Bolton Council

ICES Ordering

Prescriber User Guide

Contents

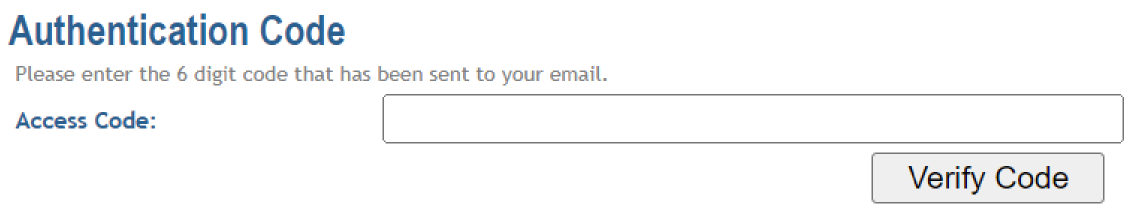
System Navigation

When logging into the system, please enter your unique pin code and password and click on ‘Login’

Once you press the login button you will be send an email, with a code attached.

> This is an automated email to inform you that a user has attempted to login to Uniqus using your credentials. If this was not you then please ignore this email, otherwise please type the below code into the field on Uniqus.
>
> **Access Code:** 769363
>
> Please contact your administrator if you have any questions

Please enter this code on the Uniqus system and press verify code.



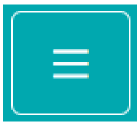
You will be taken to the home page of ICES ordering any news/articles from the CES team or Systems team will be posted on this page.

In the header bar you will see:

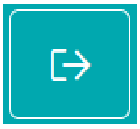
- No. of orders waiting for you to authorise (if applicable)
- No. of orders you have requested that are pending authorisation.
- No. of feedback from existing orders.

Also in the header bar:

Track Orders icon -> takes you to your open orders.

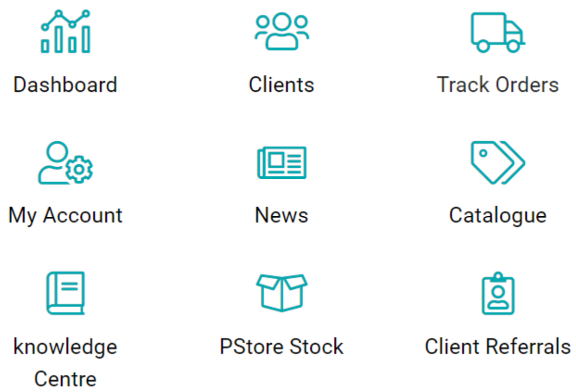


Menu icon -> takes you to the main menu.



Sign Out icon -> takes you back to the login screen.

Selecting the menu icon, the following options are available to you.



Clients → Opens client database.

Track Orders → Another way to track your open orders.

My Account → Your details and security question/password

News→Takes you to the news/articles published by the CES/Systems Teams

Catalogue→Opens the CES online catalogue.

PStore Stock → Takes you to search for stock held in one of our satellite stores.

Client Records

Searching / Creating a Client

To search for a client, click on '**Clients**' within the main menu, from here you can search for an individual by using:

- Unique client ID number
- Forename
- Surname
- Postcode
- Date of Birth

The search function is intuitive and will start searching as soon as you start typing, matching entries will automatically be listed without the need to hit enter.

If the individual you need is listed, they can be selected by clicking on the **use** button to the right-hand side of the screen.

After selecting the **Use** button, you will be taken to the client's details page, here you will have all their essential information listed.

From here you can view any notes, events, documents or forms associated with the individual.

By clicking on the **Client Actions** drop down on the left-hand side, you can **Create Deliveries.**

This will be expanded to other items in the future, this will be communicated at the time.

