



slade
HEALTH

SHOT User Guide

Version 6.0.2

Doc type:	User Manual			
Title:	SHOT v6 User Guide			
Doc. No.:	v6.0.2	Rev. No.:	01	

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2 Introduction

The Slade Health Order Tracking System (SHOT) has been developed to provide our customers with a convenient, real-time solution to place and subsequently track the progress of their orders through an online portal, that can be accessed from any web enabled device.

3 Responsibilities

Role	Responsibilities
SHOT Administrator	Manage News Feed Manage Uploads including User manuals and the Stability matrix In addition to all other roles below
Customer Super User	Manage Customer Preferences Managing Users Managing patients Generate Reports Invoices Advanced Ordering functionality In addition to all other roles below
Orders Role	My Orders Create a New Order Upload Orders Manage Patients

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4 Process flow

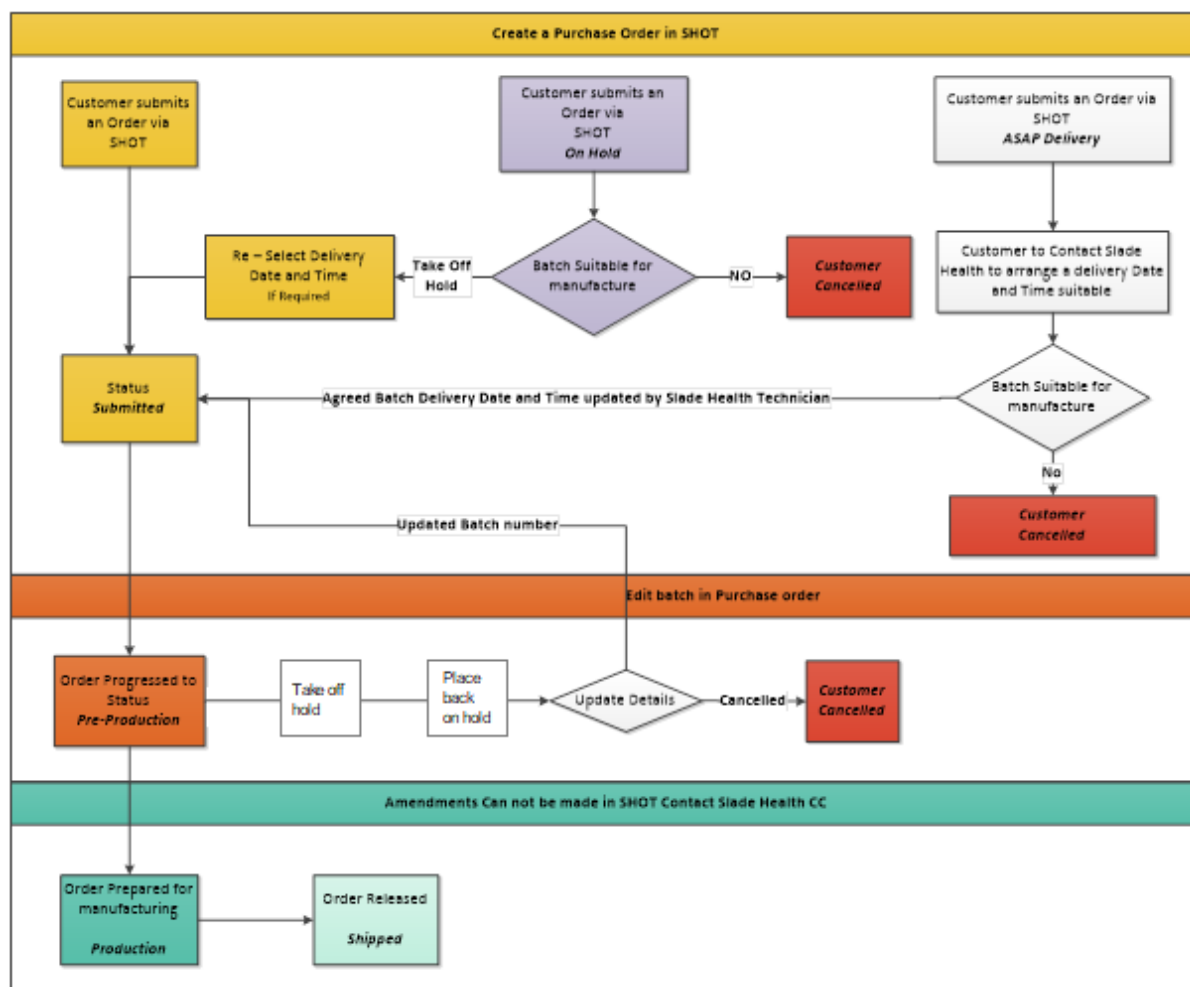


Figure 1: Process Flow

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5 Accessing SHOT

5.1 Website Address

The Slade Health Order Tracking platform is accessible from any web enabled device, PC, Mac or Tablet.

To access the portal, navigate to <https://shot.sladehealth.com.au>

Please note ensure that you are using Chrome or Internet Explorer v11 (or above) to access this application. Other browsers may work, however they have not been tested for this application at this stage.

5.2 Using Mobile/Tablet

The application is available on mobile platforms. However, it has not been tested at this stage.

5.3 Contact Us

To contact your compounding facility, in the top banner click onto the Contact Us link on the right hand side, this will show the Slade Health compounding facilities in NSW, Queensland and Victoria.

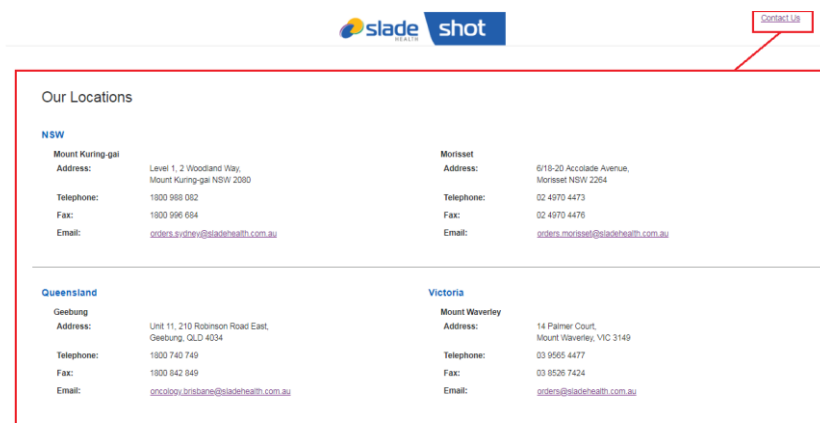


Figure 2: Contact Us Card

5.4 Login

A SHOT login for a user can be requested from your site Super User. Alternatively, contact your account manager or shot@sladehealth.com.au

Your username has been setup with your email address

Click on Remember Me, for the site to keep your email for next time use.

5.5 Password Lock

If a user has been locked out of SHOT due to a multiple attempt of a failed password, after 10 minutes the user will be able to reattempt the password. Alternatively, request to reset the password by clicking Forgot Password and follow the prompts

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5.6 Create a Password

SHOT may contain the Personally Identifying Information of your patients, and it is of vital importance for you to protect that information. The primary way you can do this is by ensuring the password you use for your account is **strong**.

The only enforced requirement of this application is that the password length is a minimum of eight (8) characters.

We encourage you to read our guide to creating **strong** passwords, located in the appendix of this user manual.

In brief:

- **DO** use longer passwords. Longer passwords are stronger passwords. (*e.g. phrases that contain four to five unrelated words*)
- Do **NOT** use your personal name, organisation name or date of birth as part of your password (*e.g. john1970, hospitalname0660*)
- Do **NOT** use passwords that have been involved in a data breach or are known to be weak (*e.g. letmein, password, password123, P@ssw0rd123*)

Do **NOT** use the same password that you use for other services

When allocated at setup this will be used to login to SHOT. Once the user has logged in they will be able to update and change the password if required.

5.7 Forgot Password

The “Forgot Password” feature is located on the SHOT login page.

