

Pinnacle (Outcomes4Health) Guide

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How to activate your account & Set a new password.

Account activation once set up on Outcomes4Health, users will receive a system generated email from Pinnacle Systems Management Ltd detailing initial login and password information.

Users MUST login within 3 working days of receiving initial access information at <https://outcomes4health.org> and reset their password to set permanent access.

- Go to website <https://outcomes4health.org>
- Enter **current password** provided in the email you received
- Enter **new password**. Check that the password strength box has turned green. If not enter a more secure password e.g. use a mixture of uppercase, lowercase letters and numbers.
- Once the **password strength box has turned green, re-enter your password**
- Click **Save**
- You will now be asked to enter a 6 letter security word to activate your account.

outcomes4health.org/o4h/home/password

Exit Logged in as: Covid Admin CPUO from COVID Mass Vaccination Centre (PDS enabled)

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Home Reports Claims Admin Help

Welcome Home Change Password

Welcome to Outcomes4Health. You can select your actions from the menu above.

My Account

Manage your account, change your email address, phone numbers and change your password.

Change My Password

Change My Details

Update My Organisation Details

View recent system news

PharmAlarm Controls

Current Password: [password field]

New Password: [password field]

Retype New Password: [password field]

Save

Password Strength

The colour bar below will change as you type a longer New Password, showing the relative security of the chosen password

Good

Security Your passwords are encrypted in the system, so no-one can see them (including administrators). You won't be able to ask us to look it up and tell you what it is if it gets lost, but we can reset it for you. You can contact us using the message box on the Help page.

How to Create New Users:

- Select the **Admin tab**
 - Select **Manage Role Based Users**
- On this page you can edit existing users or create new users.

Exit Logged in as: Covid Admin CPUO from COVID Mass Vaccination Centre (PDS enabled)

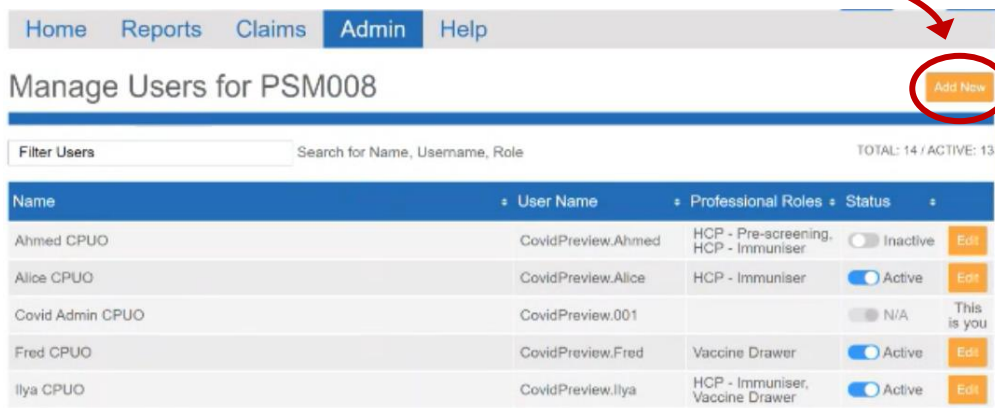
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Home Reports Claims Admin Help

