

Rego

by **NEC**

Guide for triaging in Secondary Care

Contents

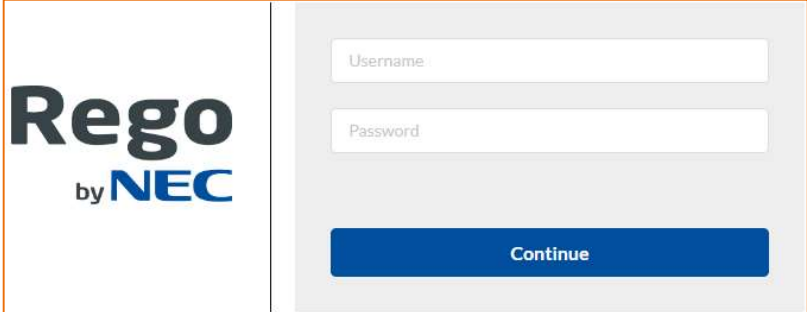
- Getting Started/Smartcard set up
- Filters in Rego
- Worklists
- Referral Overview
- Triaging Outcomes
- FAQ's

Logging In

To login to Rego, visit <https://n3.ref.management>

Ensure your smartcards are correctly configured and plugged in prior to logging in

Information on how to set your smartcard up is on the following page



The screenshot shows a login form for 'Rego by NEC'. On the left side of the form is the logo, which consists of the word 'Rego' in a large, bold, black font, with 'by NEC' in a smaller, blue font below it. To the right of the logo are two white input fields with grey borders. The top field is labeled 'Username' and the bottom field is labeled 'Password'. Below these two fields is a solid blue button with the word 'Continue' written in white text.

Smartcard Information:

- 1. Check that your smartcard is unlocked before RCN is switched on**
- 2. Set your smartcard up for self-unlocking**
- 3. You must triage on a trust device that has a smartcard reader**

To get a smartcard, unlock your smartcard, or get a smartcard reader you need to visit the smartcard team.