1. Click on Forgot Password
2. Type in the user’s valid email address and click submit
3. Instructions will be emailed to the email address specified and the link provided in the email will redirect the user to SHOT Reset Password page

This Link will expire in 24 hours from the time the request password had been sent. Within the 24 hours, this link can be used multiple times to reset the password. If this link has expired, the user may be required to request a new link from the SHOT login page

Once on the SHOT Reset Password page,

4. Type in the password and confirm the new password before clicking Submit
5. Click Take me to login to be redirected back to the SHOT login page

5.8 Automatic Log Out time

SHOT will automatically log out when it detects that there has been no activity over a period of **30 minutes**. A pop-up window with a countdown timer will notify users that an imminent system logout. Once the logout time is exhausted users must acknowledge the logout on the pop-up window. This action will result in being redirected to the SHOT login page.

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6 Landing page

After a successful login, you will arrive at the SHOT Home page. The Menu items available to you are displayed across the top of the screen. Depending on the permissions allocated to the user, some or all of the options will be made available

6.1 User Profile Maintenance

A user can update their Site preferences and password at any time. This is located in the top right-hand corner on the screen next to the user name and user icon . Once a user is finished with using SHOT they can click into and Logout from *SHOT* at this location

6.2 Site Preferences

A user has the ability to update the Default Site and My Orders view for when the user log's into SHOT. By clicking on the drop-down menu select the preferred Default Site and Default for the My Orders screen. Select one of the 4 options before selecting Save:

1. Day View – Delivery Date Time
2. Day View – Treatment Date Time
3. Week View – Delivery Date Time
4. Week View – Treatment Date Time

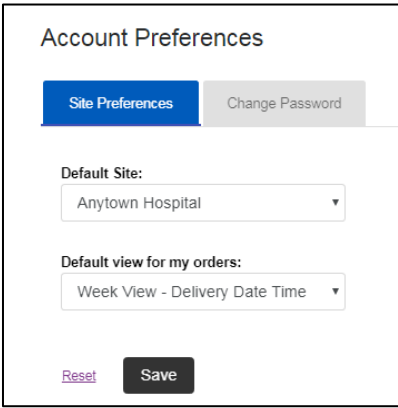


Figure 3: Account Preferences

6.3 Change Password

The password is required to have a minimum of 8 characters when updating.

Fill in the details on the Change Password screen:

1. Current Password
2. New Password
3. Confirm Password

If any of these details do not meet the criteria, there will be an error message to specify what will need to be updated

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7 Change Site

If there are multiple sites allocated to any one user's login and it is required to move from site-to-site in order to place orders, in the top banner click Change Site.

Select the New Site and click OK

This will then, redirect the user to the Home Screen with the relevant permissions for that site.

If a user only has one hospital allocated to the login, there will not be an option to select a different site.

8 News Feed

The Home screen has the ability to hold up to six tiles of information on the News Feed.

A short description will be displayed on each tile prior to clicking into Read More.

This is available to the Slade Health administrators for editing. Each menu tile is used for communicating information related to SHOT. Examples include shortages of Stock from a manufacturer, future planned upgrades to SHOT and the availability of new stability information added to the Stability Matrix.

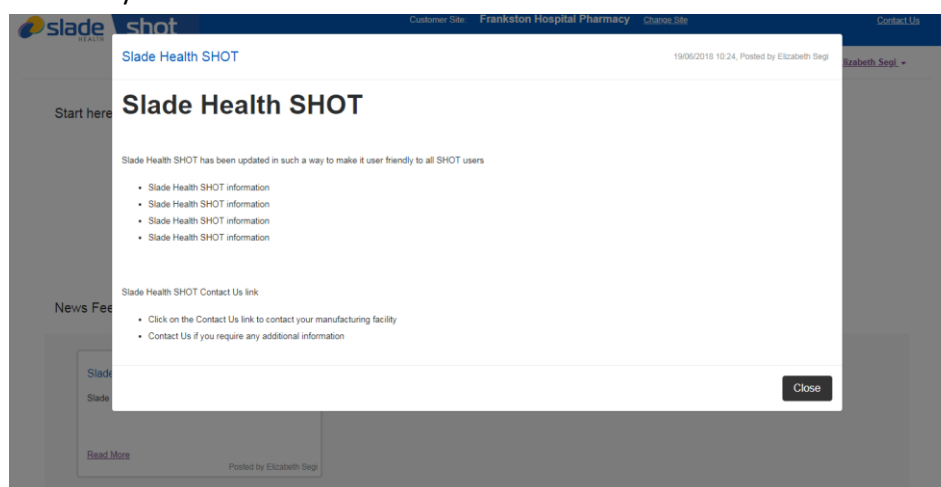


Figure 4: News Feed

9 Utilities

9.1 Stability Matrix

The latest Slade Health Stability Matrix is available under the utilities menu tab. It will download as a separate window in PDF format

Uploading a new stability matrix can only be done by a Slade Health administrator.

9.2 User Manual

A SHOT User Manual has been made available under the utilities menu tab. It will download as a separate window in PDF format. Uploading an updated user manual can only be done by a Slade Health administrator.

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10 Admin

Please see one of the following SHOT users to manage SHOT administration;

SHOT User	Slade Admin	Customer Super User	Orders	Orders Junior	Orders Read Only	Customer Preferences	Invoices	Reports
Permissions								
Manage News Feed	✓							
Manage User Manual upload	✓							
Manage Stability Matrix upload	✓							
Stability Matrix Read Only	✓	✓	✓	✓	✓	✓	✓	
User Manual Read Only	✓	✓	✓	✓	✓	✓	✓	
News Feed Read Only	✓	✓	✓	✓	✓	✓	✓	
Manage Customer Preferences	✓	✓				✓		
Manage Users	✓	✓						
Manage Patients	✓	✓	✓					
Generate Reports	✓	✓						
Invoices	✓	✓					✓	
Advanced Reporting	✓	✓						✓
My Orders	✓	✓	✓	✓*				
My Orders - Read Only					✓			
Upload Orders	✓	✓	✓					
Create New Order	✓	✓	✓					
Create New Order On Hold Only *				✓				
Activate / Inactivate user accounts	✓	✓						

Table 2: SHOT User Permissions

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11 Manage Users

Managing users can be complete from the Admin drop down menu, the user logged into SHOT with site permissions, will only have the ability to search for users and add/edit users in the respective customer site.

11.1 Search Users

To update permissions for a current SHOT user, use the Search User tab

1. Enter at least one criterion in the menu to search for a user and click Search
2. Tables will populate with all items resulting from the search criteria
3. Select Edit next to the user which you would like to update/edit
4. Update the Site and Roles section and click Save
5. The user permissions will be updated

11.2 Delete a SHOT User

To delete permissions for a current SHOT user, use the Search User tab

1. Enter at least one criterion in the menu to search for a user and click Search
2. Tables will populate with all items resulting from the search criteria
3. Select Delete next to the user which you would like to remove
4. Confirm to Delete the user from the pop up message generated from this action
5. A successful message will display

11.3 Add/Edit User

To Add a New user, use the Add/Edit user tab

1. Fill in all fields to add a user
2. First name, Surname
3. An active email address is to be entered, This will be used as the SHOT login, if the User has forgotten their password, the user will have the ability to manage this with an active email ONLY
4. Complete the Password and confirm the password according to the password criteria
5. Depending on the SHOT user permissions, Slade Admin or Customer Super User the following will be available
6. Select User to be Active [Slade Admin permission ONLY]
7. Select if this user is Slade Admin [Slade Admin permission ONLY]
8. Select Site
9. Select Role, multiple user roles can be selected per site
10. Click, Add another customer site and select permissions to that site for a user
11. Only one customer site can be made as default if multiple customer sites have been created for any one user

11.4 Activate/Deactivate a SHOT User

To activate or deactivate a current SHOT user, use the Search User tab

12. Enter at least one criterion in the menu to search for a user and click Search

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13. Tables will populate with all items resulting from the search criteria
14. Select the Status drop down menu and choose desired outcome
15. Click, Save User icon.
16. A successful message will display

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12 Manage Patients

Managing Patients can be completed from the Admin drop down menu, the user logged into SHOT with site permissions, will be able to Search current patients, Add New Patients and Bulk Add Patients for the respective customer site only. To manage patients per site ensure the Customer site has been updated prior to managing patients for that site.

