

Sonar User Guide

COVID-19 Vaccination

Service User Guide

www.SonarHealth.Org

Version 2
Updated 15th July 2021

Table of Contents

1. <u>Sonar as an alternative COVID Vaccination Point of Care solution</u>	3
2. <u>Registration for New users</u>	5
3. <u>Logging into Sonar Health</u>	5
4. <u>Screening</u>	7
5. <u>Administration</u>	12
6. <u>Discharge</u>	16
7. <u>Stock Control</u>	19
8. <u>Admin Access for the creation of new users</u>	21
9. <u>Admin Access for granting existing users access to new location</u>	22
10. <u>Contact us</u>	25

1.Sonar as an alternative COVID Vaccination Point of Care solution

NHS England and Improvement's position on the adoption of alternative COVID Vaccination Point of Care (PoC) solutions is as follows:

- Pharmacies must capture each vaccination event only once and not enter the same event into multiple systems;
- Pharmacies must adopt a single PoC solution and discontinue use of the previous system (see comment below about short term parallel running to de-risk implementation);
- Where a change is captured to a previous vaccination event, that change should be entered into the same system that was used to capture the original event.
- Pharmacies will need to retain admin access to their previous system to access historic vaccination records as at this time there will be no migration of events from old system to new system.
- Payment declarations must be made in Manage Your Service for all completed payment periods prior to moving to new system.
- Historic payment reconciliation issues must be resolved prior to moving to new system to avoid compounding problems. NHSEI and NHS BSA are on hand to support Pharmacies with this activity in advance of the PHARMACY going live with the new solution.

However notwithstanding the above, there are some short-term exceptions that sites should be aware of in relation to adopting alternative PoC solutions:

- A PHARMACY may operate two PoC systems in parallel/in same payment window for up to 4 weeks following introduction of a new PoC solution, to migrate to their new system in a controlled way and to minimise the risk to vaccination operations.
- NHS BSA are enhancing their Manage Your Service portal to report PHARMACY vaccination counts by source PoC system in order to allow PHARMACY to more easily reconcile between their PoC systems and MYS where they have recorded events in two systems in the initial 4 week period following the introduction of the new PoC solution. These changes are expected in time for the June payment window, but should it be delayed, NHS BSA will assist Pharmacies with a tactical means of doing this system-level reconciliation so the PHARMACY can claim payment in a timely manner.

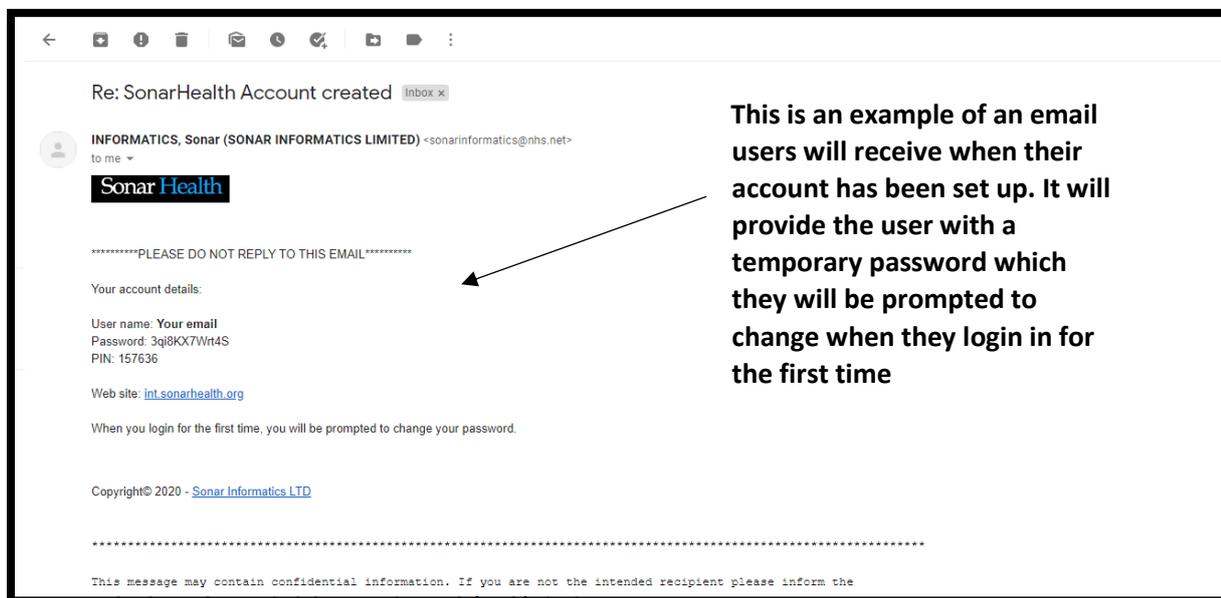
Some PoC solutions will not yet support capturing vaccinations attracting a payment supplement. Where a PHARMACY adopts a solution that does not yet support a particular payment supplement, the PHARMACY should continue to use Pinnacle for those events in order to ensure the payment supplement can be correctly made. Your supplier will confirm

once the payment supplement functionality is available, from which point Pharmacies should use the new PoC system to capture all events. Where the payment supplement functionality is not available within the 4 week period immediately following the new PoC system being introduced, the PHARMACY will be permitted to continue to use Pinnacle to log the vaccination events attracting a payment supplement until the new solution can support their recording.

You must agree to the following terms to use Sonar for the COVID vaccination process. For any questions please email info@sonarinformatics.com

2. Registration for New users.

Each vaccination site will have a site administrator, who will be responsible for creating accounts for new users and providing access to additional sites for existing users. The site administrator will create the account and login details will be sent via email.



3. Logging into Sonar Health

Please visit www.SonarHealth.Org.

- Click on the 'Login' link on the top right-hand corner of the website homepage to take you to the 'Login' page. • Once on the 'Login Homepage' please enter your Username, Password and PIN number.
 - Unless otherwise stated, all details are lowercase with no spaces
 - Login Method- make sure it is set at 'Pin Number' as you have been issued a PIN
 - PIN- you will be asked for a different set of 3 parts of your 6-digit PIN each time you log in
 - If you have 'Multi-Access' to multiple stores be sure to choose the relevant borough and specific store after you have entered your login details and are prompted to select the site access you require.
- If you have any questions or issues please reply giving details of your issue, your Sonar username & how to contact you (email & telephone /mobile). Please refer to the Contact us (chapter 10) section for contact information.
- Sonar User Guides can be found on the bottom left corner of this page for help and reference.

