



For Me Provider Collaborative Patient Flow System

Referrer: How to submit a referral

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1) Introduction

Welcome to the For Me Provider Collaborative Patient Flow System Guide. New referrals to be submitted through Cambio PFM from 1st May 2022 and will replace the current manual processes in place such as submitting referrals via email.

This new solution will:

- a) Enable referrers to log onto the solution and complete their referrals electronically rather than the current system whereby they must submit their referrals as a word document.
- b) Provide an online function for providers of the access assessment service to review referrals, determine if all relevant information is available to progress and monitor the access assessment within the timeframes identified in the service specifications.
- c) Enable an online quality review of access assessments by the Panel so that timely decisions can be made on the recommendations presented by the assessor.
- d) Provide a “grid” function that shows the status of all referrals and access assessments in real time so that any delays in the process can be identified quickly and addressed on the weekly call with partners.
- e) Provide a view of all patients authorised for admission but waiting for a bed to be found, this is called “searching for a bed”.
- f) Enable all partners to use the online function to identify the bed, ward, and unit they wish to admit their patient which is available to view in real time.
- g) Enable key information to be available in real time about all mental health, learning disability and autism patients in secure medium and low units in the For Me Provider Collaborative, as well as those placed out of area (this function replaces the weekly sitrep).
- h) Provide the ability to plan and monitor key interventions for patients while they are in secure units such as CPAs and CTRs.
- i) Provide the online function for partners to transfer patients to other units in the network as well as reviewing the out of area cohort and the “virtual” ability to bring them back into one of the in network secure units.
- j) Enable consistent and accurate online recording of delayed discharges and reasons for the delays for all patients in secure units.
- k) Enable consistent and accurate online recording of estimated date of discharge, actual date of discharge and the discharge destination.

2) Accessing the solutions

This guide has been developed to support you when accessing the For Me Provider Collaborative Cambio Patient Flow Manager (Cambio PFM) solution.

a) How to access Cambio PFM

Step 1. Cambio PFM can be accessed via a URL link: <https://oxfordpc.cambiouk.co.uk/pfm/>

b) Homepage View

Welcome to Secure Provider Collaborative homepage shown below.



c) To Select Secure Referrals

Step 2. From the homepage, select the 'Secure Referrals'.



Step 3. Once you select the 'Secure Referrals', you will be asked to enter your 'Username and Password' which will be provided by the For Me Provider Collaborative.



Step 4. Once you have entered your Username and Password, you will be prompted to follow the Two Factor Authentication process which provides an additional level of security when accessing Cambio PFM

3) Two factor authentication (2FA)

Please ensure you set up 2FA prior login to Cambion PFM. If required, you will need to obtain permission from your local IT department to download Twilio Authy and request they mark as safe 'do-not-reply@cambiouk.co.uk' email alerts generated from Cambio PFM.

Step 1. You will need to complete the authentication process once.



2FA Setup Guide
Cambio v1 Mar22.pdf

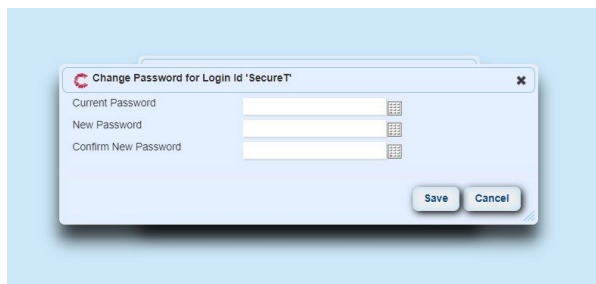
Step 2. Once you generate a Passcode, copy to the clipboard and paste into the Passcode field below, then click Login.



The screenshot shows a 'Login' dialog box with the following fields and buttons:

- User name: SecureT
- Password: [masked]
- Passcode: 789581
- Buttons: Login, Cancel
- Logo: CAMBIO PATIENT FLOW MANAGER

Step 3. Once you have logged in, you will be prompted to change your password.



The screenshot shows a 'Change Password for Login Id 'SecureT'' dialog box with the following fields and buttons:

- Current Password: [masked]
- New Password: [masked]
- Confirm New Password: [masked]
- Buttons: Save, Cancel

Step 4. Once you click Save you will be directed to your selected Secure view.

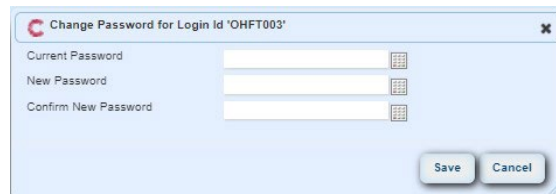
a) Password Change Security

If you feel your account has been compromised, you can change your password within the solution.

Step 1. On access to your Ward or View, click onto the 'My Account' tab, then click onto 'Change Password'.



