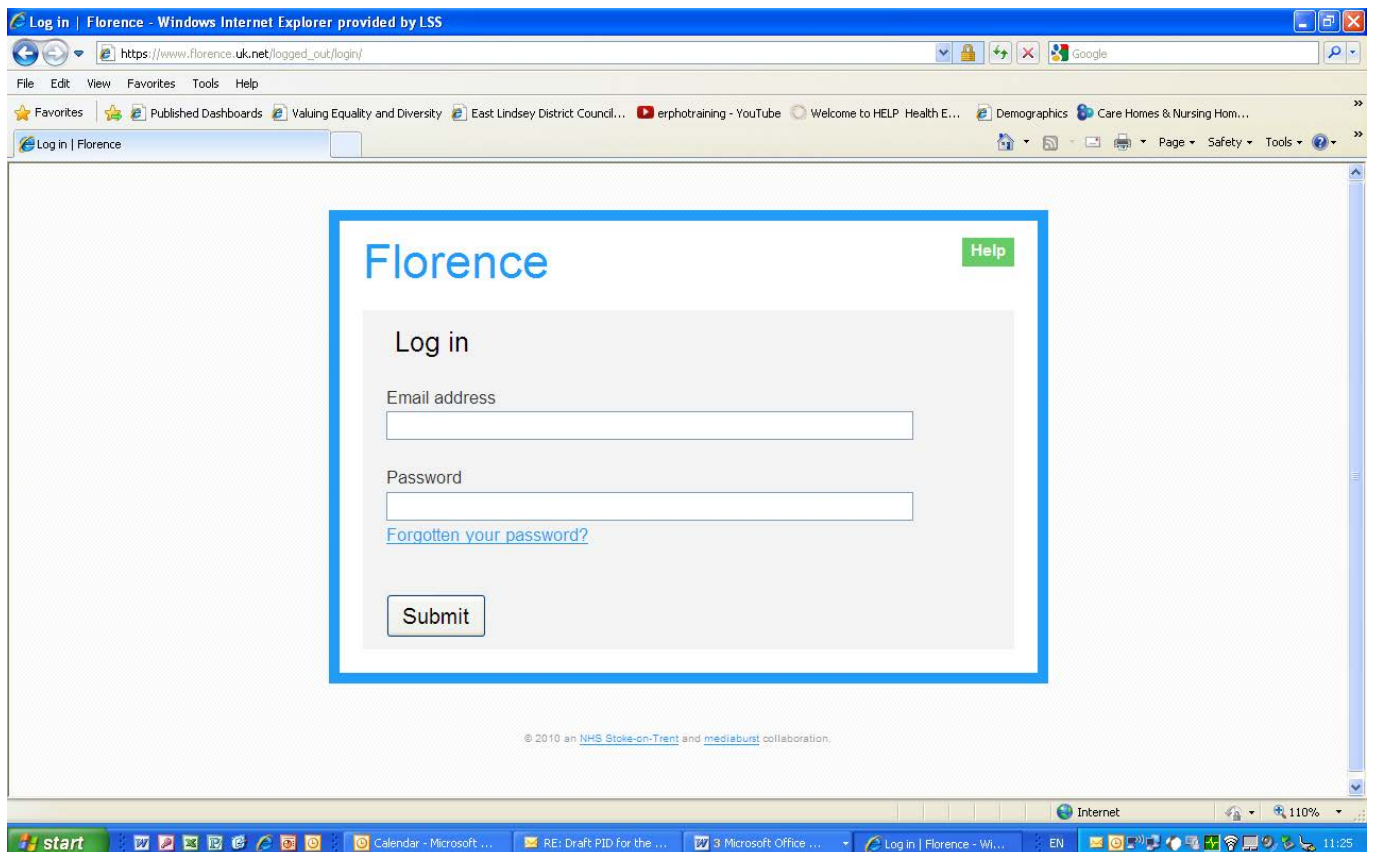


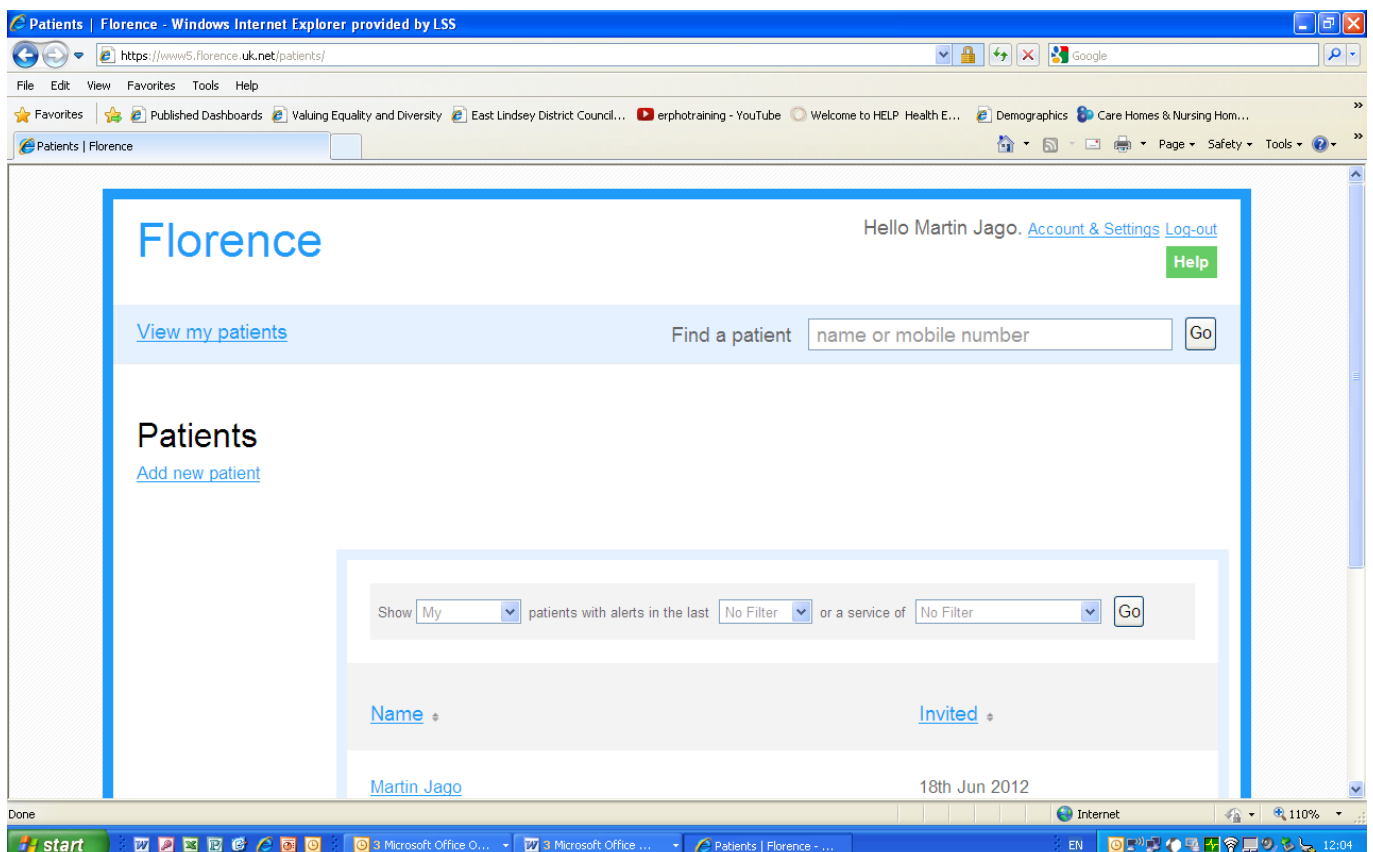
Florence Step by Step Guide

Login: www.florence.net.uk



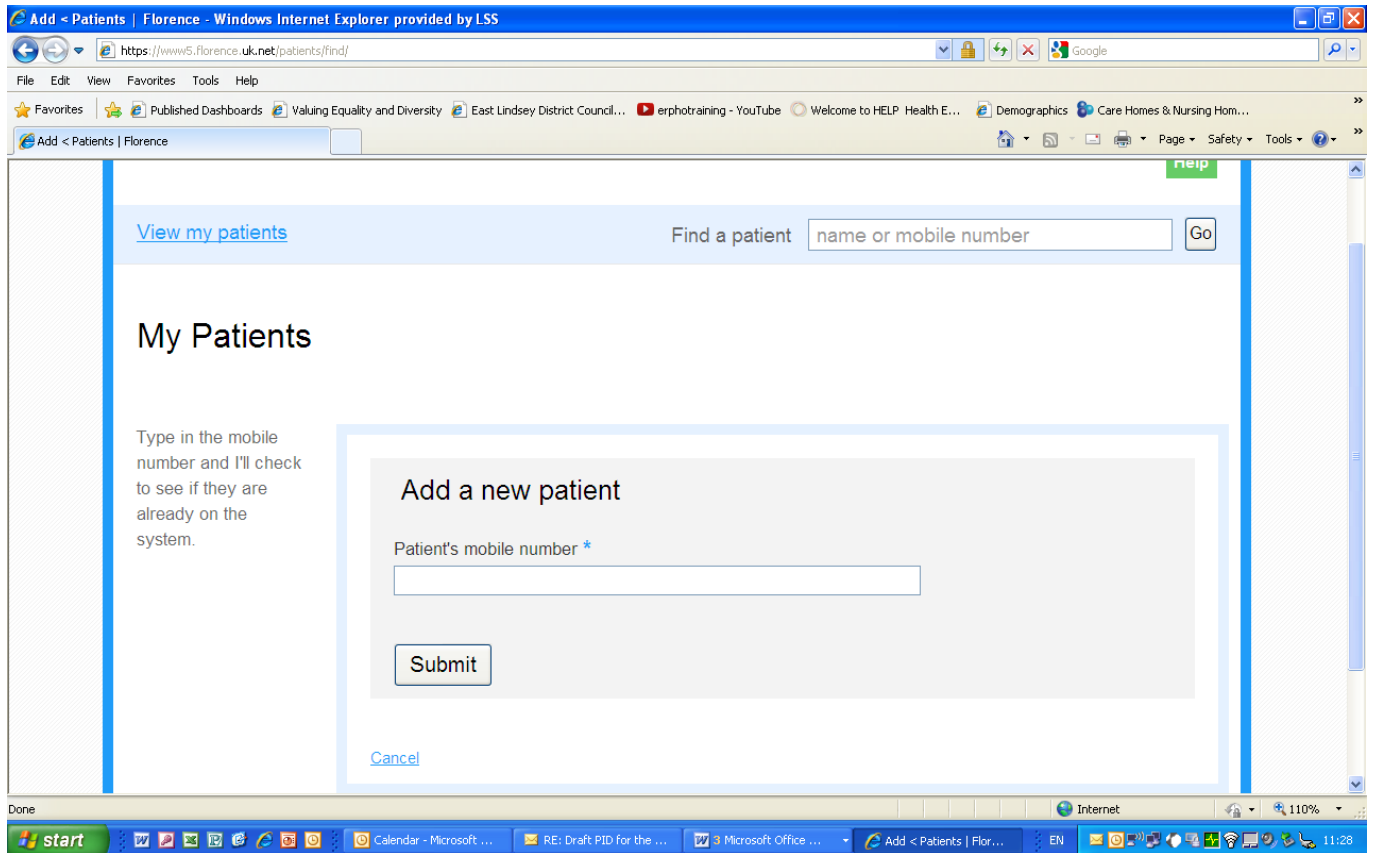
The screenshot shows a Windows Internet Explorer browser window titled "Log in | Florence - Windows Internet Explorer provided by LSS". The address bar shows the URL "https://www.florence.net.uk/logged_out/login/". The page content includes a "Florence" header with a "Help" link. Below the header is a "Log in" section with two input fields: "Email address" and "Password". A link "Forgotten your password?" is located below the password field. A "Submit" button is at the bottom of the login section. At the very bottom of the page, there is a small copyright notice: "© 2010 an NHS Stoke-on-Trent and medieburst collaboration." The Windows taskbar at the bottom shows the start button and several open applications including Calendar, Microsoft Office Word, and the Florence login page itself.