12.1 Search Patients

To search for a current patient, select Search Patients from the menu

1. Enter at least one criterion in the menu and click search
2. A table will populate with up to 20 items
3. Select the Patient to Edit
4. Edit the patient card and click Save

12.2 Add New Patients

To add a single new patient, select Add New Patient from the menu

1. Add all mandatory patient details Surname, First name, Status to add to the patient system
2. Surname, First Name ensure that the names are spelt correctly
3. MRN/UR, if this detail is available add in hospital MRN/UR number
4. Date of Birth, click on the calendar and select the year, month followed by the day
5. Select Active from the drop down menu
6. Trial ID, add this detail if it is available

12.3 Bulk Add Patients

This will allow users to Bulk upload Patients into the Customer Site, the user will build a comma (or tab) delimited text file locally

12.4 Merge Duplicate Patients

To merge two patients or more, select Search Patients from the menu

1. Search for the correct existing patient details first by searching at least one mandatory patient detail such as Surname, First name, MRN/UR/NHI
2. Select Add to Merge
3. Patient details will now appear in a box at the bottom of the Patient List field
4. Search for the next patient required and select Add to Merge
5. Repeat the process – up to four patient details can be merged
6. Select the Merge Patients icon
7. Ensure the Correct Patient record is selected (profile on the left)
8. Select the Merge Patient icon

12.5 Create a Comma Separated Values file

To create a Comma Separated Values file, ensure the file follows the following criteria

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1. Column 1 = Family Name; Patient surname
2. Column 2 = Given name; Patient first name
3. Column 3 = MRN/UR; the Patient hospital identification number
4. Column 4 = Patient Date of Birth, D/MM/YYYY

Family Name	Given Name	MRN / UR	Date of Birth
Surname	Firstname	ABC123	dd/mm/yyyy

Table x: Example csv created file

Save the file as Microsoft Excel Comma Separated Values file

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12.6 Uploading a csv file to Patient List

To Bulk add a patient list, Click into Bulk Add Patients

1. In the Browse section select the csv file to upload
2. Select Validate file
3. An error message will appear if there is an error with validation
 - a. Update any errors in the file and save
4. A message detailed: "Please confirm if you would like to upload this file?"
 - a. To Load validated file: Select Yes, Add these patients
 - b. To Clear validated file: Select No, Discard and upload another file

12.7 Data Validation

Initial validation checks the file details for any error

1. A returned value or an error will have **Orange** or **Red** text
2. A returned value where all items in the upload list = **✓**
3. Select Upload
4. The file will validate a final upload into SHOT and once completed will return all items complete

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13 Customer Preferences

Customer preference's is a tool ideal to speed up the ordering process. The user populates a minimum of drug and dose then, click "Complete from Preferences" and the remaining order details can be populated from the preapproved preference list.

Each product preference can be ranked in sequence, in order for the selected product and dose to return the appropriate preference for that order.

Rank	Dose Range	Diluent /Container	Route of administration	volume	Exact	Comments
 						
☐ 1	200mg	5% Glucose in Freeflex Bag	Intravenous	100 mL	No	
☐ 2	200-400mg	5% Glucose in Freeflex Bag	Intravenous	250 mL	No	
☐ 3	400-600mg	5% Glucose in Freeflex Bag	Intravenous	500 mL	No	

Table 2: Customer Preference Table

In Table 2 example, illustrates a product type ranked according to dose range and returning the product container volume suitable for that dose range selected.

Rank	Dose Range	Diluent /Container	Route of administration	volume	Exact	Comments
 						
☐ 1	-	Neat in Syringe	Intravenous	-		
☐ 2	-	0.9% Sodium Chloride in Device Type 2-Day	Intravenous	115 mL	No	
☐ 3	-	0.9% Sodium Chloride in Device Type	Intravenous	100 mL	No	Prime Tubing

Table 3: Customer Preference Table

In Table 3 example, illustrates that for a particular product the ranking in the preference list can be made according to the diluent/container type and without including the dose for that preference.

A pre-populated preference lists can eliminate errors when adding a batch to a new order and also be managed by a SHOT user with the respective site permissions.

From the Admin drop down menu select Customer Preferences. In the Product menu type in at least three (3) letters of the trade drug name and select the trade drug to manage the preference in SHOT

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13.1 Apply a New Preference

1. Select Add another preference for this drug and complete mandatory fields
2. Complete the from dose range and to dose range
3. Select Diluent/container [mandatory field]
4. Select Route of administration [mandatory field]
5. Select volume [for a device, mandatory field]
6. Tick exact, if the volume is required to be exact
7. Complete the Infusion duration [for an elastomeric device, mandatory field]
8. Complete the quantity
9. Any comments
10. Select Add Preference

13.2 Edit Current Preferences

Modify

To modify a current preference

1. Select the preference for the trade drug that is required to be edited and click on Edit icon
2. Ensure all mandatory fields are complete for the trade drug selected
3. Click Save and the preference can be updated
4. Click Cancel, all edits will not be saved

Ranking

To alter the trade drug ranking, this will modify the preference selection when using the complete from preferences tab during order creation

1. Select the Current preference to alter the Ranking
2. The move up arrow icon will move the preference up in ranking
3. The move down arrow icon will move the preference down in the ranking

Delete Preferences

By deleting the current preferences selected from the list, this will remove the preference and not allow this preference to be used when selecting the complete from preferences tab during order creation

1. Select the current preference to delete and click on the Delete icon
2. A pop up box will display asking, "Are you sure you would like to delete..."
3. Select 'No' to cancel the deletion
4. Select 'Yes' to permanently remove the selected preference

Please Note: When a preference is permanently removed and there are additional preferences in the list for that Trade Drug, this will change the ranking of the remaining preferences in the list.

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14 Uploads & News Feeds

From the Admin drop down menu, select Uploads & News Feeds from the drop down menu. This can be managed by SHOT Slade Administrators only.

14.1 Uploads

On the Site Administration page select the Uploads tab, this will allow the user to upload the updated stability matrix and/or user manual with a PDF file that is no larger than 10MB

14.2 Manage News Feeds

From the Site Administration page, select Manage News Feeds. This will allow the user to edit or delete current news articles and also add new tiles to the news feed. Up to Six (6) tiles can be added to the news feed which will be visible to all Slade Health SHOT users.

Add a News Item

To add another news item onto the tile list, it may be required to delete one of the current news items if there are already six (6) tiles present. The Heading, Short description and posted by and modification date will appear on the Home page to the user, The long description will be seen by the user once they have clicked on Read more from the News Feed Home page.

1. Select add another news item
2. The Heading up to fifty (50) characters long
3. Posted By, User First name and Last name
4. Short Description, up to 250 characters
5. Long Description, up to 3000 characters
6. Click Cancel, this will remove all information without saving
7. Click Publish, this will publish the new tile to the News feed and appear first on the list out of the six (6) tiles

Edit Current News items

Select edit from one of the current published tiles on the news feed. This will update the current tile and once publish has been selected, the tile will have an updated edit time and appear first in the tile ranking on the list out of the six (6) tiles.

Delete Current News item

After a time period, the news feed tiles will require an update, select Delete on one of the current published tiles on the news feed if the user would like the current tile to be permanently deleted from the list.

1. Select Delete
2. A pop up box will display asking, "are you sure you want to delete..."
3. Select 'No' to cancel deletion
4. Select 'Yes' to permanently remove the selected preference

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15 Reports

Reports can be accessed by SHOT users with the respective site permissions. These can include invoices, sales status reports, free stock balance and patient detail reports.

15.1 Invoices

Past and current Invoices can be viewed, search by date range or refine the search for a specific invoice

1. Select Invoice search from the drop down menu
2. Select the date range, Invoice Date From Date and To Date
3. For a refined search of one of the following;
 - a. Biller
 - b. Delivery location
 - c. Invoice Number
 - d. Patient Name / MRN / UR / NHI
 - e. PO number
4. Select Search
5. The Invoices within the prepopulated range will appear
6. Scroll through the invoice list and Select Download from the Action column
7. A PDF of the specific TAX invoice should load

15.2 Advanced

As a customer user, Sales status reports, Free Stock balance and Patient detail reports can be made within a date range criteria, this will assist the SHOT user with generating reports for management of stock, patient reports

Feature description coming soon.

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16 My Orders

The My Orders display is available to a SHOT user to view current orders and the current batch status according to the delivery date and time.

