



Point-of-Care

User Guide

Marval Content Self-Service Portal

A Guide to the Marval Self-service System

Introduction

The DXS content logging system, Marval, allows you to add, track, and request updates on customised local ICB content.

Instructions

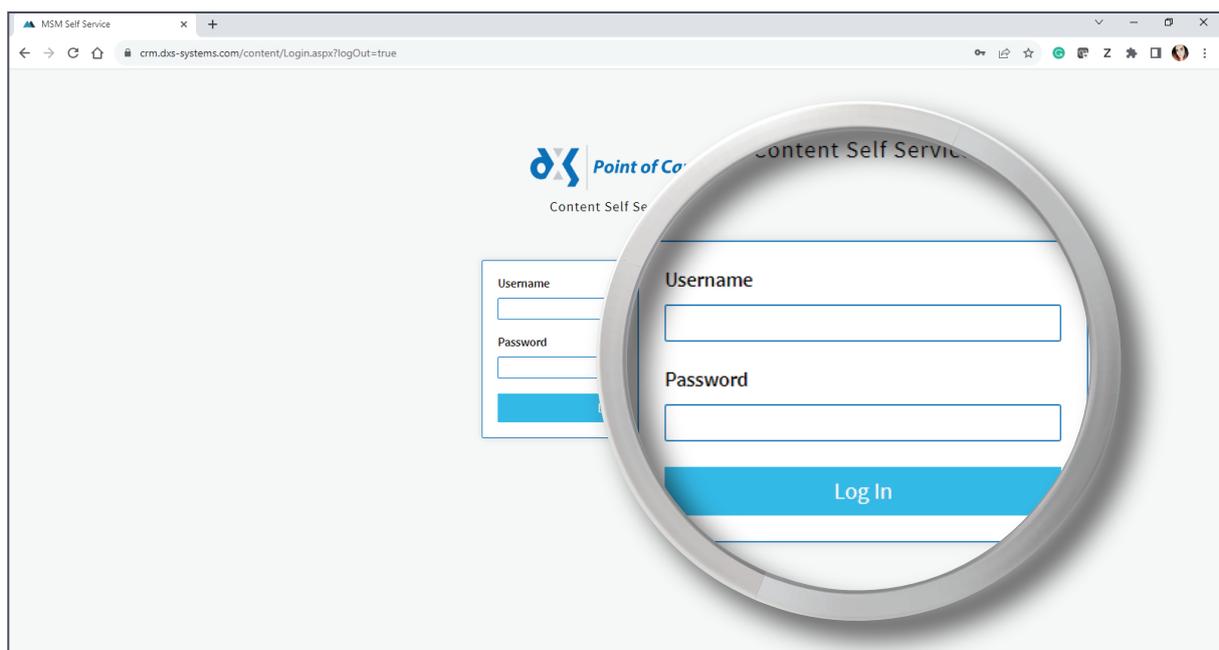
1. Logging into the Marval Self-service Content Portal

1.1 Login Details

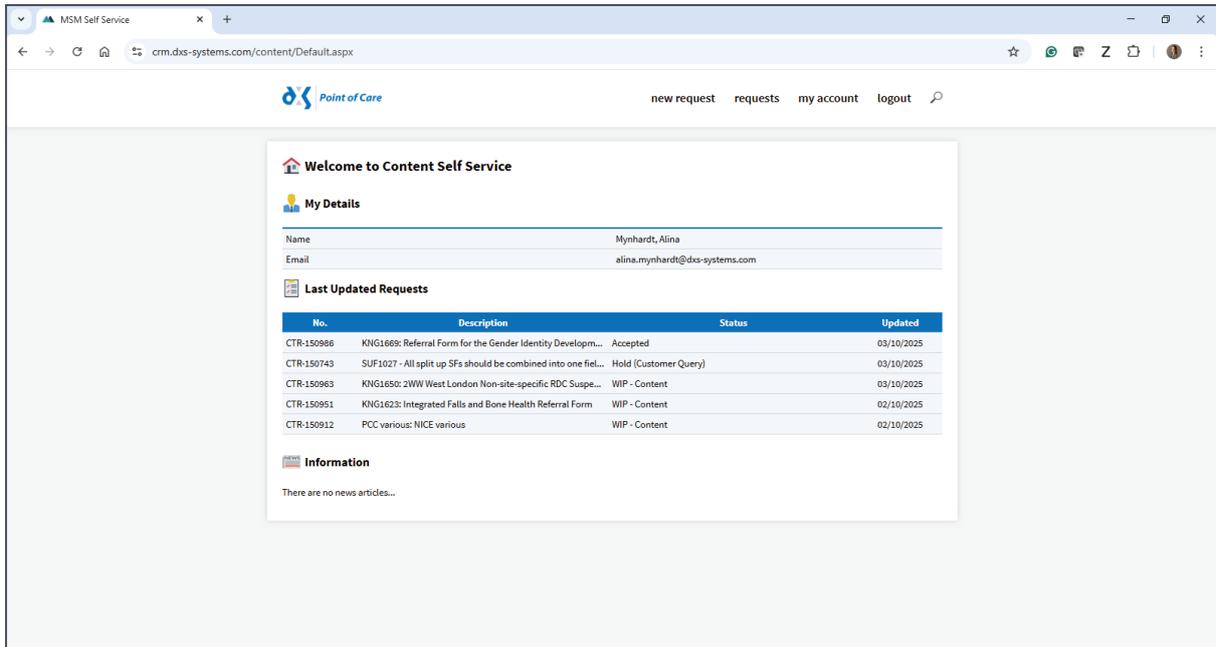
- Your dedicated Account Manager will provide you with login details. You will be given a URL, username, and password to log into the Marval Content Self-service System. You can also access the URL here: <https://crm.dxs-systems.com/content>.

1.2 Logging In

- When you navigate to the login webpage, you will see a login dialogue box. You can enter your login credentials (the username and password provided by your account manager(s)) here.

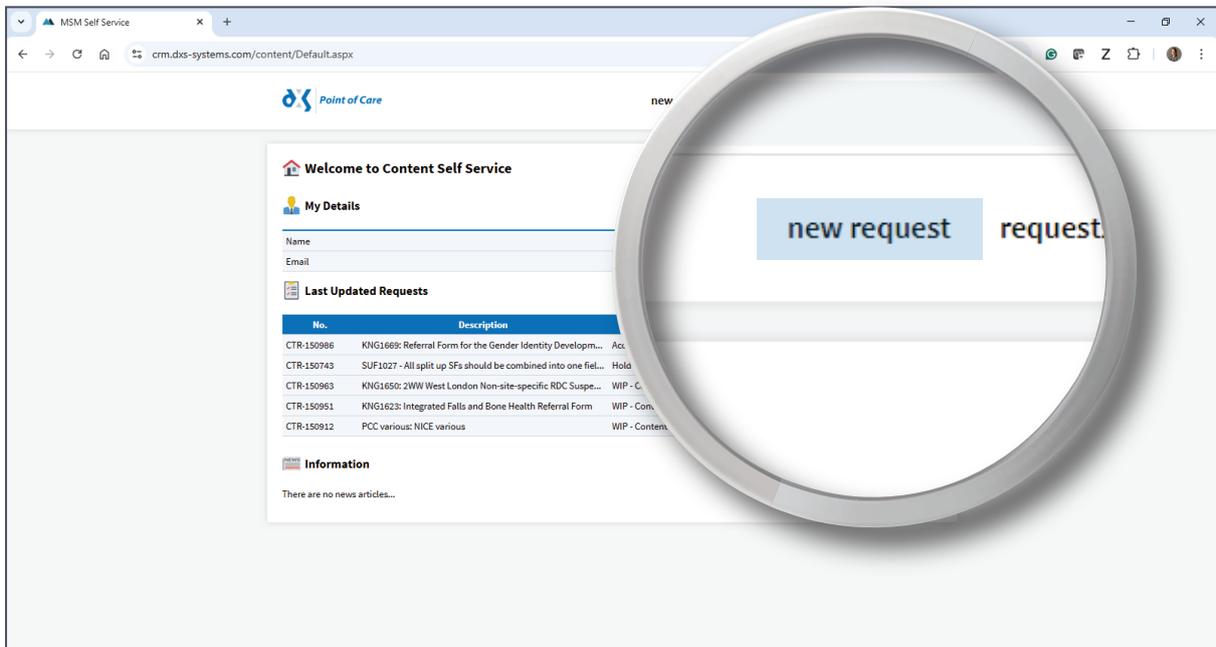


- Upon successful login, you will be navigated to the 'Welcome to Content Self Service' home screen. It will display your personal details and your last updated requests.



2. Adding New Content or Requesting Changes

- You can add new content or change current content by clicking the 'new request' button on the toolbar at the top of the screen.



- You can then fill out the different sections of the request according to content type and ICB requirements.

2.1 Request Details

The screenshot shows the 'Request Details' form in the MSM Self Service portal. A circular callout highlights the 'Destination' dropdown menu. The form includes the following fields and sections:

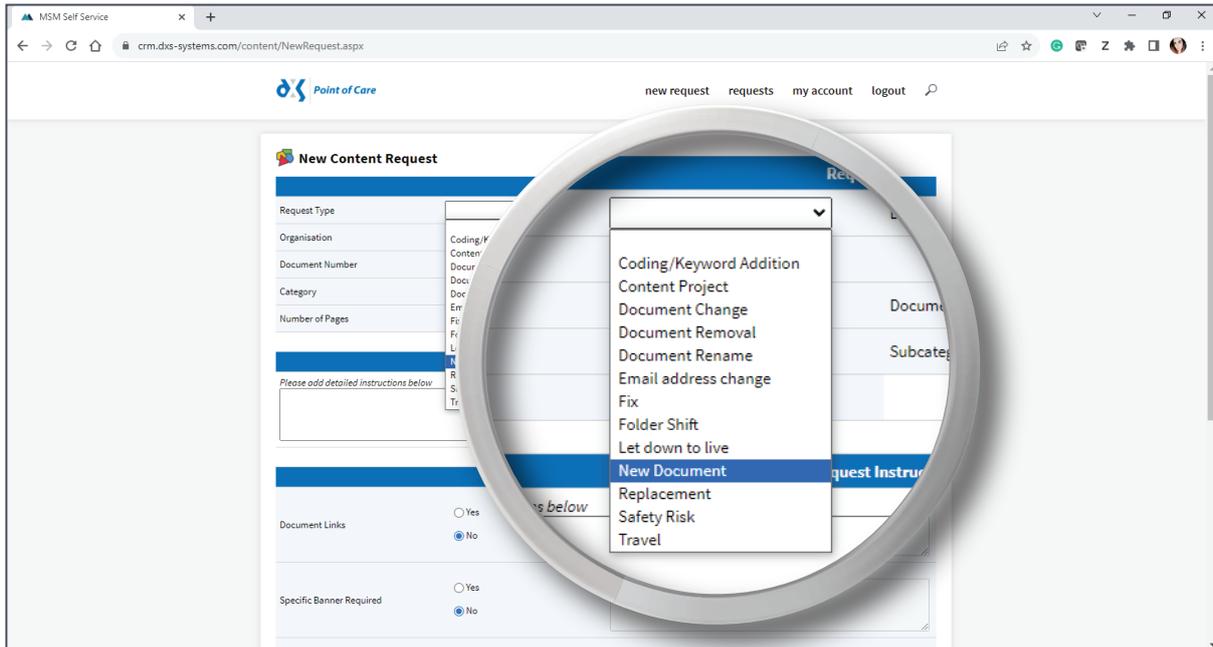
- Request Details:** Destination (dropdown), Document Name (text input), Subcategory (text input).
- Request Instruction:** Text area for instructions.
- Additional Instruction:** Section with two text areas: 'Add Document Link instructions below' and 'Add Banner instructions below'.
- Document Links:** Radio buttons for 'Yes' and 'No' (selected).
- Specific Banner Required:** Radio buttons for 'Yes' and 'No' (selected).

- High-level details of the piece of content for submission (document).
- Request Type*

The screenshot shows the 'New Content Request' form in the MSM Self Service portal. A circular callout highlights the 'Request Type' dropdown menu. The form includes the following fields and sections:

- New Content Request:** Request Type (dropdown), Organisation (text input), Document Number (text input).
- Request Details:** Destination (dropdown), Document Name (text input), Subcategory (text input).
- Request Instruction:** Text area for instructions.
- Additional Instruction:** Section with two text areas: 'Add Document Link instructions below' and 'Add Banner instructions below'.
- Document Links:** Radio buttons for 'Yes' and 'No' (selected).
- Specific Banner Required:** Radio buttons for 'Yes' and 'No' (selected).

- This is a drop-down menu that allows you to select from multiple types of requests for content addition and editing.



