



Integration:

Med e-care

Cost:

Integration of MCM with Med e-care (£18 up to 30 beds, £25 up to 50 beds, £32 up to 75 beds, £40 thereafter) (Non-generic API)

About:

The eMAR solution provides a complete medication management solution with some real benefits that you can't get elsewhere, giving you confidence that you can deliver the best medication management.

Ensuring the highest standards of medication management for care home residents is key to a safe and efficient operation for both care home and pharmacy provider alike. Our eMAR solution provides the right tools for your care home residents, such as ongoing stock management and the ordering and administering of medications.

It tracks the order and delivery of medicines and automates reports, facilitating efficiency improvements.

Information from Med e-care will pull through medication recorded and will appear as care notes on monitor and also display in the MAR chart.

How to set up integration with MCM:

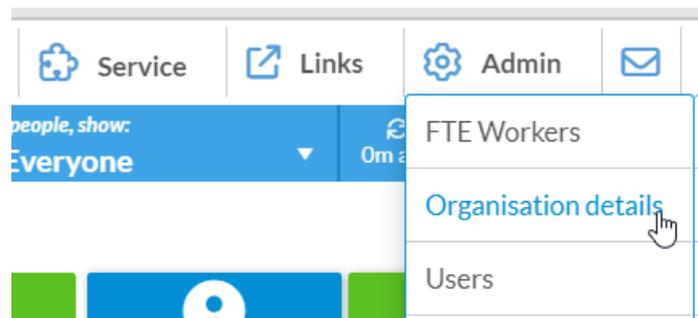
Step 1: Creating an Order

Firstly, you will need to come into a live chat or raise a support ticket and ask a member of our Support team to raise an order for Med e-care integration.

Once the order has been created the offer email for this will be sent to one of your Project Sponsors for your home. They will need to accept this offer email and needs to be paid for by your nominated accounts person for the home. Once payment has been received this will then implement the integration and will display for the home it was raised for (an order will need to be raised and accepted for each home that requires Med e-care).

Step 2: Setting up the Integration

After the order has been paid for you will then need to go to **Admin > Organisation Details** in MCM (If you do not have access to the admin button you will need to contact someone in the home with management access rights)



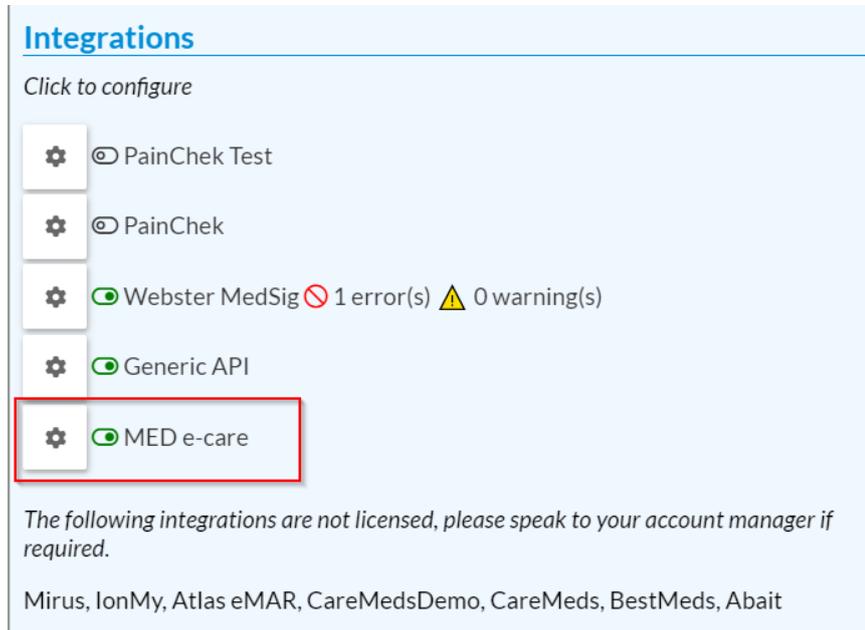
Step 3: Setting up the Integration

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).

