



PATIENT SAFETY INCIDENT REPORTING AND LEARNING

Training Guide to add Patient safety Incident Notifications

December 2020



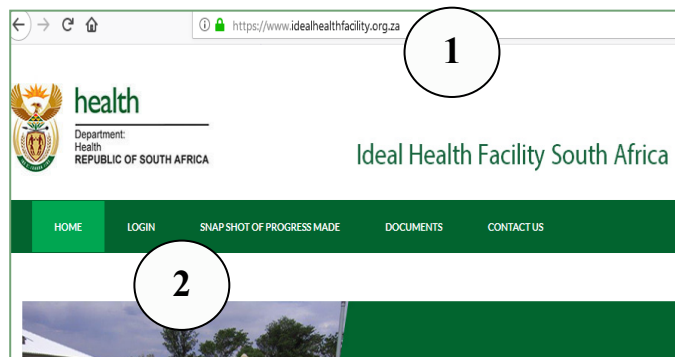
health

Department:
Health
REPUBLIC OF SOUTH AFRICA

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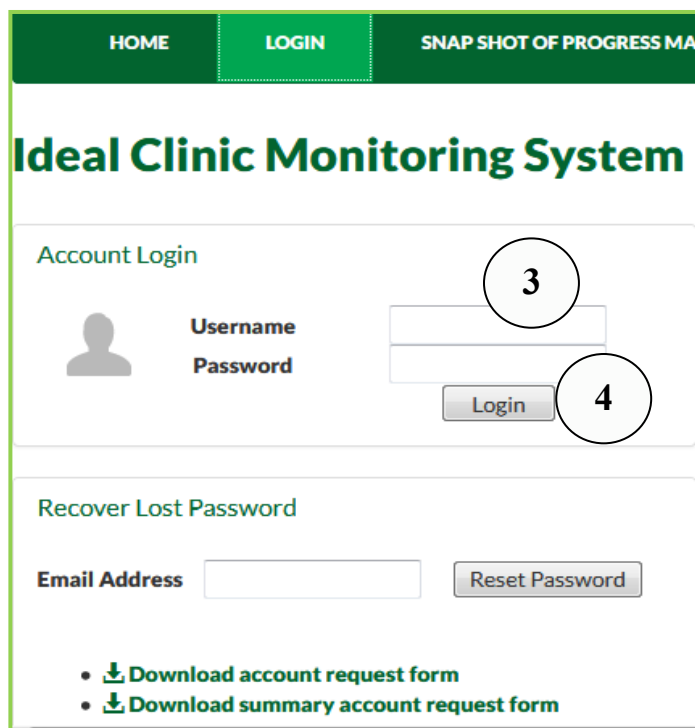
- 1. Log in 1
- 2. Add e-mail address and cell phone number for notification 2
- 3. Add permission level for notification 3

1. Log in



1. Go to the web-browser and type in the URL box:
<https://www.idealhealthfacility.org.za>, press the Enter button on the keyboard.
2. Select the 'LOGIN' tab.

Note: the preferred web-browser to use is Chrome

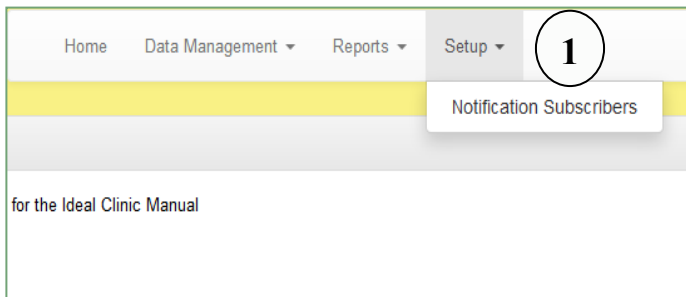


3. Enter your username and the password in the text boxes provided.
Note: You will use your existing user account login details to login.
4. Click on the 'Login' button.