My Orders [Print](#) [New Order](#)

Figure 5: My Orders Display 'Treatment Times' and 'Week' view

The My Orders view can be personalised from the user site preferences tab, alternatively the user is able to view current orders on the My Orders screen by switching between the delivery times or treatment times view and day or week view.

If the user has selected the Delivery view, the screen will display all orders according to delivery date and time. Alternatively if the user has selected a Treatment view, orders without a treatment time will appear in an additional column to the right of the screen display.

The user can navigate between days or weeks depending on the current view by selecting the arrow icons left and right, beside the date.

16.1 My Orders – Search Bar

A sophisticated Search Bar allows users to modify their viewing and filter by a number of different variables.

My Orders [Print](#) [New Order](#)

These variables include:

Delivery Locations

Patient Name MRN/UR/NHI

Product

Purchase Order Number

The user can search both daily and weekly views, either by delivery date or treatment date with their desired variable. Once filtered the user can then print the desired content by selecting the “print” button.

16.2 Slade Health Manufacturing Status

Each tile is colour coded and the colour relates to the status of the products within that tile. Each status has a particular meaning within the workflow of making the product

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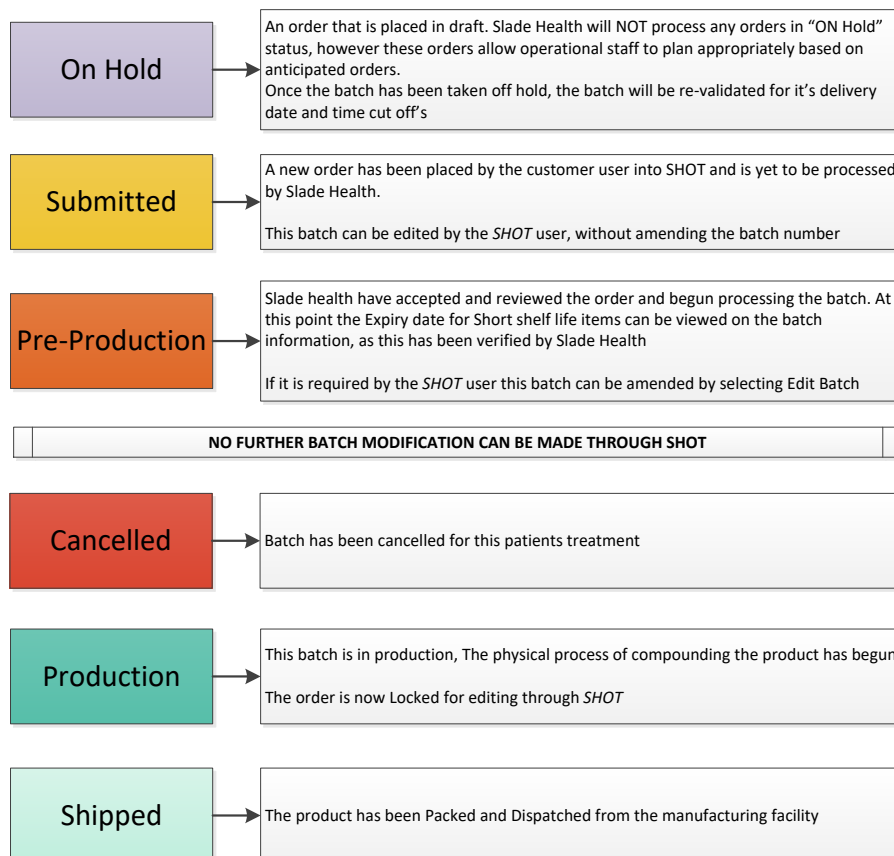


Figure 6: SHOT My Orders batch status

16.3 Print current view

The SHOT My Orders screen can be personalized for printing once the order has been submitted, select the suitable view by switching between the delivery times or treatment time's view and day or week view.

If the user has selected the Delivery view, the screen will display all orders according to delivery date and time. Alternatively, if the user has selected a treatment view, orders without a treatment time will appear in an additional column on the right of the screen display.

For the optimum print, adjust the print settings suitable for the Web Browser in which you are using

1. Select the preferred view to be printed
2. A print prompt will come up on the screen
3. Ensure the default printer has been set, if not select Change to redirect to a new printer
4. If all pages in view are required select 'All' or alternatively select the page range for printing
5. Copies default = 1, change if more copies are required
6. Colour copy is the default or alternatively change to Black and White if colour is not required
7. Select the tick box for double sided print
8. Select the + icon for more settings
9. To remove the headers and footers unselect the box
10. To remove background graphics unselect the box

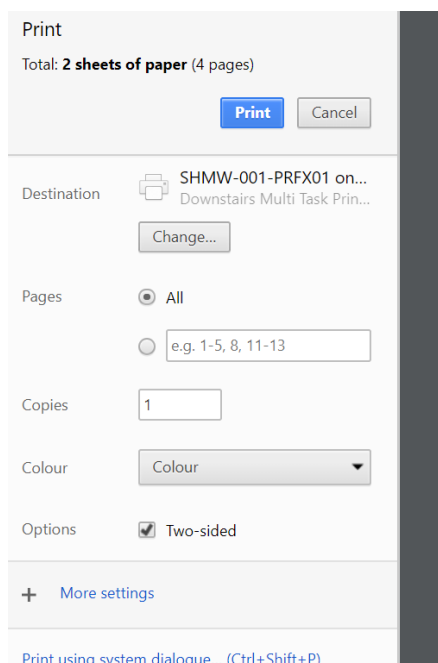
These settings should remain as a default preference for the second time print, if required.

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16.4 Printing in Google Chrome

1. Select Print
2. Select **+ More Settings** from the menu option on the print screen



Print

Total: 2 sheets of paper (4 pages)

[Print](#) [Cancel](#)

Destination  SHMW-001-PRFX01 on...
Downstairs Multi Task Prin...

[Change...](#)

Pages ☒ All
☐ e.g. 1-5, 8, 11-13

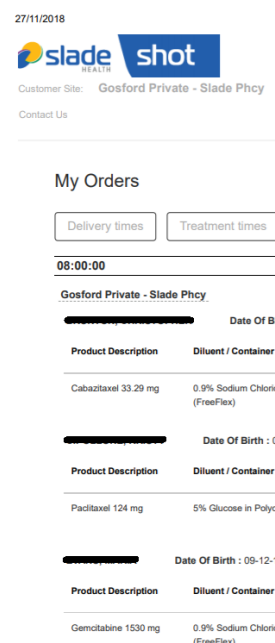
Copies

Colour

Options ☒ Two-sided

[+ More settings](#)

[Print using system dialogue... \(Ctrl+Shift+P\)](#)



27/11/2018

Customer Site: Gosford Private - Slade Phcy

[Contact Us](#)

My Orders

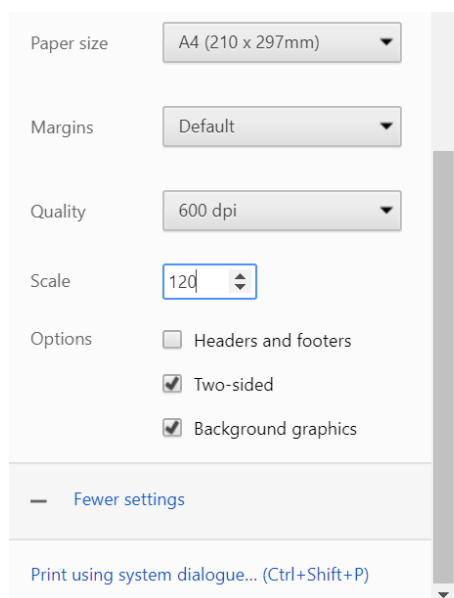
[Delivery times](#) [Treatment times](#)

08:00:00

Gosford Private - Slade Phcy

Product Description	Diluent / Container	Date Of Birth
Cabazitaxel 33.29 mg	0.9% Sodium Chloride (FreeFlex)	
Pacitaxel 124 mg	5% Glucose in Polyol	
Gemcitabine 1530 mg	0.9% Sodium Chloride (FreeFlex)	

