

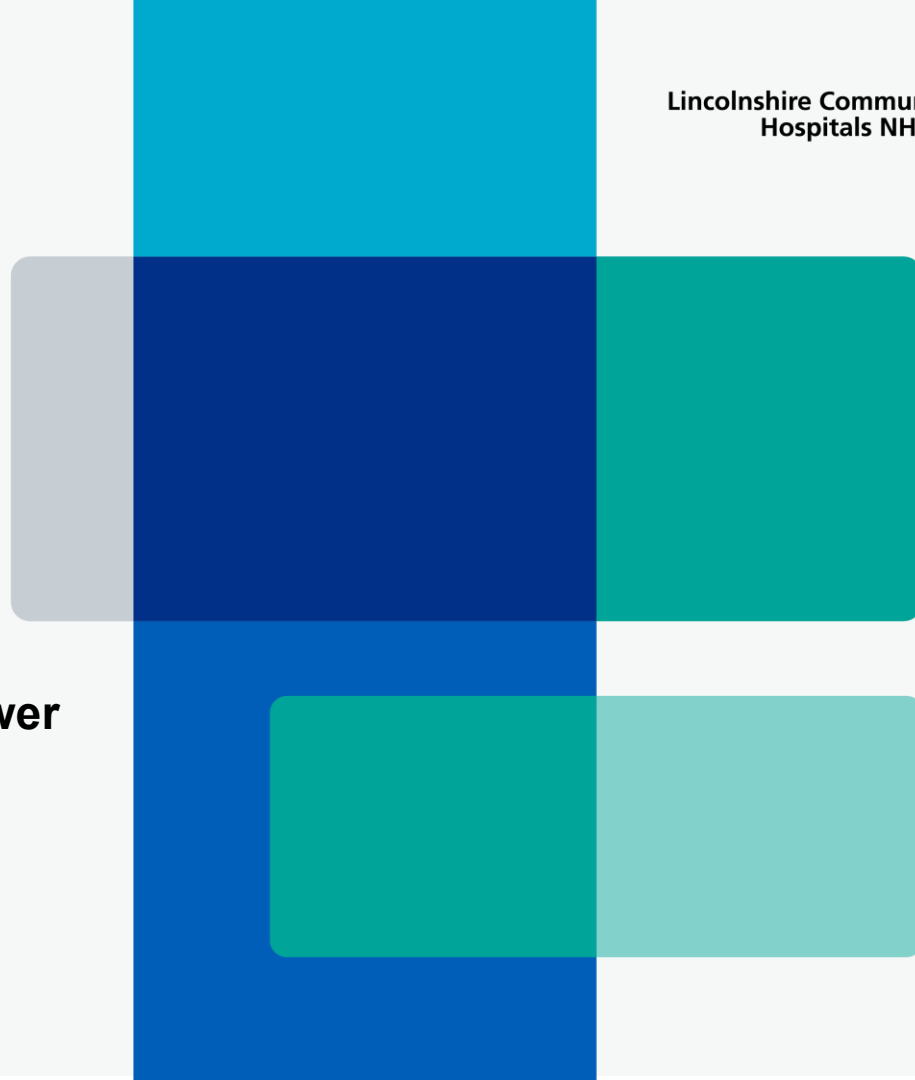


Lincolnshire Community and
Hospitals NHS Group

Opto Health: Streaming Platform

Opto Document Viewer & Audit Viewer User Overview Guide

*Empowering front-door teams to support safe,
effective patient access*





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Administrators guide to running Opto Health digital streaming product

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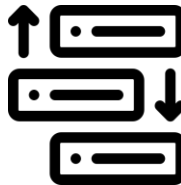
1. What Is Opto Health?



A digital check-in
and streaming
platform for the
front door



Patients answer
symptom questions
on arrival via
smartphone or
tablet



Generates acuity
score, presenting
complaint, risk flags,
and suggested
pathway

Important

Opto does NOT diagnose.

Does NOT replace clinical judgement.

Does NOT autonomously stream.