| | | |
|--|------------------------------------|---|
| Dorking_House | Dorking House and the organisation | 1 |
| Dorking_House/Allied | Dorking House | |
| Dorking_House/Another community test | Dorking House | |
| Dorking_House/Day Care | Dorking House | |
| Dorking_House/East Wing | Dorking House | |
| Dorking_House/Elderly Residents | Dorking House | |
| Dorking_House/Garden Wing | Dorking House | |
| Dorking_House/Integrations testing | Dorking House | |
| Dorking_House/LD Service Users | Dorking House | |
| Dorking_House/Liam's Training | Dorking House | |
| Dorking_House/Maintenance | Dorking House | |

Step 4: Setting up the Integration

You will then see the list of integrations that have been set up for your home. You will see Med e-care eMAR and you will need to click the small toggle and ensure that it is switched on and displaying as green.



Integrations

Click to configure

- PainChek Test
- PainChek
- Webster MedSig ⊘ 1 error(s) ⚠ 0 warning(s)
- Generic API
- MED e-care

The following integrations are not licensed, please speak to your account manager if required.

Mirus, IonMy, Atlas eMAR, CareMedsDemo, CareMeds, BestMeds, Abait

Step 5: Setting up the Integration

Click on the grey cog symbol next to the integration and you will then be displayed with the below screen. Ensure 'Status' is switched on and select 'Read and Write'



Integration details

Status

Access mode:

Please see [?](#) help in the menu for more information on authentication fields

Auth1

Auth2

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-communities, the integration will be set up for all locations that have a blue border around them.

Community access

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

Select one or more

- Knoll House Care
 - Service Users
 - Dementia
 - East wing
 - South wing

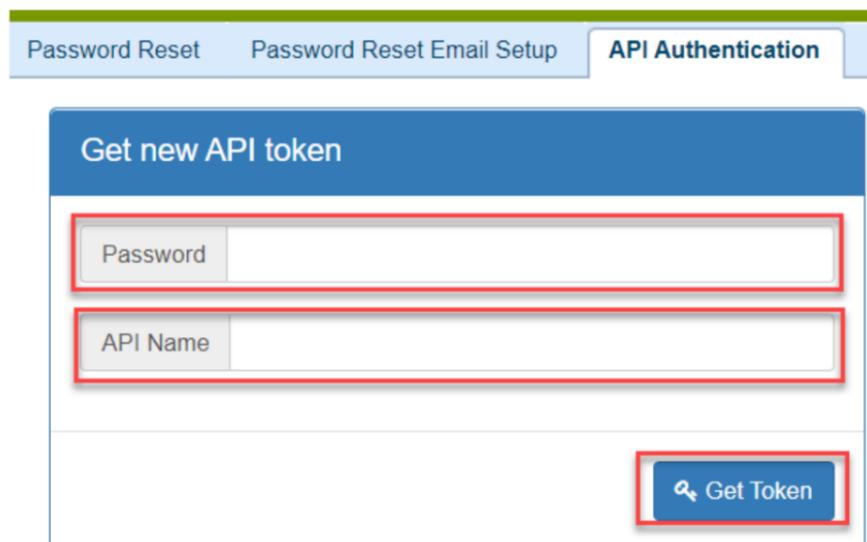
Step 6: Obtaining your API Key

In order to obtain your API key you will need to have already completed a user account following this guide [API Setup Guide - Customer](#). You will then need to generate an API Token.

- 1) Navigate to the **'My Account'** section on the green bar.
- 2) Select **'API Authentication'** on the blue bar.
- 3) Enter the password for the user account that was created in step 4 of the above guide.
- 4) Enter an API Name – e.g. IntegrationpartnerAPI1



- 5) The system will then prompt the user to confirm the authorisation before generating the token. Tick "I am fully authorised to create an API token for this user account", "I understand that creating the API token and sharing that with an integration partner will allow the recipient to access and retrieve the data fields associated with the API" and "The recipient is lawfully permitted access to the data fields and the creation of the API token is a formal instruction to Med e-care to provide the recipient access to the relevant data fields".
- 6) Click **'Get Token'**.

A screenshot of the "Get new API token" form. The form has a blue header with the text "Get new API token". Below the header are two input fields: "Password" and "API Name", both highlighted with red boxes. At the bottom right of the form is a blue button with a magnifying glass icon and the text "Get Token", also highlighted with a red box. Above the form is a navigation bar with buttons for "Password Reset", "Password Reset Email Setup", and "API Authentication" (highlighted with a red box).

