

Border Clinical Management System

Training Guide

Response to COVID-19

Last updated: Oct 2021

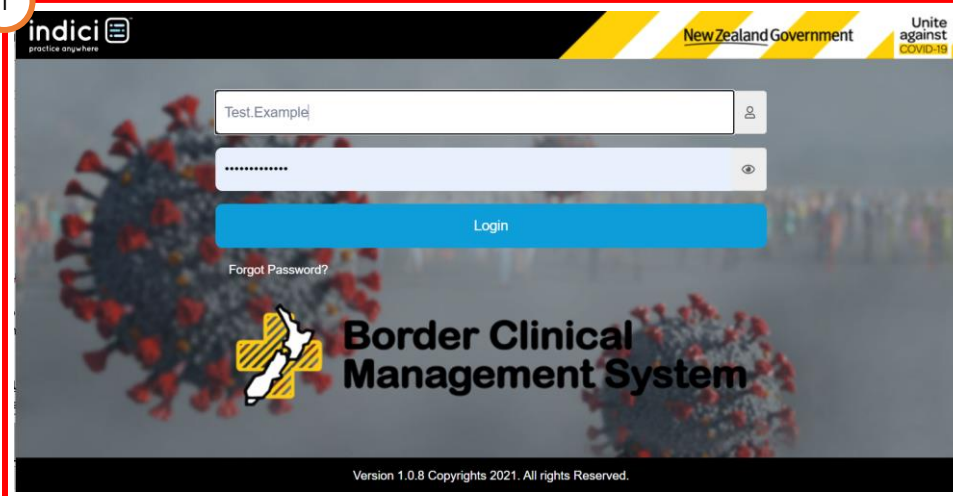
How to log in to BCMS

1. Log in using your username and password at <https://covid.indici.nz>.
2. Use the dropdown boxes to select your Facility Type and location if required – they should be set to the correct options unless you change sites. For SIQ it will need to be Auckland SIQ or Christchurch SIQ as appropriate. Click Continue to log in. *If you wish to swap Facility Types, you will need to log out, change the Facility Type and then log back in again.*

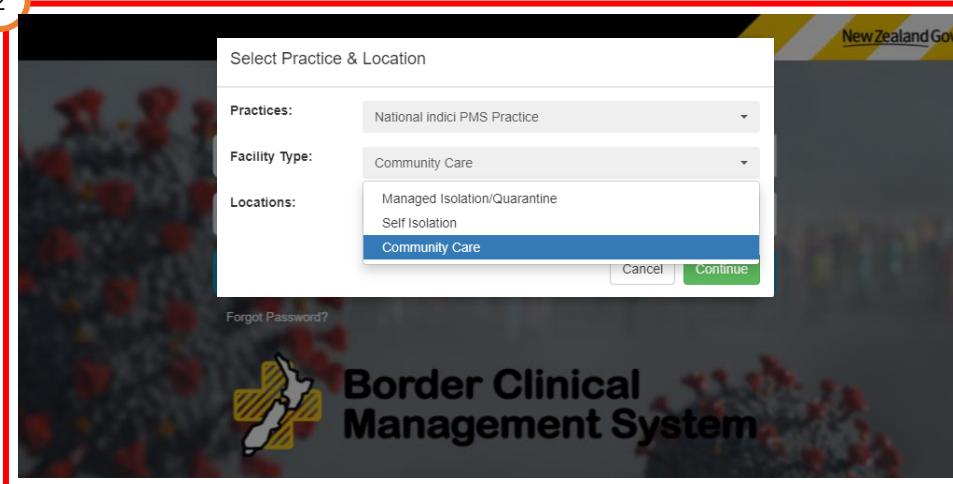
Tip:

If you can't see the facility you want under **Locations**, try changing the **Facility Type** and looking at **Locations** again. If you still can't see the one you need, confirm you have the name of the Facility correct. If not, you may need to email NCTS.ServiceDesk@health.govt.nz and request for the site to be added to your login.

1



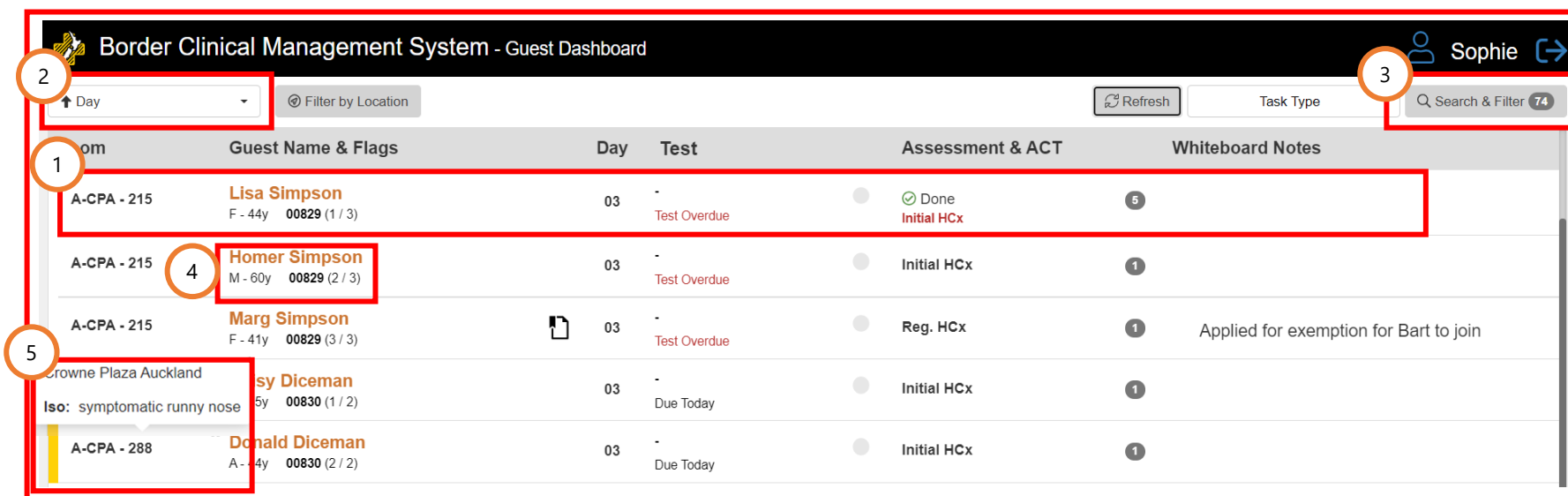
2



Guest Dashboard

On the Guest Dashboard screen, you can:

1. See a summary of a guest's information
2. Sort by Name, location, days stayed, swab days, room (this is used for the address)
3. Use filter or search for planning or to find a guest or guests
4. Click on a guest name to get more information
5. Hover mouse over icons and isolation indicator for an explanation



Border Clinical Management System - Guest Dashboard

2. Sort by Day (dropdown menu) | Filter by Location | Refresh | Task Type | 3. Search & Filter (74 results) | User: Sophie

Room	Guest Name & Flags	Day	Test	Assessment & ACT	Whiteboard Notes
A-CPA - 215	1. Lisa Simpson F - 44y 00829 (1 / 3)	03	- Test Overdue	5. Done Initial HCx	
A-CPA - 215	4. Homer Simpson M - 60y 00829 (2 / 3)	03	- Test Overdue	Initial HCx	1
A-CPA - 215	Marg Simpson F - 41y 00829 (3 / 3)	03	- Test Overdue	Reg. HCx	1 Applied for exemption for Bart to join
Crowne Plaza Auckland	Sy Diceman 5y 00830 (1 / 2) Iso: symptomatic runny nose	03	- Due Today	Initial HCx	1
A-CPA - 288	Donald Diceman A - 44y 00830 (2 / 2)	03	- Due Today	Initial HCx	1

