

1. Neo360 OST Messaging Workflow


NHS Lanarkshire


- 1 Click "New Patient" to register a new client.

OST 2022

PROVISION OF CARE FROM 1ST AUGUST TO THE 31ST AUGUST

AVE SOME SERVICE USER RECORDS WITH NO CHI NUMBER.
E MAKE SURE THESE ARE ENTERED AS SOON AS POSSIBLE.

 Close



First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List
Mary	12/08/1975	<input checked="" type="checkbox"/>	M	<input type="checkbox"/>
Nic	30/05/1968	<input checked="" type="checkbox"/>	M	<input type="checkbox"/>
Sam	12/12/1990	<input checked="" type="checkbox"/>	M	<input type="checkbox"/>

2 Enter the clients details.

SC LOG	NALOXONE	SEXUAL HEALTH	ALCOHOL THERAPY	MAT	OST	SIS
--------	----------	---------------	-----------------	-----	-----	-----

CLIENT DOCUMENTS

OST 2022
NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST

PATIENT DETAILS

★ First Name:

★ Last Name:

★ Do you have a CHI Number? ☐ Yes ☐ No

★ Drug:

★ Team:

OPTIONS

3

CLIENT DOCUMENTS

Needles Found at Memphis City

OST 2022
NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST

PATIENT DETAILS

★ First Name:

★ Last Name:

★ Do you have a CHI Number? ☒ Yes ☐ No

★ Drug:

★ Team:

OPTIONS

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4

Needles Found at Memphis

OST 2022

NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST

» PATIENT DETAILS

★ First Name: James

★ Last Name: Maddison




★ Do you have a CHI Number? ☐ Yes ☒ No

★ Date of Birth: (DD/MM/YYYY)

★ Drug: - Please Select - v

★ Team: - Please Select - v

» OPTIONS

 Save  Save & Add a New Patient  Cancel

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5

Needles Found at Memphis City Park

OST 2022

NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST

» PATIENT DETAILS

★ First Name: James

★ Last Name: Maddison

★ Do you have a CHI Number? ☐ Yes ☒ No




★ Date of Birth: 12/12/1990 (DD/MM/YYYY)

★ Drug: - Please Select - v

★ Team: - Please Select - v

The treatment is in a dropdown list select from these

» OPTIONS

 Save  Save & Add a New Patient  Cancel

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It is now mandatory to enter the Team of the client, this is how Neo360 knows who to send messages to.

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7

Remember to Save the details

8

SAVE CHANGES?

Are you sure everything is correct?

Yes No

2. Neo360 OST Messaging Workflow



NHS Lanarkshire

Sending a message



















1 Click "OST" Menu option



The screenshot displays the Neo360 TEST SYSTEM interface. At the top, the logo 'eo360' is visible on the left, and navigation links 'HOME', 'HELP', and 'LOGOUT' are on the right. Below these, the version 'Version 9.7.5.3' and the title 'TEST SYSTEM' are shown, along with the login status 'Logged on as appletest (Not you?)'. A horizontal menu bar contains several options: 'NX TRANSACTION', 'NX BATCH', 'AGG' NX', 'AIR', 'ART', 'COVID / FLU VACCINATIONS', 'ALOXONE', 'SEXUAL HEALTH', 'ALCOHOL THERAPY', 'MAT', 'OST' (highlighted with an orange circle), 'SIS', and 'CLIENT DIARY'. Below the menu bar, a red banner displays the message 'Needles Found at Memphis City Park' with a 'More info' link. The main content area is titled 'HOME PAGE' and features a list of dates: 'Wednesday, 06 January 2016 10:45', 'Friday, 05 August 2022 09:50', and 'TSWGHX82'. A yellow 'Notes' box on the right side of the page contains the text: 'Please use the above menu to navigate throughout the system.'

2

Click on the "Message" button next to the clients name.

