Rego FAQs

QUESTIONS	COMMENTS / ANSWERS
Why can we only select last three consultations? What if you need a consultation that is later than the last three?	The document accompanying the referral contains a summary of active problems, current medication, allergies, recent investigations etc - you can cut and paste any other information from the record (the last 3 was a pragmatic decision so as not to be over-inclusive and irrelevant info which consultants complain about as many GPs do not filter out) There is a work around to include more than three consultations, however this needs to be agreed locally for all. Once agreed, the likes of the IT team will be the ones to amend said change.
And if we don't want some info from past 3 consultations included how do we exclude that?	Toggle the Include / Exclude button
What is the difference between Archived and Accept and Complete	Archive is to store old or redundant cases in your Archive tab for future records. Accept and Complete is to make an Advice & Guidance case as good and closed, if happy with guidance received. Accept and complete moves the request to your **Actioned** tab.
Is there a difference in processing timeline if we refer via Rego viz a viz ers ?	Processing rates is unique and determined by each department or provider. As both forms are digital (online) it's a matter of how quickly can a clerk/consultant open and assess the case to triage
How do we set up notifications that there has been a response to our request? At the moment I don't receive any notification	At this time, there is no notifier for when cases are sent back. Best practice is to login once or twice a week to see if any cases have been returned to your **Requiring Action** tab

How do we know from the tabs which Regos are outstanding and not answered yet? we have 61 pages in **Actioned**.	Look out for the status column within the Actioned tab, which will give you an indication on whether the case is pending action/confirmation or has been accepted. An updated guide with glossary of statuses will be issued.
When you reply to a Rego with more information can you attach another PDF	Yes. When you click Reply, there is an option **Add Attachments** that you can use to upload relevant docs/images to the referral
I tried also using the live chat function and this didn't work. Will this function be open in the future?	Yes, absolutely. We are currently updating our live chat service and we are in the latter stages of testing. Should be released very soon.
Once a Rego is sent it generates a referral letter it appears that the hospitals are not sending this referral letter to the patient so the patient is unaware that the Rego/referral has been done.	That responsibility lies with you (patients GP) as much as the provider. Patients are meant to choose where they'd like to be seen so they are aware of what is happening with their referral. Patients can also track their referrals via https://patients.ref.management/login - they just need the Unique Referral Number (URN) and their date of birth.
Someone in my practice already uses Rego. How can I also use Rego to refer?	Please contact the Rego support desk (Rego.support@necsws.com) and instructions will be sent back to the practice email. Kindly provide the support team with as much information as possible (name of service, URN etc) so they can investigate and provide relevant guidance.
Can we refer to all department on the drop down on Rego, recently try to send one to stroke and it didn't go through	All specialties listed on Rego are live. If there is an issue with the referral creation process, please contact the helpdesk for support - Rego.support@necsws.com
What do we do with all the referrals still sitting in various tabs- just archive them - then what to do with all those in the archived tab	As long as the referral has been dealt with, you can archive the case into your Archive tab. Once in Archive, the referral will be closed and held in said tab indefinitely - this is purely for your records so no further action is required within the Archive tab

Can you elaborate how to upload document via the upload EMR tab directly from Emis?	Click Upload from EMR > Open EMIS > Click Documents tab > Highlight relevant documents > Right click Export > Upload to Rego folder > Confirm prompts > Return to Rego Support Video Available here Video link - https://ref.management/www_ps/assets/js/ckeditor/plugins/doksoft_uploader/userfiles/Rego%20Upload%20from%20EMR.mp4
In the current system, we have several things in Pending - what do we do if any answer is not forthcoming in a reasonable time?	Best thing to do will be to chase these directly with the provider/service. They will be best versed to inform you on the delay and advise options. **INCLUDE ESCALATIONS EMAIL.**
Can admin staff send a saved Rego referral on behalf of the requesting clinician? I've been advised I need to send the referral myself	Yes. An admin can send a referral off on behalf of clinician
Can you advise how to delete things in Saved which have been saved in error?	Login to Rego > Visit Saved tab and click on patients name > Bottom left of the referral will be a Delete button
How do I cancel an A&G request sent in error?	This is not possible yet via Rego. To cancel an A&G request, obtain the UBRN on Rego and search via eRS to **Cancel**
Can a A&G be converted into a referral or do we still have to do a separate referral?	The provider/department has the option to do this. Consent can be expressed via eRS, not on Rego however.
What is the best way to search for my Rego	By using the search function, top left of the Rego overview