Login by entering your email address and password (sent to you via text). This will take you to the screen below:



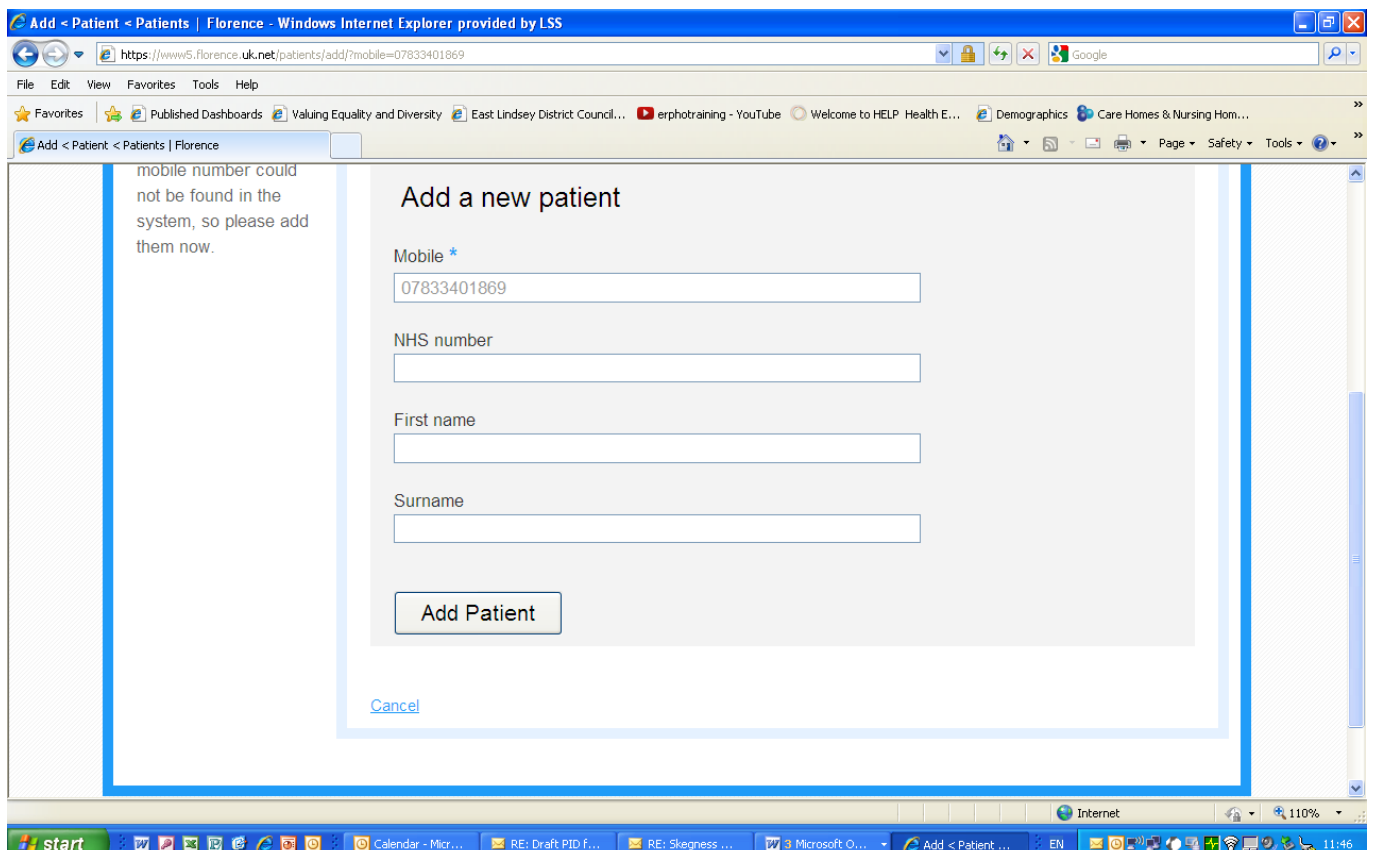
The screenshot shows a Windows Internet Explorer browser window titled "Patients | Florence - Windows Internet Explorer provided by LSS". The address bar shows the URL "https://www5.florence.net.uk/patients/". The page content includes a "Florence" header with a "Help" link. Below the header, it says "Hello Martin Jago." followed by links for "Account & Settings" and "Log-out". There is a "View my patients" link and a search bar labeled "Find a patient" with the placeholder text "name or mobile number" and a "Go" button. Below this is a "Patients" section with a link "Add new patient". A filter section shows "Show My patients with alerts in the last No Filter or a service of No Filter" with "Go" buttons. Below the filter section, there are two columns: "Name" and "Invited". The "Name" column shows "Martin Jago" and the "Invited" column shows "18th Jun 2012". The Windows taskbar at the bottom shows the start button and several open applications including Microsoft Office Word and the Florence Patients page.

To Add a Patient: click on “Add new patient”. This will take you to the next screen



The screenshot shows a web browser window titled "Add < Patients | Florence - Windows Internet Explorer provided by LSS". The address bar shows the URL "https://www5.florence.uk.net/patients/find/". The page has a blue header with "View my patients" and a search bar labeled "Find a patient" with the placeholder text "name or mobile number" and a "Go" button. The main content area is titled "My Patients" and contains a message: "Type in the mobile number and I'll check to see if they are already on the system." Below this is a form titled "Add a new patient" with a single input field labeled "Patient's mobile number *" and a "Submit" button. A "Cancel" link is at the bottom left of the form.

Enter patient's mobile number and click “submit”. Text will be sent to the patient asking them to join Florence by texting “yes”. Florence will not work until patient has texted yes. This will take you to the next screen.



The screenshot shows the same web browser window, but the address bar now shows "https://www5.florence.uk.net/patients/add/?mobile=07833401869". The page title is "Add < Patient < Patients | Florence". The main content area has a message on the left: "mobile number could not be found in the system, so please add them now." The "Add a new patient" form now has four input fields: "Mobile *" (containing "07833401869"), "NHS number", "First name", and "Surname". There is an "Add Patient" button at the bottom of the form and a "Cancel" link at the bottom left.



Complete the patients First Name and Surname (NHS Number if you have it readily available) and click “Add Patient” to move to the next screen.


Add a Service: You now need to add a service, click on “Now lets add a service”.

The screenshot shows a web browser window titled "Add < Patient < Patients | Florence - Windows Internet Explorer provided by LSS". The address bar shows the URL "https://www5.florence.uk.net/patients/add?mobile=07833401869". The page content includes a header with the "Florence" logo, a greeting "Hello Martin Jago.", and links for "Account & Settings" and "Log-out". A "Help" button is also present. Below the header, there is a "View my patients" link and a search bar labeled "Find a patient" with the placeholder text "name or mobile number" and a "Go" button. The main content area is titled "My Patients" and features a large green box with the text "Success" and "You have successfully added this patient." Below this, there is a link that says "Now let's add a service". The browser's taskbar at the bottom shows various open applications and the system clock indicating 11:46.

The next screen lists the protocols available to you.

