

mCare

# Integration with Atlas eMAR

# Introduction/Overview

This documentation outlines the PCS integration between mCare and Atlas eMAR.

## What is it?

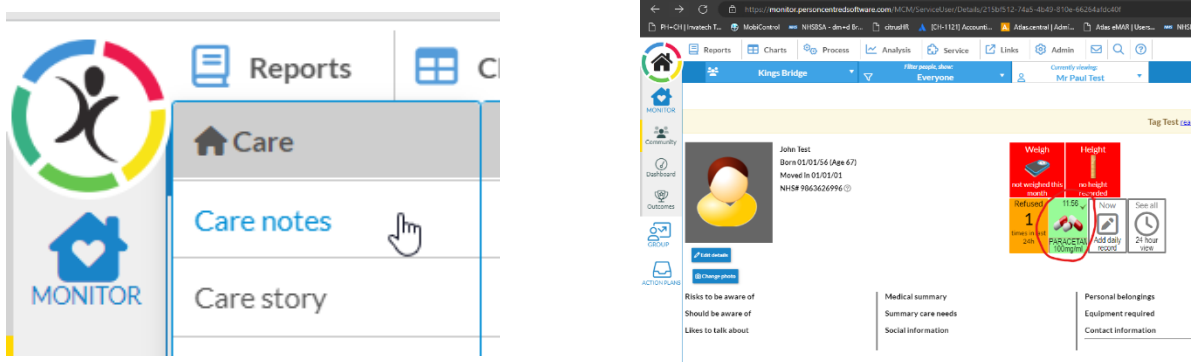
Atlas electronic medicines management system is provided directly to the care home as an alternative to the traditional paper-based system. This system will allow you to link care homes to GPs and pharmacy dispensing systems. Atlas eMAR is included within our suite of integrated solutions that PCS offers.

## Key Features

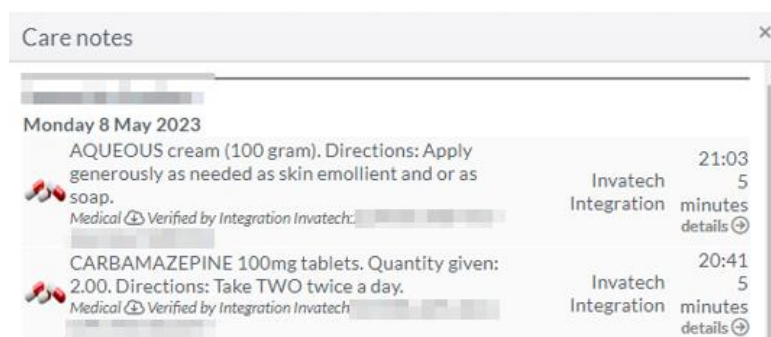
- Ultimate Safety - Barcode technology and special features to ensure safe medicines administration.
- Operational Efficiency - Significantly reduce time spent on medicines management tasks.
- Audits and Compliance - View care home and pharmacy data as a single health record.
- Stock Control - Manage stock, optimise therapy, and simplify prescription tasks.
- Pharmacy Integration - Experience full integration with your supplying pharmacy.
- Complete Control - Get visibility over your operation and regulatory measure.

## How Integration with mCare Works:

Atlas eMAR is integrating with mCare which allows you to map residents within both systems and you will then be able to see which residents are missing. Medication recorded on Atlas eMAR will periodically pull through to mCare in the form of care notes. These care notes will include details such as the name of medication, dosage, time given and reasons for the medication not being given.



Medication recorded will also pull through to the MAR charts and when clicked on it will display that the medication has been pulled through from the integration. This will display the same when clicking on the medication within the residents profile on mCare.