5. Hover over isolation indicator (yellow bar) for details.

Guest Dashboard

1. Guest Location appears as Site Name code (ASI for Auckland and CSI for Christchurch) and Room Number (Address).
2. Guest Name, Gender and Age
3. Flags (more info on next slide), and what day they are on.
4. Swabs - Result Overdue and Review Required is highlighted
5. Green dot here will indicate that consent for swabbing has been collected – change by clicking on it.
6. Assessment and notes Highlights assessments required such as Initial HCx, Reg HCx.
7. Acuity Rating indicates level of care required (higher = more time). Can now be edited from the dashboard by clicking on it.
8. Tasks and any notes - Colored dots indicate different types of tasks and can be filtered by the Task Type dropdown







Border Clinical Management System - Guest Dashboard							
Day		Filter by Location		Refresh		Task Type	
1	2	3	4	5	6	7	8
Room	Guest Name & Flags	Day	Test		Assessment & ACT		Whiteboard Notes
A-CPA - 215	Lisa Simpson F - 44y 00829 (1 / 3)	03	- Test Overdue		Done	5	
A-CPA - 215	Homer Simpson M - 60y 00829 (2 / 3)	03	- Test Overdue		Reg. HCx	1	
A-CPA - 215	Marg Simpson F - 41y 00829 (3 / 3)	03	- Test Overdue		Reg. HCx	1	Applied for exemption for Bart to join
A-CPA - 288	Daisy Diceman A - 55y 00830 (1 / 2)	03	- Due Today		Initial HCx	1	






Guest Dashboard

Colours – Guest Name/Room Number

1. A **green name** means their NHI is verified
2. A **black name** means the NHI is yet to be verified, so tests cannot be ordered and you cannot access their test history.
3. An **orange name** means there is an issue with their NHI
4. A **red name** means their NHI has changed after they have been tested.
5. A **red room number/Provider** means that there is an update to their Close Contact status that needs to be acknowledged by clicking on the room number/Provider (see close contact page)


Dashboard Flags:

-  Clinical flag
-  Welfare needs
-  Allergies
-  Mobility needs
-  Mental health needs
-  Pregnant

-  Language Spoken
-  Special
-  Community Check in
-  More Icons
-  Close Contact



A-CPA - 12

Captain James

F - 20y 

Tip:

If an NCTS Triage score exists, there will be a clinical flag. Hovering over this flag will display the score. This is to assist with choosing an appropriate Acuity Rating and determining clinical care.

Allocation	Name & Flags	NCTS TRIAGE SCORE: 4	Test
A-CEC - N/A	Tony Tires M - 21y 03132 (1 / 3)	 08	
A-CEC - Pasifika Futures	Michael Demo F - 54y 03073 (1 / 2)	 02	-

Sort, Search and Filter

Sort:

Used to sort guests in ascending or descending order

1

Border Clinical Management System - Guest Dashboard

Sort By: Filter by Location NHI

Ascending

- ↑ Allocation
- ↑ Day
- ↑ Test Date
- ↑ Bubble
- ↑ Planned Rel. Date
- ↑ Name
- ↑ Acuity Rating
- ↑ Age

Descending

- ↓ Allocation
- ↓ Day
- ↓ Test Date
- ↓ Bubble

Name & Flags

Search:

Used to find a specific people, needs or flags.
Each field used will narrow down the result.

2

Search and Filter Records Reset All

Search

Allocation Allocation

First Name First Name

Last Name Last Name

BHR Number BHR Number

NHI NHI

Flight No. Flight No

Day of Day of

Iso Reason Iso Reason

Spec Reason Special Reason

Whiteboard Whiteboard Notes

Age <= Age

Acuity Rating Acuity Rating

3

Filter

Iso. ☒ Yes No

MH ☒ Yes No

Consen. ☒ Yes No

Notes ☒ Yes No

Test ☒ Past Due Tmrw

Special ☒ Yes No

Blue Band ☒ Yes No

Welfare ☒ Yes No

Assess. ☒ T° Reg I°

NHI ☒ B O G R

Quar ☒ Yes No

Pregnant ☒ Yes No

Translator ☒ Yes No

Clinical ☒ Yes No

Final Hcx. ☒ Yes No

Allergy ☒ Yes No

Close Contact ☒ Yes No

Hcx type ☒ Email In Person

Search & Filter Close

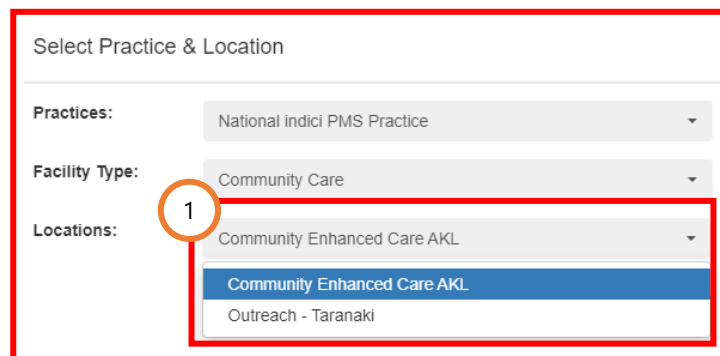
Filter:

Used to further search for specific people, needs or flags. e.g. to list all people who are Close Contacts click 'yes' next to Close Contacts. Each filter used will narrow down the result.

Filter By Location

You can use this to change the facility you are looking at in the Guest Dashboard

1. When you are logging in, you can choose which facility you wish to view.
2. Once logged in, if you want to change the facility you are looking at, click **Filter by Location** in the top left of the Dashboard.
3. Select all the facilities you wish to view.
4. Select Filter, and your guest dashboard will now show your chosen facilities.

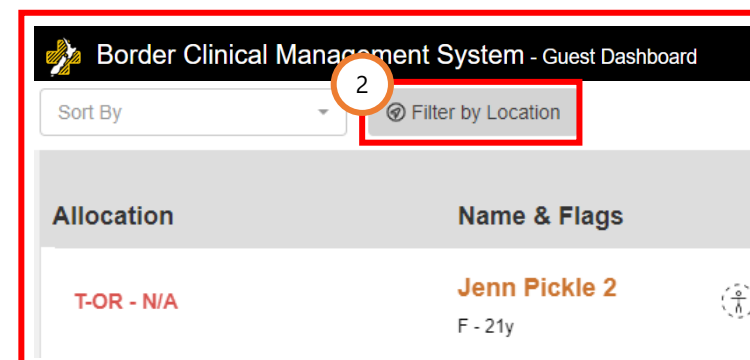


Select Practice & Location

Practices: National Indici PMS Practice

Facility Type: Community Care

Locations: Community Enhanced Care AKL
Community Enhanced Care AKL
Outreach - Taranaki



