EMIS MOBILE Clinical Leads, Team Leads and Admin Leads User Guide

Introduction

How to use EMIS Mobile will be described separately – the purpose of this protocol is to describe the process surrounding mobile working for Clinical Leads, Team Leads and Admin Leads within teams.

Every team owns a spreadsheet (the Asset List) with the staff names against the iPad numbers that must be updated in real time. This will allow the team to keep track of the location of each iPad.

iPads are property of the team and must not be returned to the IT Department.

iPads cannot be given to students and short term agency / bank staff (*Long term Agency are staff who works routinely with the team rather than on ad hoc basis*).

Below is a list of steps to follow in case iPads are either lost or stolen and steps to follow for new members of the team and leavers.

New Users

- The Supervisor/Manager must contact the EMIS training department elft.emistraining@nhs.net giving details of the new user.
- If there is a spare iPad within the team, the Supervisor/Manager should follow the 'Leavers' instructions below.
- If the team need a new iPad, the MH number must be stored in the Asset List.

Leavers

- The Supervisor/Manager must collect iPad devices from staff as part of the leavers' process. IPads must be collected from trust/team leavers and maternity leavers.
- The Supervisor/Manager is responsible for notifying the EPCT Administrative Lead who can then update the asset list to confirm the device has been returned and, when notified, can update the register with the details of who the device has been reallocated to.
- The returned iPad must be wiped and re-set to factory settings for the new user to be able to login. (Instructions below)
- Once the iPad has been restored, it must be switched off and stored.
- The returned iPad must be returned with its box and charger. In case the charger is missing, the team will need to order a new one for the new user.
- The Supervisor/Manager must contact the EMIS training department to allow the new member of the team access to the iPad.
- To re-set the iPad to its factory settings, please follow the following:
1. Tap on Settings

2. In settings, tap on 'General' and then on 'Erase All Contents And Settings'.
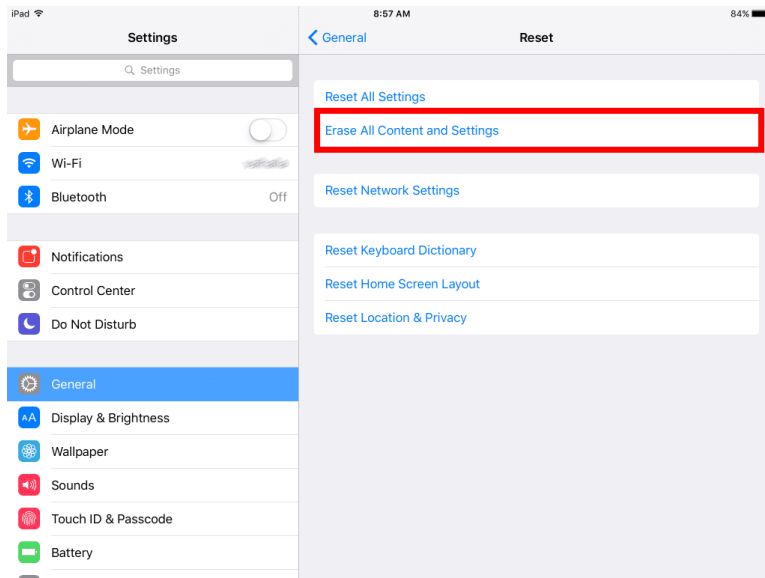
Lost or stolen

1. If an allocated IPAD is lost / stolen the clinician must report this to the police immediately and obtain a Crime Reference Number.
2. IT help desk MUST be informed immediately, so the device can be disabled as it potentially could give access to patients' identifiable information.
3. This should be reported immediately to the General Manager for the service and an incident form (Datix) is to be completed detailing the sequence of events that led to the device being lost / stolen.
4. In the event where an IPAD is lost or stolen there will be an investigation instigated in line with appropriate Trust policies.
5. A new iPad can be requested. Steps to request an iPad are described in the 'New User' above.

The EMIS Training Department can be contacted here: elft.emistraining@nhs.net

The IT Service Desk, can be contacted here: elft.servicedesk@nhs.net or tel: 02076554004