The screenshot shows a web browser window titled "Edit < Patient < Patients | Florence - Windows Internet Explorer provided by LSS". The address bar shows the URL "https://www5.florence.uk.net/profiles/add?patient=G2135". The page has a sidebar on the left with a "General details" section and a "Services" section containing a link for "Add new service". The main content area is titled "Add a new patient service" and contains a list of radio button options for different services. The options are: "DEMO: GP's HF-SHINE/NICE Hypertension 10:15 (BLOOD/BP 219/119)+ 4x education txts", "DEMO: Peak Flow 11:00 (PEAK, PF 100 - 400)", "DEMO: Pulse (PULSE/PU 50-100) no reminders - add to others", "DEMO: Blood Oxygen, M-F, 11:00 (OXYGEN/OX 93-100)", "DEMO: Weight Tracking, M-F, 10:30 (WT/WEIGHT >2kg in 4 days)", "DEMO: Meds Reminder : 9am", "DEMO: Hypertension Trend: 12:00 (BLOOD, BP 140-105 / 90-60)", and "DEMO: Blood Glucose 12:00 (GLUCOSE, BG 4 - 8.2)". At the bottom of the list, there is an "Add" button. The browser's taskbar at the bottom shows various open applications and the system clock indicating 11:47.

Identify the service you wish to add and click on the service to highlight required service (circle becomes green). Then click "Add"



Windows Internet Explorer provided by LSS

https://www5.florence.uk.net/profiles/add/?patient=G2135

File Edit View Favorites Tools Help

General details

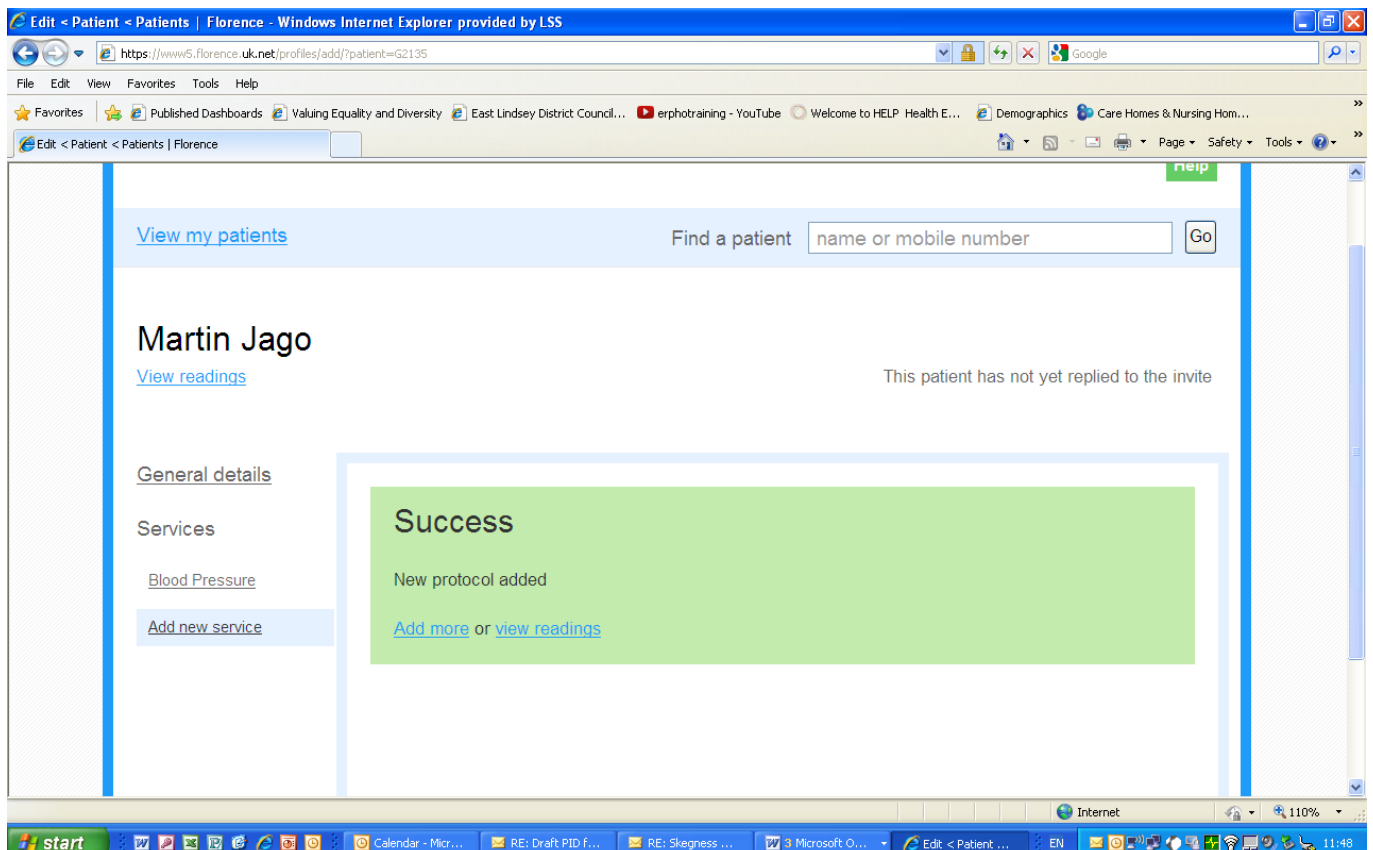
Services

[Add new service](#)

Add a new patient service

- ☐ DEMO: GP's HF-SHINE/NICE Hypertension 10:15 (BLOOD/BP 219/119)+ 4x education txts
- ☐ DEMO: Peak Flow 11:00 (PEAK, PF 100 - 400)
- ☐ DEMO: Pulse (PULSE/PU 50-100) no reminders - add to others
- ☐ DEMO: Blood Oxygen, M-F, 11:00 (OXYGEN/OX 93-100)
- ☐ DEMO: Weight Tracking, M-F, 10:30 (WT/WEIGHT >2kg in 4 days)
- ☐ DEMO: Meds Reminder : 9am
- ☒ DEMO: Hypertension Trend: 12:00 (BLOOD, BP 140-105 / 90-60)
- ☐ DEMO: Blood Glucose 12:00 (GLUCOSE, BG 4 - 8.2)

[Add](#)



Windows Internet Explorer provided by LSS

https://www5.florence.uk.net/profiles/add/?patient=G2135

File Edit View Favorites Tools Help

View my patients

Find a patient [Go](#)

Martin Jago

[View readings](#)

This patient has not yet replied to the invite

General details

Services

[Blood Pressure](#)