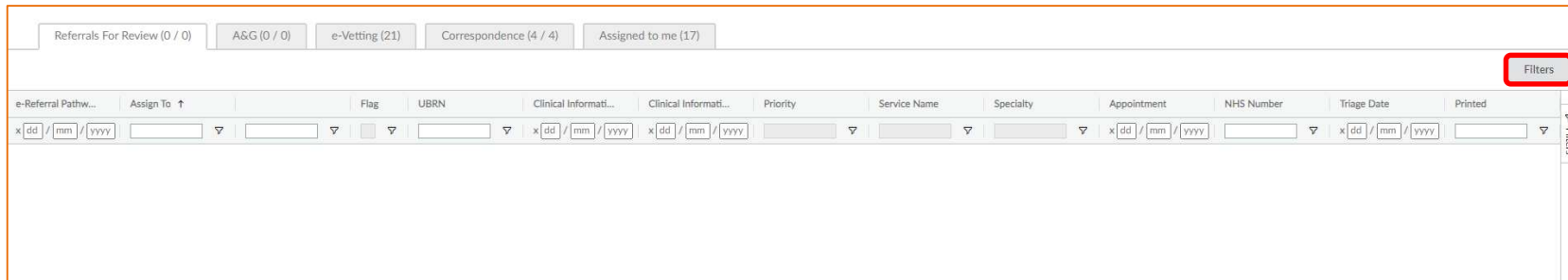


Filters in Rego

Making it easy to prioritise/locate your workload

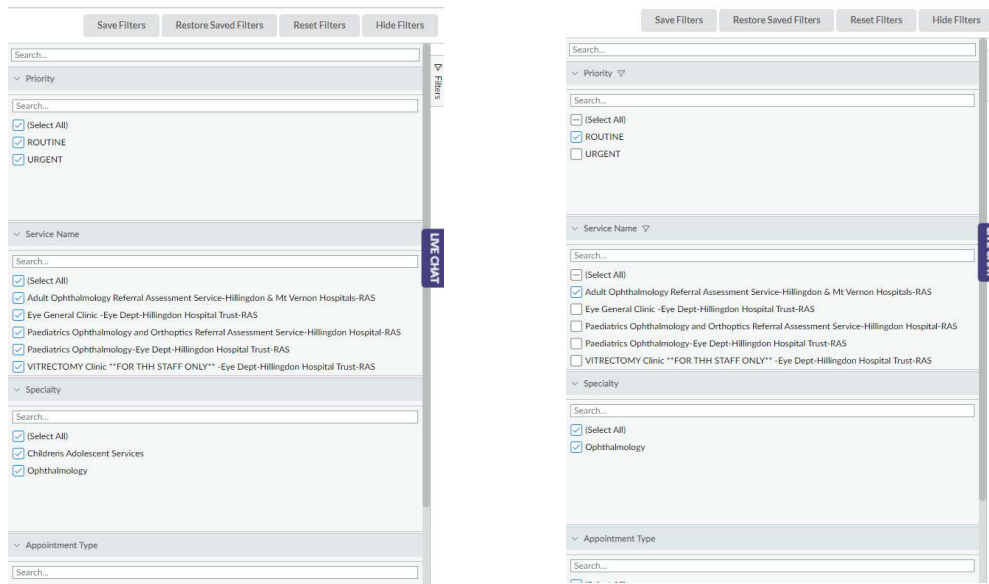
Filters

Rego offers a filter option on every worklist



Once clicked, a window will display a customised list based on the referrals available.

Users may select option/s as appropriate



- Click **'Save Filters'**, to retain your preferences for the next time you log in.
- Click **'Reset Filters'** to default to original list.
- Click **'Restore Saved Filters'** to restore previously saved filters if rest.
- Click **'Hide Filters'** to minimise the filters tab.

*Your preferences are stored on your local PC

Understanding the Worklists

5 separate tabs distinguish the referral source

Referrals for Review

Referrals For Review

A&G

e-Vetting

Correspondence

The list comprises of referrals initiated from native e-RS and include:

- Referral Assessment Service (RAS)
- Appointment Slot Issue (ASI)
- Direct Bookable Service (DBS)

A&G



The A&G tab comprises of the following:

- Advice and Guidance (raised via both **eRS** and **Rego**)
- Smart Pathway Referrals

e-Vetting



The list comprises of internal and/or tertiary referrals uploaded by the admin staff. Admins will click Add Referral to upload any cases received by letters, email, fax etc.

Correspondence



The list comprises of referrals awaiting response from referrers where consultants have requested further information at point of triage for Rego A&G cases.

Tabs in a Table

	REFERRALS FOR REVIEW	A&G
A&G Rego		*
Referrals Rego		*
A&G eRS		*
Referrals eRS	*	

Reviewing a Referral

Referral visibility, made easy

Clinical information summary

XXTESTPATIENT-TGNP, DONOTUSE (MR) Born: 06-Jan-1932 (90) Gender: Male NHS No. 9990548609 Hospital No. NA

Address: C/O NHS DIGITAL TEST DATA MANAGER, SOLUTION ASSURANCE 1 TREVELYAN SQ., BOAR LANE, LEEDS, WEST YORKSHIRE LS1 6AE Phone: Email: GP info Spine info URN: 3897011

Request

1 of 1 Automatic Zoom

NHS Confidential

Clinical Information Summary

Patient: XXTESTPATIENT-TGNP, MR DONOTUSE Date of Birth: 06/01/1932

UBRN: 0003 9858 1339 Age: 90 years

NHS: 999 054 8609 Gender: Male

UBRN Information

Appointment Date/Time: -	Referral Created Date: 19-Dec-2022 13:44
Priority: Routine	Clinical Information First: 19-Dec-2022 13:46
Referred By: BATT, Joseph (Mr)	Submitted: -
Referring Organisation: IMPERIAL COLLEGE HEALTHCARE NHS TRUST	Clinical Information Last Updated: -
Address: THE BAYS ST MARYS HOSPITAL SOUTH WHARF ROAD LONDON W2 1BL	Named Clinician: -
Telephone: 020 3311 3311	Allocated Clinician: -
	Clinical Context: Cardiology/Not Otherwise Specified
	Location: -
	Clinical Term: -

Patient Information

Patient Address: C/O NHS DIGITAL TEST DATA MANAGER, SOLUTION ASSURANCE 1 TREVELYAN SQ., BOAR LANE, LEEDS, WEST YORKSHIRE LS1 6AE	Registered Practice: XXX DO NOT USE XXX EBS GP PRACTICE 01
	Address: C/O NPFIT, TEST DATA MANAGER PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY

More contact details available when reviewing online

Attachments

Supporting information / Attachments

Clinical Informatio... TIP TEST.TIP ivcd_1stdegreava...

