

# Care Connect Integration

Care Connect is a standalone Windows app that third-party systems and Contact can use to facilitate tasks such as calling a patient and seeing who is calling. Care Connect currently integrates with:

- EMIS
  
- SystemOne

EMIS and SystemOne are platforms that record medical information about patients which is used by GP surgeries. Agents may already be used to using the EMIS Web/SystemOne program to view and contribute to patients' electronic healthcare records.

## Provisioning

To make use of Care Connect and EMIS/SystemOne the *Contact Care Connect* license is required for each user who requires the use of the Care Connect app (in addition to the standard Agent or Supervisor licence). The provisioning of the bolt-on follows the same process as the standard CRM integrations.

Once the bolt-on has been provisioned for a company the EMIS/SystemOne feature will be enabled on the selected company.

**Note: For further information on provisioning bolt-ons please refer to the Horizon Contact Accreditation on the Gamma Academy.**

## Assigning bolt-ons to users

Once the bolt-ons have been provisioned they need to be assigned to the relevant users. This is done

via the Horizon platform and you can find training on this step in the [Assigning CRM bolt-ons to users](#) article.

## Download the Care Connect app

Each user who requires the integration will need to download the Care Connect app to their PC. The file can be downloaded then shared to the relevant users by the Channel Partners.

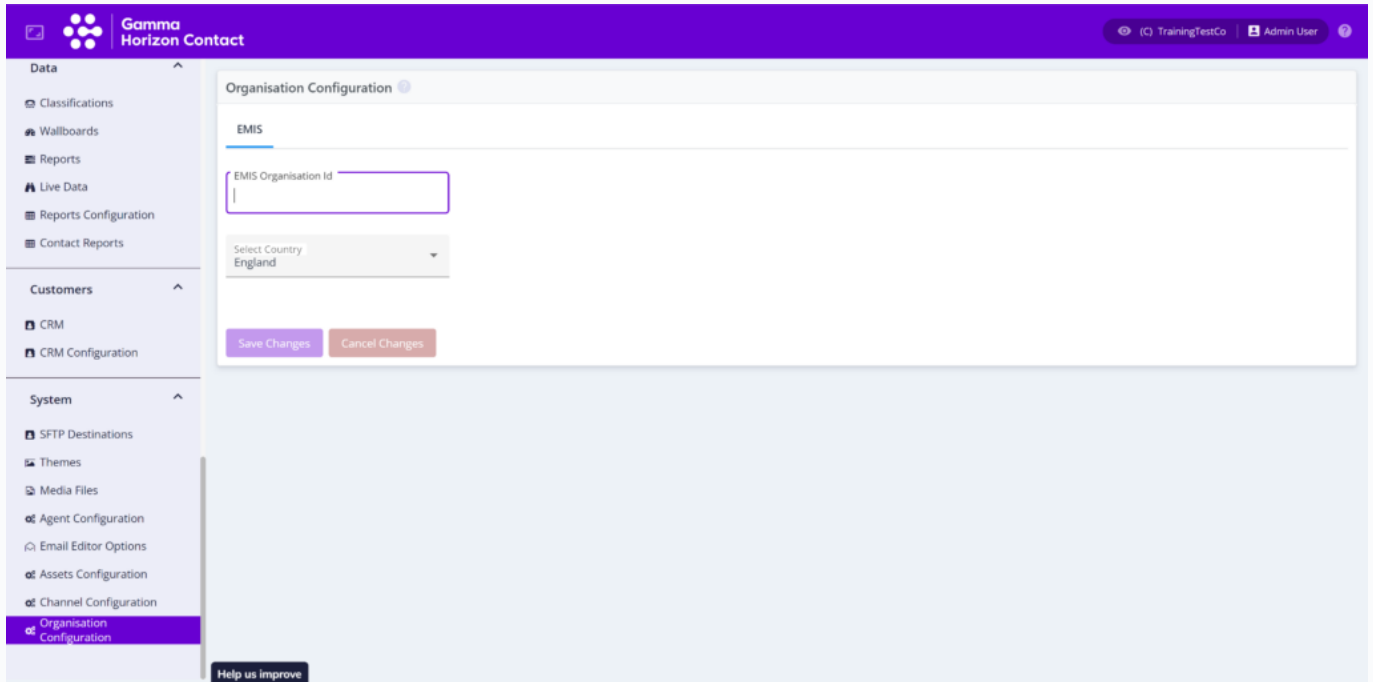
Below is a link to the integration file:

- [Download Care Connect for EMIS](#)
- [Download Care Connect for SystemOne](#)

## Link EMIS to Contact

An admin user will need to enter EMIS details into Horizon Contact to enable the integration. This is contained within the System section of the Admin Portal, under the menu header Organisation Configuration.

The EMIS Organisation ID (provided by EMIS for the customer) and Country need to be populated:



**Note: No configuration is required within Contact to integrate with SystemOne.**

## Using the integration

There are 3 core pieces of functionality which the Care Connect integration enables:

- **Screenpop:** displaying patient records which match the inbound caller's number
- **Click To Dial:** initiating an outbound call from viewing a patient's record in EMIS/SystemOne
- **Number Search:** searching a number via Care Connect and EMIS/SystemOne displaying matching patient records

There is training for agents that covers how to use these features available on the Agent Knowledge Base: [Care Connect](#).

# Clinical Safety Report

Download the Clinical Safety Case Report for Care Connect here: [Clinical Safety Report](#)