Border Clinical Management System - Guest Dashboard

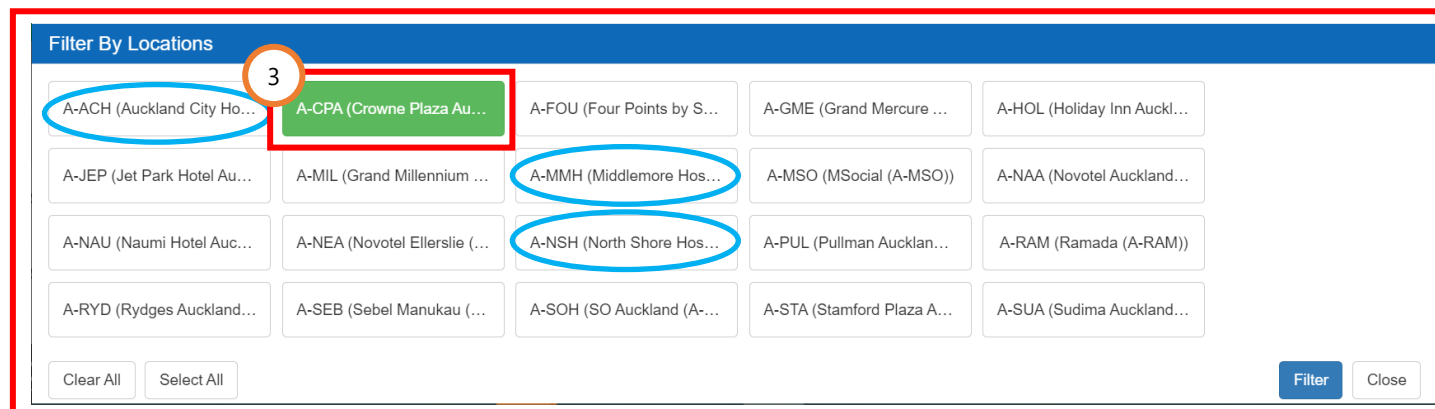
Sort By

Filter by Location

Allocation Name & Flags

T-OR - N/A Jenn Pickle 2 F - 21y

Note: You can also view Guests transferred to Hospital this way. For example, Auckland staff have permission to view *A-ACH (Auckland City Hospital)*, *A-MMH (Middlemore Hospital)* and *A-NSH (North Shore Hospital)* – circled in Blue in this example.



Filter By Locations

A-ACH (Auckland City Ho... A-CPA (Crowne Plaza Au... A-FOU (Four Points by S... A-GME (Grand Mercure ... A-HOL (Holiday Inn Auckl...

A-JEP (Jet Park Hotel Au... A-MIL (Grand Millennium ... A-MMH (Middlemore Hos... A-MSO (MSocial (A-MSO)) A-NAA (Novotel Auckland...


A-NAU (Naumi Hotel Auc... A-NEA (Novotel Ellerslie (... A-NSH (North Shore Hos... A-PUL (Pullman Aucklan... A-RAM (Ramada (A-RAM))

A-RYD (Rydges Auckland... A-SEB (Sebel Manukau (... A-SOH (SO Auckland (A-... A-STA (Stamford Plaza A... A-SUA (Sudima Auckland...

Clear All Select All Filter Close

BHR Profile page

1. **Summary:** Includes a summary of a guests stay, vitals and notes. Also links to the Note Timeline.
2. **Person Information:** Contact, GP and bubble information, Day zero, and Earliest Release.
3. **Initial Assessment:** Used to record important information about medical history, welfare and wellbeing
4. **Reg Health Check:** Used to record the daily checks and raise Welfare flags
5. **Clinical Encounter:** Used for various clinical requests, flag management and tests
6. **Tasks:** For viewing, managing and creating tasks
7. **Inbox (LABS+):** For viewing lab results
8. **COVID Test Order:** To request a COVID test outside the scheduled swab schedule
9. **NBS Record:** A display of the latest information from the Border Health Record, and the Access Log.



Border Clinical Management System

A-CEC - Pasifika Futures
Andrew Demo A - 21y
Day: 05 - Test due: 12 Dec
Initial HCx
N

1 Summary
2 Person Information
3 Initial Assessment
4 Reg. Health Check
5 Clinical Encounter
6 Tasks
7 Inbox (Labs+)
8 COVID Test Order
9 NBS Record

Bubble: 03073, BHR: BHR-176929, NHI: N/S, Passport: N/S

Allocation	NHI No	First Name	Last Name
Pasifika Futures	1/2 ABC9876	Michael	Demo
Pasifika Futures	2/2 N/S	Andrew	Demo

Summary

Includes a summary of a persons stay, vitals and notes

- Note Timeline:** Used to view notes and change records
 - When in note timeline the update vitals will become a button to enter Generic Note
- Update Vitals:** Click on this to overwrite today's measurements
- Daily Vital Details Graph:** Clicking on a day number with a star will bring up a vitals graph for measurements taken throughout the day – yellow in this place means the guest was in isolation on those days.
- Daily Summary:** Displays results from daily health checks and any vitals taken. Red highlighted boxes here mean they are a concern.

Tip:

Click on the day to view the plot graph of vitals.

Click on the white column to see the list of health checks done that day.

A-CPA - 12

Captain James F - 20y

8

Day: 56

Negative

Summary

Guest Information

Initial Assessment

Reg. Health Check

Clinical Encounter

Tasks

Inbox (Labs+)

COVID Test Order

Border Record

Note Timeline

1

2

3

4

D8

D9 *

Temperature	N	35.90
Cough	N	N
Runny nose	N	N
Sore throat	N	N
Shortness of breath	N	N
Loss of smell / taste	N	N
Headache /Confusion/Irritability	N	N
Muscle / Joint Pain	N	N
Nausea/Vomitting / Diarrhoea	N	N
Other		
Mood		
Test	-ve	
SpO2		
Heart rate		

Person Information

Complete this as part of an Initial Health Assessment – this can be updated as required – Step 1

1. Once on the Guest Information page, fill in all fields that are relevant/you can get information for.
2. Save data once filled in.
3. Use the Navigation arrows at the bottom to see all the pages to complete.

Note:

Page 1: Bubble info, NHI, BHR, Day 0, Earliest Release date.

Page 2: Personal info and Ethnicity

Page 3: Location of Isolation and Contact Info

Page 4: GP information(see next page for more info)

1

A-CEC - Pasifika Futures
Andrew Demo A - 21y
Day: 05 - Test due:12 Dec
Initial HCx
N/S

Summary
Person Information
Initial Assessment
Reg. Health Check
Clinical Encounter
Tasks
Inbox (Labs+)
COVID Test Order
NBS Record

Bubble: 03073, BHR: BHR-176929, NHI: N/S, Passport: N/S
Validate NHI

First Name
Andrew
Last Name
Demo

Middle Name
Middle name
Date of Birth
05/12/2000

Gender
Male
Female
Another
Interpreter needed
Yes
No

Occupation
Start Date
07/12/2021 00:00:00

Language
Select language

Ethnicity

2
3

Print Label
Barcode
Take Photo
Save
<<
Page 2 of 4
>>

Person Information - GP info

You can search for a GP Practice name rather than having to type one in manually. Adding one from the search function will mean electronic messages can be sent to the GP inbox directly and securely.

1. **Search** for the GP and select the relevant one. This will populate the EDI field. This can still be edited if needed based on advice from the GP Practice themselves.
2. Tick the box on the Clinical and Generic notes to send the note. The consent box will also need to be ticked here.
3. You can still add the name of a GP Practice manually if required by selecting **Manual**.

1

GP Name	GP name	Q	GP Contact	GP contact
GP Practice Name	GP Practice Name	Manual	Search	
Practice EDI	GP Practice EDI			

2

Thurone Curnow Search EDI

Practice Name white cross Search Close

Practice Name	EDI	Action
City Doctors White Cross	ctydrspn	Select
White Cross Accident & Urgent Medical - Ascot 24/7	whitecrs	Select
White Cross Accident & Urgent Medical - Henderson 24/7	whitecrs	Select

Thurone Curnow Add Clinical Note

You will not be able to select Send note to GP inbox unless you have selected that the guest consents to their notes being shared.

