Eclipse Live FAQs updated 4/6/2020 ( Scriptswitch CCGs )

1. Where does alert criteria come from? The UKMI along with BNF, QOF, MHRA, NICE.

2.  What defines a Red, Amber, Blue alert? Clinical markers within the alert criteria

3. Does the review box info go into the clinical system?  No, Eclipse Live is standalone

4. Who writes the alert?  Dr Brown and the clinical tram based in clinical evidence and existing documentation.

5. Can I write my own searches? You can run Ad Hoc searches at practice level

6. Do they work ie do they stop an admission? Eclipse Live and its use is associated with reduction in admissions. <https://www.eclipsesolutions.org/impactassessment/>

7. Is there a Read/Snomed code for an Eclipse alert/review? No, not a present

8. How long does the  alert stay on system? While the alert criteria is satisfied except where excluded has been actioned by a practice user.

9. What happens if I don`t review an alert? The alert stays on the system while the alert criteria is satisfied ( except excluded )

10. When do the alerts get updated? Every weekend, normally Sunday, against the latest extracted data.

11. Can the CCG see them? The CCG level view can see the Radar alerts and the current status

12. What`s the difference between Review and Address? The Review box allows a level of detail to be added and an exclusion to be annotated. Address simply ticks the box to say its been seen. Both count as a review.

13. What`s the A & G button? Allows alerts to be sent locally to CCG/MM members for advice and guidance. Depends on local set up.

14. Can we ( CCG or practice) change the Red/ Amber status? No, these are set by Dr Brown and the clinical team.

15. How quick do they get updated with new evidence/MHRA alert etc? All alerts are reviewed minimum of three monthly or sooner if evidence dictates.

16. Can I turn an alert off? Alerts can be toggled On/Off at CCG level

17. How do I feedback? There is a feedback option on each alert

18. Do all Radar alerts pop up in the clinical system? No, only un-reviewed will appear

19. Can I review alerts via the SS pop up? Not currently, but that functionality is being written by Optum.