



## Technology Enabled Care (TEC)

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### Connect Me Digital Mental Health Pathway Guidance

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## 1. Patient Dashboard Overview

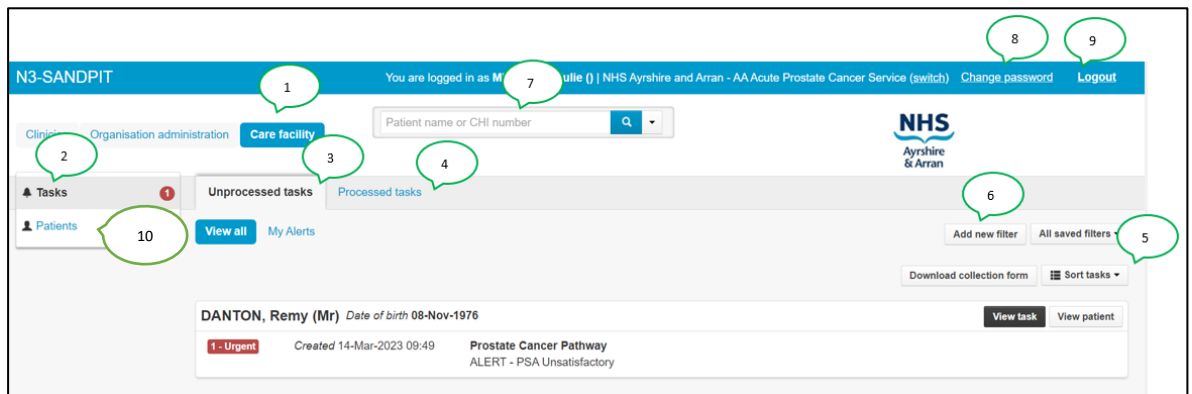
The screenshot displays the NHS SANDPIT Patient Dashboard for Thomas Jones (Mr). The dashboard is organized into several sections:

- Header:** Shows the user is logged in as "WELL, Julie (J)" and provides navigation options like "Change password" and "Logout".
- Navigation:** Includes tabs for "Clinician", "Organisation administration", and "Care facility".
- Search:** A search bar for "Patient name or CHI number" is located at the top right.
- Patient Profile:** Displays the patient's name "JONES, Thomas (Mr)", birth date "Born 01-Apr-1945 (77y)", gender "Male", and a unique identifier "348 083 2792".
- Contact Details:** A table with columns for "Address", "Phone", "Installed devices", "GP", and "Allergies". The "Phone" column shows "01292 513974" and "Preferred contact number Work 01292 513974".
- Alerts:** A section for "Alerts" with sub-tabs for "Unprocessed alerts" and "Processed alerts". It currently shows "There are no alerts for you to view."
- Navigation Menu:** A vertical menu on the left side includes "Notes", "Readings", "Services", "Communication", and "Deactivate".

### Dashboard Navigation

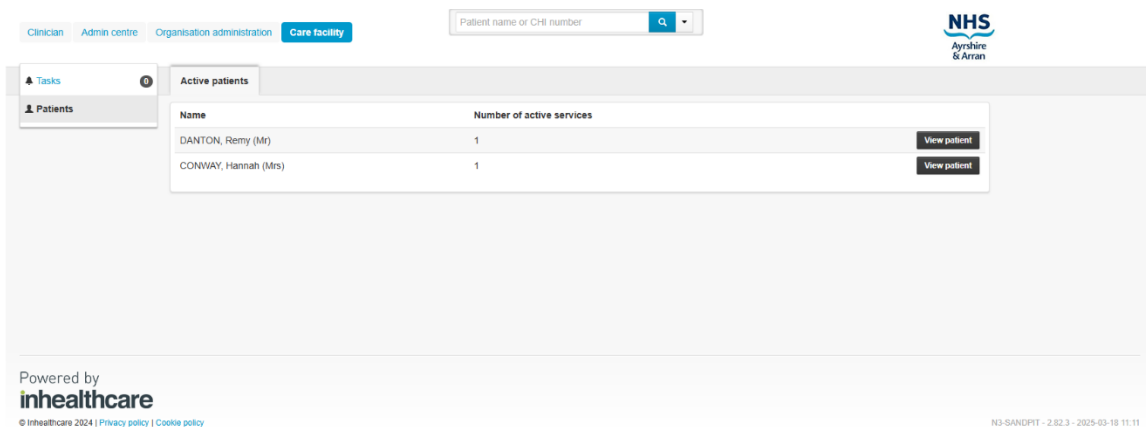
1. Edit patient's contact details
2. View patients notes/add a note
3. View readings received for a patient/add a reading
4. View services available and activate services for patient/view deactivated services
5. Communication – All communication related messages to the patient (Automated call/Email/SMS)
6. Deactivate patient record
7. Open / Close patient banner
8. Edit patient registration – view patient username/re-register patient
9. Return to Care Facility Dashboard
10. Search for another patient record