To create a client, you must first perform a search as listed above, if after searching the client does not appear in the list, you can select the **Create Client +** button to the right-hand side, you will then be taken to a blank form to complete, the following fields must be completed:

- Title
- Forename
- Surname
- DOB
- Gender
- House Name/Number
- Street name
- Postcode
- Property type
- Telephone 1

You can then click on **Create Client**

Updating a Client Record

To search for a client, click on **Clients** within the main menu, from here you can search for an individual by using:

- Uniqus client ID number
- Forename
- Surname
- Postcode
- Date of Birth

The search function is intuitive and will start searching as soon as you start typing, matching entries will automatically be listed without the need to hit enter.

If the individual you need is listed, they can be selected by clicking on the **use** button to the right-hand side of the screen.

After selecting the u**se** button, you will be taken to the client's details page.

Update the client details as required and click the **Update Client** button at the bottom of the page.

Additional Address

A client record can hold up to five additional addresses -> this does not include Clinics or Satellite Stores

To add an address to a record first search for the individual by clicking on **Clients** within the main menu, from here you can search for an individual by using:

- Uniqus client ID number
- Forename
- Surname
- Postcode
- Date of Birth

The search function is intuitive and will start searching as soon as you start typing, matching entries will automatically be listed without the need to hit Enter.

If the individual you need is listed, they can be selected by clicking on the u**se** button to the right-hand side of the screen.

After selecting the **use** button, you will be taken to the client's details page.

Click on the **More Addresses** button on the right of the page – this will open the Additional Addresses section.

Click on **Add New Address** button in the top right -> complete information as required and click **Update Selected Address**.

By then clicking back onto **More Addresses** the new address will appear in the list of Additional Addresses. To edit any of these addresses click on the  icon.

RIP Client

Please inform the CES team if a client has passed away.

If you know that the client is deceased, please notify the Stores admin ICES so they can update the client record accordingly. This is so that they can manage the collection of any items with the client, and/or any new orders within the system.

Catalogue

You can access the catalogue from either the main menu or when placing an order.

The online catalogue is separated into categories and subcategories, please spend some time searching the catalogue so that you can familiarise yourself with where items have been logged.

Each item in the catalogue has an individual code which can be used to shortcut the ordering process, you can also select items as 'favourites' which again can be used to shortcut the ordering process. This is particularly useful if you regularly order the same items for your patients.

Where possible, each item will have further details listed as to dimensions, safe user weights and comments.

Most items in the catalogue will give an indication of the cost, this is for information only and it is hoped that prescribers will use this information to ensure we are prescribing equipment that meets individuals needs whilst also being cost effective.

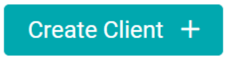
Creating an Order

Activity information

To place an order, you first need to search for the client.

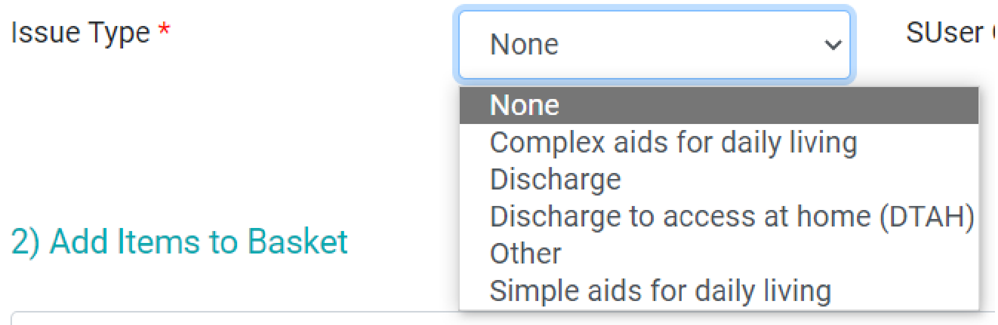
Click on ‘**Clients**’ within the main menu, from here you can search for an individual.

If the individual you need is listed, they can be selected by clicking on the **Use** button to the right-hand side of the screen.

If the client is not already on the system create them -> 

Once in the client data screen -> click on the **Client Actions** drop down on the left-hand side and select **Create Delivery**.

