



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Swiftqueue Monkeypox Solution

PEP Training Manual



Reader Information

Title:	Ops Administrator Training Manual
Purpose:	To demonstrate how to record retrospective appointments in Swiftqueue.
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Reviewed by:	Patrick McGrane
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Target Audience	Monkeypox Ops Administrators
Version	0.1

PEP - Recording Retrospective Appointments

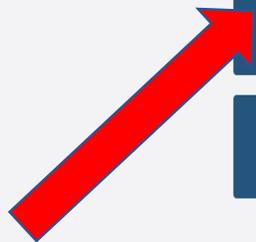


Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Please select your role for HSE Monkeypox - DUBLIN

- Calendar
- Clinic Manager
- Comms
- eWaiting List
- Reception



First, choose the eWaiting List module from the Menu

Active | Letters sent | Attending | Follow up 2 | Discharged | Settings

Active

Add referral + | Export | View Availability | Refresh | Validate

Search | Filter by priority category | Filter by validation status

Earliest referral date | Latest referral date | Filter by speciality | Filter by Condition Type

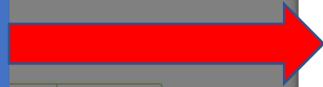
5 Total active referrals

Clear all filters

Click on the green 'Add Referral' button

Name	DOB	Address	Last Seen	Referred	Category	Referral Source	Notes	Condition Types	Actions
[1173940] Testing Test	10/11/1990	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DARA PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILDARE, CO. KILDARE, R51 RX51	Never	30th August 2022	Healthcare Worker	GP	+	Post Exposure	[Icons]
[1173955] Noel Dillon	01/01/1990	A1, Maynooth, Kildare	Never	30th August 2022	Healthcare Worker	GP	+	Post Exposure	[Icons]
[1173951] Test Demo-Test	08/12/1982	100A Test Towers, Testtown, Dublin	Never	30th August 2022	1 to 6 day Vaccination	GP	[Icon]	Post Exposure	[Icons]
[1173952] Test Demo Test	24/12/2021	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never	30th August 2022	1 to 6 day Vaccination	GP	[Icon]	Post Exposure	[Icons]
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never	30th August 2022	1 to 6 day Vaccination	GP	+	Post Exposure	[Icons]

To add a new patient, click here



Add Referral

Patient *
Search for patient firstname, surname, mrn or date of birth
+ New patient

Speciality *
[Dropdown menu]

Condition Types *
Select Condition Types

Condition Notes
Condition Notes [Flag: [Dropdown menu]]

Additional Comments
Additional Comments

Date Referred *
Date Referred

Priority category *
Please select...

Referral Source *
GP

Referral Source Name *
Referral source name

Attach document
No file chosen [Upload] Supported file formats: .pdf

Close Save

Name	DOB	Address
[1173940] Testing Test	10/11/1990	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DARA PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILDARE, R51 RX51
[1173955] Noel Dillon	01/01/1990	A1, Maynooth, Kildare
[1173951] Test Demo-Test	08/12/1982	100A Test Towers, Testtown, Dublin
[1173952] Test Demo Test	24/12/2021	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28

5 Total active referrals

Latest referral date

Filter by Condition Type

Source	Notes	Condition Types	Actions
+	Post Exposure		[Icons]
+	Post Exposure		[Icons]
[Icon]	Post Exposure		[Icons]
[Icon]	Post Exposure		[Icons]
+	Post Exposure		[Icons]

This will open a new patient form.

Required fields are marked with a *

Add Patient

First Name *

Surname *

Date of Birth (dd/mm/yyyy) *

Email Address

Mobile Number

Int. No. 

