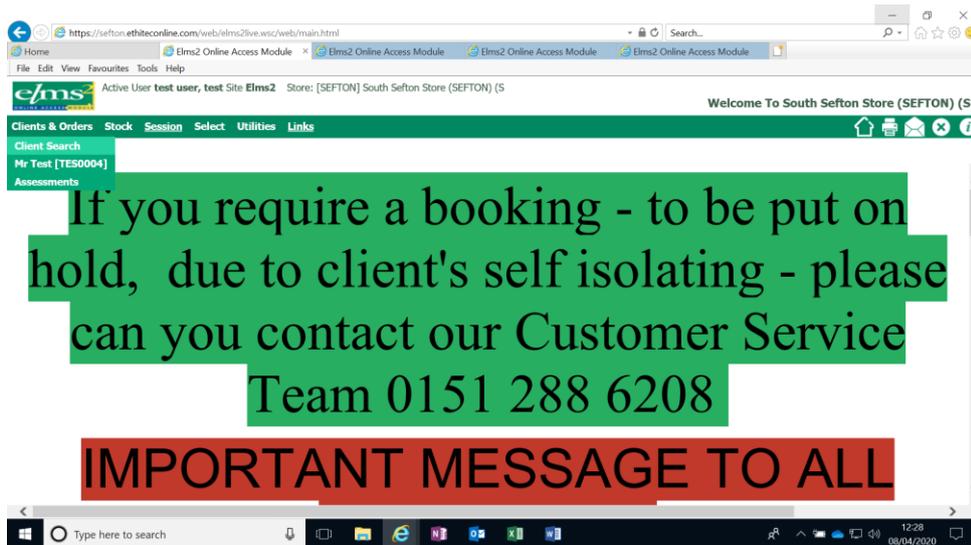


1. Searching for a client/patient

85% to 90% of our orders are for clients already registered on ELMS. You **must** search for a client before creating a new record. To do this look to the top left-hand side of the screen and hover your cursor over the tab 'clients and orders,' the words 'client search' appear along with your most recently accessed client (if any).



Click on 'client search.'

A search box will open.

You can search on any of the fields. The code field can be used for a client's ELMS code or their NHS number, but remember this is a database, if we have not yet recorded an NHS number it may not find an active client. Searches that the service find useful are combinations. In the surname field you can enter a comma (,) immediately after the surname and then the first initial to filter.

Example – jones,a (surname field) who lives at number 26 (address field – no need to put the full address) or just Acacia Avenue (no number needed).

Date of birth is a helpful field if you can trust the client's accuracy.

When you press the search button all registered clients who satisfy the criteria you have entered will appear in a list.

If you can identify the client you are dealing with, click on their ELMS code on the left-hand side of the screen.

Client Code	Surname	Forename	Date of Birth	Address	Postcode
TES0004	TEST	MR TEST	01/01/2000	ABEGALE LODGE RES HOME, 9-11 MERTON ROAD, BOOTLE	L20 3BG
TES0005	TESTER	TEST	01/01/2000	123 STREET	LE1 5JN



If the client is not registered on ELMS, there is an option to 'Add Client.' **Please do not add a client until you are sure that they do not already have an ELMS record** (see adding a client below).

2. Client details

Clicking on the ELMS reference opens the client details screen. This holds basic contact and personal details.

Have you checked that all of the client details are correct? Remember weight, GP, height (children) phone number can change.

Client Code: TES0004 [E] [H]

Title: MR

Forename: TEST

ABEGALE LODGE RES HOME
Address: 9-11 MERTON ROAD
BOOTLE

SMS Allowed: No

Tel No 0151 922 3124

Date of Birth: 01/01/2000 (dd/mm/yyyy)

NHS Code: 1212121212

Date of Death:

Deceased Advised By:

Height: 5 10.87 In

Driver Notes (Printed): Go to the back door and ring the bell. The dog is noisy but very friendly.

Client Notes (Not Printed):

Referral Date:

Alert Code:

Gender: Male

Surname: TEST

IMPORTANT if the client is resident in a home please apply the home code by clicking here and searching: HM0017

Postcode: L20 3BG

Mobile No:

Client Email:

Ethnic Code: White - British

Deceased: no

Weight: 110 Kg 17 St 4 Lb

Note. You can update these details, but if you do remember to press 'update' at the bottom of the screen before proceeding.

Remember if the client is resident in a residential home then use the 'Home Code' search. This helps with efficient scheduling of driver journeys.

Select the add client option, fill in the client's basic details (please use post code search for addresses as this helps with defining routes for the delivery drivers – click on the words post code to open this function).

You will also be asked to provide weight and height for the patient, an NHS number or other reference code (IAS for SMBC) and the details of the client's GP. There is a search function for the GP details, click on the highlighted words **GP-Code**.

IMPORTANT Press update when you have entered the new client detail.