

This is a prompt sheet – for more detailed instructions on using the List & Codes Maintenance section of RiskMan refer to the **List & Codes Maintenance Guide** accessed via the **HELP -> REFERENCE GUIDES**

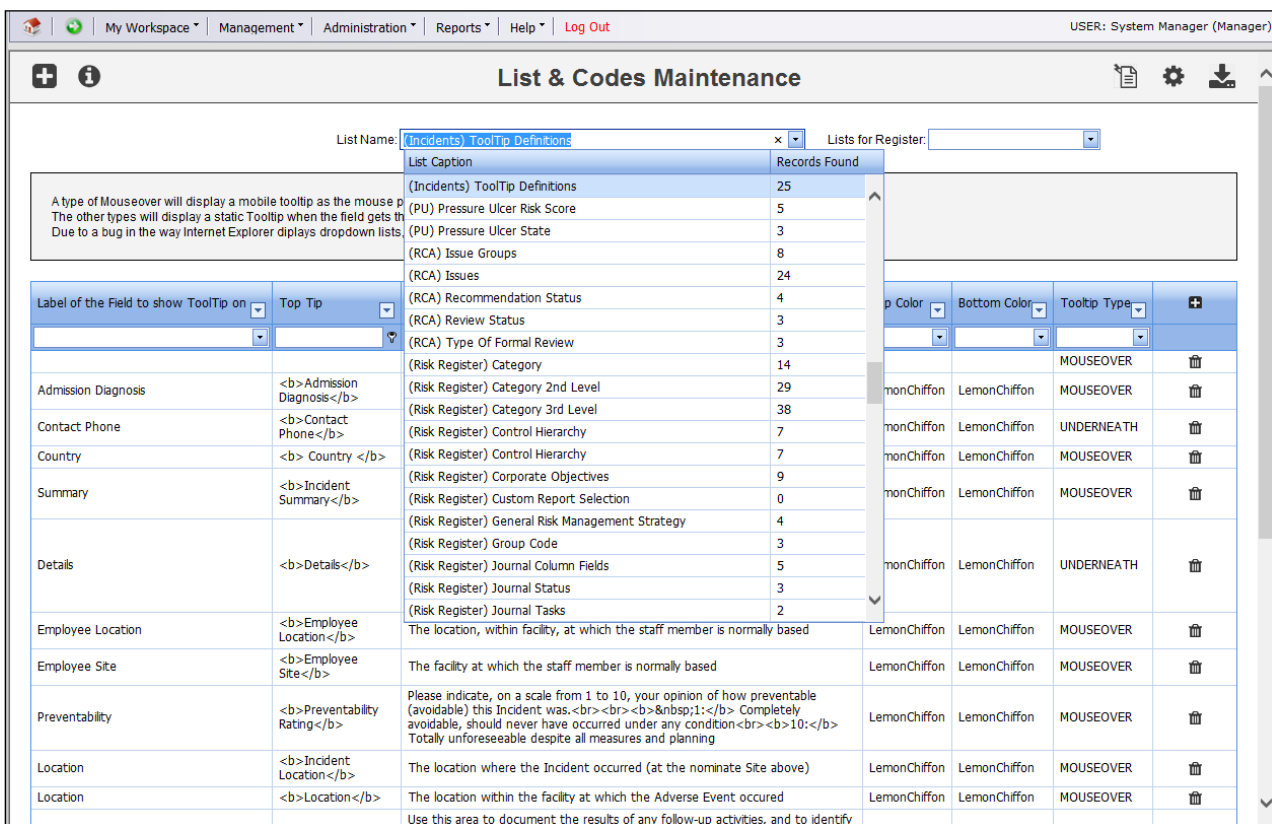
**INTRODUCTION**

The following handout describes how to create tool tips against fields on your Incident and Feedback Entry forms. Tool Tips provide additional information pertaining to specific fields on the Incident & Feedback Entry forms which aid users with entering or reviewing these notifications.