Step 7: Resident Mapping

Once the integration has been activated, after a few minutes the system will attempt to map the resident records in MCM 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 MCM 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 MCM.

Configure CareMeds for Knoll House Care

[Logs](#) |
 [Resident mapping](#) |
 [Staff mapping](#) |
 [Cancel](#) |
 
[Save](#)

Once clicking on **'Resident Mapping'** on the right side of the integration screen you will be displayed with all the residents like the image below. You will then need to match up each resident for their data to be pulled through from Med e-care to MCM. Integration for Med e-care will now be set up.

| | | |
|---|---|---|
|   |   |   |
| Benedict Gallagher (Mr) DoB: 1942-03-08 Benedict Gallagher (Mr) DoB: 1942-03-08 External ID: 46 | Jack Tuck (Fr) DoB: 1942-03-08 Jack Tuck (Fr) DoB: 1942-03-08 External ID: 77 | Joe Bloggs (Mr) DoB: 1938-05-10 Joe Bloggs (Mr) DoB: 1938-05-10 External ID: 24 |

Residents list in MCM (not mapped)

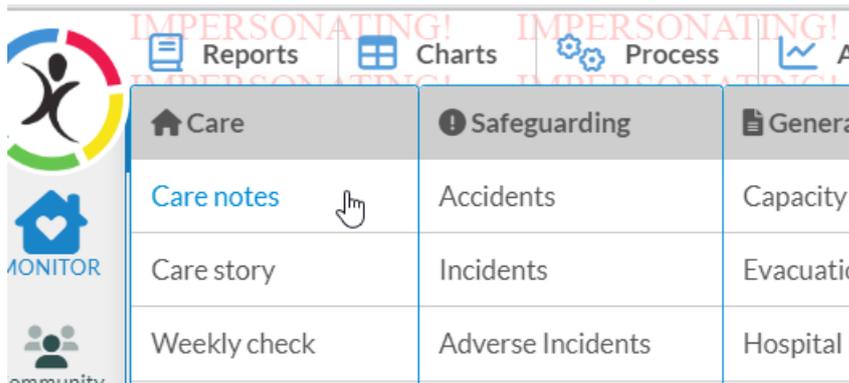
| | | | | | |
|---|---|--|--|--|----------------------|
| Doris Bailey (Mrs) DoB: 1950-01-01 ⚡ Drag match onto here | Ela Demo-Johanek (Mrs) DoB: 1900-01-01 ⚡ Drag match onto here | M Bolton (Mrs) DoB: 1943-04-01  Marjorie Bolton (Mrs) ⚡ Drag match onto here | Barack Obama (Dr) DoB: 1944-05-29 ⚡ Drag match onto here | Marjorie Bolton (Mrs) DoB: 1969-10-12 External ID: 25 ⚡ Drag onto match | Ry Do Ex 26 |
| | | | | Ben Gallagher (Mr) DoB: 1942-03-08 External ID: 45 ⚡ Drag onto match | |

How MCM Pulls Information from Med e-care

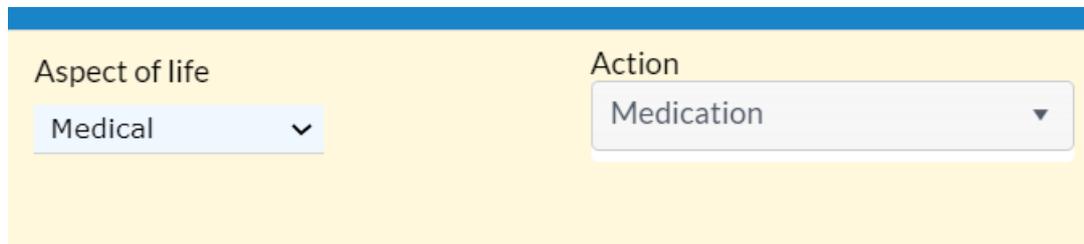
Reports:

Once the Med e-care Integration has been set up correctly any medication provided to residents on the Med e-care 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'**

