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 sytem.

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.

Click on the 'Check for case' tab

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

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

V3.2 April 2020: Shanur Miah – MIS Data Quality Officer Early Help IT Service Desk Tel: 020 7364 6238 |Email: EarlyHelpIT@towerhamlets.gov.uk

QES

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

Holistix

LBTH   Logged in as **David QES Test 0910** [Log out ›]

Client: TowerHamlets
Version: V2.1.0
Environment: UAT

| My Messages | My cases | Check for case | My settings | Help |

Initial Results

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.

ⓘ **To create a new case using the details you entered, click the New Case button**   [New Case]

No cases were found matching your search critera

Use of Family eCAF is subject to the following Acceptable use policy.

QES

QES

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):

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

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

Holistix

LBTH	Logged in as **David QES Test 0910** Log out ▸	Client: TowerHamlets Version: V2.1.0 Environment: UAT

My Messages	My cases	Check for case	My settings	Help

Detailed Results ❓

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

Case Children

Ann

Name	Adam Test, Ann
Gender	Female
Date of birth	01/10/2013

Primary Address

Line 1	
Line 2	
Line 3	
Line 4	
Line 5	
Postcode	

Case Adults

Name	
Gender	
Date of birth	

Primary Address

Line 1	
Line 2	
Line 3	
Line 4	
Line 5	
Postcode	

Back   **Request case access**

Use of Family eCAF is subject to the following Acceptable use policy.

QES

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**:

QES

Holistix

Welcome to the eEHA system

Logged in as **Shan TestAccount** Log out ›

Client: TowerHamlets
Version: V4.2.9
Environment: Live

| My Messages | My cases | Check for case | My settings | My reports | Help |

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	is requesting access to case 9675
Reason for access	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.

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QES

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

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.