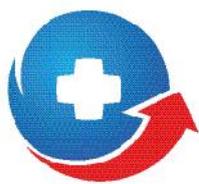


ZEUS REFERRALS V3.0- SERVICE PROVIDER USER MANUAL

March 2015



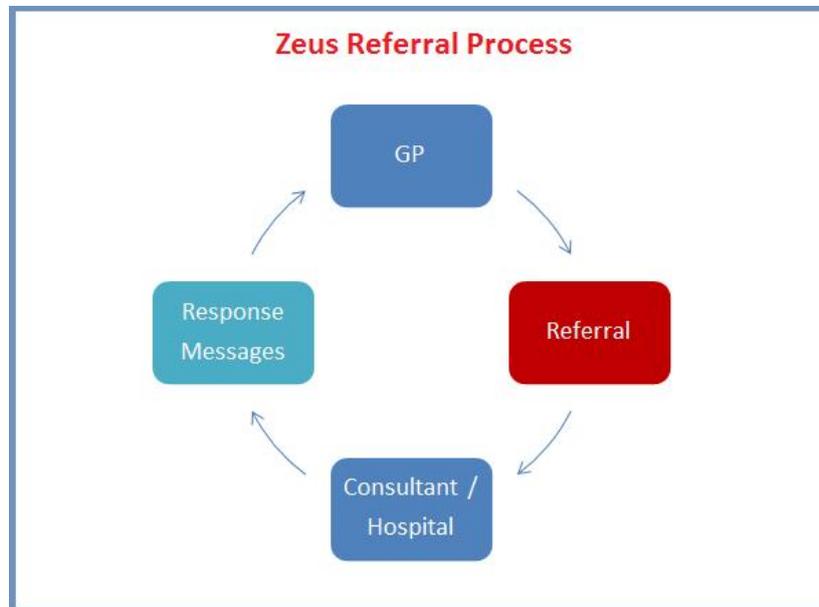
ZEUS
REFERRALS

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About Zeus

Zeus is Ireland's first private e-Referrals and communications platform allowing GP's, Consultants and Hospitals to seamlessly refer and discharge patients and reduce admin costs in a fully safe, secure and traceable environment.



Why choose Zeus?

Data Security - All referral communication is managed within the secure Zeus platform which negates the need for posted, faxed or emailed referral /discharge letters and eliminates the likelihood of mislaid patient information. As information is electronically sent directly from the patient's chart, the integrity of patient data is unaffected by inaccurate transcriptions or illegible handwriting.

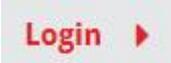
Reduced Costs - Removing the reliance on posted referral and discharge letters eradicates a significant administrative cost. Sending or receiving a referral using Zeus requires No printing, transcribing, envelope stuffing, franking or postage.

Communication – Zeus Referrals enables GP's to see in real time whether their referral has been accepted or rejected by the Consultant or Hospital department and in turn whether the patient attends their scheduled appointment. Upon discharge, the GP receives an instant discharge notification directly to their desktop ensuring the patient's file is always up to date.

Patient Experience - Zeus Referrals improves the patient experience by removing the time delay; patients receive the earliest possible appointment date. Also, patients can be confident the Consultant is in possession of their most recent and accurate notes. Thirdly, as all referral information is communicated via the Zeus platform, patient data remains 100% secure and confidential.

1. Service Provider Overview

1.1 Login

1. Open your browser and go to <http://www.zeusreferrals.com>.
2. Click **Login**  button and enter your username (email address) and the password that you chose during registration.

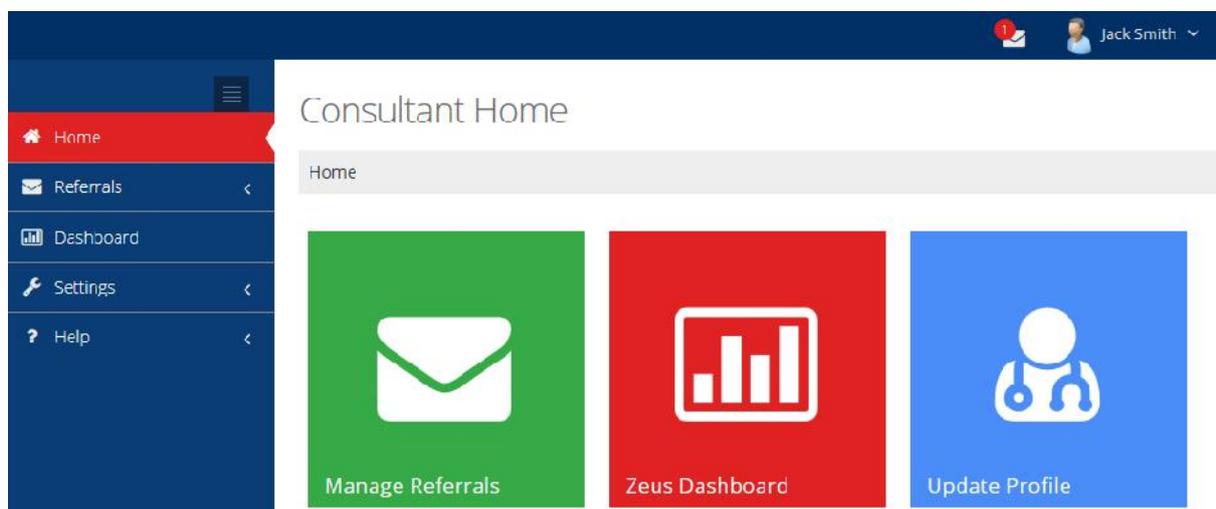


1.2 Portal

1.2.1 Home

The Zeus home page provides shortcuts to the main areas in Zeus. New Zeus Referrals are visible

from the toolbar and can be accessed directly by clicking on the icon .