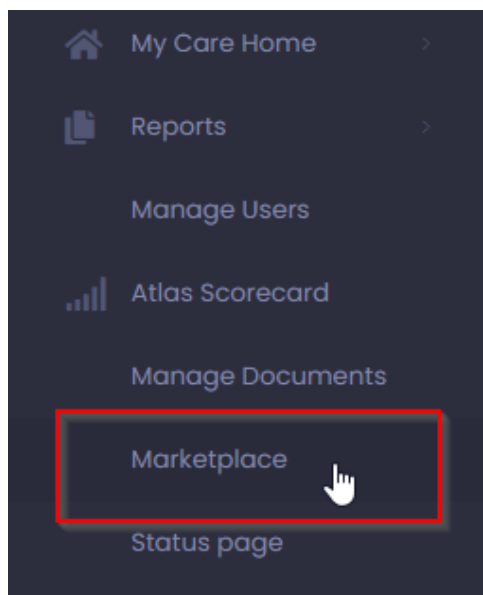
## Integration Between mCare and Atlas eMAR

### Step 1: Creating an Order

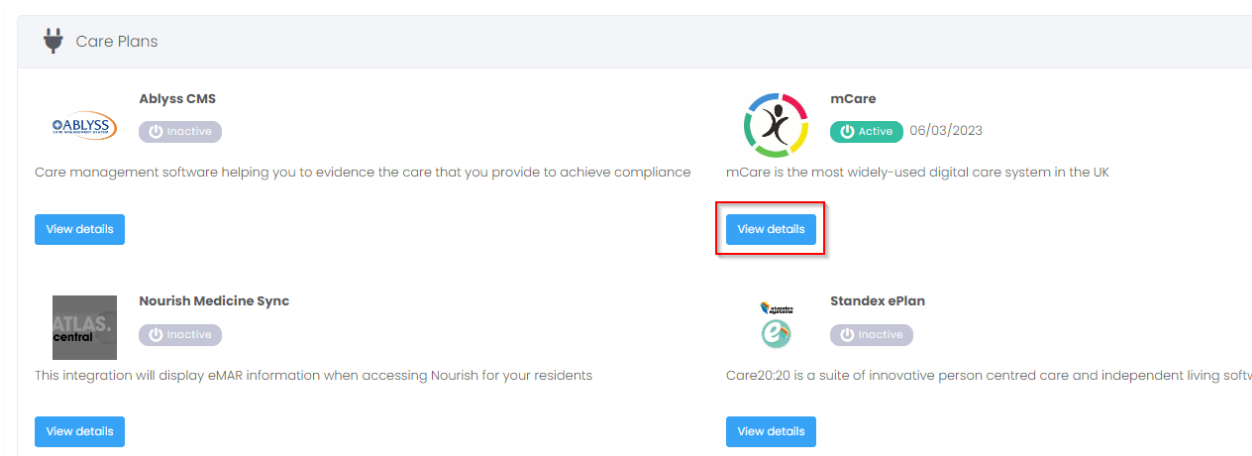
Firstly, you will need to come into a live chat or raise a support ticket within mCare and ask a member of our Support team to raise an order for Atlas integration. An order will need to be raised for each of the homes that require Atlas eMAR integration.

### Step 2: Obtaining your API Key

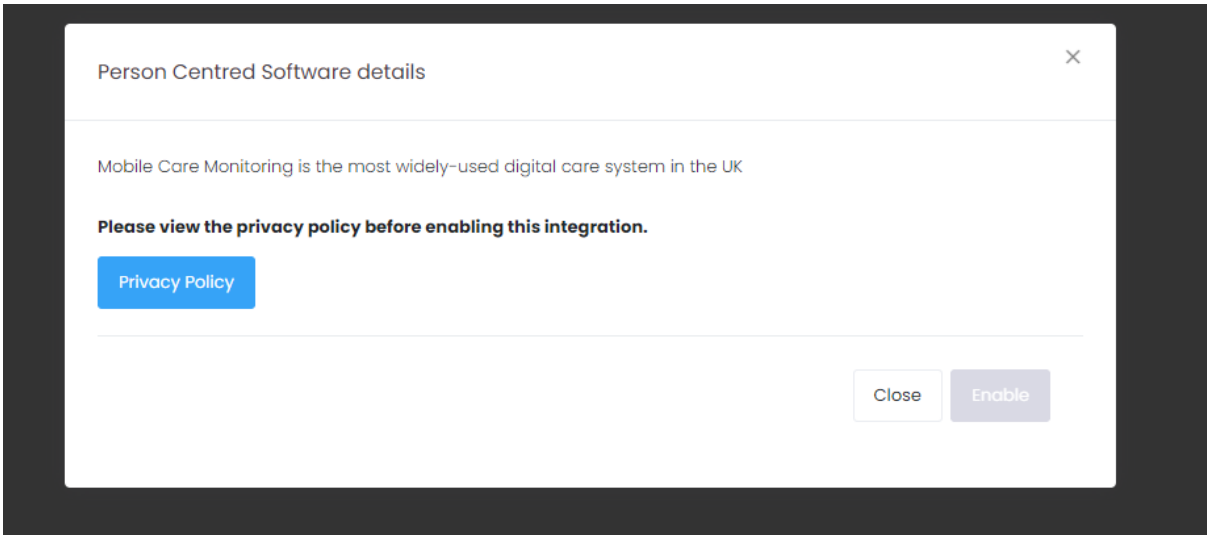
Within the Auth1 box you will need to input the API key from Atlas Central. This can be found on the Integration menu. If you access Atlas Central and on the left side of the screen you will need to click on 'Marketplace'.