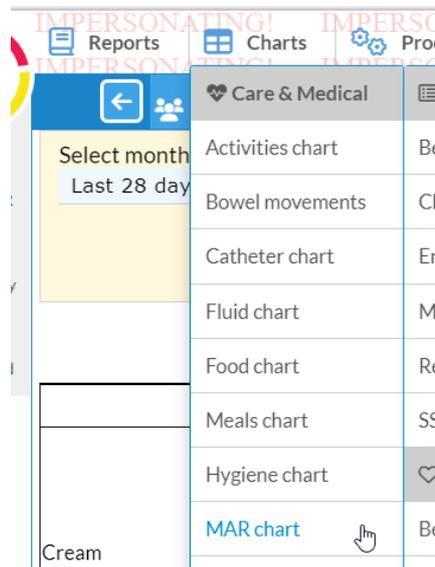


Medication recorded will appear like the image below and will state below the medication and on the right-hand side that this has been pulled through from Med e-care

| Lillian Quarmby | | | |
|---|--|----------------------|--|
| Thursday 20 Oct 2022 | | | |
|  | PEPTAC liquid peppermint. Quantity given: 10.00. Directions: Take 10ml four times a day. <small>Medical  Verified by Integration Invatech:0a26d6c-690c-40ea-b0a4-6a1dd4ae9905</small> | Invatech Integration | 12:51 5 minutes <small>details </small> |
|  | APIXABAN 5mg tablets. Quantity given: 1.00. Directions: Take ONE twice a day. <small>Medical  Verified by Integration Invatech:556aac21-764a-4d36-ac35-8aac52df4c63</small> | Invatech Integration | 10:00 5 minutes <small>details </small> |
|  | CITALOPRAM 10mg tablets. Quantity given: 1.00. Directions: One tablet in the morning for anxiety/depression. <small>Medical  Verified by Integration Invatech:085caf05-86c9-4858-bfc3-e889e7bf1be4</small> | Invatech Integration | 10:00 5 minutes <small>details </small> |

Charts:

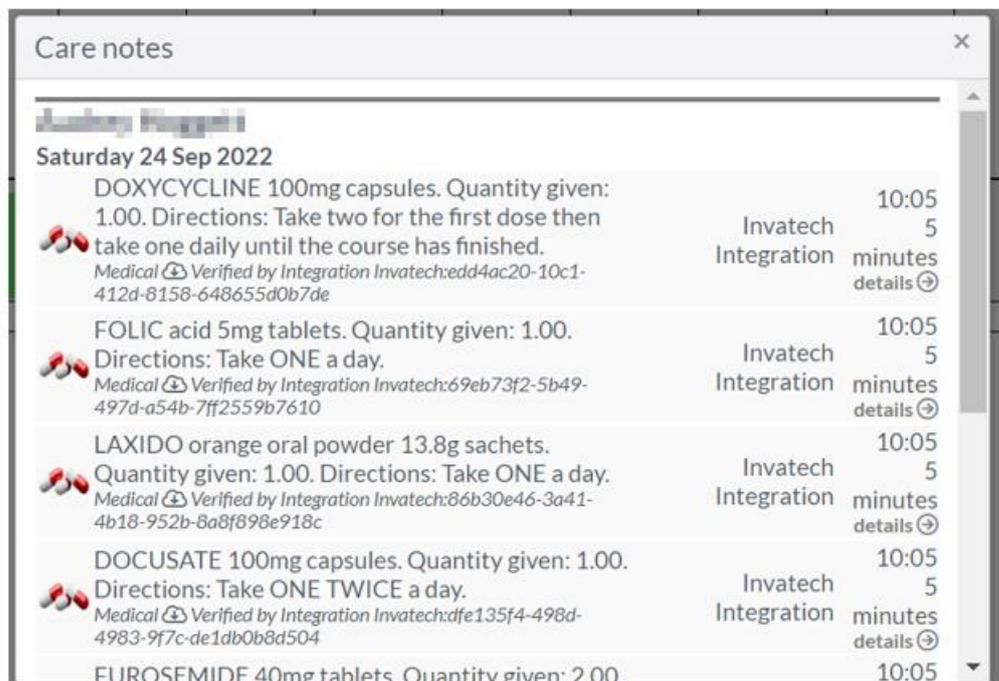
If you would like to view the information on a MAR chart then you can go to **Charts > MAR Chart**.



