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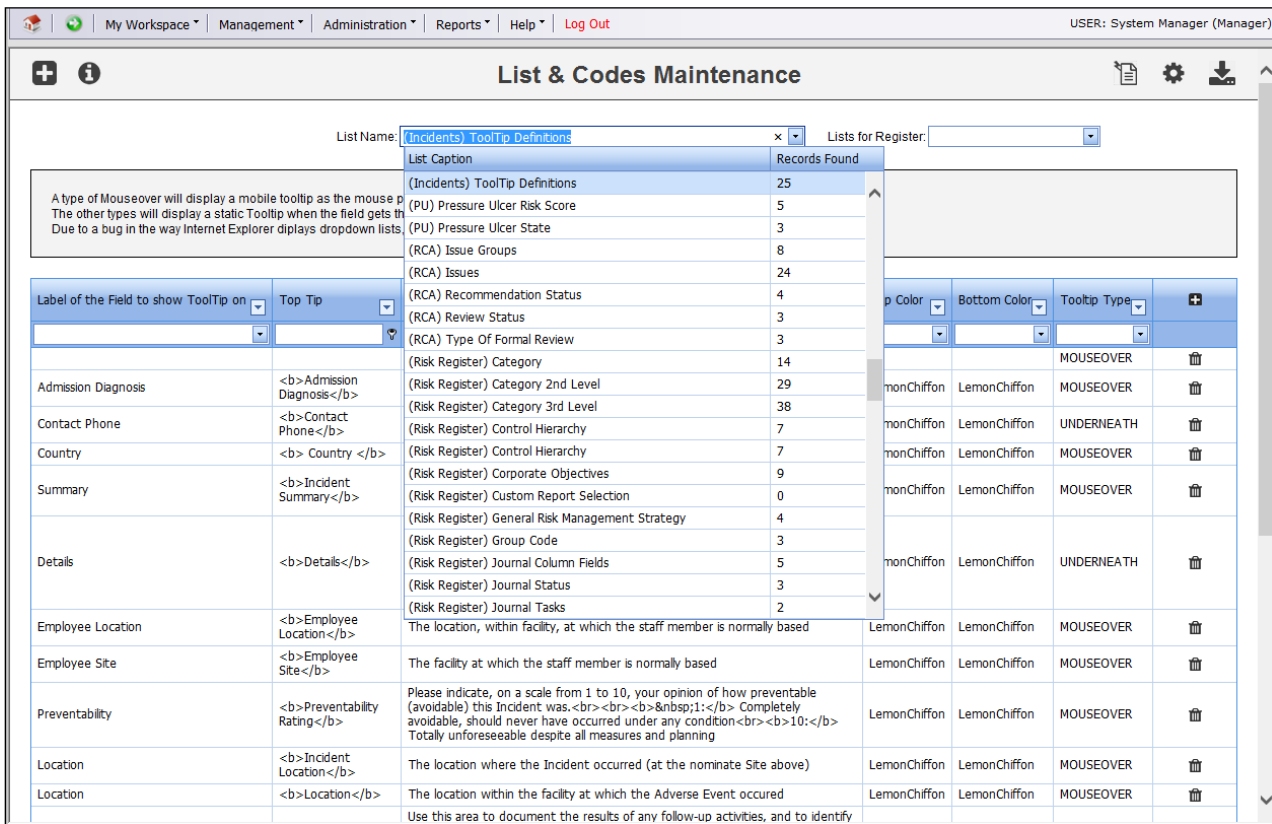
To create a new tool tip press **New** or **CTRL+SHIFT+N**. Fill in the details as described below

