons** (DISMISSED) (ALERT, Date 30-Jun-2021) - This entry is highlighted with a green box.
- penicillamine** (ALLERGY / ADVERSE REACTION, Date Unknown)
- Pineapple** (ALLERGY / ADVERSE REACTION, Date Unknown)
- sertraline** (DISMISSED) (ALLERGY / ADVERSE REACTION, Date Unknown)

The detailed view for the 'Missing Persons' alert (ALERT, DATE 30-JUN-2021) shows the following information:

Original Source	Messaged Alerts		
Information	-	Closed On	-
Source	-	Severity	-
Certainty	-		
Onset	Date 30-Jun-2021		
Details	-		
<b>Other Details</b>			
Status	Active		
Recorded on	2021-06-30T09:27:03.000+01:00		
Classification	Other		
Recorded in	Mosaic by DC		

At the bottom of the detailed view, a green box highlights the dismissal information:

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

# How to View and Hide Dismissed External Problems

You can view dismissed records by selecting **Show Dismissed** at the top of the list.

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

# 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, a sidebar shows a list of alerts: 'Allergy To Penicillin' (Date 12-Jul-2023), 'Diabetic' (Date 05-Apr-2021, status: CLOSED/UPDATED), and 'Missing Persons' (Date 30-Jun-2021, status: DISMISSED). The 'Missing Persons' alert is highlighted with a green box. The main area shows a 'Summary' tab selected, with an 'Alerts' windowlet open. The windowlet contains a table 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 in the table, showing a status of 'ACTIVE'. Other alerts in the table include 'Diabetic', 'Allergy To Penicillin', 'Aggressive Behaviour', 'Other Special Needs and/or Preferences', and 'Anaesthetic Risk'.

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

# 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

## 03

# Section Three: Internal Sources

1. How Information is Displayed
2. New Internal Problem from Reconciled External Problem: How It Displays in the Problem List and other tabs in the DCR
3. How to Add a Comment to an Internal Problem
4. Closed Internal Problems



# 1. Problem List tab: Internal Sources

The **Internal Sources** area displays the manually created problems within the DCR by the staff with relevant access to add a problem functionality. Staff with the relevant access can add in a new problem or reconcile an external problem as a new problem.

**Please note** that when a new internal problem is a reconciled external problem, there are changes that occur under the external problems and internal problems areas, as explained in the next slides.

The internal sources area displays the following summary information for the internally-added problems:

- the source/information provider,
- the level of certainty present and
- the way in which the problem manifests itself.

Where details have been added in for a problem, whether that is an allergy or adverse reaction, alert or diagnosis, the **Details icon** is displayed.

When you hover over the **Details icon**, the Details pop-over panel is displayed.

ALERT				Show All Closed (12)
<b>Jaws</b>	CERTAINTY Certain	EXPIRY -	Aggressive goldfish, do not put fingers inside tank	
<b>Missing Persons (Suspected)</b>	CERTAINTY Suspected	EXPIRY -	INFORMATION SOURCE Parent	

The screenshot shows the 'Problems' tab in the Dorset Care Record system. It displays a list of external sources under the heading 'EXTERNAL SOURCES (6)'. The list includes:

- Allergy To Penicillin**: ALERT, Date 12-Jul-2023, SEVERITY -, DESCRIPTION -
- Missing Persons**: ALERT, Date 30-Jun-2021, SEVERITY -, DESCRIPTION -
- Diabetic**: ALERT, Date 05-Apr-2021, SEVERITY -, DESCRIPTION - (with 'CLOSED' and 'UPDATED' tags)
- penicillamine**: ALLERGY / ADVERSE REACTION, Date Unknown, SEVERITY -, DESCRIPTION Abdominal pain / Discomfort
- Pineapple**: ALLERGY / ADVERSE REACTION, Date Unknown, SEVERITY -, DESCRIPTION Hypotension
- sertraline**: ALLERGY / ADVERSE REACTION, Date Unknown, SEVERITY -, DESCRIPTION Suicidal Ideation (with 'UPDATED' tag)

Below this list, a detailed view of an 'ALLERGY / ADVERSE REACTION' is shown, highlighting the 'Calpol' entry:

ALLERGY / ADVERSE REACTION				Show All Closed (11)
<b>Calpol</b>	CERTAINTY Suspected	MANIFESTATIONS Burn of skin - Mild	INFORMATION SOURCE Patient	
<b>Black widow spider venom</b>	CERTAINTY Suspected	MANIFESTATIONS Vomiting - Mild	INFORMATION SOURCE Relative	
<b>Calpol Night</b>	CERTAINTY Suspected	MANIFESTATIONS Sweating - Unknown	INFORMATION SOURCE Patient	

