

How to Access Great North Care Record in Eclipse (Hartlepool Council)

Scenario

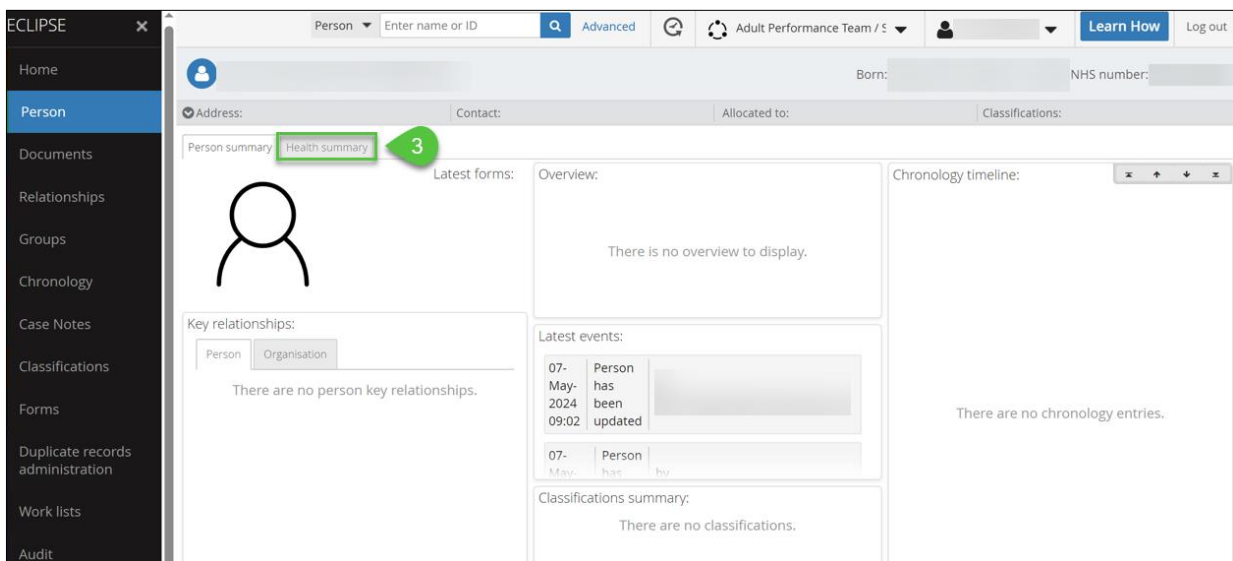
This guide shows you how to access Great North Care Record via Eclipse. This system is used by Hartlepool Borough Council.

Instructions

1. Open a client record
2. Ensure the client has a confirmed/actual date of birth and an NHS number recorded. GNCR uses these details to find the client's shared record. If these details are missing or incorrect the error below will be displayed by GNCR:

No records are available for this patient/service user from their care providers within the time period that the Health Information Exchange (HIE) has been available or this patient/service user has requested that their records are not made available.

3. From the 'Person' screen select 'Health Summary' tab, this will load the Great North Care Record.



The screenshot shows the Eclipse user interface. On the left is a dark sidebar with navigation options: Home, Person (highlighted), Documents, Relationships, Groups, Chronology, Case Notes, Classifications, Forms, Duplicate records administration, Work lists, and Audit. The main content area is titled 'Person' and includes a search bar, 'Advanced' search options, and user information like 'Adult Performance Team / s'. Below this are fields for 'Address:', 'Contact:', 'Allocated to:', and 'Classifications:'. The 'Person summary' section has two tabs: 'Person summary' and 'Health summary', with the latter selected and highlighted by a green box and a callout bubble containing the number '3'. The 'Latest forms:' section contains an 'Overview:' panel with the message 'There is no overview to display.' and a 'Chronology timeline:' panel with 'There are no chronology entries.' The 'Key relationships:' section has tabs for 'Person' and 'Organisation', with the message 'There are no person key relationships.' The 'Latest events:' section shows a log entry: '07-May-2024 09:02 Person has been updated'. The 'Classifications summary:' section at the bottom states 'There are no classifications.'