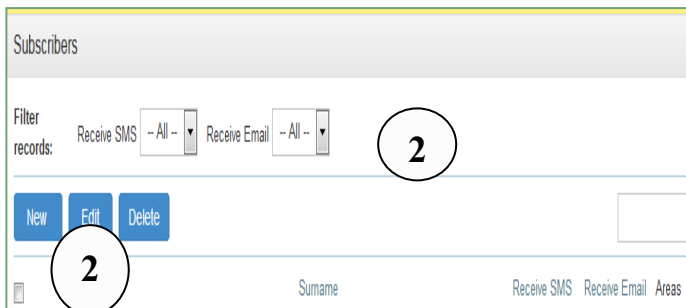
THERE ARE TWO STEPS TO ASSIGN NOTIFICATIONS: (as describe on page 2 to 4)

1. Add the e-mail address and cell phone number of where the notification must be sent to (this must be done individually for every staff member that must receive notifications)
2. Add the permission level for each notification that was set up in point 1 above. The permission level will allow you to specify to which levels (provincial/district/ sub-district/ facility) the notifications must be sent to. (this must be done individually for every staff notifications)

2. Add e-mail address and cell phone number for notification



1. To add a notification for a staff member, select the 'Setup' tab. Note: Only staff that has a user account role for "Notification Contact Manager". He/she will be able to add notifications for staff members that has existing user accounts according to permission assigned for the role of "Notification Contact Manager".



2. Select the 'New' button to add a new notification.

A screenshot of the 'Edit a Subscriber' form. The form contains several fields: 'Account' (Free State PSI), 'Name' (Test1), 'Surname' (Test2), 'Email Address' (test@health.gov.za), and 'Cellphone Number' (0833456776). The 'Receive Emails' and 'Receive SMSs' checkboxes are checked. The 'Save' button is circled with a '5'.

3. Enter the Name, surname, e-mail and cell phone number of the staff member you want to send the PSI notifications to.
4. You can add notifications for both cell phone and e-mail or only for one of it. Tick the boxes provided to indicate which options you want to add. **NB: do not leave spaces in-between the numbers of the cell phone number entered. The system will display an error with a request to correct it if spaces are left in-between the numbers.**
5. Select the "Save" button once you have completed all the fields.

3. Add permission level for notification

Record successfully updated.

Filter records: Receive SMS --All-- Receive Email --All--

New Edit Delete

Name	Surname	Receive SMS	Receive Email
Test1	Test2	Yes	Yes

Manage Areas

The system will take you back to the 'Subscribers' screen once the details of the e-mail address and cell phone number has been added.

1. Select the 'Manage Areas' button. This will allow you to specify to which levels (provincial/district/ sub-district/ facility) the notifications must be sent to.

Subscription Areas: Test1 Test2

Filter records: Subscriber --All--

New Edit Delete Back to Subscribers

Subscriber	Province
Nothing to display.	

2. Select the 'New' button to add the permissions for the user, i.e. should the user receive notification for a specific facility/district/sub-district/ province.

Create a New Area

Subscriber Test1 Test2

Structure *** All Levels

Permission Level Provincial Department of H

Structure Select structure

Level 1	National
Level 2	Province
Level 3	District
Level 4	Sub-District
Level 5	Ward
Level 6	Facility

Ownership Type * ** All types of ownerships

Cancel

3. Select from the drop-down list the level for which the user must receive notifications for.
4. Select the magnifying glass to select the facility/district/sub-district/ province that the user must receive notification for.

Districts

Filter records: Province District

Records 1 to 6 of 6

Province	District
<input type="radio"/> fs Free State Province	fs Fezile Dabi District Municipality
<input type="radio"/> 5 Province	fs Fezile Dabi District Municipality
<input type="radio"/> Province	fs Lejweleputswa District Municipality
<input type="radio"/> fs Free State Province	fs Mangaung Metropolitan Municipality
<input type="radio"/> fs Free State Province	fs Thabo Motlatsanyana District Municipality
<input type="radio"/> fs Free State Province	fs Xhariep District Municipality

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- A list will come up to select from according to the option that was selected under the “Permission Level”. This is an example of what you will see if you have selected ‘District’. Click on the radio button to select the district.
- Select ‘Save’.

Subscription Areas: Test1 Test2

Record successfully added.

Filter records: Subscriber

Subscriber	Province	District	Sub-District	Facility	Ownership
<input type="checkbox"/> Test1 Test2	Free State	Fezile Dabi DM	*	*	*

7 **8**

- The permissions that you have selected will display on the screen once you have selected the ‘Save’ button.
- Select the ‘Back to Subscriber’ button to go back to the main screen and add more notifications.

The staff member will now receive notifications according to the permissions that were set up for him/her.