Other entries in the detailed view include:

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

At the bottom, a 'DIAGNOSIS' section is visible:

DIAGNOSIS				Show All Closed (16)
<b>Steroid Induced Type 2 Diabetes</b>	CERTAINTY Definite	STATUS Active	INFORMATION SOURCE Parent	
<b>Hypothyroidism</b>	CERTAINTY Definite	STATUS Active	INFORMATION SOURCE Medical Record	
<b>Type 2 Diabetes</b>	CERTAINTY Probable	STATUS Unknown	INFORMATION SOURCE Test Result	

# The Allergy/Adverse Reaction Display depends on Criticality and Manifestation

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

- a** If the allergy/adverse reaction 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 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

---

Original Source	Messaged Allergies and Adverse Reactions		
Criticality ?	Low Risk	Status	<span style="border: 1px solid green; padding: 2px;">ACTIVE</span>
Information Source	Relative	Reaction Type	Adverse reaction
Certainty	Suspected		
Onset	Date 17-May-2023		
Manifestations	Vomiting - Mild		
Details	-		

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

**Aspirin** Substance b

ALLERGIC REACTION, DATE UNKNOWN

---

Criticality ?	Low Risk	Status	<span style="border: 1px solid green; padding: 2px;">ACTIVE</span>
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

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Original Source	Messaged Alerts		
Criticality ?	High Risk	Status	<span style="border: 1px solid green; padding: 2px;">ACTIVE</span>
Information Source	Patient	Reaction Type	Allergic reaction
Certainty	Suspected		
Onset	Date 05-Apr-2021		
Manifestations	Burn of skin - Mild		
Details	-		

## The Diagnosis Status indicates the following:

- **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 they can be closed.
  - 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. In lieu of this, the Inactive state and comments about how the symptoms are being controlled are being used.
- The **Inactive status** supports diagnoses that have quiescent phases, such as gout, lupus and psoriasis.
  - These problems are usually incurable, so they are never closed.
  - When Inactive is selected, a date is also provided.
- The **Unknown** status is shown where the status of the diagnosis is not yet known.

# 2. New internal problem from reconciled external problem

## 2.1 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 types:

- Scheduled Appointments: 0
- Planned Admissions: 0
- Past Appointments: 0
- Past Admissions: 0
- Past Emergency/Unplanned Attendances: 2
- Cancelled and DNA: 1

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

## 2.2 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.

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

Original Source	Message Alerts		
Information Source	Parent	Status	<b>ACTIVE</b>
Certainty	Suspected	Expiry	-
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	Message Alerts (Added)

### 3. The Activity Section & The ability to Add a Comment

- 1 The **Activity** section displays a summary of the changes made to the internally added problem i.e. reconciled, reviewed, updated, closed, reopened. The **Activity** section lists the history from most recent at the top.
- 2 For an **Allergy/Adverse Reaction**, where an **event** has been added, a **Past Reaction Events record** will also show alongside the activity recorded.

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

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

---

**Past Reaction Events**

Date 16-May-2023	Children's Party
------------------	------------------

The screenshot shows 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 are two notification banners: a blue one asking to check the Summary tab for Primary Care (GP) and Community folders, and an orange one asking to refer to additional sources within the External Sources section.

The main content area is divided into two columns. The left column lists various medical conditions with their status:
 

- 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)

The right column shows a detailed view of a **Calpol** allergy (HIGH RISK, Trade Product, ALLERGIC REACTION, DATE 05-APR-2021). It includes fields for Original Source, Criticality (High Risk), Information Source (Patient), Certainty (Suspected), Onset (Date 05-Apr-2021), and Manifestations (Burn of skin - Mild). The Status is **ACTIVE**.

Below the allergy details is the **Activity** section, which is highlighted with a green border. It contains a list of events:
 

- Review** by Laura BONNER (16-Oct-2023 14:53)
- Updated** by Sam BELHOMME (16-May-2023 16:08)
- Reconciled** by Barbara ZUREK (03-Apr-2023 09:50)

 Each event includes details such as Criticality (High Risk), Information Source (Patient), Onset (Date 05-Apr-2021), Agent/Substance Name (Calpol), Certainty (Suspected), Criticality (Low Risk), Reaction Type (Allergic reaction), and Manifestations (Burn of skin - Mild (Added)).

Red circles with numbers 1, 2, and 3 are overlaid on the screenshot to highlight key features:
 

- 1: Points to the 'Activity' section header.
- 2: Points to the 'Add Comment' button in the activity log.
- 3: Points to the 'Add Comment' button in the activity log.