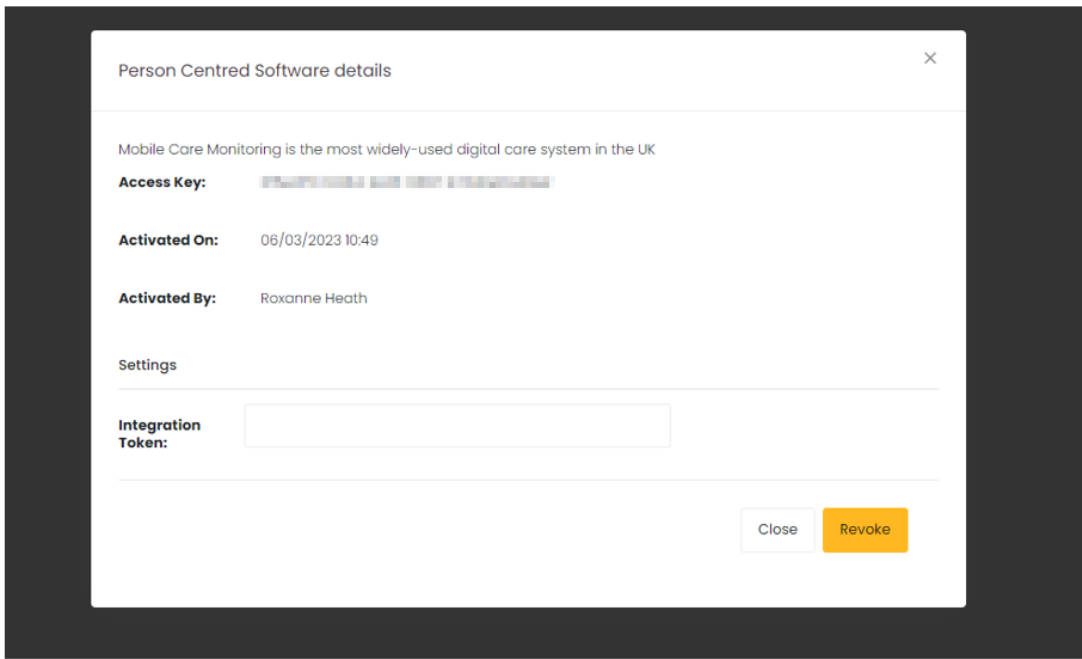
Go to the **Care Plan** section and navigate your way to find mCare integration and click on 'View Details'.



Select **Enable** and then review the **Privacy Policy** and confirm that this has been read and then ensure you have clicked on **Enable**.

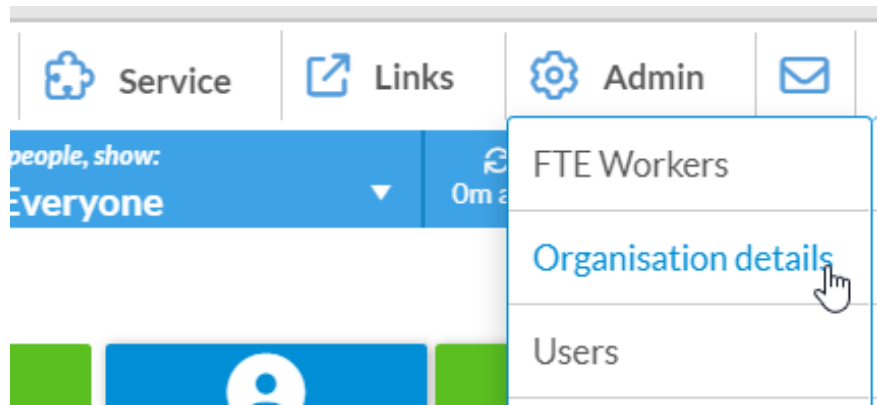


Close the pop-up screen and then re-open the screen to obtain the **Access Key (API Key)**. You will need to highlight this and click 'Copy'.



