

## **eMHA by Thalamos: Important Information - For Managers and Staff involved in use of the Mental Health Act**

eMHA by Thalamos is a tool geared at digitising Mental Health Act processes. The EPR system (Rio) remains the primary record for the patient and should be consulted for an overview of a patient's care alongside eMHA.

### **Background**

- Access to forms relating to Section 136 is not part of the scope of this phase. Please follow current process should you require access to information regarding a patient's detention under Section 136.
- While we are moving towards a digital eMHA, as with all systems there may be a period of downtime. If access to eMHA by Thalamos is limited, please revert to paper forms until advised that access to the system has been restored.
- Please ensure that you know how to access paper forms that can be used in event of a period of downtime. (Add Hyperlink to forms)

### **Completing tasks on eMHA**

- It is important to regularly check your account to keep on top of any outstanding tasks.
- It is important to keep open channels of communication with the multidisciplinary team; eMHA does not replace the need to communicate with colleagues and external agencies.
- Please refer to your Standard Operating Procedures for guidance on how to process forms through to completion.
- Please check and verify all data entered into the platform prior to submission, especially if using copy & paste to include information from outside of eMHA

### **When downloading documents**

- If you download a document from eMHA please confirm that you have accessed the correct file, for the correct patient, and that it has downloaded successfully.

### **User profiles on eMHA**

- Access to eMHA by Thalamos will only be granted following the completion of the training. Managers are advised to ensure that their team members have adequate time available to successfully complete their required training.
- Use of eMHA is the preferred method of completing MHA forms and processes, where those processes are supported by the platform. Line managers should ensure that staff requiring access to eMHA are identified, trained and using the platform where possible.
- Please ensure that your professional registrations are kept up-to-date and valid on the eMHA system.

### **Multiple browser instances**

- As eMHA by Thalamos is a web-based application, users can access the solution from any supported browser.
- On launching eMHA, users should first check to make sure that eMHA is not already running in another window, to avoid the risk of entering information into an incorrect record.
- If it is required to run multiple browser windows of eMHA at the same time, please take extra care to ensure that information is captured against the correct patient.
- You can access the platform via any available network connection, you do not need to access it via the trusts VPN.
- The system will timeout after 15 minutes of inactivity.

**If you have any additional queries, please contact the Mental Health Act Office.**