Home Phone

Gender *

MRN

Address 1 *

Address 2

Address 3

Town *

County *

5 Total active referrals

Latest referral date

Filter by Condition Type

Source	Notes	Condition Types	Actions	
		+	Post Exposure	      
		+	Post Exposure	      
			Post Exposure	      
			Post Exposure	      
		+	Post Exposure	      

Swiftqueue

Calendar Clinic Manager Comms eWaiting List Reception

Active Letters sent Attending Follow up 2 Disch

Active

Add referral + Export View Availability Refresh Validate

Search Filter by priority cat Filter by validation status Filter by source

Clear all filters

Name	DOB	Address
[1173940] Testing Test	10/11/1990	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DARU PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILDARE CO. KILDARE, R51 RX51
[1173955] Noel Dillon	01/01/1990	A1, Maynooth, Kildare
[1173951] Test Demo-Test	08/12/1982	100A Test Towers, Testtown, Dublin
[1173952] Test Demo Test	24/12/2021	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28

Date of Birth (dd/mm/yyyy) *

30/08/1960

Email Address

Mobile Number Int. No. *i*

Home Phone

Gender *

Female

MRN

Address 1 *

Address 2

Address 3

Town *

County *

Eircode

K78AH28

HSE Monkeypox - DUBLIN hse_monkeypox_test

source Notes Condition

+ Post Exp

+ Post Exp

Post Exp

Post Exp

+ Post Exp

Page 1 of 1

If you complete the address fields, you can use the 'Retrieve Eircode' button to pull in the Eircode.

This also works on the reverse. If you enter the Eircode first, it will pull in the address for you



Once you have selected an existing patient or created a new patient, you can continue creating the referral

Next, select your condition types i.e; post exposure, post exposure adverse reaction, pre exposure, pre exposure adverse reaction

Select your specialy

You can capture any medical notes in 'Condition Notes' shown here

Add Referral

Patient *

Test

+ New patient

Speciality *

Select a speciality

Monkeypox post-exposure vaccination

Monkeypox pre-exposure vaccination

Select Condition Types

Condition Notes

Condition Notes

Flag:

Additional Comments

Additional Comments

Date Referred *

Date Referred

Priority category *

Please select...

Referral Source *

GP

Referral Source Name *

Referral source name

Attach document

No file chosen

Upload

Supported file formats: .pdf.

ACTIVE

Add referral + Export View Availability Refresh Validate

Search Filter by priority cat

ARE NETWORK DISABILITY TEAM, CILL DAR
PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILD
CO. KILDARE, R51 RX51

[1173940] Testing Test	10/11/1990	PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILD CO. KILDARE, R51 RX51
[1173955] Noel Dillon	01/01/1990	A1, Maynooth, Kildare
[1173951] Test Demo-Test	08/12/1982	100A Test Towers, Testtown, Dublin
[1173952] Test Demo Test	24/12/2021	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28

Filter by Condition Type

+	Post Exposure	
	Post Exposure	
	Post Exposure	
+	Post Exposure	

Active Letters sent Attending Follow up 2 Disch

Active

Add referral + Export View Availability Refresh Validate

Search Filter by priority cat Filter by validation status Filter by source

Clear all filters

Select the referral date from the calendar



Add Referral

Patient *
Test
[+ New patient](#)

Speciality *
▼

Condition Types *
Select Condition Types

Condition Notes
Condition Notes **Flag:** ▼

Additional Comments
Additional Comments

Date Referred *
Date Referred
« August 2022 »
Mo Tu We Th Fr Sa Su
25 26 27 28 29 30 31
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31 1 2 3 4
Today
Upload

Supported file formats: .pdf.

[Close](#) [Save](#)

5 Total active referrals

Latest referral date
Filter by Condition Type

source	Notes	Condition Types	Actions
+		Post Exposure	
+		Post Exposure	
		Post Exposure	
		Post Exposure	
+		Post Exposure	

Active | Letters sent | Attending | Follow up 2 | Disch

Active

Add referral + | Export | View Availability | Refresh | Validate

Search | Filter by priority cat | Filter by validation status | Filter by source

Clear all filters

Name	DOB	Address
[1173940] Testing Test	10/11/1990	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DAR... PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILD... CO. KILDARE, R51 RX51
		1, Maynooth, Kildare
		00
		3 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28

Select the Priority Category from the drop down menu



Add Referral

Patient *

+ New patient

This patient already has 2 existing referrals - [View Details](#)

Speciality *

Monkeypox pre-exposure vaccination

Condition Types *

Select Condition Types

Condition Notes

Condition Notes | Flag: [dropdown]

Additional Comments

Additional Comments

Date Referred *

30/08/2022

Priority category *

- ✓ Please select...
- Healthcare Worker**
- 1 to 6 day Vaccination
- 7 to 14 day Vaccination
- GP

Referral Source Name *

Referral source name

Attach document

No file chosen | Upload

Supported file formats: .pdf.

