I-nhale Online Portal
HELP GUIDE
www.i-nhale.com

Introduction

What is the I-nhale Support Programme?

The I-nhale support programme is available to any patient in the UK who has been prescribed Promixin using an I-neb device. Whilst on the support programme, the service provides patients with:

- **An I-neb nebuliser**
- **Clinical trainers who can train the patient on how to use and care for their I-neb**
- **Access to a team of Patient Care Advisors who can support with routine questions and provide any replacement consumables**

This support service is managed by Bionical Solutions who provide healthcare support to patients and to the NHS. They are responsible for helping the patient throughout their treatment, and also maintaining the information that is held on file. This includes the patient's contact information, treatment information, and details of support and training that has been provided to the patient.

What is the I-nhale Online Portal?

In order to support you in the treatment of your patients, the I-nhale portal has been designed to give you access to information about them, their treatment, and some details of support programme activities.

Throughout this guide, there will be an overview of:

- **What information you can see about your patients**
- **How you can use the portal to refer a patient to the support programme**
- **What to do if you have any issues accessing the portal**

The Online Portal can be accessed at <u>www.i-nhale.com</u>

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Getting Access to the Support Portal

The portal is for use by HCPs who are treating patients that have been prescribed Promixin and are using an I-neb device.

To get access to the portal, you must contact the Bionical Support team as they will need to create an account for you. To request this, send an email to bionical.i-nhale@nhs.net.

Once your account has been set up you will receive an automated email inviting you to create a password associated to your email address. When you have done this, you will be able to log in to the portal and view your patients.
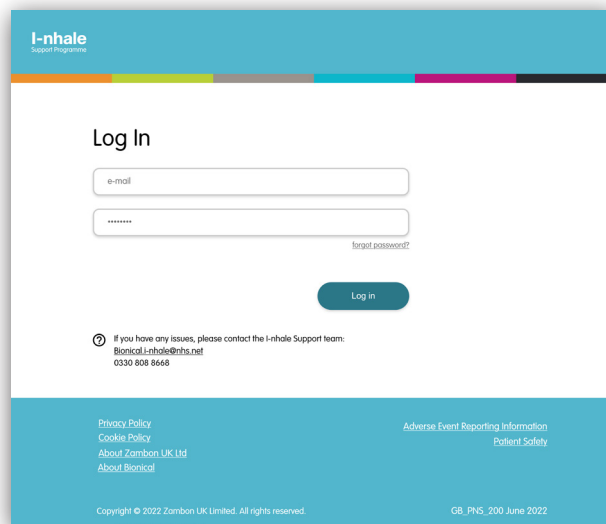
Your Patients

When you log in to the portal, you will be able to view all of the patients across your care. If you work at more than one hospital or facility, you will be able to request to view patients at any of those facilities.

Initially you will see a list of all patients with some identifying information about them. This includes:

1 Their name

2 The facility they are being treated at

3 Their age

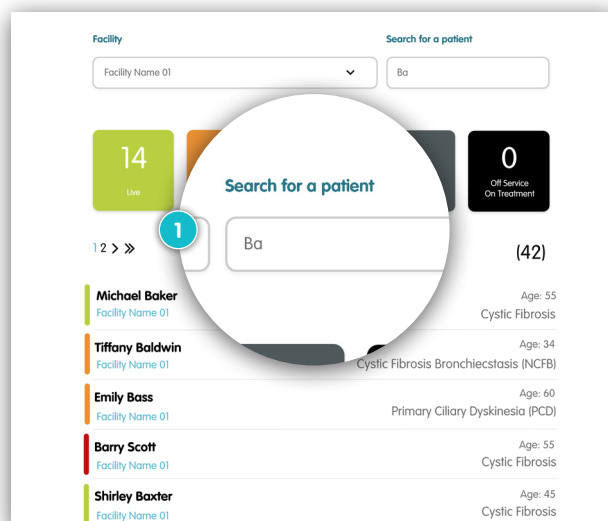**4** Their diagnosis

5 Their status
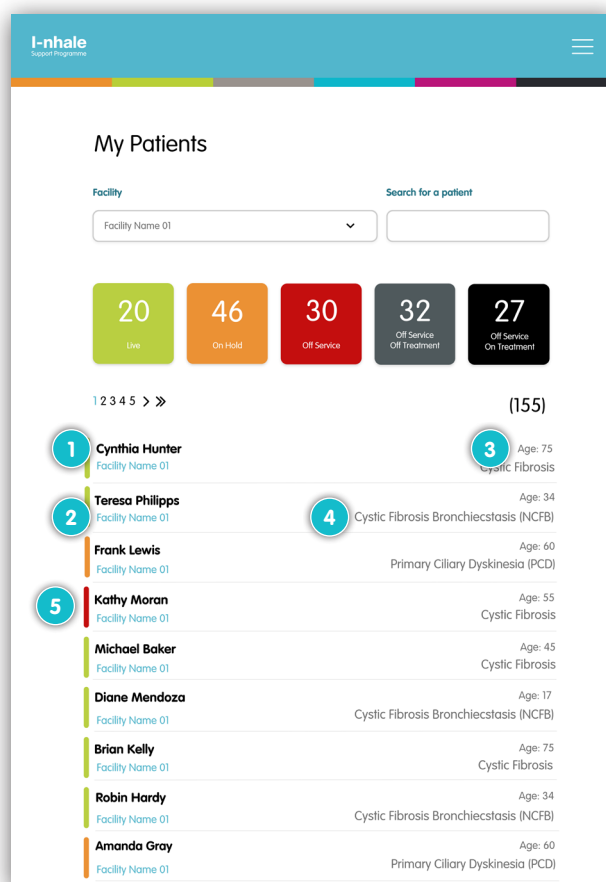
Find a Patient

You can find a specific patient, or group of patients, a few different ways in the portal. You can:

Search for them by name ①

You can type in the search box on the right - as you type, the patient list underneath will filter to display any patients with names that match the text you've entered.


Filter on "Patient Status" using the status buttons ②

By default you will see all patients regardless of their status in the portal. Selecting one or more of these buttons will allow you to view patients of a particular status (or statuses).
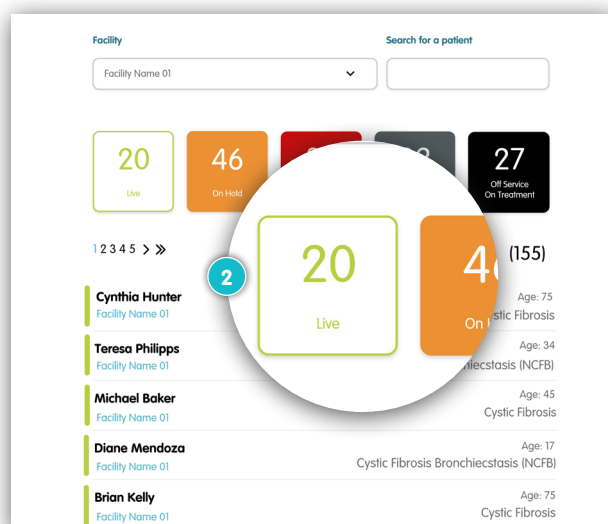
Use the facility dropdown ③

If you have access to multiple facilities, you can view patients across one or more of these by using the dropdown on the left and selecting the facilities you wish to view patients for.

If you have access to only one facility, then you won't have this feature and will only be able to see patients at the facility you are assigned to.
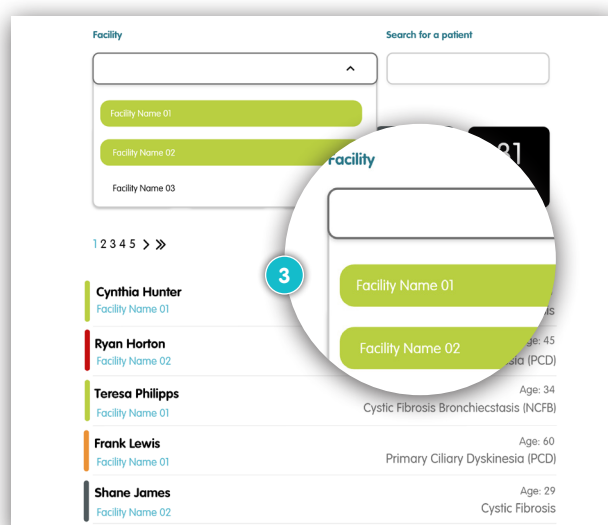
Patient Overview

When you view a patient, you will be able to see all of their current details saved to their patient record. If there is anything that you feel is incorrect or missing, please contact the <u>Bionical Support team</u> and they will be able to review this.