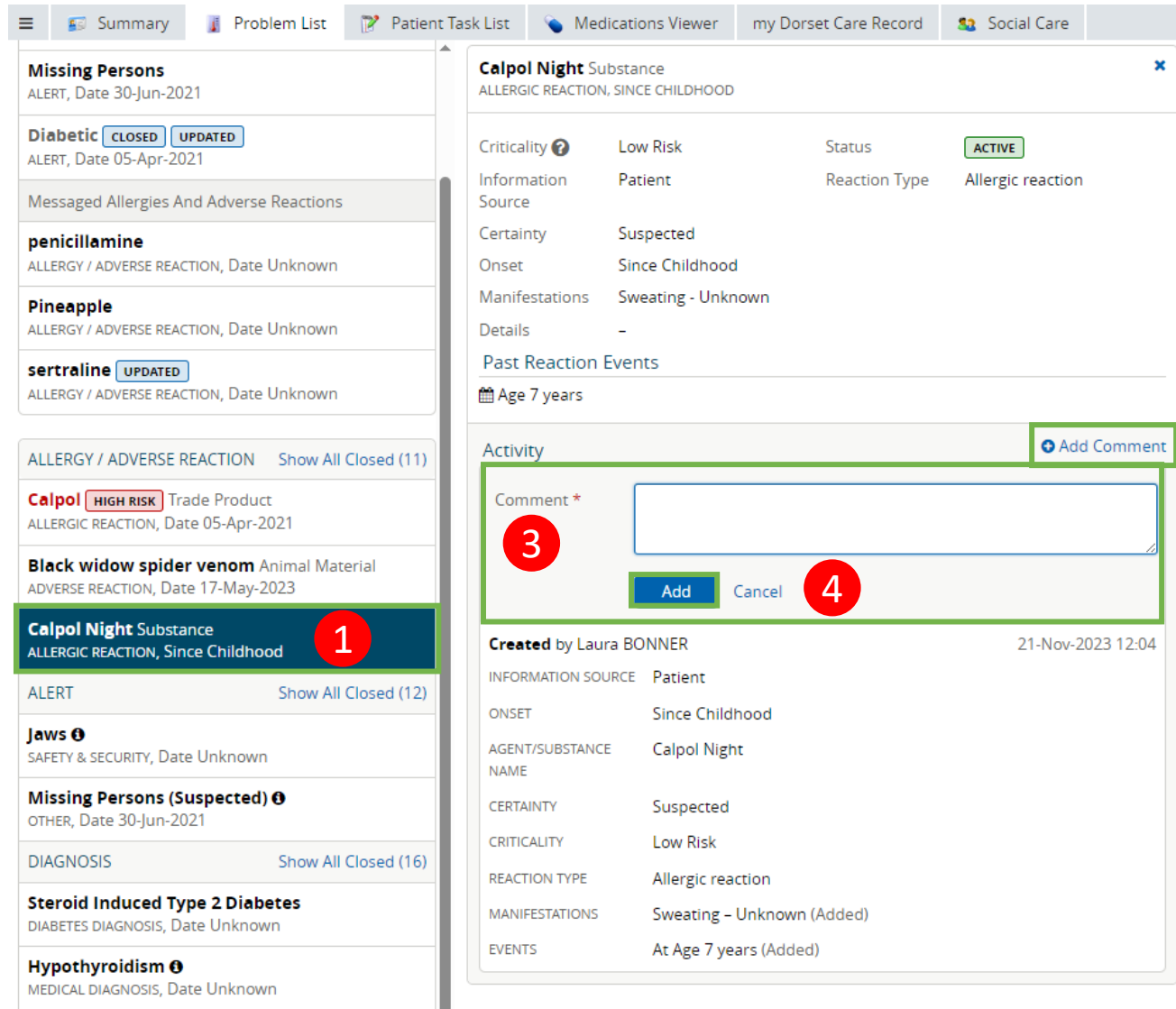
- 3 You can add comments in the Activity section to provide additional information about a problem that cannot be captured elsewhere. Please see next slide.

# How to Add a Comment to an Internal Problem

- 1 Click on the problem.
- 2 Click on **Add Comment** at the top of the **Activity** section and to the right.
- 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.