Pick an issue type from the dropdown list (list subject to change)



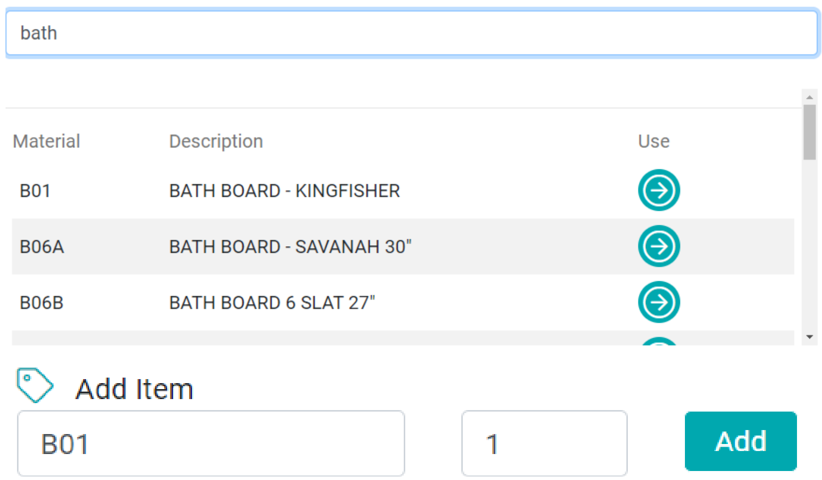
Ensure the property type is correct, if it isn’t, please pick an appropriate type from the dropdown list (list subject to change

Add items to Basket.

You have multiple ways to search for an item and put it in your basket.

1. Searching by product name

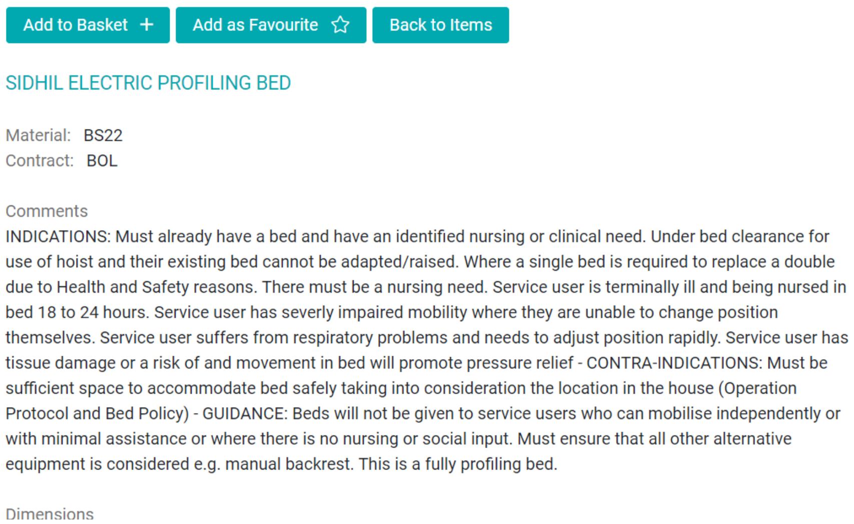
If you know the name of the product you want to order.
Type this in and it will return the products which contain this name.
Click the use arrow, once you have picked, click on the add item.



2. Searching using the catalogue

Press the browse catalogue button,

Search through the catalogue you can click in and out of categories and subcategories until you find the item you want; at the point you find that item it will look like this screen.



To Add to your basket, press the add to basket button. – this will add to your basket with no additional clicks needed. Your basket is updated to state how many pieces of equipment are in it, if you press the button, it will take you back to the order.

