# Post Go-Live System Management Course Overview

The CRIS Post Go-Live System Management session provides a detailed look at CRIS System Management to enable to RIS System Manager(s) to take control of the long-term day-to-day running of the CRIS system. This session often also provides the opportunity for users to raise Adhoc queries relating to system use, or working practice based on their experiences in the period since Go-Live.

> Please note: Post Go-Live System Management does not include Letters Modification or Creation, although if this is required it is available as a separate 2-day course detailed via CRIS_CGD315_Letters_Training_Course_Overview.doc.

## COURSE NOTES / GUIDANCE

✓ **COURSE LEAD-TIMES**

This course can only be delivered when it is felt that the 'key users' and RIS System Manager(s) are adept in the basic use of the system, and once the system has been installed for a sufficient period of time to ensure that this advanced session is as beneficial as possible to those attending.

From experience this proves most successful 2-3 weeks post go-live, as prior to this 'Key Users' are still unavoidably committed to the demands of the RIS system go-live fully and familiarising themselves sufficiently with new processes ahead of being able to allocate the necessary time, or concentration to such advanced CRIS Training courses.

✓ **MAXIMUM NO. OF DELEGATES PER SESSION**

There is a *maximum of 6 delegates* for the Post Go-Live Statistical Reports Training Session.

✓ **COURSE ELIGIBILITY**

Anyone attending these sessions must have undertaken Basic CRIS Training in order to be eligible to join the course. Consequently, although this course is suitable for existing CRIS users who are moving into a 'System Administration role' it cannot be undertaken by anyone who does not have any previous experience of the CRIS system. New users should either be provided with Basic CRIS Training in-house or can undertake the 'Detailed Introduction to CRIS' which also incorporates this module.

> **\*\*\*IMPORTANT PLEASE NOTE\*\*\***
>
> Delegates who have no previous CRIS System experience **WILL NOT BE ELIGIBLE** to attend this course and Wellbeing Software reserve the right to refuse attendance to anyone who does not meet this pre-requisite.

## COURSE OVERVIEW / TIMETABLE – 1.5 DAYS

This session provides a detailed look at CRIS System Management to enable to RIS System Administrators to undertake long-term day-to-day running of the CRIS system.

### DAY ONE - TIMETABLE

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|---|---|
| 13:00 – 16:30 | **DAY TO DAY HOUSEKEEPING AND SYSTEM STATUSES** |
| | LIST MANAGEMENT, TOOLS MENU AND PATIENT LINKING, MERGING AND ERROR CORRECTION |
| | SYSTEM STATUSES DEMONSTRATION AND WORKFLOW DISCUSSION |

### DAY TWO - TIMETABLE

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|---|---|
| 09:00 – 10:30 | **CRIS SYSTEM TABLES** |
| | **STAFF TABLES –** Overview of all relevant staff tables including Adding and maintaining CRIS system User and Referrers records. |
| 10:30 – 11:00 | BREAK |
| 11:00 – 12:30 | **PLACE TABLES -** Overview of all relevant place tables including Linking Referrers, and adding and maintaining Referral Sources, Rooms and Referral Locations. |
| 12:30 – 13:00 | LUNCH |
| 13:00 – 14:00 | **OTHER TABLES** – Overview of all relevant other tables including: |

✓ Appointments System and Diary Set-up and maintenance
✓ General Tables including Examination Codes Table

| | |
|---|---|
| 14:00 – 14:30 | BREAK |
| 14:30 – 1600 | **OTHER TABLES (CONT'D)** |

✓ Nuclear Medicine Tables
✓ Reports Tables including Coded Phrases and Museum Codes
✓ Post Examination Tables including Post Exam Defaults

**SYSTEM TABLES** – Overview of all relevant system tables including 'Message of the Day' functions and 'XR Settings' which allows sites to configure elements of the CRIS system according to Trust, Site or Terminal requirements.

## TRAINING PRE-REQUISITES / ACTIONS

**COMPLETE AND RETURN CRIS_TCL295_POST_GOLIVE_TRAINING CHECKLIST.DOC AT LEAST 5 WORKING DAYS PRIOR TO THE SESSION**

***IMPORTANT PLEASE NOTE***

Wellbeing Software reserve the right to cancel any training if the Customer does not return the completed CRIS_TCL295_Post_GoLive_Training Checklist.doc *at least 5 working days* prior to the date of Training.

## CANCELLATION POLICY

It is important to note, that once Wellbeing Software and the customer have formally agreed on the date for training, the customer will be liable for the whole fee / equivalent training days unless we receive written notification of cancellation.

For bookings cancelled two or more weeks before a course is due to start, 100% per cent of course fees paid will be refunded to the applicant.

<u>No refund</u> will be made for bookings cancelled <u>less than two weeks</u> before the event, except in exceptional circumstances and then only at the discretion of Wellbeing Software.

Wellbeing Software also reserve the right to cancel and charge for any training where the customer does not formally confirm that the above actions have been undertaken by the training deadline, or in the event it transpires that despite formal confirmation the set-up is not as required upon arrival.

# Document Control

| Title | CRIS Post Go-Live System Management Course Overview | | |
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| Issue | Date | Author / Editor | Details of Change |
| V1.0 | 21/11/2019 | Emma Savage-Mady | First Issue. Rebranded and revised from HSS version |
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