traco.jpg

Clinical Information Summary [Download](#)

Triage Outcome

Outcome

Return to referrer with advice Accept / Refer

Cancel Submit

LIVE CHAT

This displays the clinical information summary sheet as generated by e-RS

Attachments

The screenshot displays a medical software interface for a patient named 'XXTESTPATIENT-TGNP, DONOTUSE (MR)'. The patient's details include: Born 06-Jan-1932 (90), Gender Male, NHS No. 9990548609, Hospital No. NA, Address C/O NHS DIGITAL TEST DATA MANAGER, SOLUTION ASSURANCE 1 TREVELYAN SQ., BOAR LANE, LEEDS, WEST YORKSHIRE LS1 6AE, GP info, Spine info, and URN 3897011.

The 'Request' section shows a viewer for '1 of 1' images, displaying an ECG trace. The 'Supporting Information / Attachments' section lists several files: 'Clinical Informatio...', 'TIF TEST.TIF' (highlighted with a red box), and 'tvd_1st01gr0004v...'. Below this, there is a 'trace.jpg' file with a download icon. The 'Triage Outcome' section has radio buttons for 'Return to referrer with advice' and 'Accept / Refer'. At the bottom, there are 'Cancel' and 'Submit' buttons. A 'LIVE CHAT' button is visible on the right side of the interface.

Preview additional documents or images that were attached to the referral

Actioning a request from within the Referral for Review worklist

- Return to referrer with advice
- Accept/Refer
- Request further information

Reviewing an e-RS initiated request

Request

1 of 1 Page Width

NHS Confidential **NHS**

Clinical Information Summary

Patient: Little, Mr John Date of Birth: 11/08/1971
 UBRN: 0000 4966 3540 Age: 51 years
 NHS: 222 222 2222 Gender: Male

UBRN Information

Appointment Date/Time:	-	Referral Created Date:	14-Mar-2023 11:43
Priority:	Routine	Clinical Information First Submitted:	14-Mar-2023 11:43
Referred By:	USERAF, Useraf (Miss)	Clinical Information Last Updated:	-
Referring Organisation:	VANTAGE DIAGNOSTICS LTD	Named Clinician:	-
Address:	BARKAT HOUSE 116-118 FINCHLEY ROAD LONDON NW3 5HT	Allocated Clinician:	-
Telephone:	-	Clinical Context:	Pain Management/Pain Management
		Location:	-
		Clinical Term:	-

Patient Information

Patient Address:	1, Somewhere In The Forest Nottingham NN1 7TY	Registered Practice:	HUNSTANTON SURGERY
Telephone (Primary Home):	02078889999	Address:	VALENTINE ROAD HUNSTANTON NORFOLK PE36 5DN
Telephone (Mobile):	07581741794		
Telephone (Work):	07585656655		

More contact details available when reviewing online

Attachments

File Name	File Description	Added By	Date/Time Added
WORD TEST.DOCX	-	USERAF, Useraf (Miss) (Service Provider Clinician)	14-Mar-2023 11:43

Instantly preview attachments

Supporting information / Attachments

Clinical Informatio... WORD TEST.DOCX PNG TEST.PNG

Clinical Information Summary [↓](#)

Triage Outcome

Outcome

Return to referrer with advice Accept / Refer

Cancel Submit **LIVE CHAT**

Toggle between Clinical Information summary and attachments

Record triage outcome

Return to referrer with advice

Triage Outcome

Outcome

Return to referrer with advice Accept / Refer

Enter triage comments and/or onward instructions to allow later processing

I

You have 2000 characters remaining

Add Attachment

Cancel **Submit**

Free text box to enter comments and/or onward instructions

Option to add attachments

Submit triage response

Accept / refer

Triage Outcome

Outcome

Return to referrer with advice Accept / Refer

Priority

Routine Urgent 2WW

Clinic

Mr Bartlett (Knee CMH) - CBARM5A2 x

Condition

Select

Consultants

Select

Investigations

Select

Enter triage comments and/or onward instructions to allow later processing

Instructions

.....

Clinic: Mr Bartlett (Knee CMH) - CBARM5A2

Hi Please arrange import of MRI

You have 1992 characters remaining

Add Attachment

Cancel **Submit**

LIVE CHAT

Select priority

Selecting from these options will auto populate the free text box below

Option to add additional attachments

Submit to accept the referral

Request further information

Triage Outcome

Outcome

Return to referrer with advice
 Accept / Refer
 Request further information

Enter triage comments and/or onward instructions to allow later processing

Can you please provide an update on this patient?

