

# SevernSide

## Integrated Urgent Care

### IUC Smartcard Management

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# IUC Smartcard Management

## Introduction

This document describes the different processes for the management of patient records using a Smartcard.

## Objectives

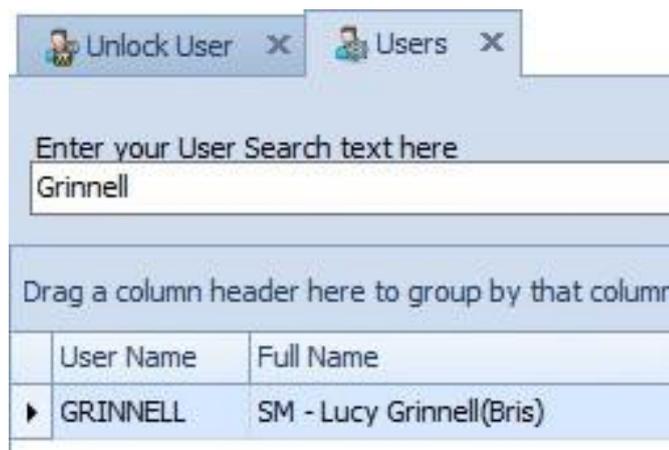
The object of this procedure is to inform operational teams how to manage smartcards and link them to Aداstra. This will enable operational teams to 'validate' patients against the spine, and clinicians to EPS (electronically prescribe). This procedure also details when and how patient demographics can be accessed for the purposes of patient care.

## Linking Smartcards to users in Aداstra

Go to User Maintenance in Aداstra



Enter Username and select.



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Select 3 dots and follow instructions.



The image shows a dialog box titled "Authentication". It contains three fields: "Smartcard ID" with a text input field and a button with three dots; "Authentication type:" with a dropdown menu currently set to "Smartcard"; and "External id:" with a text input field.

Remove the current smartcard from the smartcard reader and insert the users smartcard.



Ask the user to input their smartcard passcode.

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Select **Read card** button.



Once smartcard has been recognized press **Store card** button and follow instructions.

Adastra will ask to remove new user card and re insert authorisers card and follow instructions.

Select **Authenticate**



Press **update** bottom right corner. If you do not 'update' the details will not be save

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## Logging into Adastra with a Smartcard

Once the Smartcard has been authenticated the user can log in using this card.

Put the Smartcard in the Smartcard reader

Open Adastra

If the Smartcard button is blue then you should just be able to click this button and will automatically log into Adastra.

**Note; If you do not login using Smartcard login you will be unable to EPS.**

If you forget your smartcard you can still log into Adastra using Adastra username and password but will be unable to EPS.



## Unlocking Smartcards

The shift manager on shift, an IUC Team Manager or a member of the Rota or Digital Team will be able to assist in the unlocking of Smartcards.

To manage Smartcards, this needs to be completed on Microsoft Edge via the NHS Spine Portal. [National Health Service Portal \(ncrs.nhs.uk\)](https://ncrs.nhs.uk)