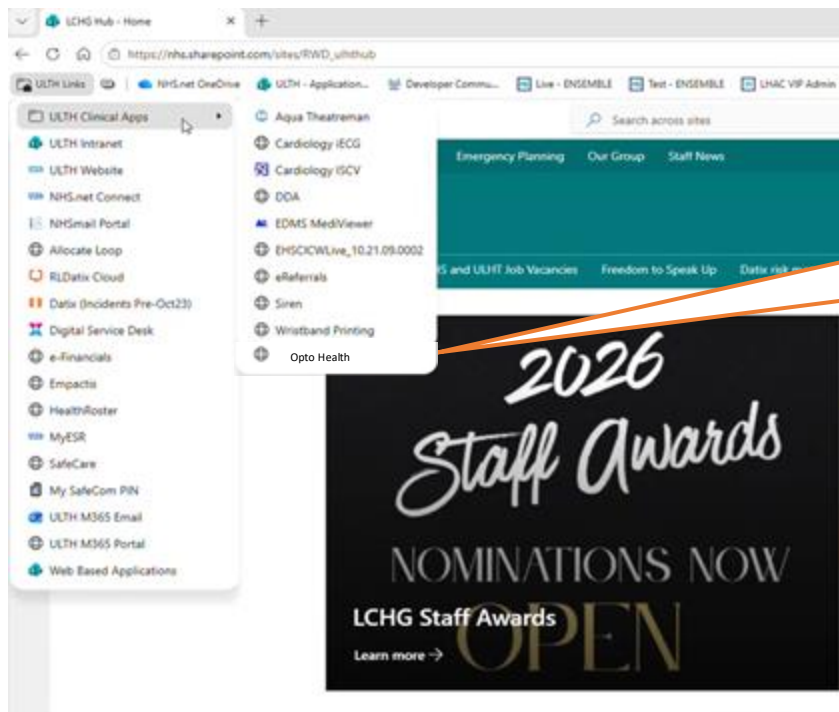
Final clinical responsibility remains with the reviewing clinician at all times.



2. Opto Assessment Document Viewer Access

2.1 How to view Opto Assessment from CareFlow

By loading your internet browser, you will find a shortcut in ULTH Links that will automatically allow you to login to Opto assessment document viewer



The Opto Document Viewer will appear as a bookmark in the ULTH Clinical Apps menu in your browser.

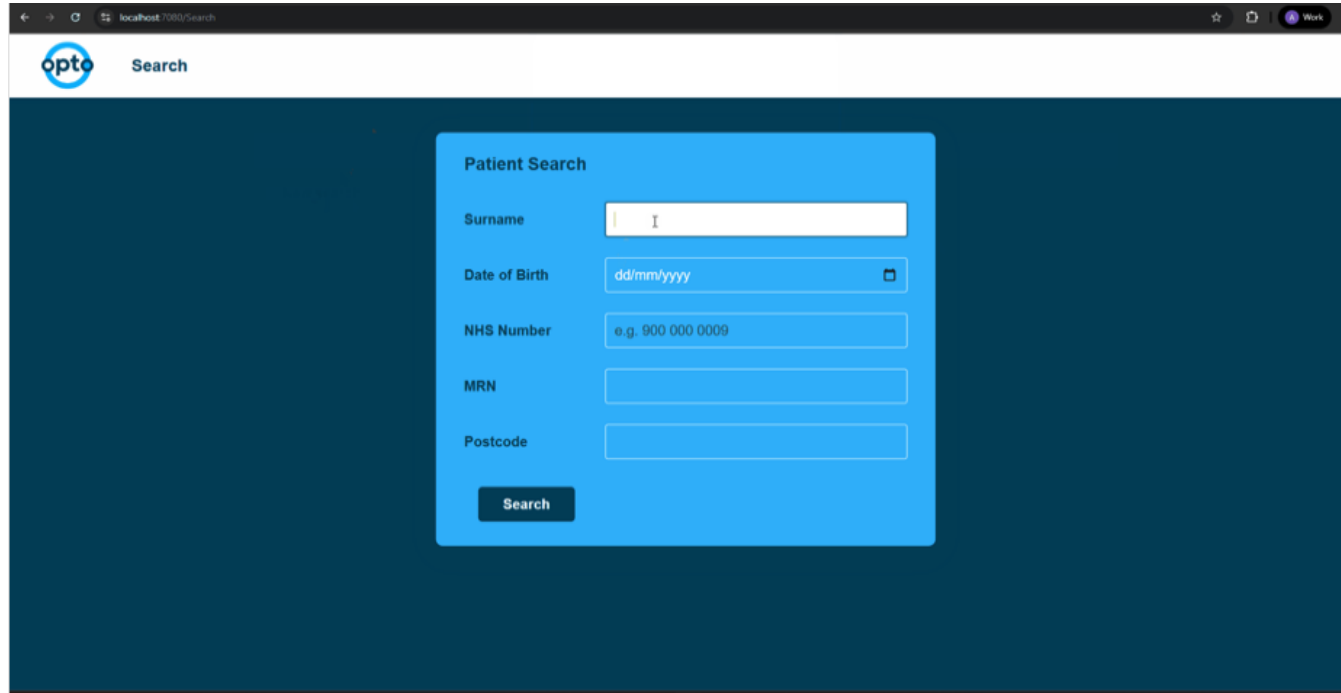
On opening the link you will be logged in automatically