I

You have 1952 characters remaining

This option allows you to have a two-way conversation with the referring clinician.

Free text box to enter details relating to your further information request

Submit your request

Actioning a request from within the A&G worklist

Reviewing a Rego initiated request

XXXTEST05, DONOTUSE (Mr.) Born **06-Oct-1936 (86)** Gender **Male** NHS No. **9990548609** Hospital No. **NA**

Address **45 WALFORD ROAD, UXBRIDGE, MIDDX, UB8 2NG** Phone **0018787655 (home) (mobile)** Email GP info Spine info URN **3897452**

Request EALING, Roger (Dr) (19-Dec-2022)
Vantage GP View Details

Request Type

Intended referral
Cardiology

Cardiology

Indicate reason
General Cardiology

Narrative of the advice and guidance
Testing

Consultations
05-Dec-2019 GP Surgery (WILLOW TREE FAMILY DOCTORS) SELWYN, Alan (Dr)
Entered By: EZRA, David (Mr)

Examination
Endoscopic ultrasound examination of pancreas
Entered By: EZRA, David (Mr)

05-Dec-2019 GP Surgery (WILLOW TREE FAMILY DOCTORS) SELWYN, Alan (Dr)
Entered By: EZRA, David (Mr)

History
Histology abnormal

09-Dec-2019 GP Surgery (WILLOW TREE FAMILY DOCTORS) SELWYN, Alan (Dr)
Entered By: EZRA, David (Mr)

History
GFR calculated abbreviated MDRD 10 mL/min

- Haemoglobin estimation 61 g/L
- Transferrin saturation index 556 %
- Faecal occult blood test
- Ferritin level low

Supporting Information EALING, Roger (Dr) (19-Dec-2022)
Vantage GP

[Images](#) [Documents](#) [PMHx](#)

Sent (eRS) EALING, Roger (Dr) (19-Dec-2022)

UBRN: 000398590590

Service/s:

- Cardiology|TEST RAS TRIAGE (LIVE)

Primary Diagnosis / Pathway

Primary diagnosis / pathway is correct?

Yes No

Triage Outcome

Outcome

Return to referrer with advice Accept / Refer Request further information

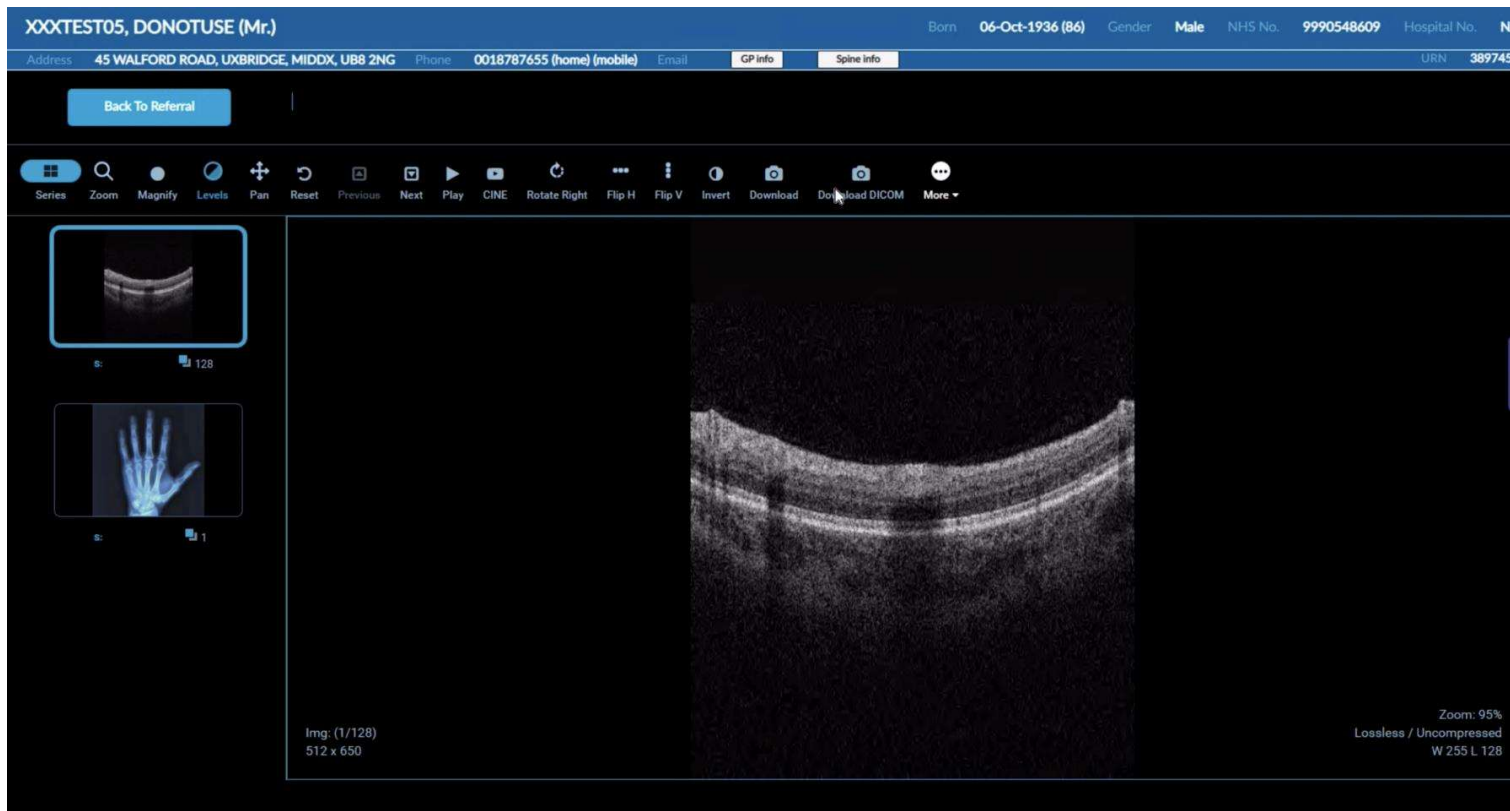
[Cancel](#) [Submit](#)