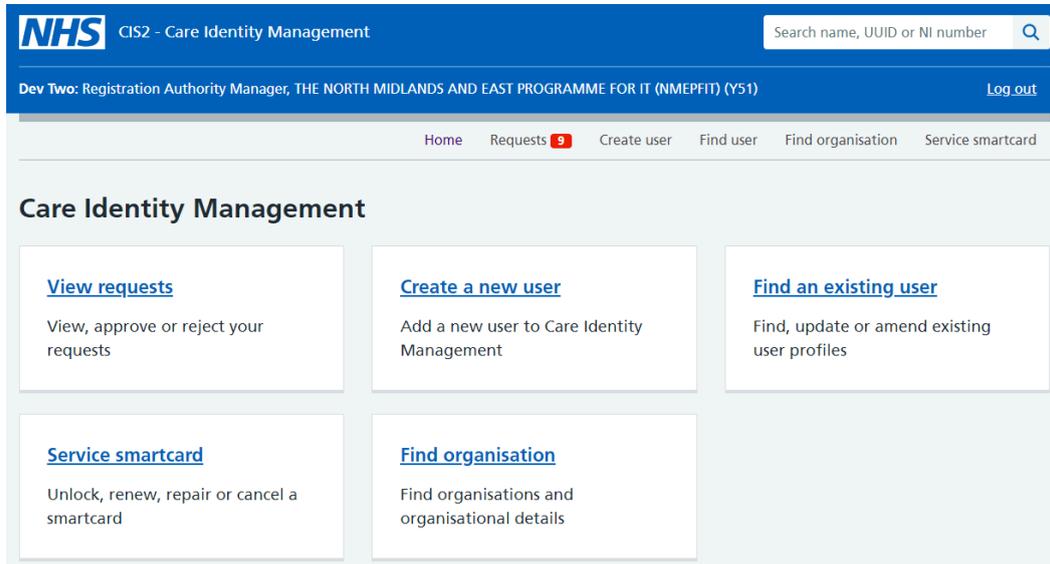
Launch Care Identity Management



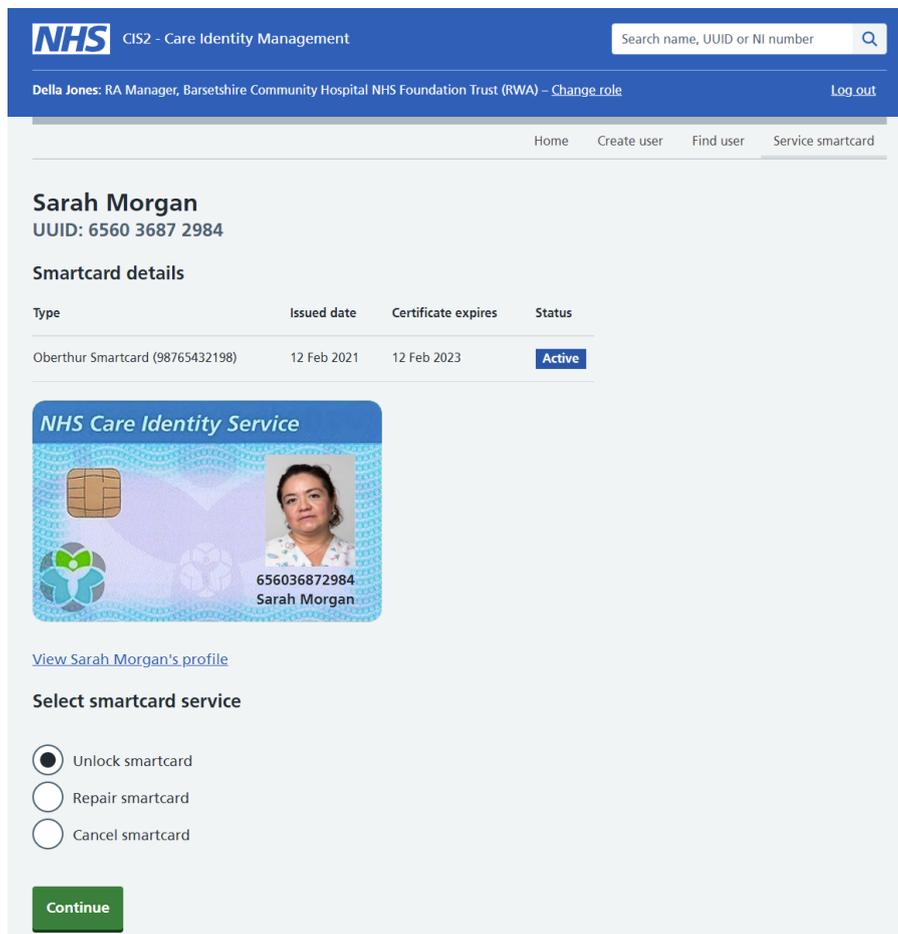
# IUC Smartcard Management

Insert the smartcard you want to unlock into a second card reader.

From the Care Identity Management home page, choose 'Service smartcard'.



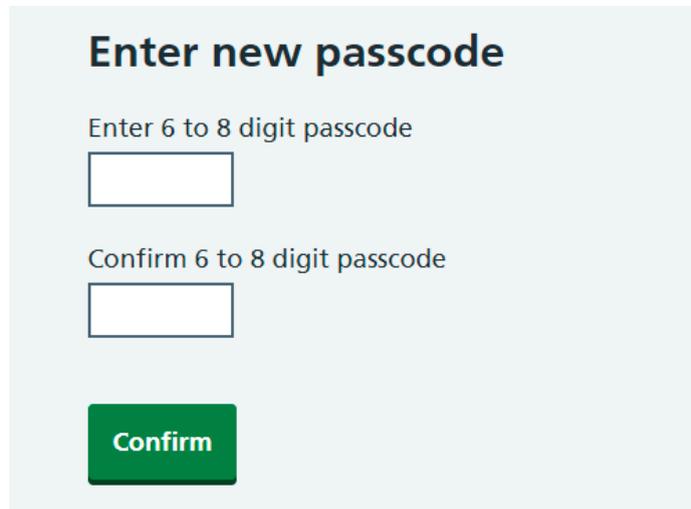
You will now see the details of the user's smartcard. From the service options at the bottom, choose 'Unlock smartcard'.



