

iCare  
iPlanner  
Staff.Care  
Staff Management  
Payroll Services  
Human Resources

**"The completion of our core notes could take up to 90 minutes without Smart Forms, but by using our own Smart Forms this time has been reduced to approximately 30 minutes"**

Graham Stubbs  
Community Services Manager  
St Peter's Hospice  
Bristol

**Forward to a friend**

By Linking iCare with Staff.Care, using iPlanner, **Lone Worker Management** is provided which includes **Mobile Phone Alerts** for arrival and departure of home visits.

iPlanner is ideal for Home Care visits.

You can link staff shifts directly with Patient Home Visits, as well as managing all of your clinics.

For many of you, your iCare migration probably seems a distant memory but are you realising the full benefits of iCare?

There is so much more that iCare can provide for every customer.

Some customers, of course, have fully embraced all the new functionality within iCare, however, as discovered during the User Groups back in September, many of our customers are not using key areas within iCare, which, when implemented, can vastly improve the end user experience and provide more efficient management reporting.

## User Groups

A big thank you to all of you who took the time to attend the iCare User Group back in September - everyone enjoyed the day and learnt at least one thing to take back and impress their colleagues with.

SMI also took customer suggestions on board and have already incorporated a couple of ideas, which include :

- Viewing and Printing Notes - now with Rich Text and Patient Banner style separator between each note.
- Smart Form Printing, option to print or hide drop down selections.
- You can now automatically add an existing family member as a new patient - ideal if you manage Bereavement this way.
- Reply button has been added to the messaging service.

## iCare - the Complete Patient Management Solution

We list a couple of the areas that you may not be taking advantage of :

- Smart Forms (must be top of the list)
- Drug Information Module allows you to check all of your interactions within the whole medication list prescribed and is updated monthly.
- Patient Dashboards ideal for MDT meetings
- SMI MDS Smart Forms for automatic generation of the MDS Report.
- New Graphing Capabilities, including Smart Form data.
- Genogram which includes emotional relationships
- New Window - open two or more patient records at any one time, only using one User Licence.
- Medical capabilities including Symptoms, Treatments and Drugs.
- Force End Session, if someone has gone home and not logged out of iCare, you can now log them off yourself to free up the licence.
- Patient Charts for enhanced Management & Graphical reporting.
- Dashboards available across all Smart Forms.
- Chart templates are now available
- Internal Messaging Service
- iPlanner for all of your Clinics and Home Care Appointments

**Contact us for more information.**

## Smart Forms - now truly SMART

All of your paper-based forms that you complete on a daily basis can be turned into a Smart Form. Such items as :

Occupational Health Assessments  
Home Care Assessments  
Referral Forms  
Symptoms

Even **Lymphoedema Calculations** can be recorded this way With COMPLETE reporting capabilities. Whatever you decide to include on a Smart Form, can be viewed, printed, reported exactly the way you want.

Smart Forms literally save hours of administration time and are so simple to use, it's just a case of ticking boxes. Ideal for all staff with varying IT Skills.

**Once you have used Smart Forms, you'll not look back.**

## ini Settings

At the user groups, the background "ini" settings were discussed. Such items as changing the minutes of the timeout warning, background colours for deaths and discharges, how long patients remain on the Recent Patients List, validation of NHS Numbers etc, can be managed individually.

**Should you have any questions regarding iCare,  
please do not hesitate to contact us.  
+ 44 (0) 115 922 9241**



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