☒ Guest consents to share notes with the NZ health system

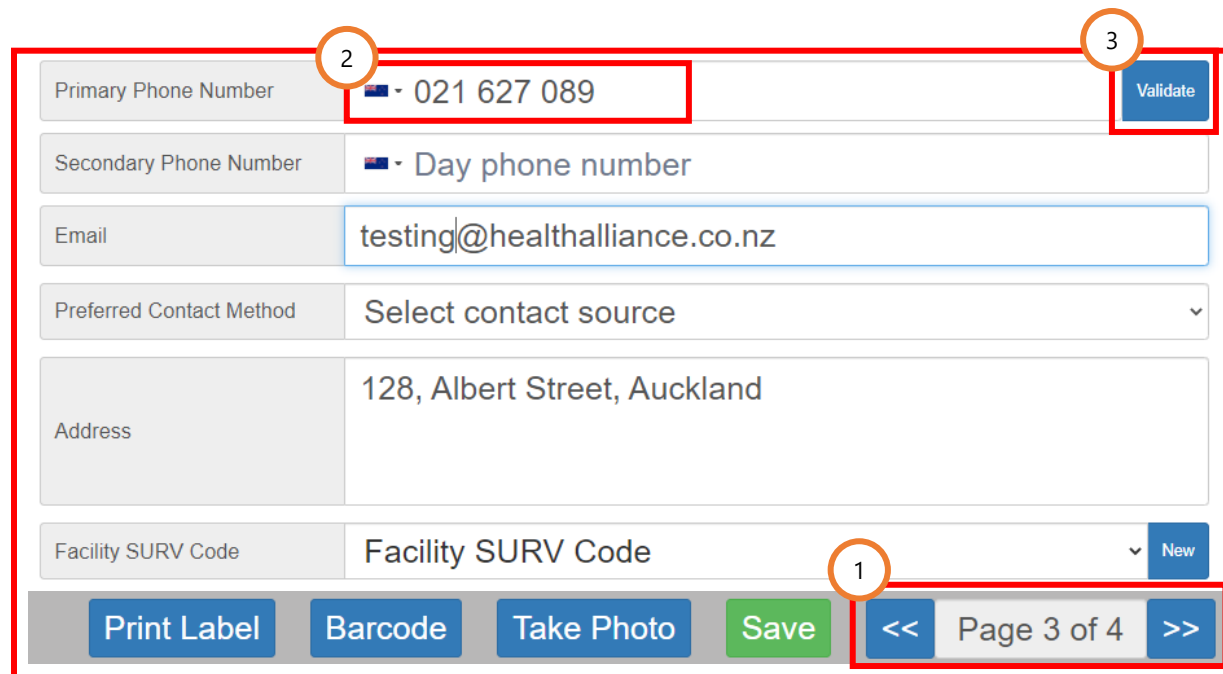
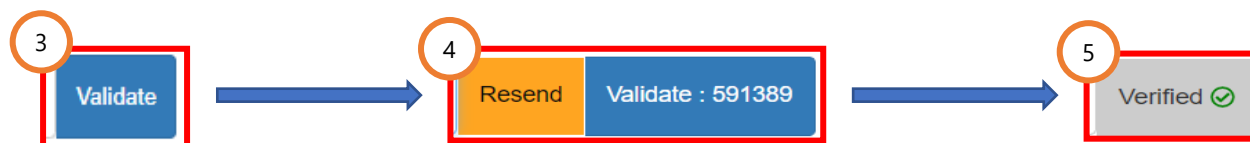
☒ Send note to GP inbox

Cancel Save

Validate a phone number

To validate a phone number

1. From the Guest Information page go to Page 3 of 4.
2. Verbally confirm the guests phone number and select the relevant country code from the drop down box. Select Save in the bottom right.
3. Click Validate.
4. The button will change to show a code that is also sent to the guest. Confirm that the guest has received the text message and verification code. Click on **Validate**.
5. The button will now appear as **Verified**.

Initial Assessment

1. Once on the Initial Assessment page, complete as much of the information on all pages as applicable, the same as you did on the Person Information page. Use the navigation arrows in the bottom right to move between pages.
2. Information key to the **Initial Assessment** will pull through from **NCTS** if an assessment has already been completed. This information will be included as a note available by clicking the **Underlying Condition Noted in NCTS** button, which is visible on all pages of the **Initial Assessment**.
3. On some pages you can select Mark all above as No to save time. Click Complete when done to save it.
4. On page 5, you can enter an Individual Assessment **Plan/Guideline**. This is accessible from the Summary Page after completion, where you can edit the Plan/Guideline as required. Doing this will write a note on the Note Timeline.

1

A-CEC - Pasifika Futures Andrew Demo A - 21y Day: 05 - Test due:12 Dec Initial HCx N/S

2

Underlying Conditions in NCTS

Community Enhanced Care AKL
Pasifika Futures
Person Information
Initial Assessment
Reg. Health Check
Clinical Encounter
Tasks
Inbox (Labs+)
COVID Test Order
NBS Record

Past Health and Wellbeing History - ask questions to find out about:

Hypertension?	Yes	No	Previous heart attack or heart failure?	Yes	No
Diabetes?	Yes	No	Epilepsy?	Yes	No
Asthma?	Yes	No	Other respiratory disease?	Yes	No
Previous stroke?	Yes	No	Mental health and/or addiction?	Yes	No
Cancer?	Yes	No	Kidney disease?	Yes	No
Current/recent pregnancy?	Yes	No	CPAP device used?	Yes	No
Immunocompromised?	Yes	No	Weight	Select weight	
Other	Other				

3

Mark all above as No Complete << Page 1 of 5 >>

NOTE:

Welfare listed in the **Initial Assessment** will only be noted in BCMS. To raise a Welfare referral in NCTS you must enter this in the **Regular Health Check**.

