

# NCIS GUIDE

## Generation of letters

## 1 Background

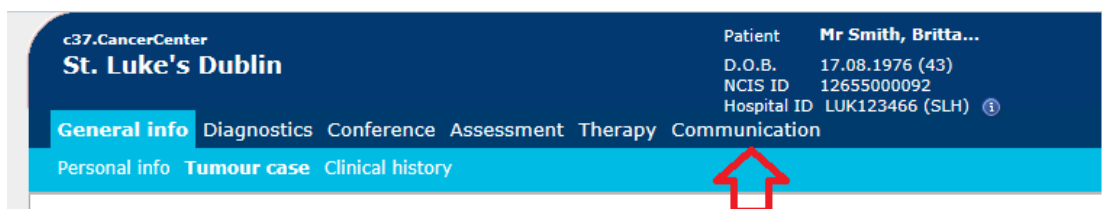
There are a number of predefined templates available on the NCIS system which can be used to generate letters.

- Letters can be generated as a PDF which is saved in the patient's communication record in NCIS.Chart.
- Letters can be printed and uploaded back into to the patient's communication record in NCIS Chart.
- The letter header is customised to the facility that the user is logged into and can include hospital logos, address and contact information. .
- Users have the option to select a template which will display pre-defined content in the text editor:
  - This text can be edited as appropriate for the individual patient.
  - Some letter fields are pre populated with data from within the NCIS, provided this information as been previously entered. This includes:
    - Patient demographic information
    - Diagnosis and SACT therapy information
    - Patient GP and Primary Consultant.
  - It is important to note that if pre populated data within the template is edited; this change will be made independently within the letter only and will not change the data content at the data source.
- **Appendix A:** lists the data sources for the pre-defined fields in NCIS.Chart.
- **Appendix B:** Explains how the letter frame functionality works

Requests for new templates or revisions to existing templates can be submitted to the NCCP NCIS Office.

## 2 Steps to generating a letter

1. Select the Patient and Tumour Case in NCIS.Chart
2. Select the Communication Tab from the banner:

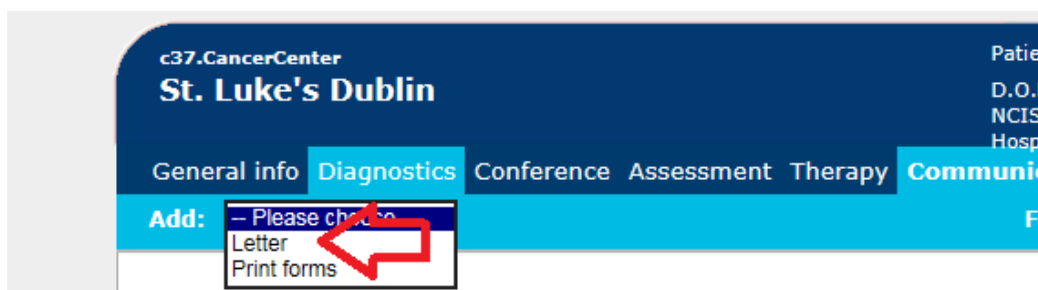


This will bring you to a summary page of all of the already created communications :-

The screenshot shows the 'Communication' tab selected in the banner. Below the banner, there is a table with the following columns: 'Date', 'PDF', 'Name', 'Disease', 'Status', and 'Event'. The table contains six rows of data, all with 'Letter /' in the 'Name' column and 'not specified' in the 'Disease' column. The 'Status' column shows 'in progress' for all entries. The 'Event' column contains a small icon for each row.

Date	PDF	Name	Disease	Status	Event
12.05.20		Letter /	not specified	in progress	
12.05.20		Letter /	not specified	in progress	
12.05.20		Letter /	not specified	in progress	
12.05.20		Letter /	not specified	in progress	
11.05.20		Letter /	not specified	in progress	
11.05.20		Letter /	not specified	in progress	

3. From the "Add" drop down menu select "Letter":



4. The Letter screen will appear:
  - The date will automatically populate as the current date which can be altered.
  - The user details will automatically populate which determines the sender of the letter.