The message button is a new function

PATIENTS				
	Last Name	First Name	CHI Number / DoB	Service Provided
  	Candles	Mary	12/08/1975	<input checked="" type="checkbox"/>
  	Hannam	Nic	30/05/1968	<input checked="" type="checkbox"/>
  	Mendas	Sam	12/12/1990	<input checked="" type="checkbox"/>
  	Oakes	Debbie	12/12/1990	<input checked="" type="checkbox"/>
  	O'Doors	Pattie	12/09/1966	<input checked="" type="checkbox"/>
  	Potatoes	Brian	30/06/1980	<input checked="" type="checkbox"/>
Total Number of Patients Service Provided To:			6	
Total Amount Payable:			£435.00	

OPTIONS	
 Save	 Cancel



Alert! If you try to send a message for a client who has not had a team recorded, you will be asked by Neo360 to enter one. You will not be able to send a message if you do not record a Team in the clients details.

3 The Messaging Screen is now displayed.

COMPLIANCE	TX TRANSACTION	TX BATCH	AGG TX	AIR	ART	COVID / FLU VACCINATIONS
SC LOG	NALOXONE	SEXUAL HEALTH	ALCOHOL THERAPY	MAT	OST	SIS
CLIENT DOCUMENTS						CLIENT DIARY

Needles Found at Memphis City Park Needles in Park [More in](#)

OST 2022

MESSAGE FOR 1ST AUGUST TO THE 31ST AUGUST

PATIENT DETAILS

★ First Name: Debbie
★ Last Name: Oakes
★ Date of Birth: 12 Dec 1990
★ Drug: Methadone
★ Team: Glasgow Drug Team

MESSAGE TYPES

☐ Report 3 Missed Doses

4 Select the type of message you would like to send to the clients team.

PATIENT DETAILS

★ First Name: Debbie
★ Last Name: Oakes
★ Date of Birth: 12 Dec 1990
★ Drug: Methadone
★ Team: Glasgow Drug Team

MESSAGE TYPES

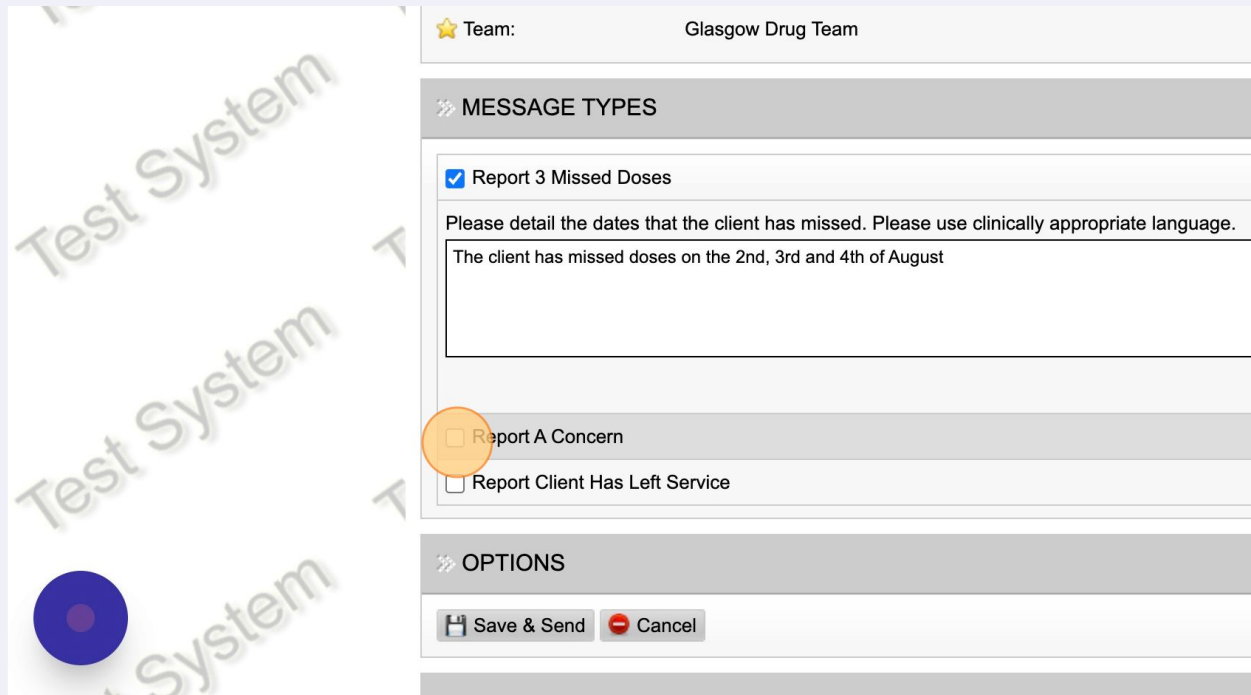
☒ Report 3 Missed Doses
☐ Report A Concern
☐ Report Client Has Left Service

OPTIONS

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5 And type in your message.

