

Marking items within EMIS Web as not visible via online services

You can hide an item within the patient's GP record to ensure that it cannot be seen by the patient if they already have online services enabled. But it will be useful to do this for items that you know you would not wish to be visible *should that patient be enabled for access in the future*.

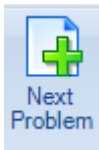
An example would be making a child protection report not-visible online once received by the practice, irrespective of whether that child was enabled for online services, or a proxy enabled on their behalf, now or in the future.

Consultations

Go to the "**Consultations**" section, choose the consultation, and right click on the banner at the top (with the date and clinician name on it, as seen in blue below). Then click

- "*Online visibility*" and
- "*Do not display on the patient's online care record*"

Note that you can't hide *individual problems* within a consultation (e.g. in the example below, you can't hide the section about "Looked after child" alone, which will have been created by pressing the "Next Problem" button during the consultation).



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The screenshot shows the EMIS Web interface for a consultation on 06-Sep-2019 at 12:23, performed by GP Surgery (Yateley Medical Centre). The consultation is for a patient named BHATIA, Neil. The problem list includes:

- Problem:** Subject to child protection plan (First)
- Additional:** Child protection category physical • Child affected by
- Problem:** Vulnerable child (First)
- Problem:** Looked after child (First)
- Additional:** At risk of emotional/psychological abuse • At risk of mutilation • History of domestic violence • Maternal difficulties • Parent has physical disability • Child is in abuse • Victim of child sexual exploitation • Under care of emergency department • Admission to hospital • [X]
- Problem:** Referral to safeguarding children team (First)
- Additional:** Refer to health visitor • Referral to child and adolescent Safeguarding report sent s17
Safeguarding report sent s47
Child protection conference report submitted

A context menu is open over the 'Looked after child' problem, showing options: Edit Consultation, Delete Consultation, Complete Draft, Confidentiality, Online visibility (selected), Graphical Trend, Tabular Trend, Audit Trail, and Knowledge. A sub-menu for 'Online visibility' is also open, showing 'Display on the patient's online care record' and 'Do not display on the patient's online care record' (selected).

You have to hide the *entire* consultation for that date. So if a consultation has more than one problem/tab, the whole consultation needs to be hidden/made not visible. If you need to restrict access to part of a consultation, but wish to make another part visible, you'll need to create a separate, [second consultation](#).

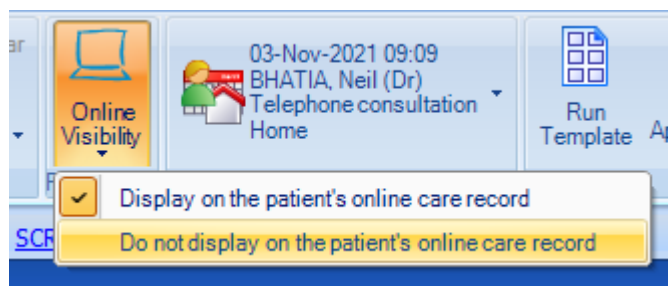
From EMIS Web v 9.18.8, any medication within the consultation will also be hidden if online visibility is removed.

Online visibility and [second consultations](#) may also need to be used if you are adding something you do not want the patient to view until you have spoken to them – i.e. a *temporary measure*.

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During a consultation

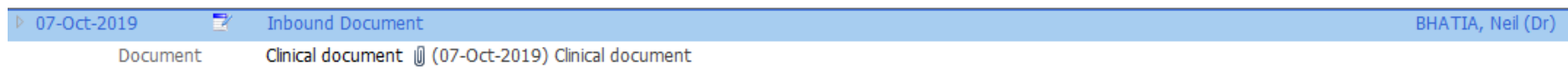
Before filing a consultation that you want to make non-visible online, click the “*Online Visibility*” button in the toolbar at the top of the screen and choose “*Do not display on the patient’s online care record*” before saving the consultation.



Clinical Documents

That is, work flowed directly into EMIS Web.