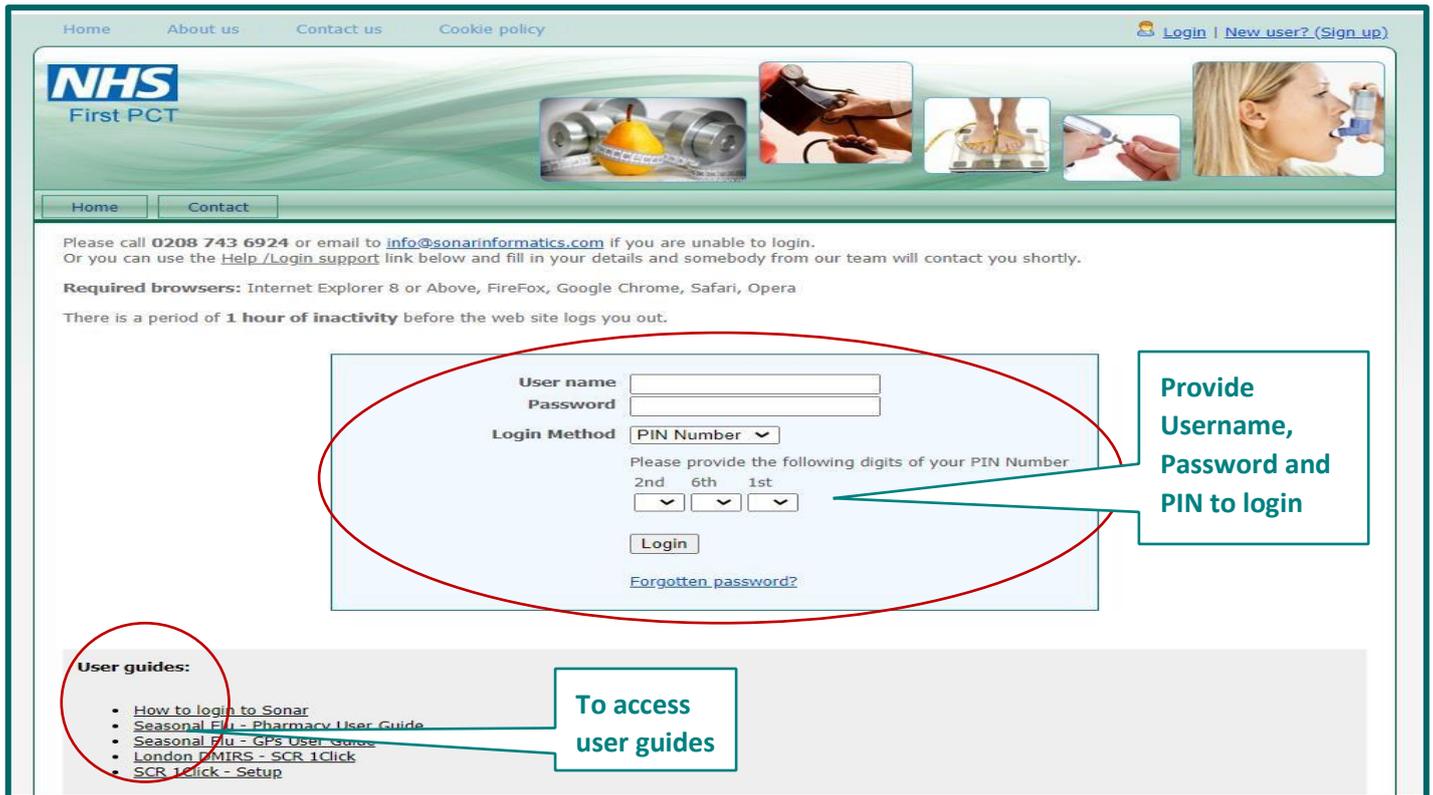
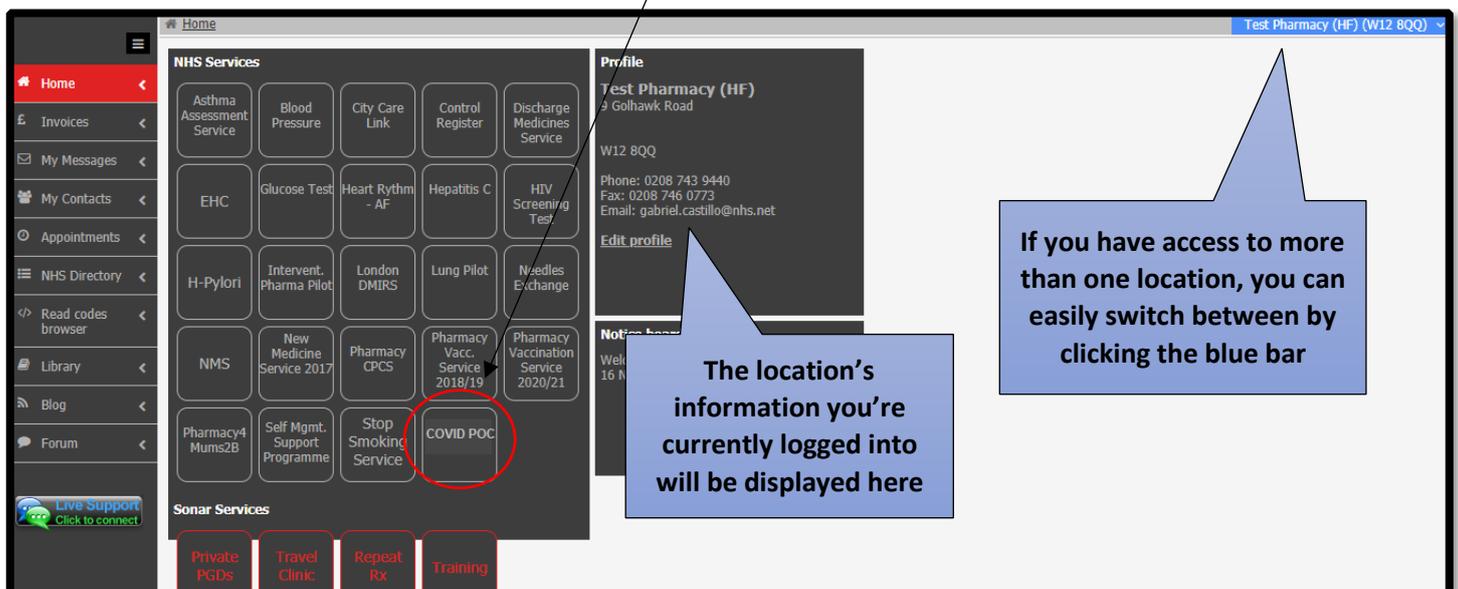


Image 3: Sonar login page

Once you have filled in your login details and successfully logged in, you will be taken to the Sonar health home page. Select the COVID POC tab to start the service.



Once you have selected the COVID POC tab on the Sonar homepage, you will be taken to the COVID POC landing page.

The location you're currently to will be displayed here, you can swap between by selecting the blue box

Reference material such as user guides can be accessed from here

Any updates to the system or messages from Sonar will be displayed on the noticeboard

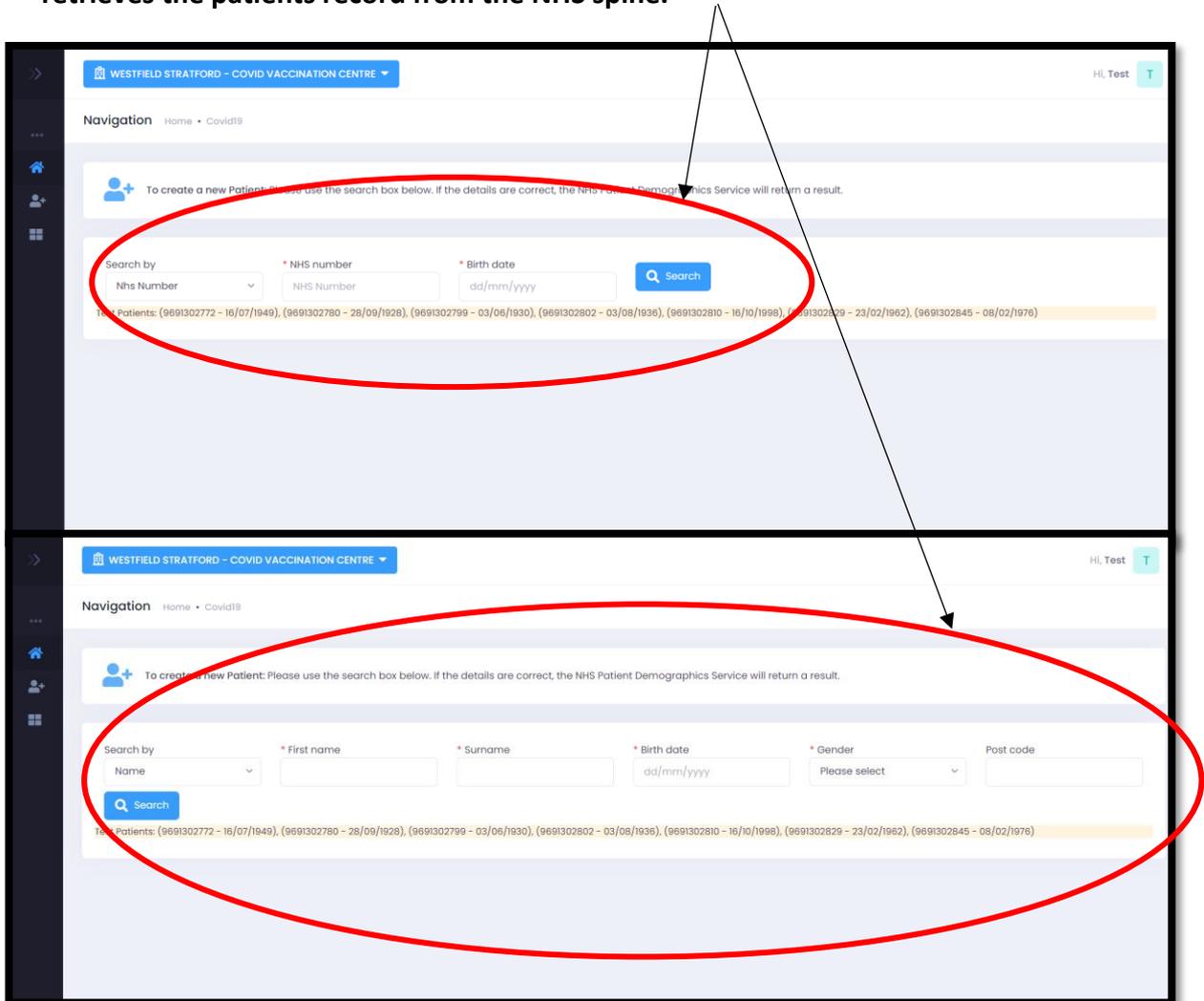
The screenshot shows a web interface for 'TEST PHARMACY - HF'. At the top, there is a location dropdown menu. Below it is a navigation bar with 'Home' and 'Covid19'. The main content area is divided into two columns. The left column, titled 'Documents', lists various files such as 'Covid19 Service Spec', 'Covid19 SLA', 'Blank form', 'GP Notification', 'PGD', 'SOP', and 'User Guide'. The right column, titled 'Noticeboard', displays three notices: 'Covid19 Launch' (dated 27/10), 'Nhs Team message' (dated 28/10), and 'Local notice' (dated 29/10). A callout points to the location dropdown, another points to the document list, and a third points to the noticeboard.