6 If required you can also select another message to send to the clients team.



Team: Glasgow Drug Team

MESSAGE TYPES

☒ Report 3 Missed Doses

Please detail the dates that the client has missed. Please use clinically appropriate language.

The client has missed doses on the 2nd, 3rd and 4th of August

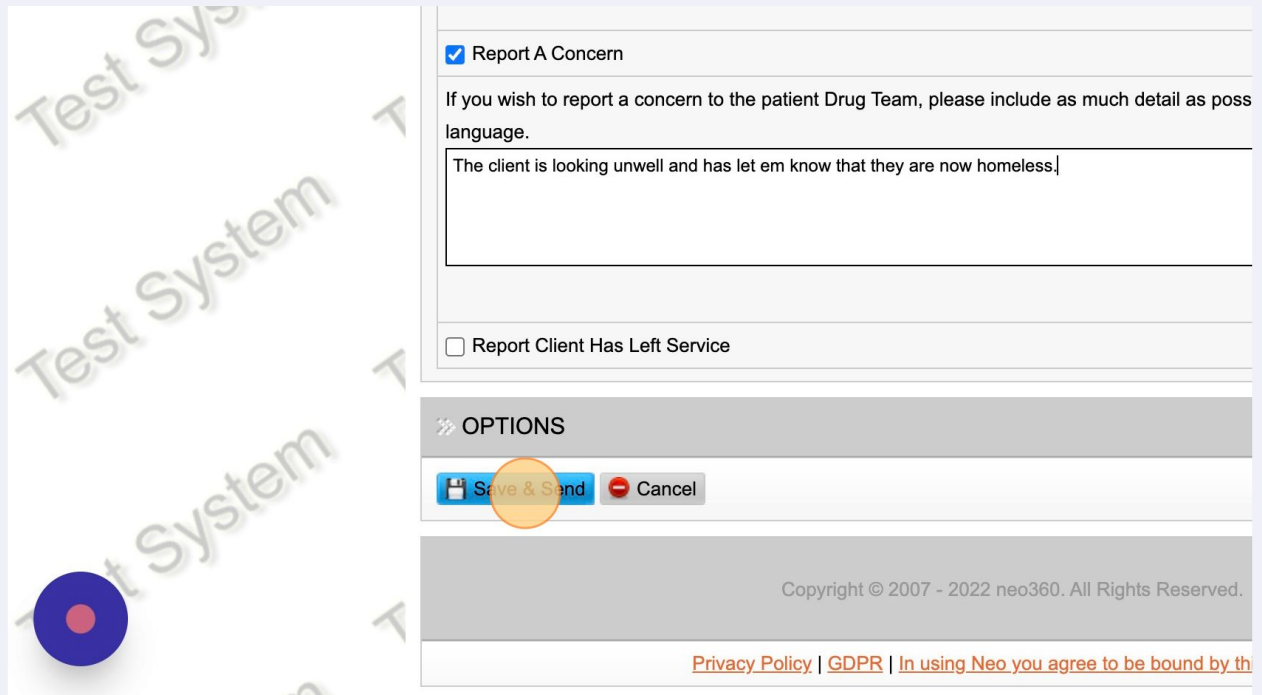
☐ Report A Concern

☐ Report Client Has Left Service

OPTIONS

7 Type in your second message.

8 Click "Save & Send"





☒ Report A Concern

If you wish to report a concern to the patient Drug Team, please include as much detail as possible in your language.

The client is looking unwell and has let em know that they are now homeless.

