

3 Check for Case / Request Access

Before starting a new Case on eEHA, you must **check whether one already exists** for the child/young person on the system.

IMPORTANT NOTE: Please do not create a new case unless you are certain that the child does not already exist on the system. please contact the helpdesk if you need support in finding any cases.

The screenshot shows the eEHA system interface. At the top left is the 'Holistix' logo. In the center, it says 'Welcome to the eEHA system'. On the right, there are logos for 'TOWER HAMLETS' and 'early help' with the tagline 'Right Help, Right Time'. Below these is a blue navigation bar with the text 'Logged in as Shanur Miah' and a 'Log out' button. On the far right of this bar, it says 'Client: TowerHamlets', 'Version: V4.2.9', and 'Environment: Live'. Below the navigation bar are several tabs: 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The 'Check for case' tab is highlighted with a blue background and a red arrow points to it from a green callout box on the right. Below the tabs is a section titled 'My messages' with a help icon. A text block below says: 'This page is your Family eCAF inbox. Select the message subject to read the whole message. You can only send messages from within a case, but can reply to existing messages from this page.' Below this is a navigation area with buttons for 'Inbox', 'Sent', 'Filed', and 'Deleted', and a search box. A table of messages is shown below, with columns for 'Flag', 'Subject', 'From', 'Case Id', 'Received', and 'Read'. The first message is from 'Mack TheKnife' with subject 'Mack TheKnife is requesting access to case 8341'. Below the table are navigation controls like '<< (1) << Prev 1 Next >> (1) >>' and a 'Page Size' dropdown set to '10'. At the bottom left, there is a 'Delete' dropdown menu and an 'Update' button.

Click on the 'Check for case' tab

EHA User Guide – Practitioner Manual

This is the Check for Case page. Here you can search for existing cases on the system:

Holistix

Welcome to the eEHA system



Logged in as Shanur Miah (Trainer) [Log out](#) Client: TowerHamlets
Version: V4.2.3 Environment: Training

My Messages My cases **Check for case** My settings My messages Administration Help

Before creating a new case you must first search Holistix for the case member you wish to add.

Check for case

[Reset](#)

This screen allows you to check if a case already exists for a family on LBTH eEHA. Please enter the Family Name, Gender, date of birth or an approximate age and select 'Search'.

[Search](#)

Search Criteria

To check if a LBTH eEHA case exists for a case member, please enter at least their family name, gender and either a date of birth or an approximate age for the case member person you wish to find.

Case Id	<input type="text"/>
Family name *	<input type="text"/>
Given name(s)	<input type="text"/>
Gender	<input type="text"/>

Enter a date of birth and optionally the case member's current age. If using case member's current age, it must be within +/- one year of their actual age, else the Date of Birth must be their actual Date of Birth. The age of an unborn family member should be entered as 'Prenatal'.

Date of Birth	<input type="text"/>
Current age	<input type="text"/>

Primary Address

Please enter a postcode to search for

Address Details

Line 1	<input type="text"/>
Line 2	<input type="text"/>
Line 3	<input type="text"/>
Line 4	<input type="text"/>
Line 5	<input type="text"/>
Postcode	<input type="text"/>

[Search](#)

Use of LBTH eEHA is subject to the following Acceptable use policy.



1. Enter all relevant search criteria to look for a case. The Family Name is mandatory and is usually the Surname of the family.

****NOTE****

You can use '%' sign in the family name to override the mandatory field if you do not have this information. This will allow you to then use other search criteria such as Date of Birth (Format: DD/MM/YYYY) or if you have a Case ID then this will make the search easier and more accurate.

2. Click on 'Search' button



If **no matching child** is found you will see this message:

The screenshot shows the Holistix web application interface. At the top left is the 'Holistix' logo. Below it is a blue navigation bar with 'LBTH' on the left, 'Logged in as David QES Test 0910' in the center, and 'Log out' on the right. To the right of the navigation bar, it says 'Client: TowerHamlets', 'Version: V2.1.0', and 'Environment: UAT'. Below the navigation bar is a grey menu bar with 'My Messages', 'My cases', 'Check for case' (highlighted with a blue callout), 'My settings', and 'Help'. The main content area is titled 'Initial Results' with a help icon. Below the title, it says 'The following open eCAF cases match your criteria. Select the case ID to view contact details for the case coordinator, or to request access to the case.' There is a light blue callout box with an information icon and the text 'To create a new case using the details you entered, click the New Case button', with a 'New Case' button to its right. Below this, a message box contains the text 'No cases were found matching your search criteria', which is circled in orange. At the bottom left, there is a link to the 'Acceptable use policy' and the QES logo.