## 2. Care Facility Dashboard Overview



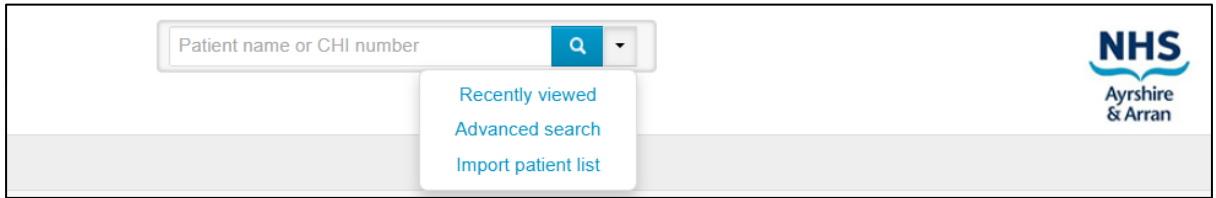
### Dashboard Navigation

1. Presents the Care Facility Dashboard
2. Displays the number of tasks on your Dashboard, which needs to be processed
3. Lists Unprocessed tasks
4. Lists previously Processed alerts
5. Sorts alerts – by severity or date
6. Create filter for sorting alerts
7. Use to search for a patient – by name or CHI number
8. User to change your password
9. Click to logout of the system
10. Lists all patients within the Care Facility that have active services



### 3. Onboarding a patient on the Mental Health Pathway

1. Search for patient by clicking on spyglass and selecting **Advanced Search – SCI with CHI number**

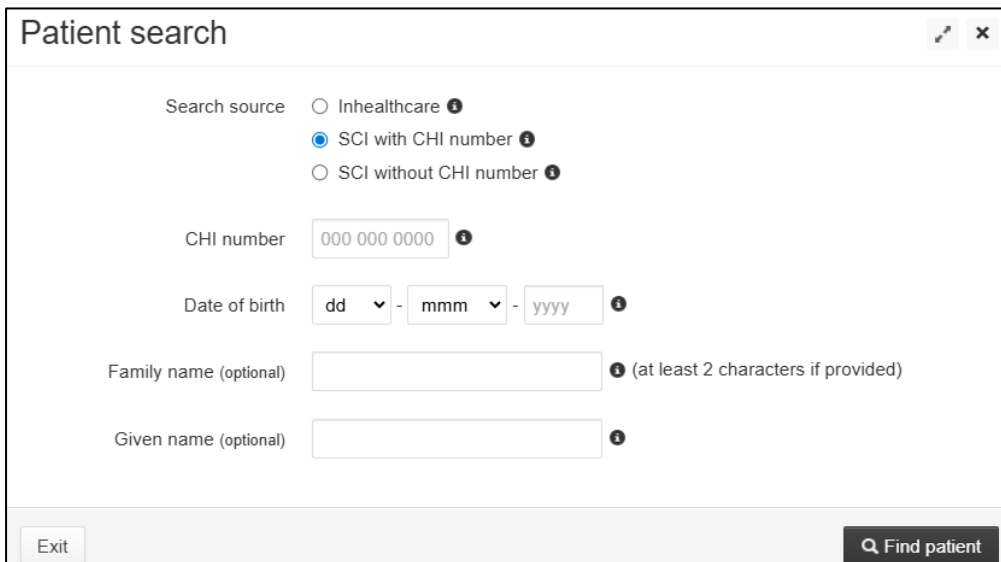


Search bar: Patient name or CHI number [Q] [v]