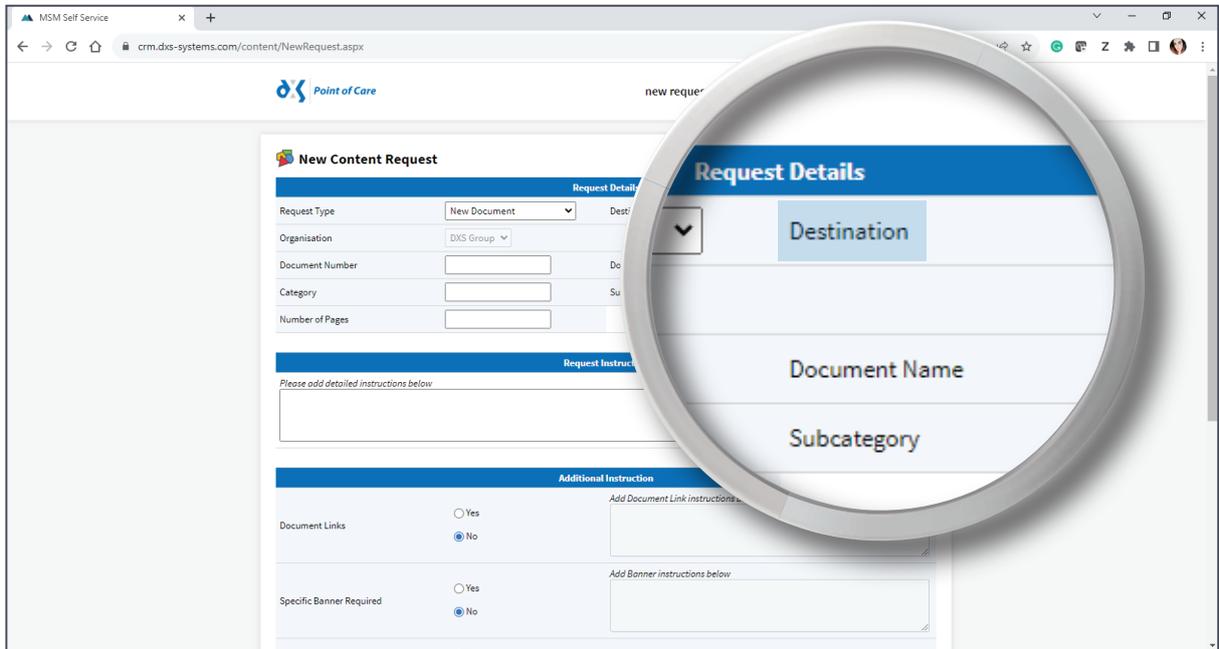
- *SLA – Service Level Agreement*
 - Different turnaround times (SLAs) will be applied based on the request type.

BESTPATHWAY		
Request Type	SLA (Maximum Working Days)	Comments
New Document	10	<p>Description: A submission for documentation that is currently not available within DXS Point-of-Care, requiring uploading.</p> <p>Purpose: Introducing entirely new content into the system.</p>
Change	10	<p>Description: A submission to make minor updates to an existing document, such as adding an email, modifying a phrase, linking content, or updating clinical information.</p> <p>Purpose: Implementing small modifications or enhancements to existing content.</p>

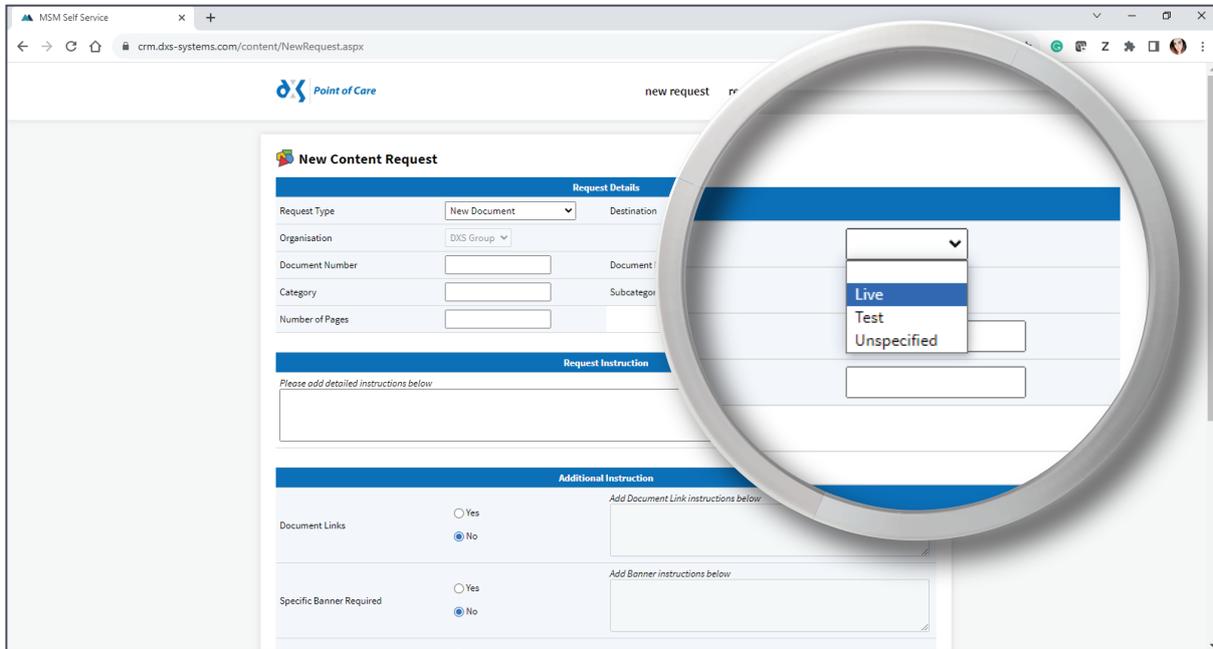
Fix	5	<p>Description: A submission to correct errors made by the Licensor, including mistakes arising from unclear instructions, omissions by the Licensee, or errors present in the original content.</p> <p>Treatment: Mistakes falling under this category will be rectified. If the mistake is due to unclear instructions, Licensee omission, or original content errors, it will be treated as a change or replacement.</p>
Replacement	10	<p>Description: A submission to replace an existing form in DXS Point-of-Care with an updated or reviewed version.</p> <p>Purpose: Updating outdated or inaccurate content with newer, corrected versions.</p>
Coding / Keyword Addition	2	<p>Description: A submission to update the terms associated with an individual document. These terms are used for search purposes to trigger specific clinical specialties.</p> <p>Purpose: Enhancing the search functionality by associating accurate keywords with documents.</p>
Document Rename	2	<p>Description: A submission to change the title of an existing form within DXS Point-of-Care.</p> <p>Purpose: Improving document categorisation and user understanding through updated titles.</p>
Folder Shift	2	<p>Description: A submission to move existing content from one Clinical Specialty folder/category to another within DXS Point-of-Care.</p> <p>Purpose: Organising content for better accessibility and relevance.</p>
Document Removal	2	<p>Description: A submission to archive an existing form within DXS Point-of-Care, effectively removing it from the LIVE environment.</p> <p>Purpose: Removing outdated or irrelevant content from user access.</p>
Let Down to Live	2	<p>Description: A submission to authorise the placement of a document into the LIVE environment, making it accessible to users.</p> <p>Purpose: Releasing content from review or staging into the active user interface.</p>

Safety Risk	CSO Assessment Required	<p>Major Safety Risk Defined as an incident that may cause severe injury, serious psychological trauma, or even death to a patient.</p> <p>Significant Safety Risk Defined as the occurrence of or the risk of occurrence of a minor injury, psychological upset, or adverse event to a patient, including a delay in treatment.</p> <p>Minor Safety Risk Defined as an incident which may cause inconvenience or misunderstanding but no adverse event or clinical risk.</p>
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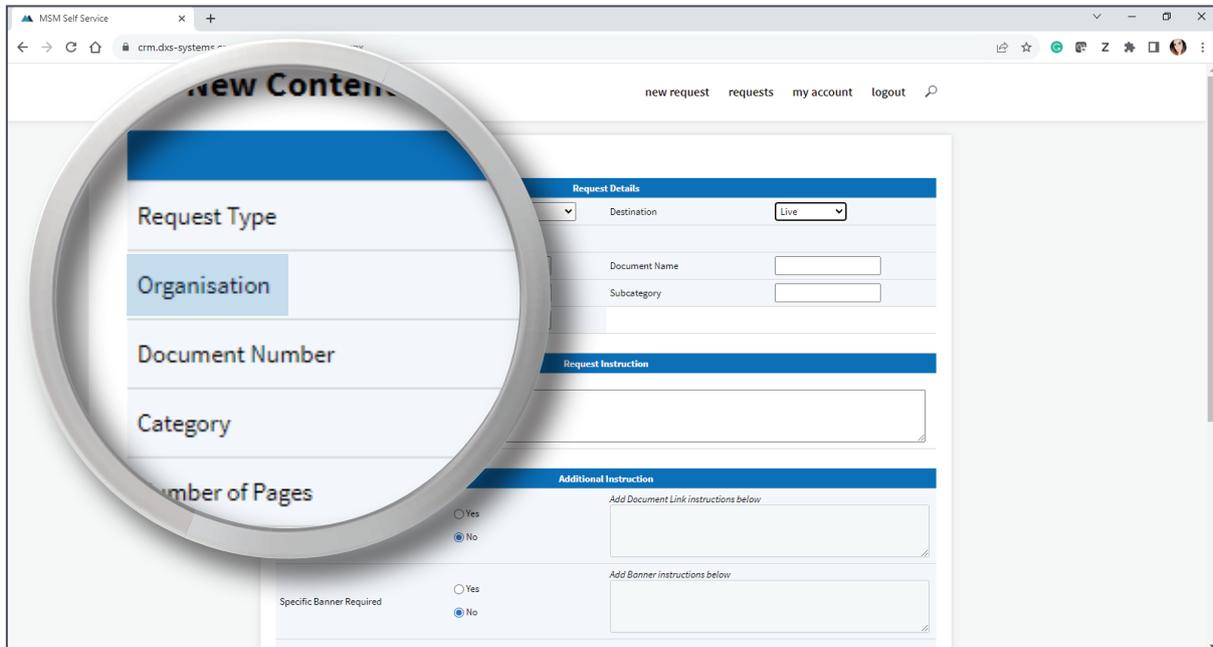
- *Destination*



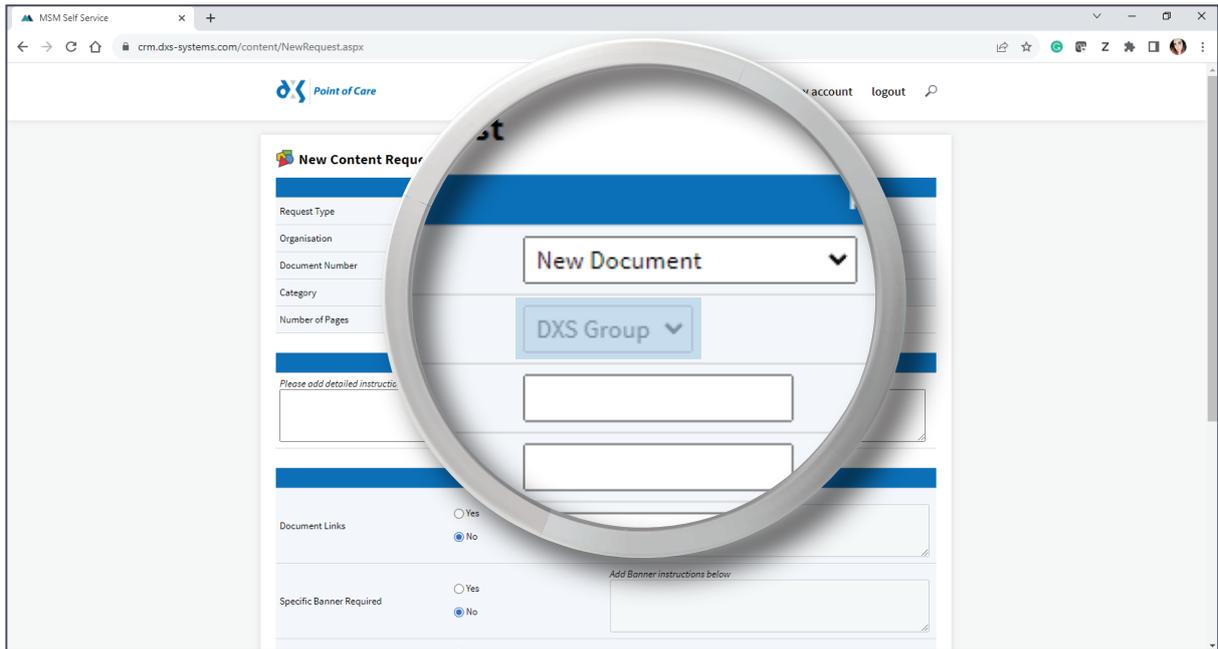
- Allows you to select 'Live' or 'Test' – this determines whether it will be deployed directly into the live system, i.e., whether you want users to see this immediately when it is completed and let down by DXS. Content can be selected to remain in 'Test', allowing the content to be reviewed by the ICB pending approval to release into the live system (i.e., GP practice system).