Tool Tips are accessed by selecting **ADMINISTRATION -> LIST & CODES MAINTENANCE** menu option

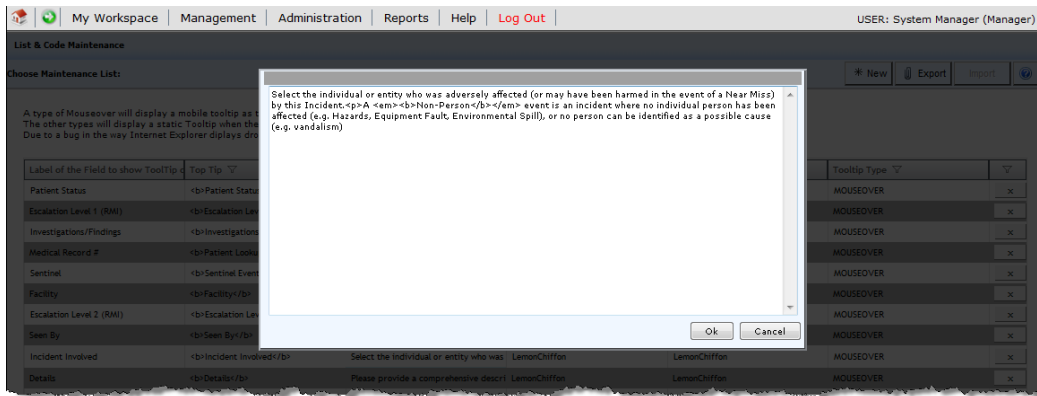
**INCIDENT TOOL TIPS**

Incident Tool Tips are accessed by selecting **“Tool Tip definitions”** from the **Choose Maintenance List**



To create a new tool tip press **New** or **CTRL+SHIFT+N**. Fill in the details as described below

- **Label of the field to show Tooltip:** Select the label of the field or button from the drop down list that you wish to associate the tool tip with.
- **Top Tip:** Optional: Enter the description you want to display in the Top Tip eg. the name of the field - Notification Type (see examples at the bottom of the page). **Suggestion:** Double click this field and a pop-up editable box will display. Enter your text and press **OK** to save the entered information (see example below)



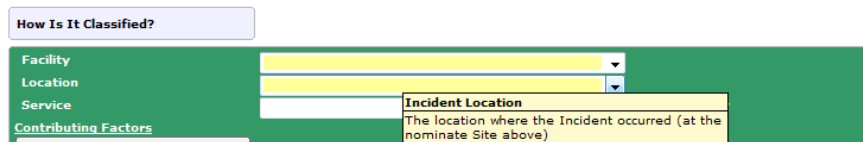
**Note:** If you wish to format your text in the top tip eg. Italicise, bold, underline, line breaks, centre, then HTML code is required - see examples on the following pages. For any additional formatting contact RiskMan support: [noreply.SupportHUB@rldarix.com](mailto:noreply.SupportHUB@rldarix.com)

- **Top Color:** If a top tip is entered then select a colour for this tip from the drop down list of colours
- **Bottom Tip:** Optional - Enter the description for this tool tip.  
**Suggestion:** Double click this field and a pop-up editable box will display. Enter your text and press **OK** to save the entered information (see example above)

**Note:** If you wish to format your text in the bottom tip eg. Italicise, bold, underline, line breaks, centre, then HTML code is required - see examples on the following pages. For any additional formatting contact RiskMan support: [noreply.SupportHUB@rldarix.com](mailto:noreply.SupportHUB@rldarix.com)

- **Bottom Color:** If a bottom tip is entered then select a colour for this tip from the drop down list of colours
- **Tool Tip Type:** There are 4 types of tool tips that you can create. It is advisable to use the MOUSEOVER option in all cases. Refer to the examples below which show each tool tip type