4. Screening

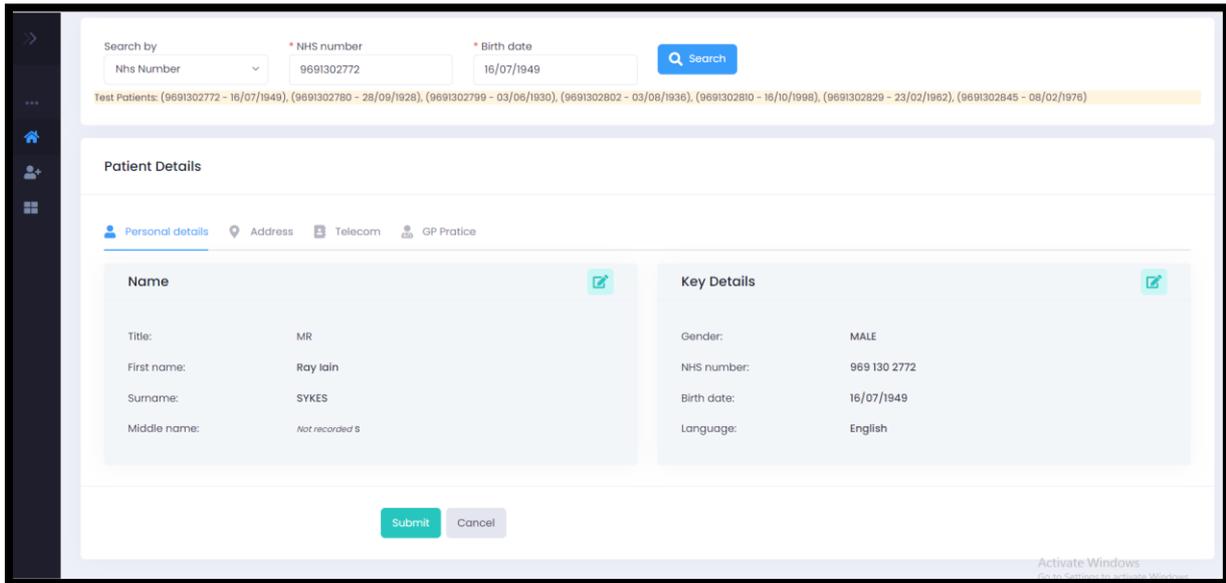
The first stage of the COVID vaccination programme is Screening. To start a new patient, hover your mouse on the left hand side of the page and select 'New Patient'.

The screenshot shows the Sonar Health interface. On the left side, there is a dark sidebar with several menu items: 'Home', 'New Patient', 'Consultations', 'Stock Control', and 'Reports'. The 'New Patient' option is circled in red. An arrow points from this option to the main content area of the page, which is the same COVID POC landing page shown in the previous image. The main content area includes a location dropdown, navigation bar, document list, and noticeboard.

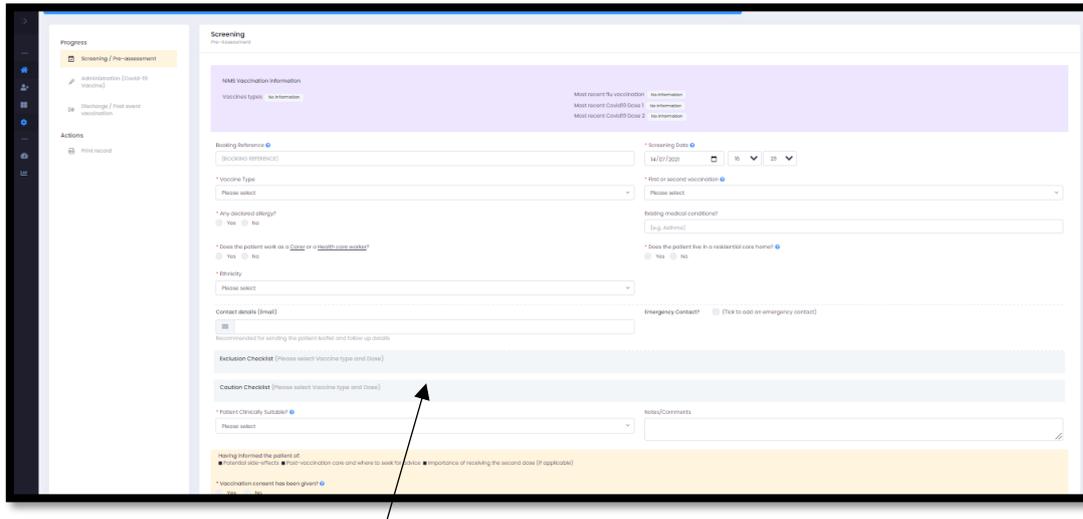
After you have clicked 'new patient' you will have to search for the patient using either their NHS number and Date of Birth or their first name, surname, date of birth, gender and postcode. The search is done through the NHS Patient demographic Service (PDS) and retrieves the patients record from the NHS spine.



Once you have typed in their NHS number and DOB or full name, gender, DOB, and postcode, click search.



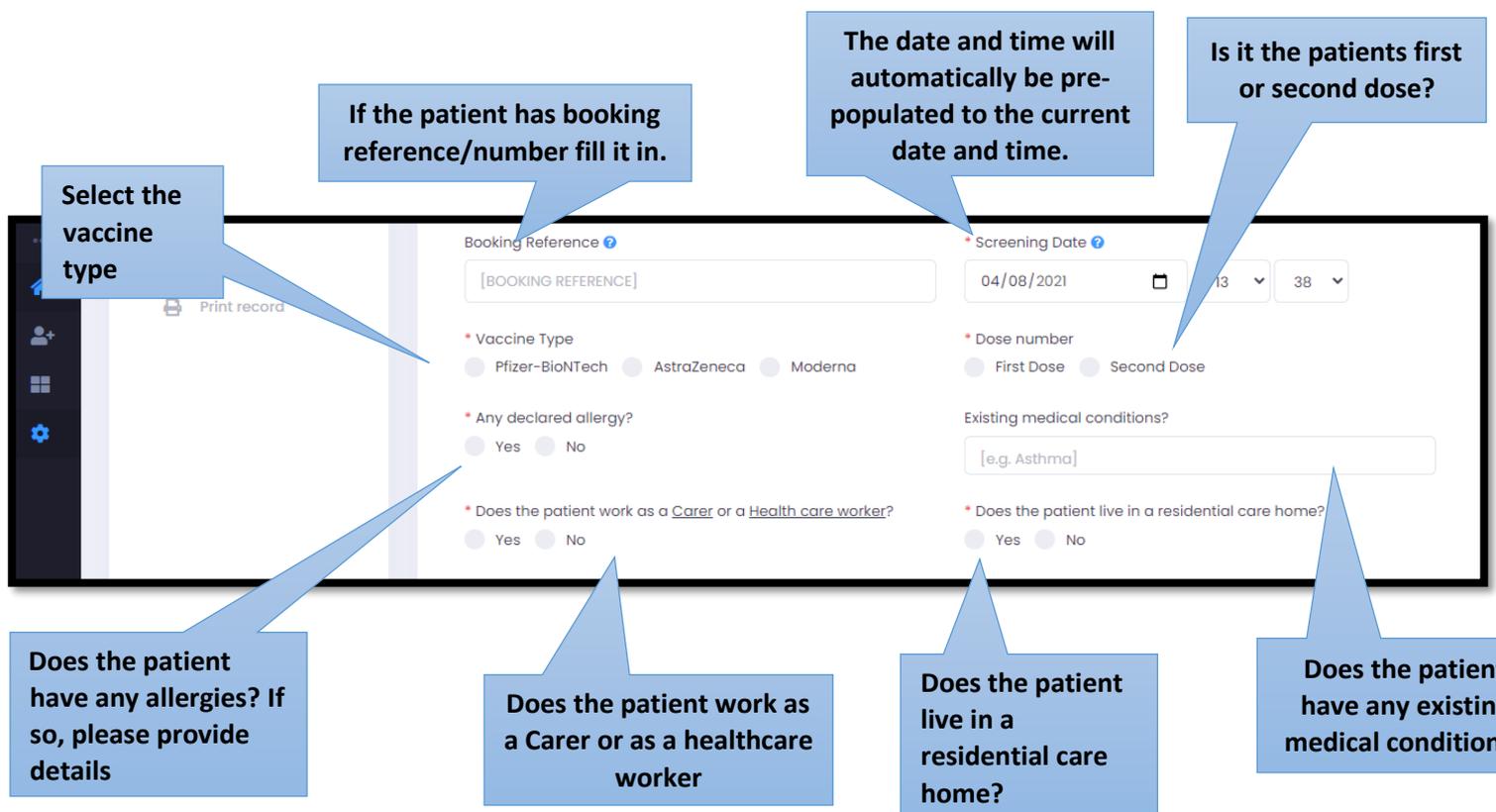
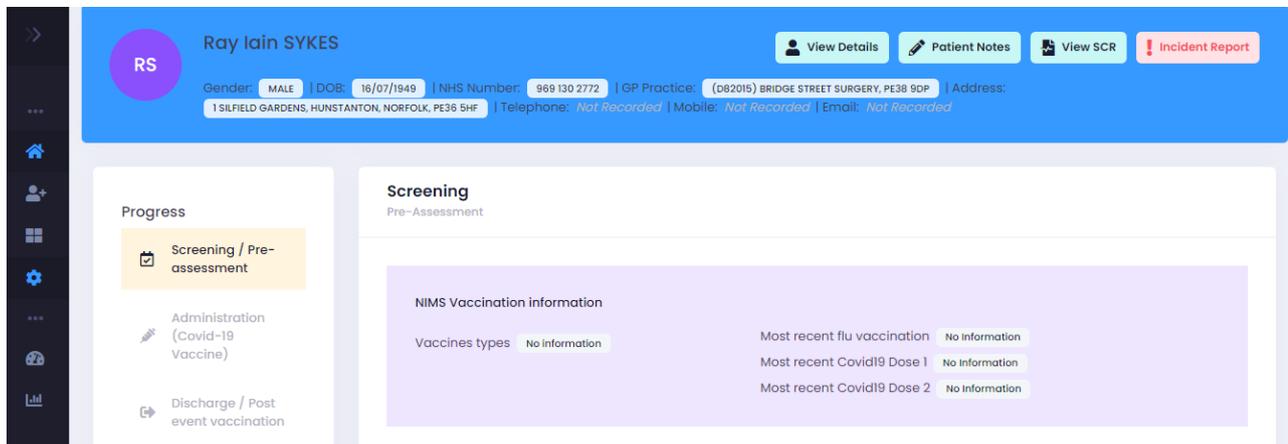
The PDS search will retrieve the patient’s record from the NHS spine. This will bring up the patient’s personal details, address, telecom information and GP practice details. Double check the information to see if it is correct if you are happy with the information displayed click submit.