3. Update the scale as follows;
 - The Scale to 120 so that the information isn't cut off
 - Remove Headers and Footers



Paper size

Margins

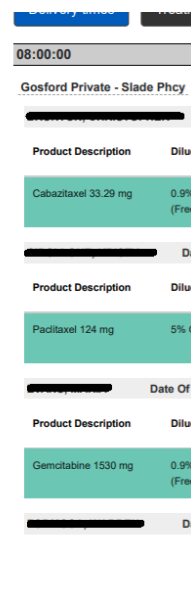
Quality

Scale

Options ☐ Headers and footers
☒ Two-sided
☒ Background graphics

[Fewer settings](#)

[Print using system dialogue... \(Ctrl+Shift+P\)](#)



08:00:00

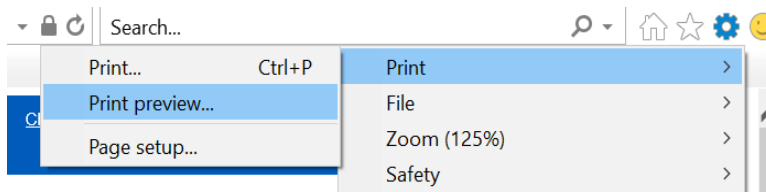
Gosford Private - Slade Phcy

Product Description	Diluent	Date
Cabazitaxel 33.29 mg	0.9% Sodium Chloride (FreeFlex)	
Pacitaxel 124 mg	5% Glucose in Polyol	
Gemcitabine 1530 mg	0.9% Sodium Chloride (FreeFlex)	

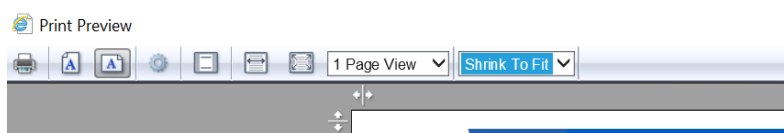
Doc type:	User Manual			
Title:	SHOT v6 User Guide			
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16.5 Printing in Internet Explorer

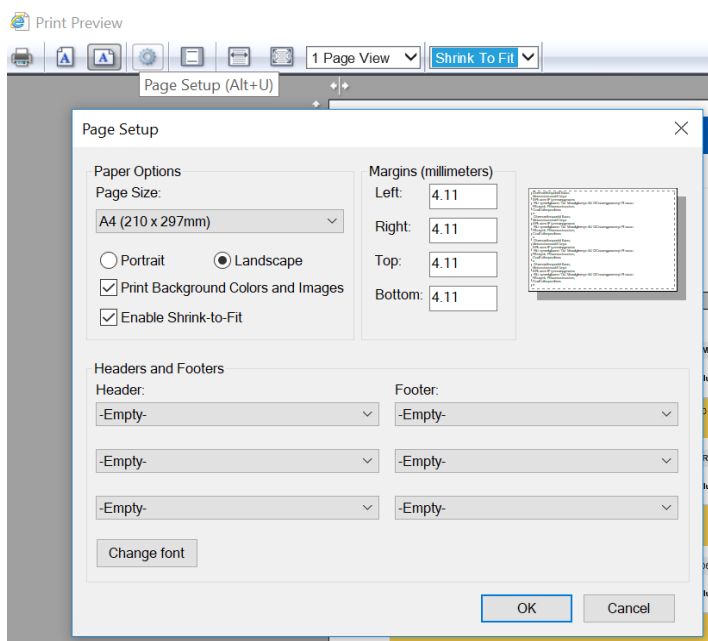
1. In the Internet Explorer Settings or right click using the mouse
2. Select Print Preview



3. You should then come to the settings for the Print Preview Screen
4. Update the percentage from Shrink to Fit to 80% at least,
 - This will prevent the batch status being cut off
5. Select Landscape view by selecting 



6. In the Settings section update the scaling of the screen as follows:
 - Margins to a minimal size
 - Remove Headers and footers
 - This should then make the page bigger and not cut off the text



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16.6 Edit Batch

A batch which requires editing and in the status of On Hold, Submitted or Pre-Production status on the My Order Screen

1. Select the batch from the My Orders screen
2. A pop-up box with the Batch Details including patient information will appear
3. Click on Edit Batch
4. An 'Update Batch Details' screen will appear with editable fields
5. Select the field requiring modification
6. Select 'Save Changes', this will save
7. Select 'back to My Orders', this will redirect the user back to my orders screen. A pop up window will appear notifying the user if the batch has been changed and not saved the batch will revert back to the original state

In the event the user updates the delivery date/time of a patient specific order which has more than one associated batches, all batches will be updated with the newly revised delivery date/time.

16.7 Move Treatment Date

Users have the ability to move an entire patient treatment to a new day. In the My orders screen (either daily or weekly view). Simply select the "move patient treatment" option and select the new delivery date from the dropdown option which appears in the pop-up window. All doses associated with the selected patient will be moved to the new date.

16.8 Cancel Batch

A batch which is in the status of On Hold, Submitted or Pre-Production a SHOT user can cancel a batch for a patient permanently

1. Select the batch from the My Orders screen
2. A pop up box with the Batch Details will appear
3. Click on Edit Batch
4. An 'Update Batch Details' screen will appear with editable fields
5. Select 'Cancel Batch', a pop up window will appear asking 'Are you sure you want to cancel ...' with an option
6. Select 'No', this will return back to the update batch details screen and if this batch does not require editing, select back to my orders to redirect back to My Orders screen
7. Select 'Yes', this will cancel the batch permanently and re-direct back to the my orders screen

16.9 To Be Confirmed

Batches where a delivery date and time did not suit the SHOT user during order submission, would have selected 'ASAP Delivery'. These batches require the SHOT user to contact the Slade Health manufacturing facility, by selecting Contact Us from the top right corner of the *SHOT* banner.

These batches sitting in 'To Be Confirmed' on the My Orders screen will be allocated a delivery date and time based on an agreed conversation between the SHOT user and Slade Health orders team.

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16.10 On Hold to Off Hold

A batch which is in the status On Hold as a single batch or a number of batches for a patient treatment day can be managed and taken Off Hold

16.11 Off Hold

1. Select a single Batch from the My Orders screen
2. A pop up box with the Batch Details will appear
3. Click on the Edit Batch
4. An Update Batch Details screen will appear with editable fields
5. Select Take Off Hold
6. Pop up box: Are you sure you want to take this item off hold? Please note, any unsaved changes you have made on this item will be lost. If any details need to be changed, please update and save these first before taking the item off hold.
7. Select 'No', this will return back to the update batch details screen and if this batch does not require editing, select back to my orders to redirect back to My Orders screen
8. Select 'Yes', this will move the batch into the status of submitted

16.12 Bulk off Hold

1. Search for a patient treatment on a day or week view in the My Orders screen
2. Check the individual batches as required
3. Select 'Take all items off hold'
4. Pop up box: Are you sure you want to take ALL items for this patient off hold?
5. Select 'No', This will return the screen back without an edit to the batch status
6. Select 'Yes', All batches for the patient for the treatment time status = submitted

16.13 Off Hold to On Hold

7. Search for a patient treatment on a day or week view in the My Orders screen
8. Check the individual batches as required
9. Select 'Put all items on hold'
10. Pop up box: Are you sure you want to put ALL items for this patient on hold?
11. Select 'No', This will return the screen back without an edit to the batch status
12. Select 'Yes', All batches for the patient for the treatment time status = on hold

16.14 Orphaned Drug List

Users have the ability to mark batches already received at their respective hospital/healthcare clinic with the status of Orphaned. In the event patient treatment does not proceed or the respective batch is not required users can mark the batch as Orphaned in the My Orders section of SHOT. This will trigger a data recording of the batch details, the next time the user attempts to order a batch with the exact same criteria (drug, dose, dilute, container, route of administration) SHOT will automatically alert the user to the existence of an Orphaned batch in their hospital/healthcare facility. At this point it is expected the user would utilise the Orphaned batch instead of placing a new order. If an additional batch is required proceed as normal.

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17 New Order

When creating a new order, customer preferences should be updated prior to commencing if required. When adding batches to the new order mandatory fields must be selected prior to submitting, an error message will display if the user has not submitted the order prior to navigating away from the New Order screen.

Ordering by Treatment Day and/or cycle can be achieved through one raised purchase order.

NOTE: ensure that if the user has access to ordering for multiple sites, ensure the correct site in the top banner has been selected.