Close | Save

5 Total active referrals

Latest referral date

Filter by Condition Type

Source	Notes	Condition Types	Actions
		Post Exposure	[calendar] [refresh] [undo] [mail] [edit] [share] [back]
		Post Exposure	[calendar] [refresh] [undo] [mail] [edit] [share] [back]
		Post Exposure	[calendar] [refresh] [undo] [mail] [edit] [share] [back]
		Post Exposure	[calendar] [refresh] [undo] [mail] [edit] [share] [back]
		Post Exposure	[calendar] [refresh] [undo] [mail] [edit] [share] [back]

Page 1 of 1

Active | Letters sent | Attending | Follow up 2 | Disch

Active

Add referral + | Export | View Availability | Refresh | Validate

Search | Filter by priority cat | Filter by validation status | Filter by source

Clear all filters

Add Referral

Patient *

Search for patient firstname, surname, mrn or date of birth

+ New patient

This patient already has 2 existing referrals - [View Details](#)

Speciality *

Monkeypox pre-exposure vaccination

Condition Types *

Select Condition Types

Condition Notes

Condition Notes | Flag: [v]

Additional Comments

Additional Comments

Date Referred *

30/08/2022

Priority category *

Please select...

Referral Source *

GP

Referral Source Name *

- Dr Joanne Agnew, House 47, Trinity College, Dublin 2
- Dr Joanne Agnew, House 47, Trinity College, Dublin 2
- Dr Rebecca Behan, Dr Maeve Teehan, Newlands Cross Medical Centre, Newlands Cross, Dublin 2
- Dr Betty Bartley, 58 Eccles Street, Dublin 7
- Dr Catherine Foley, 12 Mary Street, Clonmel, Co. Tipperary, E91 T6W2
- Dr Dave Cornwall, Crumlin
- Dr Orla O'Grady, Glasnevin, Dublin

5 Total active referrals

Latest referral date

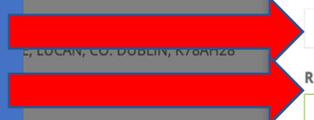
Filter by Condition Type

Source	Notes	Condition Types	Actions
		Post Exposure	[Add] [Refresh] [Share] [Print] [Close]
		Post Exposure	[Add] [Refresh] [Share] [Print] [Close]
		Post Exposure	[Add] [Refresh] [Share] [Print] [Close]
		Post Exposure	[Add] [Refresh] [Share] [Print] [Close]
		Post Exposure	[Add] [Refresh] [Share] [Print] [Close]

Page 1 of 1

Choose your Referral Source & Referral Source Name as shown here

Start typing your referral source name and select from the drop down list



Swiftqueue

Calendar Clinic Manager Comms eWaiting List Reception

Active Letters sent Attending Follow up 2 Disch

Active

Add referral + Export View Availability Refresh Validate

Search Filter by priority cat

Filter by validation status Filter by source

Clear all filters

Name	DOB	Address
[1173940] Testing Test	10/11/1990	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DARA PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILDARE, CO. KILDARE, R51 RX51
[1173955] Noel Dillon	01/01/1990	A1, Maynooth, Kildare
[1173951] Test Demo-Test	08/12/1982	100A Test Towers, Testtown, Dublin
[1173952] Test Demo Test	24/12/2021	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28

Date of Birth (dd/mm/yyyy) *
30/08/1960

Email Address

Mobile Number Int. No. i

Home Phone

Gender *
Female

MRN

Address 1 *

Address 2

Address 3

Town *

County *

Eircode
K78AH28

HSE Monkeypox - DUBLIN hse_monkeypox_test

5 Total active referrals

Latest referral date

Filter by Condition Type

Source	Notes	Condition Types
	+	Post Exposure
	+	Post Exposure
	📄	Post Exposure
	📄	Post Exposure
	+	Post Exposure

When you have completed the form, click on the save button.