This is the screening page. Please see the next page for a breakdown of this page.

All questions with a red Asterisk (*) next to it are mandatory fields are must have something written or box must be ticked for you to continue with the service.

On the top of the screen, it will display the patient's details. In the purple box, it will display the patient's vaccination information sourced from NIMS (National Immunization service). It will display if they are eligible for a COVID 19 vaccination, what type of vaccination they are eligible for, when their most recent flu vaccination was and most recent dose 1 or 2 COVID vaccine if applicable.



Select the patient's ethnicity from the list

This screenshot shows the 'Ethnicity' section of a form. At the top, there are radio buttons for 'Yes' and 'No', with 'No' selected. Below this is a grid of 13 ethnicity options, each with a radio button: [A] White - British, [B] White - Irish, [C] White - Any other White background, [D] Mixed - White and Black Caribbean, [E] Mixed - White and Black African, [F] Mixed - White and Asian, [G] Mixed - Any other mixed background, [H] Asian or Asian British - Indian, [J] Asian or Asian British - Pakistani, [K] Asian or Asian British - Bangladeshi, [L] Asian or Asian British - Any other Asian background, [M] Black or Black British - Caribbean, [N] Black or Black British - African, [P] Black or Black British - Any other Black background, [R] Other Ethnic Groups - Chinese, [S] Other Ethnic Groups - Any other ethnic group, and [Z] Not stated. Below the ethnicity list are two sections: 'Contact details (Email)' with an email input field and a checkbox for 'Emergency Contact?' (with a note '(Tick to add an emergency contact)'), and an 'Exclusion Checklist' with six numbered questions, each followed by a 'No' dropdown menu.

Answer the exclusion questions. If any of the answers are yes; then the patient must not be vaccinated.

Ask the patient for an email address and tick the box to add an emergency contact. (Optional)

Answer the caution checklist questions by selecting from the drop down menu

This screenshot shows the 'Caution Checklist' section of the form. It contains three numbered questions, each with a 'No' dropdown menu: 1. Are you or have you been in a trial of a potential coronavirus vaccine? 2. Are you taking anticoagulant medication, or do you have a bleeding disorder? 3. Do you currently have any symptoms of Covid-19 infection? Below these is a 'Patient Clinically Suitable?' dropdown menu with 'Please select' as the current value, and a 'Notes/Comments' text area. A yellow highlighted box contains the text: 'Having informed the patient of: Potential side-effects, Post-vaccination care and where to seek for advice, Importance of receiving the second dose (if applicable)'. Below this box is a 'Vaccination consent has been given?' question with 'Yes' and 'No' radio buttons. At the bottom, there is a checkbox for 'Save and continue to Administration? (Tick for yes)', a green 'Submit' button, and a grey 'Cancel' button.

Is the patient clinically suitable to be vaccinated? If the answer is no, the patient must not be vaccinated

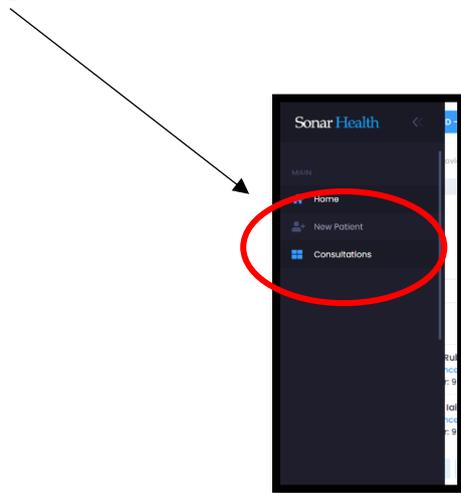
Inform the patient of the potential side effects (refer to vaccine SPC for details) and the importance of having a second dose (if applicable)

Has consent been given for the vaccination and who by?

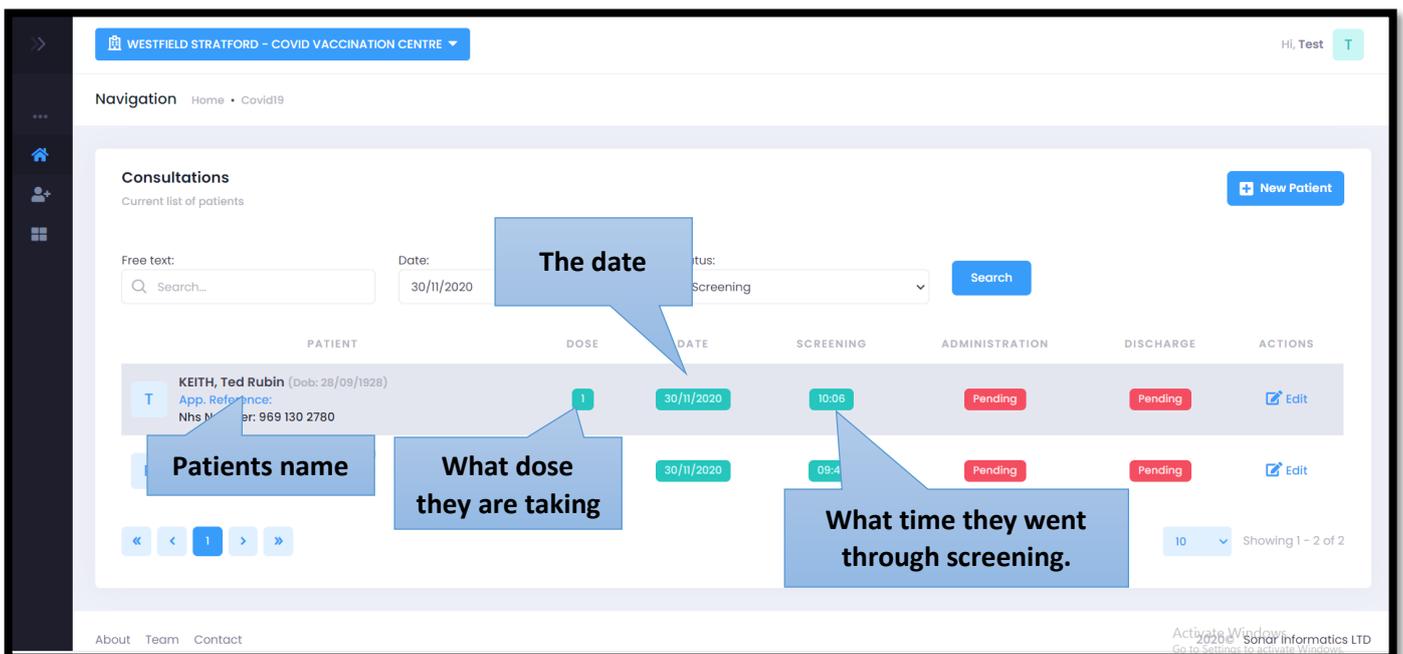
Once all the mandatory fields have been filled out, click submit

5. Administration

The second stage of the COVID 19 vaccination programme is the administration stage. This is when the patient gets the injection. If you are just working on the administration stage of the process, log into your Sonar account (as explained in chapter 3) When you have successfully logged in, click onto consultations by hovering the mouse over the left-hand side of the page.



All the patients from that day will be displayed, with their full name, what dose they are taking and how far they are through the vaccination process. The oldest will be displayed at the top and the lowest at the bottom.

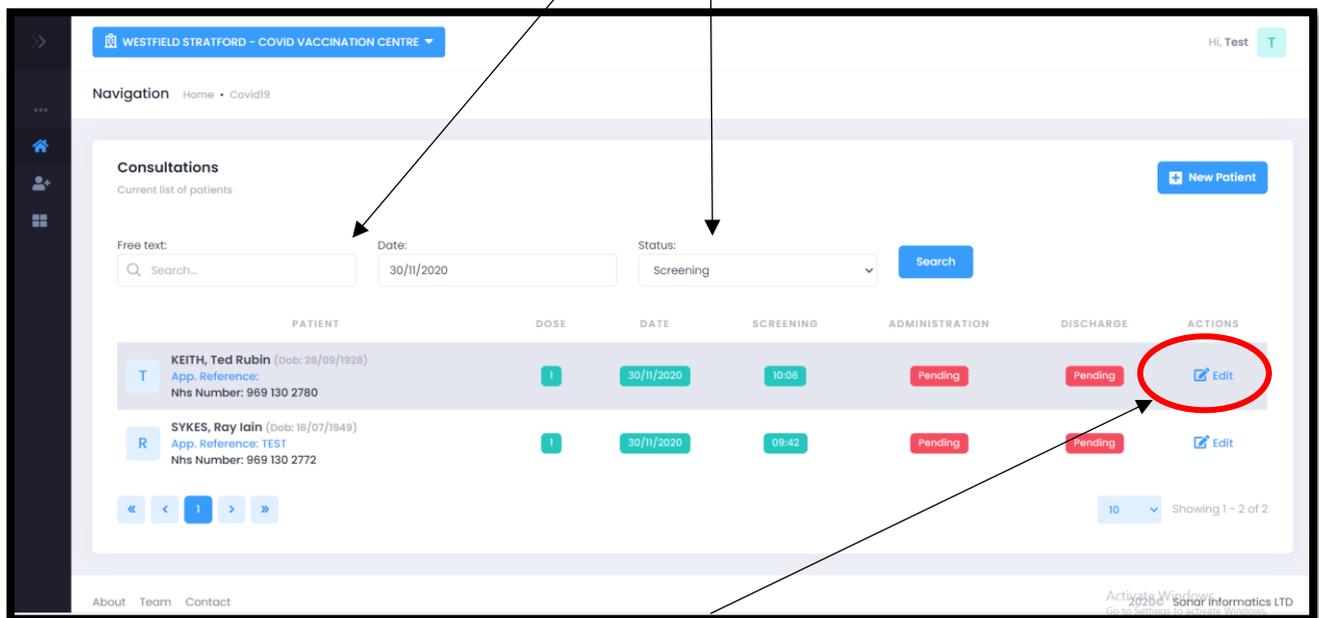


The screenshot shows the 'Consultations' page in the Sonar Health web interface. The page title is 'WESTFIELD STRATFORD - COVID VACCINATION CENTRE'. The navigation bar shows 'Home' and 'Covid19'. The main content area is titled 'Consultations' and shows a 'Current list of patients' with a 'New Patient' button. There are search filters for 'Free text', 'Date' (set to 30/11/2020), and 'Status' (set to Screening). A table displays the following data:

PATIENT	DOSE	DATE	SCREENING	ADMINISTRATION	DISCHARGE	ACTIONS
KEITH, Ted Rubin (Dob: 28/09/1928) App. Reference: Nhs Number: 969 130 2780	1	30/11/2020	10:05	Pending	Pending	Edit
		30/11/2020	09:4	Pending	Pending	Edit

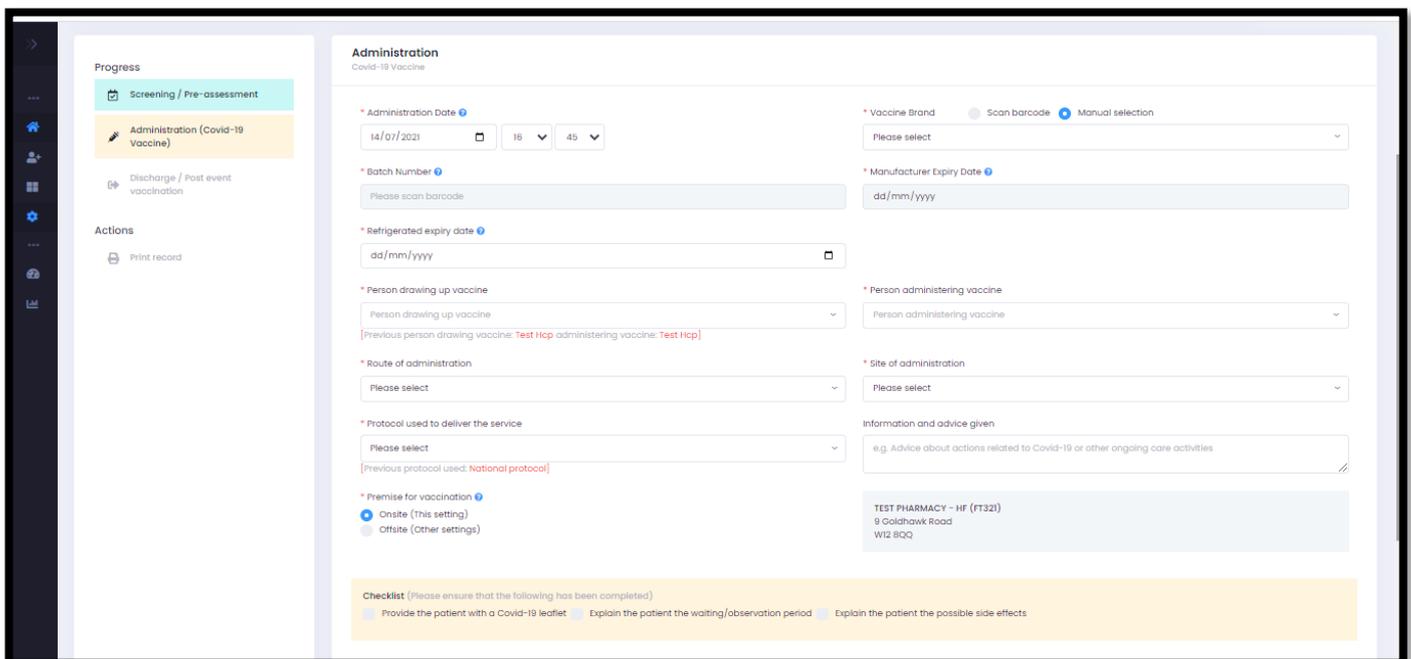
Callouts point to specific elements: 'The date' points to the date column, 'Patients name' points to the patient name, 'What dose they are taking' points to the dose column, and 'What time they went through screening.' points to the screening time column. The footer includes 'About Team Contact' and 'Sonar Informatics LTD'.

If you wish to search for a patient, you can use the search function. Make sure you are searching for patients under the status 'Screening'.



When you have located the correct patient click 'edit' to proceed.

This is what the administration page looks like. Please see below for a breakdown of this page.



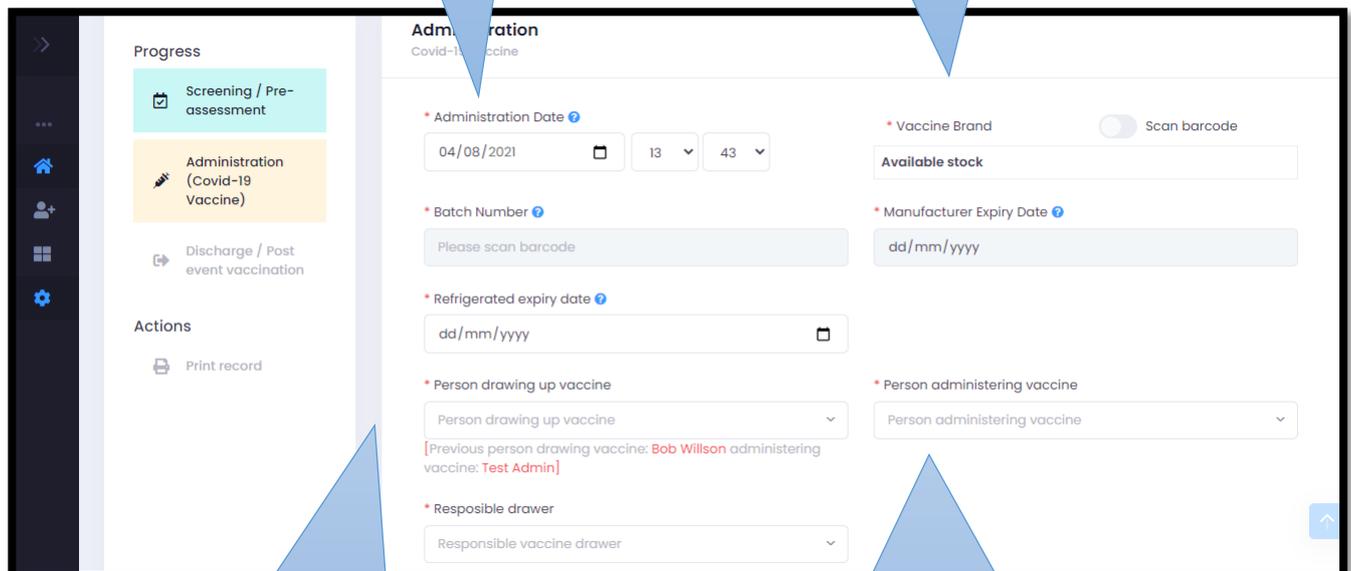
The patient's details will be displayed at the top of the page.



All questions with a red Asterix (*) next to it are mandatory fields and must have something written or a box must be ticked for you to continue with the service.

The Administration date will pre-populate to the current date and time.

Either scan the vaccine barcode or select the vaccine brand and the batch number and manufacture expiry date will be populated



Select the 'Refrigerated expiry date' by either free typing or selecting from the calendar by clicking on the calendar icon.

Select the person drawing up, the person administering the vaccine and the responsible drawer from the drop-down list. If it is the same person as the previous patient click one of the names written in red.

Select the route and site of administration.

Select the protocol used to deliver the service. If it is the same protocol as the last vaccine click 'Previous protocol used'

Select the premise for the vaccination. Whether it is on site (the pharmacy you're currently logged in at) or offsite.

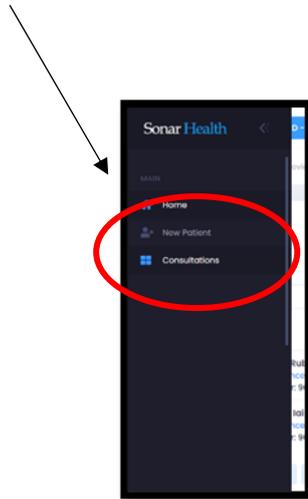
Ensure the items on the checklist have been completed and tick the boxes

If you are administering the vaccine offsite, you will be required to fill out the details of where the vaccine will be taking place. You will need to fill out the type of setting e.g. care home or prison etc. The name of the setting, and the full address. Once you have filled in all this information, click 'save changes'. Please see below.

