

Procedure to unlock notes on TRAK that have been incorrectly authorised

- Ensure that a **DATIX** incident report has been completed – this alerts the Data Protection team and so covers the Data Protection issue
- Then go to the **eHealth 85050 Service Desk** Home Page
- Press “**Log a Call**” in the Service Catalogue
- Press “**TRAKFault**” in the **TRAK** subsection – this will take you to a page where you will see icon at the bottom of the page : this enables you to log a problem with a patient within the TRAK system
- Using the “**External log-in**”, log in to the Service Portal using your NHS Lothian log-in details & password
- Enter your request for assistance, detailing CHI number & date / time of entry and first few words of section that needs to be unlocked etc
- You will then receive an email with Reference Number of your request for assistance
- You will receive a further email indicating when notes on TRAK are unlocked & request closed
- Remove incorrectly placed notes on TRAK and enter something like “notes added in error on xxx (date) now been removed and updated with correct clinical information” & also add your name & job title. The date & time will appear on TRAK once the notes are finally authorised.
- If the clinical notes had been placed on the wrong patients’ notes on TRAK, then document something like - “notes added in error now been removed” & also add your name & job title. The date & time will appear on TRAK once the notes are finally authorised.

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