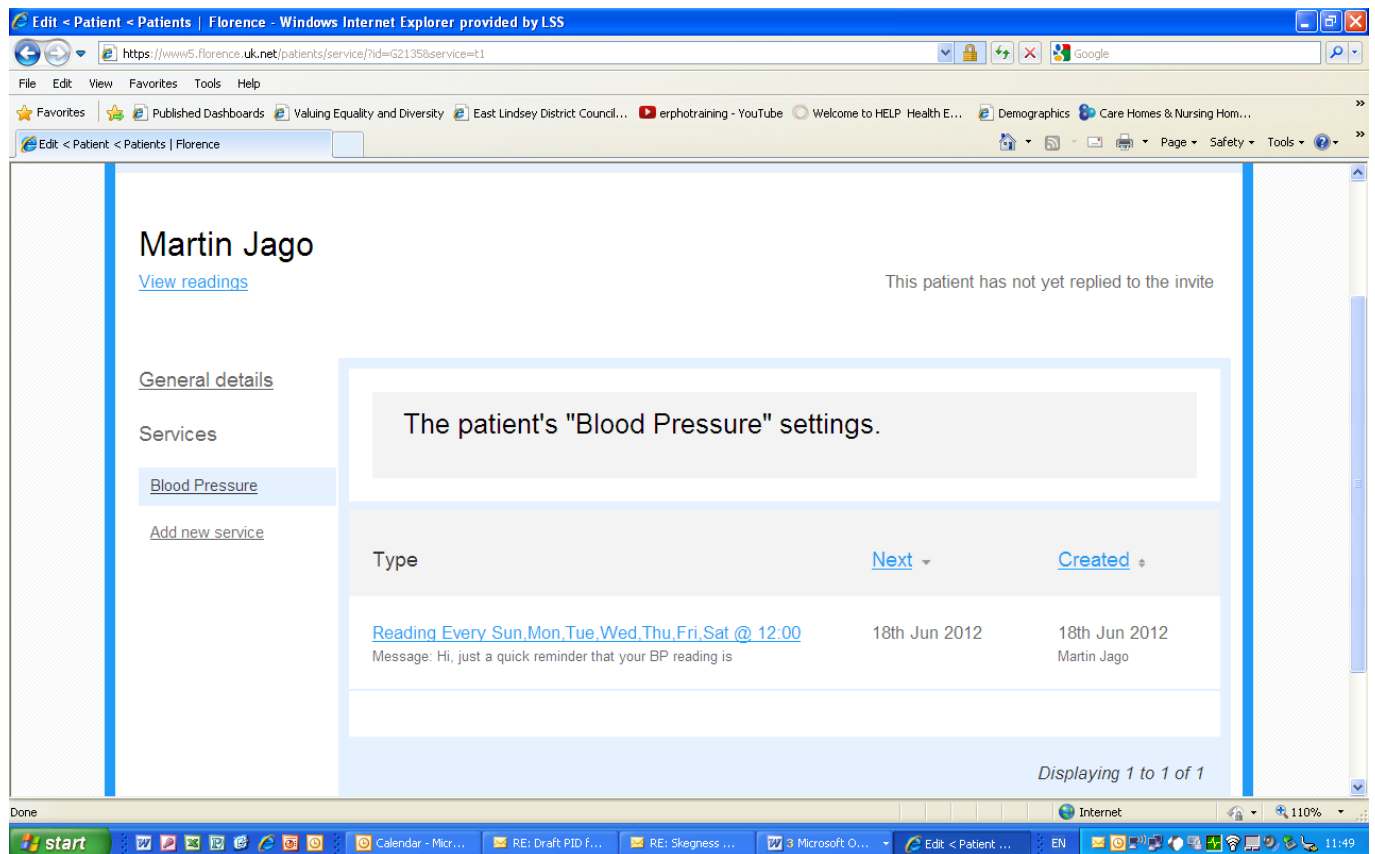
[Add new service](#)

Success

New protocol added

[Add more](#) or [view readings](#)

Personalising the protocol for the patient: On the left hand side is “Services” underneath is the services added, click on e.g. “Blood Pressure” which will take you to the next screen. Having chosen your protocol, you can now edit the settings within the protocol, click on “[Reading Every Sun, Mon, Tue, Wed, Thurs, Fri, Sat @ 12.00](#)” (In blue writing for each protocol), this will move you to the next screen.



Martin Jago
[View readings](#)

This patient has not yet replied to the invite

General details

Services

Blood Pressure

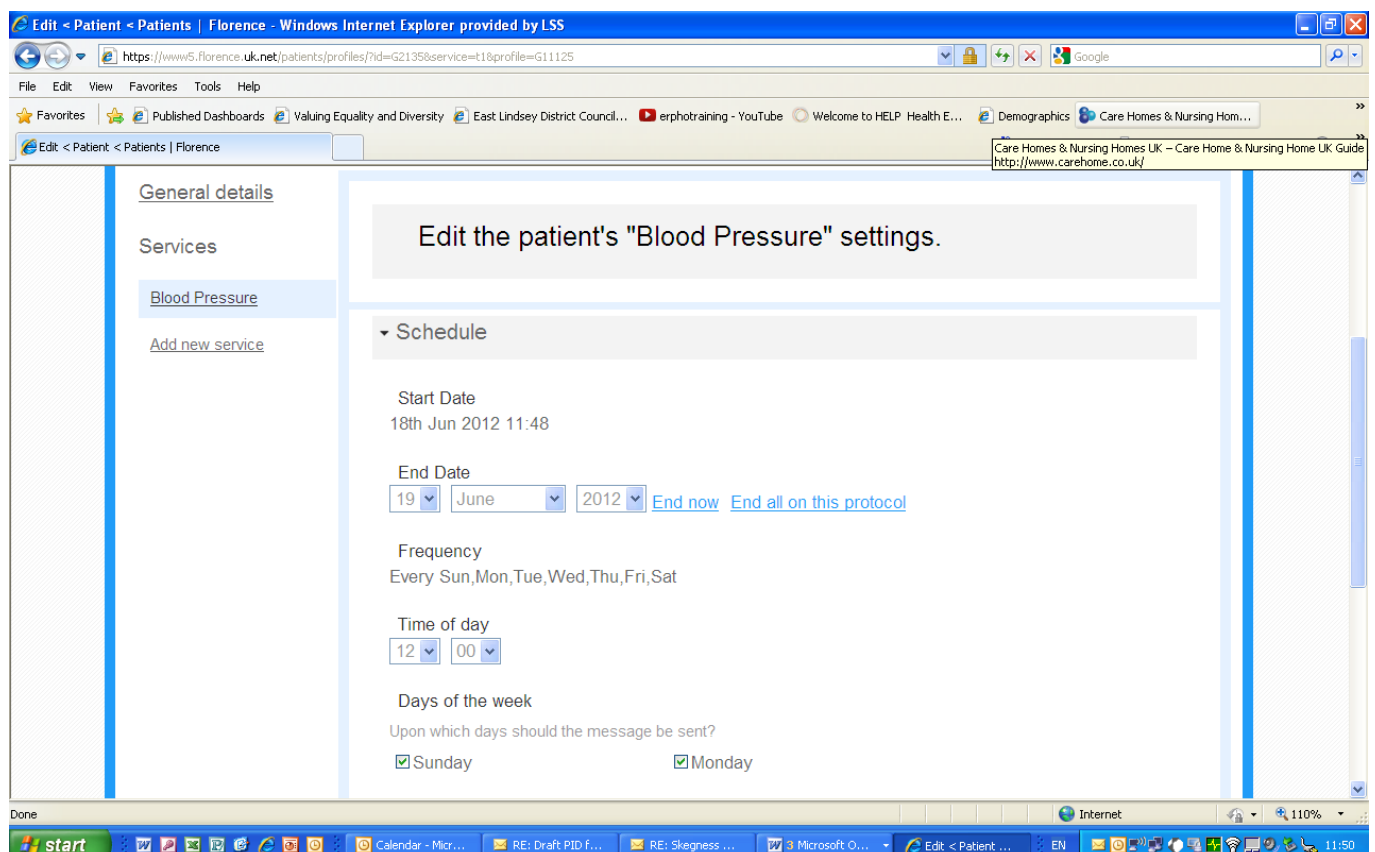
[Add new service](#)