1.2.2 Referrals

1.2.2.1 View Referrals

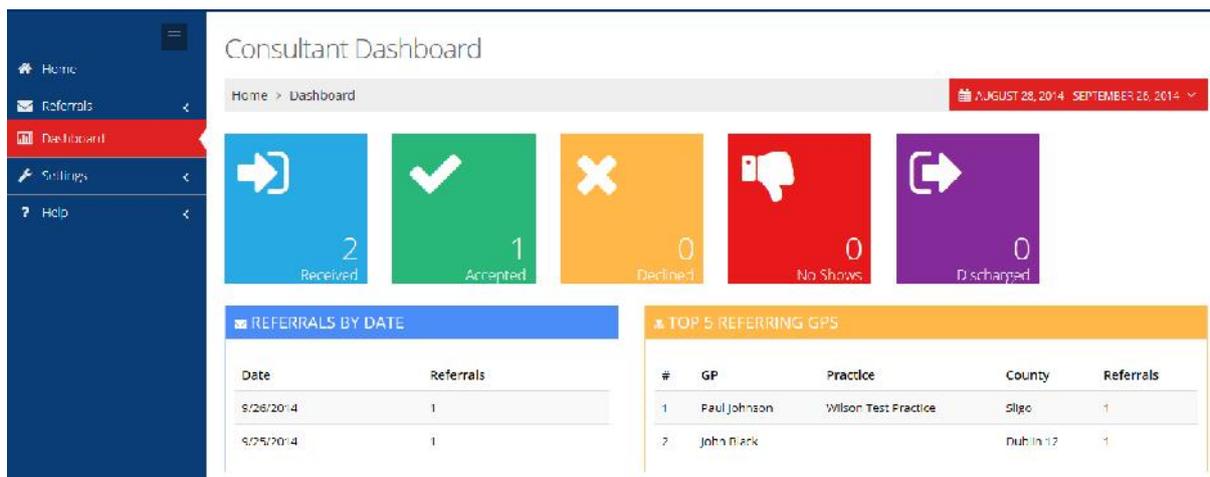
View all Zeus Referrals by category – New, Accepted (which can be turned on/off in Settings), Attending, Declined and Discharged.

Use the **Search** field to filter your queue.

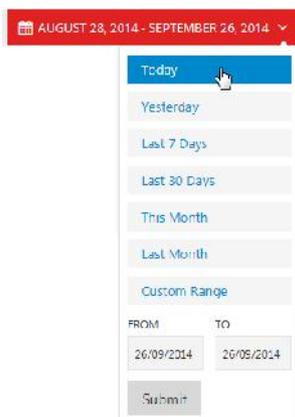


1.2.3 Dashboard

The consultant dashboard displays a summary of the count of the Referrals received, status updates together with Top Referring GP statistics for the date range selected.



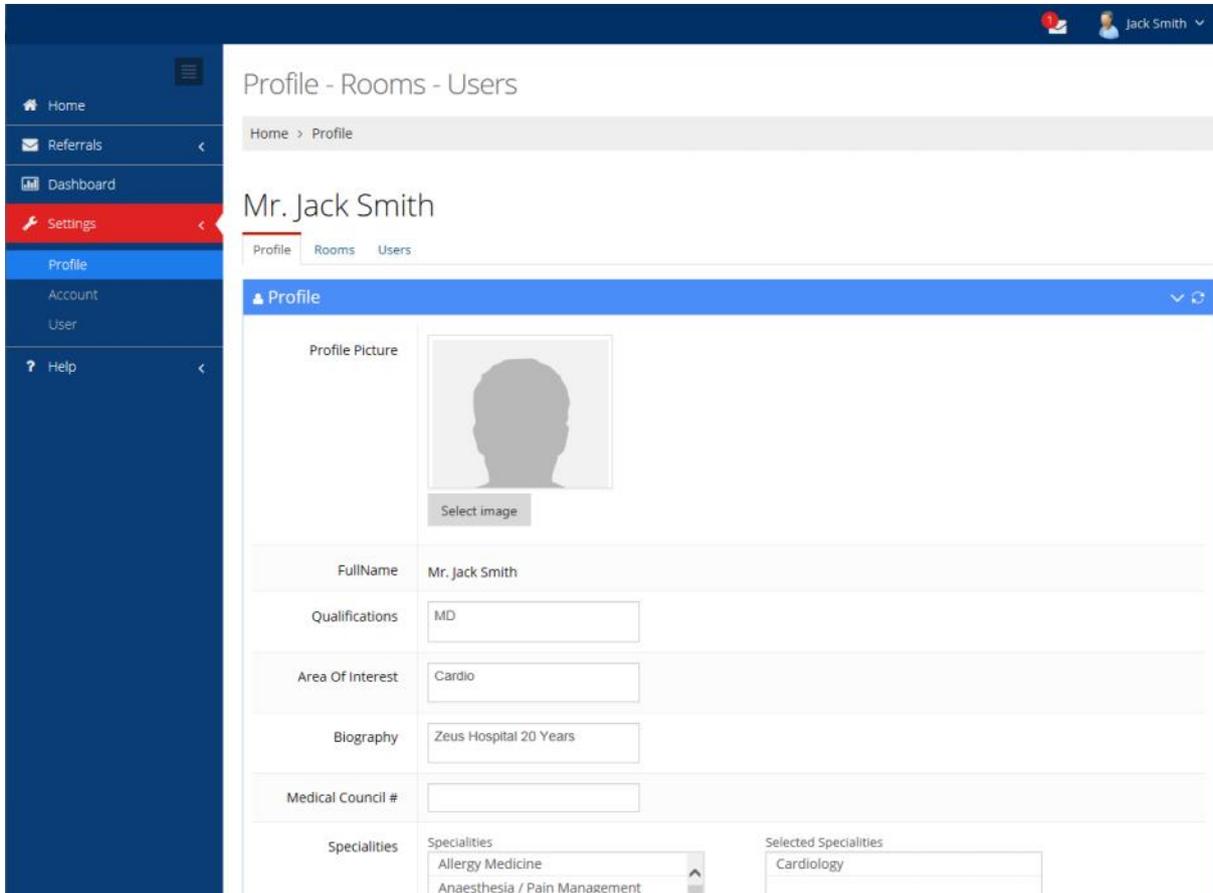
- Click the **Dashboard Date range** to select a different filter or add a custom date range. Click **Submit** to view the results for the date range selected.



1.2.4 Settings

1.2.4.1 Profile

View / update the details entered during registration in Profile. This information is displayed on the Zeus Service Provider Search facility for GP users.