## Note

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



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


- Navigation Bar:** Summary, Problem List, Patient Task List, Medications Viewer, my Dorset Care Record, Social Care.
- Problem List (Left Panel):**
  - 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)
  - Calpol Night Substance (ALLERGIC REACTION, Since Childhood)** (1) - **1**
  - ALERT Show All Closed (12)
  - Jaws (SAFETY & SECURITY, Date Unknown)
  - Missing Persons (Suspected) (OTHER, Date 30-Jun-2021)
  - DIAGNOSIS Show All Closed (16)
  - Steroid Induced Type 2 Diabetes (DIABETES DIAGNOSIS, Date Unknown)
  - Hypothyroidism (MEDICAL DIAGNOSIS, Date Unknown)
- Problem Detail View (Right Panel):**
  - Calpol Night Substance** (ALLERGIC REACTION, SINCE CHILDHOOD)
  - Criticality: Low Risk; Status: ACTIVE
  - Information Source: Patient; Reaction Type: Allergic reaction
  - Certainty: Suspected; Onset: Since Childhood; Manifestations: Sweating - Unknown
  - Past Reaction Events: Age 7 years
  - Activity Section:**
    - Add Comment** (2)
    - Comment \* (3) - Text input field
    - Add (4) - Button
    - Cancel - Button
    - Created by Laura BONNER 21-Nov-2023 12:04
    - INFORMATION SOURCE: Patient; ONSET: Since Childhood; AGENT/SUBSTANCE NAME: Calpol Night; CERTAINTY: Suspected; CRITICALITY: Low Risk; REACTION TYPE: Allergic reaction; MANIFESTATIONS: Sweating - Unknown (Added); EVENTS: At Age 7 years (Added)



## 4. Closed Internal Problems

The **Problem List tab** displays the **Active internal problems**, but it also shows if there are closed problems.

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 both the active and closed problems by selecting the **Show All Closed** link. Please note that some problems may be significant to a patient's care even when closed. If a problem is kept visible in the list after it's been closed, it means that it's been pinned so that it is always displayed in the patient's problem list, even after it is closed.

ALLERGY / ADVERSE REACTION				<a href="#">Show All Closed (11)</a>
<b>Calpol</b> <span style="border: 1px solid red; padding: 2px;">HIGH RISK</span> Trade Product ALLERGIC REACTION, Date 05-Apr-2021	CERTAINTY Suspected	MANIFESTATIONS Burn of skin - Mild	INFORMATION SOURCE Patient	
<b>Black widow spider venom</b> Animal Material ADVERSE REACTION, Date 17-May-2023	CERTAINTY Suspected	MANIFESTATIONS Vomiting - Mild	INFORMATION SOURCE Relative	
<b>Calpol Night</b> Substance ALLERGIC REACTION, Since Childhood	CERTAINTY Suspected	MANIFESTATIONS Sweating - Unknown	INFORMATION SOURCE Patient	
ALERT				<a href="#">Show All Closed (12)</a>
<b>Jaws</b> ⓘ SAFETY & SECURITY, Date Unknown	CERTAINTY Certain	EXPIRY -	INFORMATION SOURCE Relative	
<b>Missing Persons (Suspected)</b> ⓘ OTHER, Date 30-Jun-2021	CERTAINTY Suspected	EXPIRY -	INFORMATION SOURCE Parent	
DIAGNOSIS				<a href="#">Show All Closed (16)</a>
<b>Steroid Induced Type 2 Diabetes</b> DIABETES DIAGNOSIS, Date Unknown	CERTAINTY Definite	STATUS Active	INFORMATION SOURCE Parent	
<b>Hypothyroidism</b> ⓘ MEDICAL DIAGNOSIS, Date Unknown	CERTAINTY Definite	STATUS Active	INFORMATION SOURCE Medical Record	
<b>Type 2 Diabetes</b> DIABETES DIAGNOSIS, Since Birth	CERTAINTY Probable	STATUS Unknown	INFORMATION SOURCE Test Result	



# 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	<b>RESOLVED</b>	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	<b>RESOLVED</b>	Dorset Care Record
Unknown	-	Other Safety and Security	Safety & Security	Aggressive goldfish, do not put fingers inside tank	Certain	<b>ACTIVE</b>	Dorset Care Record
Wed, 30-Jun-2021	-	Other Administrative	Other	-	Suspected	<b>ACTIVE</b>	Dorset Care Record
4 years, 0 months, 0 days	Wed, 10-May-2023	MRSA - Methicillin Resistant Staphylococcus Aureus	Infection Control	khkhkjh	Suspected	<b>RESOLVED</b>	Dorset Care Record
Unknown	Tue, 16-May-2023	CRAB - Carbapenem Resistant Acinetobacter	Infection Control	<script>alert('hello');</script>	Certain	<b>RESOLVED</b>	Dorset Care Record

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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.