General info Diagnostics Conference Assessment Therapy **Communication**

Add: -- Please choose -- Facility: University Hospital Galway


**Letter**

Date: 11.11.2020 Initials:

User: Consultant Test Dr name Test Dr Surnam i \*

Oncology, Test Consultant office/clinic

Letter text Apply



5. Once you click on the space shown by the X above the following tool bar will appear.

Letter			
Date	<input type="text" value="11.11.2020"/>	Initials	<input type="text"/>
User	<input type="text" value="Consultant Test Dr name Test Dr Surnar"/>	<input type="button" value="i"/>	<input type="button" value="*"/>
		Oncology, Test Consultant office/clinic	
Letter text			<input type="button" value="Apply"/>
<input type="button" value="↶"/> <input type="button" value="↷"/> <input type="button" value="B"/> <input type="button" value="I"/> <input type="button" value="U"/> <input type="button" value="Paragraph"/> <input type="button" value="11pt"/> <input type="button" value="I_x"/> <input type="button" value="≡"/> <input type="button" value="≡"/> <input type="button" value="≡"/> <input type="button" value="≡"/> <input type="button" value="⋮"/> <input type="button" value="⋮"/> <input type="button" value="🔗"/> <input type="button" value="🖼️"/> <input type="button" value="ABC"/>			
<div style="height: 100px;"></div>			

6. Select the apply button

**Letter**

Date: 11.11.2020 Initials: [ ]

User: Consultant Test Dr name Test Dr Surnar [i] [\*]

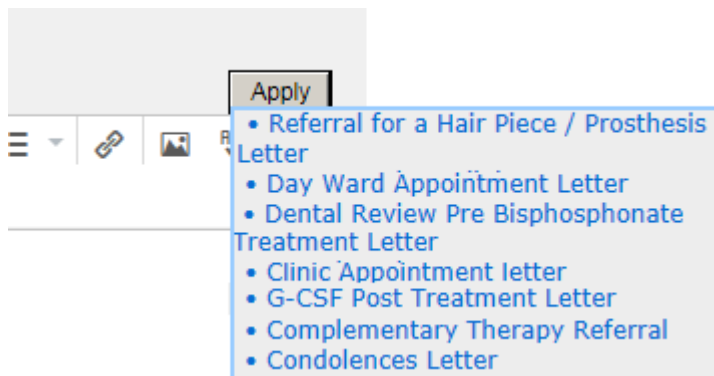
Oncology,  
Test  
Consultant  
office/clinic

**Letter text**

[Undo] [Redo] [B] [I] [U] Paragraph 11pt [Italic] [Align Left] [Align Center] [Align Right] [Justify] [List Bulleted] [List Numbered] [Link] [Image] [ABC]

[Table] [Code] [Fullscreen]

7. Select the intended template from the drop down list:



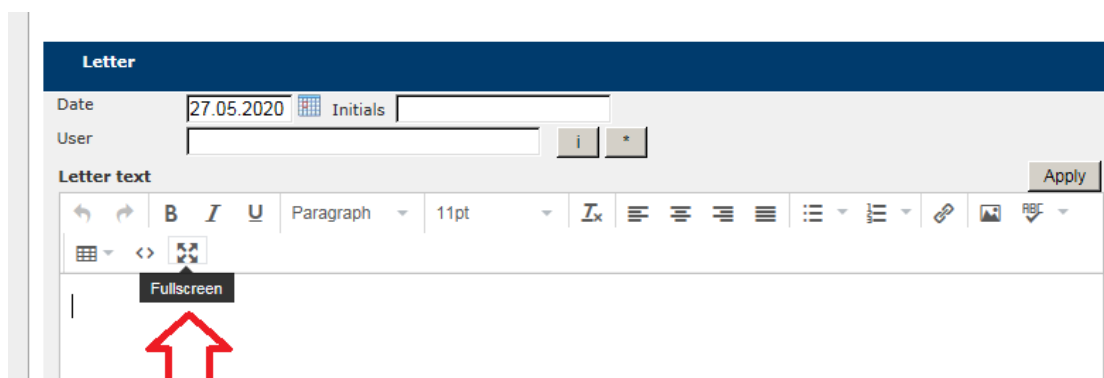
8. Review the generated text as well as manually add, edit or delete any text. This will only change the information for the letter being generated.