Profile - Rooms - Users

Home > Profile

Mr. Jack Smith

Profile Rooms Users

Profile

Profile Picture

Select image

FullName Mr. Jack Smith

Qualifications MD

Area Of Interest Cardio

Biography Zeus Hospital 20 Years

Medical Council #

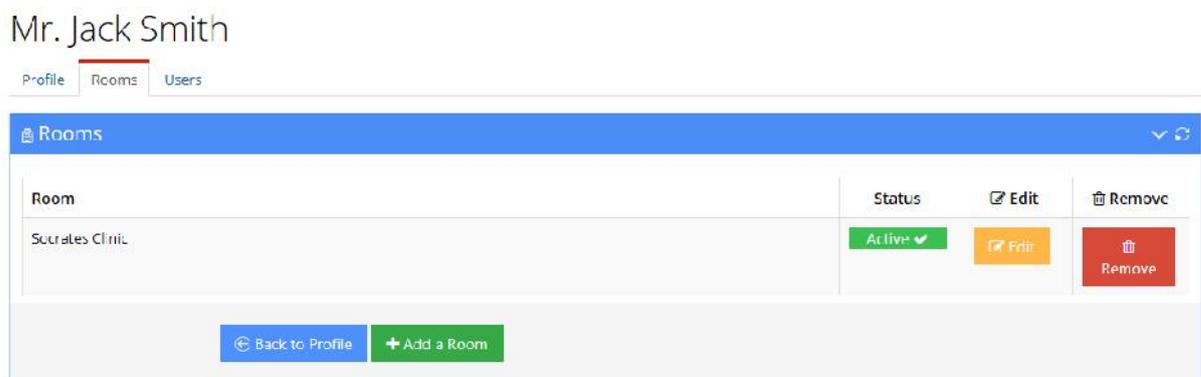
Specialities

Specialities: Allergy Medicine, Anaesthesia / Pain Management

Selected Specialities: Cardiology

1.2.4.1.1 Rooms

- To add an additional room click the **Rooms** tab and click **Add a Room**  **button**. You can also edit an existing room or deactivate / remove a room.



Mr. Jack Smith

Profile Rooms Users

Rooms

| Room | Status | Edit | Remove |
|-----------------|--------|------|--------|
| Socrates Clinic | Active | Edit | Remove |

Back to Profile Add a Room

- To update the **Average Waiting Time** for a Room, click **Edit**  and save your changes .

Edit Room Details

County

Hospital

Department

Average Waiting Time days

- To request that each Referral to your room has a Scanned Signature, click **Edit**  and check the box for **'Require Signature'**.

Edit Room Details

County

Hospital

Department

Average Waiting Time days

Require Signature

1.2.4.1.2 Users

- To add a **new user** to your account click the **Users** tab and click the **Add a User** button.

Mr. Jack Smith

Profile Rooms **Users**

Users

| Name | E-mail | Status | Role(s) |  Edit |  Remove |
|------------|----------------|--|---------------|--|--|
| Jack Smith | jack@smith.com | Active  | Administrator |  Edit | |

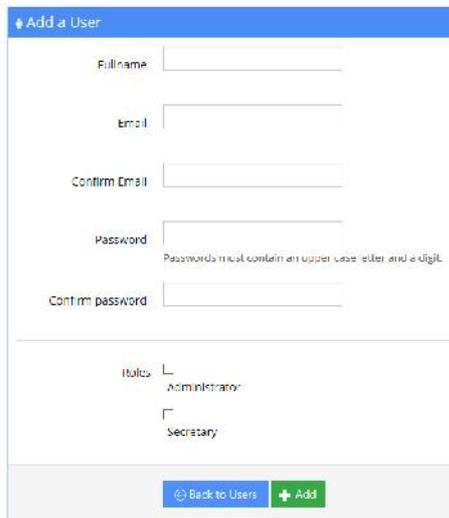
 Back to Profile
 Add a User

- An administrator will have access to all areas of the portal while the Secretary will only have access to view referrals and send Referral responses.

3. Enter the user's full name, email address and choose a password. Click **Add** button



to register the user.



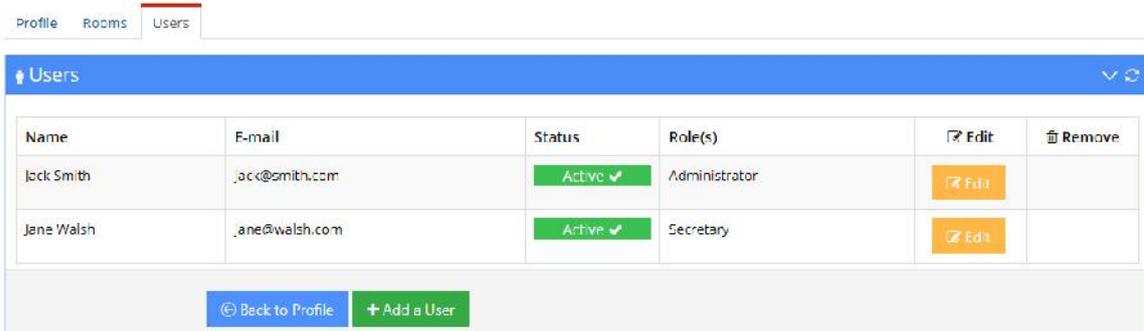
4. When the new user receives the Welcome Email they must click **Confirm** to validate their email address. **The new user on your account can now begin using Zeus Referrals.**