**Example of MOUSEOVER**



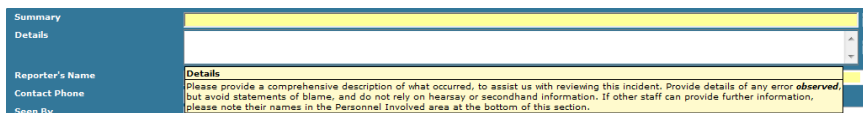
**Example: TOPRIGHT**



**Example: LOWERRIGHT**



**Example: UNDERNEATH**



**TOOL TIP EXAMPLES – USING HTML CODE**

Tag	Example using the Tags	Sample tool tip
Bold <b>	<b>Notification Date</b>	<div style="border: 1px solid black; padding: 5px;"> <p><b>Notification Date</b></p> <p>The Date The Incident was Notified to Group Clinical Governance.</p> </div>
Italics <em>	<em>risk</em> or <em>risks</em>	<div style="border: 1px solid black; padding: 5px;"> <p><b>Click here to associate a risk with an incident</b></p> <p>Please select the <i>risk</i> or <i>risks</i> that this incident relates to</p> </div>
Underline <u>	<u>risk</u> or <u>risks</u>	<div style="border: 1px solid black; padding: 5px;"> <p><b>Click here to associate a risk with an incident</b></p> <p>Please select the <u>risk</u> or <u>risks</u> that this incident relates to</p> </div>
Bold/Italic <b><em>	<b><em>Not Required</em></b>	<div style="border: 1px solid black; padding: 5px;"> <p><b>Action Taken</b></p> <p>Specify any action taken to prevent a recurrence of this type of event. If no action is necessary, write <b><i>Not Required</i></b></p> </div>
Line break  	Nominate the severity of this incident, using the <b><em>Incident Severity Rating</em></b> document.  To view and select an Incident severity rating for this incident, click on the icon next to this document.	<div style="border: 1px solid black; padding: 5px;"> <p><b>Outcome</b></p> <p>Nominate the severity of this incident, using the <b><i>Incident Severity Rating</i></b> document.</p> <p>To view and select an Incident severity rating for this incident, click on the icon next to this document.</p> </div>
Paragraph Break with line of space <p>	Nominate the severity of this incident, using the <b><em>Incident Severity Rating</em></b> document. <p>To view and select an Incident severity rating for this incident, click on the icon next to this document.	<div style="border: 1px solid black; padding: 5px;"> <p><b>Outcome</b></p> <p>Nominate the severity of this incident, using the <b><i>Incident Severity Rating</i></b> document.</p> <p>To view and select an Incident severity rating for this incident, click on the icon next to this document.</p> </div>
Horizontal Rule <hr>	Nominate the severity of this incident, using the <b><em>Incident Severity Rating</em></b> document. <hr>To view and select an Incident severity rating for this incident, click on the icon next to this document.	<div style="border: 1px solid black; padding: 5px;"> <p><b>Outcome</b></p> <p>Nominate the severity of this incident, using the <b><i>Incident Severity Rating</i></b> document.</p> <hr/> <p>To view and select an Incident severity rating for this incident, click on the icon next to this document.</p> </div>

Tag	Example using the Tags	Sample tool tip
<p>Bullet points</p> <p>&lt;UL&gt;</p> <p>&lt;LI&gt;</p>	<p>&lt;ul&gt;&lt;li&gt;&lt;b&gt;Minimal:&lt;/b&gt; No harm, injury, loss or increased care.&lt;/li&gt;</p> <p>&lt;li&gt;&lt;b&gt;Minor:&lt;/b&gt;Injury, harm or loss sustained requiring increased care, observations.&lt;/li&gt;</p> <p>.....</p> <p>&lt;li&gt;..... a significant event.&lt;/li&gt;&lt;/ul&gt;</p>	<div style="border: 1px solid black; padding: 5px;"> <p><b>INCIDENT OUTCOME</b></p> <hr/> <p>Please specify the immediate outcome of the incident....</p> <ul style="list-style-type: none"> <li>● <b>Minimal:</b> No harm, injury, loss or increased care.</li> <li>● <b>Minor:</b>Injury, harm or loss sustained requiring increased care, observations.</li> <li>● <b>Moderate:</b> Injury, harm or loss sustained resulting in increased length of stay and/or additional medical intervention.</li> <li>● <b>Major:</b> Injury sustained resulting in disfigurement, permanent harm, surgical intervention or event constituting physical assault.</li> <li>● <b>Serious:</b>Life threatening or fatal events and all events constituting a significant event.</li> </ul> </div>
<p>Number points</p> <p>&lt;OL&gt;</p> <p>&lt;LI&gt;</p>	<p>&lt;ol&gt;&lt;li&gt;&lt;b&gt;Minimal:&lt;/b&gt; No harm, injury, loss or increased care.&lt;/li&gt;</p> <p>&lt;li&gt;&lt;b&gt;Minor:&lt;/b&gt;Injury, harm or loss sustained requiring increased care, observations.&lt;/li&gt;</p> <p>.....</p> <p>&lt;li&gt;.....a significant event.&lt;/li&gt;&lt;/ol&gt;</p>	<div style="border: 1px solid black; padding: 5px;"> <p><b>INCIDENT OUTCOME</b></p> <hr/> <p>Please specify the immediate outcome of the incident....</p> <ol style="list-style-type: none"> <li>1. <b>Minimal:</b> No harm, injury, loss or increased care.</li> <li>2. <b>Minor:</b>Injury, harm or loss sustained requiring increased care, observations.</li> <li>3. <b>Moderate:</b> Injury, harm or loss sustained resulting in increased length of stay and/or additional medical intervention.</li> <li>4. <b>Major:</b> Injury sustained resulting in disfigurement, permanent harm, surgical intervention or event constituting physical assault.</li> <li>5. <b>Serious:</b>Life threatening or fatal events and all events constituting a significant event.</li> </ol> </div>

