plain healthcare
clinical decision support

Odyssey Reception Trainee Workbook

Learning and Development – Plain Healthcare

November 2012

Copyright

Disclaimer

The Plain Healthcare Ltd makes no representations or warranties with respect to the contents hereof and specifically disclaim any implied warranties of satisfactory quality or fitness for any particular purpose. Further, the Plain Healthcare Ltd reserves the right to revise this publication and to make changes in the contents hereof without obligation to notify any person of such changes or revisions.

Practitioners are reminded of their duty to comply with the appropriate guidelines on records and record keeping as laid down by the relevant professional body with all records being *"factual, consistent and accurate"*. Under no circumstances should any clinical information or finding be entered that has not been fully explored and discussed with the patient or their parent/ 3rd party representative. Odyssey software should not be used in a live environment without adequate training ensuring sufficient learning has taken place in relation to navigation and functionality of the software and associated professional accountability. All practitioners must be confident and competent in use prior to utilising the software in support of any real assessments or consultations.

Trademarks

Windows is a registered trademark of Microsoft Corporation.

All product names mentioned in this publication, and not listed above, are acknowledged as the trademarks of the respective manufacturers and producers of such products.

Contents

Odyssey Reception Training

Aim & Learning Objectives

Aim:

For delegates to achieve and demonstrate a basic level understanding of the mechanics of the **Plain Healthcare** System **Odyssey Reception** for the safety of patients, staff and organisations.

Learning Objectives:

By the end of the workshop, trainees should possess and be able to demonstrate:

- Basic understanding of relevant hardware & software issues using relevant IT skills

- Basic understanding of the mechanics and navigation of Odyssey Reception

- Awareness of basic functionality of Odyssey Reception

- Awareness of the key medico-legal issues surrounding a first contact role as a non-clinician and applying clinical priorities to cases

- Ability to address the relevant questions appropriately and complete simple role play scenarios including safe data collection and processing using Odyssey Reception

- Identification and articulation of any further associated learning needs and how these might be met

This will be achieved using a combination of theory and practice.

We hope you enjoy the day

plain healthcare
clinical decision support

Self-Assessment of Odyssey reception Navigation

Stage 1 – Navigating Odyssey Reception

Launching Odyssey Reception		Signed
Odyssey Reception access	Is able to start a new call by selecting the appropriate button from the tool bar	
Entering essential criteria	Understands the three items that need to be entered in order to proceed with Odyssey Reception – (name, DOB/age and gender)	
Using Odyssey Reception		
Selecting a presenting complaint	Understands how to search for appropriate symptom based on what the patient says.	
Launching Odyssey Reception questions	Understands that double clicking on the chosen presenting complaint will activate the OR questions.	
Completing the questions	Is able to access the drop down options to the right of each OR question and click on selected appropriate answer.	
General Triage question (green)	Understands the relevance of the general triage question and how to elicit an appropriate response from the patient.	
Urgency levels	Understands that Odyssey Reception will suggest an urgency level from one of four categories depending on the scoring of the answers.	
Upgrading an urgency level	Understands that a recommended urgency level may be increased but not decreased (non clinicians).	
Downgrading an urgency level	Understands that a recommended urgency level may be increased and decreased (clinicians only).	
Selecting a care pathway (if applicable)	Can select an appropriate care pathway from the choices displayed.	
Notes (if applicable)	Is able to use the free text facility.	

Completing Demographics		Signed
Completing the Demographic screen (if applicable)	Is able to enter address, GP and additional patient details in this screen	
Placing in the queue from Demographics (if applicable)	Understands how to forward the call to the Tracking Queue from the Demographics screen using the various "Hold" options	

Learning Points

plain healthcare
clinical decision support

Odyssey Reception Self-Assessment

Please ensure you are satisfied that you are familiar with all the functionality of Odyssey Reception as detailed above in this document.   If you have any further queries ask your Facilitator.

Once you have initialled and dated each section please sign and date the fields below:

Trainee Name (PLEASE PRINT)...

Trainee Signature..

Service Name...

Date...

Assessor's signature...

Please detach this sheet from the workbook and hand in to your facilitator before the end of the training programme.

Thank you

Training Evaluation

Trainee Name:

Trainer Name:

Date:

Site Name:

Please complete sections below:

Did the training meet your expectations? Y ☐ N ☐
What went well for you?
Comments
What could have gone better?
Comments

plain healthcare
clinical decision support

Impact:

How do you feel using Odyssey Reception will affect your current practice?
Comments

Do you envisage any challenges in using Odyssey Reception?
Comments

General comments:

Comments

Overall scoring of the course (please circle)

Poor 1   2   3   4   5   6   7   8   9   10   Excellent