Administration Outcomes4Health Administration

- Manage Users
- Manage Role-based users

- Click **Add New** to create a new user



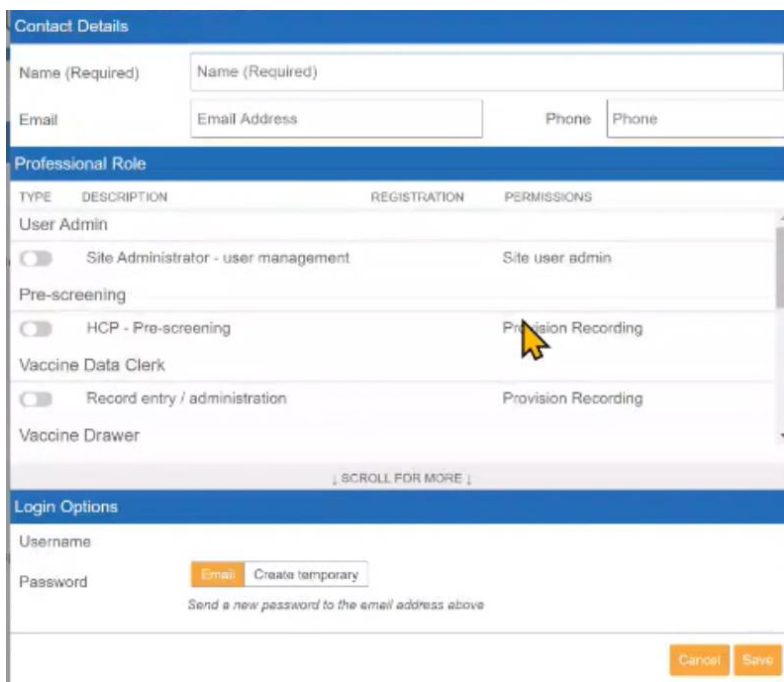
Home Reports Claims **Admin** Help

Manage Users for PSM008

Filter Users Search for Name, Username, Role TOTAL: 14 / ACTIVE: 13

Name	User Name	Professional Roles	Status	
Ahmed CPUO	CovidPreview.Ahmed	HCP - Pre-screening, HCP - Immuniser	<input type="checkbox"/> Inactive	Edit
Alice CPUO	CovidPreview.Alice	HCP - Immuniser	<input checked="" type="checkbox"/> Active	Edit
Covid Admin CPUO	CovidPreview.001		<input type="checkbox"/> N/A	This is you
Fred CPUO	CovidPreview.Fred	Vaccine Drawer	<input checked="" type="checkbox"/> Active	Edit
Ilya CPUO	CovidPreview.Ilya	HCP - Immuniser, Vaccine Drawer	<input checked="" type="checkbox"/> Active	Edit

- Enter the details of the new user
 - Enter **name** and **email address**. Phone number is optional.
 - Select the **role/roles** you want to assign. You can select multiple options e.g. a user can be made a system administrator, complete the pre screening questions and administer the vaccine.
 - Click **Save** and the user will be emailed their login details.
 - If you wanted to give the user immediate access, click on **create temporary password**. Users password is displayed, and they can then use this to logon.



Contact Details

Name (Required)

Email Phone

Professional Role

TYPE	DESCRIPTION	REGISTRATION	PERMISSIONS
<input type="checkbox"/>	Site Administrator - user management		Site user admin
<input type="checkbox"/>	HCP - Pre-screening		Provision Recording
<input type="checkbox"/>	Record entry / administration		Provision Recording

Login Options

Username

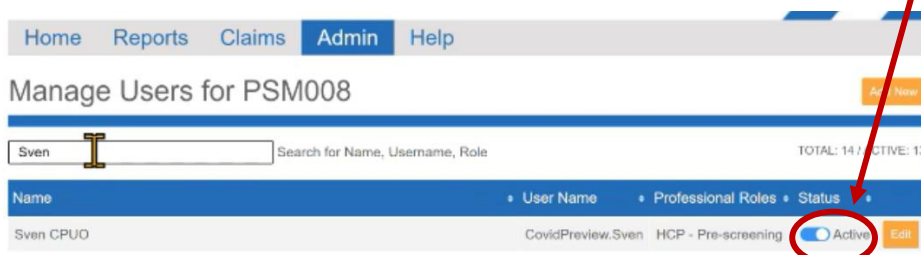
Password

Send a new password to the email address above

How to Inactivate a User

For people who may have left the organisation or no longer require access to the system, you can make them inactive.

- Click on the **Admin** tab.
- Click on the **Active** button to change the status. The slider will change to grey when the user is inactive.



Home Reports Claims **Admin** Help

Manage Users for PSM008

Sven Search for Name, Username, Role TOTAL: 14 / ACTIVE: 13

Name	User Name	Professional Roles	Status	
Sven CPUO	CovidPreview.Sven	HCP - Pre-screening	<input checked="" type="checkbox"/> Active	Edit

How to Edit a User:

- Click on the **Admin tab**
- Find the user (You can use the search bar toward the top of the screen)
- Click **edit**, next to the user.