4

Jam Captain Plan/Guideline

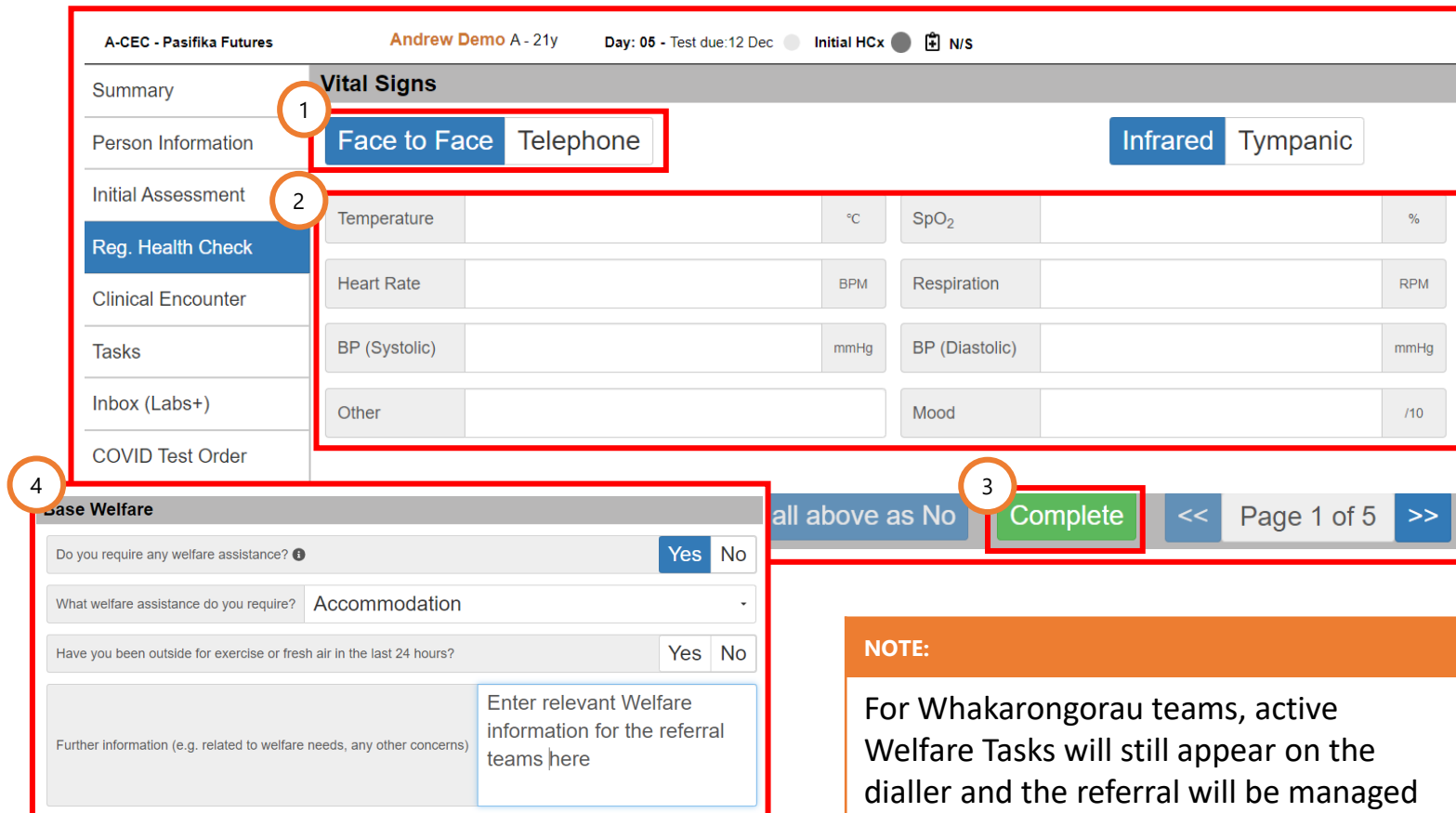
Update Plan Guide here - it will appear in the Note Timeline

Cancel Save

Reg. Health Check

Use this page to complete a Daily Health Check and any Welfare referrals

- Once on the Reg. Health Check page it will automate to **Telephone**. Choose this option if you will not be recording Vital Obs. Change to **Face to Face** if you are recording Vital Obs.
- Welfare referrals are completed on Page 4 and doing so will generate a task for MSD. Any information relevant to the Welfare referral should be entered into the free text box "*Further Information (eg. Related to welfare needs, any other concerns)*" as this will flow through to NCTS for the referral teams to manage.
- Complete as much of the information on all pages as applicable, using the navigation arrows in the bottom right to move between pages and click on Complete when done.



A-CEC - Pasifika Futures **Andrew Demo** A - 21y **Day: 05** - Test due: 12 Dec **Initial HCx** **N/S**

Vital Signs

Summary
Person Information
Initial Assessment
Reg. Health Check
Clinical Encounter
Tasks
Inbox (Labs+)
COVID Test Order

1 **Face to Face** Telephone **Infrared** Tympanic

2

Temperature	°C	SpO ₂	%
Heart Rate	BPM	Respiration	RPM
BP (Systolic)	mmHg	BP (Diastolic)	mmHg
Other		Mood	/10

4 **Base Welfare**

Do you require any welfare assistance? **Yes** No

What welfare assistance do you require? Accommodation

Have you been outside for exercise or fresh air in the last 24 hours? **Yes** No

Further information (e.g. related to welfare needs, any other concerns)

Enter relevant Welfare information for the referral teams here

3 all above as No **Complete** << Page 1 of 5 >>

NOTE:

For Whakarongorau teams, active Welfare Tasks will still appear on the dialler and the referral will be managed by the MSD Welfare teams within NCTS.

Acuity Rating

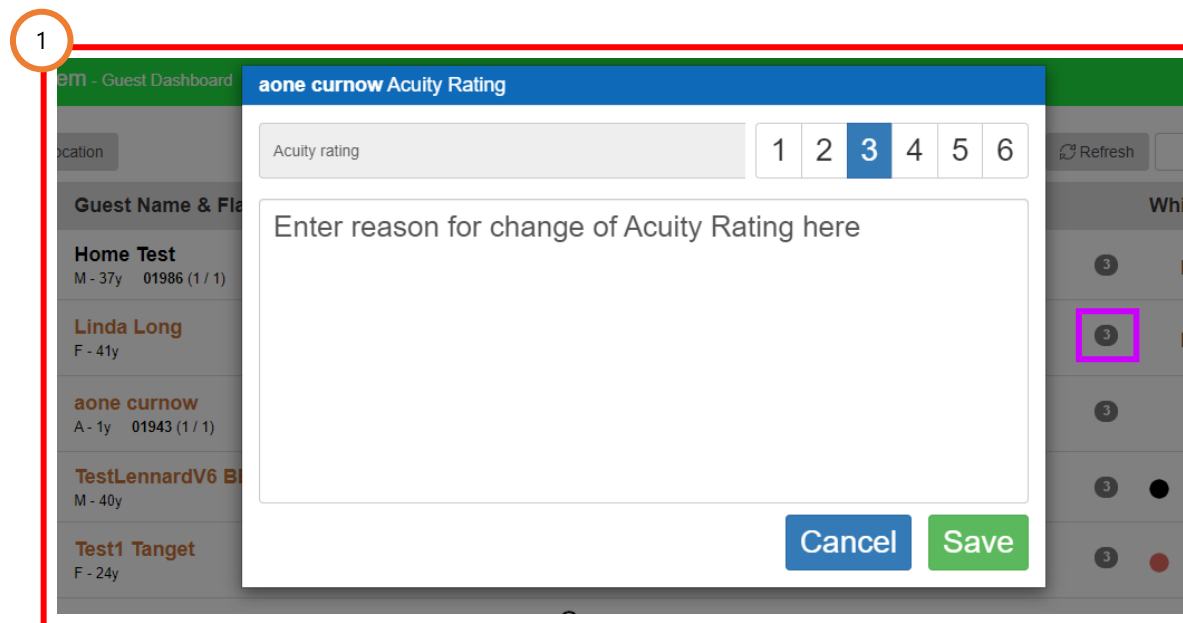
You can update the Acuity Rating during a Regular Health Check, or without completing a health check via the following methods.

1. Update directly from the Guest Dashboard by clicking the current acuity rating (highlighted in **purple**) and entering your reason for the change. This will write a note on the Note Timeline.
2. Update from Guest Profile in the same way.
3. The acuity rating will default to 3 on first check in to the facility and can be changed as appropriate after clinical assessment.