### Step 3: Setting up the Integration in mCare

After the order has been raised and you have obtained your API key from Atlas Central, you will then need to go to **Admin > Organisation Details** in mCare (If you do not have access to the admin button you will need to contact someone in the home with the access right for 'Change communities/sites and organisation customisation').

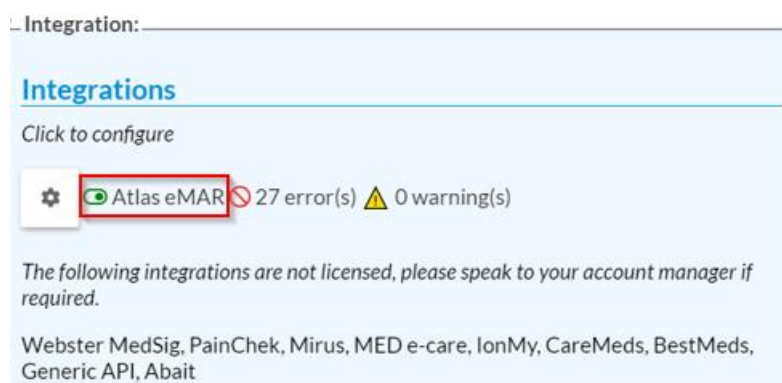


You will then be presented with a list of all the homes in the organisation. You will then need to click on the name of your home that the integration has been raised for on the left side of the screen (the background of this will be blue).

|   |                                   |
|---|-----------------------------------|
| <a href="#">Kings Bridge</a>                      | Kings Bridge and the organisation |
| <a href="#">Kings Bridge/Service Users</a>        | Kings Bridge                      |
| <a href="#">Kings Bridge/Service Users/Unit 1</a> | Service Users                     |
| <a href="#">Kings Bridge/Service Users/Unit 2</a> | Service Users                     |
| <a href="#">Kings Bridge/Service Users/Unit 3</a> | Service Users                     |
| <a href="#">Kings Bridge/Staff</a>                | Kings Bridge                      |
| <a href="#">Kings Bridge/Training</a>             | Kings Bridge                      |

### Step 4: Setting up the Integration in mCare

You will then see the list of integrations that have been set up for your home. You will see Atlas eMAR and you will need to click the small toggle (this will appear as grey if not set up)



## Step 5: Setting up the Integration in mCare

After clicking on the grey cog symbol next to the integration you will then be displayed with the below screen. Ensure 'Status' is switched on and displays as green. Select the option for 'Read and Write'.

The screenshot shows the 'Integration details' screen. At the top, there is a 'Status' toggle switch which is turned on and green. Below it, the 'Access mode' is set to 'View only', with a 'Read and Write' button highlighted by a red box. A message says 'Please see ? help in the menu for more information on authentication fields'. There are two input fields for 'Auth1' and 'Auth2', both of which are empty and have a red text prompt 'Enter required authentication details' overlaid on them.

On the left-hand side of 'Integration Details' you will see 'Community Access'. The integration needs to be given access to the communities with the location. If you give access to the sub-level communities, the integration will be set up for all locations containing resident information.

### Community access

Which communities (including child communities) can this integration access?

The screenshot shows the 'Community access' selection screen. It starts with the text 'Select one or more'. Below this is a tree view of communities. 'Kings Bridge' is expanded, showing 'Service Users' as a child. 'Service Users' is also expanded, showing 'Unit 1', 'Unit 2', and 'Unit 3' as children. Below the tree view, the words 'Staff' and 'Training' are listed as separate options.

You will now need to Paste the **Access Key (API Key)** into the Auth1 box that you previously copied in Step 2 of this guide.