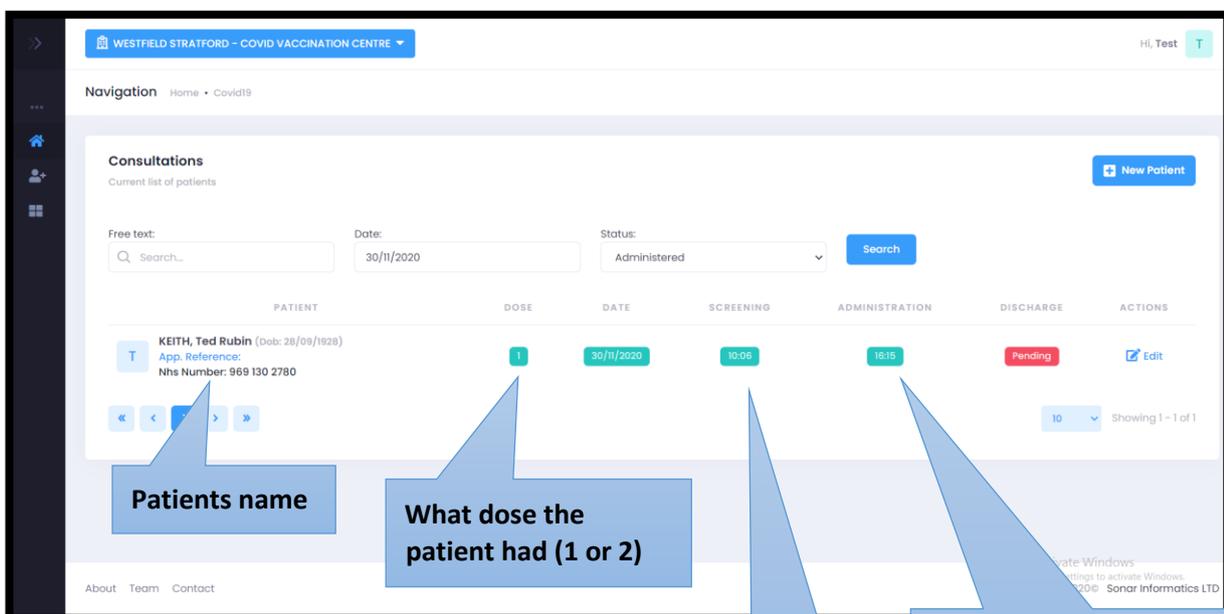
If you are continuing with discharge aspect of the process, tick the box next to where it says, 'Save and continue to discharge' and then click submit. If not just click submit.

6. Discharge

The third and final stage of the COVID 19 vaccination programme is the discharge stage. This is when the patient is discharged from the vaccination area. If you are just working on the discharge area, log into your Sonar account (as explained in chapter 3). When you have successfully logged in, click onto consultations by hovering the mouse over the left-hand side of the page.



All the patients from that day will be displayed, with their full name, what dose they are taking and how far they are through the vaccination process. The oldest will be displayed at the top and the lowest at the bottom.



WESTFIELD STRATFORD - COVID VACCINATION CENTRE

Navigation Home · Covid19

Consultations
Current list of patients

Free text: Date: 30/11/2020 Status: Administered

PATIENT	DOSE	DATE	SCREENING	ADMINISTRATION	DISCHARGE	ACTIONS
KEITH, Ted Rubin (Dob: 28/09/1928) App. Reference: Nhs Number: 969 130 2780	1	30/11/2020	10:06	16:15	Pending	

Showing 1 - 1 of 1

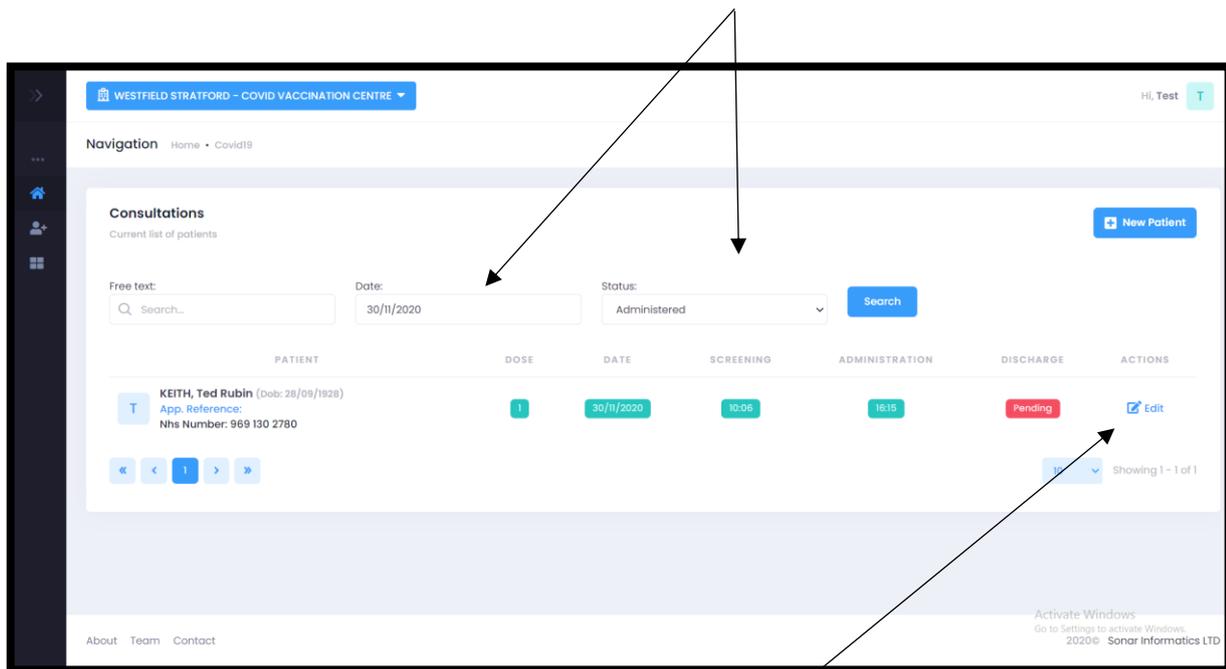
Patients name

What dose the patient had (1 or 2)

What time the patient went through screening

What time the patient had the vaccine administered.

If you wish to search for a patient, you can use the search function. Make sure you are searching for patients under the status 'Administered'.



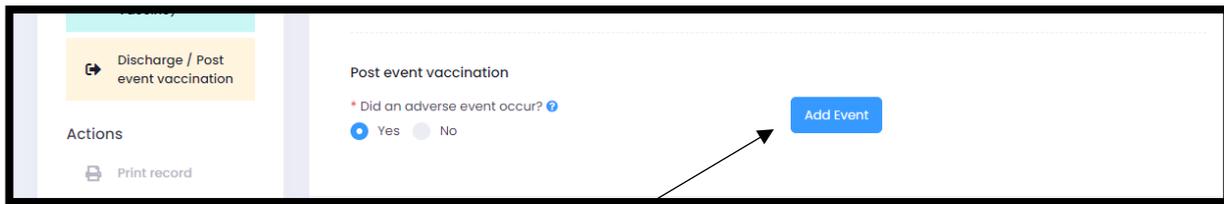
Once you have located the correct patient, select 'edit'.

The discharge date will automatically pre-populated to the current date and time

You can add any additional information that you think is relevant (optional)

Did any adverse events occur following the administration of the vaccine. If so please provide details, if not select 'No'

Once this page has been completed, click 'submit' and the vaccination process is complete.



If any adverse events occur, select yes and then click 'Add Event'.

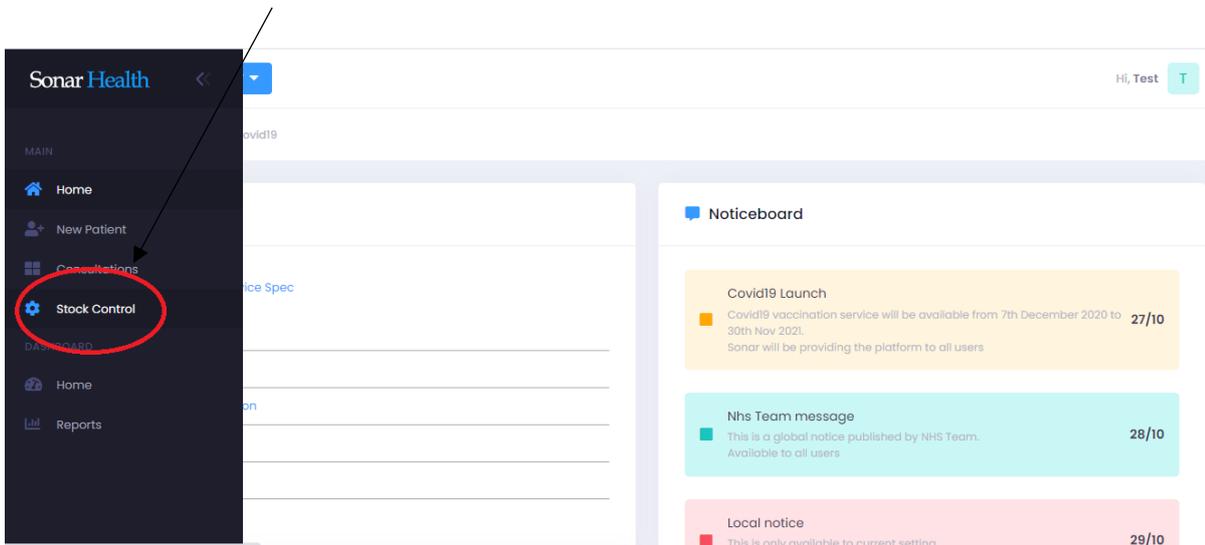
A screenshot of a modal form titled 'Add event'. The form contains several fields: '* Event Date' (text input with '16/07/2021 10:52'), '* Type of Reaction' (dropdown menu with 'Please select'), '* Certainty' (dropdown menu with 'Unconfirmed'), '* Severity' (dropdown menu with 'Please select'), '* Details of reaction' (text input), 'Description of reaction' (text input with 'e.g. Erythema, papules, itching, blotches'), and 'Evidence' (text input with 'e.g. Hypersensitivity test confirmed'). At the bottom right, there are two buttons: 'Close' and 'Save changes'.

