QuitManager Guide - GP Practices

LOG IN (Live site):
https://warwickshireqm.co.uk ***firstname.surname plus password***

LOG IN (training site):
https://warwickacc.quitmanager.co.uk/login ***firstname.surname plus password***

For issues with your log in contact the QuitManager Support via telephone: 01159 124 259 or by email: supportdesk@bionical.com and they will log you back onto the system.

Session 1 – 30 minute appointment

- Press 'New Client' icon on blue bar at top of screen and record client information, then press 'create client'
  - *If a pop up box with "exact match" appears, double check the details to avoid replicating the same client*
- Then complete the **'Episode'** details page and press "Create Episode" at the bottom of the page.
  - *Mobile numbers should only be entered into the mobile telephone field with no spaces between numbers*
- Press on **'Session'** on left hand side of screen
- Press on 'Record Session' on right hand side of screen
- Complete all fields as required
- When you have input client details press "Save" at bottom of screen. An automatic call back for day 25 after the quit date will be set for you.

Notes:
- Week 1 option highlighted is correct
- Session is NOT a 4 week follow-up – you need to select NO
- No need to record name of GP or first appointment date
- Call backs are also displayed for all clients within the Call Back screen – Select All on "assigned to" drop down and all on "period" drop down to see everyones

This is all you need to do on the first appointment.

Changing a quit date
- Select episode details
- Click on edit episode details
- Alter quit date and remember to save changes
- If a pink highlight bar appears saying "would you like to update the call back" click YES (this will alter the call back reminder to comply with the new quit date follow-up period)

4 week follow up
From the home page select "call backs"
- Select clients' name highlighted in blue
- From the drop down menu **"response"** select "contact 1 – spoke to client"
- From the "**response type"** drop down select face to face or telephone call made, as appropriate

- **The 4 week follow up recording with automatically appear below** – you may need to scroll down!
- Complete and if client is quit select the box that says create a 12 week call back.
- Press save changes at the bottom of the page
- Select **“Mark Complete”** from the left hand column
- Record reason marking complete and save

Your Practice will now be paid for setting a quit date and the appropriate outcome payment.

4 week follow-up – Client is ‘Lost to follow up’

You must have attempted to contact the client to establish an outcome - it is best practice to make 3 attempts before marking a client as a lost to follow up.

- From the home page select **call backs** and then the **client**
- From the drop down menu **“Response”** select Contact 1, 2 or 3 – no contact with client
- From the drop down **“Response Type**” select Telephone call made
- This will automatically keep creating another call back reminder for the next day until you have made your 3rd contact.
- If you are still unable to speak to your client you can select contact 3 – no contact with client the 4 week follow up will appear below for you to complete and no further call backs will be generated.
- Once complete **save changes**
- When 4 week follow up outcome has been recorded as LTFU then **Mark Complete**

Please note: that at any contact you select spoke to client the 4 week follow-up will appear for you to complete.

12 week follow up

12 week follow ups can be completed between week 10 since the quit date and week 14.

- From the home page select **call backs** and then the **client**
- From left-hand menu click on “Follow-up”
- Select 12 week follow-up
- Complete details
- Press Save changes

Your practice will now be paid for a 12 week follow up

Removing Call Backs from your call back screen

- From the home page select **call backs** and then the **client**
- Then scroll down to the bottom of the page and where it says “Response”
- If you then click on the drop down menu option and select “created in error”
- Then on the bottom right hand side of the page press save and this will delete the callback in question

Checking you have recorded all of your clients outcomes

- From the home page select **Reports** from list select **Outstanding Outcomes**
    - This will give you a list of all those client you have created and episode for who have yet to have a 4 week follow-up recorded.

Checking you have marked all your clients complete

- From the home page select **My Clients**
    - This will give you a list of all clients who have yet to be marked complete