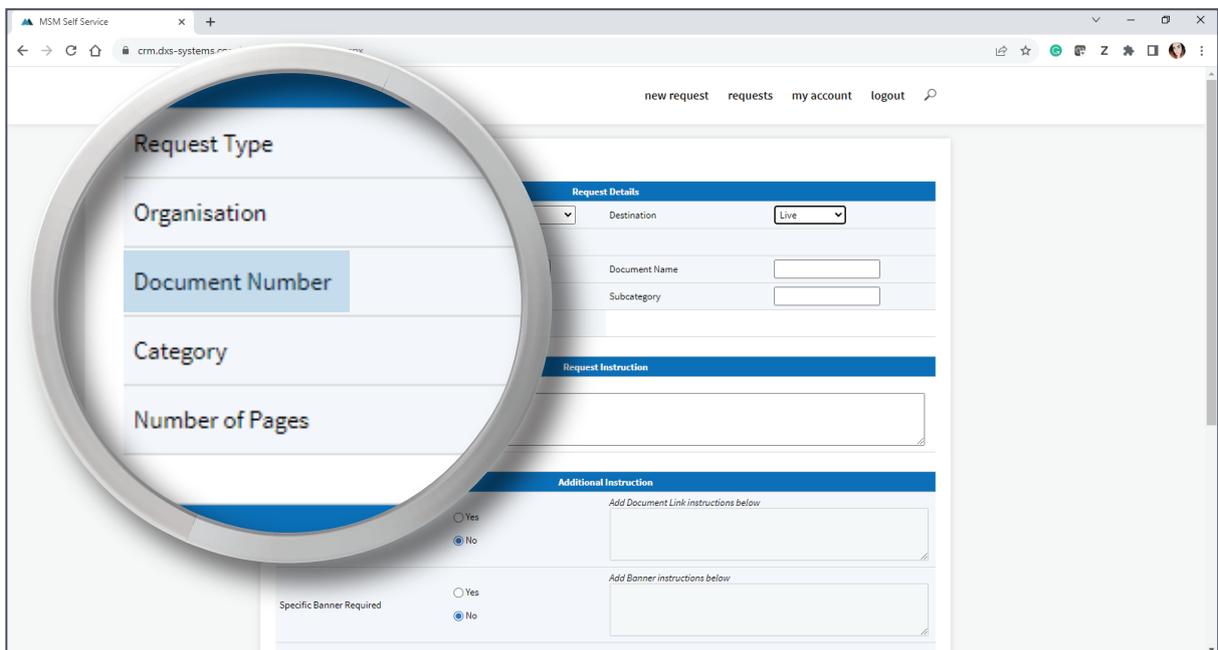
- *Organisation*



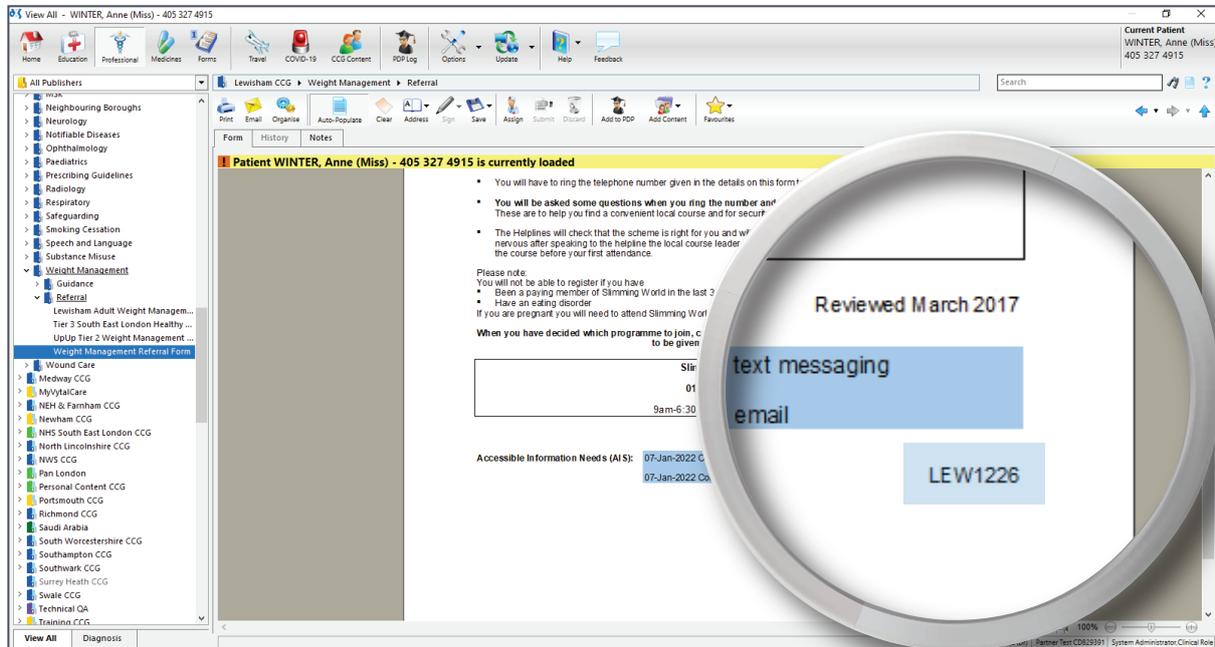
- This is a non-editable field. It will always state the name of the ICB you are assigned to.



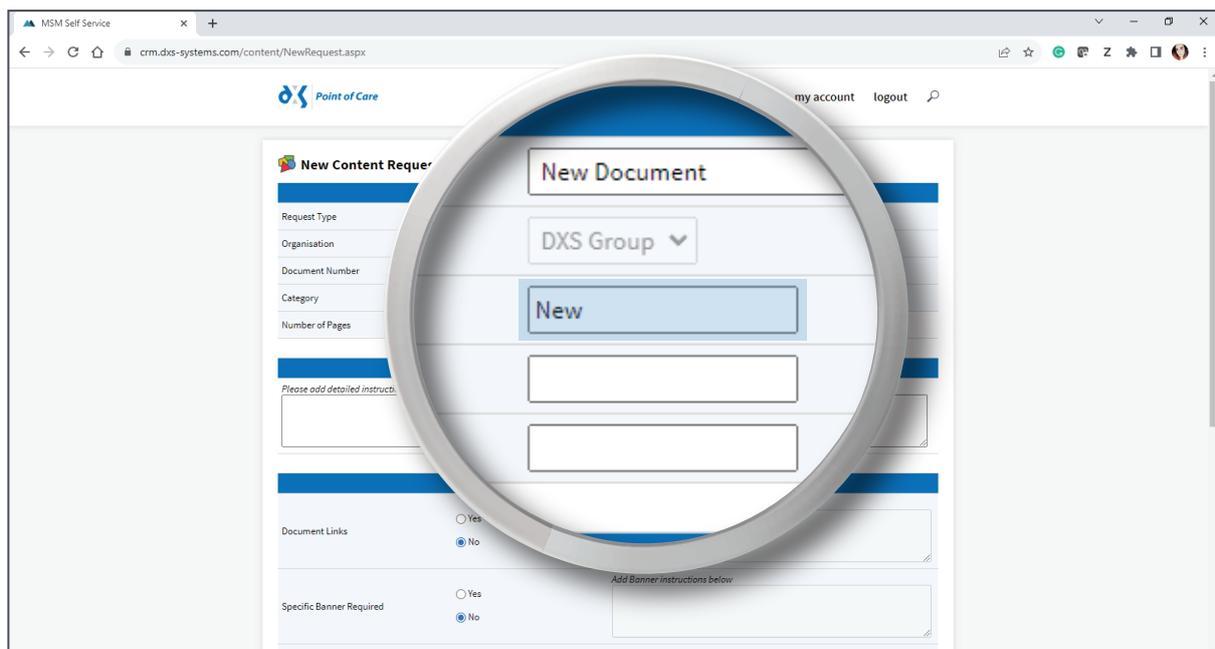
- *Document Number*



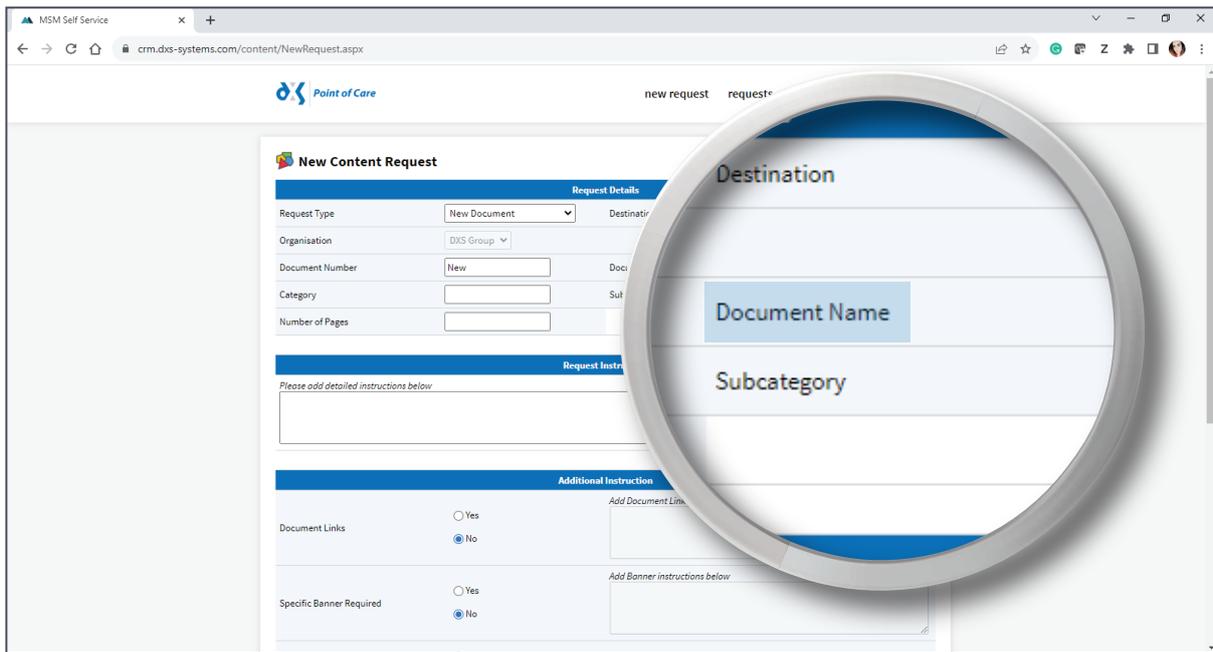
- **This is only relevant for changes to current documents, not NEW content.** This is the unique reference number that was originally assigned to a specific document and which will allow us to find the document the changes should be made to. You can find this document number at the bottom of the document, as shown below.



- If you are entering new content, 'New' should be entered into this field.