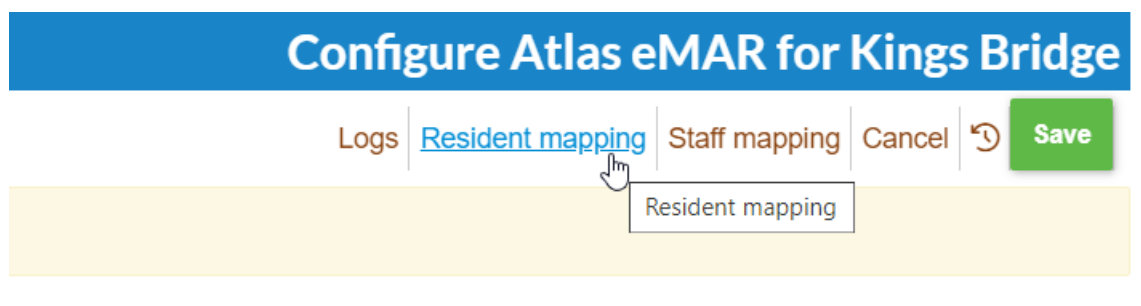
This is a composite image showing the full integration setup screen. On the left is the 'Community access' section, which is identical to the previous screenshot, showing 'Kings Bridge' > 'Service Users' > 'Unit 1', 'Unit 2', 'Unit 3', 'Staff', and 'Training'. On the right is the 'Integration details' section. It shows the 'Status' toggle is on. The 'Access mode' is now set to 'Read and Write', with 'View only' disabled. The 'Auth1' field now contains a long alphanumeric string (the API key). Below this, there is a red warning box that says 'MAR When integrating medication records with this eMAR application, we recommend disabling the MAR chart in MCM (see help for instructions)'. Below the warning box, the 'Internal ID' is shown as '00000000-0000-0000-0000-000000000000'. The 'Internal API key' field is also present. At the bottom, there are links for 'Logs' (which says 'No errors or warnings reported') and 'Latest synchronisation status' (which says 'No sync information stored').

## Step 6: Resident Mapping

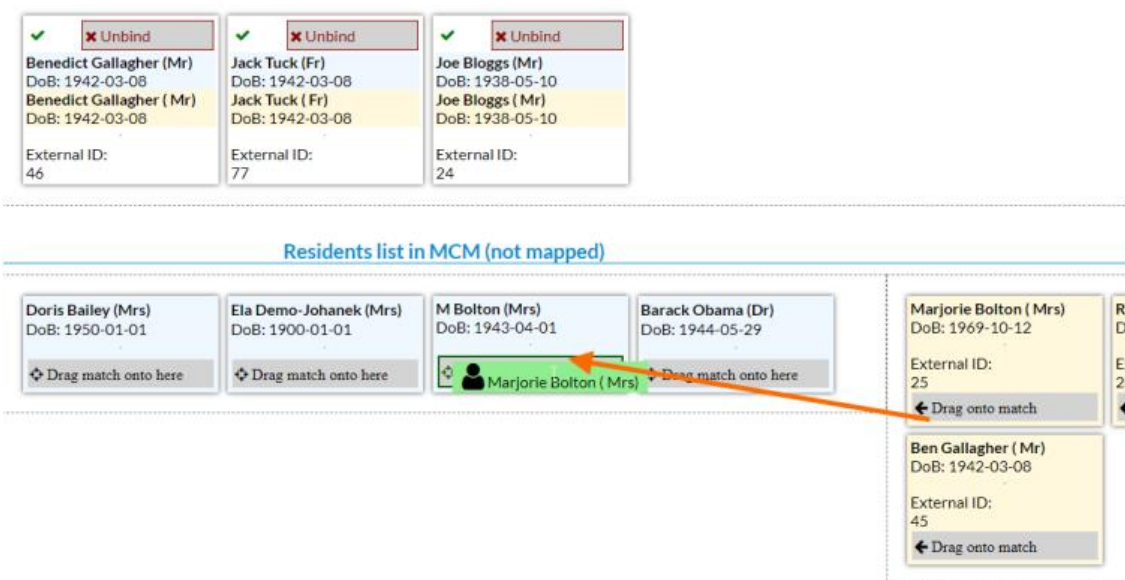
Once the integration has been activated, after a few minutes the system will attempt to map the resident records in mCare to those from the third-party. In most cases the system will try to match the NHS number or an exact match of forenames, surname, and date of birth. If any of the details do not match, then mCare will not automatically create a mapping between the systems.

