

## MFT dartOCM Application Frequently Asked Questions

**Q. I use the dartOCM URL to access the system and my Login details are not working / I cannot access the site, what should I do?**

**A.** If you are able to open other internet sites (e.g. BBC.co.uk) then dartOCM may be experiencing unexpected system downtime however please first check that you have entered your log-in details correctly (the password field is case sensitive) then, if the problem persists, please use the [self-service password re-set tool](#) at the bottom of dartOCM log-in page shown here:



**It you have trouble accessing the system or you have forgotton your password please follow the link to use the [self service password re-set tool](#).**

**Q. I use a Clinical / GP system to access dartOCM and I am unable to access dartOCM, what should I do?**

**A.** Please first consult your local system administrator / Practice Manager then call the MFT Service Desk on 01634 830000 Ext 3514 and select option 2 if the problem persists as dartOCM may be experiencing unexpected system downtime

**Q. I use the dartOCM URL to access the system and there is a technical issue with the dartOCM software, what should I do?**

**A.** If you are experiencing technical issues with the dartOCM software, please log the issue via the [service desk portal](#) at bottom of dartOCM log in page, shown here:

**For help and support please log a call on our [service desk portal](#).  
Please use your Dart OCM Username and Password to log onto these systems.**

Note: for community users (non-Medway NHS Foundation Trust), all general IT issues and hardware faults, e.g. label printers / A4 printers are to be logged via your usual IT helpdesk.

**Q. I use a Clinical / GP system to access the system and there is a technical issue with the software, what should I do?**

**A.** If you are experiencing technical issues with the dartOCM software, please first consult your local system administrator / Practice Manager then call the MFT Service Desk on 01634 830000 Ext 3514 and select option 2 if the problem persists.

Note: for community users (non-Medway NHS Foundation Trust), all general IT issues and hardware faults, e.g. label printers / A4 printers are to be logged via your usual IT helpdesk.

**Q. I do NOT work for the Medway NHS Foundation Trust. How do I arrange for a dartOCM login and password for a new member of staff or request a change to an existing member of staff?**

**A.** Medway NHS Foundation Trust's dartOCM 'Access Control Form' is available for non-Medway NHS Foundation Trust users to download via the Trust's internet site. Authorised persons are to complete the form and must use their NHS mail account to email the request form to [Met-tr.RegistrationAuthority@nhs.net](mailto:Met-tr.RegistrationAuthority@nhs.net) with the subject of "DARTOCMUSER".

Please ensure the named applicant has read and understood the 'Registration and Access to MFT Systems-Non MFT Employees Conditions' document available via the dartOCM internet page. <https://www.medway.nhs.uk/gps-and-clinicians-area/dartocm-electronic-order-communications-solution.htm>

**Q. I work for the Medway NHS Foundation Trust. How do I arrange for a dartOCM login and password for a new member of staff or request a change to an existing member of staff?**

**A.** Requests from Trust staff will be processed by the I.T Service Desk via a fully completed electronic RA02 available via the intranet's Access to IT systems and complete the online RA02 form. Please see hyper link below.

<https://intranet.medway.nhs.uk/internal-systems/access-to-it-systems/>

**Q. If dartOCM is not working how can I access results?**

**A.** Results will still be available via the GP PMP into GP software. Results will be available by telephoning the Pathology Department or non-urgent results sent by paper report for prolonged system downtime periods.

**Q. I am unable to find the test I am looking for on dartOCM, what should I do?**

**A.** You are able to search in the test filter field for a test by: test name, test code or synonym, e.g. Full Blood Count = FBC = Whole Blood Count. In some disciplines in dartOCM the list of tests can be reduced using drop-down filters, e.g. for Radiology: Hospital, Exam Type, Exam location.

If the correct test still cannot be found please telephone the relevant Pathology / Radiology department for advice.

All of the following tests should continue to be requested on handwritten, paper forms:

- Blood Transfusion incl. Antenatal Grouping
- Domiciliary visits
- Gynaecology Cytology

**Q. I cannot find the test result that I am looking for?**

**A.** dartOCM only contains fully authorised results as follows:

Biochemistry, Haematology and Microbiology, General and Interventional Imaging

Results excluded from dartOCM are as follows:

Cross matching test and group and save results

Cellular Pathology Results (continue to refer to paper reports / ilabWeb as per current process)

Environmental test reports

Post mortem reports

Occupational Health reports

Hidden test results in APEX

\*Sensitive results; requires system access permissions to view results for tests marked as sensitive.

**Q. I cannot see the 'Quick Results' button in dartOCM?**

**A.** The 'Quick Results' button is shown only when the patient has 'Chem/Haem' results that are numeric.

**Q. How do I ensure an out of area patient GP gets a copy of the results?**

**A.** If the requestor has confirmed "yes" to request template question 'out of area patient?' and has provided the patient GP details in the available field, the radiology or pathology department(s) will post a paper report to the out of area patient's GP.

**Q. Does dartOCM have an audit trail?**

**A.** Yes. All user interactions are auditable. Additionally, when a user has viewed a result; this is easily shown using the 'Signoff Audit' button in the results screen. After viewing a result, before the user can navigate away from the page, a user with sign off permissions **MUST** answer one of the following;

- Results noted and no further action required
- Discussed with Patient
- Further action required, see comments
- Opened in error

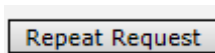
**Q. When I try to print a request form, the print preview pop-up box keeps closing, what do I do?**

**A.** Please check your print settings in dartOCM. Select 'configuration' from the main menu bar on the left of the screen. Ensure the 'show preview' box is ticked and click 'apply'.



**Q. How do I request repeat pathology requests in dartOCM?**

**A.** Before processing the order, select the 'repeat request' button for the test(s) you wish to repeat.



Enter the earliest collection date, number of repeating requests and number of intervals. dartOCM will generate the required number of repeat requests in the system. Please note: the system does **not** generate future request *dates* based on repeat request information entered (as above). Please continue to use current processes to schedule and inform the patient of repeat requests dates and times. The patient should be provided with their printed repeat request form(s) for scanning/processing at a Phlebotomy clinic, GP or Hospital site.

**Q. What is the process for domiciliary visits, do I still create requests on dartOCM?**

**A.** Ad-hoc domiciliary visits are out of scope of the project as users / requestors are unable to access dartOCM outside of the NHS N3 network and are normally unable to print labels away from their base. Planned visits / test requests can be created via dartOCM and specimen label(s) pre-printed, pre-visit.

**Q. How do I label specimen samples correctly?**

**A.** Please refer to the Medway Foundation Trust guide 'Labelling Specimens With New Labels' available via the dartOCM Internet page.

<https://www.medway.nhs.uk/gps-and-clinicians-area/dartocm-electronic-order-communications-solution.htm>

**Q. What is the process for labelling specimen tubes for patients taking samples at home?**

**A.** You do not need to provide a dartOCM printed label to the patient with the empty specimen container(s). When the patient returns the sample(s) to the practice, please update dartOCM with the specimen(s) collection date and time by choosing 'collect now' in the Process Order screen and print the specimen(s) labels that show the printed specimen number generated now the sample has been collected. Please either:

- Place printed specimen label(s) in the clean, separate section of the clear pathology sample bag

Or:

- Affix the new label(s) over the existing specimen samples adhering to the correct specimen labelling guidance available via Medway Foundation Trust dartOCM internet page

**Q. How do I amend my dartOCM order?**

**A.** A user can no longer edit a pathology order after the specimen has been collected. A user can no longer edit a Radiology order after the order has been processed by MFT and submitted to the Radiology information System.