• Document Name

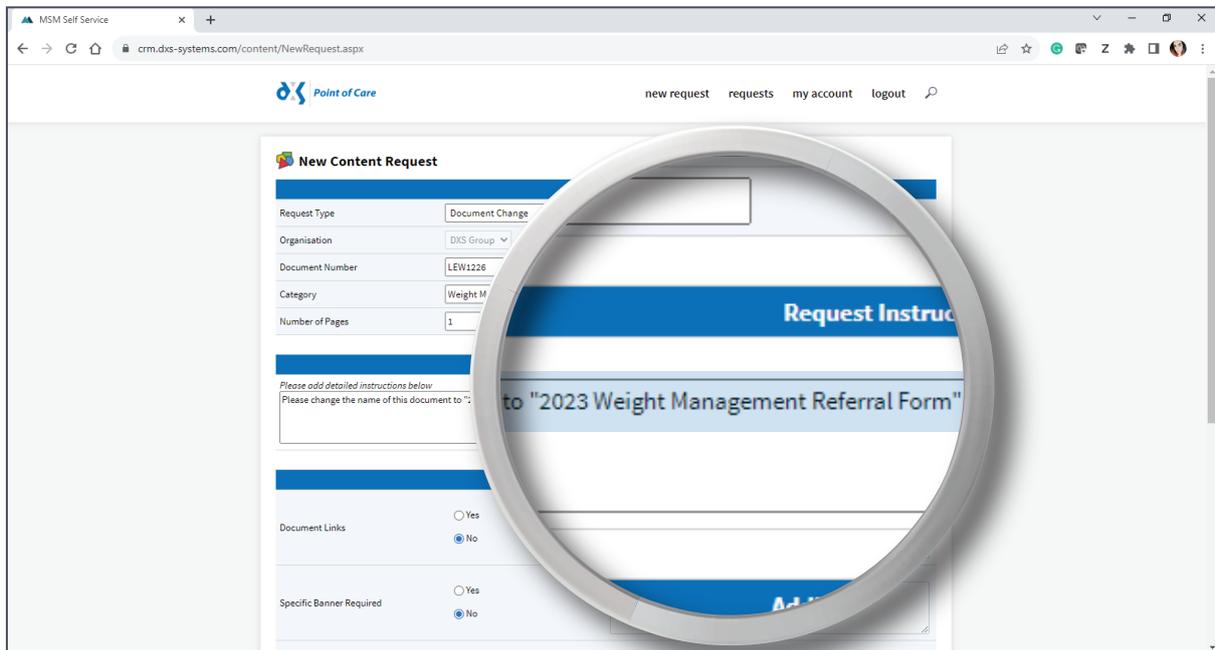


For changes to current documents:

- If you are submitting changes to a document, this is the current document name, i.e., the name you originally submitted the document with.
- You can find this name at the top of the document, as shown below.

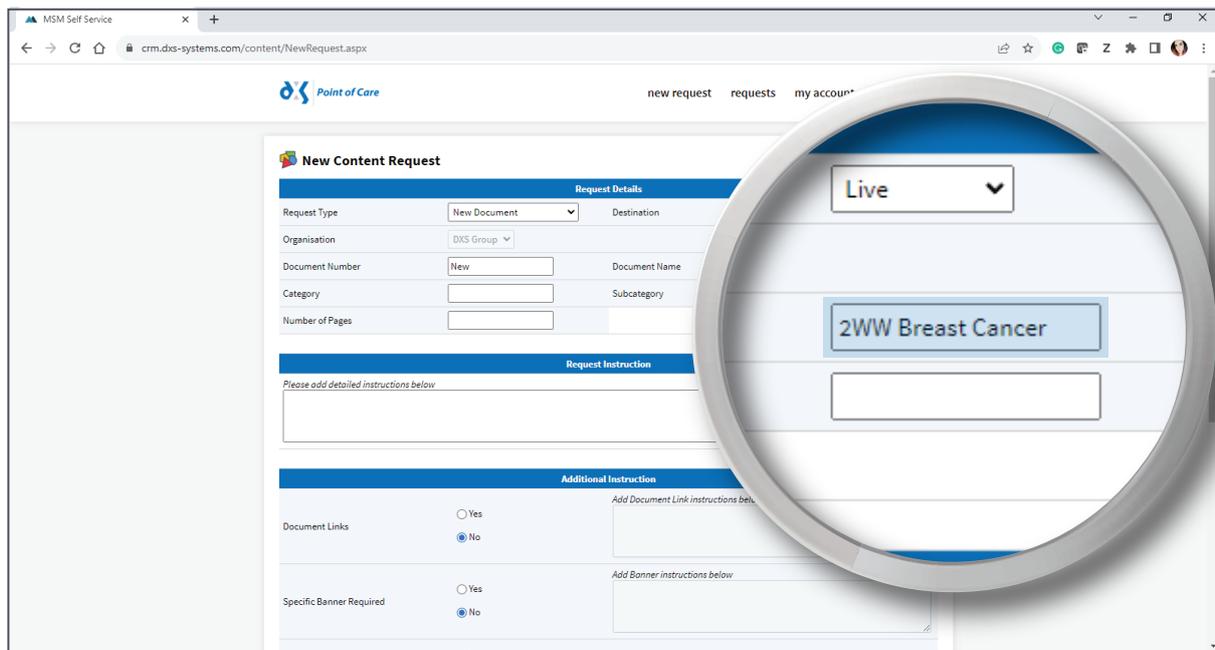


- If you would like to change the name of the document, do not add this in the 'Document Name' field. You can enter details of what you would like to change the name to in the 'Request Instruction' section.

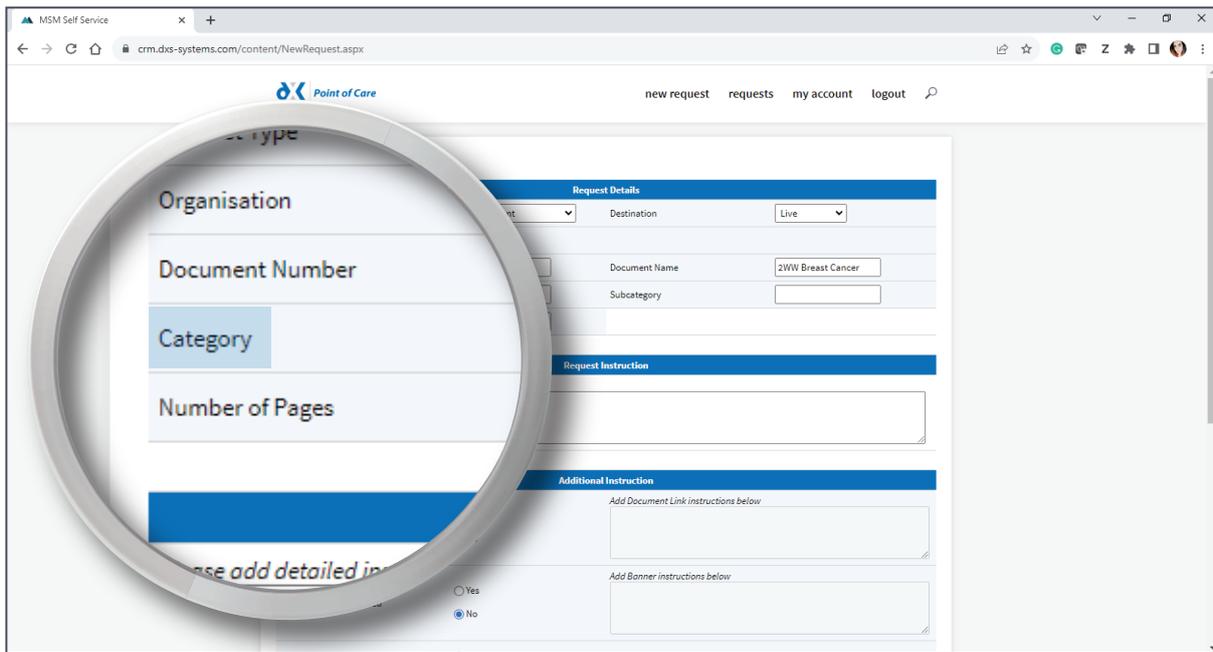


For all new content:

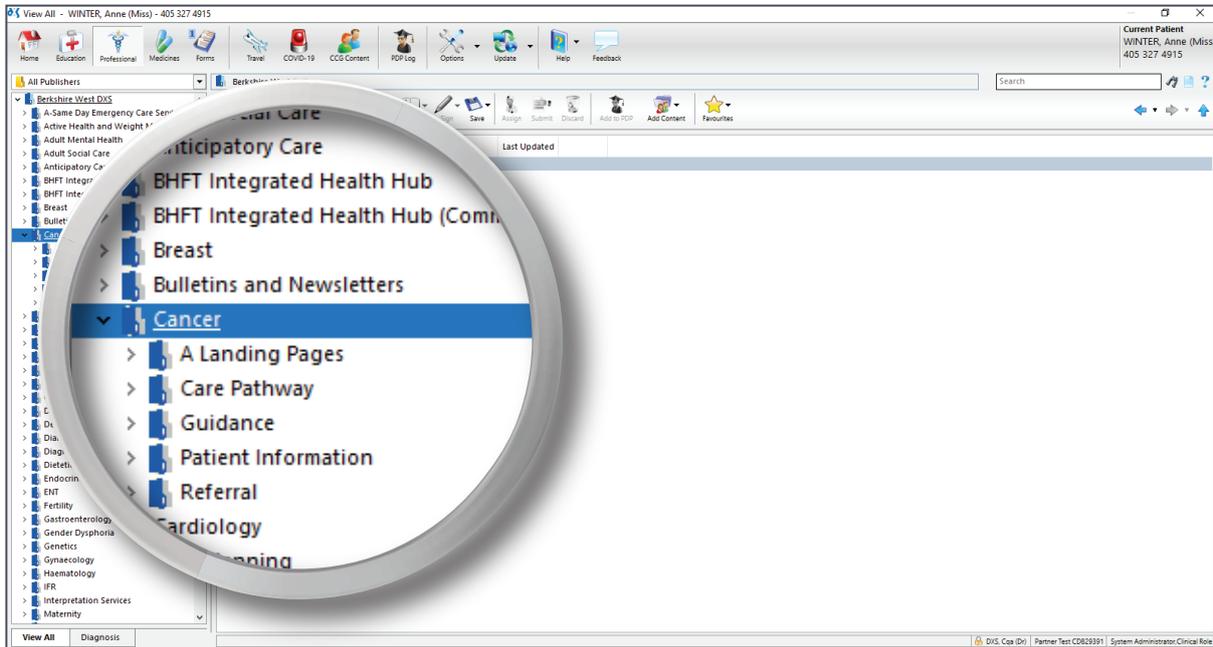
- If you are submitting new content, the name you wish to give the document should be entered into this field.