You can do this from “**Consultations**”:




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Or from “**Care History**”:

07-Oct-2019		Clinical document	(07-Oct-2019) Clinical document
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Docman Attachments

You can do this from “**Consultations**”, for documents *already filed into EMIS Web*:

07-Oct-2019	Docman	DOCMAN, docman (Mr)
Additional	Attachment  Clinical Letter Frimley Park Hospital Vascular Surgery Leg Ulcer clinic Seen in vascular clinic	


Edit Consultation


Delete Consultation

Complete Draft

Confidentiality ▶

Online visibility ▶

 Graphical Trend

 Tabular Trend

Audit Trail

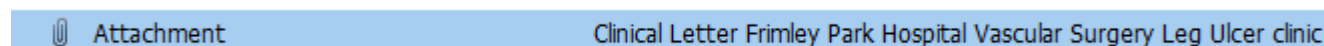
Knowledge

Display on the patient's online care record

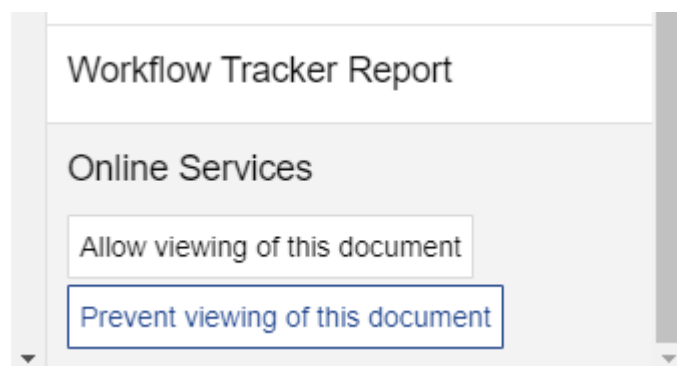
Do not display on the patient's online care record

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Or from “Care History”:



You can set a document to be not visible online when filing a task (incoming or scanned letter) in your inbox. Go to the bottom of the “Actions” column (right of the screen) and choose “*Prevent viewing of this document*”.



By default, Docman now sets all such documents as *temporarily* (“provisionally”) not visible online in EMIS Web:

Date	Consultation Text	
02-Nov-2021	Docman	DOCMAN, docman (Mr)
Additional	[Provisional] Attachment  Heart Failure Nurse Consultation Report: Frimley Park Hospital Cardiology	
	Seen in cardiac clinic	

Choosing “*Prevent viewing of this document*” when filing **makes this non-visibility permanent**.

Choosing “*Allow viewing of this document*” when filing **makes the document visible online**.

Doing nothing when filing **makes the document visible online**.

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Investigations & Values

Do this from "Care History":

06-Jun-2019	!	4	SERUM FREE LIGHT CHAINS	
	!		Serum kappa light chain level	43.90 mg/L (3.3 - 19.4)
			Serum lambda light chain level	24.00 mg/L (5.71 - 26.3)
	!		Se kappa:lambda lght chn ratio	1.83 (0.26 - 1.65) Please note in patients with low GFR (<15) the K:L ratio normal range changes to 0.37 - 3.1
29-Apr-2019			O/E - weight	107 kg

Medication

From EMIS Web v 9.18.8 onwards, existing medication can be hidden by right-clicking on the item:

Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number / Method
Acute			
A Paracetamol 500mg tablets One To Be Taken Every 4-6 Hours Up To Four Times A Day, 32 tablet		TEST, Emis (Dr)	
B Aspirin 300 Issue	our To Six Hours When Required, 32 tablet	02-Sep-2022 TEST, Emis (Dr)	Print (Stored)
C Aspirin 300 Reauthorise	our To Six Hours When Required, 32 tablet	06-Sep-2022 TEST, Emis (Dr)	Print (Stored)
D Dicycloverl One-Off Issue	ree Times A Day, 84 tablet	06-Sep-2022 TEST, Emis (Dr)	Print (Stored)
	Cancel Issue		
	Reprint		
	Edit		
	Replace		
	End Course		
	Restart		
	Rx Type		
	G/T Switch		
	Online visibility		
	Match		
	Link problems		
	Extra Label		
Alergies No a	Drug History		Regime Review Date
Screen	Safety Check		Exemption Expiry Date
Message	Drug Information		Prescription
			Destination

