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## Overview

eObs is used on Inpatient wards at BCHC to record real time, bedside clinical observations for patients and feeds directly into Rio, the main electronic patient record system used at the Trust.

## Prerequisites

To get an eObs login, you must have a smartcard and Rio access. For details of how to obtain these please contact the **Service Support Team**.

-  bchc.servicesupport@nhs.net
-  0121 466 7111 (option 1)

You must also complete the eObs e-Learning and pass the quiz.

## Accessing the eObs e-Learning

The eObs e-Learning is located in the **Digital Skills** section of the Virtual Campus (where Trust staff complete their mandatory training).

A link to the Virtual Campus can be found on the desktop of every Trust desktop and laptop computer (<http://bchceducation.co.uk/>).

- From the Home Page of the Virtual Campus, scroll down and click the **Digital Skills** icon
- Click the **eObs** link and select **eObs Learning**



- Or follow the direct course link: <https://bchceducation.co.uk/course/view.php?id=562>



You will then be prompted to Log in.

If you work for BCHC, you can use the same Username and Password as you do to access mandatory training.

If you don't have a Username and Password, click the **Log in as a guest** button (the screen may display in black).

Education & Development

Username

Password


Remember username

Log in

Log in as a guest

Cookies must be enabled in your browser ?

Some courses may allow guest access

- Click **eObs Learning & Quiz** 
- Click the green **Enter** button
- Follow the onscreen instructions and work your way through the learning

## Taking the Quiz

At the end of the learning, you will need to take a short quiz to demonstrate you are competent to use the eObs system.

Before taking the quiz you will be asked to enter your full name (first name & surname), job role, GMC or PIN number (if applicable), individual email address and date. Please ensure the email address you use is individual to you, e.g. *joe.bloggs@nhs.net* as eObs usernames and passwords can not be emailed to a shared email address e.g. *ward1@nhs.net*.

This information will display later with your quiz results and is used by the Service Support Team to process your eObs access.

You will then be taken to the quiz.

You will see your quiz score at the end of the quiz. The pass mark for the quiz is 80%.

If you score **less than 80%** you will need to **retake the quiz**. You will be able to revisit the learning if you need to and retake the quiz when you feel confident you can score 80% or higher.

If you score **80% or higher**, you need to **send a copy of your results to the Service Support Team** who will grant you access to eObs.



## Using the Print Screen Function

When you have achieved 80% or higher in the quiz, make sure the Quiz Results screen is open and displaying your quiz score and details.

- Press the **Print Screen** key on the keyboard of the computer you are using

This will take an electronic copy (picture) of the screen with the quiz results and your details.

The computer you are using will retain the electronic copy of the screen until you are ready to 'paste' it into the email to the Service Support Team.

If you are using a desktop computer the Print Screen key is usually found at the top of the keyboard.



For laptops, you will need to locate the the print screen key and may need to use the Fn (function key) with the prt sc (print screen key) to take an electronic copy (picture) of the Quiz Results screen.

## The Next Steps Screen

- From the **Quiz Results** screen, click the **Next** button to display the **Next Steps** screen

There are four buttons on this screen.

The **Review** button will let you access the Learning and Practice again for each section of the e-Learning.

- Use **Review** if you have scored less than 80% and need to view the learning or have a practice again before retaking the quiz

The **Retake** button will allow you to retake the quiz.

- Use Retake if you have scored lower than 80% but feel confident you can pass the quiz

The **Email** button will open the default email app on your computer and automatically generate an email to the Service Support Team (bchc.servicesupport@nhs.net).

- Use **Email** if you have passed the quiz (scored 80% or higher) and are logged onto the computer with your own details
- If you are not logged into the computer as yourself, you may need to open your usual email app e.g. NHS Mail, Gmail etc. and create a new email to the Service Support Team

The **Exit** button will close the e-Learning.

Remember you can access the e-Learning from the Virtual Campus at anytime.



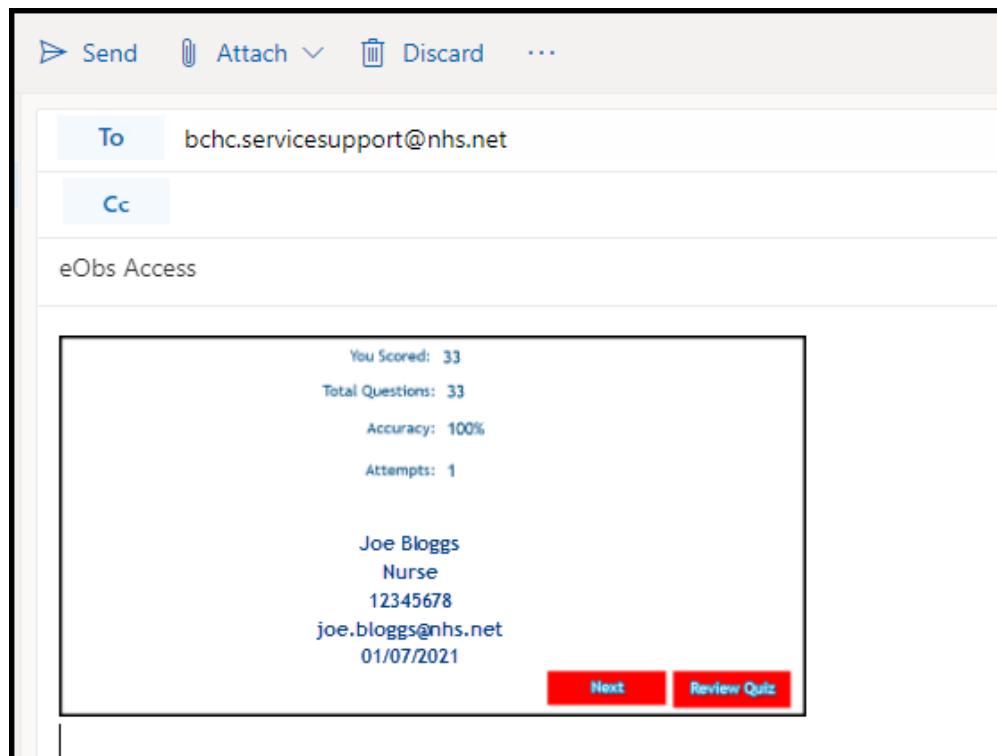
## Sending the Email to Service Support

Once you have achieved 80% or higher in the quiz and pressed the Print Screen key you will need to send your results to the Service Support Team.

- Create a new email addressed **To: bchc.servicesupport@nhs.net**
- Enter the **Subject: eObs Access**
- Click in the main message area of the email
- Paste the Print Screen picture you took into the email (do this by **right clicking the mouse** and selecting **Paste** or by clicking the Paste button)

You should see a picture of the Quiz Results screen in your email message area.



Your email should look similar to the example below:



- **Send** the email to the Service Support Team

When the Service Support Team receive your email they will process your eObs access within 1 business day (Monday to Friday, 08:00-17:00) and send your login details to your individual email address. For data security, your login details can't be emailed to a group or shared email address.

If you have queries regarding your eObs access, please contact the **Service Support Team**.

-  bchc.servicesupport@nhs.net
-  0121 466 7111 (option 1)