

How Receivers Use Comments in Strata PathWays V0.1

Section 1 – Comments Overview

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

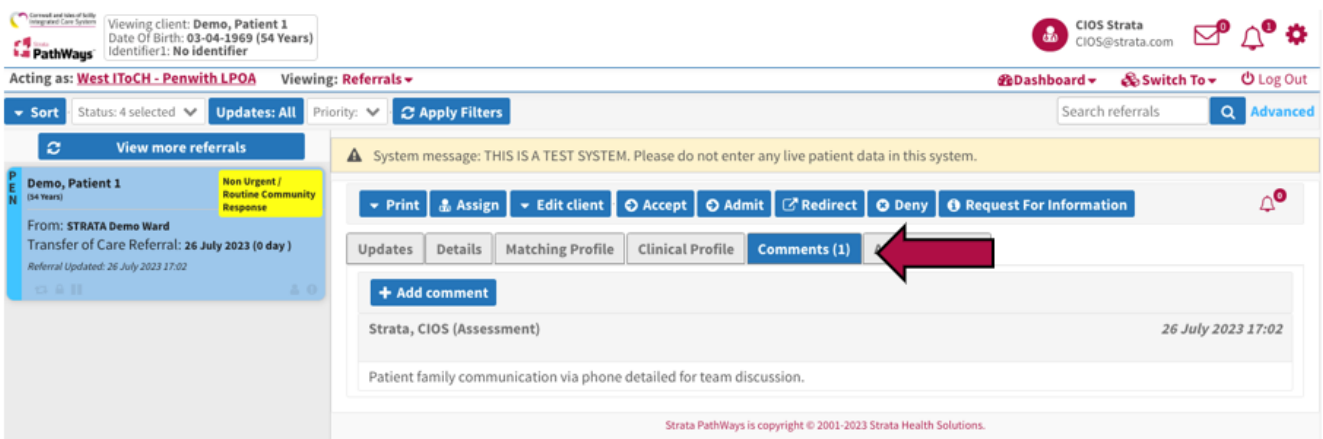
To send a comment you must decide who the comment is intended for, the ITOCH or the referrer, and add the comment accordingly.

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.



The screenshot displays the Strata PathWays user interface. At the top, it shows the user is acting as 'West ITOCH - Penwith LPOA' and viewing 'Referrals'. A system message states: 'THIS IS A TEST SYSTEM. Please do not enter any live patient data in this system.' The main area shows a referral for 'Demo, Patient 1 (54 years)' with a status of 'Non Urgent / Routine Community Response'. The 'Comments (1)' tab is selected, and a red arrow points to it. Below the tab, there is an '+ Add comment' button and a comment from 'Strata, CIOS (Assessment)' dated '26 July 2023 17:02' with the text: 'Patient family communication via phone detailed for team discussion.'

2. Click on the +Add Comment button.

Print Assign Edit client Accept Admit Deny Request For Information

Updates Details Matching Profile Clinical Profile Comments (0) Attachments (0) Tasks (0)

+ Add comment

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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**.

Print Assign Edit client Accept Admit Deny Request For Information

Updates Details Matching Profile Clinical Profile Comments (0) Attachments (0) Tasks (0)

+ Add comment

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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.

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

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.

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>