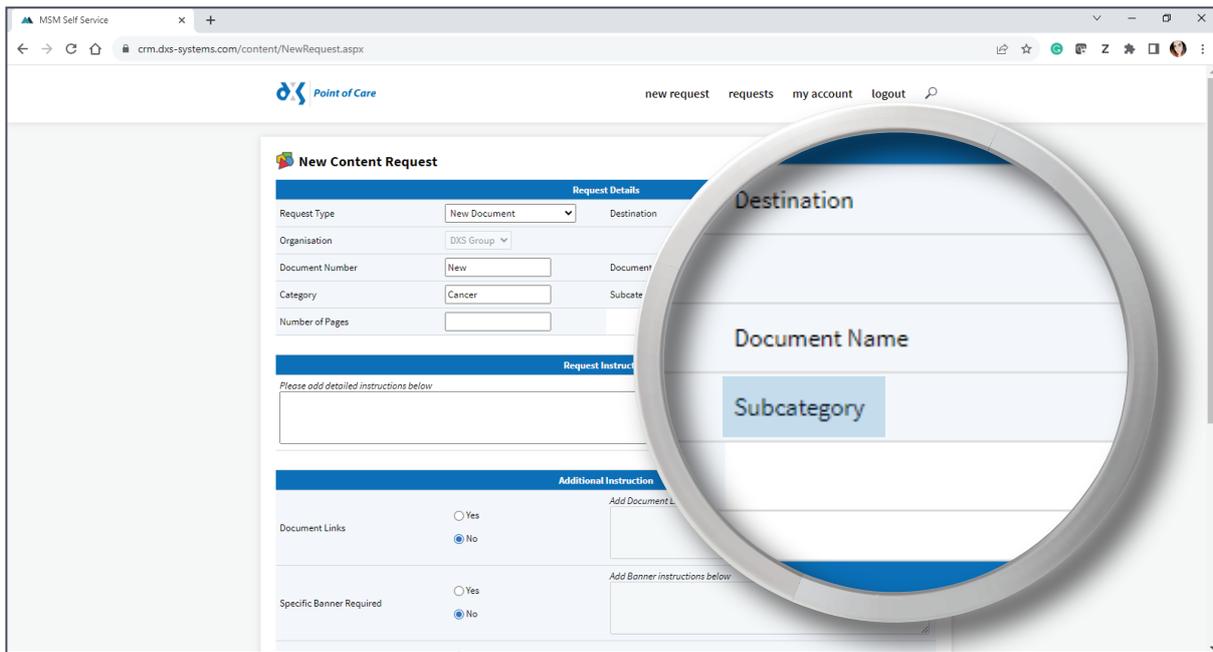
- **Category**



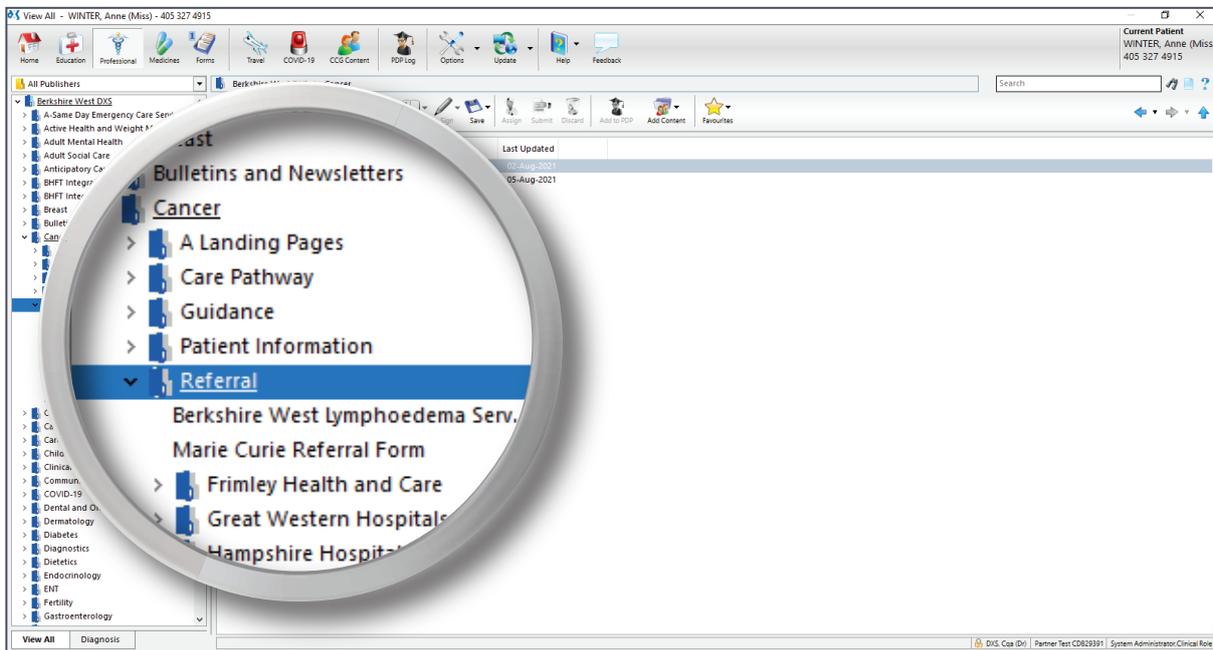
- The category identifies the medical heading or folder name that the content should be filed under, for example, a cancer-related referral form should be located in the 'Cancer' folder.



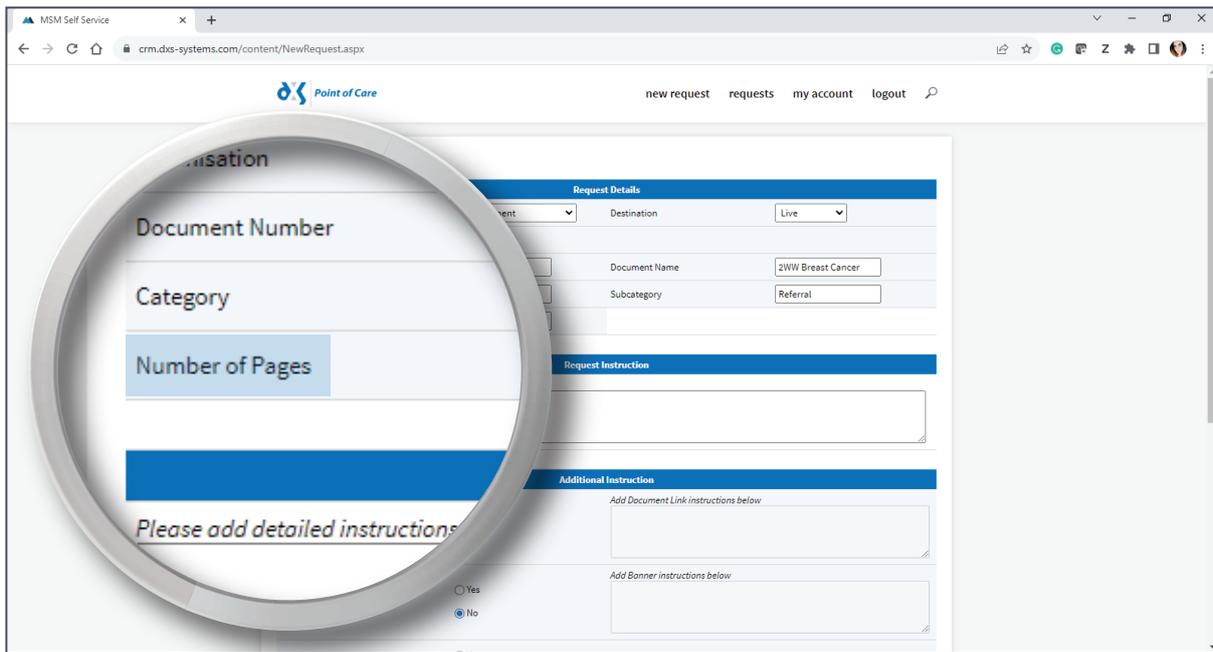
- **Subcategory**



- This will determine what type of content you are adding or changing, i.e., Care Pathway, Guidance, Referral, etc.

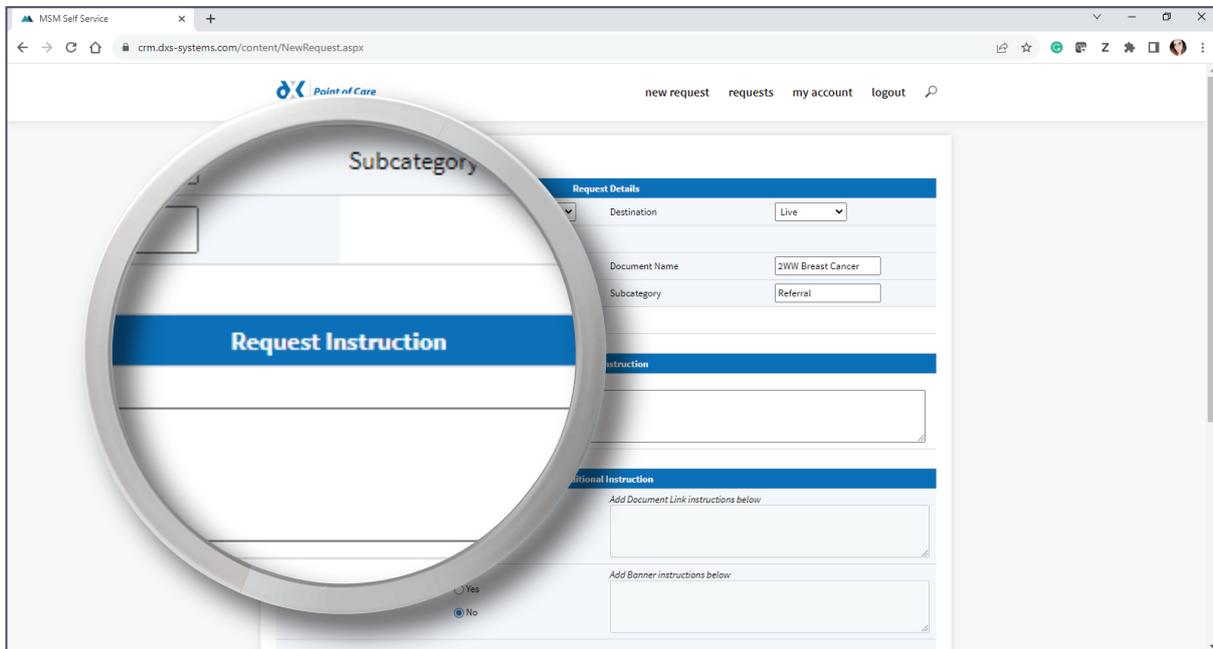


- *Number of Pages*

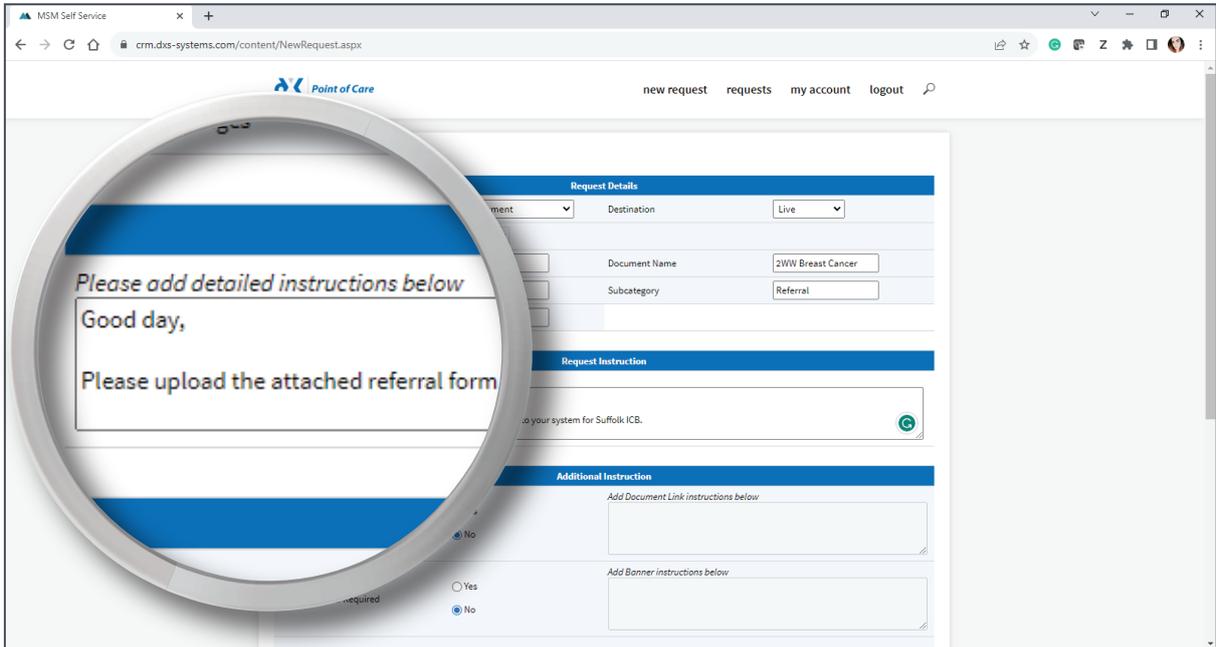


- This is the total number of pages in the document.

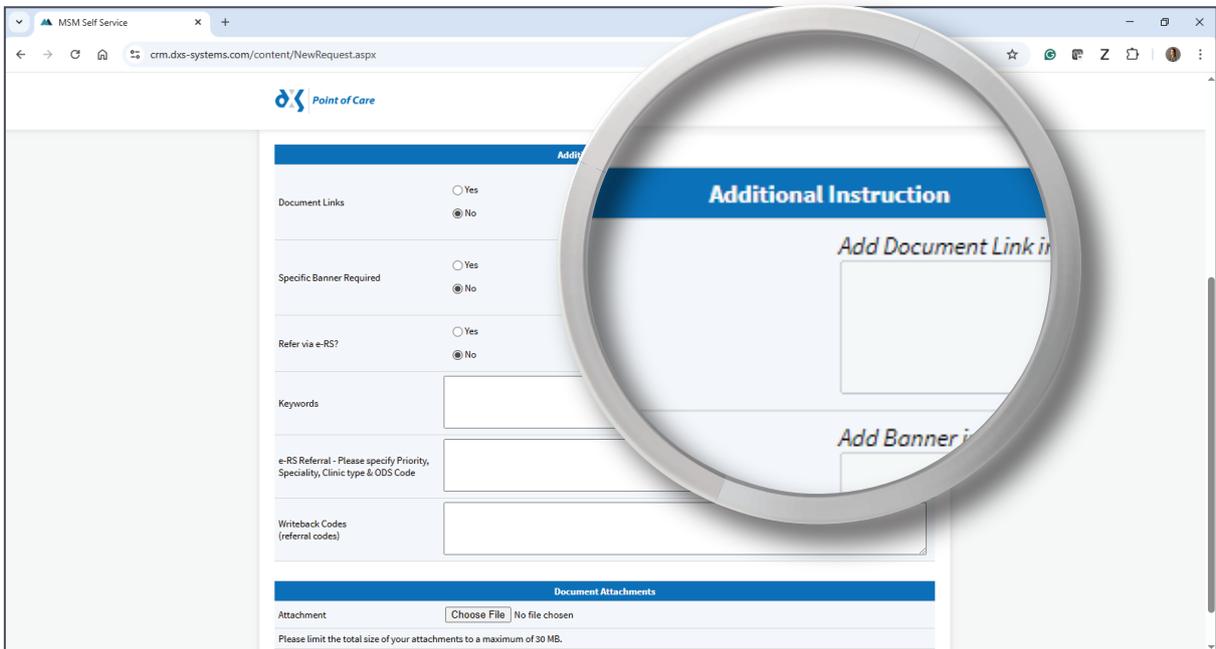
2.2 Request Instruction



- You can enter specific instructions that should be applied to the entire document, e.g., 'Change document name to ...' or 'Change banner and apply new keywords'.