- Recently viewed
- Advanced search
- Import patient list

NHS Ayrshire & Arran

2. Enter CHI and DOB and Click **Find Patient**



Patient search

Search source

- Inhealthcare
- SCI with CHI number
- SCI without CHI number

CHI number: 000 000 0000

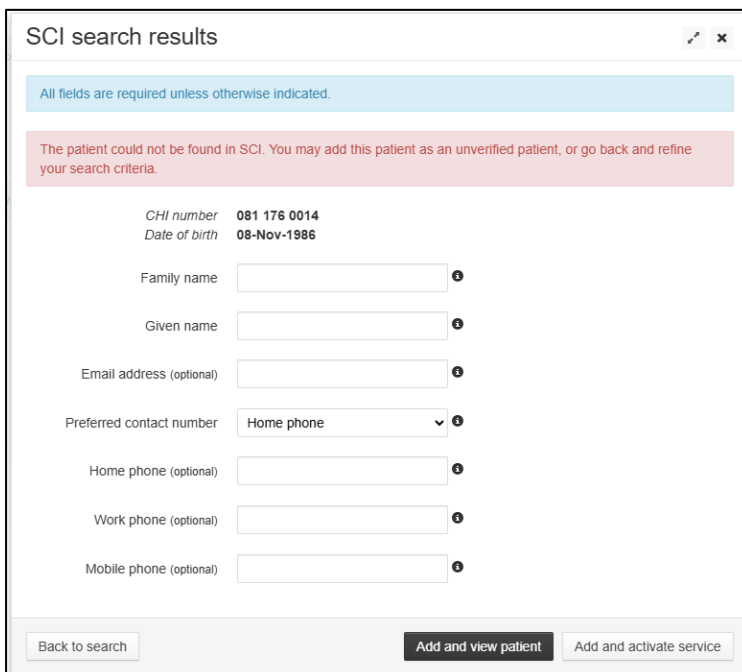
Date of birth: dd - mmm - yyyy

Family name (optional): (at least 2 characters if provided)

Given name (optional):

Exit Find patient

If the patient search comes back as not found and you have checked CHI and DOB are correct please do not manually add the patient, please email the team at [Telehealthcare@aapct.scot.nhs.uk](mailto:Telehealthcare@aapct.scot.nhs.uk)



SCI search results

All fields are required unless otherwise indicated.

The patient could not be found in SCI. You may add this patient as an unverified patient, or go back and refine your search criteria.

CHI number: 081 176 0014  
Date of birth: 08-Nov-1986

Family name: [ ]  
Given name: [ ]  
Email address (optional): [ ]  
Preferred contact number: Home phone [v]  
Home phone (optional): [ ]  
Work phone (optional): [ ]  
Mobile phone (optional): [ ]

Back to search Add and view patient Add and activate service

3. Once patient is found, click **Add and View Patient**

The patient was found in SCI, but does not meet the requirements of our system. Please enter the missing required data to proceed.

