Alerts

Contents

An Alert is recorded on the Client's record to bring important information to the attention of a Clinician viewing the record.

Recording an Alert

- Click **Menu**

- Click **Quick Menu**

- Click **Client's View**

- Search for Client

Clinical Portal – Client's View displays

On the grey banner bar locate the **Alert** [icon] icon

- Click [icon]

Current Alerts screen displays

- Click **Add Alerts** (located at the bottom)

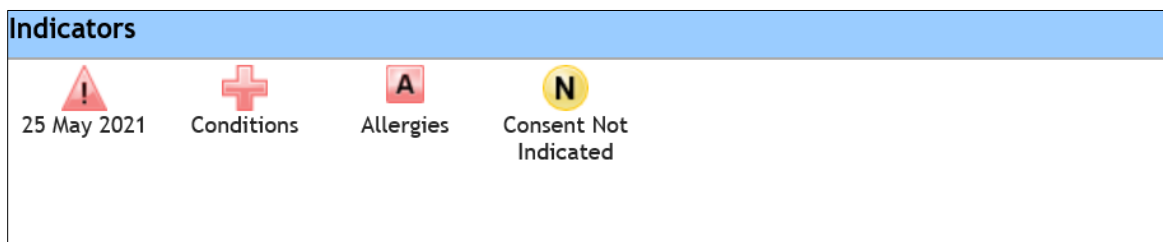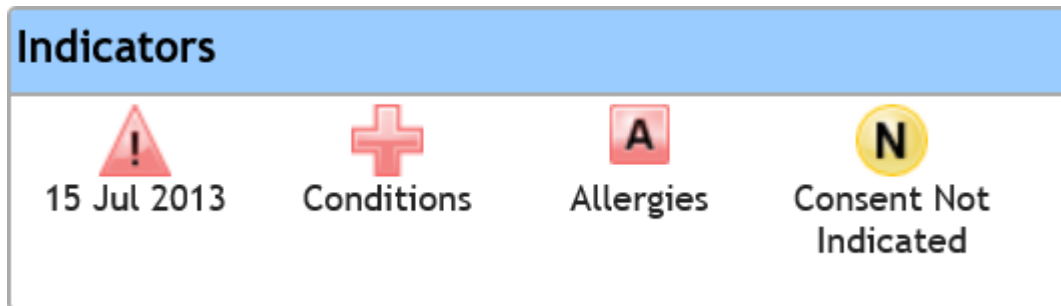|	
Alert Type:	Choose option
Alert Date:	As required
Comment:	As required
This is a significant Alert:	☑

- Click **Save**

The Alert icon changes to red, this also displays in the **Indicator's Pane** on the Client's View

Viewing Alerts

If the client has an alert it will display in the Indicators section in the Clinical Portal

- Click the **Alert** [icon] icon to view the alert
- Click **Close** to close the dialogue box

Removing an Alert

If an Alert has been added to a Client's record by mistake or the Alert information is no longer valid, it may be removed.

- Click **Menu**

- Click **Quick Menu**

- Click **Client's View**

- Search for Client

Clinical Portal – Client's View displays

On the grey banner bar locate the **Alert** [icon] icon

- Click [icon]

Current Alerts screen displays

Remove: ☑

Alert Type	Alert Date	Date Entered	Entered By	Comment	Remove
Home Visit Risks	1 Aug 2023	1 Aug 2023	Lily Rahman	Access unsafe	☐
Vulnerable Adult	20 Jul 2023	1 Aug 2023	Lily Rahman	Lives Alone	☑

- Click **Remove Selected**

End Date: As required

Comment: Enter the reason you are removing the alert

- Click **Save**

Alert Summary			
Alert Type	**Alert Date**	**Entered By**	**Significant Alert**
Vulnerable Adult	20 Jul 2023	Lily Rahman	☐

Removal Details

End Date: 1 August 2023

Comment:

Best Care Healthy Communities

The Alert has been removed and the icon has returned to grey. The Removed Alert can still be viewed.

- Click the **Show History** button (bottom centre)

- Clicking <u>**Details**</u> will show the details of who removed the Alert and any comments

Alert Type	Alert Date	Entered By	Comment	End Date	
Vulnerable Adult	07 Jul 2023	Lily Rahman	lives alone	14 Jul 2023	Details
Home Visit Risks	14 Jul 2023	Lily Rahman	Pet snakes	14 Jul 2023	Details