2.3 Additional Instruction

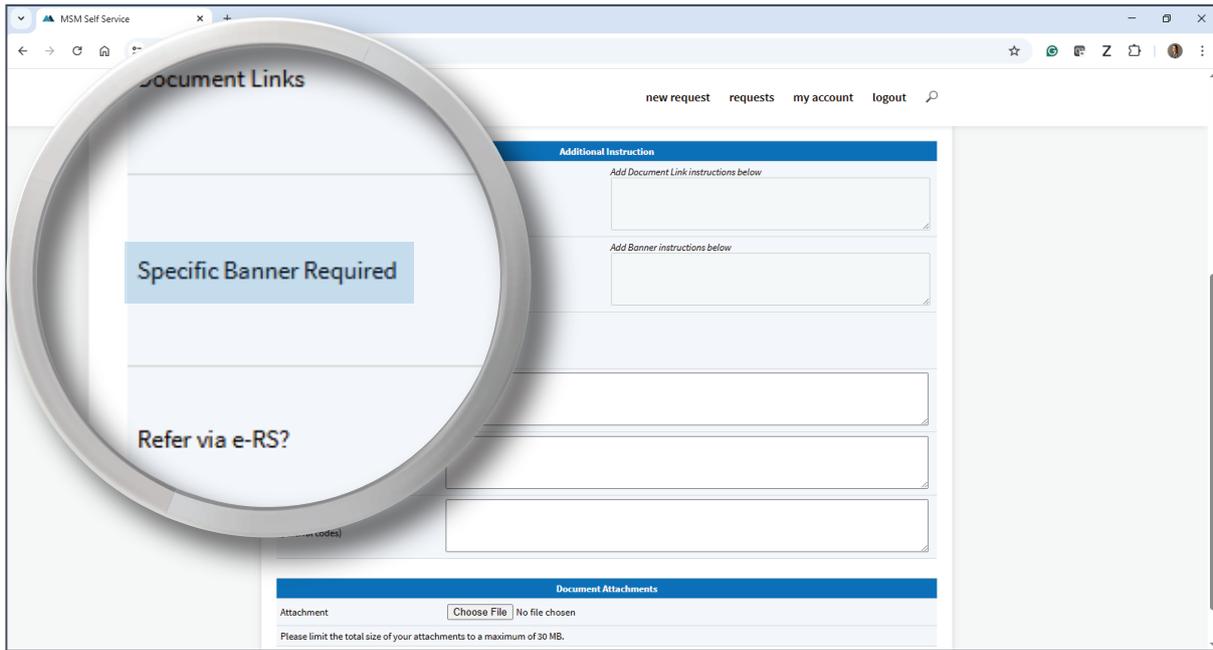


- You can apply further instructions using this section to detail exactly what Read terms should be used, document links, specific banners, etc.
- This is where you can enter detailed explanations of how you would like your content customised according to how practices and clinicians work throughout your ICB, for example, the keywords that they would typically use to search for particular referral forms, pathways, patient information leaflets, etc.
- If nothing specific is detailed, we will apply our standard clinical templates.
- *Document Links*

The screenshot shows the 'MSM Self Service' web interface. A magnifying glass is positioned over the 'Document Links' section. The page features a navigation bar with links for 'new request', 'requests', 'my account', and 'logout'. Below the navigation, there are several form fields for providing instructions and attachments. The 'Document Attachments' section includes a 'Choose File' button and a note: 'Please limit the total size of your attachments to a maximum of 30 MB.' A 'Specific Banner Required' section is also visible, with a 'writeBack Codes (referral codes)' label.

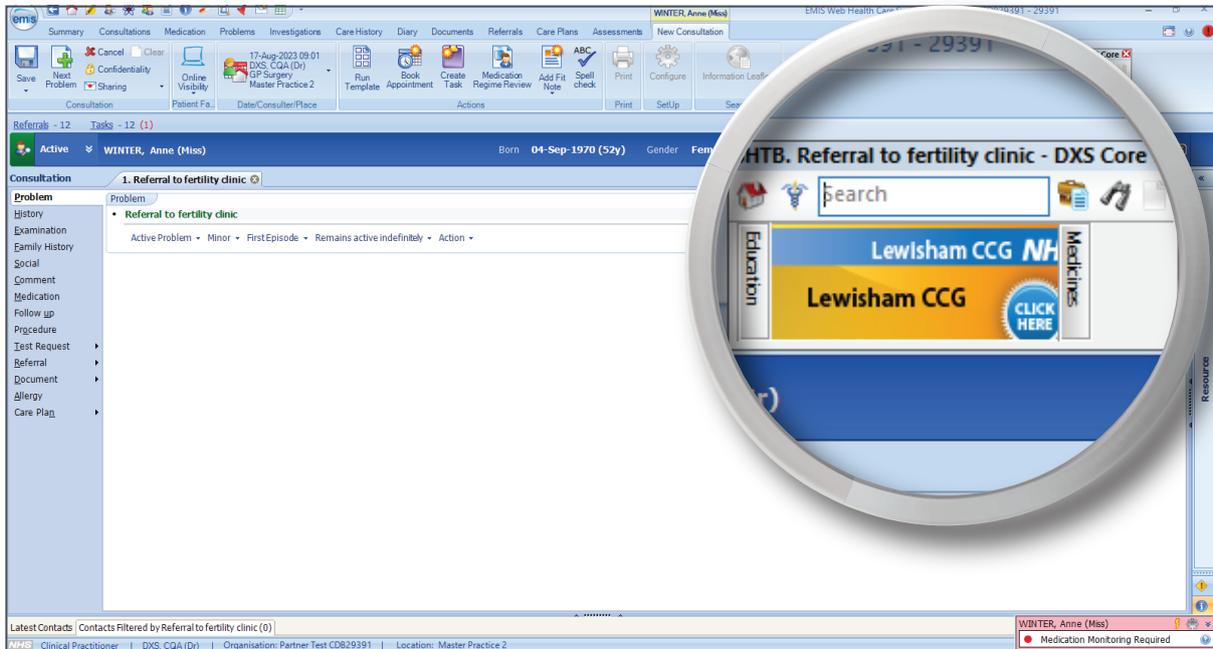
- This is where you can specify particular links to other pieces of content, e.g., medicines, referral forms, care pathways, patient information leaflets, etc. Each link should be clearly defined.
- If nothing is entered here, standard links will be applied by our clinical experts that will need ratification from the Clinical Lead at the ICB.

- *Specific Banner Required*

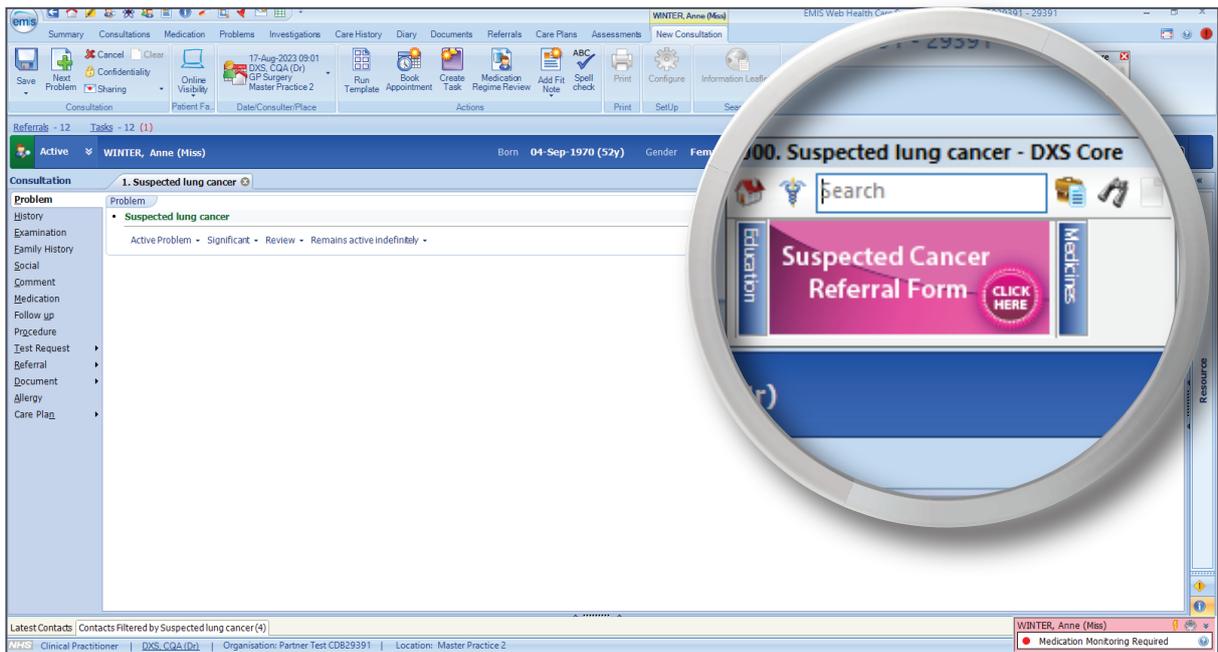


- This is where you can specify particular banner names that will populate on the DXS Point-of-Care toolbar when certain Read codes and search terms are entered, e.g., ‘Suspected Cancer Referral Form’ – examples shown below.

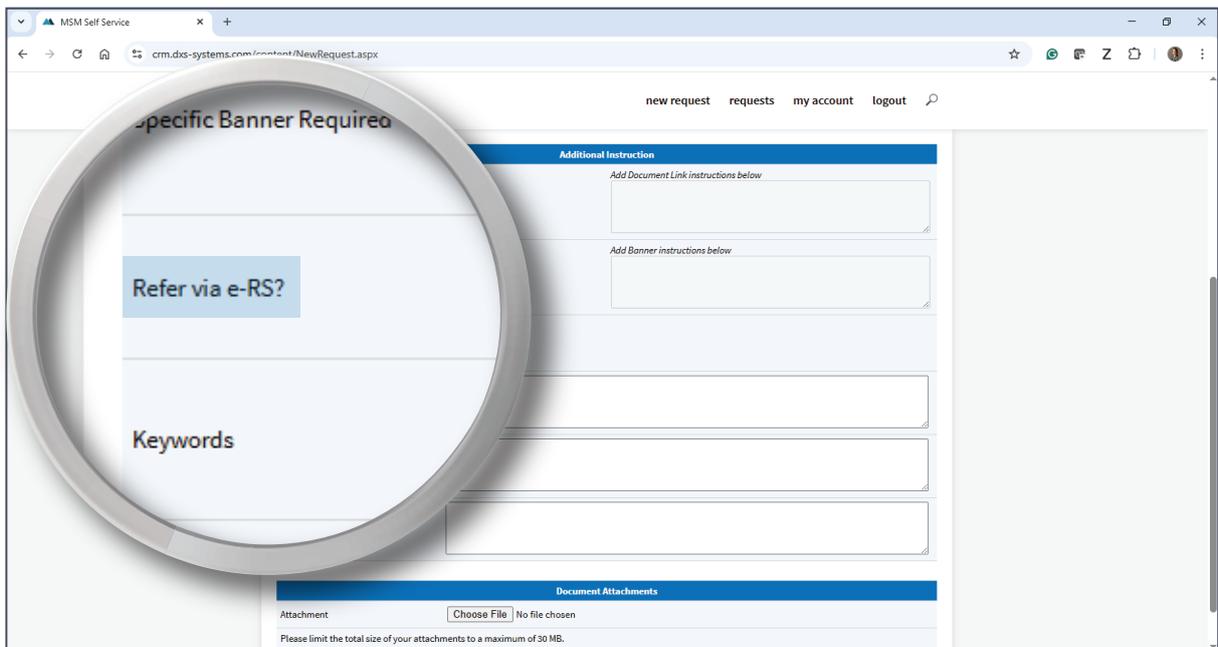
Generic:



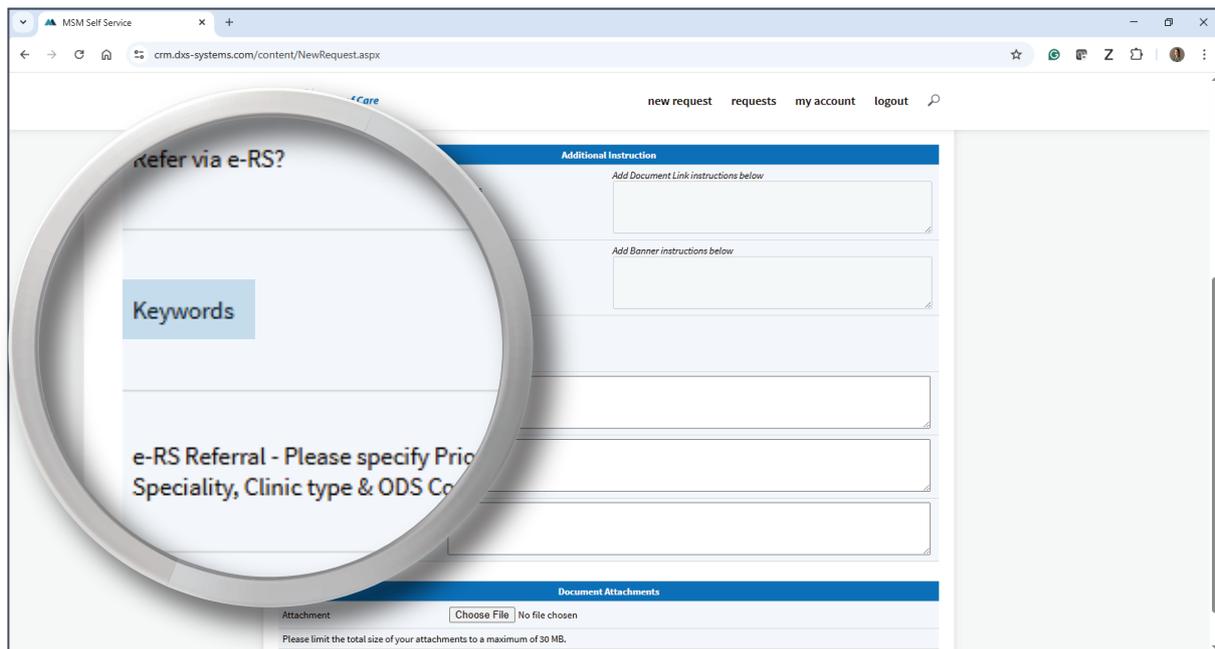
Specific:



- If nothing is entered into this field, standard banners will be applied by our clinical experts.
- NB: There will only be reporting figures (i.e., number of times the piece of content has been viewed from the clinical system) if specific banners are applied.
- *Refer via e-RS?*



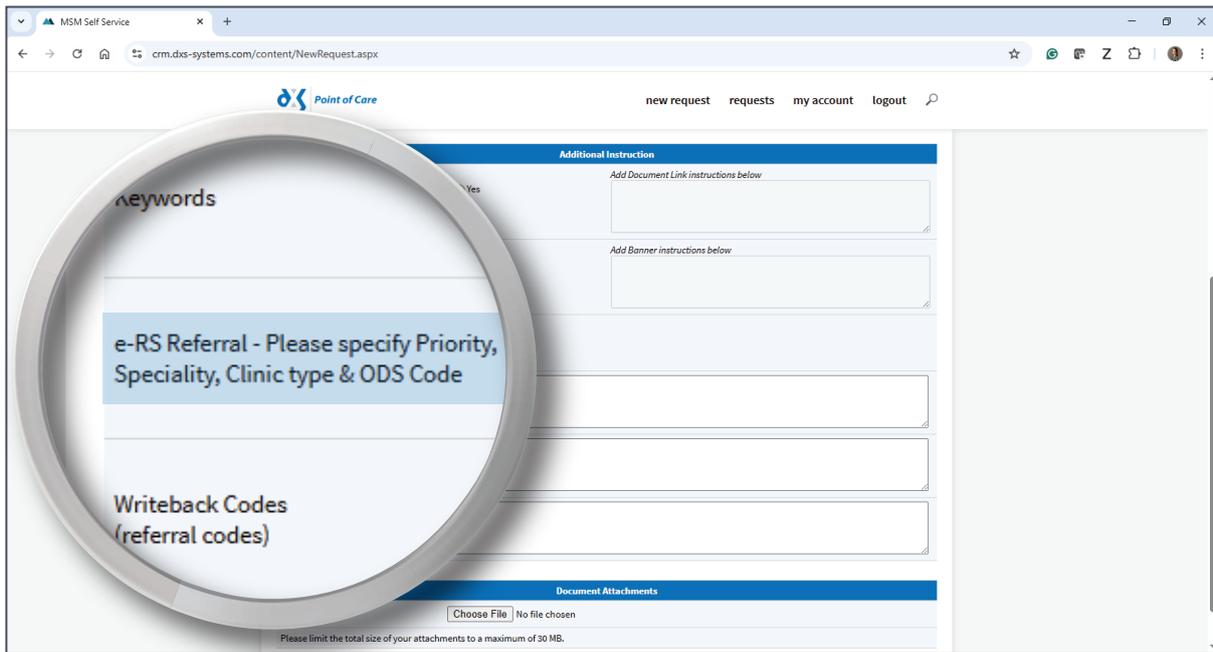
- Here, you can indicate 'Yes' or 'No' for the ability to refer through the e-Referral Service.
- *Keywords*



The screenshot shows a web browser window with the URL `crm.dxs-systems.com/content/NewRequest.aspx`. The page title is "MSM Self Service". The navigation bar includes "new request", "requests", "my account", and "logout". The main content area is titled "Refer via e-RS?". Below this, there is a "Keywords" field highlighted by a circular callout. The form also includes sections for "Additional Instruction" (with sub-sections for "Add Document Link instructions below" and "Add Banner instructions below") and "Document Attachments" (with a "Choose File" button and a note: "Please limit the total size of your attachments to a maximum of 30 MB.").

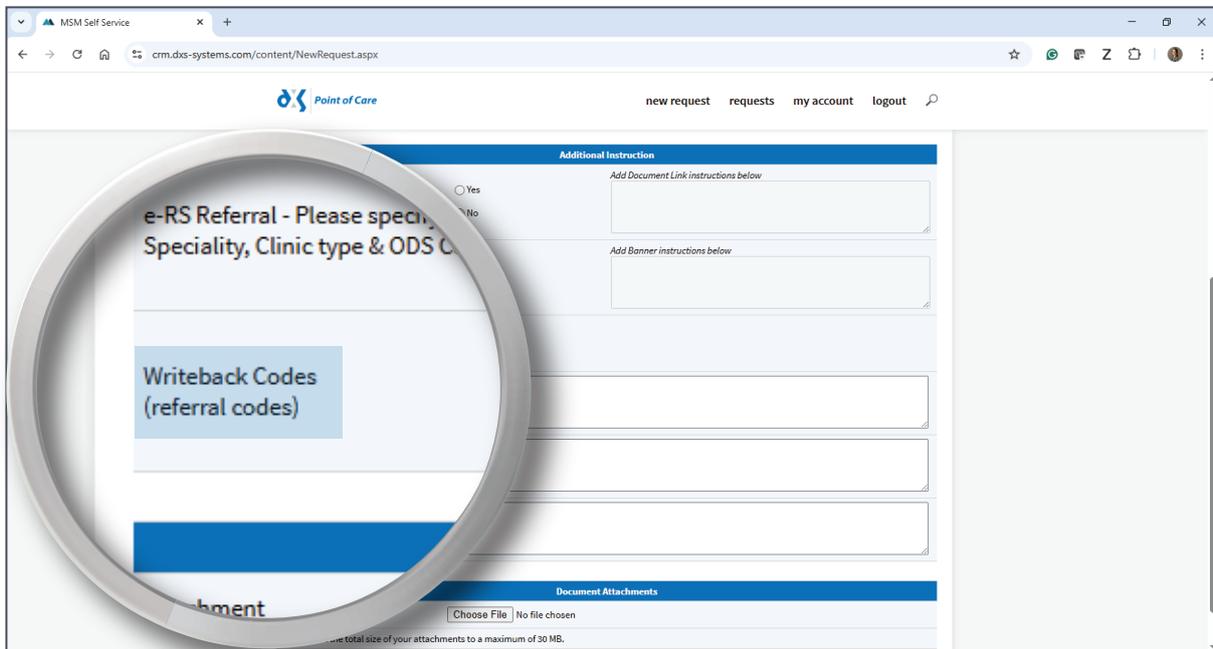
- Keywords can be specified so that the content is easily searchable within the DXS Point-of-Care system. For example, 'Heart' is a commonly used keyword to search by to find cardiology-related content such as 'Atrial Fibrillation' or 'Heart Failure'. If nothing is entered here, a list of standard keywords will be applied by our clinical experts.

- *e-RS Referral*



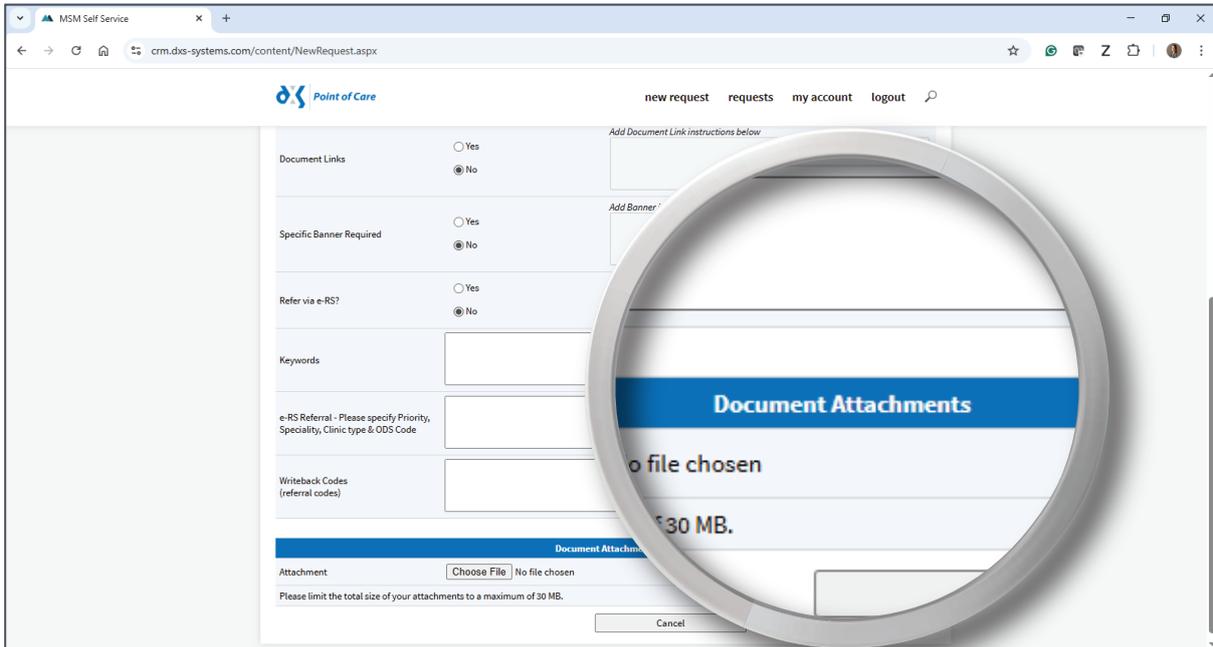
- Here, you can specify the priority, specialty, clinic type, and ODS code for an e-RS referral.

- *Writeback Codes*

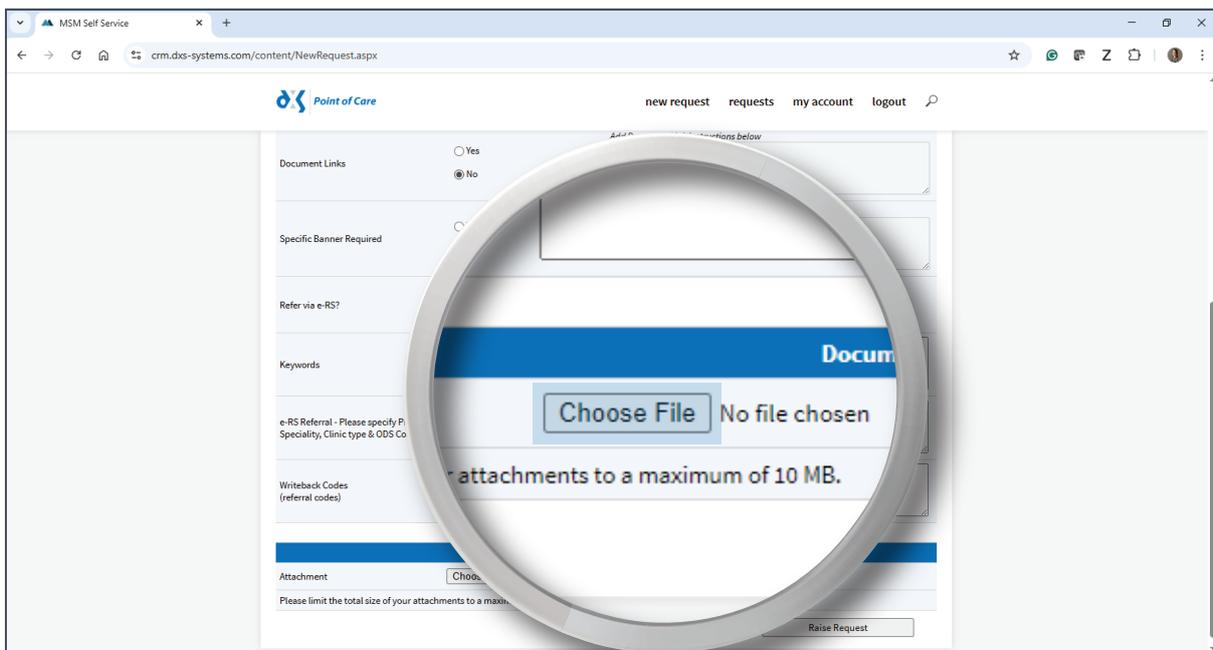


- This is where you can specify what Read codes / terms should be written back to the patient record. Applies mainly to referral forms.