If this is something you order on a regular basis, consider adding to your favourites list. (used in number 4)

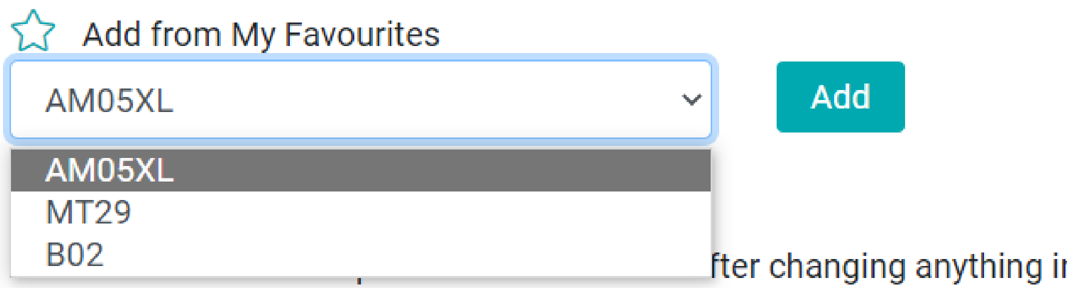
3. Adding using item code

Do you know the code of the item you want to order? Simple enter the code of the item into the box and press add.

4. Adding item from favourites

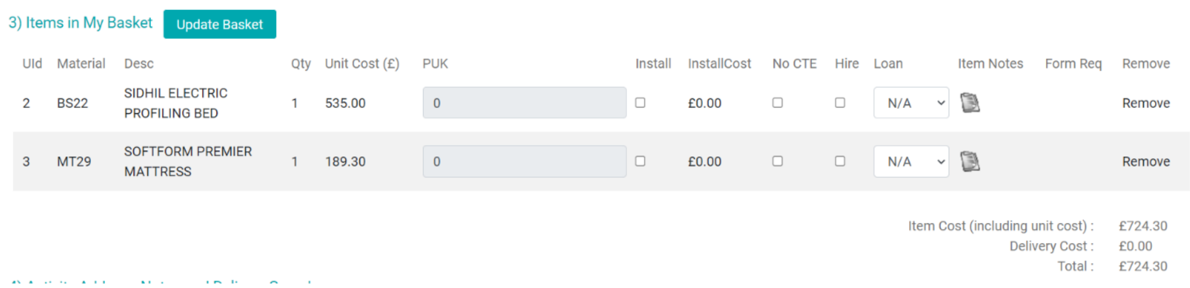
If you have items which you have chosen to add into your favourites as described in number 2. You can add these two your basket from here.

Pick the code which corresponds to the item and press add.



Items in my basket

To ensure that your basket is up to date, press the update basket icon.


3) Items in My Basket Update Basket

UId	Material	Desc	Qty	Unit Cost (£)	PUK	Install	InstallCost	No CTE	Hire	Loan	Item Notes	Form Req	Remove
2	BS22	SIDHIL ELECTRIC PROFILING BED	1	535.00	0		£0.00			N/A			Remove
3	MT29	SOFTFORM PREMIER MATTRESS	1	189.30	0		£0.00			N/A			Remove

Item Cost (including unit cost) : £724.30
Delivery Cost : £0.00
Total : £724.30

If you needed to remove an item, press the remove button on the right-hand side of the screen.

Activity Address, Notes and Delivery Speed

Activity Address

This is the property the order is being delivered to; the additional address should have been added to the client record at a previous step as it can not be added directly to the order. If the address needs to be changed this is done by picking the drop down and selecting the appropriate address.

Notes

Notes is split into three areas.

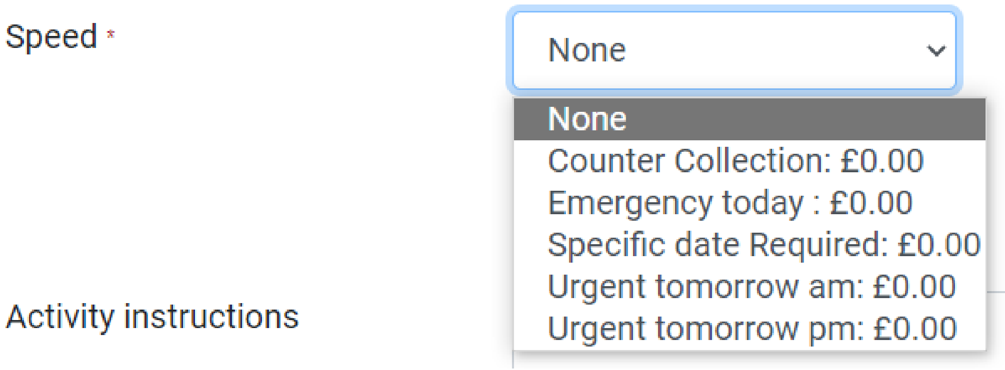
Activity instructions – Instructions for delivery e.g., Client would like to be delivered in an AM slot. – does the item need to be fitted, where should an item be left?