We recommend fixing the data (in whichever system should be changed) – however, should you not want to change the data, then you can manually map the third-party resident to the correct record in mCare.

Click on **'Resident Mapping'** on the right side of the integration screen and you will be displayed with a list of residents on the left and right side of the screen.



You will then need to match up each resident for their data to be pulled through from Atlas to mCare by dragging the resident from the right side to the matching resident on the left side. Integration for Atlas will now be set up.



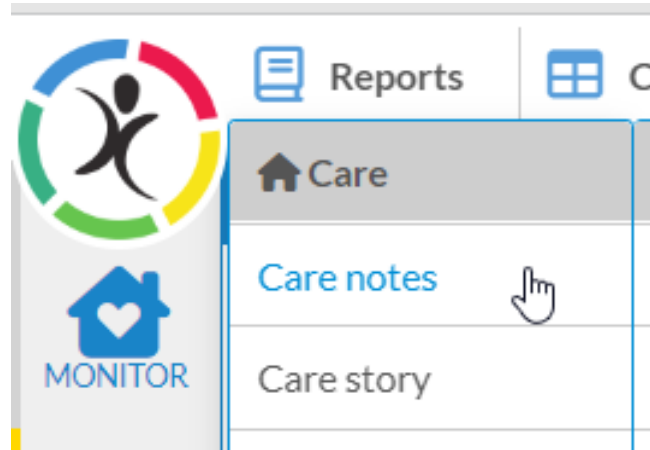
It must be noted that you will need to manually map any new residents that have been added to the system otherwise the residents will not be linked with Atlas eMAR and medication records will not pull through from the integration.

## How mCare Pulls Information from Atlas

### Reports

Once the Atlas Integration has been set up correctly any medication provided to residents on the Atlas eMAR app will pull through to monitor in 2 areas.

You can check the recorded care notes for a resident by going to **Reports > Care Notes**



You can then change the drop-down menus to locate medication recorded. You will need to change the Aspect of Life to **'Medical'** and the Action drop down menu to **'Medication'**.

A screenshot of the filter settings for care notes. It shows two drop-down menus. The first is labeled 'Aspect of life' and has 'Medical' selected. The second is labeled 'Action' and has 'Medication' selected.

Medication recorded will appear as a list of care notes recorded. Once clicking on the medication, you can view all the details for this like the image below and will state the medication and that it has been pulled from the Atlas Integration.

A screenshot of a care note for 'Mr Paul Test'. The note is titled 'Care note for Mr Paul Test'. It shows the following details: Aspect of life: Medical; Action title: Medication; Carer instructions: (empty); Result: Done; Care note details: ASPIRIN 300mg tablets. Quantity given: 1.00. Directions: Take one in the morning; Author name: Invatech; Staff role: (empty); Date entered: 11/04/2023 11:56; Staff time: 5 minutes; Verified by Integration Invatech. A message at the top right states: 'This care note cannot be edited because it is being synchronized with 3rd parties'.



If a medication has been refused on Atlas eMAR it will display as below when the care note pulls through to mCare. Within the box for 'Result' it will appear as 'Refused' with a red background.

PC/M/Caraforte/DisplayWithArchive/DisplayArchive-3238-4246-955-4-47010121509/connectionID=2150512-7442-4049-910e-90264af9a4093from=D492F107627022700093A0093A...  
 eHRHR | CH-1121 Account... | Atlas central | Admin... | Atlas eMAR | Users... | NHGBSA - dm+d Br... | IN-8542 Monthly O... | NHS Number Gene... | Titan Atlas | Gmail | Opportunity: ATLAS... | Other favourit...  
 Analysis | Service | Links | Admin | | | | Tech support (online chat new) | Feedback | News | Roxie Heath | WILLOWH000047-08/04/2023 12:48 L |  
 Care note for Mr Paul Test

