# ZEUS REFERRALS V3.0- SERVICE PROVIDER USER MANUAL



March 2015



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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 <a href="http://www.zeusreferrals.com">http://www.zeusreferrals.com</a>.

Login button and enter your username (email address) and the 2. Click Login password that you chose during registration.

🕿 Call us Today (071) 919 3600 🛛 🖂 info@zeusreferrals.com



## 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



 $\sim$ 



#### 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.

						🧶 🤱 jack Sin th 🗠
=	Daviau vour Nau	v Potornala				
# Home	Review your nev	V Referrals				
🔤 Reterrals 🔍 🗸	Home > Relettals > New					
vez elezas 🔒	New (1)	10 M records per page			ina	nhe
tashboard	Accepted (0)					
🖌 Settings 💦 🤘	Attending (0)	Received Palieul	From	τu	Rixoni	Pricely
? leto <	Dedined	26/03/2014 Zees Petiens	Or John Block	Mr. Jack Smith	socrates clime	Urgent
	Uischarged	prowing 1 to 1 of 1 entries				· Previous 1 Next ·

#### 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.

# Heme	Consultant Da	shboard							
🖂 Referrals 🛛 🔾	Home > Dashboard						🛗 AUGUST 28, 2	014 SEPTEMBER 26, 2014	*
Dashboard									
🖌 Sellings 💦 🤟		$\checkmark$	X						
7 Help <									
	2 Received	1 Accepted		0 Declined		0 No Shows	0 Discharged		
	a REFERRALS BY DA	TE		æ TO	P 5 REFERRIN	IG GPS			
	Date	Referrals		#	GP	Practice	Count	y Referrals	
	9/26/2014	1		1	Paul Johnson	Wilson Test Frac	tlice Sligo	1	
	9/25/2014	1		7	John Black		Dublin	12 1	

 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.





#### 1.2.4.1 Profile

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

				•	🧏 Jack Smith 🗸
Home	Profile - Room	s - Users			
🖂 Referrals 🛛 🔾	Home > Profile				
Dashboard		L			
👂 Settings 🛛 🔍	Mr. Jack Smit	n			
Profile	Profile Rooms Users				
Account	🔺 Profile				$\sim \odot$
User	Profile Picture				
? Help 〈		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

1. 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.



Rooms			~
Room	Status	<b>I</b> Edit	面 Remove
Socrates Clinic	Active 🖌	I≇ Friit	団 Remove



2. To update the Average Waiting Time for a Ro

Save Changes

oom,	CIICK	Edit	

and save your

changes	nanges	
🗟 Edit Room Details		
County	Dublin	~
Hospital	Socrates Clinic	~
Department	Cardiology Department	~
Average Waiting Time	90 days	

3. 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	Dubli	n	~
Hospital	Socra	ates Clinic	~
Department	Card	iology Department	~
Average Waiting Time	15	days	
Require Signature			

#### 1.2.4.1.2 Users

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

Users					~
Name	E-mail	Status	Role(s)	🕼 Edit	8 Remove
Jack Smith	jack@smith.com	Active 🗸	Administrator	1200	

2. 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

d a User	
Fulloame	
Email	
Confirm Email	
Password	Passwords must contain an upper case retter and a digit
Confirm password	
Roles	LAdministrator
	Г

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.** 

Registration Email 1 of 2
Welcome to Zeus Referrals!
Field Jane Walsh,
A Zeus Reternals account has been created for you.
to confirm your account click on the button provided below.
Thanks,
Zeils Reterral Le≋m
Confirm

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

Users					×
Name	E-mail	Status	Role(s)	📝 Edit	面 Remove
ack S <mark>mit</mark> h	jack@smith.com	Active 🖌	Administrator	(₹ Fidit	
ane Walsh	ane@walsh.com	Artive 🖌	Secretary	@ Edit	

Mr. Jack Smith



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

				•	🤱 Jack Smith 👻
🕷 Home	Profile - Rooms - Users				
🖂 Referrals	Home > Profile				
<ul> <li>Dashboard</li> <li>Settings</li> </ul>	Mr. Jack Smith				
Profile	Profile Rooms Users				
Account User	축 Rooms				~ 0
? Halp	Roam	Average Waiting Time	Status	G Edit	🗓 Remove
	Zeus Hospital		Active 🗸	🕼 Edit	í Remove
	Saurates Clinic	00 days	Adlive 🛩	🕼 Edit	û Remove
	🚱 Back to Profile 🛛 🕈 Add a Room				

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

Available Users	Selected Users	
	Jack Smith	
	Jane Walsh	
	<i>(</i>	

#### 1.2.4.2 Manage Account

Change your password in the Manage Account section.

		•	🤱 Jacksmith 🛩
🖷 Home	Manage Account		
Maleria S 🗸	Home > Manage Account		
Dashboard			
🖋 Settings 💦 🤞	▲ You are logged in as <b>jack@smith.com</b> .		
Profile	Change Password		$\sim \odot$
Account	Current password   Current Password		
User ? Help <	New password Ressword Password Resswords must contain an upper case letter and a digit.		
	Confirm new password		
	Cancel + Change password		



#### 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.

*	llome		User Settings		
	Referrals	<	Home > Settings		
	Dashboard		• User Settings		
۶	Settings	< (	Referrals		
	Profile Account		Refresh Enabled		
?	User Help	<	Refresh Interval Minutes	3	(Minimum 3 minules)
			Hide Accepted Step		
			I lide Significant Finding		
			Always Require Comments		
			Show Attending Today Queue		
			Discharges		
			Hide ICD Codes		
			Hide Procedure Codes		
				+ Save Changes	