1. Complete Purchase order Number [if applicable]
2. Client 'Bill To' will default if there is only one (1) to select, Select from the drop-down list, if there are multiple 'Bill To' Clients [Mandatory field]
3. Select Add Item
4. Select a Patient by search patient or add patient
5. Alternatively select No patient

17.1 Search Patient

1. Search for the patient name in the Patient name/ MRN field
2. Search by typing at least three (3) letters of the known patient First Name or Surname
3. Search by typing or scanning in the patient MRN number
4. Select the patient from the search list to place an order for
5. If the patient is not available select Add patient

17.2 Add Patient

1. If the patient is not available from the Search patient field
2. Select Add Patient an Add new patient pop up box will appear
3. Fill in all mandatory fields if required
4. Surname, First Name, MRN/UR [Mandatory fields]
5. Date of Birth, type into the date/time field or alternatively click on the calendar and select the year, month followed by the day
6. Select Active from the drop-down menu
7. Trial ID, add this detail if it is available
8. Select Add Patient, this patient will then be available from the Search criteria menu

If there is an error with the patient detail prior to ordering and there is a requirement to return to the previous screen,

Go Back - will redirect to the 'Purchase order summary'

Change Patient - will redirect back to 'Select a new patient'

17.3 Add a Product

If the new batch product is a multi-drug product, up to three (3) drugs select the multi-drug toggle on the add product to order screen for all products which are multi-drug to appear on the list

1. Select Product
2. Select Dose

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3. Complete product details from preferences [if applicable]
4. Select Diluent/container
5. Select tick box for the closed system to be removed
6. Route of Administration
7. Volume or alternatively select Target Concentration
8. Select Exact if required
9. Infusion duration [Mandatory Field for elastomeric devices only]
10. Quantity

*Delivery Location, Delivery Date and Time and *Treatment Date and Time will be pre-populated at the selection of quantity for the Same Patient.*

*For a new Patient *Treatment date and time will be omitted.*

11. Delivery Location
12. Delivery Date and Time
13. Treatment Date/Time
14. Comments
15. Cancel, this will return the user to the previous screen without the product save
16. Add Product, any messages requiring attention will not allow a save

17.4 Add a Standard Formulation

1. Select the required product from the drop-down list
2. Quantity

*Delivery Location, Delivery Date and Time and *Treatment Date and Time will be pre-populated at the selection of quantity for the Same Patient.*

*For a new Patient *Treatment date and time will be omitted.*

3. Delivery location
4. Delivery Date and Time
5. Treatment Date/Time, if required
6. Comments
7. Cancel, this will return the user to the previous screen without the product save
8. Add Product, any messages requiring attention will not allow a save

17.5 Order a product via a Barcode

Select products can be ordered via a barcode scanner from Slade Health's product catalogue.

1. Scan desired product and/or dose range from the Slade Health Product Catalogue.
2. Select Quantity
3. Select Delivery location
4. Select Delivery Date and Time
5. Select Treatment Date/Time, if required
6. Select Comments
7. Select Cancel, this will return the user to the previous screen without the product save
8. Select Add Product, any messages requiring attention will not allow a save

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17.6 Reorder a Product

Attached to the patient record, a history of up to five (5) lines will appear in the list

1. Select Reorder a Product
2. Select the appropriate line for Reorder
3. Modify details if required
4. Select Delivery Location
5. Delivery Date and Time
6. Treatment date/Time
7. Comments
8. Cancel, this will return the user to the previous screen without the product save
9. Add Product, any messages requiring attention will not allow a save

*Delivery Location, Delivery Date and Time and *Treatment Date and Time will be pre-populated at the selection of quantity for the Same Patient.*

*For a new Patient *Treatment date and time will be omitted.*

				
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18 Upload Order

The menu item allows the SHOT user to build a comma (or tab) delimited text file locally, that contains medications to be orders from Slade health. This file can then be uploaded and assessed via the SHOT ordering system.

18.1 Product Catalogue

Slade Health will provide a product catalogue, listing medications that can be ordered.

When creating a csv file, request a product catalogue for csv upload from Slade Health

Product Name	Product ID	Container Type	Container ID	Route of Admin	RoA ID
Fluorouracil	152				
		Folfusor 2 day	2222		
				Intravenous	V

Table x: Example product list supplied by Slade Health

18.2 Creating a comma delimited text file

To create a Comma Separated Values file, ensure the file follows the following criteria and Save the file as Microsoft Excel Comma Separated Values file

18.2.1 SHOT (default)

To create a Comma Separated Values file, ensure the file follows the following criteria and Save the file as Microsoft Excel Comma Separated Values file

- Column 1 = **PONumber**: Purchase Order number, Optional
- Column 2 = **Parent**: The Parent hospital ID, Mandatory
- Column 3 = **BillTo**: The Bill to location ID, Mandatory
- Column 4 = **DeliveryLocation**: The Delivery Location ID, Mandatory
- Column 5 = **ArrivalDateTime**: Mandatory
- Column 6 = **TreatmentDateTime**: Optional
- Column 7 = **MRN**
- Column 8 = **DOB**
- Column 9 = **Surname**
- Column 10 = **Given name**
- Column 11 = **TrialID**
- Column 12 = **Product1**
- Column 13 = **Dose1**
- Column 14 = **Product2**

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Column 15 = **Dose2**
 Column 16 = **Product3**
 Column 17 = **Dose3**
 Column 18 = **TrialName**
 Column 19 = **Diluent**
 Column 20 = **Container**
 Column 21 = **Volume**
 Column 22 = **Exact**
 Column 23 = **InfusionDuration**
 Column 24 = **RoA**: Route of Administration
 Column 25 = **CSO**: Closed System Y/N
 Column 26 = **BatQty**: Quantity Required
 Column 27 = **Comments**: Any comments made visible to Slade Health

18.2.2 Raurau Ngaehe

To create a Comma Separated Values file, ensure the file follows the following criteria and Save the file as Microsoft Excel Comma Separated Values file

Column 1 = **PONumber**: Purchase Order number, Optional
 Column 2 = **Parent**: The Parent hospital ID, Mandatory
 Column 3 = **BillTo**: The Bill to location ID, Mandatory
 Column 4 = **DeliveryLocation**: The Delivery Location ID, Mandatory
 Column 5 = **ArrivalDateTime**: Mandatory
 Column 6 = **TreatmentDateTime**: Optional
 Column 7 = **MRN**
 Column 8 = **DOB**
 Column 9 = **Surname**
 Column 10 = **GivenName**
 Column 11 = **TrialID**
 Column 12 = **Product1**
 Column 13 = **Dose1**
 Column 14 = **Product2**
 Column 15 = **Dose2**
 Column 16 = **Product3**
 Column 17 = **Dose3**
 Column 18 = **TrialName**
 Column 19 = **Diluent**
 Column 20 = **Container**

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Column 21 = **Volume**

Column 22 = **Exact**

Column 23 = **InfusionDuration**

Column 24 = **RoA**: Route of Administration

Column 25 = **CSO**: Closed System Y/N

Column 26 = **BatQty**: Quantity Required

Column 27 = **Comments**: Any comments made visible to Slade Health

Column 28 = **On Hold**: On hold Y/N

18.2.3 Elekta Mosaik

To create a Comma Separated Values file, ensure the file follows the following criteria and Save the file as Microsoft Excel Comma Separated Values file

Column 1 = **Surname**

Column 2 = **Given Name**

Column 3 = **DOB**

Column 4 = **PatientID**

Column 5 = **Qty**: Quantity Required

Column 6 = **Drug Name**

Column 7 = **Dose**

Column 8 = **Route**: Route of Administration

Column 9 = **Container**

Column 10 = **Diluent**

Column 11 = **Duration (Hrs)**

Column 12 = **Treatment Date**

Column 13 = **OrderID**

Column 14 = **Facility**

18.2.4 Epic Systems

To create a Comma Separated Values file, ensure the file follows the following criteria and Save the file as Microsoft Excel Comma Separated Values file

Column 1 = **Surname**

Column 2 = **Given Name**

Column 3 = **DOB**

Column 4 = **PatientID**

Column 5 = **Qty**: Quantity Required

Column 6 = **Drug Name**

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Column 7 = **Dose**

Column 8 = **Route**: Route of Administration

Column 9 = **Container**

Column 10 = **Diluent**

Column 11 = **Duration (Hrs)**

Column 12 = **Treatment Date**

Column 13 = **OrderID**

Column 14 = **Facility**

Column 15 = **Parent**: The Parent hospital ID, Mandatory

Column 16 = **BillTo**: The Bill to location ID, Mandatory

18.3 Uploading csv file into Orders

To Bulk upload the created csv file with a maximum quantity of 150 lines at any time;

1. Select Upload Orders from the Orders drop down menu
2. Select Browse
3. Select created csv file
4. Select Validate File

18.4 Data Validation

The initial validation process checks the csv file details for any error within the construction of the uploaded file.