Home Reports Claims **Admin** Help

Manage Users for PSM008

Search for Name, Username, Role

TOTAL: 14 / ACTIVE: 13

Name	User Name	Professional Roles	Status
Sven CPUO	CovidPreview.Sven	HCP - Pre-screening	Active

- The user's profile will open
- Make the required changes
- Click **save**

Contact Details

Name (Required) Sven CPUO

Email Email Address Phone Phone

Professional Role

TYPE	DESCRIPTION	REGISTRATION	PERMISSIONS
<input type="checkbox"/>	Vaccine Data Clerk		Provision Recording
<input type="checkbox"/>	Record entry / administration		
<input type="checkbox"/>	Vaccine Drawer		Provision Recording
<input type="checkbox"/>	Vaccine Drawer		
<input type="checkbox"/>	Vaccination		
<input type="checkbox"/>	HCP - Immuniser	GMC	Provision Recording
<input type="checkbox"/>	HCP - Immuniser	GMC	Provision Recording

SCROLL FOR MORE

Login Options

Username CovidPreview.Sven

Password No Change Email Create temporary

No changes to the current password

Reset Security Word Advanced Cancel Save

How to Configure Batch Information for the Vaccine

The system can be configured to enter batch information instead of using a barcode scanner (Which has proved faster). If you are receiving more than one batch of vaccines, you will need to create multiple batches. To setup the batch information, complete the following steps:

- From the **Services** tab, click on **Batch Management**

Home **Services** Reports Claims Help

Provide Services

Click here to show all accredited services including ones that are normally hidden

Batch Management

COVID Batch Management

COVID Vaccination

COVID Vaccine 2020/21

My Provisions

Search for Identifier:

Provision List Options

Service Tools

View Observation Period Dashboard

View all provisions for: [All services]

Outstanding records

Pending	Service (stage)	Identifiers	Status
2020-11-30	COVID Vaccine - 2020/21 COVID-19 Vaccination	KAN 1234567	Partially entered Vaccination 2020-11-30 16:48:43 Click to Cancel

All Pending Records are shown here

- Select the **Vaccine Type**
- Enter the **Batch Number**
- Enter the **Manufacturer Expiry** date
- Enter the **Use by Date**
- In the **Batch Available** field, select **Active**.
- Click **Save**

Defrost Date: 11-Dec-2020

Vaccine Type: **Scan**

COVID-19 mRNA Vaccine BNT162b2 30micrograms/0.3ml dose concentrate for suspension for injection multidose vials (Pfizer-BioNTech)
(Pfizer-BioNTech) 5 dose

Batch Number: BN1234656

Manufacturer Expiry: 30-Apr-2022
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

Use by date: 14-Dec-2020
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

Batch Available: ☒ Active ☐ Finished

☐ Save and enter another **Save**

- Once you no longer require the batch to be used. Go to **Batch Management**, select the batch and update the **Batch Available** status to **Finished**.

Logging onto Pinnacle for the 1st Time

When you first logon to the System, you can add any additional information.

If you are a clinician, you will need to enter your GMC registration number and click save.

Home Services Reports Claims Help

Welcome Home - User Information

Welcome to Outcomes4Health.
You must finish the required action in the right pane before you can navigate in the site or access your account details

My Account

Manage your account, change your email address, phone numbers and change your password.

Change My Password
Change My Details
Update My Organisation Details
View recent system news

Organisation: Organisation Type: [None]

User Name: CovidPreview.Marcin
This is the name that the user will log into the system with. It is recommended that this takes the form of first.last but this is not essential and you can use the email address if preferred.

Full Name: Marcin CPUO
When addressed in emails, this is the name that will be used.

eMail Address: info@phpartnership.com
An email address that can be used for confirming user information, changing passwords and system updates.

Job title:

Phone Number: 01983 216699

Mobile Number:

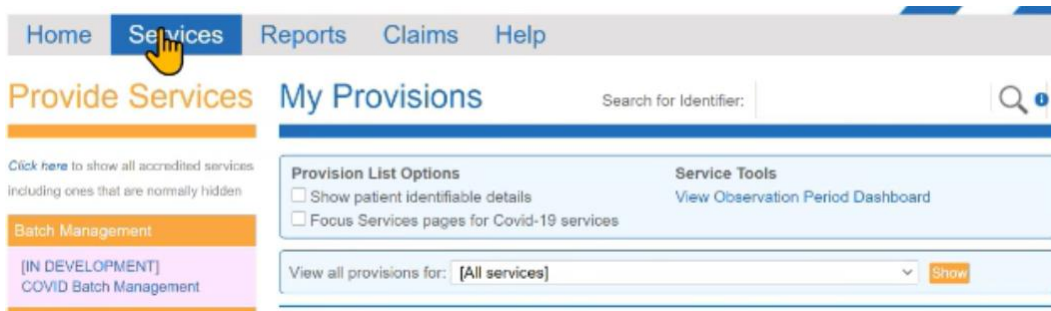
Professional Registrations

GMC registration: 2032735 Current required for: HCP - Immuniser

Cancel Save

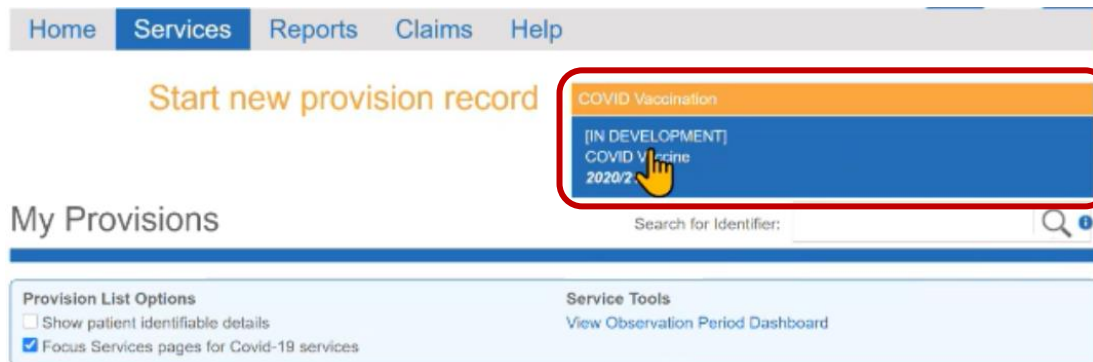
Setting up your Home Page

- Click on the **Services** tab
- Under **Provision List Options**
- Tick option '**Focus Services Page for Covid-19 Services**'



Accessing the COVID Vaccination Screen

- Click on the **Services** tab
- Click on **COVID Vaccination** box



- Enter the letters required from you 6 letter security word and click **Submit**

Security Word Entry

You are about to enter a section of the website that can access sensitive data. To proceed, you must perform an extra security validation.

Enter the specified letters from your security word to validate

Please Note: Your security word is NOT the same as your password.
The security word is a six letter word that you selected from a suggested list when you first logged in to Outcomes4Health



How to lookup a patient.

- If the person logged on is completing the Pre- Screening Questions, click '**Me**' button, this will populate with your name.
- **Booking reference** field is optional.
- **Vaccination date** will auto populate with todays date.
- Find the patient by entering their **D.O.B and NHS Number** and click '**Lookup Via PDS**'
- Check patient details and if correct, click '**Confirm Patient**'

Patient Details

Pre-Screener

Go

Booking reference

Vaccination Date



Patient Lookup via the Personal Demographic Service (PDS)

More information about PDS (opens in new tab).

The commissioner of this service **requires** that the PDS service is used to attempt to verify patient details **at least once**.

Search by patient details

Please provide a minimum of the patient's Date of Birth and NHS Number. Press 'Lookup via PDS' to try and find the patients details:

Date of Birth

Enter as dd-mmm-yyyy (eg 23-Feb-1989)

NHS Number

The patient's verified NHS Number

Lookup via PDS

- Alternatively, you can select 'Search by patient details' and enter 3 pieces of information below.
- Click **Lookup Via PDS**.
- Check patient details and if correct, click 'Confirm Patient'

Patient Lookup via the Personal Demographic Service (PDS)

More information about PDS (opens in new tab).

The commissioner of this service **requires** that the PDS service is used to attempt to verify patient details **at least once**.

Search by patient NHS Number

Please provide a minimum of the patient's Date of Birth, Sex and Last Name. Press 'Lookup via PDS' to try and find the patients details:

Date of Birth

Enter as dd-mmm-yyyy (eg 23-Feb-1989)

Sex



Male



Female

Family Name

Last Name

Given Name(s)

First Name or names

Postcode

Lookup via PDS



- If you are logged onto the system with a SMART Card via a N3 connection, you can access the patients Summary Care Record.

Date of Birth
73 years of age

Gender ☒ Male ☐ Female

Postcode

Address

NHS Number

Telephone number

Does patient consent to receive post-vaccination information via email?