☐ Report Client Has Left Service

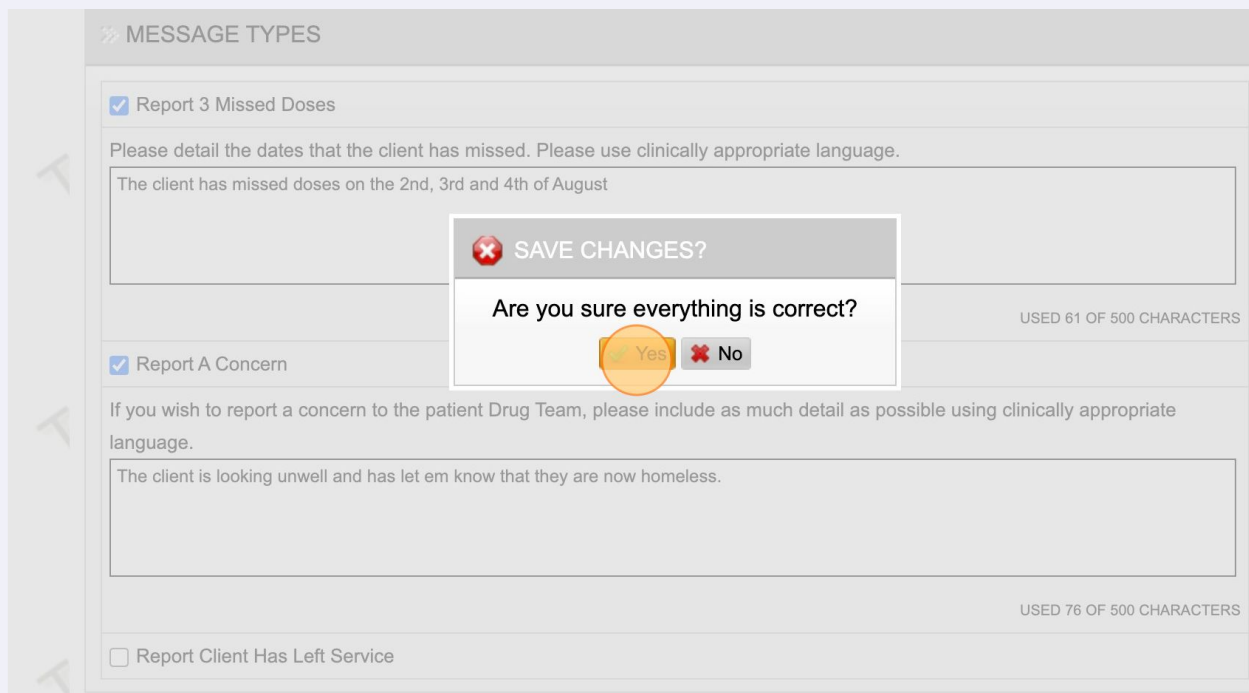
OPTIONS

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9 Click "Yes". Your messages have now been emailed to the clientsTeam.



MESSAGE TYPES

☒ Report 3 Missed Doses

Please detail the dates that the client has missed. Please use clinically appropriate language.

The client has missed doses on the 2nd, 3rd and 4th of August

☒ Report A Concern

If you wish to report a concern to the patient Drug Team, please include as much detail as possible using clinically appropriate language.

The client is looking unwell and has let em know that they are now homeless.