This care note cannot be edited because it is being synchronized with 3rd parties

|                                |   |
|--------------------------------|---|
| Aspect of life                 | Medical   |
| Action title                   | Medication  |
| Carer instructions             |   |
| Result                         | Refused   |
| Care note details              | PARACE TAMOL 100mg/ml oral solution sugar free, not given (Resident Refused). |
| Author name                    | Invatech  |
| Staff role                     |   |
| Date entered                   | 11/04/2023 11:56  |
| Staff time                     | 5 minutes   |
| Reason shown in shift handover | Was refused   |
|                                | Verified by Integration Invatech...   |

## Charts

If you would like to view the information on a MAR chart then you can go to **Charts > MAR Chart**.

| Charts             |  | Settings |
|--------------------|--|----------|
| Care & Medical     |  |          |
| Activities chart   |  |          |
| Bowel movements    |  |          |
| Catheter chart     |  |          |
| Fluid chart        |  |          |
| Food chart         |  |          |
| Meals chart        |  |          |
| Hygiene chart      |  |          |
| MAR chart          |  |          |
| Menstruation chart |  |          |

The information recorded will then display in chart form as below. If you click on one of the coloured boxes it will then display all the medication recorded from Atlas eMAR within the time/date period selected and will also notify you that the information has been pulled through from Atlas. This displays the same as the care notes that are pulled through into **Reports > Care Notes**.

[illegible]

## Atlas eMAR App

If you would like the Atlas eMAR app on all your devices for your home, then there are two ways of doing this.

- 1) If your devices are not locked down with PCS MDM lockdown software, then you can download Atlas eMAR by using this link from the Google Playstore;

[https://play.google.com/store/apps/details?id=com.invatechhealth.pcs.live.general&hl=en\\_GB&gl=GB](https://play.google.com/store/apps/details?id=com.invatechhealth.pcs.live.general&hl=en_GB&gl=GB)

- 2) If your devices are locked down with PCS MDM lockdown software, then the screen on the device will have a blue background. You will then need to come into a live chat with one of your Support team and state that you would like to have Atlas eMAR pushed onto all your devices.

A member of the Support team will then push the app to the devices, this can take a few minutes to appear on all the devices depending on the internet connection within the home.

Once the application is downloaded to the devices you will need to contact the Atlas eMAR support team to receive a QR code to set up each of the devices. There will be a unique individual QR code that is required for each device that you would like to be set up with Atlas. **(Contact details for Atlas eMAR on next page)**

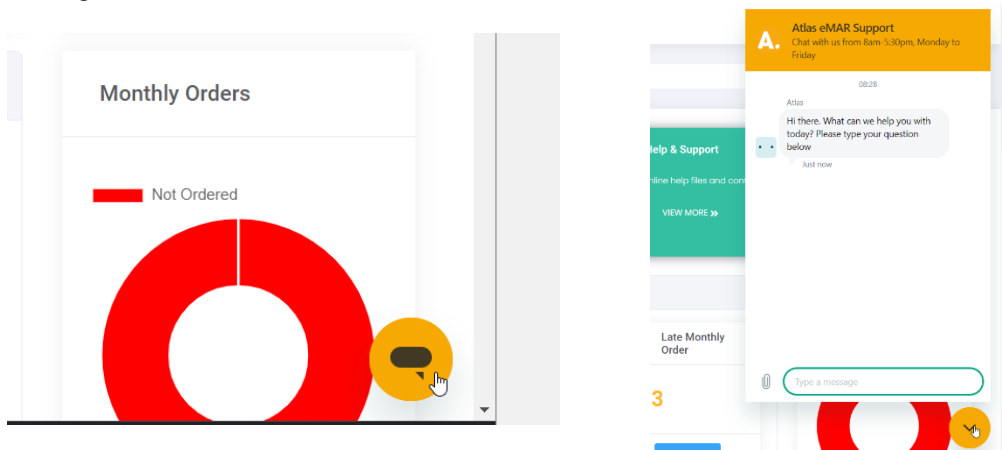


## Atlas eMAR Contact Details

If you require assistance with setting up the Atlas eMAR app or have any further queries regarding Atlas, then you can contact their dedicated support team in multiple ways.