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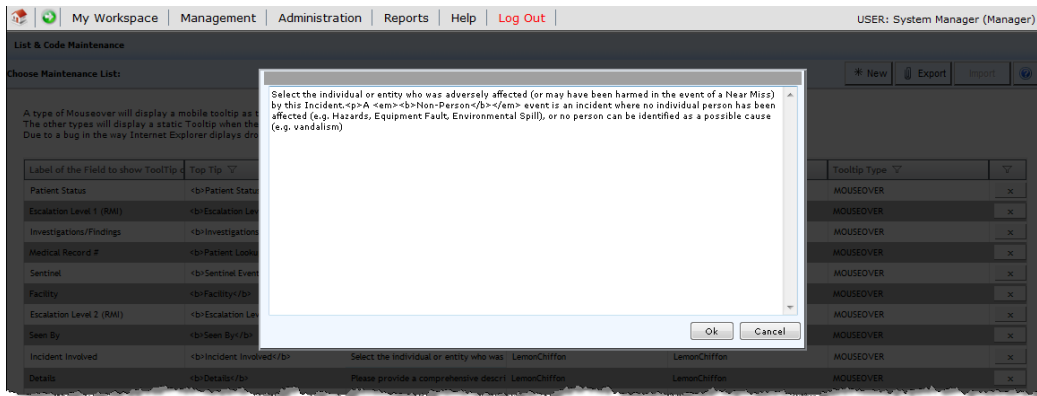
Note: If you wish to format your text in the top tip eg. Italicise, bold, underline, line breaks, centre, then HTML code is required - see examples on the following pages. For any additional formatting contact RiskMan support: noreply.SupportHUB@rldarix.com

- **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

- **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
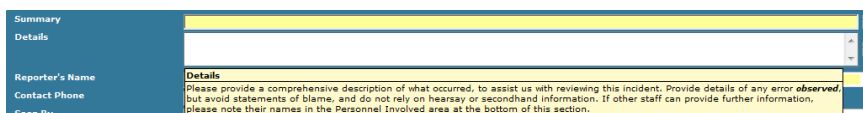
Example of MOUSEOVER
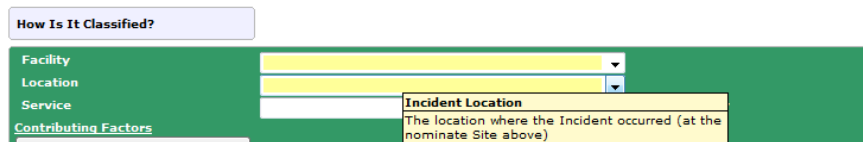
Example: TOPRIGHT

Example: LOWERRIGHT

Example: UNDERNEATH

TOOL TIP EXAMPLES – USING HTML CODE

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

Tag	Example using the Tags	Sample tool tip
Bullet points <UL> <LI>	** **Minimal: No harm, injury, loss or increased care.** ** ** **Minor:Injury, harm or loss sustained requiring increased care, observations.** ** .... ** **................. a significant event.** **	**INCIDENT OUTCOME** Please specify the immediate outcome of the incident.... • **Minimal:** No harm, injury, loss or increased care. • **Minor:**Injury, harm or loss sustained requiring increased care, observations. • **Moderate:** Injury, harm or loss sustained resulting in increased length of stay and/or additional medical intervention. • **Major:** Injury sustained resulting in disfigurement, permanent harm, surgical intervention or event constituting physical assault. • **Serious:**Life threatening or fatal events and all events constituting a significant event.
Number points <OL> <LI>	** **Minimal: No harm, injury, loss or increased care.** ** ** **Minor:Injury, harm or loss sustained requiring increased care, observations.** ** .... ** **................a significant event.** **	**INCIDENT OUTCOME** Please specify the immediate outcome of the incident.... 1. **Minimal:** No harm, injury, loss or increased care. 2. **Minor:**Injury, harm or loss sustained requiring increased care, observations. 3. **Moderate:** Injury, harm or loss sustained resulting in increased length of stay and/or additional medical intervention. 4. **Major:** Injury sustained resulting in disfigurement, permanent harm, surgical intervention or event constituting physical assault. 5. **Serious:**Life threatening or fatal events and all events constituting a significant event.

FEEDBACK TOOL TIPS

Feedback Tool Tips are accessed by selecting **"(FB) 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

- **Field:** Most of the labels under the **Field** column will display
    - o   The type of field first eg. ListBox, TextBox, Button
    - o   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
    - o   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