User Admin Quick Reference Guide

Cumbria Health on Call

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Introduction to Health Call Digital Care Home

Health Call Digital Care Home will be used by care homes to make referrals to the CHOC, with a preference for the referral to reach the District Nurse or the CHOC team. Referrals will be received to the webportal, to access the webportal you will need to log on to the Inhealthcare platform.

https://portal.inhealthcare.thirdparty.nhs.uk/portal/login

Following the review of the referral the information, in pdf format, is to be attached to the Adastra record. Please refer to the relevant guidance on how to complete this process.

This is not an emergency service and homes should follow normal procedures in the case of an emergency.

If you have any questions or issues relating to Digital Health Call/Digital Care Home/CHoC SBAR please email HealthCall@choc.nhs.uk

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Organisation Administration Dashboard

To work with Users click on the *Manage* button

Creating a New User

Click on **Add User**

Enter a username (please note that this cannot be edited once created) and click *Check availability*.

Once the Username turns green and has a tick, provide the user's details, including their email address.

When finished click *Next*.

The assigned user role (or roles) will define the permissions within the In-healthcare portal.

The levels that should be assigned to Control Room Staff are;
- Admin centre user
- Clinician

The levels that should be assigned to Care Home Staff are;
- Care Worker

Consideration will need to be given to who has Patient Administrator access. These users will be able to edit the patient details.

Users can have multiple roles assigned.

User role definitions

Your assigned user role (or roles) will define your permissions within the In-healthcare portal. A br description of each role follows;

Clinician
This user role is responsible for the overall care of the patients on a service. Clinicians make the initial referral to pathway enrolment and decide when the service is no longer appropriate.

Patient administrator
This user role will allow you to add and edit patients and services. This role is sometimes provided to a clinician to give them increased permissions.

Admin centre user
This user role is assigned to a member of the patient admin team. This team is responsible for supporting clinicians that provide care to patients.

Care worker
This user role is for care home workers. These users administer the care of the residents and use the portal to pass information to the patients' or residents' healthcare professional.

