



## Quick Reference Guide Enlighten- Queue Management System

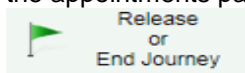
Enlighten can be accessed through the Jayex Enlighten icon on the desktop, or alternatively through Internet Explorer by typing **whsenlighten/enlighten** if the icon does not appear on your desktop.

Administration Officers will be available on your first clinic day to assist with logging you in, setting up your room and to answer any questions you may have. Ongoing support for use of Enlighten will be provided by administration officers/clinic AUMs and Clinic Coordinators.

### Appointment Page Notes:

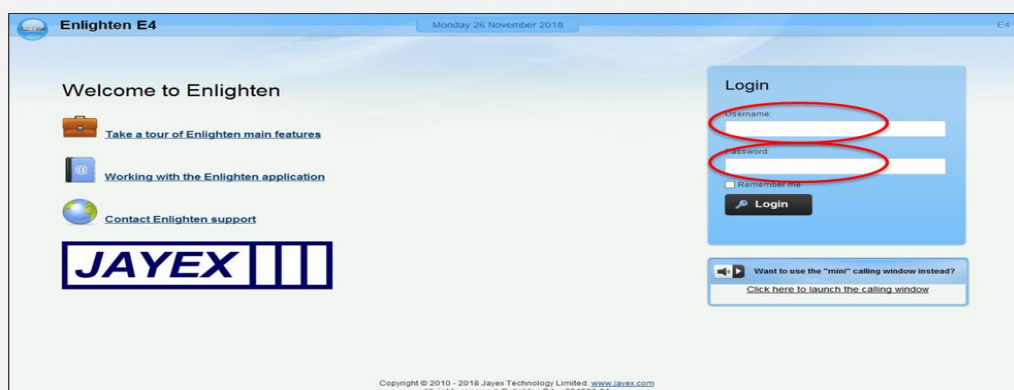
- **Not arrive/Arrived & All Appointment Tabs** – The default view can be set via the My Profile Page
- **Search Box** – Ability to search by patient forename & surname
- **Tracking** – View the patient journey. This section will show the waiting area where the patient is located. If a patient has already been called to a room it will display here which room the patient is in. NB. The system will not allow the patient to be called to another room.
- **Gender Icon** – By clicking on this icon you can view the patient's demographics as well as Medicare details and the hospital UR number.
- **Staff notes (Ad-Hoc Notes)** – Confirmation that an interpreter is booked is added to the *Enlighten Ad Hoc Notes* section at the beginning of each day including the interpreter language
- **Patient calling/SMS Calling** – Click on the calling button to call a patient via the media screens in clinic areas or via SMS. This call function is only available when the patient's *Tracking* location is a waiting room. If a patient has been called already to another consulting room or location, you will not be able to call them until their previous appointment has had the *Journey Ended* and the patient is back in a waiting room.

**Remember:** Once the appointment has concluded you need to end the journey by clicking on the last icon (green flag) on the appointments page. You will not be able to call your next patient until you have ended the previous journey.



## Accessing Enlighten

Enter a **username** and **password** to access the Enlighten software



## Set up a New User's My Profile



1. Menu Button

2. Choose My Profile



**Clinics**

Show Appointments for:

9 selected	Remove all		Add all
DEW001 (Training Database)	-	BEAC001 (Training Database)	+
Dr Simon Bolan (Training Database)	-	ICHT001 (Training Database)	+
Jayex Doctor (Training Database)	-	JXMAT (Training Database)	+
KJMCS (Training Database)	-		
Orion (Training Database)	-		
Pegasus (Training Database)	-		
Phoenix (Training Database)	-		
RTYU (Training Database)	-		

**Calling Settings**

Enable Calling

Confirm Before Calling

This room: --Please select one--

3. Move appropriate Clinics from the Left hand column to the Right hand column

4. Select 'Enable Calling'

5. Using the **This room** drop down select the Default Calling Room



## Appointments Page – Arrived Screen

Appointments (for 28/02/2019)

Not Arrived Arrived All Appointments

Gender	Patient	Tracking	Extended tracking	Number	Time	Arrival	Clinic	Actions
	Young Kathryn Mr (PAT000099)	Arrived		77	11:40	12:13 (E)	Fred_Torres	[Icons]
	Morris Lois Mr (PAT001304)	Called to Test Room		50	11:50	14:07 (T)	Wayne_James	[Icons]
	Watson George Mr (PAT003948)	Arrived		81	11:50	14:10 (T)	Fred_Torres	[Icons]

Showing 1 to 3 of 3 appointment(s)

Green	Arrived
Yellow	Called
Light Blue	Location
White	Left
Pink	Auto Arrival Issue
Red	Error (requires attention)

If the incorrect room appears (eg Test room) click here to update your room

End patient journey

Ad-Hoc Notes

Patient Call including SMS Calling

## SMS Calling - Call from Appointments page

Enlighten E4 Thursday 4 September 2014

Appointments

Pod 1\_Treat Room 1 is set as default for calls. To change this, click [here](#)

Gender	Patient	Tracking	Extended tracking	Number	Time	Arrival	Clinic	Actions
	Mr Derek Black	Called to Pod 1_Treat Room 1		3	12:30	14:02	AHOASI	[Icons]
	Ms Margaret O'Brien-gunn	Arrived to Suite 100 Pod 1 Location		7	13:05	14:05	AHOASI	[Icons]
	Mr John Jones	Arrived to Suite 100 Pod 1 Location		6	13:10	14:02	AHOASI	[Icons]

1. Click on the speaker icon on the same line as the patient you are calling

Patient: Murphy Phyllis Mr ... Clinician: Wayne, James

Appointment Time: 28/02/2019 11:54 Tracking: Arrived

Call or Send to

Call to: Test Room

Send to:

Show on display

Send Calling SMS

**This call has not been made. The room 'Test Room' is currently occupied.**

Ok Cancel

2: Choose either 'call to' or send to' option and select appropriate room from the drop down list

3. Check the show on display and Send Calling SMS box

4. Click 'OK' to action

**Note:** The 'Call to' option is for the initial time the patient is called to be seen. The 'Send to' option is to send the patient to subsequent rooms on their journey

**Note:** If the room selected to be called is occupied, a notification will appear to advise and the call will not be made