5. The new user will have a status of **Active** in the Users tab.

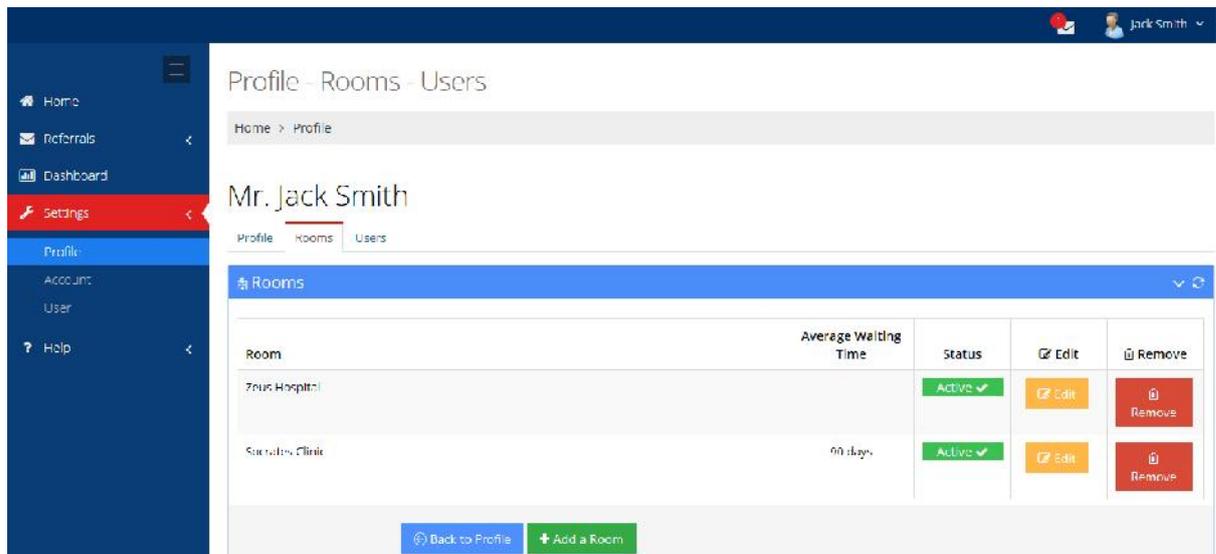
Mr. Jack Smith

Profile Rooms **Users**



| Name | E-mail | Status | Role(s) | Edit | Remove |
|------------|----------------|----------|---------------|------|--------|
| Jack Smith | jack@smith.com | Active ✓ | Administrator | Edit | |
| Jane Walsh | jane@walsh.com | Active ✓ | Secretary | Edit | |

- Click the **Rooms** tab and click Edit to assign the user to 1 or more Rooms.

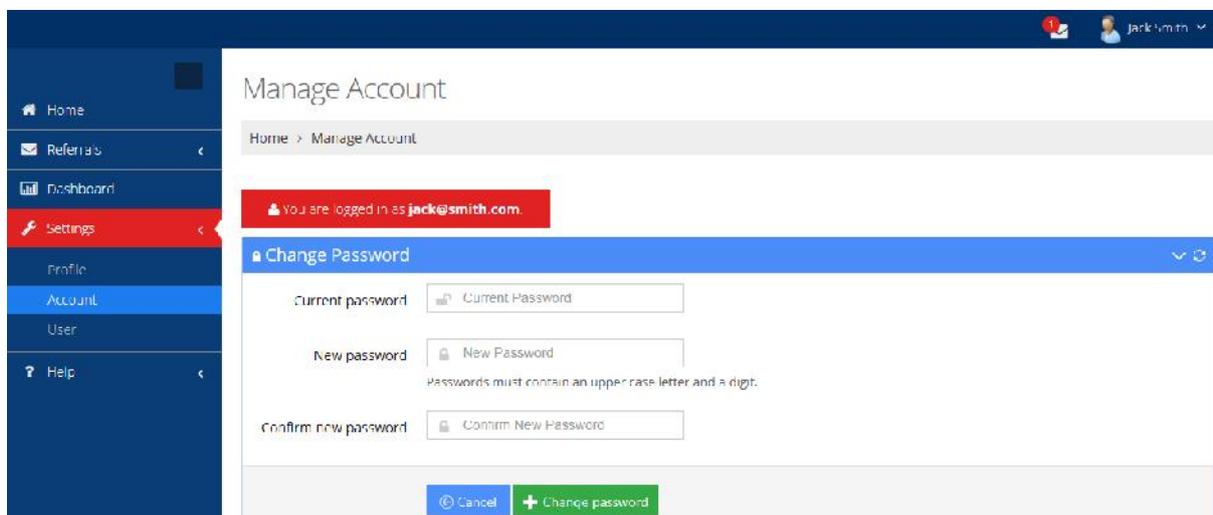


- Double click on a user to move them from the **Available Users** list to the **Selected Users** list & Vice Versa.



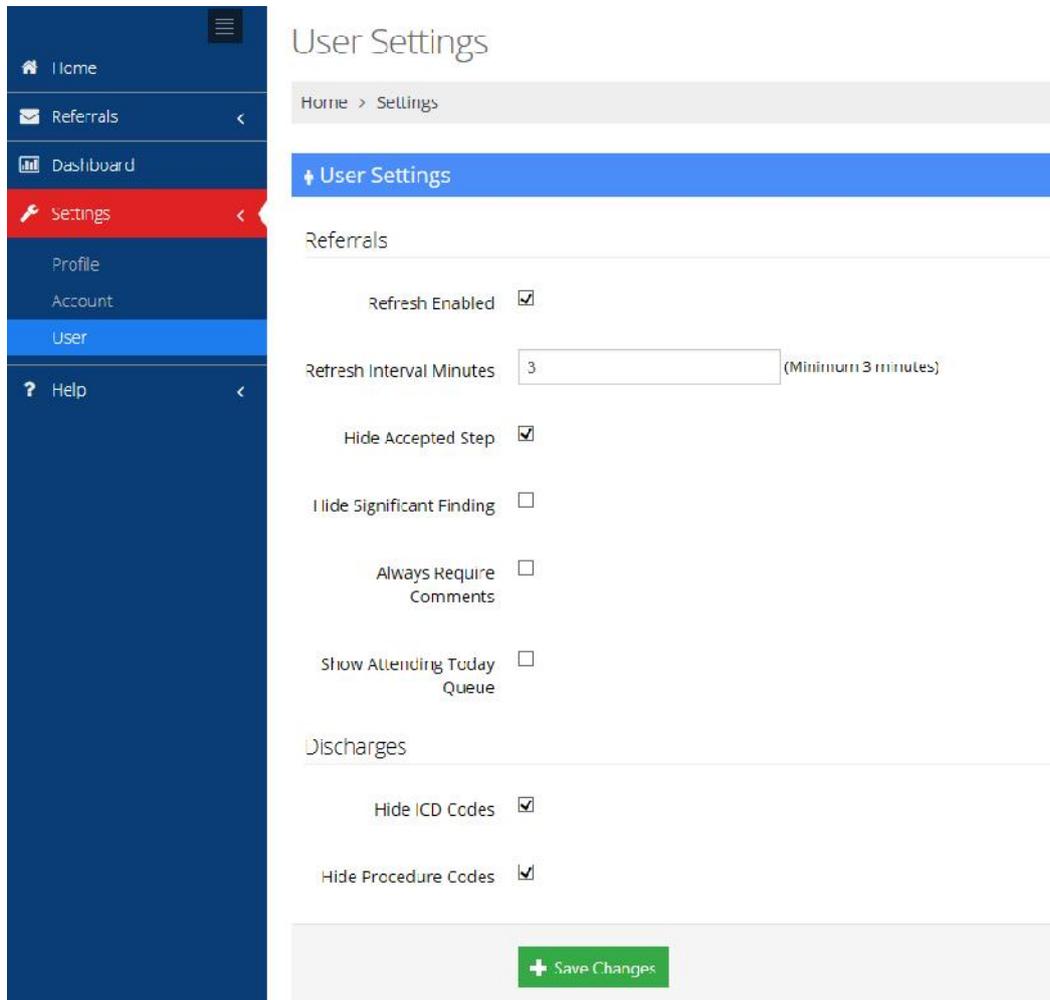
1.2.4.2 Manage Account

Change your password in the **Manage Account** section.