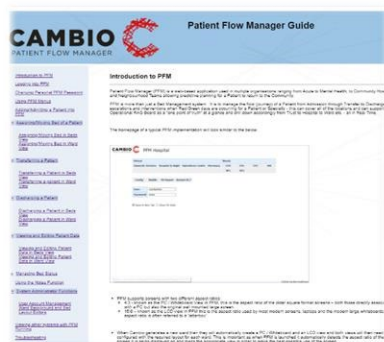
Step 2. The 'Change Password for Login id' box will appear. The password complexity should be a minimum of 0-9 characters consisting of upper- and lower-case letters, numbers, symbols, and mixed cases. You will be forced to change your password after 90 days.

The image shows a dialog box titled 'Change Password for Login id 'OHFT003''. It contains three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Each field has a small grid icon to its right, likely for password strength or character requirements. At the bottom right of the dialog are two buttons: 'Save' and 'Cancel'.

Step 4. Once you have access, you will be able to move around the system to the level of access you have been granted by your Provider Collaborative. The system will time out if no activity has been performed over short length of time.

4) Help guide

If you require additional online support, please click onto the Help Guide on the homepage. The Patient Flow Manager Guide will appear. Your Provider Collaborative will provide a user guide and short e-learning videos to support your learning and knowledge of the system.



For further information please contact formepc@oxfordhealth.nhs.uk

Step 3. The 'Add Patient' box will pop up. In order to identify the mandatory fields you need to complete at this stage, If you click 'Save' at the bottom of the page, you will see the mandatory fields highlighted in red. You can partially complete the referral which will allow you to save what you have completed so far and then complete the remainder of the fields at a later stage.

Step 4. Under 'Section B Referrer Details' you will have the option to indicate whether you are an individual referrer or part of a team. By indicating you are part of a team, your team will be able to see the referral you have submitted and continue to complete the referral on your behalf in the event you are unable to do so.

Step 5. Once you have completed the mandatory fields at this stage, click 'Save', the referral will be sent to the Assessing Unit.

Step 6. The Assessing Unit will receive an email alert stating that a referral has been submitted.

Step 7. You will see the patient details can now be viewed on the 'Secure Referrals' view. You will also note the 'Ready' column has turned red which means the referral is awaiting further information.

NHS Number	Name	Age	Rdy
897 389 5524	Clive Craven	22	Green
355 069 5780	XXXX XXX	59	Red
826 608 0011	Mark Jones	56	Red
726 908 5900	Richard Smith	45	Red
555 555 5555	xotest oxford		Red
267 216 6358	Everton Morgan	46	Green
126 033 4961	John Marks	40	Red
137 259 6062	Philip Rames	32	Green
273 581 8667	Len Markham	47	Green
719 616 7619	John James	61	Green

Step 8. To Complete the remainder of the referral, double click on the patient, scroll down to the bottom of the page and click 'Save & Close'. You will be prompted to complete the remaining mandatory fields highlighted in red. Once completed tick the 'Referral ready for checking by assessor' at the bottom of the screen.

Edit Patient: Richard Smith, 07-07-1977, 726 908 5900

Completed Risk Tool

Other Relevant Information

Patient's view about TEST the referral

Significant Dates e.g. Estimated Date of Release
 31/03/2022 08:10 ReidHcPhersonA
 14/03/2022 09:38 ReidHcPhersonC

Victim Issues [00, *]

Most Recent CPA Minutes MAPPA Level MAPPA Coordinator (MC)

Pending MHRT TEST and/or Managers Hearing?

What barriers may arise when thinking about discharging this person e.g. accommodation; immigration status; high profile crime
 31/03/2022 08:10 ReidHcPhersonA
 14/03/2022 09:38 ReidHcPhersonC

Note: The referral will not be processed if the Referral ready for checking by assessor box is not ticked

Referral ready for checking by assessor

Date of Referral 14/03/2022 Time of Referral 09:35

Save Save & Close Cancel

8) Next steps

a) Your feedback

As you begin to use Cambio PFM we anticipate that there may be some adjustments and amendments to be made and welcome your feedback.

Please can you use the following format for your feedback and send to the secure inbox formepc@oxfordhealth.nhs.uk

Description of the issue	Describe where the issue is on the system and how you think it needs to be resolved	Indicate the urgency of resolution

b) Reference Guides

The following reference material will be shared with your respective Provider Collaboratives. The document will be reviewed and updated as and when any configuration changes or new features are made.

- Referrer How to Submit a Referral.

c) Frequently Asked Questions

Feedback on the solutions performance and benefits will be requested once the solution has gone live. The guide will be updated so everyone can see what has been asked and the resolution. This will be found on the Cambio Secure home page under 'Help Guide'.

For more information, please contact formepc@oxfordhealth.nhs.uk.