CHI number 081 176 0014  
Patient name DANTON, Remy ()  
Date of birth 08-Nov-1976  
Current gender Male  
Address details 5 Cree Avenue  
Ayr  
KA7 2SW  
Organisation ID 88888  
GP surgery (88888) EMIS PCS Test Practice  
GP address  
GP phone

Email address (optional)  ⓘ

Preferred contact number Work phone ▼ ⓘ

Home phone (optional)  ⓘ

Work phone (optional)  ⓘ

Mobile phone (optional)  ⓘ

[Back to search](#) [Add and view patient](#) [Add and activate service](#)

- Once in patient's record, click on **Services**
- Click **View Service** on the Mental Health pathway,
- Click **Start Service**

Digital Mental Health

[View service](#)

Inactive [View service flow](#)

Digital Mental Health Description ↗ ✕

DANTON, Remy (Mr) CHI No. 081 176 0014

This is the Digital Mental Health Pathway v5.0 released June 2025

[Exit](#) [Inactive](#) [Start service](#) [View service flow](#)

7. Select the appropriate measures category and measure required (this can be more than 1).  
*In this example GAD-7 has been selected*

All fields are required unless otherwise indicated.

Please select your main Measures Categories

**General**

**General Measures required**

- CORE-10
- DERS-18
- ED-15
- GAD-7
- GASS
- GASS Clozapine
- Global Measure of Functioning (WSAS)
- IAPT Phobia Scales
- PHQ-9

**Mandatory**

**Children and Young People**

Exit Back **Active** Next

8. Click **Next**
9. Select how many times you would like the measures questionnaire to be sent to the patient.  
If more than 1 then additional options are available for frequency

All fields are required unless otherwise indicated.

Please select your repeat frequency and period

How many times should the Measures selection be sent?

Is the cycle period measured in weeks or months

Weeks

Months

Frequency (months)

Exit Back **Active** Next

10. Click **Next**

11. A summary screen displays, if you would like to change anything then click on the back button until you get to the screen you wish to update.
12. If everything is ok, click **Finish**

Please check the data you have entered carefully before finishing this task.

**General true**

**General Measures required GAD-7**

**Mandatory false**

**Children and Young People false**

*How many times should the Measures selection be sent?* **2**

*Is the cycle period measured in weeks or months* **Months**

*Frequency (months)* **Every 6th month**

Exit Back Active

Finish

The patient will receive the link by SMS and/or email depending on what is recorded in the patient's demographics.

Once the patient has completed the questionnaire a PDF report is generated and is available to view within Patient Readings. A task alert will also be generated.

The patient has 14 days to complete the questionnaire, a no response task alert will be generated if not completed within this time period.

## 4. Managing Task Alerts

All task alerts can be monitored by accessing the Care Facility Dashboard where you will see any unprocessed tasks generated

The screenshot shows the Care Facility Dashboard interface. At the top, there are navigation tabs: Clinician, Admin centre, Triage, Organisation administration, and Care facility. A search bar on the right contains the text "Patient name or CHI number" and a search icon. Below the navigation, there are tabs for "Tasks" (with a red notification icon) and "Patients". Under "Tasks", there are sub-tabs for "Unprocessed tasks" and "Processed tasks". A "View all" button and "My Alerts" link are visible. On the right, there are options for "Add new filter", "All saved filters", and "Sort tasks". The main content area displays a task alert for "UNDERWOOD, Claire (Mrs)" with a date of birth of "04-Nov-1970". The task status is "3 - Normal", created on "26-Jun-2025 16:52", and the service is "Digital Mental Health Response\_Alert". There are "View task" and "View patient" buttons.

There are two Task alerts generated in the pathway:

- Response Alert – Patient has completed the questionnaire
- Non Response Alert – Patient has not completed the questionnaire

To process a task

1. click **View task** and **Process task**

The screenshot shows the details of a task alert titled "Digital Mental Health Response\_Alert". The patient name is "UNDERWOOD, Claire (Mrs)" with a date of birth of "04-Nov-1970". The severity is "3 - Normal" and the service is "Digital Mental Health". The task was created on "26-Jun-2025 16:52" and its status is "Task scheduled". It is currently "Unassigned". There are no notes for this task. At the bottom, there are buttons for "Exit", "Process task", "Assign task", and "View patient".

2. You will then see the reason for the task where you can then click **Next** then **Finish**

The screenshot shows a screen with a light blue header that says "All fields are required unless otherwise indicated." Below this, the text reads "The patient has completed their assigned Questionnaire(s)." At the bottom, there are buttons for "Exit" and "Next".