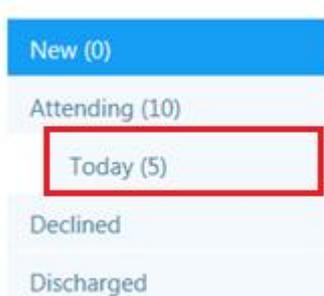
1.2.4.3 User Settings

User settings have now been added to Zeus Referrals which will allow you to customise some of the workflow settings.



1.2.4.3.1 Referrals

- **Automatic Refresh** of the Zeus Referrals Portal.
- **Hide Accepted Step** – Uncheck this option to add another Queue ‘Accepted’. All accepted referrals with no appointment date added will move to this Queue.
- **Hide Significant Finding** – Uncheck this option to display the Significant Finding checkbox in Correspondence and Discharge messages.
- **Always Require Comments** – Check this option to make the Comments field mandatory on messages.
- **Show Attending Today Queue** – Check this option to display a sub queue in Attending for Referrals with an appointment for today.

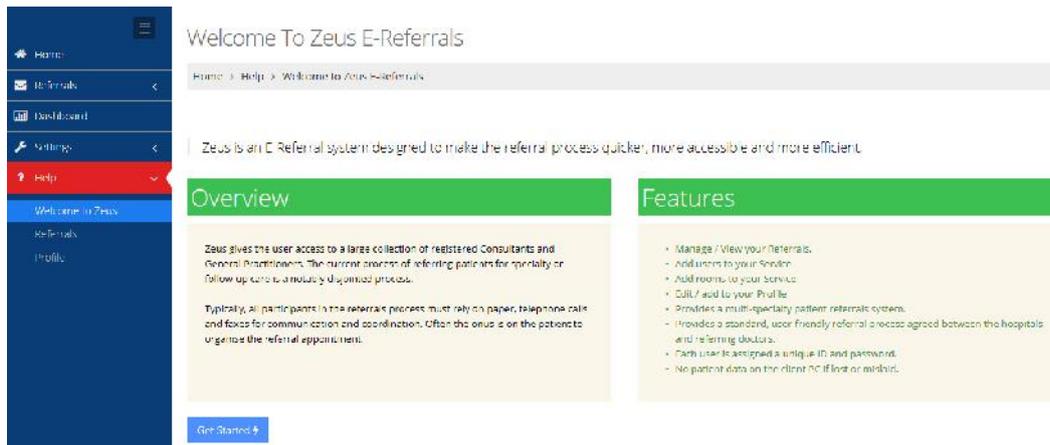


1.2.4.3.2 Discharges

- **Hide Procedure Codes** - Uncheck this option to show the Procedure Codes Search field on the Discharge Form and Quick Discharge Form.
- **Hide ICD Codes** - Uncheck this option to show the ICD Codes Search field on the Discharge Form and Quick Discharge Form.

1.2.5 Help

The Help menu displays an overview on Zeus and its features.



1.3 View Referrals

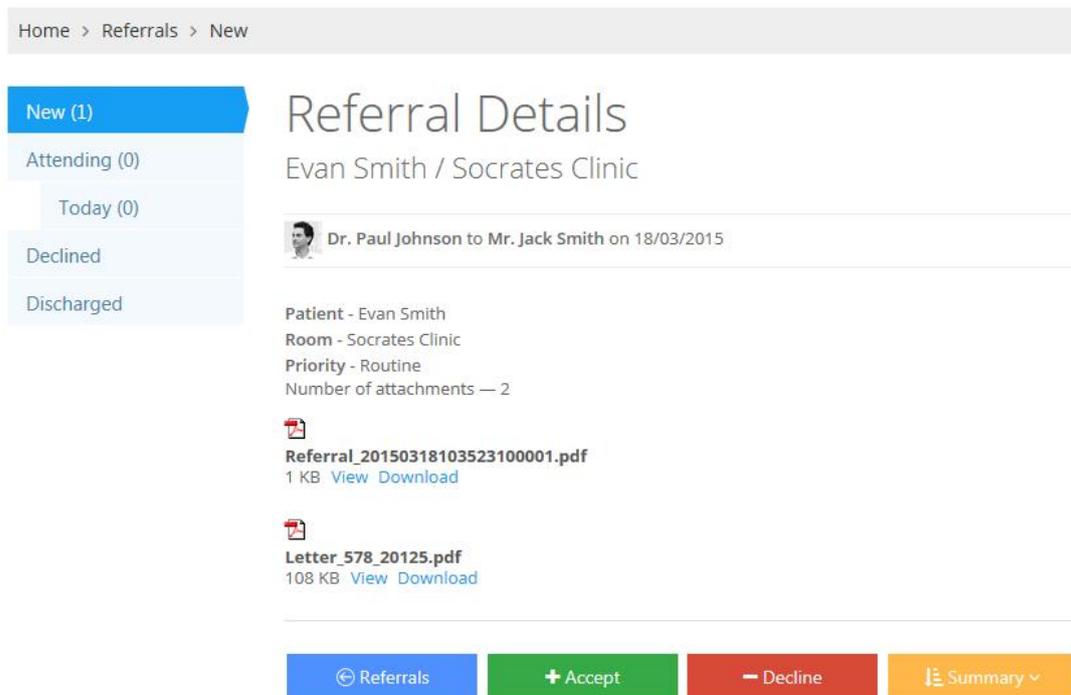
1.3.1 New

1. All new referrals will be displayed in the Referrals section under **New**.



2. Click on the referral to view the referral form / letter and any attachments.

New Referral Details



3. To accept the referral click the **Accept** button, to decline the referral click the **Decline** button.



- Enter any Private Notes on the Referral. These will not be sent to the GP but can be viewed from the Referral at any time.