A screenshot of a web application titled 'Letter'. The form contains the following fields and content:

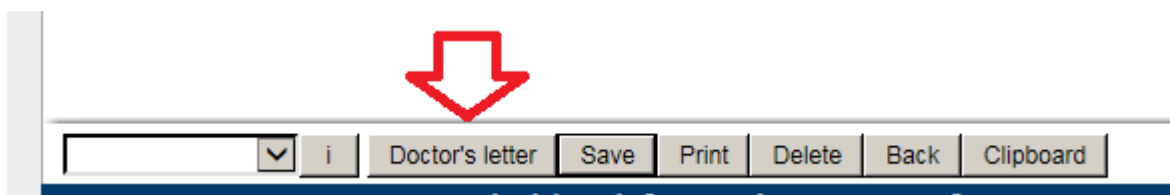
- Date:** 11.11.2020
- Initials:** (empty field)
- User:** Consultant Test Dr name Test Dr Sumar
- Specialty:** Oncology, Test Consultant office/clinic
- Letter text:**
  - Re:** Mrs MARY DOWN, Date of Birth: 15.08.1976, TESTING NCIS SOFTWARE , female
  - An appointment has been arranged for the above patients to be seen at (insert consultants name) clinic at the UH Galway on:
  - [Insert appointment date]
  - [Insert appointment time]

The 'Letter text' section includes a rich text editor toolbar with various formatting options like bold, italic, underline, and paragraph styles.

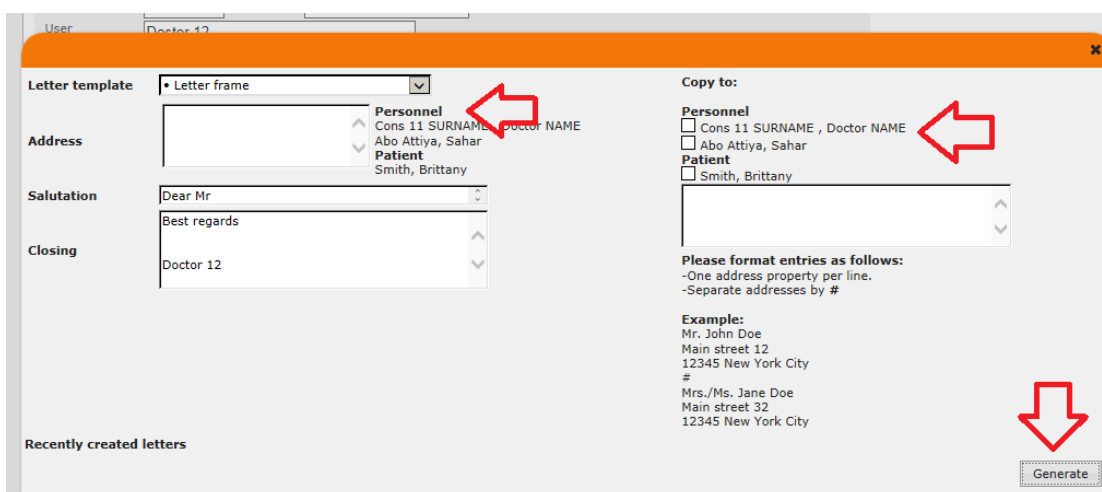
9. It is possible to select the enlarge button from the formatting tab to enlarge the screen for easier editing :



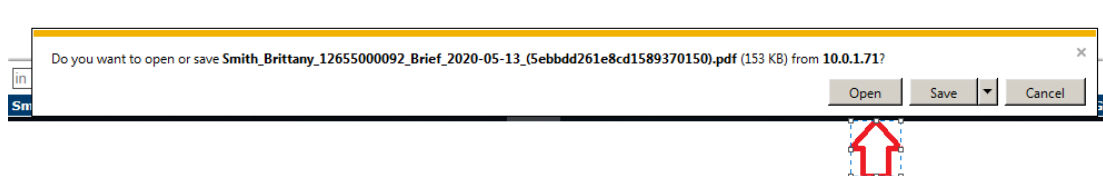
10. To generate the final Letter Frame click “Doctor’s letter” tab at the bottom of the page.



