

### 1. Find Eligible Patients

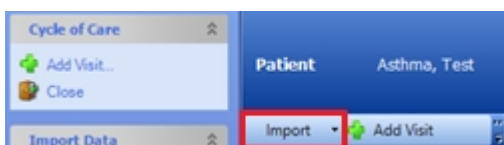
**Reports > Cycle of Care.** Run Asthma Eligibility Finder, Periodic Assessment Eligibility Finder and Diabetes Eligibility Finder.

### 2. Submitting Previous Recorded Visits

If you have been using the Socrates Diabetic Cycle of Care investigation &/or Socrates Asthma Cycle of Care investigation (unmodified) then you will have the option to Import these.

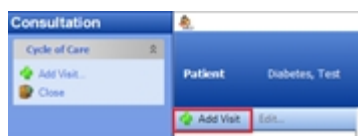
Step 1: Open patients chart and confirm Diabetic and Asthma Investigations are either **In Review or Complete.**

Step 2: Care Protocols > Cycle of Care. Click **Import.**



### 3. Cycle of Care Protocol Visits

Step 1: Click **Add Visit** to begin.




Step 2: Select Visit Date, Cycle of Care, Visit Type and Click Register.

On the next screen, the PCRS Registration Date field will be populated if the patient is already registered with PCRS and if PCRS Certificate is on your machine. If it is not populated, then you can register the patient on the PCRS website by clicking the hyperlink 'Click Here'.



When you return to Socrates click **Recheck** to populate the Registration date. Complete form and click OK.

Step 3: Populate the details on the form. All Mandatory fields are highlighted in yellow.

If the lab result is not automatically populated, click the ellipsis button  to search for a result to send with your visit. Enter e.g. Cholesterol in the Search field and click the **Search** button. Select the **correct result** from the list and click the **Select** button.

Date	Name	Result	Unit	Range	Ab. Flag
31/10/2018	Cholesterol	4.6	mmol/l	<5.0	

You will receive a prompt to save this new mapping. Clicking Yes will add this mapping for future cycle of care visits for all patients.

Step 4: Click **Save** to save the fields that you have completed. You must complete all mandatory fields before the claim can be submitted.

Step 5: Click **Submit** to submit your claim to PCRS. PCRS validate the visit date against the PCRS Registration and the users GMS/DV card at that time. All valid claims will be sent and will have a status of 'Awaiting Ack'.

### 4. Message Responses

PCRS Cycle of Care messages are downloaded during the normal process of downloading lab messages. **Communication > Lab Messaging> Download Electronic Messages.** The updated claim status can be viewed from the patient's chart and the Claim Tracker.

### 5. Common error messages when submitting

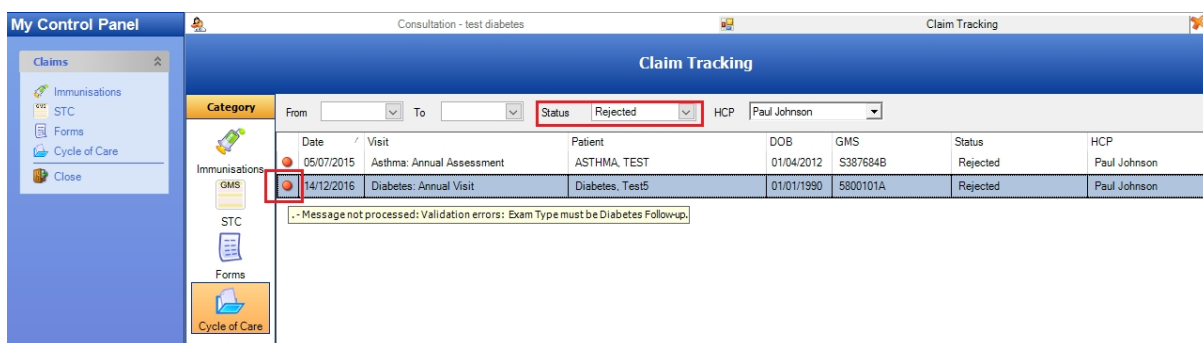
**Patient not on doctor's panel:** open patient registration and check which GMS doctor & number is selected for the patient and compare this with the GMS doctor & number registered on PCRS website.

**PID.8 error:** Please check patient's gender in patient demographics to either male or female.

**MSH.4 error:** Check the MCN of the patients GMS doctor.

### 6. Control Panel > Claim Tracking > Cycle of Care

There are filters for Dates, Status and HCP. Hover over the status icon to view details of the claim e.g. view the reason for the rejected claim.



- Double click on the row to open the Consultation for the Patient selected.
- Select multiple Unsent claims and click **Submit**.
- If there is an issue with any of the claims these will remain in the Claim Tracker. Select each claim individually and click Submit to view the reason they failed to send.
- If any visits cannot be submitted then you can archive these claims by clicking the **Archive** button at the bottom right of the screen. You can view archived visits from the Status dropdown. These visits cannot be unarchived.