Accept Referral ×

To Dr. Paul Johnson

Appointment Date

Comments

Private Notes

- Enter any comments (if required) and click **Accept** to send an Accepted response to the Referring GP's Patient Management System.
- The Accepted Referral will move directly to the **Attending** Queue.

Review your Attending Referrals

Home > Referrals > Attending

New (0) | 10 records per page | Search:

Attending (1)

| Received | Appointment | Patient | From | To | Room | Priority |
|------------|-------------|------------|------------------|----------------|-----------------|----------|
| 18/03/2015 | | Evan Smith | Dr. Paul Johnson | Mr. Jack Smith | Socrates Clinic | Routine |

Showing 1 to 1 of 1 entries

← Previous | 1 | Next →

- View private notes by clicking on the Note icon.

Review your Attending Referrals

Home > Referrals > Attending

New (0) | 10 records per page

Attending (1)

| Received | Appointment | Patient | From | To | Room | Priority |
|------------|-------------|------------|------------------|----------------|-----------------|----------|
| 18/03/2015 | | Evan Smith | Dr. Paul Johnson | Mr. Jack Smith | Socrates Clinic | Routine |

Showing 1 to 1 of 1 entries

Private Notes

Date: Wednesday 18.03.2015 11:04
Added By: Jack Smith

Send patient Information Leaflet before appointment.

1.3.2 Accepted (Optional Extra in Settings)

1. If you have the 'Hide Accepted Step' **Setting** unchecked then the accepted referral will move to the **Accepted** queue if no appointment date is confirmed. If an appointment date is added the referral will move directly to the **Attending** queue.

Review your Accepted Referrals

Home > Referrals > Accepted

New (0) 10 records per page Search:

Accepted (1)

| Received | Patient | From | To | Room | Priority |
|------------|------------|------------------|----------------|-----------------|----------|
| 25/09/2014 | Evan Smith | Dr. Paul Johnson | Mr. Jack Smith | Socratas Clinic | Routine |

Showing 1 to 1 of 1 entries — Previous 1 Next —

2. To add an appointment date click the **Add Visit**  button, to decline the referral click the **Decline**  button.
3. Select the appointment date, add any comments and click **Add Visit** button.

Add Visit ×

To: Dr. Paul Johnson

Appointment Date:

Comments:

Private Notes:

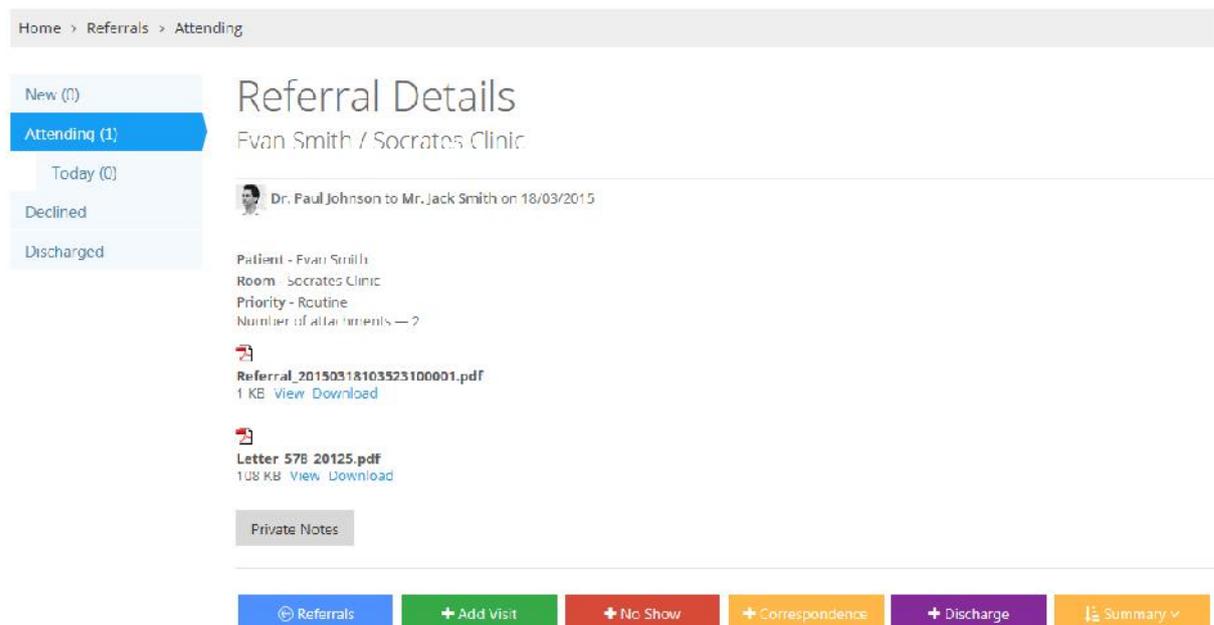
4. The Accepted response with the appointment confirmation will be delivered to the Referring GP's Patient Management System.

Note: If you have the 'Hide Accepted Step' Setting selected then this queue will not be displayed in your Portal.

1.3.3 Attending

1. Once the patient is in the Attending queue you can send electronic messages to the Referring GP e.g. Correspondence, No Show.
2. View all private notes by clicking on the Private Notes  button.
3. Attending > Today queue will be displayed if you have this turned on in User Settings

Attending Referral Details



Home > Referrals > Attending

New (0)
Attending (1)
 Today (0)
 Declined
 Discharged

Referral Details

Evan Smith / Socrates Clinic

 Dr. Paul Johnson to Mr. Jack Smith on 18/03/2015

Patient - Evan Smith
 Room - Socrates Clinic
 Priority - Routine
 Number of attachments - 2