This will save the referral in the 'Active' tab of the eWaiting List



Active | Letters sent | Attending | Follow up 2 | Discharged | Settings

Active

Add referral + | Export | View Availability | Refresh | Validate

Search [] | Filter by priority category [] | Earliest referral date [] | Latest referral date [] | Filter by validation status [] | Filter by source [] | Filter by speciality [] | Filter by Condition Type []

Clear all filters

5 Total active referrals

Name	DOB	Address	Last Seen
[1173955] Noel Dillon	01/01/1990	A1, Maynooth, Kildare	Never
[1173963] Ryan Samson Test 6	10/10/1990	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DARA PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILDARE, CO. KILDARE, R51 RX51	Never
[1173951] Test Demo-Test	08/12/1982	100A Test Towers, Testtown, Dublin	Never
[1173952] Test Demo Test	24/12/2021	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never

To create an appointment in the past, click on the blue button shown here

Condition Types	Buttons
Record Past Appointment	[Green] [Blue] [Orange] [Teal] [Dark Blue] [Light Blue] [Dark Blue]
Post Exposure - Adverse Reaction	[Green] [Blue] [Orange] [Teal] [Dark Blue] [Light Blue] [Dark Blue]
Post Exposure	[Green] [Blue] [Orange] [Teal] [Dark Blue] [Light Blue] [Dark Blue]
Post Exposure	[Green] [Blue] [Orange] [Teal] [Dark Blue] [Light Blue] [Dark Blue]
Post Exposure	[Green] [Blue] [Orange] [Teal] [Dark Blue] [Light Blue] [Dark Blue]

Active | Letters sent | Attending | Follow up 2 | D

Active

Add referral + | Export | View Availability | Refresh | V

Search | Filter by priority | Filter by source

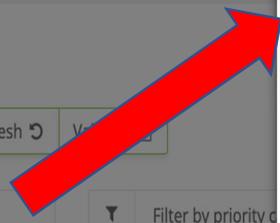
Add a Past Appointment

Consultant:

- ✓ Please select...
- Citywest Vaccination Clinic
- Citywest Vaccination Clinic - MOBILE
- GMHS Vaccination Clinic

Appointment Date: DD/MM/YYYY **Appointment Time:** HH:mm

Cancel Save



Choose the correct clinic from the drop down menu

5 Total active referrals

Latest referral date

Filter by Condition Type

Name	DOB	Address	Last Seen	Referred	Category	Referral Source	Notes	Condition Types	Actions
[1173955] Noel Dillon	01/01/1990	A1, Maynooth, Kildare	Never	30th August 2022	Healthcare Worker	GP	+	Post Exposure	[Icons]
[1173963] Ryan Samson Test 6	10/10/1990	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DARA PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILDARE, CO. KILDARE, R51 RX51	Never	30th July 2022	1 to 6 day Vaccination	GP	+	Post Exposure - Adverse Reaction	[Icons]
[1173951] Test Demo-Test	08/12/1982	100A Test Towers, Testtown, Dublin	Never	30th August 2022	1 to 6 day Vaccination	GP	[Icon]	Post Exposure	[Icons]
[1173952] Test Demo Test	24/12/2021	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never	30th August 2022	1 to 6 day Vaccination	GP	[Icon]	Post Exposure	[Icons]
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never	30th August 2022	1 to 6 day Vaccination	GP	+	Post Exposure	[Icons]

Active

Add referral + Export View Availability Refresh Validate

Search

Filter by validation status

Filter by source

Add a Past Appointment

Consultant:
Citywest Vaccination Clinic

Appointment Reason:

- Post Exposure - Dose 1
- Post Exposure - Dose 2
- Pre Exposure - Dose 1
- Pre Exposure - Dose 2

DD/MM/YYYY HH:mm

Cancel Save



Followed by the Appointment Reason

Name	DOB	Address	Last Seen	Referred	Category	Referral Source	Notes	Condition Types	Actions
[1173955] Noel Dillon	01/01/1990	A1, Maynooth, Kildare	Never	30th August 2022	Healthcare Worker	GP	+	Post Exposure	[Icons]
[1173963] Ryan Samson Test 6	10/10/1990	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DARA PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILDARE, CO. KILDARE, R51 RX51	Never	30th July 2022	1 to 6 day Vaccination	GP	+	Post Exposure - Adverse Reaction	[Icons]
[1173951] Test Demo-Test	08/12/1982	100A Test Towers, Testtown, Dublin	Never	30th August 2022	1 to 6 day Vaccination	GP	[Icon]	Post Exposure	[Icons]
[1173952] Test Demo Test	24/12/2021	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never	30th August 2022	1 to 6 day Vaccination	GP	[Icon]	Post Exposure	[Icons]
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never	30th August 2022	1 to 6 day Vaccination	GP	+	Post Exposure	[Icons]