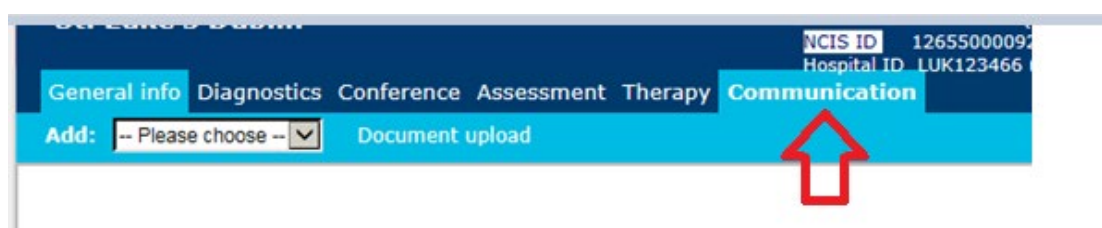
11. The letter frame will appear- select the recipients for whom the letter will be addressed (left address box). It is also possible to select for whom the letter will be copied (right hand address box). Also It is also possible to amend the salutation or closing of the letter at this stage. Click generate to create the letter.



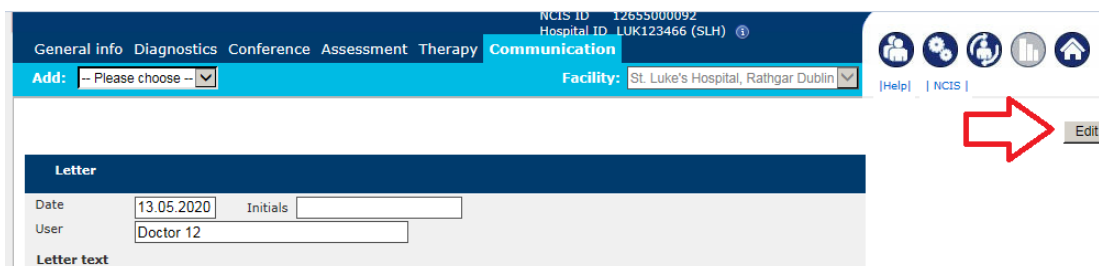
12. The following will appear, click open and the pdf will open for review



13. The communication tab will shows a summary of correspondence generated.

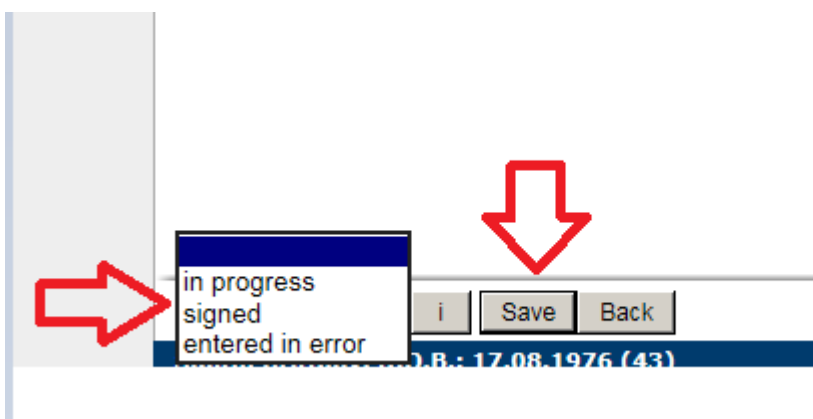


14. The letter can be edited by clicking into the letter name and clicking the edit button. Test can be amended and a new version of the pdf created.



The screenshot shows the 'Communication' tab in the NCIS system. The 'Letter' section is active, displaying fields for Date (13.05.2020), Initials, User (Doctor 12), and Letter text. A red arrow points to the 'Edit' button in the top right corner.