#### 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.

N	ew (0)	
A	ttending (10)	
	Today (5)	
D	eclined	
D	ischarged	



#### 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.

# Bandi	Welcome To Zeus E-Referrals	
🔄 Referrals 💦 🎸	Hume 3 Help 3 Wiskome to Zeus Halferrals	
in Dashboard		
📕 vennege 💦 🤟 🤆	Zeus is an E Referral system designed to make the referral process qu	itcker, more accessible and more efficient
↑ Edp  ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	Overview	Features
No Terradis 19 tofilite	Zeus gives the user access to a large collection of redistered Consultants and General Practilization. The current concerts of efferting patients for specially or follow up care is a molarly diagonized process. Typically, all participants in the referrace process much rely on paper, telephone calls and faxes for communication and specification. Offen the onus is on the patient to urgents the referral appairs: Inst.	Manage / View your Referrals.     Add rears to your Senden     Add rears to your Senden     Add rears.     Zild a your Point.     Ditt and a your Point.     Provides a multi-genetative pattern referrate system.     Provides a standard, usor friendly referral a recess agreed between the hospitals and referring doctors.     Pack user is astigmed a unique ID and pattwork.     No patters data on the client PC III out or mobile.
	Gree Stamod <del>9</del>	



## 1.3 View Referrals

#### 1.3.1 New

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

# Home	3	Review your	Review your New Referrals							
🖂 Reierrais	*	Home > Referrals > 1	ome > Heferrais > New							
View Referrals	0	New (1)	10 records per page	10 I records per page Scarch:						
QUick:Discharge		Attending (0)								
Dashboard		Today (0)	Heceived Patient	Irom	10	Room				
📕 Settings	<	Declined	18/03/2015 Evan Smith	Dr. Peul Johnson	Mr. Jack Smith	Sociales Clinic				
7 Help	۲	Discharged	Showing 1 to 1 of 1 entries			← Previous 1 Next→				

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

## New Referral Details

lew (1)	Referral Details
ttending (0)	Evan Smith / Socrates Clinic
Today (0)	
eclined	Dr. Paul Johnson to Mr. Jack Smith on 18/03/2015
ischarged	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

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





4. 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.

ate is optional at thi	
lease forward most r bresults@zeus.com.	od results to
hanks	
<u>Ir</u> Jack Smith	
end patient Informat	t before appointment.
<u>Ir</u> Jack Smith end patient Informat	t before appointment.

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

Review your Attending Referrals

New (0)	10 vecord	s per page				Search:	
Attending (1)							
Loday (0)	Receiver	Appointment	Patient	From	In	Room	Priority
Declined	18/03/20	15	Evan Smith	Dr. Paul Johnson	Mr. Jack Smith	Socrates Clinic	Routine

7. View private notes by clicking on the Note icon.

New (0)	10	<ul> <li>records per page</li> </ul>	
Attending (1)		Private Notes	
Today (0)		Date: Wednesday 18.03.2015 11:04	
Declined		Added By: Jack Smith	th
Discharged		appointment.	ľ

Review your Attending Referrals



### 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.

Home > Referrals >	Accepted						
New (0)	10 <b>v</b> rc	cords per page			Search:		
Accepted (1)							
Attending (1)	Received	Patlent	From	То	Room	Priority	
Declined	25/09/2014	Evan Smith	Dr. Paul Johnson	Mr. Jack Smith	Socrates Clinic	Routine	
Discharged	Showing 1 to 1	of 1 entries				Previous 1 Ne	×t →

Review your Accepted Referrals

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

То	Dr. Paul Johnson	
Appointment Date	Fr 01 May 15	
Comments	Appointment confirmed.	
	Regards	
	Mr. Jack Smith	
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 Private Notes button.
- 3. Atteding > Today queue will be displayed if you have this turned on in User Settings

#### Attending Referral Details

Home > Referrals > Attend	ling	
New (II)	Referral Details	
Attending (1)	Evan Smith / Socrates Clinic	
Today (0)	-	
Declined	Dr. Paul Johnson to Mr. Jack Smith on 18/03/2015	
Discharged	Patient - Evan Smith Room - Socrates Clinic Priority - Routine Number of altaniments — 2 Referral_20150318103523100001.pdf 1 KB View Download Etter 578 20125.pdf 108 KB View Download Private Notes	
	Referrals + Add Visit + No Show + Corres	pondence + Discharge 👫 Summary 🗠
4. Click + Corre	to send correspondence messages	
Add Corresp	pondence	×

Wed 18 Mar 15
Patient requires a follow up appointment to review X-ray.
Optional Extra available in Settings



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

## Discharge Referral

То	Dr. Paul Johnson		
Discharge Date	Wed 18 Mar 15		
Discharge Codes	Type ICD10 Code or Description		
Procedure Codes	Type Procedure Code or Description		
Significant Finding	Optional Extra available in Settings		
Attachments	Add files Valid types (Jpeg, PNG, GIF, DOC, DOCX, PDF)		
Private Notes			

7. 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.

	Review vour [
🚯 Home	Review your t
🖂 Referrals 🗸 🗸	Home > Referrals > D
View Referrals 0	New (0)
Dashboard	Attending (1)
🔎 Settings 🗸 🗸	Declined
? Help <	Discharged



#### 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.





#### 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	<b>~</b>
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 Reterrals     Hoscharge			

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 <a href="mailto:support@zeusreferrals.com">support@zeusreferrals.com</a>