**FEEDBACK TOOL TIPS**

Feedback Tool Tips are accessed by selecting “(FB) Tool Tip definitions” from the Choose Maintenance List

The screenshot shows the 'List & Code Maintenance' window. The 'Choose Maintenance List' dropdown is open, listing various tool tip definitions. '(FB) ToolTip Definitions' is highlighted. The main table below has columns for 'Bottom Color' and 'Tooltip Type'. The table contains several rows with values like 'Yellow', 'Bisque', 'LightYellow', 'AliceBlue', and 'MOUSEOVER'.

Bottom Color	Tooltip Type
Yellow	MOUSEOVER
Bisque	MOUSEOVER
LightYellow	MOUSEOVER
Yellow	MOUSEOVER
AliceBlue	MOUSEOVER
Yellow	MOUSEOVER
Yellow	MOUSEOVER
Yellow	MOUSEOVER
Yellow	MOUSEOVER
Yellow	MOUSEOVER
Yellow	MOUSEOVER
Yellow	MOUSEOVER
Yellow	MOUSEOVER

The screenshot shows the 'List & Code Maintenance' window with '(FB) ToolTip Definitions' selected in the dropdown. The main table has columns for 'Field', 'Top Tip', 'Bottom Tip', 'Top Color', 'Bottom Color', and 'Tooltip Type'. The table contains four rows of data.

Field	Top Tip	Bottom Tip	Top Color	Bottom Color	Tooltip Type
TextBox; (Feedback); Details	Details	Please detail all the issues cor	Azure	Yellow	MOUSEOVER
ListBox; (Feedback); Type Of	<b>Type of Feedback</b>	Please select the type of feed	Azure	AliceBlue	MOUSEOVER
Button; (Actions); Add Action	List of Actions	Please enter each action that	Azure	Yellow	MOUSEOVER
Button; (Issues); Add Issue	Complaint issues	If the complaint contains mor	Azure	Yellow	MOUSEOVER

To create a new tool tip press **New** or **CTRL+SHIFT+N**. Fill in the details as described below

- **Field:** Most of the labels under the **Field** column will display
  - The type of field first eg. ListBox, TextBox, Button
  - The location of the field
    - (Feedback) - on the main feedback form
    - *Note: Some of these fields will be those found in the Complainant and Consumer sections*
    - (Issues) – fields on the pop-up issues window
    - (Actions) – fields on the pop-up actions window
    - (Complainant) – fields in the Complainant section
    - (Consumer) – fields in the Consumer section
    - (Journals) – fields in the Journal pop-up window
    - (Contact) – not used – the Complainant and Consumer sections are used instead
  - The label of the field.
- Select the label of the field or button from the drop down list that you wish to associate the tool tip with.

- Follow the steps outlined in the “**Incident Tool Tips**” section to create your tool tips