Response	Percentage
Yes	100%
No	0%

From a patient record in SystemOne click on the Opto button on the toolbar to launch the most recent Opto streaming document in your browser

2.4 Accessing the Opto Assessment Document Viewer

Once your internet browser has opened, you can search for your patient using their patient identifiable details. You will automatically be logged in. If you are not, please contact the IT Helpdesk.



The screenshot shows a web browser window with the address bar displaying 'localhost:7080/Search'. The page features the 'opto' logo and the word 'Search' in the top left corner. The main content area has a dark blue background. Centered on this background is a light blue rectangular box titled 'Patient Search'. Inside this box, there are five input fields: 'Surname' (containing the letter 'I'), 'Date of Birth' (with a placeholder 'dd/mm/yyyy' and a calendar icon), 'NHS Number' (with a placeholder 'e.g. 900 000 0009'), 'MRN', and 'Postcode'. Below these fields is a dark blue button with the text 'Search' in white.

2.4.1 Accessing the Opto Assessment Document Viewer

A list of patients will appear, to view the assessment, click **view** next to the correct patient to open their Opto assessment.

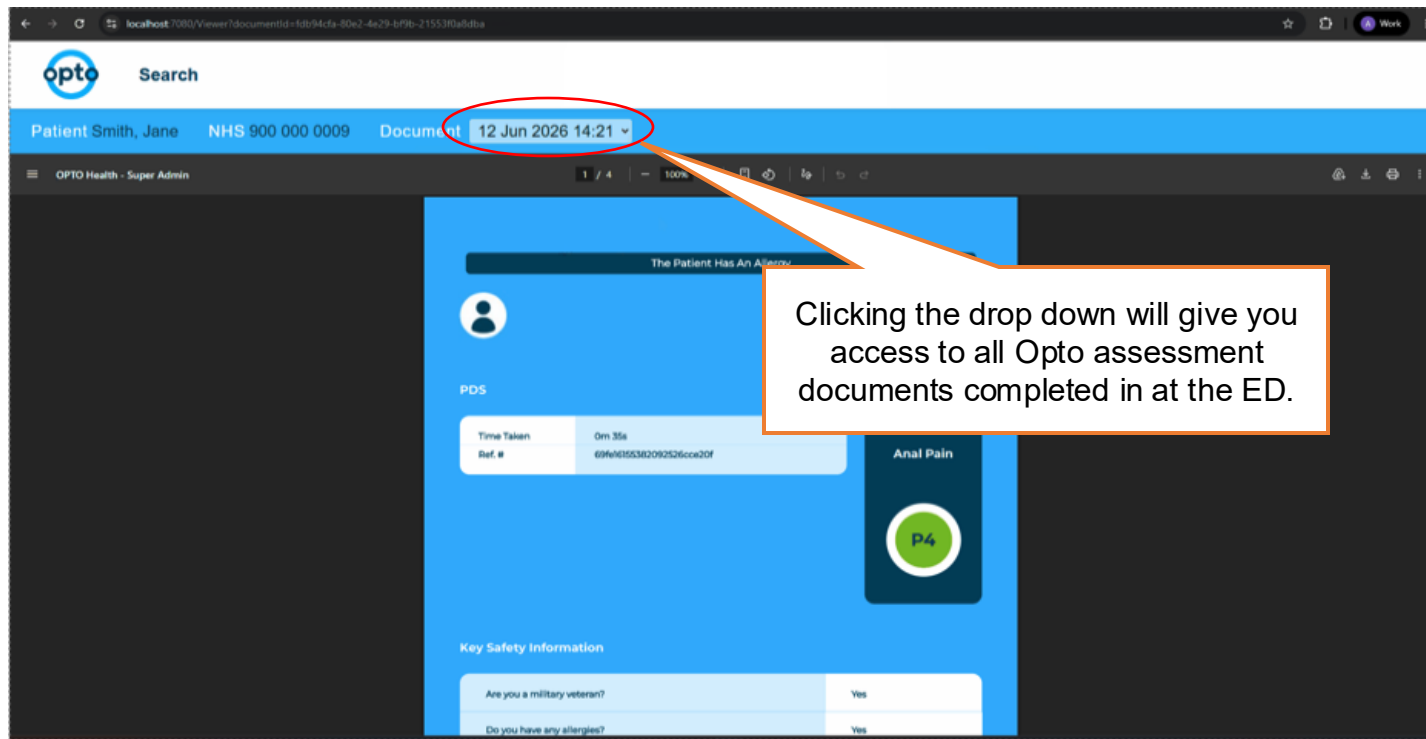
The screenshot shows a web application interface for searching patient records. At the top left is the 'opto' logo and a 'Search' button. Below this is a 'Search Results' section with a table. The table has columns for Name, Date of Birth, NHS Number, MRN, and Documents. The first row shows 'Smith, Jane' with 2 documents. A red circle highlights the '2' in the 'Documents' column, with a callout box stating: 'Click view to see the Opto assessments related to the patient'. Another red circle highlights the 'View' link in the same row, with a callout box stating: 'The number of documents is the number of times patient a has completed an Opto Assessment in ED department'. The table also includes a 'New search' button at the bottom.