15. When the process is complete, select the appropriate status: in progress (if there are any steps pending), signed (process completed) or entered in error (and exceptional status to manage any errors) and click on the save button to apply.



The screenshot shows a dropdown menu with three options: 'in progress', 'signed', and 'entered in error'. A red arrow points to the 'in progress' option. Below the dropdown, there are buttons for 'i', 'Save', and 'Back'. Another red arrow points to the 'Save' button.

16. Once the status has been set to signed it is no longer possible to edit the letter. A PDF copy of the letter is then saved to the case.



The screenshot shows the 'Communication' tab with a table of letters. A red arrow points to the 'signed' status of the first row.

Date	PDF	Name	Disease	Status	Event
27.05.20		Letter /	not specified	signed	
27.05.20		Letter /	not specified	in progress	
27.05.20		Letter /	not specified	in progress	

## Appendix A: NCIS Chart Data sources

FIELD NAME	LOCATION IN NCIS.CHART	NOTE
<b>PATIENT DETAILS</b>		
PATIENT NAME	Personal info under general info tab	This populates in NCIS from the PAS system
PATIENT DATE OF BIRTH	Personal info under general info tab	This populates in NCIS from the PAS system
PATIENT TITLE	Personal info under general info tab	This populates in NCIS from the PAS system or can be edited in the personal info section
PATIENT TELEPHONE CONTACT DETAILS	Personal info under general info tab	This populates in NCIS from the PAS system or can be edited in the personal info section
PATIENT DIAGNOSIS	Tumour case under general info tab	This is entered in the tumour case
DATE OF PATIENT DIAGNOSIS	Tumour case under general info tab	This is entered in the tumour case
<b>CONSULTANT DETAILS</b>		
CONSULTANTS NAME AND ADDRESS	General Info → Tumour Case → Primary Consultant.	This is entered in the tumour case*
<b>REFERRING PHYSICIAN DETAILS</b>		
REFERRING PHYSICIANS NAME AND ADDRESS	General Info → Tumour Case → Referring physician.	This is entered in the tumour case*
<b>GP DETAILS</b>		
GP NAME AND ADDRESS	General Info → Tumour Case → family doctor/Specialist.	This is entered in the tumour case*
<b>USER DETAILS</b>		
USER NAME AND ADDRESS	User details → user profile linked to personnel file entry	These are the details which will be included as the sender details for letter generation*
<p>*Note that in order for the name to generate, the personnel file 'postal address' entry must be amended to include the name as well as the address of the personnel.</p> <p>Details in the NCIS personnel file entry are managed via a separate process; contact your local administrator for information.</p>		



## Appendix B: Letter frame functionality

NCIS functionality allows for letters to be generated in a specific manner by applying a letter frame. The selected user is added to the user field as shown by the black arrow in figure 1 below which will automatically select that user name for the letter closing. The red arrow indicates where free text can be applied into the body of the letter and the green arrow indicates the templates that are available to use for the letter. The letter frame when applied to the letter allows the user to either manually enter the recipient's details (address and salutation) or they can select the recipient from entries available in the letter frame under the headings personnel or patient records. The letter frame allows the user to select from the following options: the patient (information comes from the personal info section under the general info tab) or the personnel- the primary consultant or family doctor/specialist (information comes from the tumour case under general info tab) as shown by the blue arrow in figure 1 below. Additional personnel recipients can appear if recorded under the primary consultant section in the tumour case. This will automatically populate the recipient address and letter salutation. The details that generate are the address (which appears from the postal address in the personnel entry) and the salutation (which will generate with mr/mrs/ms depending on the gender selected and the name which is under title in the personnel file record)

The screenshot displays the NCIS Letter generation interface. At the top, the 'Letter' header contains fields for Date (25.06.2020), Initials, and User (Dr TEST name TEST surname). A black arrow points to the User field. Below this is a 'Letter text' area with a rich text editor. A red arrow points to the text area, and a green arrow points to a list of letter templates on the right. At the bottom, an orange 'Letter template' dialog box is open, showing options for 'Personnel' and 'Patient' recipients. A blue arrow points to the 'Personnel' section, and a black arrow points to the 'Closing' field. The dialog also includes a 'Copy to:' section with checkboxes for 'Personnel' and 'Patient' recipients. A 'Generate' button is at the bottom right.