Note:

Acuity rating is used to measure how much time someone might need from staff to help plan resourcing, rather than 'how sick' they are

1



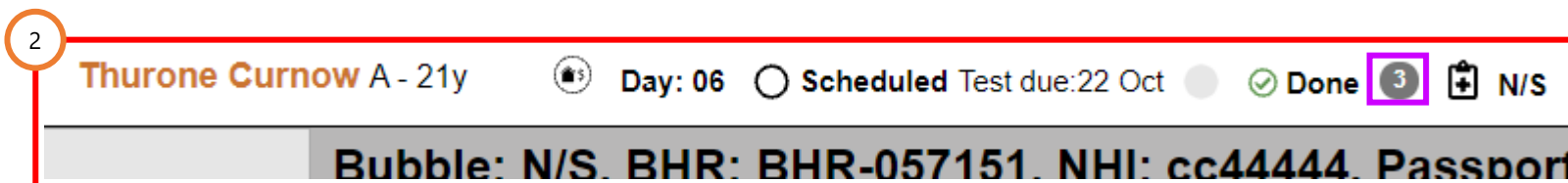
aone curnow Acuity Rating

Acuity rating: 1 2 **3** 4 5 6

Enter reason for change of Acuity Rating here

Cancel Save

2



Thurone Curnow A - 21y

Day: 06 Scheduled Test due: 22 Oct Done **3** N/S

Bubble: N/S BHR: BHR-057151 NHI: cc44444 Passport

Exit Health Checks

1. If a person is approved for release from your care, complete **Reg Health Check** as normal. On the final page, select **Yes** to *Is this the Final Health Check?*
2. Instead of a pop up asking about Quarantine/Isolation/Blue band, you will get a pop up called **Final Health Check**
 - *No – just save the health check*: this will bring up the quarantine/isolation/blue band popup and will save as a Regular Health Check
 - *Yes – Complete and send to NBS*: This will provisionally release the guest in other systems and mark their Final Health Check as complete.

1

Regular Health Check Note

Regular health check note

Is this the final health check? Yes No

☒ Guest consents to share notes with the NZ health system

Mark all above as No Complete << Page 4 of 4 >>

2

Jam Captain Final Health Check

I confirm this person meets the low-risk indicators for release from MIQF. This includes sighting the final test result (if applicable), that they have no symptoms on departure, or that they have been approved for release by the Medical Officer of Health.

No - just save the health check Yes - complete and send to NBS

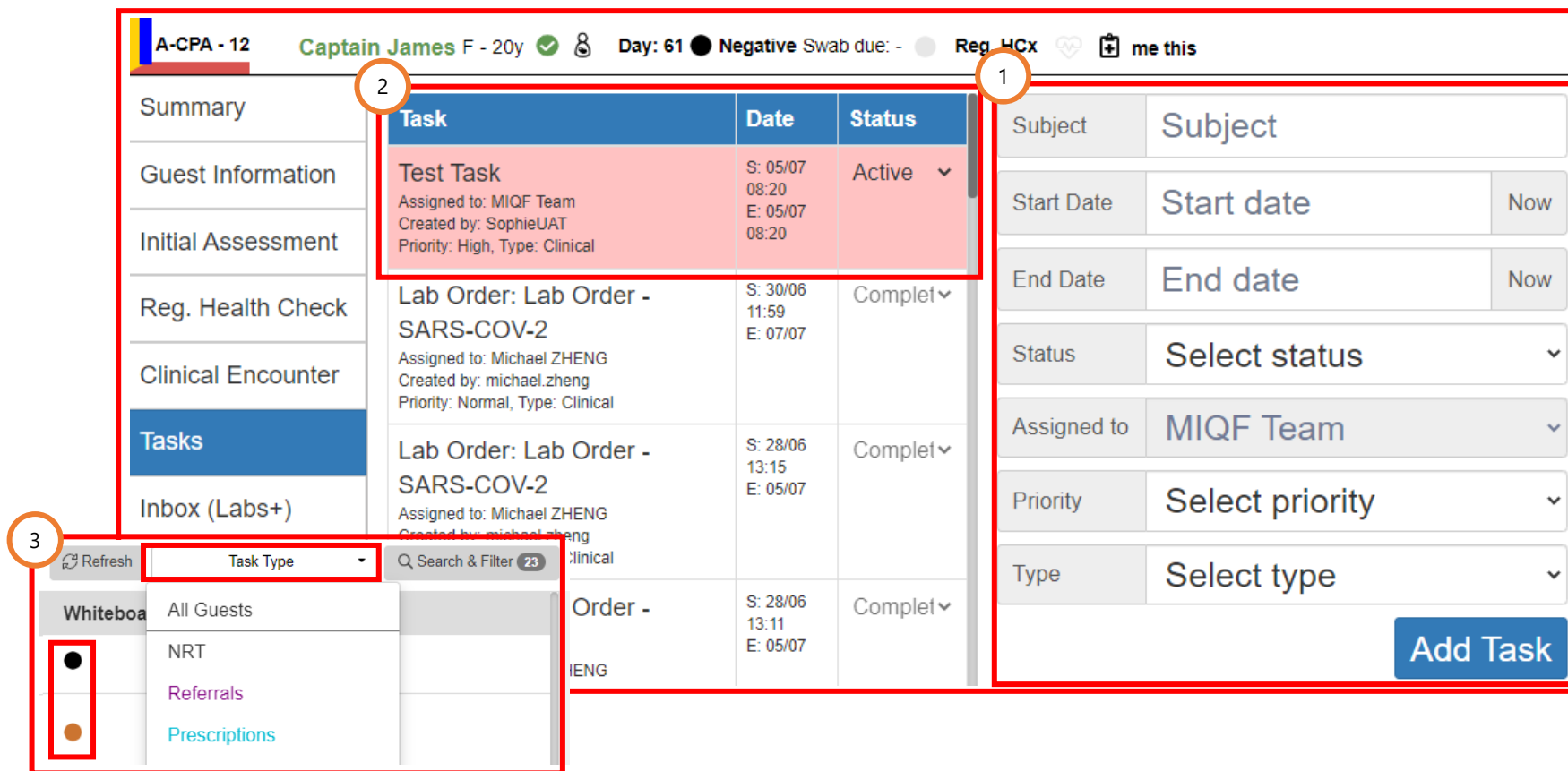
Low-risk indicators: a negative final test and no symptoms on departure OR assessed as being a low risk of transmitting COVID-19 OR approval from MOoH.

Tasks

1. You can add tasks to the Guest Profile here.
2. View and update the task status.
3. Depending on the **task type** you set in the bottom drop down box a corresponding coloured dot will appear next to their info on the **Guest Dashboard**. This can be filtered using the drop down box next to Search and Filter.

Tip:

Click [here](https://www.loom.com/my-videos/1.07%20Updates) for videos on tasks or type this into your browser: <https://www.loom.com/my-videos/1.07%20Updates>



The screenshot shows the 'Tasks' section of a guest profile for 'Captain James F - 20y'. The interface includes a sidebar with navigation options like Summary, Guest Information, Initial Assessment, Reg. Health Check, Clinical Encounter, Tasks (highlighted), and Inbox (Labs+). The main area displays a table of tasks with columns for Task, Date, and Status. A red box highlights the 'Test Task' row, which is 'Active'. Another red box highlights the 'Add Task' button. A third red box highlights the 'Task Type' dropdown menu, which is open, showing options like All Guests, NRT, Referrals, and Prescriptions. A fourth red box highlights the 'Task Type' dropdown menu, which is open, showing options like All Guests, NRT, Referrals, and Prescriptions. A fifth red box highlights the 'Task Type' dropdown menu, which is open, showing options like All Guests, NRT, Referrals, and Prescriptions.