Referral information and narrative

Supporting information can be accessed from here

Record triage outcome

Supporting information – Image viewer



Rego includes a clinical grade viewer which supports a variety of imaging formats, including ones not supported by e-RS natively

Supporting information – PMHx

Request

Request Type

Intended referral
Cardiology

Cardiology

Indicate reason
General Cardiology

Narrative of the advice and guidance
Testing

Consultations
05-Dec-2019 GP Surgery (WILLOW TREE FAMILY DOCT

Examination
Entered By: EZRA, David (Mr)
Endoscopic ultrasound examination of p

05-Dec-2019 GP Surgery (WILLOW TREE FAMILY DOCT

History
Entered By: EZRA, David (Mr)
Histology abnormal

09-Dec-2019 GP Surgery (WILLOW TREE FAMILY DOCT

History
Entered By: EZRA, David (Mr)
GFR calculated abbreviated MDRD 10 m

- Haemoglobin estimation 61 g/L
- Transferrin saturation index 55%
- Faecal occult blood test
- Ferritin level low

Clinical Information Summary

Active

Date	Problem	Associated Text	Date Ended
28-Oct-2019	von Willebrand's disease		
13-Apr-2018	Epilepsy		
02-Mar-2016	Chronic obstructive pulmonary disease		
29-Sep-2014	Type 2 diabetes mellitus		
29-Sep-2014	Diabetic retinopathy		
28-Jan-2009	Type 2 diabetes mellitus		
1996	Asthma		

Past

Date	Problem	Associated Text	Date Ended
06-Feb-2013	Asthma	wheezy when around p[et]v cat	30-Sep-2014
05-Jan-2012	Benign intracranial hypertension	patient seen by med team, diagnosed with BIH. advised fluids and discharged. no letter as of yet	19-Sep-2014
23-Jan-2006	[D]Headache		

Medication

Drug	Dosage	Quantity	Last Issued On
Betnovate RD 0.025% ointment (GlaxoSmithKline UK Ltd)	Apply Thinly Once A Day	100 gram	10-Dec-2019
Paracetamol 500mg tablets	One To Be Taken Every 4-6 Hours Up To Four Times A Day	1 tablet	

Drug	Dosage	Quantity	Last Issued On
Paracetamol 500mg tablets	One To Be Taken Every 4-6 Hours Up To Four Times A Day	10 tablet	06-Sep-2017