If a **case does exist** for the child, they will appear in the **results screen** below (If too many results match you may need to define the search criteria more closely):

The screenshot shows the eEHA system interface. At the top left is the 'Holistix' logo. In the center, it says 'Welcome to the eEHA system'. On the right, there are logos for 'Tower Hamlets' and 'early help Right Help, Right Time'. Below these, it indicates the user is logged in as 'Shanur Miah' with a 'Log out' button. System information shows 'Client: TowerHamlets', 'Version: V4.2.9', and 'Environment: Live'. A navigation bar contains 'My Messages', 'My cases', 'Check for case' (highlighted with a blue callout), 'My settings', and 'Help'. The main content area is titled 'Initial Results' and contains a message: 'The following open eCAF cases match your criteria. Select the case ID to view contact details for the case coordinator, or to request access to the case.' Below this is a 'New Case' button. A table lists search results with columns: Case Id, Family name, Given names, Date of birth, Gender, Primary address, and Source. The first row is highlighted, and a red arrow points from a green callout box to the 'Family name' cell. At the bottom, there is a pagination control showing page 1 of 54 and a 'Page Size' dropdown set to 10. A footer note states 'Use of Family eCAF is subject to the following Acceptable use policy.' and the 'QES' logo is in the bottom left corner.

Case Id	Family name ▲	Given names	Date of birth	Gender	Primary address	Source
3076	Adam Test	Ann	01/10/2013	Female		Family eCAF, CM
7087	Adams Test	Jamie	14/08/2011	Male	127 Rugby Road, CV3 2AY	Family eCAF, CM
1599	Adam-test	Robert	12/02/2007	Male		Family eCAF, CM
330	Ali Test7	Wood	04/09/2008	Male		Family eCAF, CM
4501	alitest	john	02/10/1997	Male	13, e14 2ls	Family eCAF, CM
7972	Allen Test	Gerard	04/12/2007	Male		Family eCAF, CM
2765	Baba test	Ali	12/12/2001	Male		Family eCAF, CM
858	Bear-test	Fred	04/05/2006	Male		Family eCAF, CM
2083	begum test	asma	27/07/2007	Female		Family eCAF, CM

Click on the correct Case to view full child and Case Co-ordinator details.

You will be taken to the **Detailed Case Results** page:

The screenshot shows the Holistix web application interface. At the top, there is a navigation bar with the logo 'Holistix' and 'LBTH'. The user is logged in as 'David QES Test 0910' and can click 'Log out'. The client is 'TowerHamlets', version 'V2.1.0', and environment is 'UAT'. The main navigation includes 'My Messages', 'My cases' (highlighted), 'Check for case', 'My settings', and 'Help'. Below this is a 'Detailed Results' section with a help icon. The main content area is divided into several sections: 'Case Details' (Case Id: 3076, Start Date: 12/08/2014), 'Case Coordinator Details' (Case Coordinator: Trainer4 Trainer4, National service list category: Additional Services, Phone: 020 73641965, Email: Unknown), 'Case Coordinator Manager Details' (Name: Unknown, National service list category: Unknown, Phone: Unknown, Email: Unknown), and 'Case Children'. Under 'Case Children', a card for 'Ann' is shown with her details: Name: Adam Test, Ann; Gender: Female; Date of birth: 01/10/2013. Below this is a 'Primary Address' section with fields for Line 1-5 and Postcode. At the bottom, there is a 'Case Adults' section with similar fields. A 'Back' button and a 'Request case access' button are at the bottom left. A footer note states 'Use of Family eCAF is subject to the following Acceptable use policy.' and the QES logo is in the bottom left corner.

1. Check details

2. If the Case is correct, click on 'Request case access.'

If the case is currently closed, please do **contact us** as we can open this for you and provide the necessary access

You will then be able to complete a message to the Case Coordinator, stating **the reason you are requesting access to the case:**

Request Case Access ?

This page will send a message to the case coordinator of the case that you are interested in. Please provide some background as to why you require access to this case. The case coordinator will then arrange any next steps.

Case Id	9675
Case Coordinator	Rahena Chowdhury
Subject	<input type="text" value="_____ is requesting access to case 9675"/>
Reason for access	<input type="text" value="Case Id: 9675"/>

[Send](#)

1. Enter the reason why you are requesting access to the case

2. Click on 'Send'

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).

The **Case Co-ordinator** will receive the message, and choose whether or not **consent** can be granted.

The screenshot shows the eEHA system interface. At the top left is the **Holistix** logo. To its right is the text "Welcome to the eEHA system". Further right are logos for "TOWER HAMLETS" and "early help Right Help, Right Time". A blue navigation bar contains the text "Logged in as Shanur Miah" and a "Log out" button. On the right side of this bar, it says "Client: TowerHamlets", "Version: V4.2.9", and "Environment: Live". Below the navigation bar is a menu with "My Messages" (highlighted with a blue callout), "My cases", "Check for case", "My settings", and "Help". The main content area shows a breadcrumb "My Messages > View Message" and a "My messages" section with a help icon. Under "Message Details", there is a table with the following information:

Related to Case	9327 - QES assessment check
From	David User2
Sent	09/10/2017 12:21:42
Subject	David User2 is requesting access to case 9327
Message	Case Id: 9327

Below the table are two buttons: "Forward/Reply" and "Go To Case". A red arrow points from the "Go To Case" button to the text below the screenshot.

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

If consent is granted, the Case Co-ordinator can click to **Go To Case**; where they can add the new consent and grant access to the practitioner.