The patient's "Blood Pressure" settings.

Type	Next	Created
Reading Every Sun, Mon, Tue, Wed, Thu, Fri, Sat @ 12:00 Message: Hi, just a quick reminder that your BP reading is	18th Jun 2012	18th Jun 2012 Martin Jago

Displaying 1 to 1 of 1

You can now edit the patients settings for “Schedule”, “Alerting” and “Messages”



Edit the patient's "Blood Pressure" settings.

Schedule

Start Date
18th Jun 2012 11:48

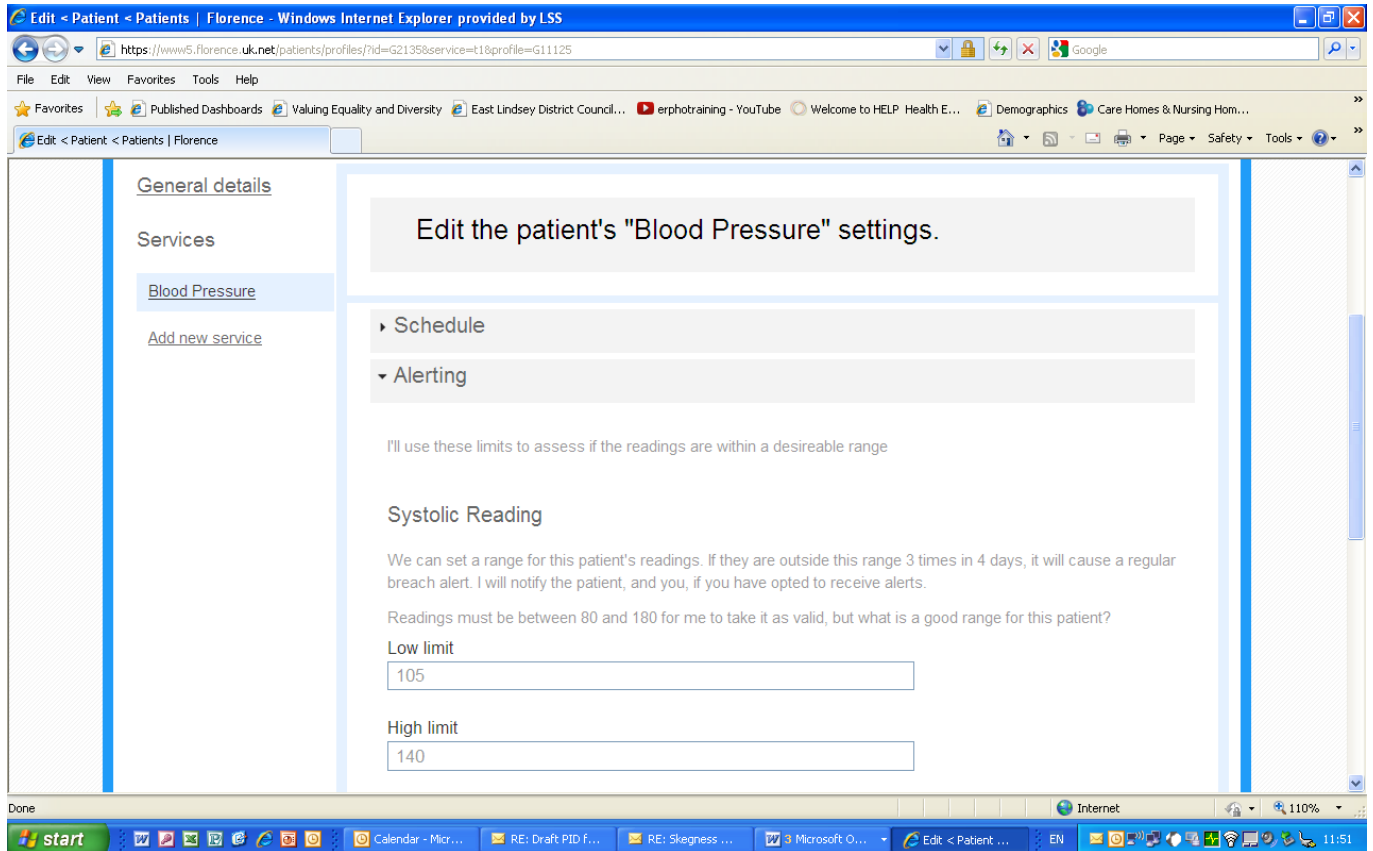
End Date
 19 June 2012 [End now](#) [End all on this protocol](#)

Frequency
Every Sun, Mon, Tue, Wed, Thu, Fri, Sat

Time of day
12:00

Days of the week
 Upon which days should the message be sent?
☒ Sunday ☒ Monday

Schedule: You can edit End Date, Frequency and Time of Day



General details

Services

Blood Pressure

Add new service

Edit the patient's "Blood Pressure" settings.