Consent for email ☒ Yes ☐ No
Email address will not be used for marketing or any other purpose

Email address

Patient's GP Practice
Start to type GP practice name and select from drop down list
☒ try to filter results by "nearest first" ...



- If the patient consents to receive post vaccination information, enter the patients email address.

The below section will display any previous COVID & Flu vaccines the patient has received along with any alerts.

Screening

National Immunisation Service Current Status

This is a mock record

Vaccination	Administered
Seasonal Flu	05-Dec-2020
First COVID-19 Dose	-
Second COVID-19 Dose	-

Selected COVID-19 Vaccines

- * Talent
- * Pfizer-BioNTech

ALERT: Less than 7 days since flu vaccination

Completing the Pre-Screening Questions

- Ask all screening questions and record the answers along with any clinical notes.

Ask ALL patients ALL questions below and tick if any apply

Exclusion checklist - tick any that apply

☐ Current fever
Is the patient currently unwell with fever?

☒ Previous serious allergic reaction
Has the patient ever had any serious allergic reaction?

☐ Adrenaline autoinjector
Has the patient ever been prescribed an adrenaline autoinjector such as epipen?

☐ Coronavirus trials
Is or has the patient been in a trial of a potential coronavirus vaccine?

☐ Pregnant, breastfeeding or planning a pregnancy
Is or could the patient be pregnant, or are they breastfeeding or planning a pregnancy in the next 3 months?

Caution checklist - tick any that apply

☐ Is the patient taking anticoagulation medicine/has bleeding disorder?

☐ Received any other vaccination in the last 7 days?

Clinically suitable ☐ Yes ☐ No
Answer 'No' if any of the above symptoms present

Clinical notes

Clinical Notes and Advice

Recording the Vaccination

- Select names from drop down list or click '**Me**' to populate the '**Drawn Up by**' and '**Vaccinator**' fields
- Select if it's the 1st or 2nd Vaccine being given.
- If entering via the **Vaccine Batch Selection**, click **Copy** for the batch you want to add. This will populate Vaccine Type, Batch Number, Manufacturer Expiry and Use by Date.

OR

- If entering via a barcode click '**Scan**' to scan the barcode on the vaccine. Vaccine information will then be populated e.g. Batch Number and Manufacturer Expiry
- Enter the Use by Date

Vaccination

The screenshot shows the 'Vaccination' form with several sections highlighted by red boxes:

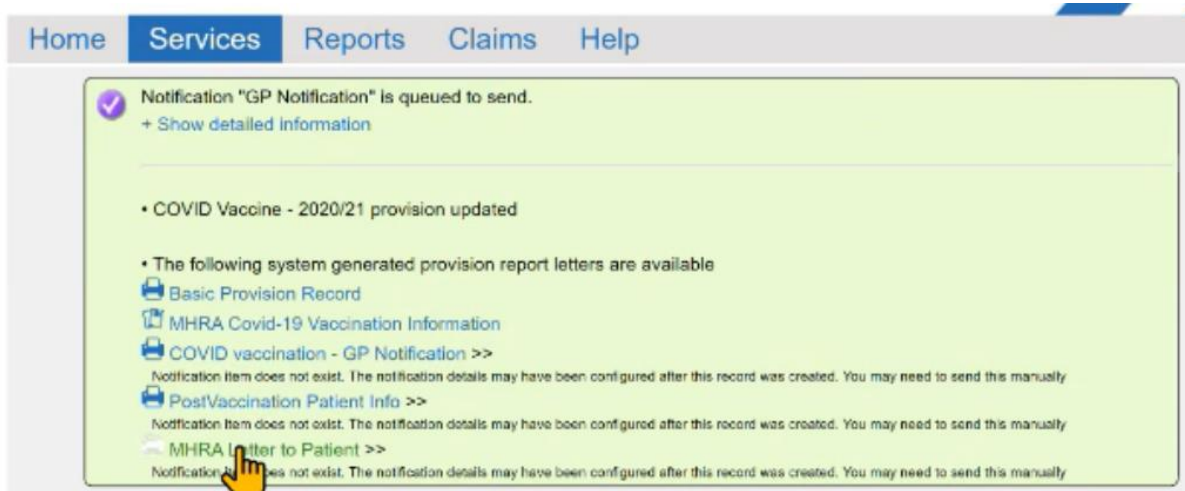
- Drawn up by** and **Vaccinator** fields, each with a dropdown menu and a 'Me' button.
- Vaccination Sequence** section with radio buttons for 'First Vaccination' and 'Second Vaccination'.
- Vaccine Batch selection** section with a table of vaccine batches and 'Copy' buttons for each row. A 'Manual Entry' button is also present.
- Vaccine Type** section with a 'Scan' button and a dropdown menu for vaccine type.
- Batch number**, **Manufacturer expiry**, and **Use by date** fields.