 **Referral_20150318103523100001.pdf**
 1 KB [View](#) [Download](#)

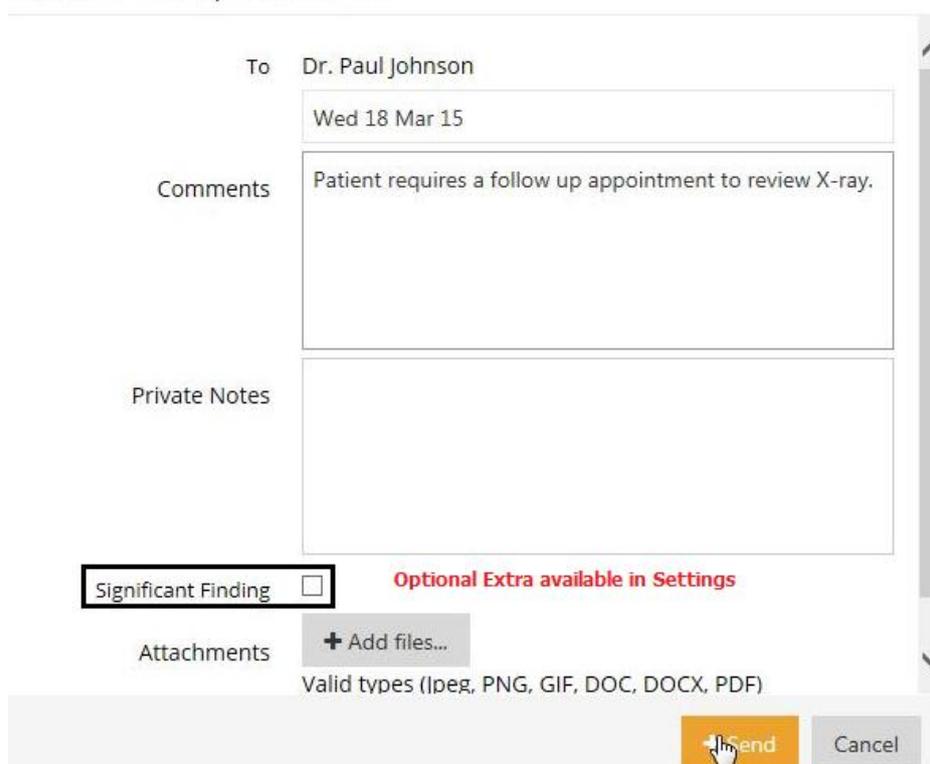
 **Letter 578 20125.pdf**
 108 KB [View](#) [Download](#)

[Private Notes](#)

[Referrals](#) [+ Add Visit](#) [+ No Show](#) [+ Correspondence](#) [+ Discharge](#) [Summary](#)

4. Click  to send correspondence messages.

Add Correspondence



To Dr. Paul Johnson

Wed 18 Mar 15

Comments
 Patient requires a follow up appointment to review X-ray.

Private Notes

Significant Finding Optional Extra available in Settings

Attachments [+ Add files...](#)

Valid types (Jpeg, PNG, GIF, DOC, DOCX, PDF)

[Send](#) [Cancel](#)

- You can also send details of any Appointment No Shows **+ No Show** or further appointment details **+ Add Visit**.
- Send discharge confirmations by clicking the **+ Discharge** button. You can also include Discharge & Procedure codes & the Significant Finding checkbox from Settings > User.

Discharge Referral ×

To Dr. Paul Johnson

Discharge Date

Discharge Codes

Procedure Codes

Significant Finding **Optional Extra available in Settings**

Attachments

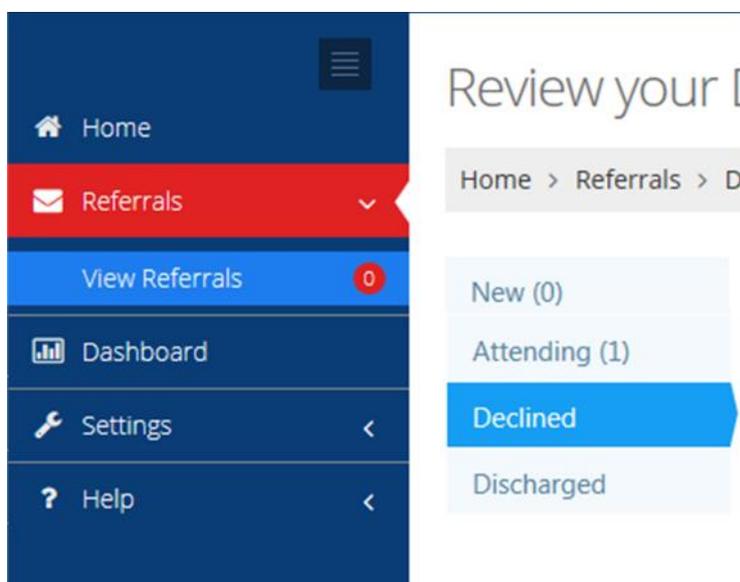
Valid types (jpeg, PNG, GIF, DOC, DOCX, PDF)

Private Notes

- All referral responses will be delivered to the GP's Patient Management System.

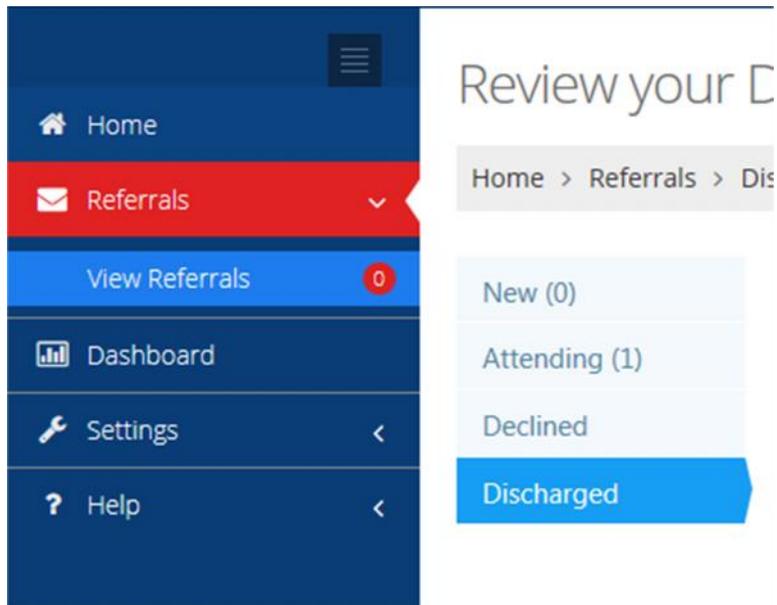
1.3.4 Declined

If the referral is declined it will move to the **Declined** queue.



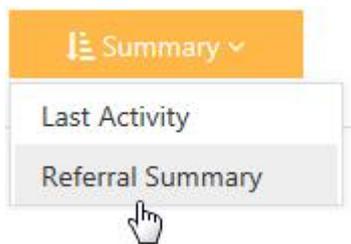
1.3.5 Discharged

When the patient is discharged the referral will move to the **Discharged** queue.



