Rio 23 Upgrade Webinar

Digital Skills Training Team

Webinar Contents

Overview of main changes via Demonstration:

- Updating Addresses

- HCP Diary

- Clinic Appointments

- Progress Notes

- Waiting Lists

- Team Caseload

Other Useful Information

Q&A session

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Demonstration

Wondering what Rio23 is going to look like?

Let's take a look…

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Other Useful Information

I've heard there may be an error message with the Inpatient Handover Report, will it still print?

Yes, that's correct you may see an error message, BUT check in Microsoft Word to view the Handover Form, and it will still print out as normal.

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Other Useful Information

I'm getting an error message when I paste information into a Progress Note, what's causing this?

If the error message is displayed, remove any links or generic images (e.g. email signatures, logos. etc.) from the Progress Note and resave the note.

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Other Useful Information

When I'm using Assessment Forms, can I click on the Client's Name to open their Clinical Portal?

You can **BUT** be careful because this will override the Assessment Form, meaning you will lose any information you have entered.

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Other Useful Information

I've opened my Clinic screen and it's blank, how can I view my Clinics?

This should only happen the first time you try to access your Clinics.
Open the Main Menu, select the Appointments Menu, select Clinic Plan and allow the screen to load. Return to main menu, and open your Clinic as normal, the page should now load.
You won't need to do this again.

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Other Useful Information

I've heard there are issues on the Clinic Maintenance screen, what are they?

There is are two known issues which will be resolved very soon, these are:
When you create or edit a clinic and save you may see an error message. The changes will be saved, but you will have to reopen the screen via the Menu
If you tick a box to Lock the clinic whilst editing or view closed Clinics, Sessions and Streams an error message will display. This means you are unable to lock a clinic or view closed Clinics, Sessions or Streams

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Other Useful Information

My team use the Triage Forms in Rio, will these work when we go live with Rio23?

When opening the triage form from the triage report, it will open in a separate 2nd window as normal; when you click on the Clients name or Document View links, it will now open the Clinical Portal in a separate 3rd window
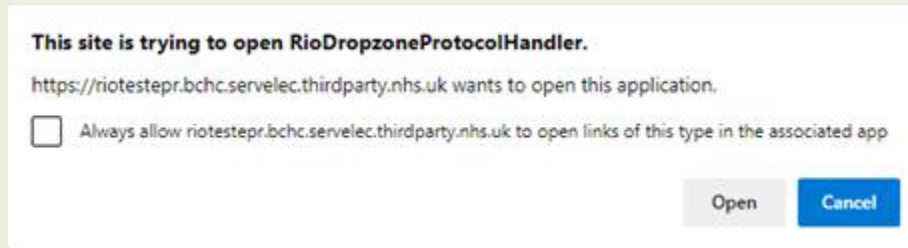
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Other Useful Information

Will I still be able to print off letters with the new Rio?

Yes, letters will work the same as they do now, **BUT** you may see this message the first time you produce letters:

This site is trying to open RioDropzoneProtocolHandler.

https://riotestepr.bchc.servelec.thirdparty.nhs.uk wants to open this application.

☐ Always allow riotestepr.bchc.servelec.thirdparty.nhs.uk to open links of this type in the associated app

Open   Cancel

Just put a tick in the checkbox and click the Open button and you won't see the message again

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Additional Support

User Guides are available on the Virtual Campus

Webinars will take place:

- Monday to Friday

- 10:00 & 14:00
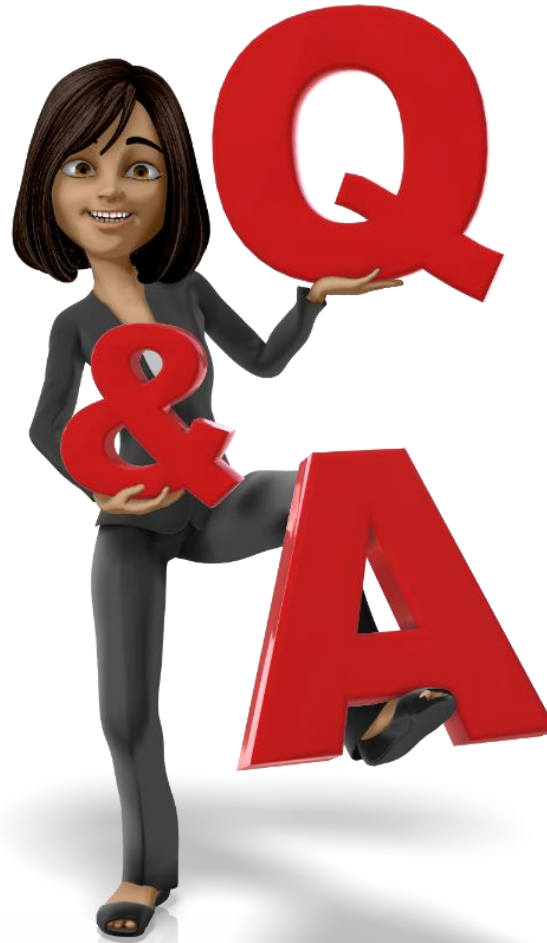
- 24/07/2023 to 11/08/2023

Trainers available for **virtual floorwalking**:

- Monday to Friday

- 08:00 & 16:00

- 01/08/2023 to 11/08/2023

- Telephone 0121 466 7212 or email bchc.itt@nhs.net

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Any Other Questions?

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