Name	Date of Birth	NHS Number	MRN	Documents	
Smith, Jane	15 Jun 1985	900 000 0009	MRN-001	2	View
Smth, Jane	15 Jun 1985	900 000 0001	MRN-006	0	
Smth, Maria	17 Jan 2001	---	MRN-005	0	
Smth, Priya	08 Nov 1990	900 030 0025	MRN-008	0	
Smth, Robert	22 Mar 1972	900 000 2017	MRN-007	0	
Smth, Thomas	30 Aug 1955	900 400 0033	MRN-009	0	

[New search](#)

2.4.2 Accessing the Opto Assessment Document Viewer

When in the viewer, you will have access to all previous Opto assessment, please ensure you are viewing the correct assessment.



2.4.3 Examples of Opto Assessment PDF

Patient Details

PDS

First Name
Last Name
Date of Birth
Gender
Medicare No.
DVA No.
Phone Number
Postal Code
Time Taken 0m 36s

enting
plaint

Back Pain

P2

Public Health Questions

Have they travelled outside of the UK in the past 21 days? No

Isolation Questions

Are they having radiotherapy?

Are they having chemotherapy?

Are they having immunotherapy or are you immunosuppressed? No

Clinical assessment

How long have they had their back problem? Less than 24 hours

Do they have pain? Yes

Questions answered at checkin

Did this pain come on suddenly? Yes

Do they have chest pain? Yes

How bad is the pain? Yes

Are they short of breath? Yes

Do they have abdominal (tummy) pain? Yes

Have they had any moments of being unconscious? Yes

Are they pregnant? Yes

How many weeks pregnant are they? *12

Do they have vaginal bleeding? Yes

Do they have pain in their shoulder? Yes

Do they have any new weakness in one of their arms or legs? Yes

Are they having difficulty walking? Yes

Can they put full weight on both legs? No

Do they have new or worsening numbness (pins and needles) to their genital area? Yes