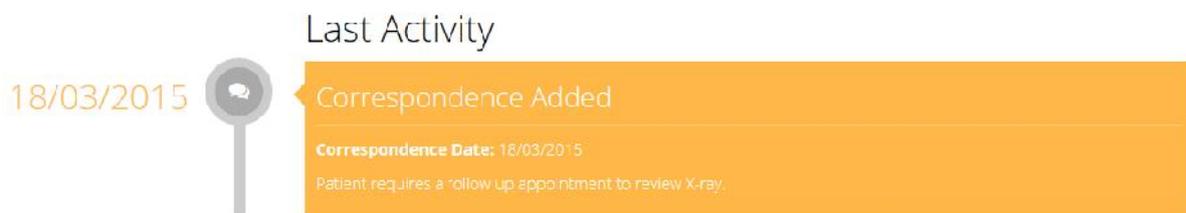
1.4 Referral Summary

To view the last activity on a Referral or the full referral summary open the Referral and click **Summary**.



1.4.1 Last Activity

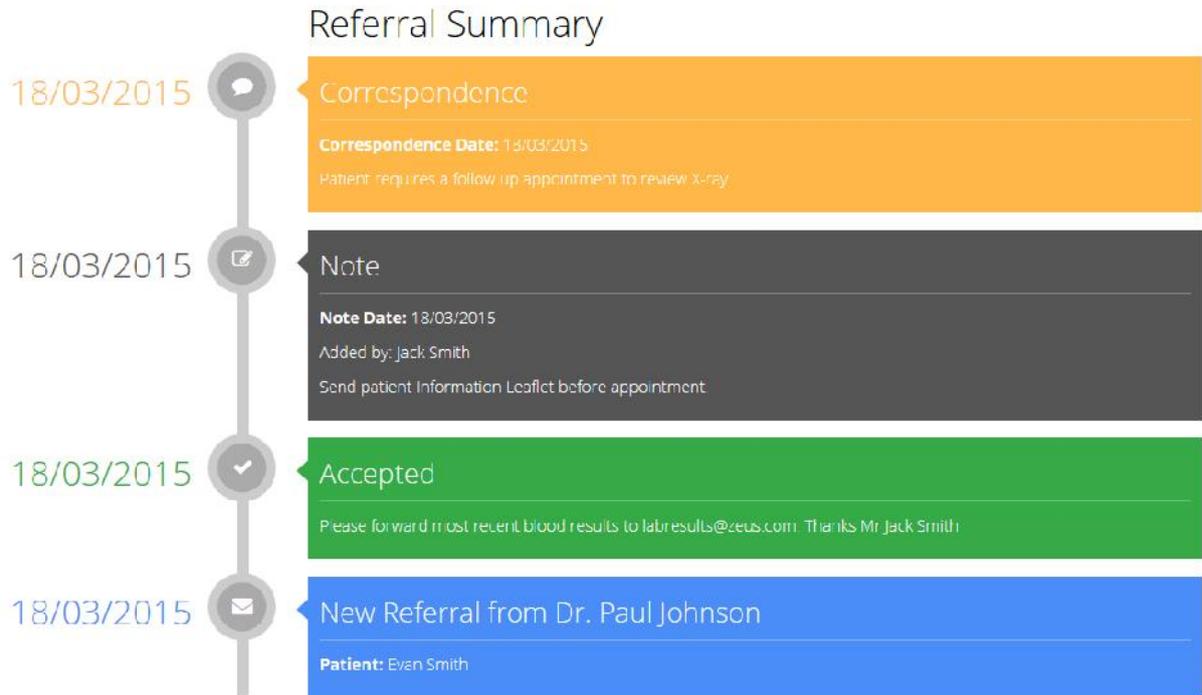
Displays the last activity recorded on the Zeus Referral.



1.4.2 Referral Summary

Displays all activity recorded on the Zeus Referral.

Referral Summary



The image shows a vertical timeline of four events, each with a date of 18/03/2015 and an icon in a circle. The events are: 1. Correspondence (orange bar, speech bubble icon), 2. Note (dark grey bar, notepad icon), 3. Accepted (green bar, checkmark icon), and 4. New Referral from Dr. Paul Johnson (blue bar, envelope icon). Each event has a title and a description of the activity.

| Date | Activity | Details |
|------------|------------------------------------|---|
| 18/03/2015 | Correspondence | Correspondence Date: 18/03/2015 Patient requires a follow up appointment to review X-ray |
| 18/03/2015 | Note | Note Date: 18/03/2015 Added by: Jack Smith Send patient Information Leaflet before appointment |
| 18/03/2015 | Accepted | Please forward most recent blood results to labresults@zeus.com. Thanks Mr Jack Smith |
| 18/03/2015 | New Referral from Dr. Paul Johnson | Patient: Evan Smith |

1.5 Quick Discharge

1. To send an electronic discharge message to those GP's registered on Zeus for patient's where you have received a paper referral, select Quick Discharge.
2. Search for the Referring GP and select the GP from the search results returned.
3. Enter the patient details and Discharge details / attach the discharge letter(if applicable).

Quick Discharge

Referral Info

| | | | |
|--------------|-------------------------------|--------------------|-----------------|
| Referred To | Mr. Jack Smith | Room Referred To | Socrates Clinic |
| Referring GP | Search by GP, Practice or MCN | Referral Date/Time | Thu 25 Sep 14 |

Patient Info

| | | | |
|-----------|--|-----------|--------------|
| Firstname | | Lastname | |
| DOB | | Mobile No | |
| Address 1 | | Address 2 | |
| City | | County | [--SELECT--] |

Discharge Info

| | | | |
|-----------------|------------------------------------|-----------------|--------------------------------|
| Procedure Codes | Type Procedure Code or Description | Discharge Codes | Type ICD10 Code or Description |
| Discharge Date | Thu 25 Sep 14 | | |

Attachments

Add files...

Valid types (jpeg, PNG, GIF or PDF)

[← Back to Referrals](#) [+ Discharge](#)

4. This referral will be saved to the Discharged list. The discharge summary will be delivered to the Referring GP.

Support

For more information or assistance please contact Zeus Referrals support on 071 9193600 or email support@zeusreferrals.com