# IUC Smartcard Management

In order to unlock a smartcard you must enter a new passcode. You can choose the passcode yourself and tell the smartcard user, or ask them to choose a passcode they'll find easy to remember.

Enter the new passcode in both boxes, and press 'Continue'.



**Enter new passcode**

Enter 6 to 8 digit passcode

Confirm 6 to 8 digit passcode

**Confirm**

Finally you'll be taken to the user's profile page and you'll see a 'Smartcard unlocked successfully' message.

## Renew a smartcard

IUC Team Manager, Rota Team manager or Digital Team will be able to assist in the unlocking of Smartcards. Only specific PC's are set up to renew a smartcard.

To manage Smartcards, this needs to be completed on Microsoft Edge via the NHS Spine Portal. [National Health Service Portal \(ncrs.nhs.uk\)](https://ncrs.nhs.uk)

Launch Care Identity Management



**National Health Service Spine Portal**

Messages

**Important Message:** Google are disabling Manifest v2 in June 2024 this means the Chrome e

NHS Applications

Welcome to the Spine Portal. The portal now lists all applications. You will only be able to acce

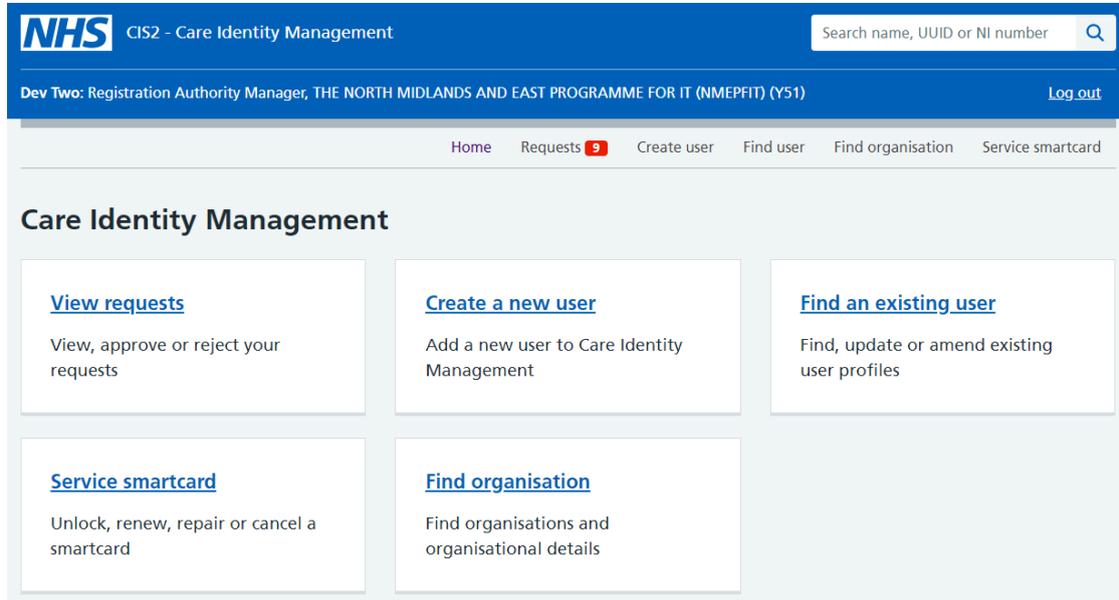
*Note that all applications are launched in a child window.*

- ▶ Launch EPS Prescription Tracker
- ▶ Launch Summary Care Record Application (SCRa) - Legacy Service
- ▶ Launch End Point Registration Service
- ▶ Launch digital SR1 Service
- ▶ Launch Spine Reporting Service
- ▶ Launch MESH User Interface
- ▶ Launch Care Identity Service
- ▶ **Launch Care Identity Management.**
- ▶ Launch TES Alert Viewer
- ▶ Launch MESH Online Enquiry Service (MOLES)
- ▶ Launch Demographic Spine Application
- ▶ Launch National Care Records Service (NCRS)
- ▶ Link my NHS Accounts