The event date will be pre-populated. Select the type of reaction, the certainty and the severity from their respected drop down menus. Type in the details of the reaction in the text box e.g rash. Type in any description of the reaction and any evidence (optional). Once you have filled all the information, click 'Save changes'.

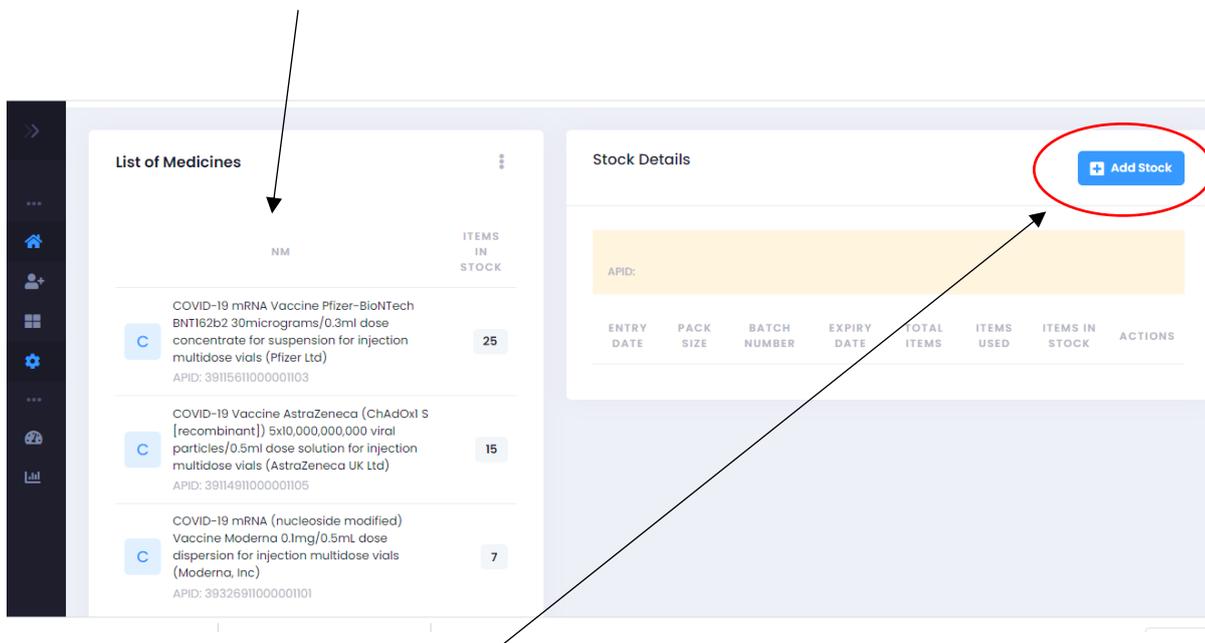
7. Stock Control

Before you begin vaccinating you must add your vaccine stock levels otherwise the vaccine will not appear during the administration section.

On the homepage, hover the mouse on the left hand side and then click 'Stock control'.



On the left hand side, under 'List of Medicines' the vaccine brands available will be displayed. It'll display the Vaccine name and also the amount in stock.



To add new stock select the vaccine brand you wish to add and then select 'Add stock'.

The entry date will be pre-populated to the current date. Select the pack size from the drop down menu. Type in the batch number and select the expiry date. Finally type in the amount of vaccines you wish to add e.g. 25 and then click 'Save changes'.

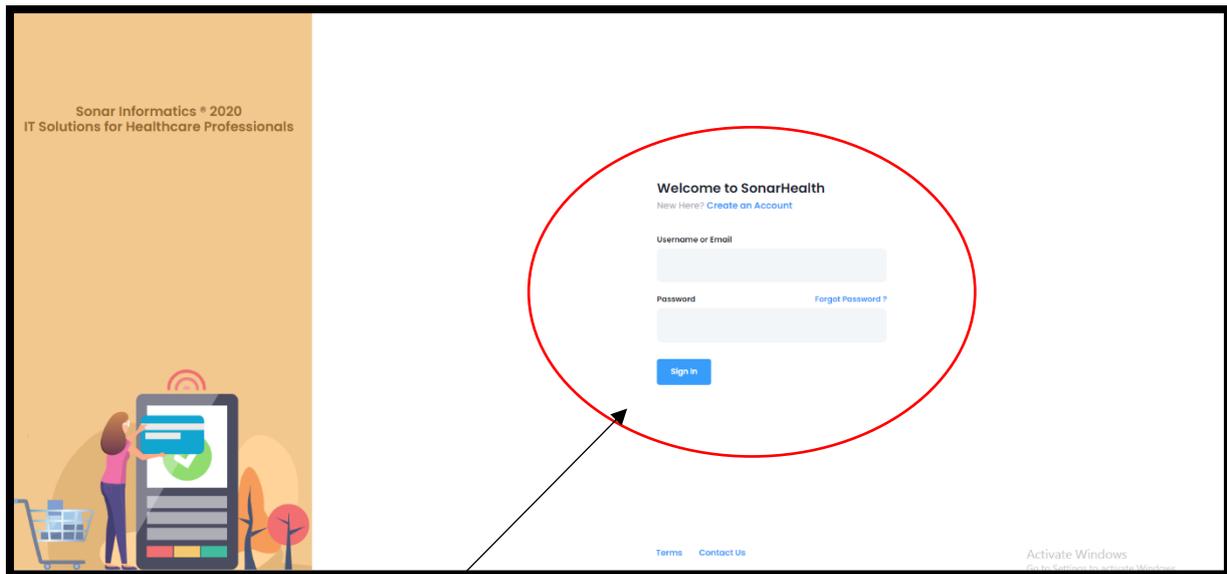
The screenshot shows a modal window titled "Add stock" with a close button (X) in the top right corner. The form contains the following fields:

- Entry Date:** A text input field containing "16/07/2021" and a calendar icon on the right.
- Pack size:** A dropdown menu with the text "Please select" and a downward arrow.
- Batch number:** An empty text input field.
- Expiry date:** A text input field containing "dd/mm/yyyy" and a calendar icon on the right.
- Total items:** An empty text input field.

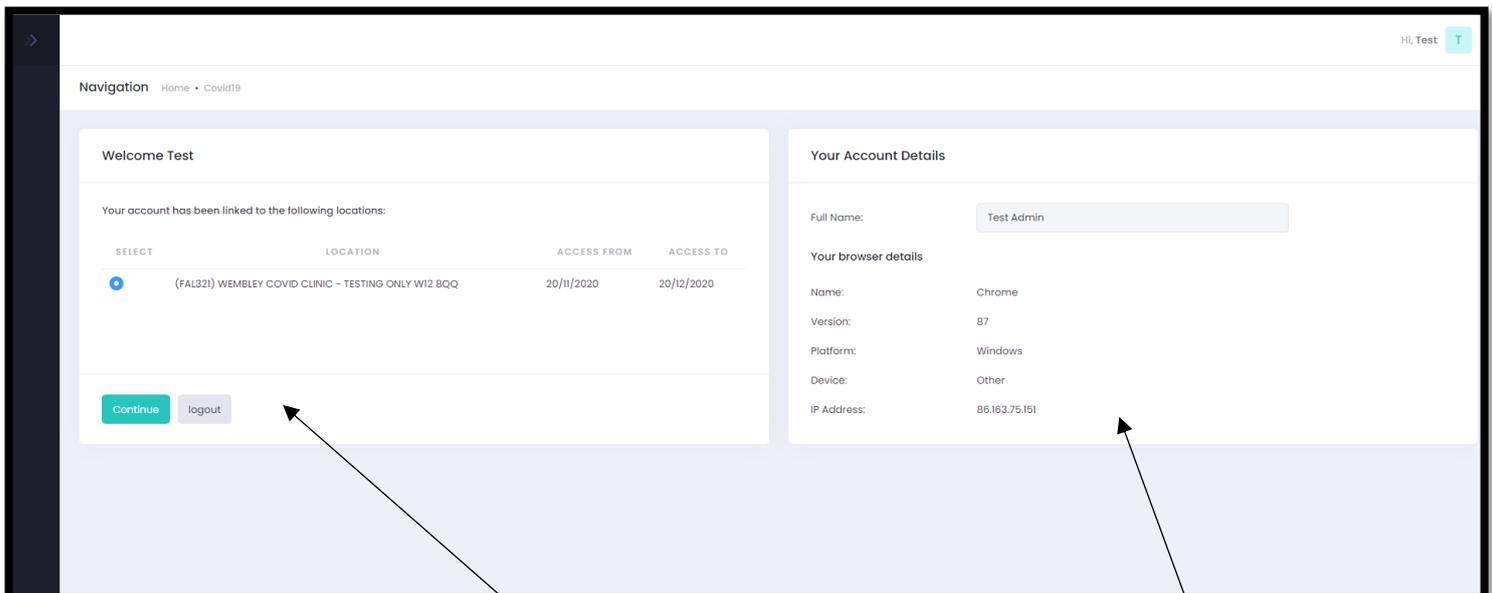
At the bottom right of the form, there are two buttons: "Close" (light blue) and "Save changes" (dark blue).