- Select the **vaccination site**
- Select the **vaccination route**
- Enter **Time of vaccination**. Click on '**Select Current Time**' this will auto populate
- Tick **advice provided & vaccination completed**.
- Add any clinical notes if required.
- Click **Save**

The screenshot shows the 'Vaccination' form with several sections highlighted by red boxes:

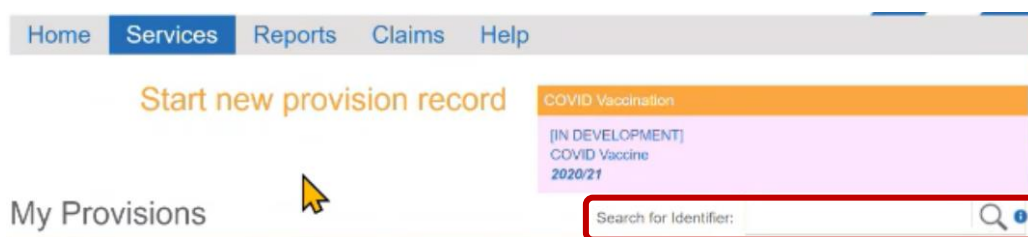
- Injection site** section with radio buttons for 'Left deltoid', 'Right deltoid', 'Left thigh', and 'Right thigh'.
- Vaccination route** section with a radio button for 'Intramuscular'.
- Time of vaccination** field with a 'Select Current Time' button.
- Advice provided and vaccination completed** section with a 'Yes' button and a list of advice items.
- Clinical Notes and Advice** section with a text area for notes.
- Save** button.

- Vaccine is recorded and patients own GP practice is notified along with the national system.
- Select MHRA letter to patient. This will be emailed if patient consented to receiving post vaccination advice via email. If not, you can choose to print the letter out.



Recording a Reaction to the vaccine:

- To recall a patient, record, enter their surname in the 'Search for Identifier' field and click the magnifying glass to search.



- Click on the patients record and scroll down to the 'Reaction' section.
- Tick box **Adverse Reaction, Yes**
- **Manifestation of reaction:** Start typing and the list will filter on SNOMED codes that are available e.g. rash
- Record the **Reaction severity** and **description of reaction**
- Record any further **Clinical Notes and Advice**
- Click **Save**

Reaction

Has the patient suffered an adverse reaction to the vaccination?

Adverse reaction? ☒ Yes ☐ No
 NB: This does not include induration, erythema etc.

Manifestation of reaction

Reaction severity ☐ Mild ☐ Moderate ☐ Severe

Description of reaction

Clinical Notes and Advice

DO NOT INCLUDE patient data and do not use the characters < or > in your text

Save

Useful Links:

YouTube Training Video:

<https://www.youtube.com/watch?v=VAD5BnKuE2U&feature=youtu.be>

Microsoft Teams Pinnacle Demo of System:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_YWNiYzQ1MGYtNDkxYi00YmQwLTlhNGltODJjYWNIN2E5Nzkx%40thread.v2/0?context=%7b%22Tid%22%3a%2203159e92-72c6-4b23-a64a-af50e790adbf%22%2c%22Oid%22%3a%22d78714c8-edab-4e9d-8169-f4ed88e4bdff%22%2c%22IsBroadcastMeeting%22%3atrue%7d

MS Teams Video Time Stamp Information:

Topic	Time Stamp in Video
To Access the System	4:53
How to activate your account	5:39
Managing User Accounts	7:16
Add new user	7:44
Edit/Inactivate users	9:43
Logging into Pinnacle for the 1st time	14:34
Setting the Home Page	14:56
Find a patient	16:11
Screening & Alerts	19:27
Recording the vaccine	23:00
Recording a Reaction	26:22
Batch Management	27.38