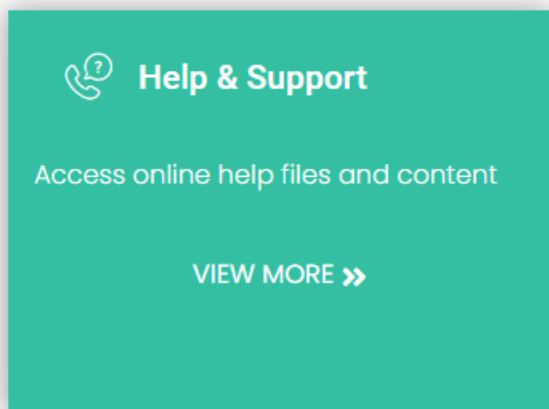
### Live Chat

You can contact the support team via a live chat by going to **Atlas Central** and click on the speech bubble in the bottom right corner of the screen.



### Ticket

On Atlas Central main page click on the green 'Help & Support' tile. This will take you to a new page. You then need to click on 'Submit a Request' in the top right corner.



### Phone/Email

Alternatively, you can contact Atlas Support via email or phone.

**Email:** [support@atlasemar.com](mailto:support@atlasemar.com)

**Telephone:** 01172001474

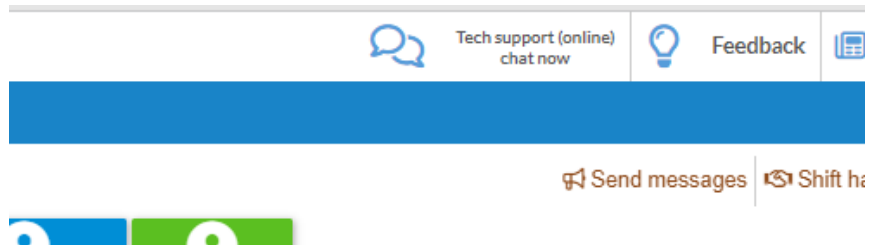
**Support Opening Times:** 8am – 5:30pm, Monday to Friday

## mCare Contact Details

If you would like to get in contact with the mCare support team to either set up the integration or for any further queries there are a few different ways you can get in contact.

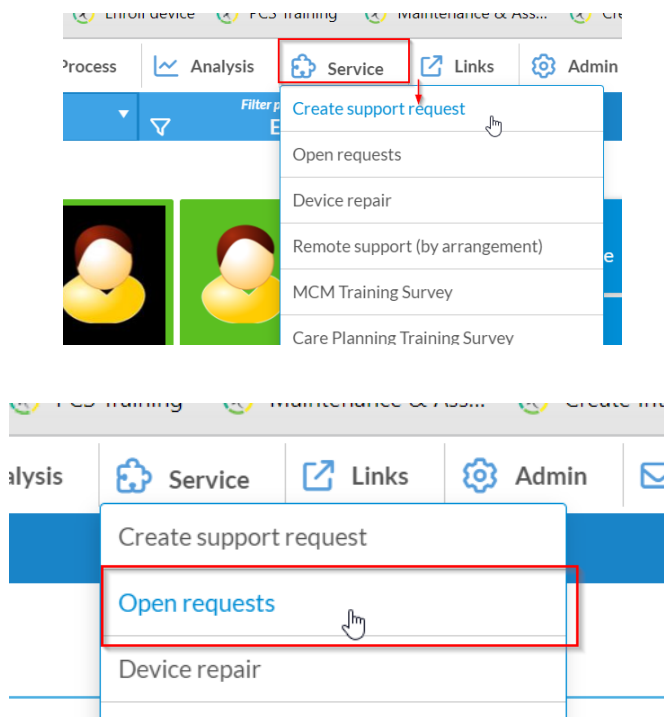
### Live Chat

If you log into your mCare account, you will see in the top right of the screen '**Tech Support (online) Chat Now**'. Clicking onto this will take you directly into a live chat with a member of the support team.



### Ticket

If you log into your mCare account, at the top of your screen you will need to locate the '**Service**' tab which has a puzzle icon next to it. Click onto this and then click on '**Create Support Request**'. This will allow you to create a ticket for our support team. You will then see any updates to your ticket within the '**Open Requests**' section.



### Phone/Email

Alternatively, you can contact mCare Support via email or phone.

Email: [support@personcentredsoftware.com](mailto:support@personcentredsoftware.com)

Telephone: 01483 357657 ext 1

Support Opening Times: 8am – 5:30pm, Monday to Friday

## **Need support?**

Create a support request in Monitor  
or start a Tech Chat