

QUIT MANAGER QUICK GUIDE

LOG IN at <https://ccc.quitmanager.co.uk>: **firstname.surname** and password

Please ensure that you log in to CCC live (Ice Creates) if you log into the old CWPT data your client details will not be seen by us to facilitate payment for 4 and 12 week quits

SESSION 1

- Press **'New Client'** icon on blue bar at top of screen and input client information, then press **'create client'**
- Then complete the **'Episode creation'** details page and press **'Create Episode'** at bottom of page.
- Press on **'Smoking History'** on the left of the screen. Complete the Fagerstom Score, complete the boxes then press **'score dependence'**. Complete **'Motivational Assessment'** questions at the bottom of the page. Save changes.
- Select **'Medical Questionnaire'** on the left of screen. All answers are set to default to No. If **'Yes'** Blue pop up box appears for cautions. For contraindications see alert at top of section. (Contraindicated = no NRT and Letter to GP, Caution = Letter to GP). Press **'Save'**
- Press on **'Sessions'** on left hand side of screen
- Press on **'Record Session'** on right hand side of screen
- Complete all fields as required (mandatory fields are identified by a red asterisk.)
- For **'Follow Up Type'** select **"weekly session"** for this first contact.
- Record medication information- products given, brand, strength and amount. Also record Voucher number in the **Batch Number** field. Record use of unlicensed NCPs (e-cigarettes) if appropriate.
- When you have input all client details press **'SAVE'** at bottom of screen
- Products given will then be recorded in the **'Medication'** field also.
- An automatic call back for day 25 (4 week follow up call back) after the quit date will be set for you.
- Call backs are also displayed for all clients within the **Call Backs screen** which is accessed from the **'Navigation Bar'** (you will be notified every time you log on and you can also access the clients episode and all options such as 'record a session' and 'mark complete' from this screen).

This is all you need to do on the first appointment.

4 week FOLLOW UP if smoking status is 'QUIT'

- Login, press **Find client** and enter name or Client ID, press filter list. Select correct client by pressing on name.
- Under current episode, click on either Episode Number or Registration date for correct/current episode.
- Go to '**Sessions**' on left hand side of screen. Press on '**Record Session**' on right hand side of screen and complete all required fields.
- For '**Follow Up Type**' select '**Four week follow up**' **NOT** '**weekly session**' Check the date is between those shown to ensure quit is DH valid. If the date that you enter is not in range then an error message will appear in blue.
- Input '**YES**' into the '**Quit Smoking**' and '**CO reading**' fields, and input CO reading
- Complete all remaining fields as required (mandatory fields are identified by a red asterisk.)
- Select '**SAVE changes**'
- Select **Follow Up** on left-hand column to check for any errors/alerts and to ensure 4 week quit is validated and will warrant payment
- Complete the '**feedback form**' field, select '**Yes**' once given.
- Tick '**Save Changes**', this will log the quit on Quitmanager.
- Red box will appear at top of page re: 4wk call back, press '**Yes**' delete callback

If valid, you will now be paid for a 4 week follow up - Quit

4 week FOLLOW UP if smoking status is 'NOT QUIT'

- Select the client's name highlighted in blue, that you are doing the 4 week follow up for.
- From the menu select '**Follow up**'
- Has the 4 week follow up been completed select '**Yes**' unless it has not been completed within the 4 week window:- then select '**No**'.
- For '**Quit smoking at 4 weeks**' field select '**No**'
- Record the date completed.
- Press '**Save changes**'
- Send letter(s) to GP if required.
- Select '**Mark Complete**' on left of screen.
- Fill in the required fields and '**SAVE**'.
- This client episode is now ended.

4 week FOLLOW UP if client is 'LOST TO FOLLOW UP'

Have you made **THREE** attempts to contact on different days at different times?

- Same process as 4 week '**NOT QUIT**' but for outcome select '**LOST TO FOLLOW UP**'
- Record date completed.
- '**SAVE changes**'
- Select '**Mark Complete**' on left of screen; Fill in the required fields and '**SAVE**'.
- This client episode is now ended.

12 week FOLLOW UP

- Same process as 4 week FOLLOW UP 'QUIT' or 'NOT QUIT' or 'LOST TO FOLLOW UP' sessions.
- For Follow Up Type select "**twelve week follow up**" **NOT** '**weekly session or four week follow up**' to ensure twelve week quit is DH valid
- Select '**Follow Up**' on left to check for any errors or alerts and to ensure 12 week quit is validated and will warrant payment.
- **If a 12 week QUIT is valid, you will now be paid.**
- When 12 week FOLLOW UP has been loaded, this episode can also be **marked complete**.
- Red box will appear at top of page re: 12wk call back, press '**Yes**' delete callback

If valid, you will now be paid for a 12 week follow up - Quit

MARK COMPLETE

- Ensure an outcome has been entered into the 'Follow up' Screen at either/both 4 and 12 week outcome. When client's episode with you has ended, select '**Mark Complete**' on left of screen; Fill in the required fields and '**SAVE**' changes.
- If client has not quit and letter has been sent to GP previously, then a follow up letter will need to be sent from 'Client Letters' section.
- If you do not '**Mark Complete**' the client will stay live on the system and no further action can be recorded in the future if needed.

You have now completed ALL the Quit Manager data for your client 😊

THE **CUT-OFF DATE** FOR ALL ACTIVITY FOR THE PRECEDING MONTH IS THE **10TH CALENDAR DAY** OF THE MONTH TO ENSURE THAT DATA QUALITY CHECKS AND PAYMENTS CAN BE MADE.

LATE SUBMISSIONS CAN NO LONGER BE ACCEPTED FOR 4 OR 12 WEEK ACTIVITY.

Case Management

Using the Call Backs function on Quitmanager.

When you login to Quitmanager the system will tell you how many call backs are assigned to you directly.

- Select the '**Call Backs**' button on the navigation bar.
- Screen will show client details and in Red their quit date. (Be aware Quitmanager shows both 4 week and 26 week follow up information; Ignore 26 week call backs as we are not measured on this outcome)
- Select the client you wish to call/text.
- Make at least 3 attempts to contact client on different days and at different times.
- If contact made '**Sessions**' option is on left, complete all fields
- If no contact made this can be recorded in fields below.
- Complete '**Follow up**' screen as per '**4 week follow up**'.
- This will then give you the option to **delete** the call backs at the top of the screen in a pink