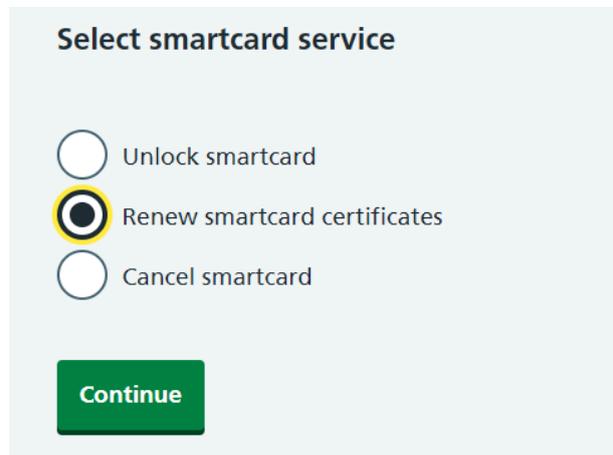
# IUC Smartcard Management

Can renew a user's smartcard certificates from up to 90 days before they are due to expire, and after they have expired.

First you must insert the smartcard you want to repair into a second card reader. From the Care Identity Management home page, choose 'Service smartcard'.



If the smartcard is eligible for renewal, on the next screen you will see the option to 'Renew smartcard certificates'. Select this, and press 'Continue'.



Next the user should enter their passcode, and press 'Continue'.

The service will now go through the steps needed to renew the smartcard. You will then see a message that the process has been successful.



# IUC Smartcard Management

## Prescription Tracker

If you need to confirm where a prescription has been sent or the status you can do this by logging on to the prescription tracker.

To access the tracker this needs to be completed on Microsoft Edge via the link [EPS Prescription Tracker - Prescription Search \(ncrs.nhs.uk\)](https://ncrs.nhs.uk)

You can search for the prescription ID which can be found in the case notes.

## National Care Records Service

On occasions you may need to confirm patient demographics, to do this you can use the National Care Records Service. The National Care Records Service can be accessed by Shift Managers, WaCCs, Call Handlers and the Rota Team for the following reasons:

- To check:
  - Checking correct spellings of names
  - Current addresses
  - Current GP practice
  - D.O.B.
  - NHS Number
  
- When carrying out the following tasks:
  - Case entry, to identify correct information for patient if validation fails
  - Amalgamations
  - Care Plans
  - Failed PEMS
  - Obsolete patients in Adastral
  - PLS (Practice Liaison Service)

The National Care Records Service should only be accessed for the above reasons for patients that have a record on Adastral. Under no circumstances should the National Care Records Service be used to look up yourself, family, friends, or for any other non-work-related reason.

# IUC Smartcard Management

## How to Access the National Care Records Service

To manage Smartcards, this needs to be completed on Microsoft Edge via the NHS Spine Portal. [National Health Service Portal \(ncrs.nhs.uk\)](https://nhs.uk/nhs-spine-portal)

Launch National Care Records Service

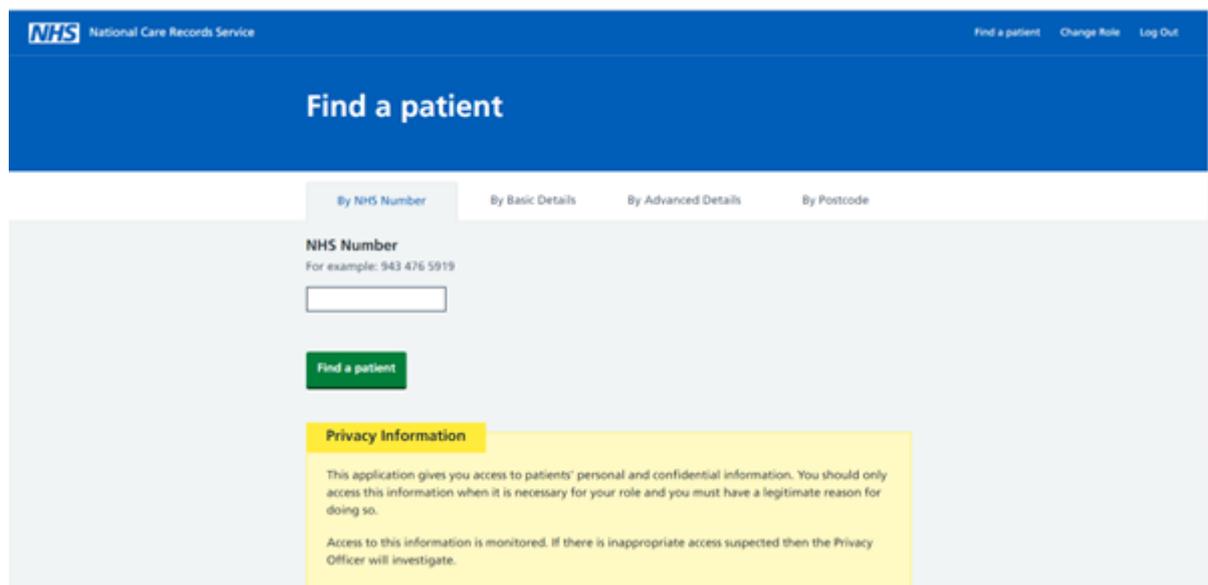
- ▶ [Launch EPS Prescription Tracker](#)
- ▶ [Launch Summary Care Record Application \(SCRA\) - Legacy Service](#)
- ▶ [Launch End Point Registration Service](#)
- ▶ [Launch digital SR1 Service](#)
- ▶ [Launch Spine Reporting Service](#)
- ▶ [Launch MESH User Interface](#)
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- ▶ [Launch TES Alert Viewer](#)
- ▶ [Launch MESH Online Enquiry Service \(MOLES\)](#)
- ▶ [Launch Demographic Spine Application](#)
- ▶ [Launch National Care Records Service \(NCRS\)](#)
- ▶ [Link my NHS Accounts](#)