You will be able to see:

About the Patient / Contact Information

Information about the patient, such as their date of birth, diagnosis, and facility they are being treated at.

You will also see their current status within the portal so that you can see if any additional support might be required by the patient.

You will also see the contact information that is saved against the patients record, and if the patient has any additional contacts on file, e.g., a parent or carer, then these will also be displayed here.
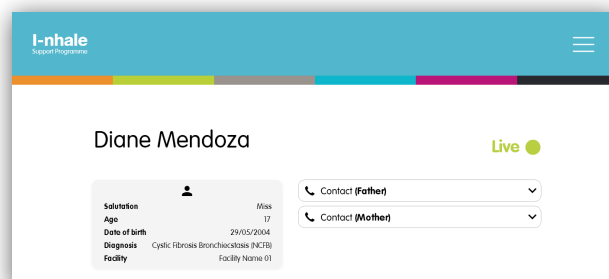

Care Plan

These are the tasks that the Bionical Support team will go through with the patient when they have been referred to the support programme. These tasks will be shown within the portal so that you can see where the patient is in terms of getting established on the service, when these tasks are due to be done, and once they have been completed.

First 6 months

When the patient is first referred to the support programme, there are a series of tasks the team will go through with the patient in order to get them set up on the service, and to ensure that they are given the right level of support dependent on the patient's needs.

This includes:

- **A welcome call from the Support team to get the patient set up**
- **Arranging delivery of their I-neb device**
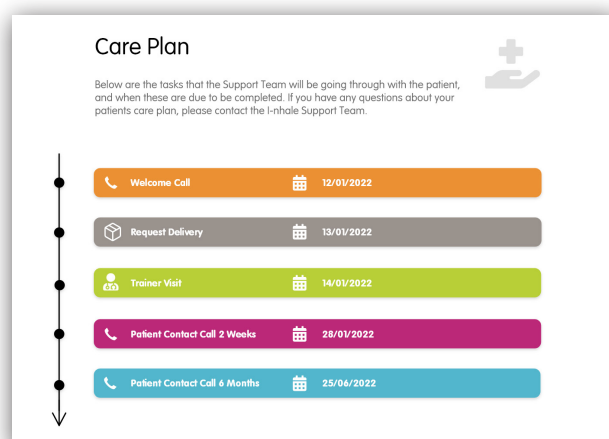
- **Scheduling and conducting training for their I-neb device**
- **A check-in call with the team two weeks after they have been set up to check if the patient needs any additional support**
- **A check-in call with the team six months after they have started on the programme to arrange replacement parts for their I-neb, and to see how the patient is doing**

The tasks performed by the team may differ dependent on the patient's needs, for example some patients may benefit from additional training sessions, while others won't need training at all. Similarly, tasks may need to be rescheduled, for example a call may need to happen on a different day than initially planned.

These tasks will all be arranged and managed by the Bionical Support team, and you will always be able to see in the portal when a task is scheduled to take place, and subsequently once it has been completed.

Six-monthly check in

After the first six-month check-in call has been done with the patient, the team will then continue to contact them every six months to order replacement parts for their device, and to ensure that regular contact is made with the patient.

Once the patient has been established on the support programme and are in the recurring six-month check in phase, you will no longer be able to see the initial tasks (such as the welcome call) in the portal - only when the next six-month check call is scheduled to happen.