MRN No: 9990548609 Hospital No: NA

DOB: 3897452

EALING, Roger (Dr) (19-Dec-2020)
Vintage GP

EALING, Roger (Dr) (19-Dec-2020)

PMHx

Request further information

Submit

Preview the patient's medical history, as obtained from the patient record system

Reviewing an eRS generated request

XXTESTPATIENT-TGNP, DONOTUSE (MR) Born 06-Jan-1932 (91) Gender Male NHS No. 9990548609 Hospital No. NA

Address C/O NHS DIGITAL TEST DATA MANAGER, SOLUTION ASSURANCE 1 TREVELYAN SQ., BOAR LANE, LEEDS, WEST YORKSHIRE LS1 6AE Phone Email GP info Spine info URN 4005721

Request

1 of 1 Page Width

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Advice Conversation

Patient: XXTESTPATIENT-TGNP, MR DONOTUSE Date of Birth: 06/01/1932

UBRN: 0004 0043 2479 Age: 91 years

NHS: 999 054 8609 Gender: Male

Summary Information

Priority:	Routine	Referring Organisation:	IMPERIAL COLLEGE HEALTHCARE NHS TRUST
Named Clinician:	-	Address:	THE BAYS ST MARYS HOSPITAL SOUTH WHARF ROAD LONDON W2 1BL
Service Name:	Cardiology TEST A&G Charing Cross Imperial NHS Trust RYJ	Telephone:	020 3311 3311
Speciality:	Cardiology	Registered Practice:	XXX DO NOT USE XXX EBS GP PRACTICE 01
Referred By:	BATT, Joseph (Mr)	Address:	C/O NPFIT, TEST DATA MANAGER PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY
		Telephone:	0113 496 1234

Conversation

Advice Status: Referrer to submit further information

Provider Authorised To Convert To a Referral: Yes

Tue 24-Jan-2023 16:29 - Sent by BATT, Joseph Gerard (Mr) (Referring Clinician)

Supporting information / Attachments

Clinical Information...

Clinical Information Summary

Advice Conversation 24-Jan-2023 16:29

test

Advice Conversation 22-Feb-2023 16:30

please provide info

Response

Authorised to convert to a referral

Action

Return to referrer with advice Ask referrer for further information Convert to a referral

Priority

Routine Urgent 2WW

Intended outcome (For audit purposes only. The referrer will not see this information)

Preview request summary

Advice conversation

Response options

Action options.

Note: convert to a referral will only be available if the GP has given permission to convert

Response LIVE CHAT

Authorised to convert to a referral

Action

Return to referrer with advice Ask referrer for further information Convert to a referral

Priority

Routine Urgent 2WW

Intended outcome (For audit purposes only. The referrer will not see this information)

Advice

You have 2000 characters remaining

Select outcome

Enter advice narrative

Actioning e-Vetting

Reviewing an internal / tertiary referral

View message/information and toggle attachments

View attachments

Header: ZZZEDITESTPATIENT, SEVENTEEN | Born: 21-Dec-1957 (65) | Gender: Female | NHS No.: 6266521490 | Hospital No.: 4879999, E02303950 | Address: NORTHWICK PARK HOSPITAL HA1 3UJ | Phone: 020 8963 8948 | Email: GP Info | Spine Info | URN: 293205

Message View:
 From: CARSS, Jordan (LONDON NORTH WEST HEALTHCARE NHS TR 20-Nov-2017)
 Subject: VANTAGE TESTING - JORDAN
 Attachments: 4879999.pdf, 4879999.pdf, 4823334.pdf, 4879999.pdf

Demographics:
 Patient name: ZZZEDITESTPATIENT, SEVENTEEN | Date of referral: 07-Nov-2017
 Address: NORTHWICK PARK HOSPITAL HA1 3UJ | Referrer information: ICSTESTGPDONOTUSE
 Phone Number: 01628 567567 | Referrer Address: NPH DUMMY GP SURGERY "DO NOT USE", .
 Email: | Referrer contact: |
 Communication preference: phone | GP Practice Name: NPH DUMMY GP SURGERY "DO NOT USE"
 DOB: 21-Dec-1957 (65) | GP Practice Address: .
 Gender: Female
 NHS number: 4879999
 Hospital number: 293205
 Case ID: 293205