► Schedule

▼ Alerting

I'll use these limits to assess if the readings are within a desirable range

Systolic Reading

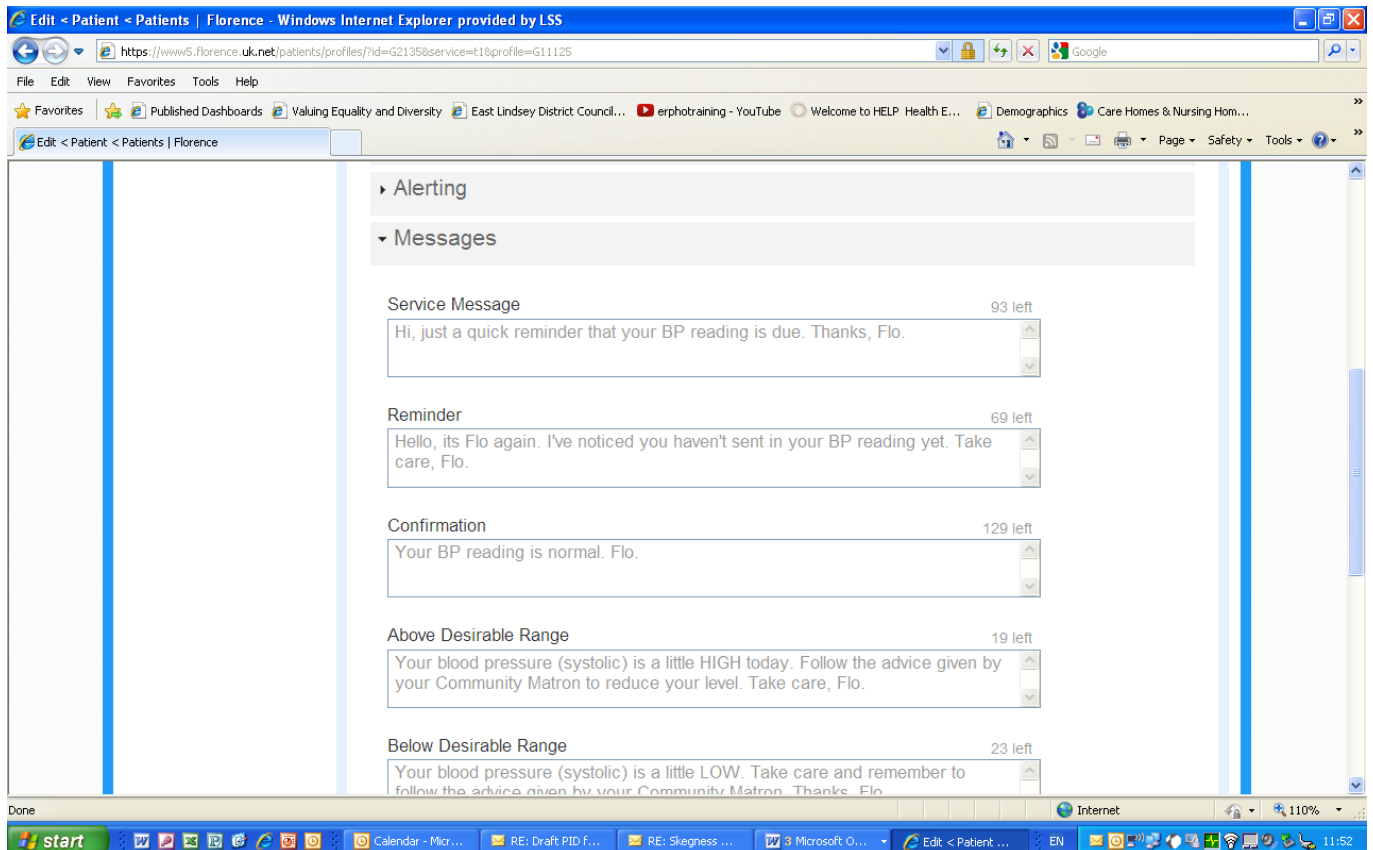
We can set a range for this patient's readings. If they are outside this range 3 times in 4 days, it will cause a regular breach alert. I will notify the patient, and you, if you have opted to receive alerts.

Readings must be between 80 and 180 for me to take it as valid, but what is a good range for this patient?

Low limit

High limit

Alerting: You can edit Low Limit and High Limit based upon the individual patient and best guidance. This will be different for each protocol.



General details

Services

Blood Pressure

Add new service

Edit the patient's "Blood Pressure" settings.

► Schedule

▼ Alerting

I'll use these limits to assess if the readings are within a desirable range

Systolic Reading

We can set a range for this patient's readings. If they are outside this range 3 times in 4 days, it will cause a regular breach alert. I will notify the patient, and you, if you have opted to receive alerts.

Readings must be between 80 and 180 for me to take it as valid, but what is a good range for this patient?

Low limit

High limit

▼ Messages

Service Message 93 left

Hi, just a quick reminder that your BP reading is due. Thanks, Flo.

Reminder 69 left

Hello, its Flo again. I've noticed you haven't sent in your BP reading yet. Take care, Flo.

Confirmation 129 left

Your BP reading is normal. Flo.