☐ Report Client Has Left Service

USED 61 OF 500 CHARACTERS

USED 76 OF 500 CHARACTERS

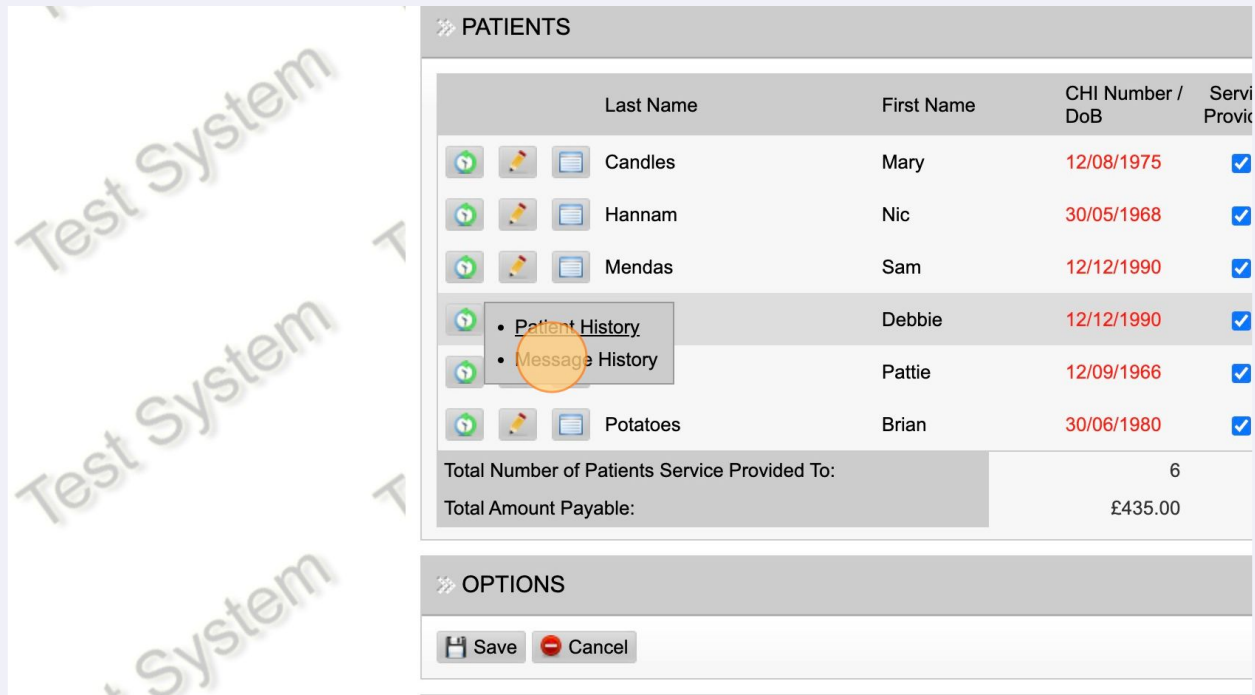
SAVE CHANGES?

Are you sure everything is correct?

10

You can view a history of all messages sent by clicking on the green and white History button. Click on the Message History link.



The screenshot shows a web interface for managing patients. On the left, there is a large, faint watermark that reads 'Test System'. The main content area is titled 'PATIENTS' and contains a table with the following columns: Last Name, First Name, CHI Number / DoB, and Service Provider. The table lists six patients: Candles, Hannam, Mendas, Debbie, Pattie, and Potatoes. Each patient row has a set of icons (a green circle with a white 'H', a yellow pencil, and a blue document) to its left. A dropdown menu is open for the 'Debbie' row, showing two options: 'Patient History' and 'Message History'. The 'Message History' option is highlighted with an orange circle. Below the table, there is a summary section with two rows: 'Total Number of Patients Service Provided To:' with a value of 6, and 'Total Amount Payable:' with a value of £435.00. At the bottom of the interface, there is an 'OPTIONS' section with two buttons: 'Save' and 'Cancel'.