When you first log in to NCRS select an authentication method.



Search for the patient

Find a patient by NHS Number:



# IUC Smartcard Management

Find a patient search by basics details:

The screenshot shows the NHS National Care Records Service 'Find a patient' interface. The top navigation bar includes the NHS logo, 'National Care Records Service', and links for 'Find a patient', 'Change Role', and 'Log Out'. The main heading is 'Find a patient'. Below this, there are four tabs: 'By NHS Number', 'By Basic Details' (which is selected), 'By Advanced Details', and 'By Postcode'. The 'Search by Basic Details' section prompts the user to 'Enter all fields'. It includes a 'Gender' section with radio buttons for 'Female' and 'Male'. Below that is a 'Last Name' text input field. The 'Date of Birth' section prompts the user to 'Enter as many details as you know' and provides three input fields for 'Day', 'Month', and 'Year', with an example of '31 3 1980'. A green 'Find a patient' button is located at the bottom of the form.

Find a patient search by advanced details:

The screenshot shows the NHS National Care Records Service 'Find a patient' interface with the 'By Advanced Details' tab selected. The top navigation bar is identical to the previous screenshot. The 'Search by Advanced Details' section prompts the user to 'Enter as many details as you know'. It includes a 'Gender' section with radio buttons for 'Female', 'Male', and 'Search all'. Below that are 'First Name' and 'Last Name' text input fields. There is a checkbox labeled 'Widen search to include similar names and misspellings'. At the bottom, the 'Date of Birth from' section prompts the user to 'Enter as many details as you know' with an example of '31 3 1980'.

# IUC Smartcard Management

Find a patient search by postcode:

The screenshot shows the NHS National Care Records Service interface. At the top, there is a blue header with the NHS logo and the text 'National Care Records Service'. On the right side of the header, there are links for 'Find a patient', 'Change Role', and 'Log Out'. Below the header, the main title 'Find a patient' is displayed in a large, bold font. Underneath the title, there are four tabs: 'By NHS Number', 'By Basic Details', 'By Advanced Details', and 'By Postcode'. The 'By Postcode' tab is currently selected and highlighted. The search form for 'By Postcode' includes the following elements:

- Search by Postcode**: A heading followed by the instruction 'Enter as many details as you know'.
- Full postcode**: A text input field for entering the full postcode.
- Find an address or postcode**: A link with a right-pointing arrow.
- Effective date from**: A heading followed by the instruction 'For example, 31 3 1980'. Below this are three input fields for Day, Month, and Year.
- Use today's date**: A link with a right-pointing arrow.
- Effective date to**: A heading followed by the instruction 'For example, 31 3 1980'. Below this are three input fields for Day, Month, and Year.

# IUC Smartcard Management

## Change Log

Date	Version	Author	Change Log
04.06.2021	2.0	Nickey Walshaw	Amalgamated this SOP with 'Smartcard instructions for Ops staff' SOP. Updated content. Added Prescription tracker information.
06.08.2021	2.1	Nickey Walshaw	Additional of Summary Care Record process
09/05/2023	2.2	Aimee Henley	Sop review
25/01/2024	2.3	Daniel Cotton	Changes from Summary Care record to National Care Records Service. Updates to Unlock and Updating Smartcard process. Deleted references citrix