Referral information:
 Request
 Specialty:
 Reply Chain
 20-Nov-2017 (Jordan Carss)
 Referrer Name: ICSTESTGPDONOTUSE
 Date Received: 20-Nov-2017
 Hospital: Ealing Hospital
 Department: No Trainers - Endocrinology & Diabetes? (Ealing Hospital)
 21-Nov-2017 (Jordan Carss)
 Urgency: Routine
 Reply Body: 1
 21-Nov-2017 (Jordan Carss)
 Urgency: Routine
 Reply Body: 1
 16-Jan-2018 (Jordan Carss)

Triage Form:
 Hospital: Ealing Hospital
 Triage: Accept Reject Refer to
 Urgency*: Routine (from - to weeks)
 Clinic*: Select
 Condition: Select
 Consultants: Select
 Investigations: Select
 Notes:
 Buttons: Cancel, Download PDF, Add Note, Confirm

Select triage outcome

Redirecting Cases

Redirecting via Rego

Should you wish to redirect a referral to another service/hospital/department that is **not** listed on eRS, simply click the **Redirect** button on Rego

To redirect a case received on Rego to an eRS service/hospital/department, the flow on the next page can help

The screenshot shows the 'Triage Outcome' form. It includes the following fields and options:

- Outcome:** Radio buttons for 'Return to referrer with advice', 'Accept / Refer', and 'Redirect'. The 'Redirect' option is highlighted with a red box.
- Priority:** Radio buttons for 'Routine', 'Urgent', and '2WW'. 'Routine' is selected.
- Clinic:** A dropdown menu with 'Select'.
- Condition:** A dropdown menu with 'Select'.
- Consultants:** A dropdown menu with 'Select'.
- Investigations:** A dropdown menu with 'Select'.
- Comments:** A text area for 'Enter triage comments and/or onward instructions to allow later processing'. A character count at the bottom right indicates 'You have 2000 characters remaining'.

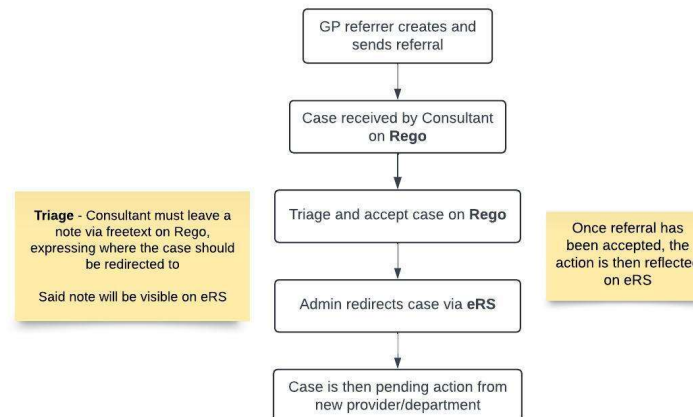
A 'LIVE CHAT' button is visible in the top right corner of the form area.

Redirecting via eRS

To redirect to an eRS service, first **Accept** the case and indicate where the case should be redirected to via **Freetext**

On eRS, locate the referral and redirect to a different service as normal

Redirect Process to an eRS Provider



FAQ's

- **Q: I've logged in but can't see anything on my dashboard or see any referrals**
- A: Your permissions and what you see within REGO are based on your access provided by e-RS you will need to speak to the e-RS manager. This could also be that you need NHS credential manager installed on your PC, so you will need to contact your IT for this.
- **Q: I can't redirect this referral, why?**
- A: Due to the limitations of the API provided by NHSD this is a feature that is not available for eRS initiated requests/referrals.
- **Q: Why can I not search by name?**
- A: This would be because the GP has not attached a document to eRS
- **Q: I'm unable to login**
- A: You can reset your password on the log in page by selecting reset password, this will email your registered email address instructions, alternatively please contact our service desk team via Live Chat in Rego or email them rego.support@necsws.com

- **Q: I'm seeing the wrong speciality when I log in**
- A: The access as to where you're assigned and what you see when you log in is handled by the e-RS manager, if you believe this to be incorrect, please contact the e-RS team.
- **Q: I see numerous different referrals in my worklist, how can I narrow this down?**
- A: We have developed a new filter option within Rego which allows you to filter by cases and certain referrals this also allows you to save those filters and reset them, so they stay each time when you login.
- **Q: Why is it only selected referrals that I can request further information?**
- A: Only referrals that the GP has initiated through Rego have the functionality to request further information, eRS initiated referrals do not have this functionality