This is because these tasks are intended for getting the patient established on the service, and after the first six month call, are not as important. From that point onwards, you will always be able to see when the next six-month call is due.
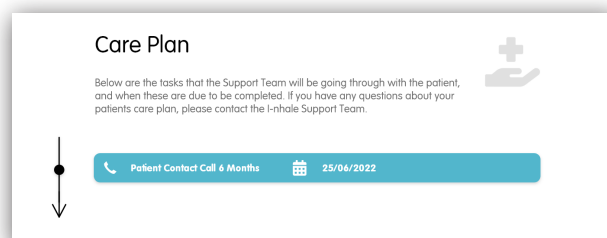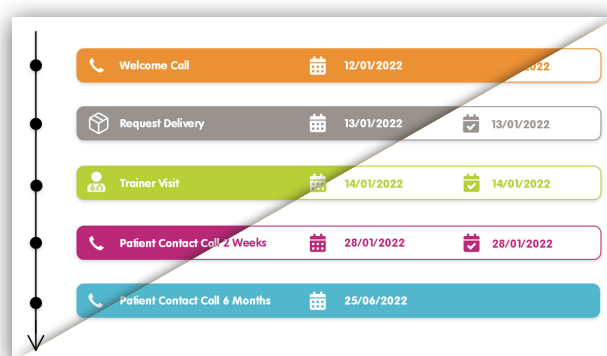
If you need to know information about the patient's medication or device in the months between the six-month check-in, such as if a component has been replaced, the Bionical Support team will be able to assist with this.

Device / Prescription

In this section of the patient overview, you will be able to see details about the medication the patient is taking. You will be able to see:

1 **The device serial number**

2 **A list of medications that the patient is taking using their I-neb device**

3 **Each medication will also list the chamber colour and mouthpiece the patient is using**

If you have any questions about the information shown here, the Bionical Support team will be able to review this with you.

Refer a New Patient

As well as using the portal to view current patients, you can also use the portal to refer new patients to the support programme.

When logged in you can go to the **Referrals** section where you will be able to download a referral form. This will download as a PDF which you can then complete either electronically or by hand.

Once you have completed the referral form you can go to the **Referrals** section again where you will be able to upload the form to the portal. When you click the **Submit** button, this will send your form to the Bionical Support team to process.

Once the patient has then been set up on the system, you will be able to view them in the portal.
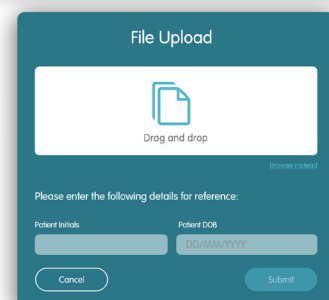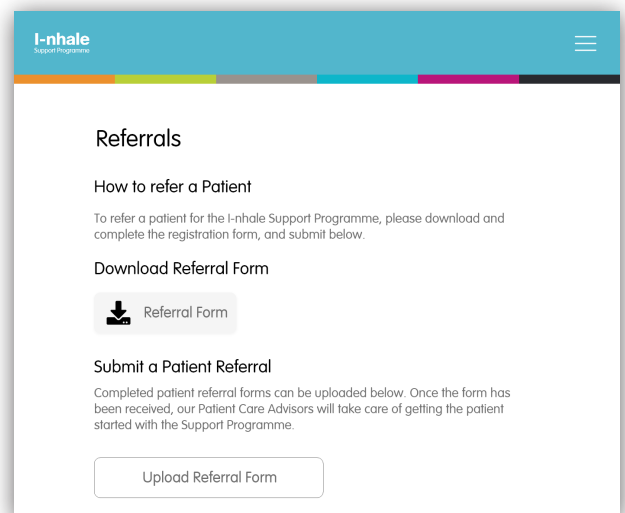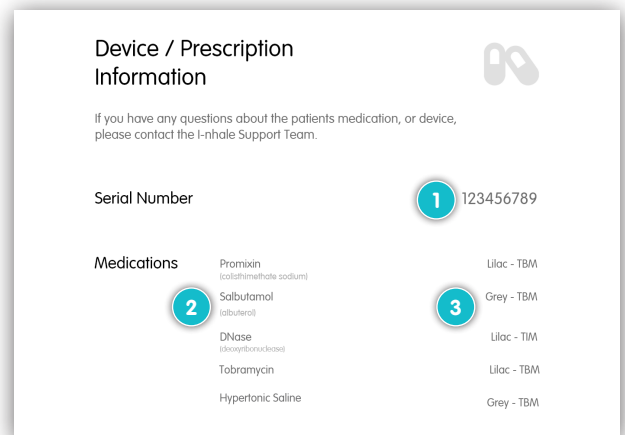
Past Referrals