Unsuccessful Validation

Failure to validate the csv file correctly will result in a red banner with a description of the error presented to the user to assist with troubleshooting.

Successful Validation

A green banner will be displayed "We have successfully validated your orders". All items in the csv file are validated and SHOT successfully displays the order lines along with the green status tick ✓ next to each line.

Proceed to select Next Step

The system will validate product details into SHOT and once completed will return all lines for review. An icon will be shown indicating if the order line has been successfully validated or failed, this is represented as ✓ (validated) or as ✗ (failed).

The following information will be displayed on the calculated orders screen:

Column 1. **Line number**: Line number associated with the order

Column 2. **Patient Name**: Full patient name displayed

Column 3. **NHI**: The patients NHI number

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Column 4. **DoB:** Patient date of birth

Column 5. **Drug Description:** Drug description including dose

Column 6. **Diluent / Container Final Vol:** Diluent, container, final volume and exact volume flag

Column 7. **Qty:** Batch quantity.

Column 8. **Orphan Batch:** Displays details of the orphan batch being used (if applicable).

Column 9. **On Hold:** Displays the on-hold status.

Column 10. **Action:** “View More” displays the Axis Mapping Code used to generate this line item.

Column 11. **Status:** Visual assistance Icon displayed ✓ (validated) or ✗ (failed).

Column 12. **Error Messages:** Any error messages related to that line item are displayed here in either orange (advisory warning) or red (error) font.

Column 13. **Use Orphan:** If orphan stock is available a toggle box will appear allowing the user to select the orphan product.

Column 14. **Ignore:** If an error is presented a toggle box will appear allowing the user to ignore this particular line of the order. If the user selects Ignore the status will change to  and the line will be greyed out.

Discard or Finalise Order

After reviewing the line items in the order, the user can then select “Discard” or “Finalise Order”.

Discard

Selecting “Discard” will present the user with a pop-up box confirming they wish to cancel the order “Are you sure you want to discard the orders?” with options to either Cancel (return to the previous screen) or Discard (order will be discarded and the user will be returned to the Upload Orders screen).

Finalise Order

Selecting “Finalise” will process the order into SHOT, the user will be presented with a green banner: “We have successfully finalised your orders.” The order information will be presented on the screen along with “Upload another file” option. The user can now proceed to upload another file or return to the main menu.

Important information:

- In the event the user toggles the ignore box the line will still be presented in the finalised orders window however it will be greyed out and will not load into SHOT.
- Any product eligible for Orphan stock will be presented at the top of the order Finalise screen to aid visibility.
- Any errors presented in the Finalise screen will be represented with orange font (warning message) or red font (error message) to aid visibility.

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19 Delivery Date and Time

The delivery date and time schedule is generated by current agreed delivery times from the manufacturing site. There are three possible delivery times to select from the menu a standard delivery time, an ASAP delivery run and a restricted delivery run.



Figure 7: SHOT Delivery Date and Time

A Standard Delivery run which is labelled Green, will allow the user to add items onto a delivery run without a restricted quantity for that delivery time. Selecting a Restricted delivery run which is labelled Orange, will only allow the user to add a restricted quantity to that run time within the cut off time. Selecting an ASAP delivery run time will not select a delivery date and time for the product and only allow a Slade Health technician to update the delivery run once the batch has been submitted.

19.1 A Standard Delivery Run

Delivery selection = DAY, DD MMM YYYY HH:MM

A standard delivery run will allow the user to add an unrestricted quantity of batches onto an order before the first customer cut off time.

19.2 A Restricted Delivery Run

Delivery selection = DAY, DD MMM YYYY HH:MM (R)

Once the delivery run passes the first cut off time the run becomes a restricted run and labelled orange, this will restrict the SHOT user to only add a minimal quantity onto that delivery time and once the restricted quantity has been reached the run will no longer be available.

The available add-ons/additions available on the restricted run will be shown the in "(R)" after HH"MM. Once an add-on order has been placed this value will drop until zero add-ons remain.

If the restricted run time is no longer available, the SHOT user would be required to select the next standard delivery run labelled green for the next appropriate delivery or select request ASAP delivery time.

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19.3 ASAP Delivery

If the provided delivery run times fall out of the treatment date and time for an ordered product, the SHOT user is to select ASAP Delivery

1. Add Product to Order
2. Submit Order
3. Contact your Slade manufacturing facility
Manufacturing facility number available to confirm delivery details
4. The Slade Health user will receive the order without a delivery date and time and is waiting for contact from the customer SHOT user to approve a suitable date and time.

NOTE: If this batch is not seen to by the SHOT user the Slade Health orders team will place the batch onto a delivery time suitable for the manufacturing facility. This could affect the treatment time scheduled.

19.4 Delivery Run for orders placed On Hold

If orders are placed 'On Hold' whilst the delivery selection is labelled green, the delivery date and time will be re-validated at the time taken off Hold.

Batches placed on hold within a restricted delivery run labelled orange will force the SHOT user to modify the run time once these batches have been taken off hold if that delivery run is no longer available.

1. Example delivery option = DAY, DD MMM YYYY HH:MM
If the original delivery selection remains green after re-validation this does not make a change to the batch quantity allowed for that run time
2. Example delivery option = DAY, DD MMM YYYY HH:MM (R)
If the original delivery selection falls into a restricted delivery run time labelled orange during re-validation, please be aware that this selection will have a batch quantity restriction for that run time

19.5 Delivery Date changes with Treatment Date/Time

If batches are modified with the delivery date and/or time changed, the treatment date and time will persist on all items ordered provided the revised delivery date and time is not superseded by the treatment date and time.

If the revised delivery date and time does supersede the initial treatment date/time proposed the user will be required to manually adjust a new treatment date and time.

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20 Free Stock

Placing orders to include Customer Supplied Stock, Consignment Stock and Clinical Trial Stock, SAS or stock from the Life Saving Drugs Programme can be ordered via SHOT as per Creating a new order or order upload.

20.1 Free Stock Management

Free Stock can be managed by the SHOT user by transferring available vials from Pool Stock to a patient. Pool Stock which is the total stock available and currently held by the Slade Health CC

1. Select Free Stock from the Orders Drop down menu
2. Select an Option either;
 - a. Free Stock
 - b. Patient
 - c. Trial

20.2 Free Stock and Trial Stock

3. Select a drug or a Trial type
4. All product types will appear in the table menus
5. Select the Pool for that product type
6. Stock History of the Pool will show up to the last twenty (20) transactions made
7. When the stock is received by Slade Health the Balance will increase
 - a. In the comments section a unique code will appear
 - b. Any additional information required from the invoice will be entered for patient specific stock
8. All stock transfer's will be accounted for in the Stock History
 - a. In the comments section information regarding this transfer will be populated
9. Stocktake: In the event there is a stocktake re-balance this will appear under the transaction type and comments regarding this balance update will appear if required

20.3 Patient

10. Select a patient
11. The patient will appear in the table menus
12. To view Stock History: Select the patient name for that product type
13. If any vial quantity has been previously transferred from pool the action will appear in the comments section of the Stock History

20.4 Allocate to a Patient from Pool stock

1. Select a product
2. **Transfer In:** To move stock from a Patient to the Pool
3. **Transfer Out:** To move stock from the Pool to the Patient
4. Type in the quantity required to move
5. Type any comments if required
6. **Transfer:** To move stock as desired
7. **Cancel:** To void any stock movement

DOCUMENT END

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Appendix: Guide to creating strong passwords

Strong passwords are your best defence against unintentional leakage of information. Every day when we create new accounts on websites, we are told to create a strong password.