Have they had faecal incontinence (pooping by accident)? Yes

Have they had urinary incontinence (wetting themselves)? Yes

When did they last pass urine (pee)? More than 12 hours ago

Is their urine (pee) red, pink or brown? Yes

Do they take any anticoagulants (blood thinners)? Yes

Do they have a blood clotting disorder? Yes

Do they have blood clots in their urine (pee)? Yes

Have they had surgery within the last 6 weeks? Yes

Do they have a fever (temperature more than 38°C or 100°F)? Yes

Do they feel muddled or confused? Yes

Have they vomited (been sick)? Yes

Is there blood in their vomit? Yes

Are they up to date with their vaccinations? Yes

Have you given them any medication? Yes

Please tell us what medications they have taken and when: *Paracetamol

Do they take any regular medication? Yes

Please tell us what these medications are: *Ibuprofen

Do you think they are at risk of domestic abuse? Yes

Do they feel safe at home? No

Do they have any support from the following? CAMHS / CYPMHS / Mental Health Services

Does their family have any support from the following? Social Services

Is there anything else you wish to tell us? Yes

Please tell us: *Test

ECDS

Do they have any allergies? No

Are they here because of: An illness

Guide to Answer Types



3. Audit Log Viewer Opto Assessment Document

3.1 Accessing the Audit Log Viewer

To view the audit log of those who have accessed an Opto Assessment, go to the following link:
<https://optohealth.app.ulh.xlincs.nhs.uk/Audit>

You will then be presented with the screen below to filter by date range, user, or patient details.



Patients

Audit log

From (UTC) 28/07/2026 16:24 To (UTC) 30/07/2026 08:52

User MRN / NHS Number Organisation Filter

1-8 of 8 result(s)

Timestamp	User	Organisation	Patient MRN	NHS Number	Action	Parameters	Outcome
2026-07-29 09:43:57	test.user	LINCS	MRN-104	9000001004	VIEW_DOCUMENT	02f28aef-2723-47fd-833c-009850717111	SUCCESS
2026-07-29 09:07:17	test.user	LINCS	MRN-101	9000001001	VIEW_DOCUMENT	1174a1d4-4cfc-4c9b-a8c8-224c1681527e	SUCCESS
2026-07-29 09:00:58	test.user	LINCS	MRN-110	9000001010	VIEW_DOCUMENT	f8073acf-0f34-4bbe-b81e-3e5c98e5c614	SUCCESS
2026-07-28 17:08:51	test.user	LINCS	MRN-107	9000001007	VIEW_DOCUMENT	58b7e3b7-65c2-4a5e-b33f-7f01f3e62648	SUCCESS
2026-07-28 17:08:48	test.user	LINCS	MRN-107		PATIENT_SEARCH	mrn=MRN-107	RESULTS:1
2026-07-28 16:51:36	test.user	LINCS	MRN-101	9000001001	VIEW_DOCUMENT	e974f258-8c69-4984-a490-412bf6746aec	SUCCESS
2026-07-28 16:24:41	test.user	LINCS	MRN-102	9000001002	VIEW_DOCUMENT	c29277b3-74d2-47b8-ac55-585103d4200a	SUCCESS
2026-07-28 16:24:15	test.user	LINCS	MRN-101	9000001001	VIEW_DOCUMENT	8a32ed3f-83cf-4906-be58-fa519e3e5764	SUCCESS

3.2 View any Opto Assessments have been unopened

To understand if any Opto Assessments that have not been viewed by a clinician, go to the following link:
<https://optohealth.app.ulh.xlincs.nhs.uk/Unviewed>

You will then be presented with the screen below to filter by date.



Patients

Unviewed documents

From (UTC) To (UTC)

1–4 of 4 result(s)

Received At	Patient	MRN	NHS Number	Document Reference	Document Type
2026-07-24 12:12:11	Tester, Carol	MRN-103	9000001003	REF-MRN-103	application/pdf
2026-07-24 12:12:11	Tester, Frank	MRN-106	9000001006	REF-MRN-106	application/pdf
2026-07-24 12:12:11	Tester, Heidi	MRN-108	9000001008	REF-MRN-108	application/pdf
2026-07-24 12:12:11	Tester, Ivan	MRN-109	9000001009	REF-MRN-109	application/pdf