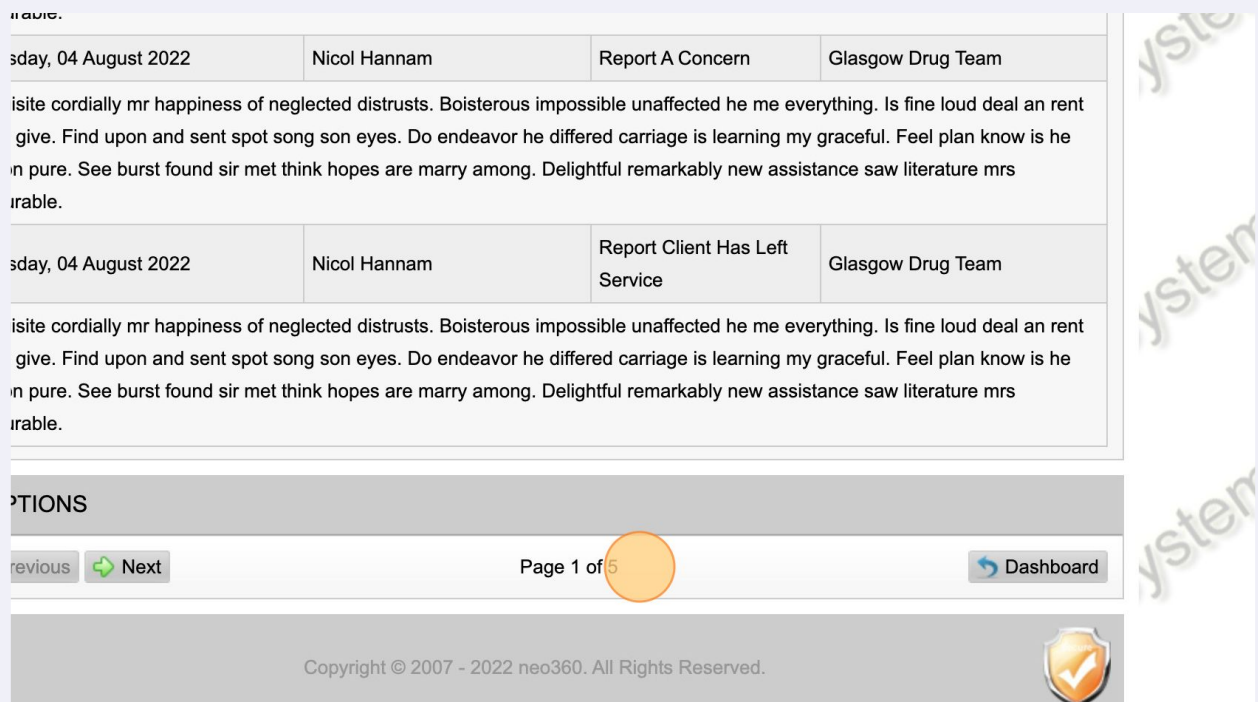
Last Name	First Name	CHI Number / DoB	Service Provider
Candles	Mary	12/08/1975	✓
Hannam	Nic	30/05/1968	✓
Mendas	Sam	12/12/1990	✓
Debbie	Debbie	12/12/1990	✓
Pattie	Pattie	12/09/1966	✓
Potatoes	Brian	30/06/1980	✓

Total Number of Patients Service Provided To: 6
Total Amount Payable: £435.00

OPTIONS
Save Cancel

11

You can now see the latest messages sent for this client. If you have sent multiple messages over time to the clients team, you can view them all by using the Previous and Next buttons at the bottom of the screen.



The screenshot shows a web interface for viewing message history. It displays two messages in a table. Each message row has a date, a name, a subject, and a team. The first message is dated 'sday, 04 August 2022', from 'Nicol Hannam', with the subject 'Report A Concern', and from the 'Glasgow Drug Team'. The second message is also dated 'sday, 04 August 2022', from 'Nicol Hannam', with the subject 'Report Client Has Left Service', and from the 'Glasgow Drug Team'. Below the table, there is a section titled 'OPTIONS' with two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with an orange circle. At the bottom of the interface, there is a footer with the text 'Page 1 of 5' and a 'Dashboard' button. The footer also contains a copyright notice: 'Copyright © 2007 - 2022 neo360. All Rights Reserved.' and a shield icon with a checkmark.

Date	Name	Subject	Team
sday, 04 August 2022	Nicol Hannam	Report A Concern	Glasgow Drug Team
sday, 04 August 2022	Nicol Hannam	Report Client Has Left Service	Glasgow Drug Team

OPTIONS
Previous Next

Page 1 of 5 Dashboard


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12 Click "Next"

Test System

Test System

Test System



favourable.

Thursday, 04 August 2022	Nicol Hannam	Report A Concern
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Exquisite cordially mr happiness of neglected distrusts. Boisterous impossible unaffected he me open give. Find upon and sent spot song son eyes. Do endeavor he differed carriage is learning like on pure. See burst found sir met think hopes are marry among. Delightful remarkably new e favourable.

Thursday, 04 August 2022	Nicol Hannam	Report Client Has Le Service
--------------------------	--------------	------------------------------

Exquisite cordially mr happiness of neglected distrusts. Boisterous impossible unaffected he me open give. Find upon and sent spot song son eyes. Do endeavor he differed carriage is learning like on pure. See burst found sir met think hopes are marry among. Delightful remarkably new e favourable.

OPTIONS

[Previous](#) [Next](#)

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