Why are we getting Rego responses on eRs?	Rego incorporates the eRS API - most pathways will be sent to an eRS service simultaneously
Can we delete things in pending that have been completed by consultant?	Yes, by using the Recall button This function would not be available if the request has been sent via a pathway within an eRS endpoint - you can tell this as you will be presented with a URBN This can be completed on a request sent as a Rego-Rego these can be determined by the status Awaiting Confirmation/Assessment Advice
When I log into Rego, it takes me to dashboard rather than referral page, also when trying to do a new referral the system asking to enter pt details manually, is it to do with sept up?tx	Correct, logging into Rego via web will take you to the main referral homepage, not dashboard. To make a referral however, please start this from your respective patient record system (SystmOne / EMIS)
How do we log into Rego?	Users are able to login via https://n3.ref.management/login by using their individual email address (nhs.net) on record for their user. You can also click the red Rego icon from your desktop. If you are unable to login, please contact the Rego support team for further assistance.
How do we get login details for Rego?	Please contact the Rego support desk (Rego.support@necsws.com) and instructions will be sent back to the practice email.
What is the quickest way to find (a referral); pt nhs or name?	There's no difference in using either
What if Rego does not launch on Emis?	Please contact your NWL IT ServiceDesk

What if we can't see a particular speciality on A&G REGO list? If has happened a couple of times…e.g. Paediatrics	All pathways have been mapped to the services and have been signed off by the commissioning team. If you suspect a service is not showing correctly, please contact the ICB directly and they will authorise any change or amendments with Rego. Where presented with an error message on the Rego referral form, please contact the Rego helpdesk directly, quoting the error message. To refer for paediatrics however, please double check the patients age/DOB
How do you attach blood results/USS results and does the response save to the notes in SystmOne	The document that accompanies the referral has the last 3 results; If not coded the USS or radiology may not be picked up. Reponses do not automatically save back into SystmOne however once guidance has been returned you can PDF and export back into SystmOne as a supporting document. SystmOne may also record a footprint of when the referral was initiated.
When we exclude consultation it doesn't let you go any further with the Rego request? So we have to select a consultation even if it's irrelevant to the advice we are requesting	Should anyone encounter this issue, please contact the Rego helpdesk immediately for assistance. You should **not** have to include an irrelevant consultation just to push the request through but please ensure all fields are filled out and follow the red dots to the right hand side of the form to guide you through.
It is not accepting the NHS no and asking to do manually with pt's details name dob address	**Please start the referral process from either EMIS / SystmOne which will automatically pull these fields for you**
Why has Live Chat turned into a job log, we cannot chat to anyone	The live chat service is available but dependant on agent capacity/availability. We are currently in the process of upgrading the live chat service and we are in the final preparation phase. The new and improved live chat should be released to all in the coming weeks. Dates will be communicated via your primary care leads in due course.
Once you get to the stage could you explain what preview CRI is?	This gives you a preview of the patients Clinical Record (of) Information - Medications / Investigations / Consultations (essentially the patient's medical history)
Some clinic types are not functional and we have to restart the whole process again, is there any way to go backwards and select another clinic type	If you suspect a pathway may be faulty, please Save as you go along and notify the Rego helpdesk with any Rego prompts or error codes so the support team can investigate

Unfortunately you cannot drag and drop direct from EMIS you have to save to a drive on your practice network	Please see **Line 15**
why do we also get Rego responses on eRS worklist. we have different processes for monitoring referral responses and Rego responses, but now it seems like double work, and take too much time to filter through to see which one is a referral and which is a Rego advise response	You only need to deal with the Rego worklist for anything sent from Rego. If an A&G case has been converted into a referral by a consultant, you then track that referral via eRS.