Task	Date	Status
Test Task Assigned to: MIQF Team Created by: SophieUAT Priority: High, Type: Clinical	S: 05/07 08:20 E: 05/07 08:20	Active
Lab Order: Lab Order - SARS-COV-2 Assigned to: Michael ZHENG Created by: michael.zheng Priority: Normal, Type: Clinical	S: 30/06 11:59 E: 07/07	Completed
Lab Order: Lab Order - SARS-COV-2 Assigned to: Michael ZHENG Created by: michael.zheng Priority: Normal, Type: Clinical	S: 28/06 13:15 E: 05/07	Completed
Lab Order: Lab Order - SARS-COV-2 Assigned to: Michael ZHENG Created by: michael.zheng Priority: Normal, Type: Clinical	S: 28/06 13:11 E: 05/07	Completed

Task Type dropdown options: All Guests, NRT, Referrals, Prescriptions.

Buttons: Refresh, Search & Filter (23), Add Task.

Inbox (Labs+), COVID Test Order, Border Record

- **Inbox (Labs+):** View Lab results here
- **COVID Test Order:** opens Eclair to place an ad hoc order for a swab:
 1. Ensure the date matches the day the swab needs to be collected.
 2. Ensure Days of Isolation and Confined to Room are correct for the day of collection. Click Next in the bottom right hand side of the screen.
 3. The next page will show the Order Details. Click Change Order if you need to amend anything, or Place Order. You will see a confirmation screen.
- **Border Record:** Shows a page with an overview of Border Health Record info from NBS.

Orders: Order Details
MICKEY,Mouse
 Address 432 HEMI STREET, RAUREKA

Order Details

Ordering clinician Zheng, Michael (29BJUD)

Order location Crowne Plaza (F3M932-D)

Collect how Ad hoc test

Collect when 5-Jul-2021

MIF Details

Day of isolation 6

Room number 866

Confined to room? ☐

Contact Details

Mobile phone number

Email @healthalliance.co.nz

Triage

Surveillance code SURV-QUARA1

Symptoms compatible with COVID? ☐ Yes ☒ No

Order ID ESR0000063454

Name	MICKEY Mouse	Sex	M
NHI	ZAE4935	Mobile	
DOB	04 Mar 1996	Email	@healthalliance.co.nz
Location	Crowne Plaza (F3M932-D)	Orderer	Zheng, Michael
Room	866	Ordering clinician	ZHENG MICHAEL (29BJUD)
Scheduled date/time	05 Jul 2021	Contact	
Day of stay	6	Surveillance code	SURV-QUARA1
Test	SARS-CoV-2		
Symptoms	Asymptomatic		

Manually send text result

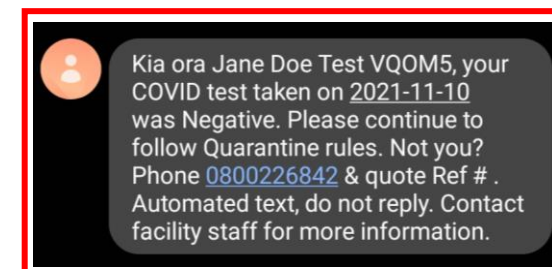
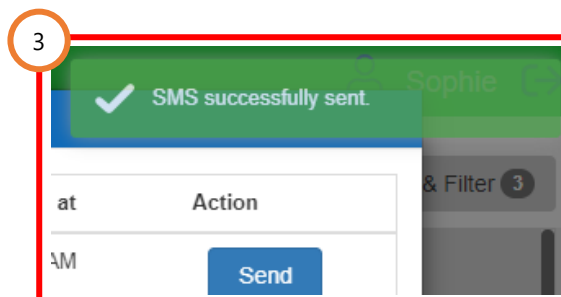
1. If a someone does not receive a text message with their result, you can now send the text again from the **Test Details** pop up.
2. Next to the relevant negative test select **Send**.
3. You will see a pop-up confirming it has sent or an error if there is no phone number saved in the Person Information.

1

Room	Guest Name & Flags	Day	Test	Assessment &
<u>A-CPA - 431</u>	Ajax Lab M - 41y	34	<input checked="" type="radio"/> Collected Result Overdue	Reg. HCx
<u>A-CPA - L19-02</u>	Breanna Budge F - 29y	23	<input checked="" type="radio"/> Collected	Reg. HCx

2

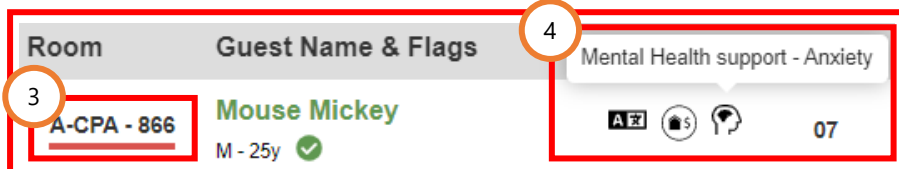
nhithree Curnow Test Details										
Test Scheduled Date	Test Taken Date	Test Result Date	Test Result	OML Order #	Lab Order #	Type	Site	Inserted into database at	Updated database at	Action
09 Nov, 2021	09 Nov, 2021	09 Nov, 2021	Negative	ESR0000064964	PH0016678757	Swab	-	09 Nov, 2021 9:12 AM	09 Nov, 2021 9:23 AM	<button>Send</button>
10 Nov, 2021	10 Nov, 2021	10 Nov, 2021	Negative	-	XX123456	Swab	Na...	10 Nov, 2021 11:46 AM	-	<button>Send</button>



Flags for Active Management

Accessed through the Clinical Encounter.

1. Use the Flags to signal special requirements or notes to the rest of the team. The boxes on the right are for you to write a note about the flag – see examples.
2. Ensure you select Save when you are finished.
3. Once completed, you will see the flags appear on the Guest Dashboard. Note: Isolated to room, Quarantine to room and Blue Band appear as coloured lines near the room number. Your note will appear if you hover over with your mouse.
4. All others appear as symbols. Your notes will also appear here if you hover over with your mouse.