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Acute

A	Paracetamol 500mg tablets	One To Be Taken Every 4-6 Hours Up To Four Times A Day, 32 tablet	TEST, Emis (Dr)	
B	Aspirin 300mg tablets	One To Be Taken Every Four To Six Hours When Required, 32 tablet	02-Sep-2022	TEST, Emis (Dr) Print (Stored)
C	Aspirin 300mg tablets	One To Be Taken Every Four To Six Hours When Required, 32 tablet	06-Sep-2022	TEST, Emis (Dr) Print (Stored)
D	Dicycloverine 10mg tablets	One To Be Taken Three Times A Day, 84 tablet	06-Sep-2022	TEST, Emis (Dr) Print (Stored)

When adding a new item or course of medication, you will see an additional option for Online Visibility at the top of the 'Add a Drug' screen. By default, the item will be visible online.

Add a Drug

Generic / Trade Switch Online Visibility Drug Information Medication Review Local Mixtures My Record

DEMO, Meds (Mr) ☒ Display on the patient's online care record ☐ Do not display on the patient's online care record

Born 01-Apr-1990 (32y) Gender Male
NHS No. Unknown Usual GP TEST, Emis (Dr)

Name Salbutamol 100micrograms/dose inhaler CFC free
Dosage One Or Two Puffs To Be Inhaled Up To Four Times A Day
Quantity inhaler x 200 dose Duration 28 Day(s)
Rx Types Acute
Authorising Clinician TEST, Emis (Dr) ☐ Private ☐ Personally-administered
☐ For STI – free of charge

Pack Details

Description	Price	Supplier
200 dose	£1.50	Drug Tariff England/Wales
200 dose	£1.46	Teva UK Ltd

Optional Prescription Information

Warnings Drug Information Current Medication Past Medication Allergies Problems

Selected Drug - Salbutamol 100micrograms/dose inhaler CFC free
Contains - Salbutamol 100 micrograms/puff

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WHERE NOT TO TRY

You can't make anything non-visible from:

- Documents
- Investigations
- Referrals
- Problems
- Diary

BE CAREFUL

Don't confuse "not-visible online" with a confidentiality policy. A confidentiality policy controls who *within* the practice can access information, and from EMIS Web 9.18.8 it will have no effect on online visibility.

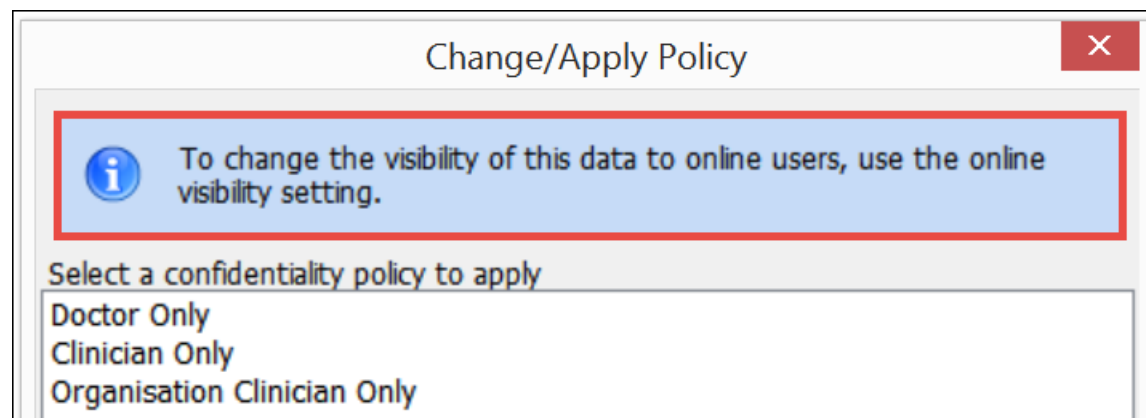
If you have hidden an item from online access, make sure the red-cross symbol is next to it:



Make sure you haven't accidentally applied a confidentiality policy, when a golden padlock will appear instead:



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In EMIS, you cannot redact anything *within* a consultation or document. So if you save an email from a hospital colleague to the EMIS record (e.g. as a *.tif*), and that email contains direct contact information that you would not want the patient to know (e.g. your/your colleague's email address or mobile phone number) then *the entire document needs to be made not visible*.

There is, currently, no third-party redaction software "within" EMIS.