5 Total active referrals

Latest referral date

Filter by Condition Type

Next choose the appointment date and time

Add a Past Appointment

Consultant: Citywest Vaccination Clinic

Appointment Reason: Post Exposure - Dose 1

Appointment Date: 28/07/2022

Appointment Time: HH:mm

Cancel Save

July 2022

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
Today						

When you are happy with your selection, hit 'Save'

Name	DOB	Address	Last	Category	Referral Source	Notes	Condition Types	Actions
[1173955] Noel Dillon	01/01/1990	A1, Maynooth, Kildare	Never	Healthcare Worker	GP	+	Post Exposure	[Icons]
[1173963] Ryan Samson Test 6	10/10/1990	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DARA PRIMARY HEALTHCARE CAMPUS, CURRAGH ROAD, KILDARE, CO. KILDARE, R51 RX51	Never	1 to 6 day Vaccination	GP	+	Post Exposure - Adverse Reaction	[Icons]
[1173951] Test Demo-Test	08/12/1982	100A Test Towers, Testtown, Dublin	Never	1 to 6 day Vaccination	GP	+	Post Exposure - Adverse Reaction	[Icons]
[1173952] Test Demo Test	24/12/2021	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never	1 to 6 day Vaccination	GP	+	Post Exposure - Adverse Reaction	[Icons]
[1173954] Test Test	10/10/1920	43 WESTON DRIVE, LUCAN, CO. DUBLIN, K78AH28	Never	1 to 6 day Vaccination	GP	+	Post Exposure - Adverse Reaction	[Icons]

Filter by priority category

Earliest referral date

Latest referral date

Filter by clinic

Filter by source

Filter by Condition Type

Clear all filters

Filter by speciality

Name	DOB	Appt Date	Appt Time	Address	Notes	Condition Type	Appointment Reason	Clinic	Actions
[1173940] Testing Test	10/11/1990	10/08/2022	12:00	SOUTH KILDARE NETWORK DISABILITY TEAM, CILL DARA PRIMAR CURRAGH ROAD, KILDARE, CO. KILDARE, R51 RX51		Pre Exposure - Adverse Reaction + (1) more		Citywest Vaccination Clinic	    
[1173697] Test Testing	01/01/1990	13/09/2022	11:00	57 Fitzroy avenue, Drumcondra, Dublin, D03PX48		Post Exposure		Citywest Vaccination Clinic	    
[1173718] Lisa Simpson	01/01/1976	14/09/2022	10:30	Evergreen Terrace, Springfield, Louth		Post Exposure		Citywest Vaccination Clinic	    
[1173723] Anne Applw	26/10/1995	25/08/2022	12:30	21 Cabra Road, Apartment 2, Door 5, Dublin, Dublin			18th August 2022 1 to 6 day Vaccination	GP	    
[1173729] Tester Testing	01/05/1965	19/08/2022	15:30	A1, T1, C1		Post Exposure	18th August 2022 1 to 6 day Vaccination	GP	    
[1173901] Ryan Samson Test	17/10/1992	25/08/2022	14:30	HSE, SAINT MARYS, CRADDOCKSTOWN ROAD, NAAS, CO. KILDARE, W91 NR29		Post Exposure - Adverse Reaction	4th August 2022 1 to 6 day Vaccination	GP	    
[1173739] Paula Test Hanley	01/01/1984	26/08/2022	08:30	CHURCH VIEW, ADARE, LIMERICK, CO. LIMERICK, V94 VK76		Post Exposure	20th August 2022 Healthcare Worker	GP	    

Once you confirm the appointment, a green 'Success' banner will display in the top right corner.

The appointment will move from 'Active' to 'Attending' in the eWaiting List