Traditionally, this may have been achieved by forcing certain requirements on the user, such as:

- Ensuring complex passwords composed of numeric, alphabetic (uppercase and lowercase) characters in addition to special symbols and similar characters
- Forcing users to change passwords regularly
- Requiring new passwords not previously used by the user

These recommendations were designed by the National Institute of Standards and Technology (NIST) in 2003 when the online world was still in its infancy. They seemed like good, common sense recommendations based on sound theoretic principles, however they did not account for human behaviour.

Why these measures don't actually result in strong passwords

Enforcing password complexity was supposed to result in passwords that look like this

- Xr6Tn\$*35QK

This is objectively quite a strong password: a random mix of letters (upper and lower case), numbers and special symbols. It is actually quite hard for a hacker to randomly guess this password. Now, if we imagine a normal user Andrew Smith, who was born in 1970, is required to generate a complex password. There is relatively high chance that the "random" password he will generate will look similar to one of these passwords:

- @Sm!th70
- A\$mith70
- @ndr3w1970

Normal human behaviour is to create a password based on something memorable (e.g. your own name, date of birth etc.). If there are enforced complexity requirements, those requirements are typically easily predictable based on the most common substitutions seen.

When sites require users to arbitrarily change passwords (e.g. every 30 days), you will almost invariably find that the new password will be a variation on the initial password, most likely with a trailing number after it. Not using one of the last (x) passwords previously used for that account does not help, as the number just sequentially increases as required

- A\$mith70
- A\$mith701
- A\$mith702
- A\$mith703

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Changes to recommendations

In June 2017, NIST released revised guidance¹ to try to account for these behaviours, and to recommend newer ways to address the issues raised.

We won't make you read through the document, but we do have some recommendations on generating passwords and we encourage you to adopt across all of the services you use, not just SHOT.

What Slade Health is doing to encourage good password practices

- We do NOT enforce arbitrary complexity requirements
- We do NOT enforce arbitrary password expiry
- We DO enforce password attempt lockout period

(If we detect your account enters the wrong password five times in a row, your account will be locked out for a period of time before more attempts are allowed to be made)

- We have created this guide to aid users in adopting good password practices

What you should be doing to adopt good password practices

1. Use a dedicated password manager

Password managers *securely* store all of the passwords you use for all of your services. All you need to do is to remember the master password to unlock your password vault and then all of the passwords for your services are contained with that vault. They typically provide a feature to help you generate truly secure passwords for each of your services. The advantage is you can generate a password that is truly random and unlikely to be able to be memorised, but that's ok because all you need to do is remember your master password (just make sure your master password is strong!).

Many password managers have versions which you can use for free, with additional features for "premium" subscription.

Some examples of market leading password managers:

- LastPass (<https://www.lastpass.com/>)
- 1Password (<https://1password.com/>)
- Dashlane (<https://www.dashlane.com/>)

Note: using some browser's in-build "remember this password" feature may not result in the password being *securely* stored. Refer to information for your particular browser for more information. However we recommend using a dedicated manager such as those mentioned above.

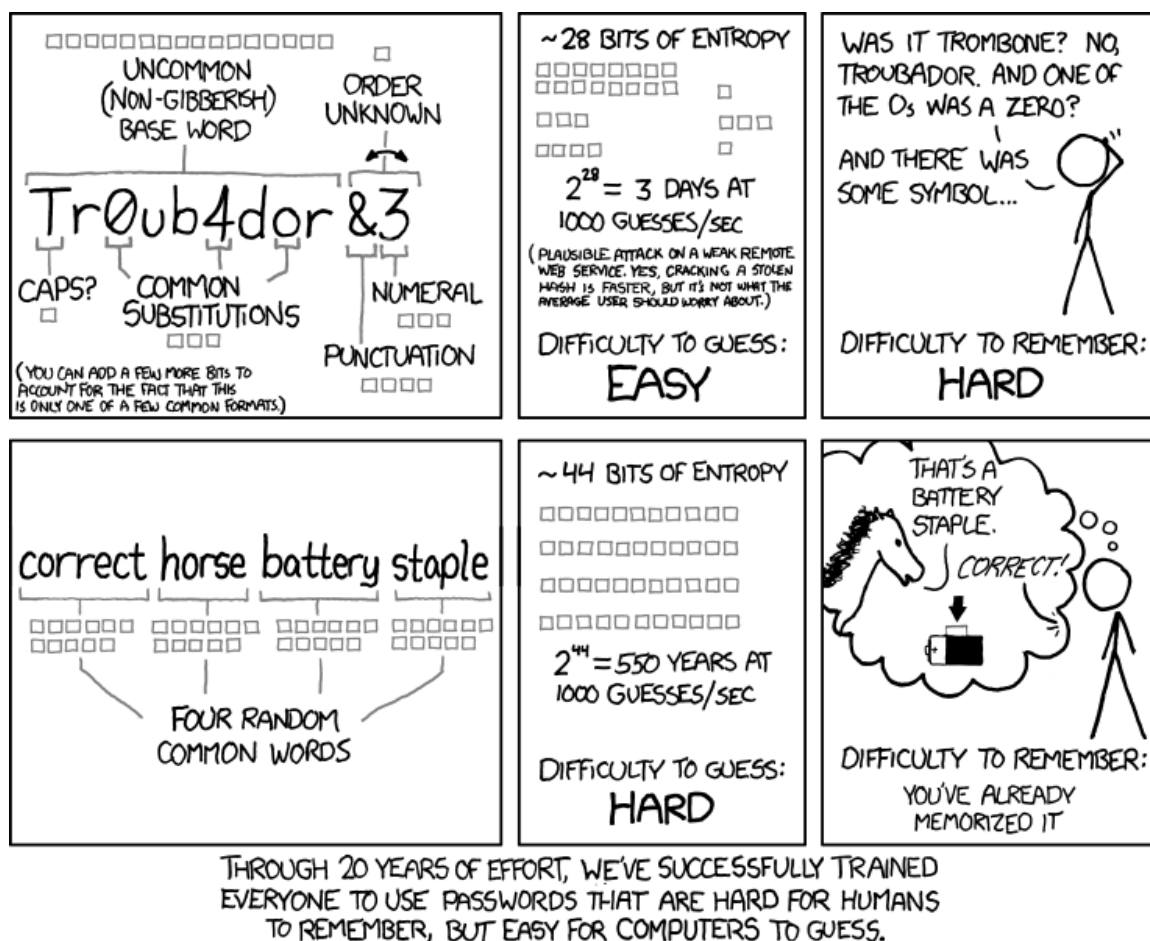
¹ <https://pages.nist.gov/800-63-3/sp800-63b.html#sec4>

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2. Use passphrases instead of short but guessable complex passwords

A combination of four or five normal (dictionary) words that are otherwise unrelated will give a relatively stronger password that many are in use at the moment.

Randall Munroe explains this concept on his website XKCD



You are more likely to be able to remember the passphrase and therefore not need to write it down. If you can remember a truly complex password, all power to you – for the rest of us mortals, passphrases represent a safer alternative.

² <https://www.xkcd.com/936/>

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3. Do not use passwords that are known to be weak or are known to be already involved in a data breach.

Hackers use lists of commonly used passwords and databases of leaked credentials from previous hacks in order to breach new accounts. Luckily for us, there is a website that can be used to find out if the password we are using has been involved in a breach.

Have I Been Pwned (HIBP), is a website run by a prominent information security community member and Microsoft Regional Director - Troy Hunt. HIBP collates all of the information in known credential data breaches into a searchable database where you can check if your account has been compromised.

The website also contains a section where passwords can be checked against known breaches to see if the password has been compromised, which you can find here

<https://haveibeenpwned.com/Passwords>

For example, the password "password" has been detected approximately 3.3 million times in previous data breaches and should not be used under any circumstances.

If you think your password actually might be easily guessable, you can put in into this website to double check.

Another implication from the way hackers use leaked credentials is that you should use unique passwords for each service you use. When a username / password combination is exposed through a hack, hackers know that there are likely to be other services where the same username / password combination can be used to gain them access. This is why password reuse is discouraged, and why password managers really can help users maintain proper separation between services used.

Conclusion

Strong passwords give the best possible protection against account compromise and the definition of what is a strong password is not the same as it was 15 years ago.

Utilising modern good password practices ease the burden on the user while simultaneously increasing account security.