Figure 1: Applying the letter frame

In the figure 2 below the corresponding arrows indicate where the information appears in the generated letter. The black arrows represent the user details; the blue arrows represent the recipient details. The heading or letter banner will be customised to each hospital.

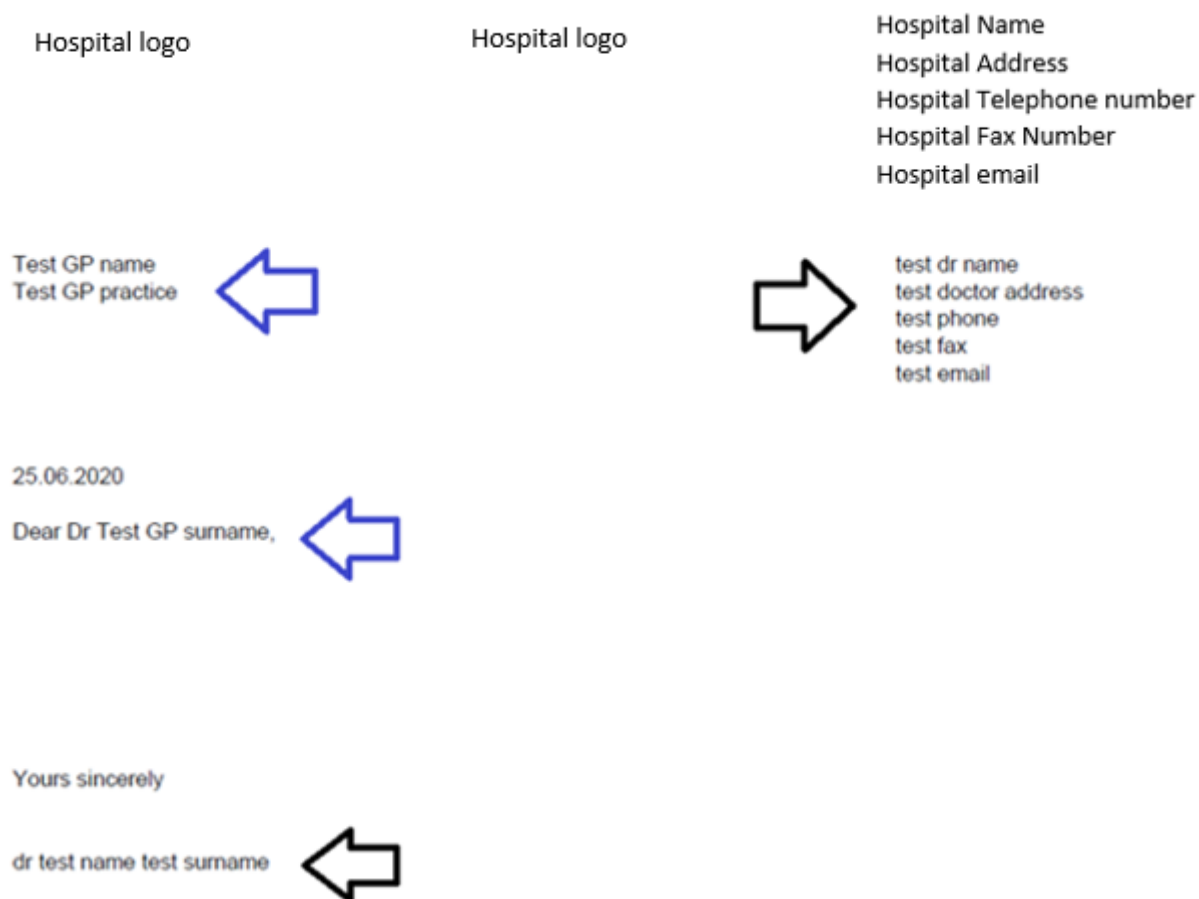


Figure 2: The generated letter layout