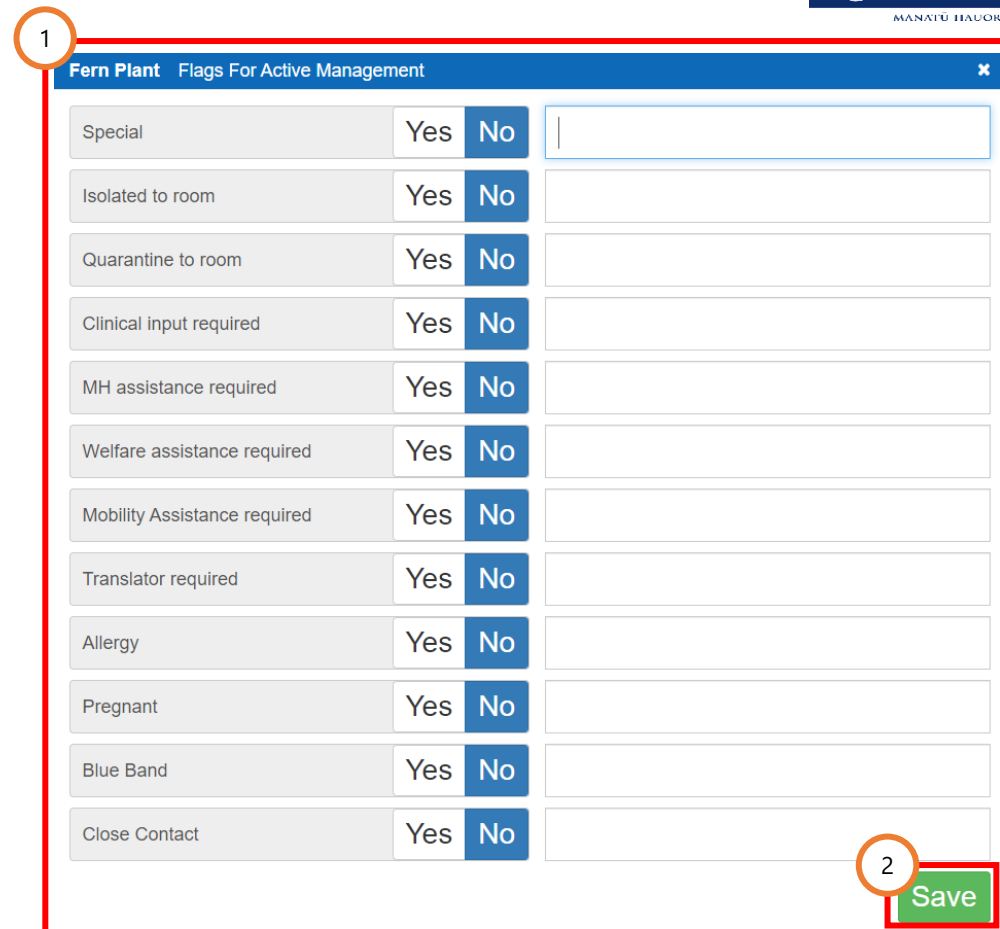
Room Guest Name & Flags

A-CPA - 866 Mouse Mickey

M - 25y

Mental Health support - Anxiety

Icons: Clinical flag, Welfare needs, Allergies, Language Spoken, Special, Community Check in, Mobility needs, Mental health needs, Pregnant, More Icons, Close Contact




Fern Plant Flags For Active Management

Special	Yes	No	
Isolated to room	Yes	No	
Quarantine to room	Yes	No	
Clinical input required	Yes	No	
MH assistance required	Yes	No	
Welfare assistance required	Yes	No	
Mobility Assistance required	Yes	No	
Translator required	Yes	No	
Allergy	Yes	No	
Pregnant	Yes	No	
Blue Band	Yes	No	
Close Contact	Yes	No	

Save

Guest Icons:

- | | | | | | |
|--|---|---|---|---|--|
|  Clinical flag |  Welfare needs |  Allergies |  Language Spoken |  Special |  Community Check in |
|  Mobility needs |  Mental health needs |  Pregnant |  More Icons |  Close Contact | |

Support Portal

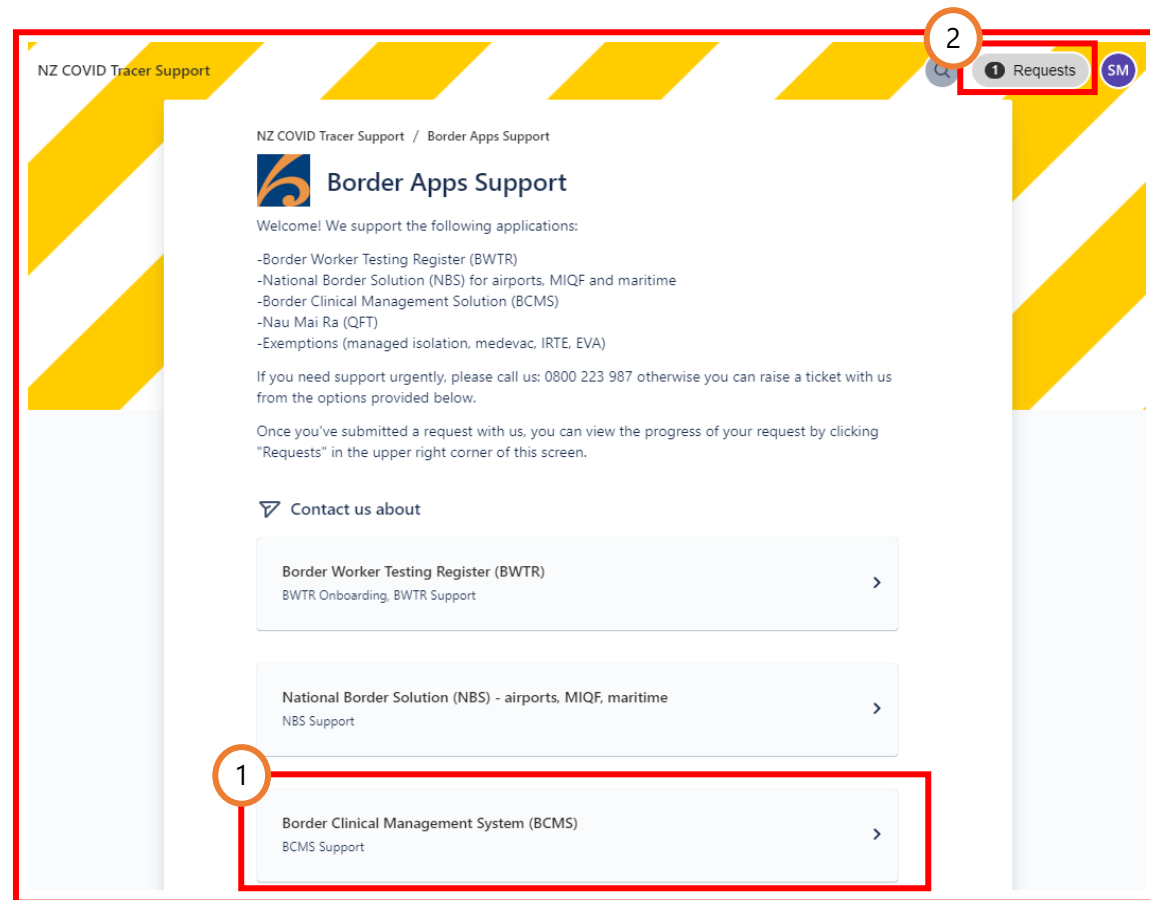
What this means: This a portal that you can use to raise requests for BCMS & NBS support. It links directly into our support ticket system that we use to support all our applications.

[Click Here](#) to create a login using your work email to raise and track support requests directly.

1. Once your account is set up and verified you can raise a request by clicking on the BCMS or NBS Support option. If you are unsure which Support option to choose, you can select Other at the bottom of the page. Note that this portal does not support NCTS – information on this can be found on the next page.
2. Once you have submitted a request, you can view the progress of request and leave comments on it by clicking **Requests** in the upper right-hand corner to see a list of your open requests.

Tip:

You can click on any of your requests and see what status they have and any correspondence. Extra notes/comments can also be added.



Ongoing Support

Your first line of support are your colleagues and superusers at your site and in your region. Otherwise please contact the appropriate service desk below.

- For **NCTS** issues, contact the NCTS Service Desk 24/7 on 0800 223 987 or email ncts.servicedesk@health.govt.nz.
- For **BCMS**, **NBS** and **NCTS** password resets, account unlocks, and system outages, contact the NCTS Service Desk on the details above.
- For any other **BCMS** or **NBS** issues or queries you can email border-apps@contacttracing.health.nz. This will log a ticket in our system and is monitored 8.30am – 5pm 7 days a week.
- For **hardware issues** (e.g. desktop/laptop/mobile/WiFi issues), please contact your local service desk.

We also run **BCMS/NBS** Drop-in sessions on Zoom. In these sessions we demonstrate new features from each release, provide general support, and answer any questions your team might have.

- Tuesdays and Thursdays at 3pm [here](#)
- Wednesdays at 10am [here](#)