The information recorded will then display in chart form as below.

| Time | 27 Sep | 28 Sep | 29 Sep | 30 Sep | 01 Oct | 02 Oct | 03 Oct | 04 Oct | 05 Oct | 06 Oct | 07 Oct | 08 Oct | 09 Oct | 10 Oct | 11 Oct | 12 Oct | 13 Oct | 14 Oct | 15 Oct | 16 Oct |
|---------|--------|--------|--------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Morning | | | | JJ SJ | | | | | | | ET | | | | | | | | | |
| Lunch | | | | | | | | | | | | | | | | | CM | | | |
| Tea | | | | | | | | | | | | | | | | | | | | |
| Night | | | | | | | | | | | | | | | | | | | | |

If you click on one of the coloured in boxes it will then display all the medication recorded from Med e-care eMAR and will also notify you that the information has been pulled though from Med e-care.



Med e-care eMAR App (Webapp) :

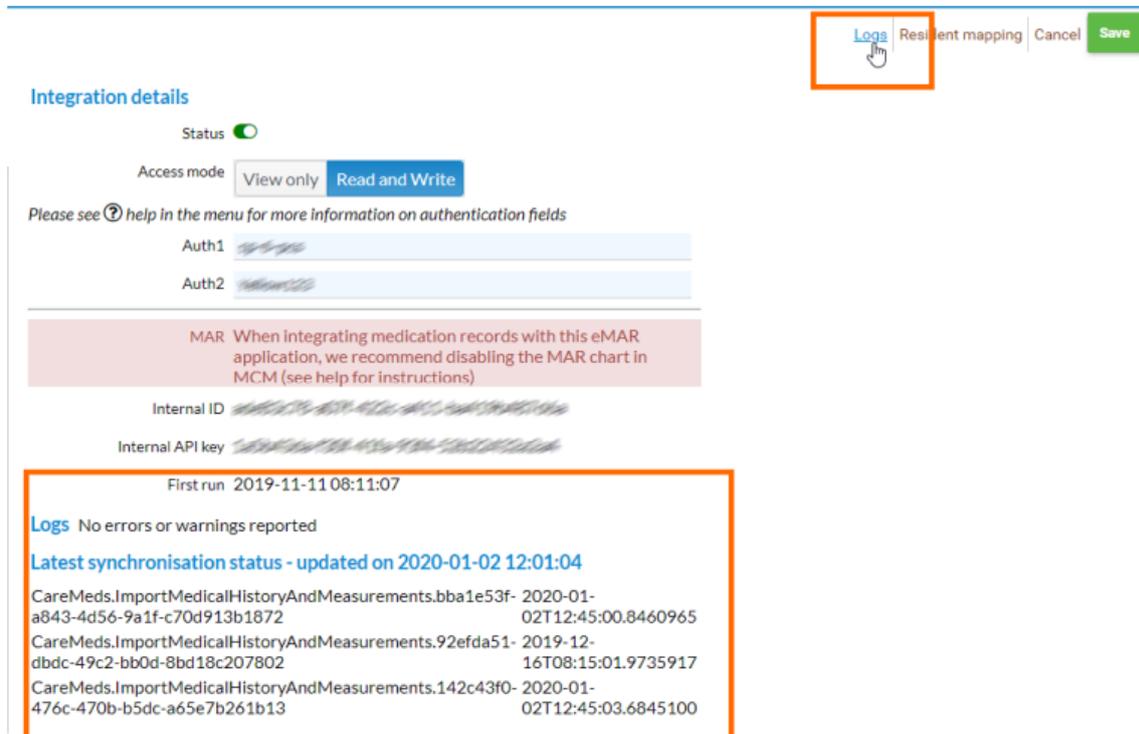
Unfortunately, there is not an app for Med e-care on the Google Play Store however you can speak to a member of our support team and send them a link to your log in portal. A member of staff will then be able to create a WebApp on the device. Your device will need to be locked down on our MDM and the screen background will be blue as shown in the image below.

The Support member of staff will push the webapp and Google Chrome onto the device. You will then need to click on the webapp and log in using your username and password. Once you have successfully logged in on all devices you will need to let a member of the Support team know to remove Google Chrome.