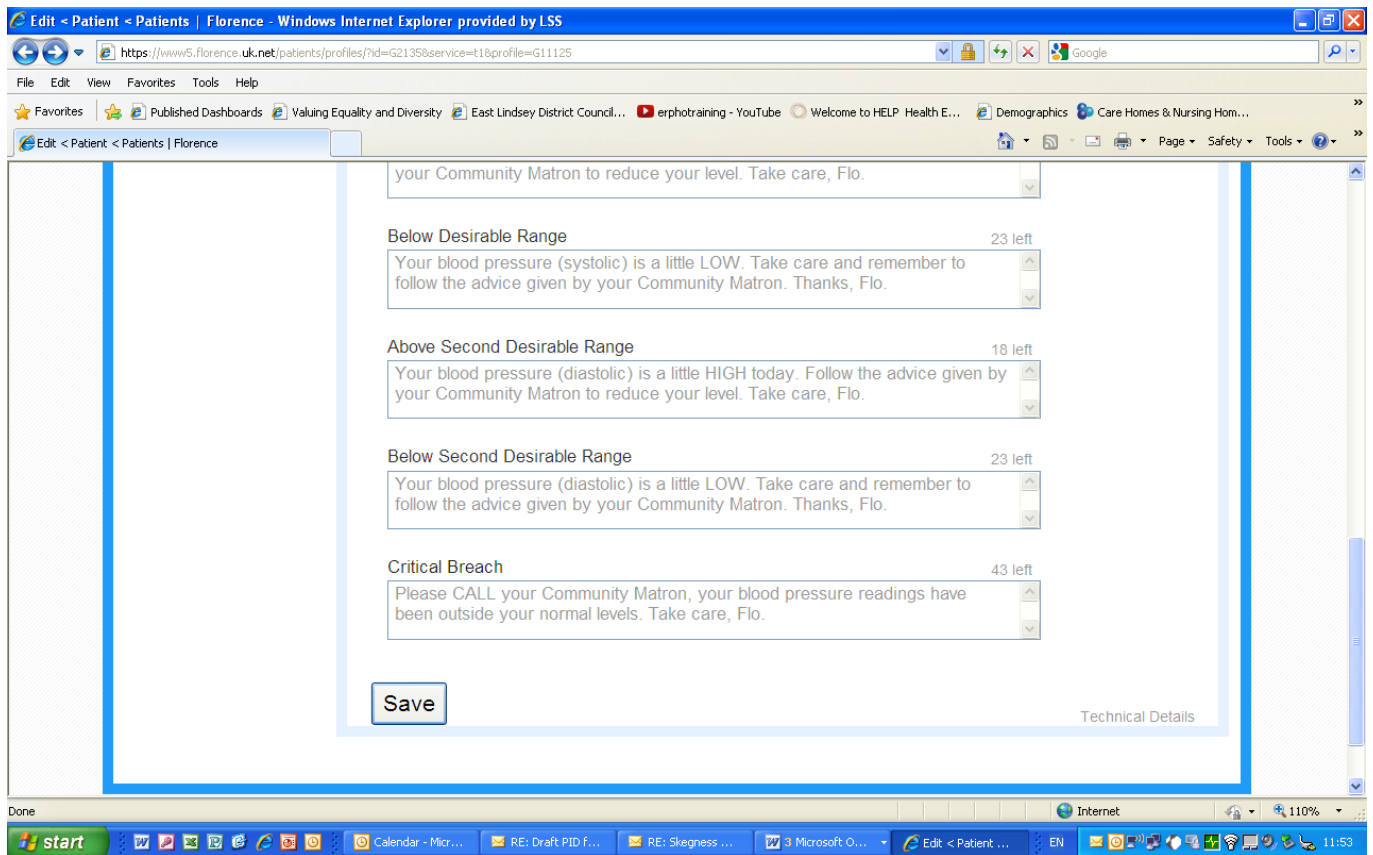
Above Desirable Range 19 left

Your blood pressure (systolic) is a little HIGH today. Follow the advice given by your Community Matron to reduce your level. Take care, Flo.

Below Desirable Range 23 left

Your blood pressure (systolic) is a little LOW. Take care and remember to follow the advice given by your Community Matron. Thanks Flo.

Messaging: These are the text messages sent by Flo. This will need to be changed to reflect the specific needs of both the patient and the practices. E.g. who do the patients need to contact?



Once all the changes have been made click “Save”. Your patient has now been set up to start using Florence. The patient will receive texts based upon the schedule and timings you have set with them.

TRANSFER A PATIENT TO A COLLEAGUE

Select the patient and click on “[Edit patient](#)” under their name. You can now transfer the patient to another clinician in your group.

At the bottom right of the General Details tab, click on “[Transfer Patient](#)”.

THEN

Select the target clinician and press “[Transfer this patient](#)”

The patient will be removed from your “My Patients” list and added to the list of the chosen clinician. Any transferred services will behave as if the chosen clinician had set them up in the first instance. You will still be able access the record from “Find a patient”.

EDIT YOUR OWN PROFILE

You can personalise your own settings by clicking on “[Account & Settings](#)” at the top of the screen.

If you or your team require notification when a patient on your “My Patients” list with a service set up by you or transferred to you has a recurring/critical breach of alert parameters there are a number of options.

SEND ALERTS TO A GROUP MAILBOX

Click on the “[Contact details](#)” tab and check the “[Copy email alerts to my main group](#)” box then [save](#).

RECEIVE PERSONAL NOTIFICATION OF ALERTS

Click on the “[Contact details](#)” tab, check the “[Email alerts?](#)” box then [save](#). Alerts will be sent to the email address used for your log in.

NOTIFY A NAMED COLLEAGUE OF YOUR ALERTS

- Check the “[Email alerts?](#)” box as above.
- Click on “[Overview](#)” tab and choose contacts who will receive copies of your alerts.
- Click on the “[Set alerts](#)” tab, select a colleague then save.
- Your colleague must have their own “[Email alerts](#)” box checked to receive copies of your alerts.

DISCHARGING A PATIENT

- Select the patient and click on “[Edit patient](#)” under their name.
- At the bottom right of the General Details tab, click on “[Discharge](#)”.

THEN

- Click on “[Discharge this patient](#)”

The patient will be removed from your “My Patients” list. You will still be able access the record from “Find a patient” and add the patient again if required at any time, but you will need to go into “add a service” when setting the patient up again.

The patient will not receive a text from Flo to say they have been removed from the service, so it is important that the patient is informed. If they send in a reading after they have been discharged from Flo, they will receive a text explaining that the service has finished and they are not required to send any further readings.

INSTRUCTING PATIENTS

Patients who already have a mobile phone and use SMS texting will find Flo easy to use. However it is important that you advise patients to regularly delete unneeded messages from their SMS inbox to prevent the inbox becoming full and thereby preventing Flo from delivering messages.

Caution: If your patient does not already have a mobile phone and you provide a mobile in order for the patient to use Flo, the patient may need additional support and instruction on how to use a mobile phone and send SMS text messages. You may need to provide this additional support for a number of weeks.

MOBILE PHONES & NETWORKS

Flo has been tested and works will all UK mobile networks and responds to patient’s text messages immediately. Patients normally receive the response within seconds, however the messages sent to the patient by Flo can be subject to peak time delays within the mobile phone network.

- O2: During technical trials, the O2 mobile network has been found to have the following anomaly which may from time to time affect your patient's messages.
- If multiple messages are sent to an O2 handset at the same time, as would be the case if you were monitoring Blood Pressure, O2 and Pulse, on occasions one or more of the messages may get delayed. Messages appear to get “freed” from the queue when O2 recognises activity on the handset such as sending another SMS or initiating a phone call. (This is a general issue with the O2 network) If your patient uses O2 and reports this problem, advise the patient if they do not get a response from a particular reading within 20 minutes, send in the individual reading again.
- SMART PHONES: During technical trials, it was noted that some smart phone/operating system combinations may suffer from memory management problems which can affect their response speed to mobile networks (similar to a slow running computer). If a patient is using a smartphone and they experience problems receiving messages in a timely manner we recommend that the patient power cycle (OFF/ON) the phone daily.