



COVID-19 | 4 Step instructions on how to record and report COVID-19 absence in HealthRoster and MedicOnDuty

The accurate tracking of absence in HealthRoster and HealthMedics is important both locally and nationally as the NHS responds to COVID-19.

This guide outlines the absence reasons agreed with NHS England and NHS Improvement and how to set these up in our software for organisation wider sitrep reporting.

This approach enables Allocate to provide operational absence reporting both to organisations and nationally.

Step 1 | Set up at least the following absence reasons

Sickness

- COVID-19 sickness reason
- Would go down as cold/flu etc. unless suspected / tested positive for COVID-19.

Other Leave

- Self-isolation COVID-19: person would be well enough to work but due to symptoms must self-isolate and cannot work
- Special Leave / Carer's leave COVID-19: due to a caring responsibility unable to attend work
- Household isolation COVID-19: unable to attend work due to a family member showing symptoms

Please use COVID-19 in the unavailability reason long name

- Would aid consistency for national reporting 'COVID-19' not 'C19', 'COVID19', 'COVID 19', 'Coronavirus', 'Corona' etc.

It is important to get the data correctly tagged:

- ESR absence extract – correct historical reporting via ESR when data extracted monthly
- Aids central reporting from HealthRoster
- Set the 'External Absence Reference' field against the unavailability reason:
 - ✓ RelatedReason=COVID
 - ✗ Sickness related to Covid-19
 - ✗ Special Leave Paid- COVID-19
 - ✗ COVID-19 Self Isolating/Unconfirmed Case
 - ✗ Covid 19

Step 2 | Add any additional staff not on the eRoster to the system purely for the purpose of absence reporting

- Add all staff to eRoster free of charge for six months to enable organisation wide absence reporting for the purpose of the COVID-19 response.
- Add staff in the usual manner. You do not need to contact Allocate, but we are on hand to support if you need help or have questions

Allocate is pleased to offer all customers the ability to add all staff HealthRoster free of charge for the purpose of absence reporting during this period. This means even if someone is not rostered you can capture their absence in the system.

These people are added in the usual manner. They are free of charge for six months to aid the immediate need for organisation wide absence reporting.

The electronic staff record (ESR) will be automatically and accurately updated via the standard absence extract avoiding the need for dual entry



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Step 3 | Communicate with managers and teams

- Let all managers and teams know the new reasons and the definitions. Those that have always been on the system will continue the usual process of absence notification. Use the communication to reinforce the importance of timely capture of absence.
- Managers of those new to the system will need to be told who to call or where to log the absence; again this should use your existing process
- Customers **do not** need to update ESR. This will be done automatically via the interoperability between Allocate and ESR.

Step 4 | Reporting

- Organisations should produce absence data extracts to NHS England and NHS Improvement via the daily sitrep as previously instructed
 - Granular data can be extracted via the Unavailability List (for all absence) and Sickness Report tools, for all staff on the system. This can be reported on top level organisation unit.
 - Those on 10.9.1 MR2.3 can see Staff Group column please request upgrade if not on this version.
- Allocate are working on providing national reporting to NHS England and NHS Improvement on a daily basis. This does not replace the daily sitrep requirements at this stage.
- In addition you can use the Higher Level Unavailability Reporting and Sickness Reporting
- We recommend the use of the Incident Plan reports

Click here to see a video that includes screen shots and more detailed instructions

Our team is on hand to support our customers throughout. Please use online support and support contacts as usual. Outside of usual support please send any specific COVID-19 related questions to corona.virus@allocatesoftware.com

[Click here to access the support portal](#)

Web: www.allocatesoftware.co.uk

Twitter: @AllocatesS