

## Hospital Discharge – Ongoing Authorisation Request

If organising or making changes to ongoing care, you will be able to detail the changes in your workflow step section **Ongoing care only** and task this to your manager for authorisation.

### GUIDE:

1. You can detail the ongoing service in **ongoing care only**.

The screenshot shows the 'Ongoing care only' section of the software interface. On the left, a sidebar lists sections: 1. Basic Details, 2. Reablement only, 3. Ongoing care only (highlighted with a red box), 4. Discharge details, 5. Manager decision, 6. Follow up, and 7. Actions Taken. Below the sidebar, a legend indicates that a blue checkmark icon indicates a completed section.

The main content area is divided into two sections, both highlighted with red boxes:

- Support Plan - purchased support:** A table with columns: 'What I want to achieve', 'The support I will need', 'Who will support me with this', 'When will I need this support (if known)', and 'Updates/Has this been achieved?'. An 'Add' button is located at the bottom right of this section.
- Provisional care timetable:** A table with columns: 'Activities', 'No. of carers', 'Frequency', 'Day', 'Hours', 'Time of day', 'Start time (if specified)', and 'Weekly hours'. An 'Add' button is located at the bottom right of this section.

Below the tables, there is a list of 'Activity categories': PC - Personal care, MD - Medication, ML - Meal preparation, TL - Toilet use, CL - Cleaning, and SH - Shopping.

2. Once you have completed the **Support Plan – purchased support** and **Provisional care timetable**, you will need to send it for authorisation by using the request icon in the toolbar:

The screenshot shows the 'New request' dialog box in the software interface. The dialog box has a title bar 'New request' and a list of request types. The 'Support Plan - Manager Decision' option is selected and highlighted with a red box. Below the list, there is a 'Note' field with a red arrow pointing to it. A 'Pass to worker\*' label is followed by a 'Find' button, also highlighted with a red arrow. At the bottom of the dialog box, there is a yellow banner that reads 'This request will be sent when you next save.' and 'OK' and 'Cancel' buttons.

Select '*Support Plan – Manager Decision*', put a note and send to the manager through 'Pass to worker' and click 'Find'. Search for your manager and then click Ok.

3. You can now 'Save and Close' your workflow and wait for your manager to authorise it.

Your manager will resume your workflow step and complete **Manager decision** section, authorise and 'complete' the task (request icon) that you have sent them.

4. Once authorised, you can proceed with your workflow step.