Please note, each time you open a new batch of vaccines, the stock must be added.

8. Admin Access for new users.

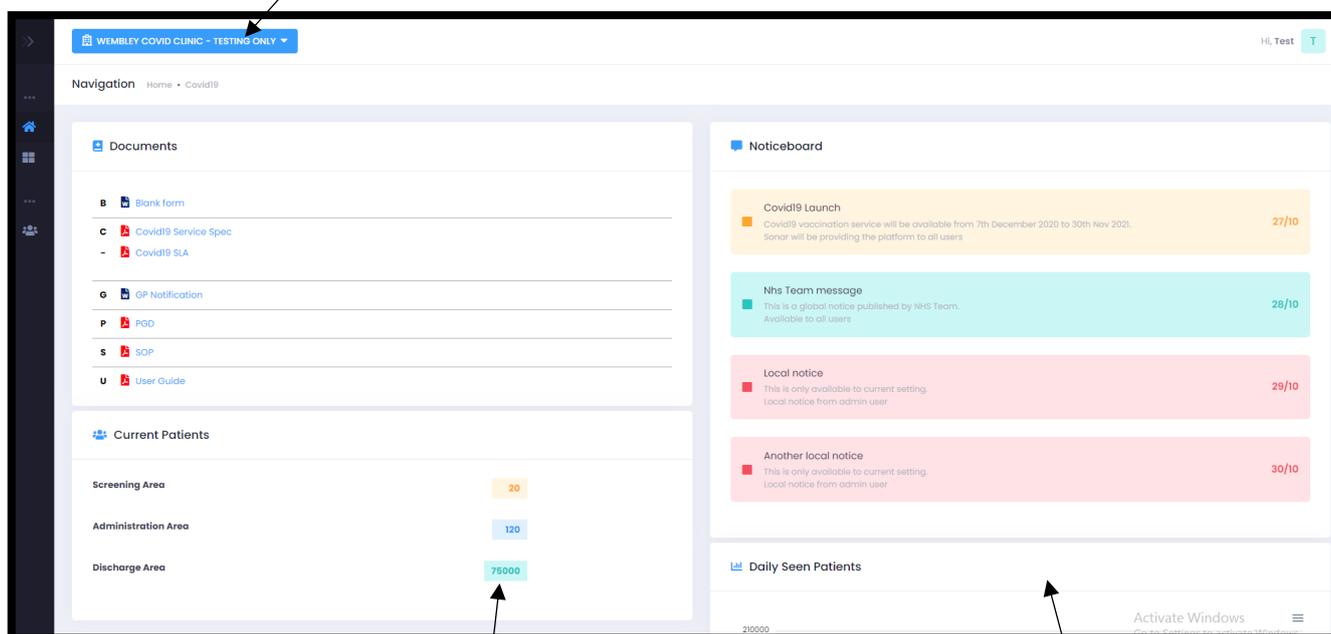


Go to www.sonarhealth.org/c19 and log in using your email and password. If you have forgotten your password, click 'Forgotten Password?' and a password reset link will be sent via email.



After you have logged in using your email and password you will be taken to this page. On the right-hand side, it will display your account details and on the left-hand side it will show the location's you have access to. If you have access to multiple sites, you will have to select the site you are working in and then click continue.

The location you are currently logged in at will display here



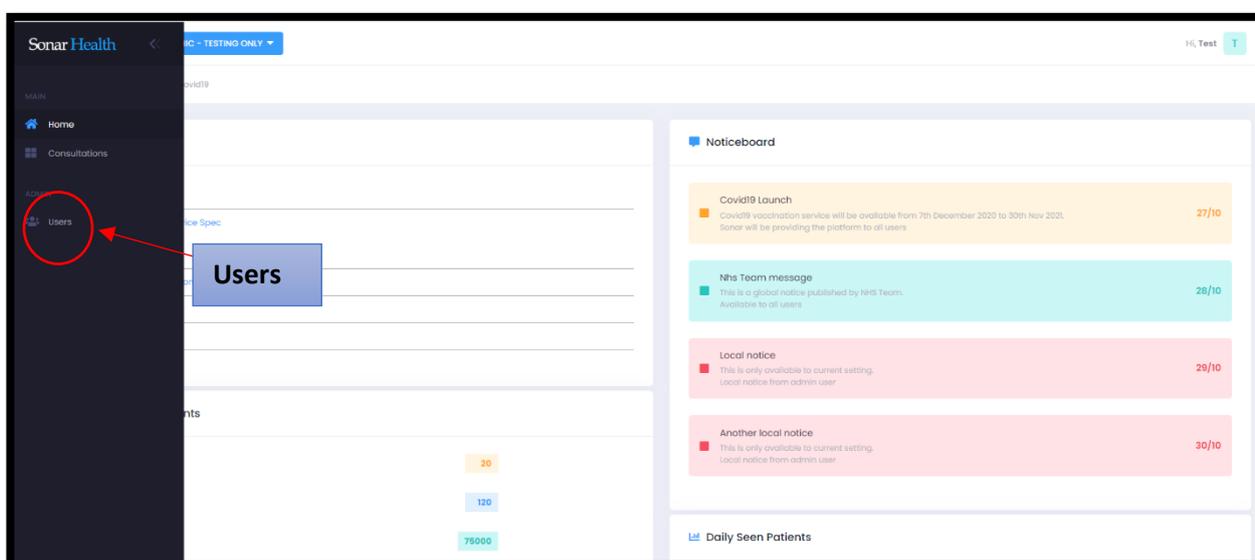
The number of patients on the day and what area they are in will be displayed here

The Noticeboard will display messages from Sonar (Yellow), the NHS (green) and the local authority (red)

Once you have logged in and selected the location you are working in, it will take you to the [Sonarhealth.org/c19](https://sonarhealth.org/c19) landing page.

9. Creating Users and providing access to multiple locations.

Move your mouse over the left-hand side of the screen and click 'Users'



New User **Add Existing User**

Hi, Test T

You can search for a user by typing in their name/email here and then click search.

New User **Add Existing User**

	USER NAME	USER EMAIL	USER MOBILE	USER ROLE	START DATE	END DATE	STATUS	OPTIONS
T	Test, Admin	test.admin@gmail.com	07916761380	ADMIN	20/11/2020	20/12/2020	Active	Edit
K				ADMIN	26/11/2020	26/12/2020	Active	Edit
T	Test, Hcp	test.hcp@gmail.com	07916761380	ADMIN, SCREENING	29/10/2020	04/12/2020	Active	Edit
T	Test, Operator	test.operator@gmail.com	07916761380	OPERATOR	20/11/2020	20/12/2020	Active	Edit

Activate Windows
Go to Settings to activate Windows.

All users who have access to the location you are logged in to, will be displayed here. Their name, email address, telephone number, their user role and their start and end date will be displayed.

If you need to create an account for new user, select 'New user.'

Fill out the users First name, Last Name, email address and mobile number if possible.

Hi, Test T

Create New User

First Name* Last Name*

Enter First Name Enter Last Name

Email* Phone

Enter Email Enter Phone

Mobile

Enter Mobile

Role*

ADMIN SCREENING CLERK DISCHARGE OPERATOR VACCADMIN

VACCADMIN

Access From* Access To*

dd/mm/yyyy dd/mm/yyyy

Select the date range that you would like the user to have access for. This will automatically default to one year unless you change it. Once the user's access has expired, the account will be locked and will need to be reactivated.

Select the user's role by ticking the relevant box(es). This will affect what the user can and cannot see/do

Create

Once you have filled out the new users details, selected the users role(s) and selected his/her access date range, click 'Create' and the users account will be created and their login details will be sent to them via email and access will be provided for the location you are currently logged in to. Please note it important that each user has their own account, generic accounts are not allowed.

The screenshot shows a web form titled "Add Location For User". At the top, there is a search bar containing "test.hcp@gmail.com" and a "Search" button. Below this are two text input fields: "First Name*" with "Test" and "Last Name*" with "Hcp". There are two date pickers: "Access From*" and "Access To*", both showing "dd/mm/yyyy". A "Role*" section contains several radio button options: ADMIN, SCREENING, CLERK, DISCHARGE, OPERATOR, VACCDRAWER, and VACCADMIN. At the bottom left, there are "Create" and "Back" buttons. Callout boxes with arrows point to the search bar, the date pickers, the role options, and the "Create" button. The footer includes "About Team Contact" and "2020 © Sonar Informatics LTD Activate Windows".

If you would like to grant access to a new site for an existing user (someone who already has login details but needs access to another site), select 'Add Existing User'. Search for the user, using their email. The users first name and surname will pre-populate. You will need to select the date range they will require access for (it will automatically default for a year) and select their role(s) and then click create. After that, the user will have access to your location and will be able to select it when they first login.

10. Contact Us

If you have any queries or need further assistance, please contact Sonar on email at info@sonarinformatics.com.

	Mail - info@sonarinformatics.com
	Phone - +44 (0) 208 743 9440 Monday Friday 9:30am-5pm Saturday 10am-2pm
	Web - www.sonarhealth.org