

How Receivers Use Comments in Strata PathWays V0.1

Section1 – Comments Overview

Users may need to provide additional information, in the form of comments, to a client referral.

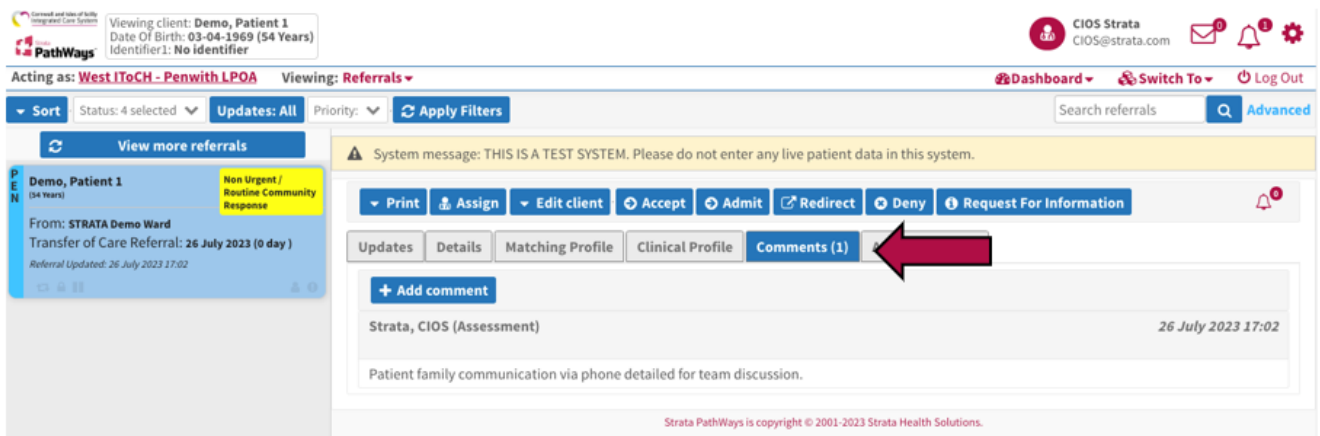
To send a comment you must decide who the comment is intended for, the ITOCH or the referrer, and add the comment accordingly.

The following document will outline how to add and review comments to both parties in Strata PathWays.

Please note – Comments should not be used as a Request for Information (RFI). If your comment requires an answer/action, you must use the RFI function.

Section 2 – Adding Comments

1. To add a comment to a referral, open the referral and click on the **Comments tab**.

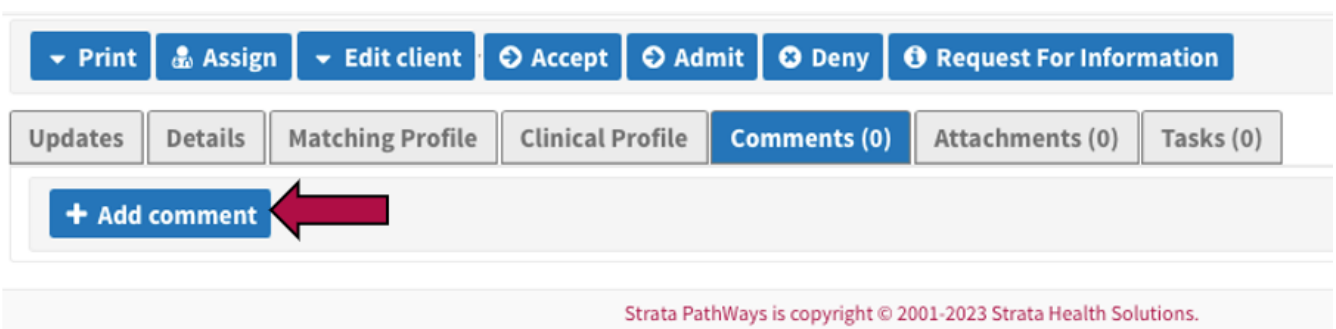


2. Click on the +Add Comment button.



3. Type your comment in the window that opens, **prefacing the comment with ITOCH or Referrer**. This ensures the appropriate team reviews the comment.

4. Click +Add.



5. The comment will be added to the list of comments and display in date/time order.

Updates	Details	Matching Profile	Clinical Profile	Comments (2)	Attachments (0)
+ Add comment					
Strata, CIOS (Facility)					26 July 2023 17:42
Patient's family requests have been reviewed.					
Strata, CIOS (Assessment)					26 July 2023 17:02
Patient family communication via phone detailed for team discussion.					

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Section 3 – Reviewing Comments

1. When a comment has been added to a referral, the referral tile will display with red text stating, “Referral Updated” with a date and time stamp.

The screenshot shows the Strata PathWays interface. At the top, the user is logged in as 'Receiver Strata' (Receiver@strata.com). The main header indicates 'Acting as: Penwith Community Nurses (Inc. Matrons)' and 'Viewing: Referrals'. Below this, there are filters for 'Sort', 'Status: 4 selected', 'Updates: All', and 'Priority'. A search bar is also present. The main content area displays a list of referrals. The first referral, 'Demo, Patient 3', is highlighted with a red arrow pointing to the text 'Referral Updated: 17 August 2023 12:59'. A system message banner reads: 'System message: THIS IS A TEST SYSTEM. Please do not enter any live patient data in this system.' Below the list, a message states 'No Referral Selected'. The footer contains the copyright notice: 'Strata PathWays is copyright © 2001-2023 Strata Health Solutions.'

2. Open the referral,
3. The Comment tab will denote with the number of comments waiting to be reviewed.

This screenshot is identical to the one above, showing the Strata PathWays interface with the 'Referral Updated' timestamp highlighted by a red arrow. It includes the same header, navigation, and main content area with the system message and 'No Referral Selected' message.

4. Click on the **Comments tab**.

5. A comment will display with the name of the person who sent it and a date and time stamp.



Print Assign Accept Admit Deny Request For Information

Updates Details Matching Profile Clinical Profile **Comments (2)**

+ Add comment

Strata, Receiver (Facility) 17 August 2023 13:18

Referrer - Comments regarding communication re this referral.

Schick, Mel (Assessment) 17 August 2023 12:59

Comment from the ITOCH

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6. Once you have reviewed the comment, mark that you have done so by clicking on the blue **Reviewed** button.

Note - You will not be able to Admit the referral until the comments have been reviewed.



Print Assign Edit client **Reviewed** Redirect Deny Request For Information

Updates Details Matching Profile Clinical Profile **Comments (1)** Attachments (0)

+ Add comment

Strata, CIOS (Assessment) 26 July 2023 17:02

Patient family communication via phone detailed for team discussion.

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Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=373>