When submitting a referral form, you will be asked to provide some reference details (the patient's initials and date of birth). This is so that you can come back into the portal and see which patients you have submitted referral forms for.
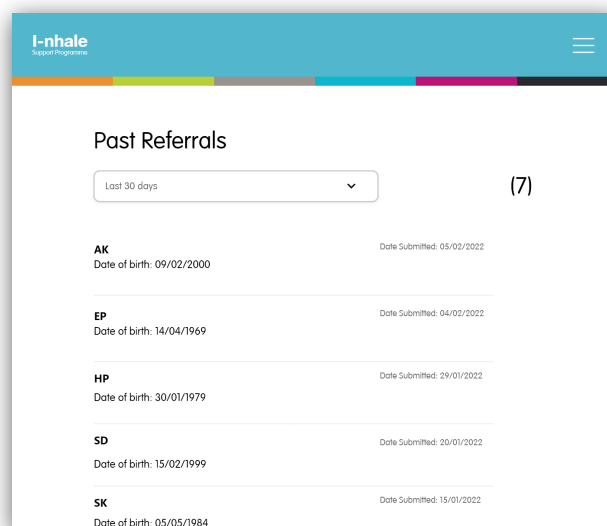
FAQs

Account Management

How do I gain access to the portal?
You will need to request access if you would like to have an account to view your patients in the portal. You can do this by contacting Bionical Support at bionical.i-nhale@nhs.net and they will be able to get you set up.

I have an account, but I can't seem to log in
On the log in page of the portal, there will be a **forgotten password** link which will allow you to get a link to reset your password - if you have any issues logging in, try this in the first instance.

If that doesn't work for you, or you have any other issues with logging in, then please contact the Bionical Support team at bionical.i-nhale@nhs.net and they will be able to assist you.

Portal Access

Is the data held in the portal secure?
All the data stored within the portal is held in accordance with all applicable laws and regulations.

Which browsers are recommended to use with this portal?
Microsoft Edge and Google Chrome browsers are recommended, it cannot be guaranteed that the portal will display as intended in other browsers.

Will our local NHS network allow us to access the portal?
While every effort is made to extensively test systems, it cannot be guaranteed that it will work in every instance. If you experience any issues accessing the portal, your local KAM will be able to assist your trusts IT department.

Patient Management

What do I need to do if a patient is taken off Promixin?
A patient who is off Promixin for one month and then back on again alternately, is considered a Promixin patient and is fully supported by our patient support programme.

However, when a patient has been off Promixin for three months they are no longer supported, and in this instance please contact <u>Bionical Support</u> so that they can update the patient record.

What do I need to do when a patient passes away?
The <u>Bionical Support team</u> will need to be notified so that they can update the patient record. When a patient passes away, their details will no longer be displayed within the portal.

If the patient is not on Promixin, can I still use the portal?
Only UK patients taking Promixin can use the patient support programme, which includes the online portal.

When a patient moves from Paediatric to Adult care, how do I make sure the patient is visible to the correct team within the portal?
The Bionical Support team will need to update the patient record to make sure that the correct teams have access to the patient's details. To do this, an email with the following information should be sent to <u>bionical.i-nhale@nhs.net</u>

- **All of the patient's details**
- **The date they are transferring to Adult care**
- **Details of the Physician who is taking over their care**

Can patients access the portal to view their own data?
The portal is for Healthcare Professional (HCP) access only, so patients will not be able to use it.

Can I get a PDF file of the online portal for a specific patient?
Unfortunately, this functionality is not available within the portal.

Adverse Event Reporting Information

An adverse event (or side effect) is any untoward medical occurrence in a patient administered medicinal product and which does not necessarily have a causal relationship with this treatment. This can be any unfavourable or unintended sign, symptom or disease associated with the use of the product.

If you get any side effects for any of our products, talk to your doctor, pharmacist or nurse. This includes any possible side effects not listed in the package leaflet. You can also report side effects directly to the Medicines and Healthcare Products Regulatory Authority (MHRA) via the Yellow Card Scheme. Reporting forms and information can be found at www.mhra.gov.uk/yellowcard. (This link is external)

Side effects relating to our products can also be reported to Zambon UK by calling +44 (0) 800 0288 942 or using the contact form below.

Our Product Safety Privacy Policy outlines how Zambon UK handles the processing of personal information when dealing with your side effect report.

If you have any issues, please contact the I-nhale Support team:

Bionical.i-nhale@nhs.net
0330 808 8668