



## Frequently Asked Questions for using Thalamos

### All Users:

Can we send a form to more than one person at a time?

You cannot send a form to multiple people at once, but you will be able to send it once, go back to your caseload and resubmit the form as many times as you would like.

Can acute hospitals receive forms, and are they able to use Thalamos?

You can send forms to any approved email address (e.g. nhs.net, .gov etc.) even if they do not have an account with Thalamos. They will receive an email notification with an encrypted link. To access the form, they will need to input their name and the email address the form was sent to.

How do I return the form if something is incorrect?

If something is incorrect on the form, click 'return unsigned', it will automatically show the name and email of the user who sent you the form and you will be required to enter a reason for sending it back e.g. spelling error or patient name incorrect.

The form is taking a long time to load, or it is not loading or crashing.

Make sure the form is not opening in Internet Explorer as Thalamos no longer supports this browser. You can copy and paste the form log in page link into Chrome or Edge URL. If you are having service issues, you can revert to paper and continue using your normal practices.

I have made a mistake on the form, am I able to edit it?

Unfortunately, once you have saved and signed the form it is 'locked' for editing, so you are unable to make any changes. You will have to create a new form with the correct information. We appreciate this is frustrating, so we are actively working on changes to the software to allow you to edit forms.

### Doctors:

I am a doctor, and I am currently sending medical recommendations to the required user (AMHP team) AND the MHL Office to ensure that no forms are lost. Is this required on Thalamos?

Because forms will not be lost on Thalamos, you can send them directly to the AMHP team. We have confirmed with the MHL Office that this extra step is not needed. The AMHP team will then send all required forms to the ward staff who will then send the forms to the MHL Office.

Can doctors send CTOs to the AMHP team email/caseload?

When sending a CTO, the doctor must send the form to an individual AMHP, rather than AMHP team. We appreciate this is not always the current process that you follow. It has been agreed that the CTO should be completed on the day, and the ward staff should call the duty AMHP to obtain name and email address that forms should be sent to. We are working on changes to the software, in the future, there will be more flexibility to send to team email address.

### Nurses:

I am unable to log in and access a form. It shows the error message 'The name or email do not match.'

Please use the email address that the form was sent to. This could be your team email address, rather than your individual email address.

When I log in to view a form, it shows me a form I have been previously sent.

Please click, 'close session,' once you then click on the link again, it will take you to the new form. As the forms are encrypted links, the same form will continue to show unless you close the session.

The link to the form has expired.

The links in emails will expire after 16 days. If you are trying to access a form after 16 days and it has expired, please contact the user who sent you the form to resend it.

Ambulance service would like to see paper forms and the delegation letter as well. How does this work with Thalamos?

All AMHP Leads report that the various Ambulance services they rely upon are ok with viewing applications for detention on electronic devices.

### AMHPs:

How can AMHPs see copies of the H3 forms?

Once the application, joint medical recommendation and H3 has been sent to the MHA office, you will be able to view the H3 form in Thalamos. Under your caseload, you should see a section which says returned forms, within this section, you will be able to view and download the H3 forms once they have been completed and sent to the MHA Office.

If our local authority is changing, how can we change it on Thalamos?

You can access Thalamos and update your profile at any time, from any device. Just go to account settings, profile and scroll down to 'Approved by Local Authority.' Here you can update it, as you see fit.

When the doctor sends a medical recommendation to the AMHP team, will the email come through to all individual emails within the team?

The agreed process is that doctors should send their medical recommendations to the AMHP team email so they will appear in the team caseload. The AMHP can then move the form from 'team caseload' to 'my caseload' and the rest of the team will be able to see that the form has been taken. If the form is sent to an individual AMHP, it will come through to their email and their individual caseload, not the team caseload.

I am an AMHP, and I am currently sending section papers to the required user (ward team) AND the MHL Office to ensure that no forms are lost. Is this required on Thalamos?

Because forms will not be lost on Thalamos, you can send them directly to the ward team. We have confirmed with the MHL Office that this extra step is not needed. The AMHP team will then send all required forms to the ward staff who will then send the forms to the MHL Office.