Organisation Administrator
This user will be responsible for the daily running of the portal. They will add, manage and delete users **Care homes** and **Admin centres**.
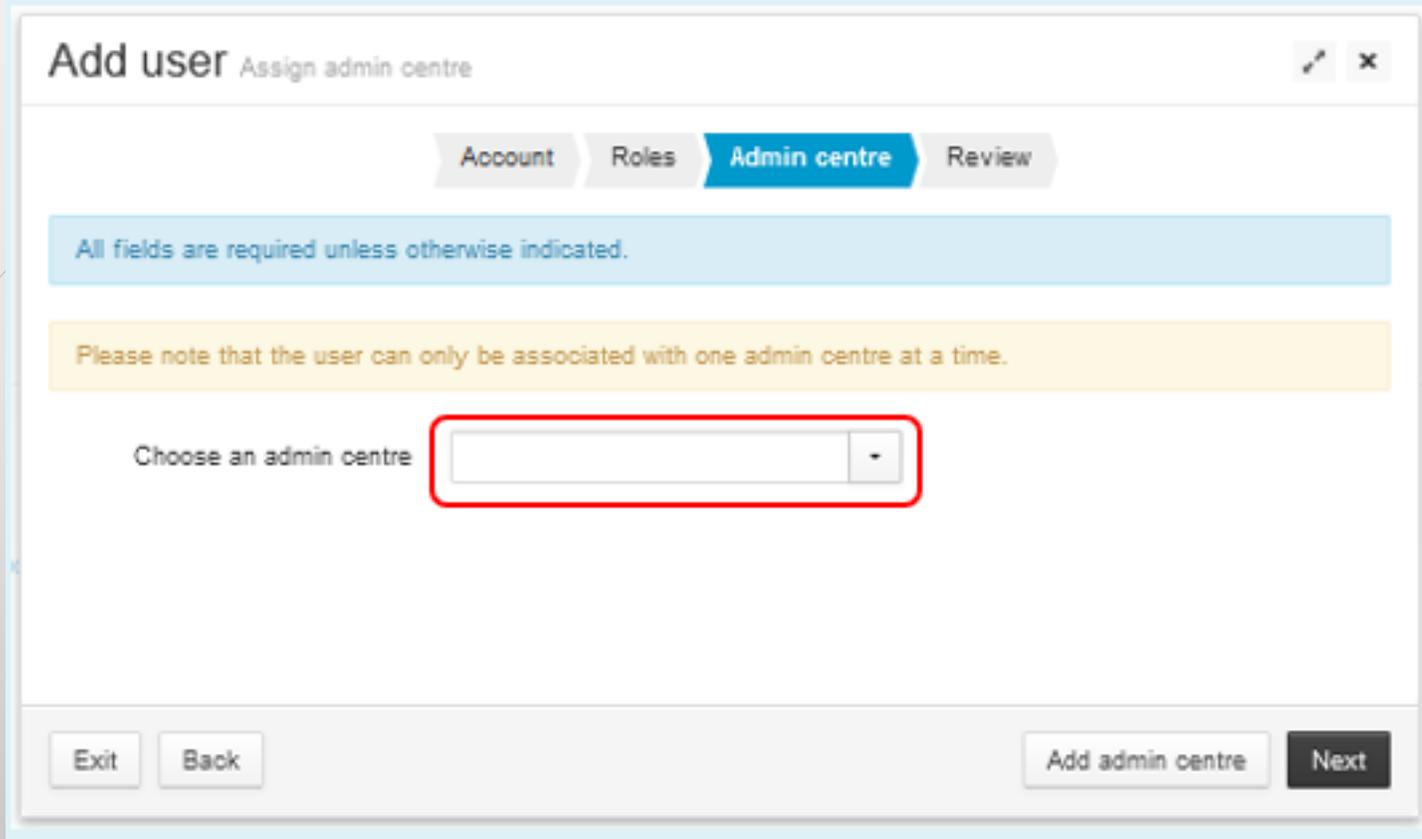
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Select the required admin centre from the drop down list.

There is currently only one admin centre called CHOC. This may change for Phase 2 of the project.

Check the Roles are appropriate to the user being added.

And that the Admin centre shows the centre you require for the user.

Then click Finish.

The newly created user will now receive an email to the email address used. The user will have 24 hours to click the link within the email and set their password.
If the password is not set within 24 hours then a new link must be created.

New User email

Before the newly created user is able to log in they will need to set a password. They will be sent an email with their user name from no-reply@inhealthcare.co.uk.

They will have 24 hours to set their password, using the link within the email, once the email has been received.

inhealthcare

An Inhealthcare account has been created for you with the following username:

Username **mark.brown74**

Please click on the link below in order to set up a password. Alternatively, you can copy the link and paste it into a browser.

After setting your password you will be taken to the login page for the Inhealthcare portal.

https://portal.inhealthcare.co.uk/portal/user/setpassword?s=false&token=8f477561-f5eb-4402-a1f6-86f89d79434b

Please note that this link will become invalid 24 hours after receipt of this email, after which you will have to request a new link from your system administrator.

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Resetting User Passwords

If the new user does not use the link to set their password with 24 hours of the account being created the link will expire.

To reset their account and send them a new password link click on Manage Users from the Organisation Admin dashboard.

