

# FAQ Summary

## ? Select a Patient

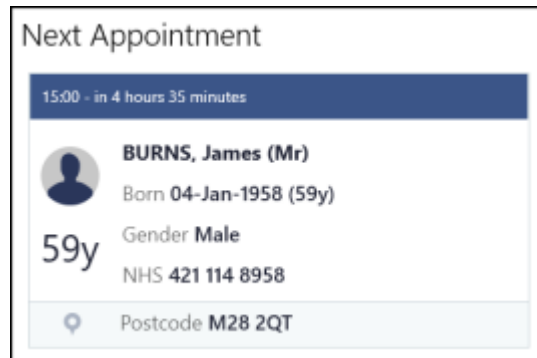
How do I select a patient?



## How do I view my appointments for today?

The Vision Anywhere **Home** screen automatically displays your next booked appointment and a list of appointments booked for today.

Simply tap or click to open the patient record.



## My surgery has separate appointment lists for home visits and clinics, how do I access the associated appointments?

When you initially login to Vision Anywhere you are asked which appointments book you would like to use with your session. Select the relevant one to use in conjunction with your login.

If you are already logged in and want to change the appointments book, you must logout, re-login and select the required book.

## View a Patient Record

### How do I view a patient record in Vision Anywhere?

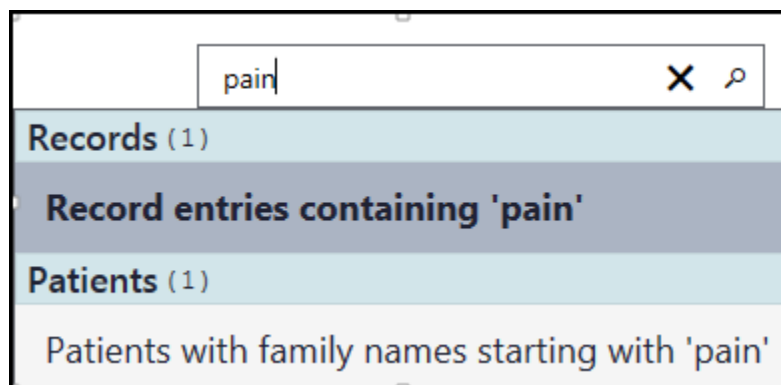
That's easy! From the Vision Anywhere home screen, either select your next appointment, choose a patient from the appointments list or search for a specific patient using the **Patient Search** box. Once you select a patient, their **Patient Summary** screen is displayed. From here you can simply browse the patient record or add data.

### What is the Patient Summary screen?

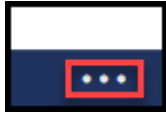
The **Patient Summary** screen is the initial screen which displays when you select a patient in Vision Anywhere. The screen provides you with a snapshot of all the essential clinical information you need.

### How do I search the patient's record?

You can now easily search the patient's record. Type the term you want to search for in the search box.




## How do I filter the patient's record?



Selecting the **Options** button in the lower right corner of the screen. Or right clicking in the app bars will bring up the filter options. This allows you to quickly select a specific type of information.

## How do I get back to the Vision Anywhere home screen from the Patient Summary screen?

If you have just looked at a patient record without adding any data simply select

the **Back** button  to return to the Vision Anywhere **Home** screen.

If you have added data please remember to close your encounter before returning to the **Home** screen.

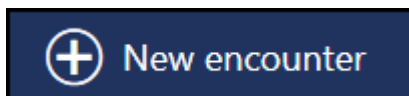
## ? Encounters

### What are encounters?

Encounters are the equivalent of Consultations in Vision 3. They are used to define and group data added during a patient consultation, for example acute medication, diagnosis and symptoms can be contained together within one encounter.

This makes it easy to see what was recorded during current and previous patient consultations.

### How do I add an encounter?



1. Open a patient record, and select the button.
2. Record your consultation. See - [Adding Clinical Data](#) and [Recording Medication](#).

3. Select the save  button to close the encounter.

## Set up

### **Can I change my Encounter and Prescriber warning messages?**

Yes - these can be changed in settings.

### **Prescribing**

The prescriber rights are defined by the Vision 3 / Vision 360 settings, and need valid prescriber codes.

### **Can I be linked to more than one practice?**

Yes - you can be set up with access to more than one practice.

If the same email address is used in each system you will be asked to select which practice you want to log into when signing in.

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Note - If the user is set up in more than one practice then the user credentials ie prescriber code must be set up in each system otherwise this can cause issues.

### **Can my Community Pharmacist use Vision Anywhere?**

Yes - please see our guide for setting up a Community Pharmacist.

## Troubleshooting

### **I'm locked out of my account - what can I do?**

Your system administrator can reset your password.

### **My device has been stolen - can I block this?**

Yes - your system administrator can block this.

### **I've made an appointment for a patient, and it isn't showing?**

The refresh time for Appointments view is 5 minutes. You can manually refresh by selecting the **Options** button or accessing the app bars, and choosing refresh.

### **Can I use Vision Anywhere on a Mac Book?**

A number of customer have successfully used Vision Anywhere on a Mac environment by using a virtual machine solution, however this is an unofficial solution and unsupported by Vision.