Integration Log:

When viewing the settings for an integration, you can see the status of the synchronisation and when it last ran or if there are any errors/warnings.



Integration details

Status

Access mode

Please see [?](#) help in the menu for more information on authentication fields

Auth1

Auth2

MAR When integrating medication records with this eMAR application, we recommend disabling the MAR chart in MCM (see help for instructions)

Internal ID

Internal API key

First run 2019-11-11 08:11:07

Logs No errors or warnings reported

Latest synchronisation status - updated on 2020-01-02 12:01:04

| | |
|---|-----------------------------|
| CareMeds.ImportMedicalHistoryAndMeasurements.bba1e53f-a843-4d56-9a1f-c70d913b1872 | 2020-01-02T12:45:00.8460965 |
| CareMeds.ImportMedicalHistoryAndMeasurements.92efda51-dbc-49c2-bb0d-8bd18c207802 | 2019-12-16T08:15:01.9735917 |
| CareMeds.ImportMedicalHistoryAndMeasurements.142c43f0-476c-470b-b5dc-a65e7b261b13 | 2020-01-02T12:45:03.6845100 |

Click on 'Logs' to see details of records being processed. When up and running normally, generally the logs will show for each new resident that has been mapped and/or the number of care notes or measurements processed

These logs display events which have occurred within the past 24 hour period (default to UTC yesterday), showing up to 1000 records

| Created on (UTC) | Relating to | Level | Message |
|------------------|-------------|---------------|--|
| 02/01/2020 15:10 | Integration | Informational | During this run, CareMeds has processed 4 residents, created 1 new mappings and imported 0 Care Notes/Measurements |
| 02/01/2020 15:10 | Nelson | Informational | PCS.Models.IntegrationServiceUserBase is mapped to Nelson Piston in CareMeds |
| 02/01/2020 15:05 | Integration | Informational | During this run, CareMeds has processed 3 residents, created 0 new mappings and imported 0 Care Notes/Measurements |
| 02/01/2020 15:20 | Integration | Informational | During this run, CareMeds has processed 4 residents, created 0 new mappings and imported 1 Care Notes/Measurements |
| 02/01/2020 15:10 | Integration | Informational | During this run, CareMeds has processed 4 residents, created 1 new mappings and imported 0 Care Notes/Measurements |
| 02/01/2020 15:10 | Nelson | Informational | PCS.Models.IntegrationServiceUserBase is mapped to Nelson Piston in CareMeds |

Support the Integration:

A count of recent warnings or errors will be displayed on the Organisation details page, as well as the Edit community page.



Details of the errors will be displayed in the Log file – Our support team may need these to help identify and diagnose any issues. Many issues will resolve themselves within an hour or two, as they may be caused by temporary outages on either MCM or third-party solution.

| Created on (UTC) | Relating to | Level | Message |
|------------------|-------------|---------------|---|
| 03/01/2020 14:30 | Integration | Informational | During this run, BestMeds has processed 0 residents, created 0 new mappings, imported 0 Care Notes and 0 observations |
| 03/01/2020 14:30 | Integration | Error | Automated mapping is temporarily experiencing issues, please map residents manually |

Some example of error messages are below;

"CareMeds authentication has failed for username XXXXXXXXXX - please check that the username and password are correct. If the problem persists longer than 48 hours please contact support."
Error

"Could not map XXXXXXXXXXXX- please use the Mapping screen to map this service user manually."
Error

Automated mapping is temporarily experiencing issues, please map residents manually", Error

"Automated Medical History import is experiencing issues - there could be a delay before all the data is up-to-date. If not resolved within 48 hours please contact support" Error

"Potential issue detected (TimeZone not available) - please go to Organisation Admin menu and edit the location for this Care Provider, check that the correct TimeZone is selected, and press Save." Warning

"No Service Users were found - please check that there are service users assigned to this Integration's communities on the configuration page, and re-save." Informational

"XXXXXXXXXX returned no residents for the provided authentication details - please check that the residents have been set up in XXXXXXXX" Informational

"XXXXXXXXXX is mapped to XXXXXXXXXXXX XXXXXXXXXXXX in XXXXXXXXXXXX " Informational

"Could not authenticate with CareMeds using provided credentials - please check that the username and password are correct" Informational