Then enter the name of the user in the *search box* and click on the *magnifying glass*.
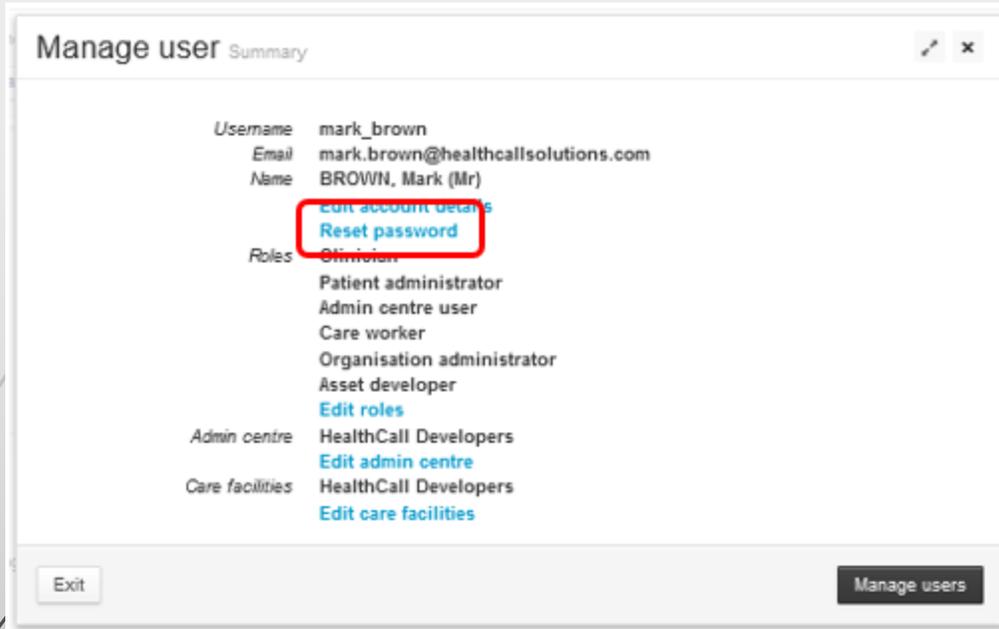
Click on **Reset password**.

A reset password box will appear click **Finish**.

The user will then be sent an email to the registered email address with a link to reset the password.
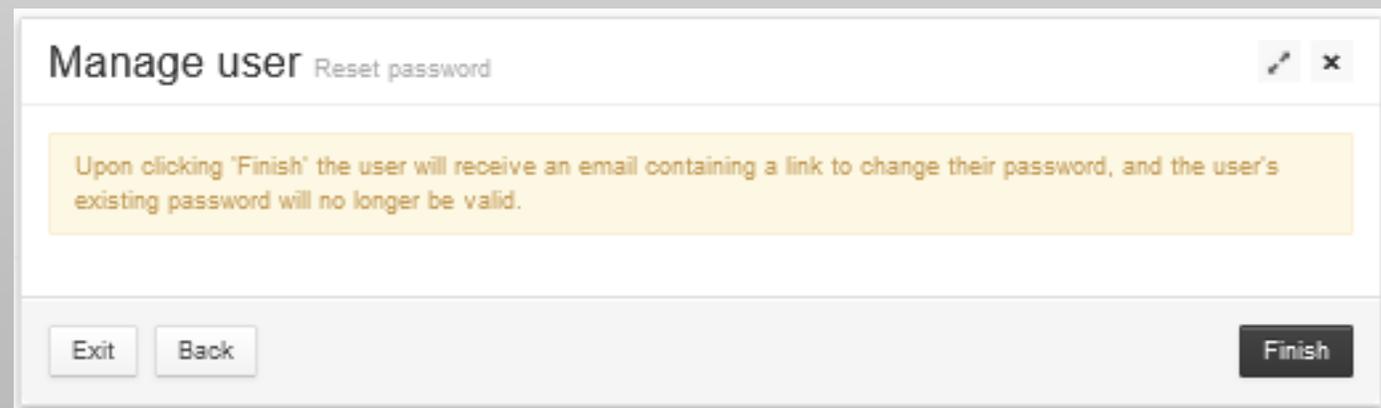
Support Information

If you have any queries, please do not hesitate to contact us on
healthcall@choc.nhs.uk

For issues with the Inhealthcare platform please contact support at
support@inhealthcare.co.uk

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