Confidential notes- only visible to the driver, is there a key safe in place? Does the client have pets?

Clinical reasons – reason item needs to be delivered.

Delivery Speed

To place a delivery, you need to have a speed attached to the order, this should be agreed with the client.



Counter Collection – Item is being picked up from Adelaide Street depo by either client's family or member of staff.

Please allow staff a day to get your item ready unless you have prior agreement from stores.

If you need to do a same day counter collection, please call stores, and tell them.

Emergency Today – Item is an emergency piece of equipment.

This should be followed by a phone call to the stores team to see if they have capacity to deliver today, especially important if items are being ordered, mid to late afternoon.

You may notice the system shows a delivery date of tomorrow, this is because the system has a cut off time built in for certain orders.

Urgent Tomorrow AM - Item needs to be delivered by tomorrow morning.

Again, you may see a different date or time appear in the system, this is to help the CES team plan, they will endeavour as always to meet this timescale.

Urgent Tomorrow PM- Item needs to be delivered by tomorrow afternoon.

Again, you may see a different date or time appear in the system, this is to help the CES team plan, they will endeavour as always to meet this timescale.

Specific Date Required – If items are not needed as an emergency or urgent priority, today or tomorrow, you can pick a date for delivery using this functionality.

Finishing your order.

To finish you order, press the place order button at the bottom of the screen.

Place order

Depending on what you have ordered you will get a message stating order created successfully or requires authorisation.

Order created successfully. OrderId: 88490669

Adding a document to an order

Once the order is place and successfully created. If you have any documents which are needed to be added to the order such as a bed prescription you, do it now.

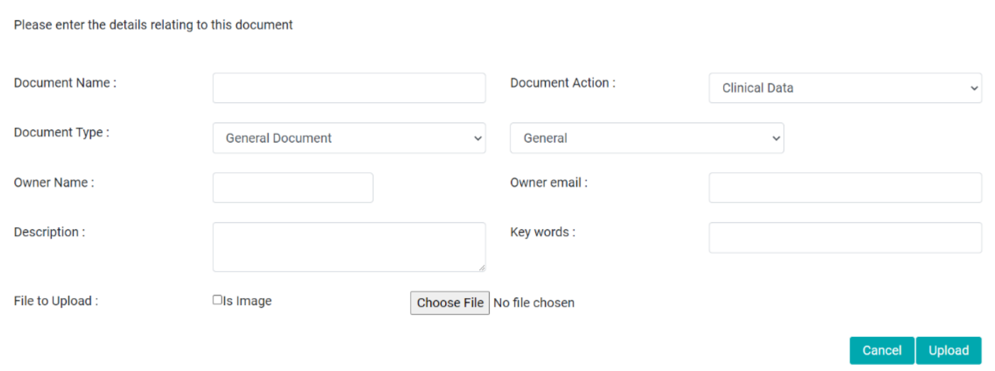
Scroll to the bottom of the screen, you will see an add document button is now available.

Place order | Add documents to this order

Pressing this button will take you to a new page where you can find documents and upload them, press the upload document to job.

Upload Document To Job - 88490669

This page will load, add any information needed, press the chose file button, once the appropriate file is found, press the upload button.


Please enter the details relating to this document

Document Name :

Document Action : Clinical Data

Document Type : General Document | General

Owner Name :

Owner email :

Description :

Key words :

File to Upload : ☐Is Image | Choose File No file chosen

Cancel | Upload