2.4 Document Attachments

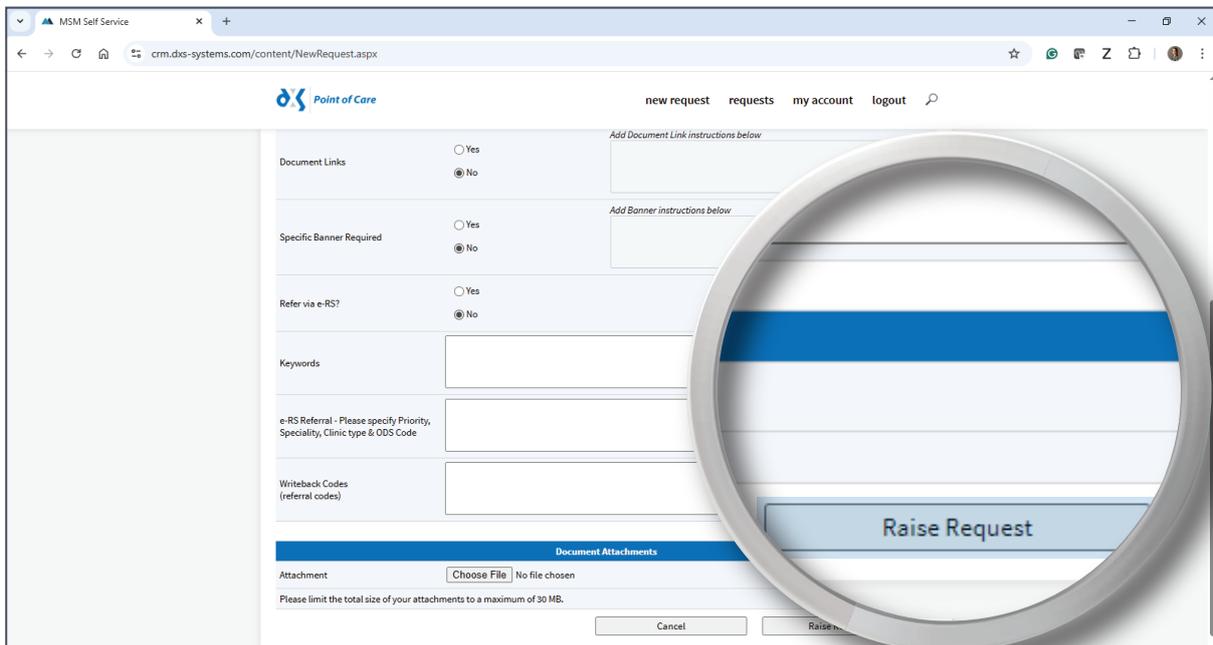


- This is where you can attach any documents that may help with the development of your content. For logging new content, this is where you can add the original pathway, referral form, etc., to help us achieve the correct design.



2.5 Raise Request

- Once you are finished creating your content request, you will need to click the 'Raise Request' button.



MSM Self Service

crm.dxs-systems.com/content/NewRequest.aspx

new request requests my account logout

Document Links Yes No

Specific Banner Required Yes No

Refer via e-RS? Yes No

Keywords

e-RS Referral - Please specify Priority, Speciality, Clinic type & ODS Code

Writeback Codes (referral codes)

Document Attachments

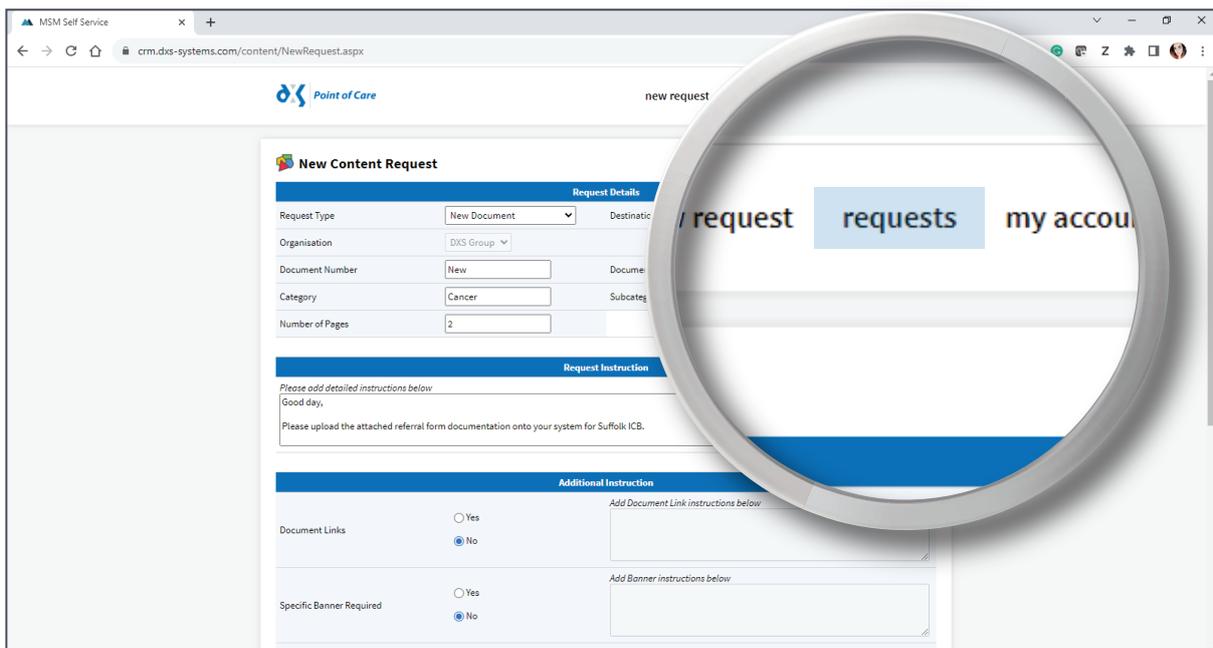
Attachment No file chosen

Please limit the total size of your attachments to a maximum of 30 MB.

3. Tracking Requests

3.1 Overview

- To view and track your requests, click the 'requests' button on the toolbar at the top of the screen.



MSM Self Service

crm.dxs-systems.com/content/NewRequest.aspx

new request

New Content Request

Request Details

Request Type Destination

Organisation

Document Number Document

Category Subcategory

Number of Pages

Request Instruction

Please add detailed instructions below

Good day,
Please upload the attached referral form documentation onto your system for Suffolk ICB.

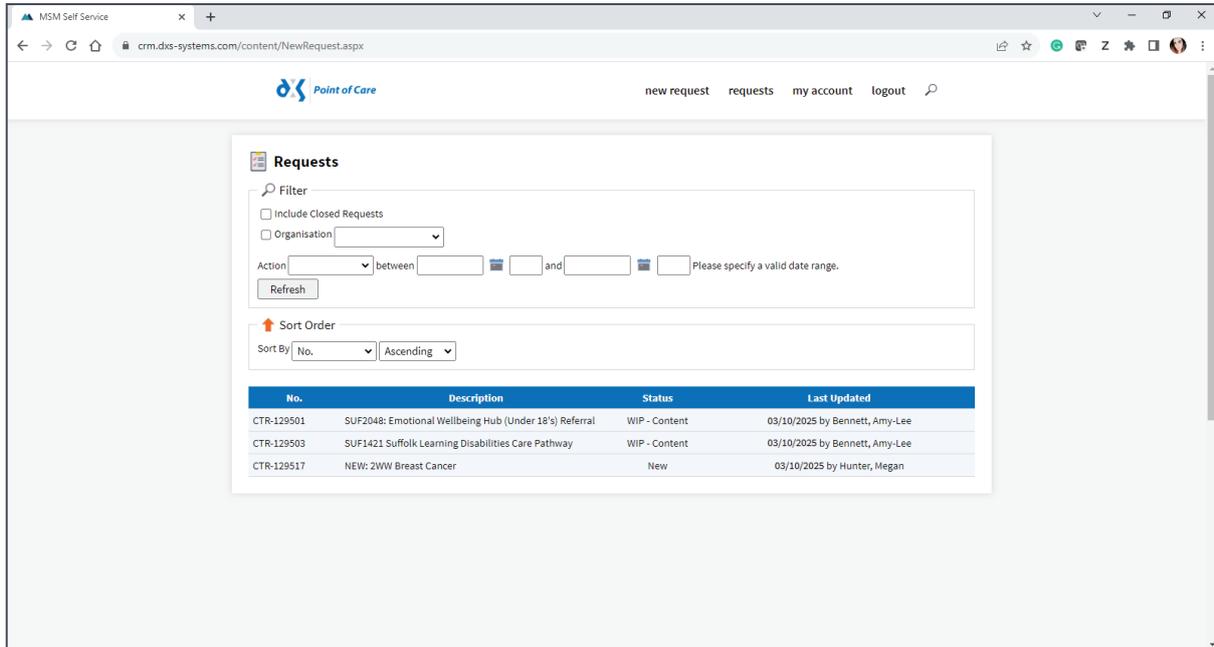
Additional Instruction

Document Links Yes No

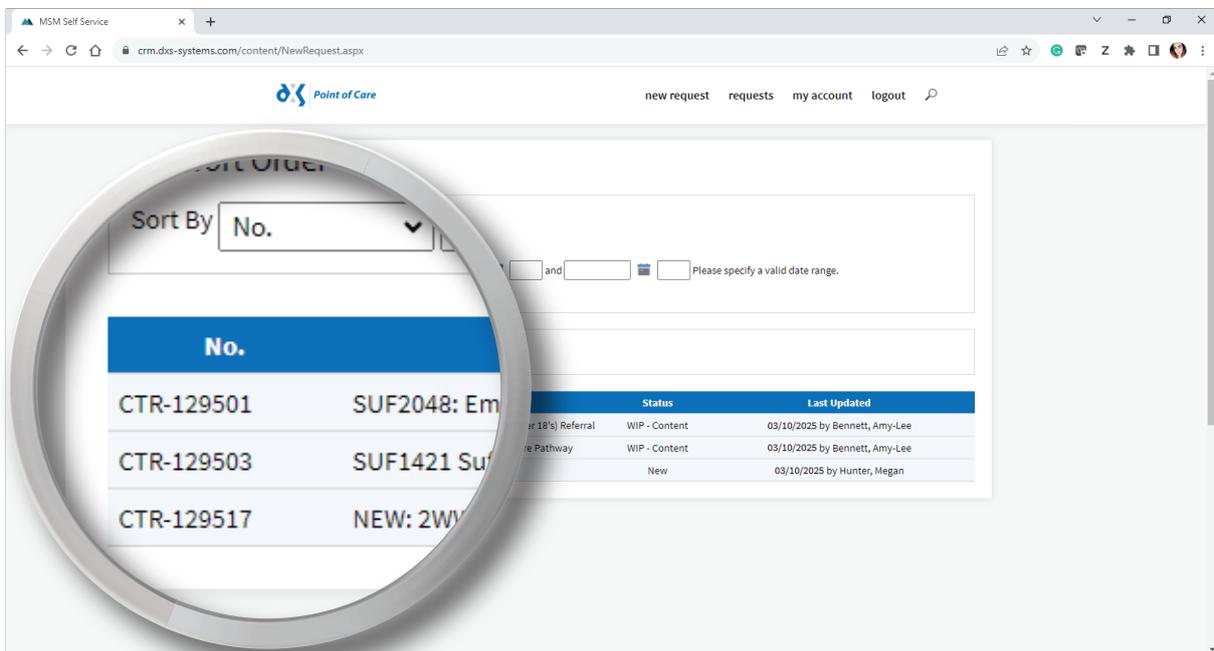
Specific Banner Required Yes No

request requests my account

- Your current list of requests will display here with the 'Reference Number (No.)', 'Description', 'Status', and 'Last Updated' recording as a quick overview feature.

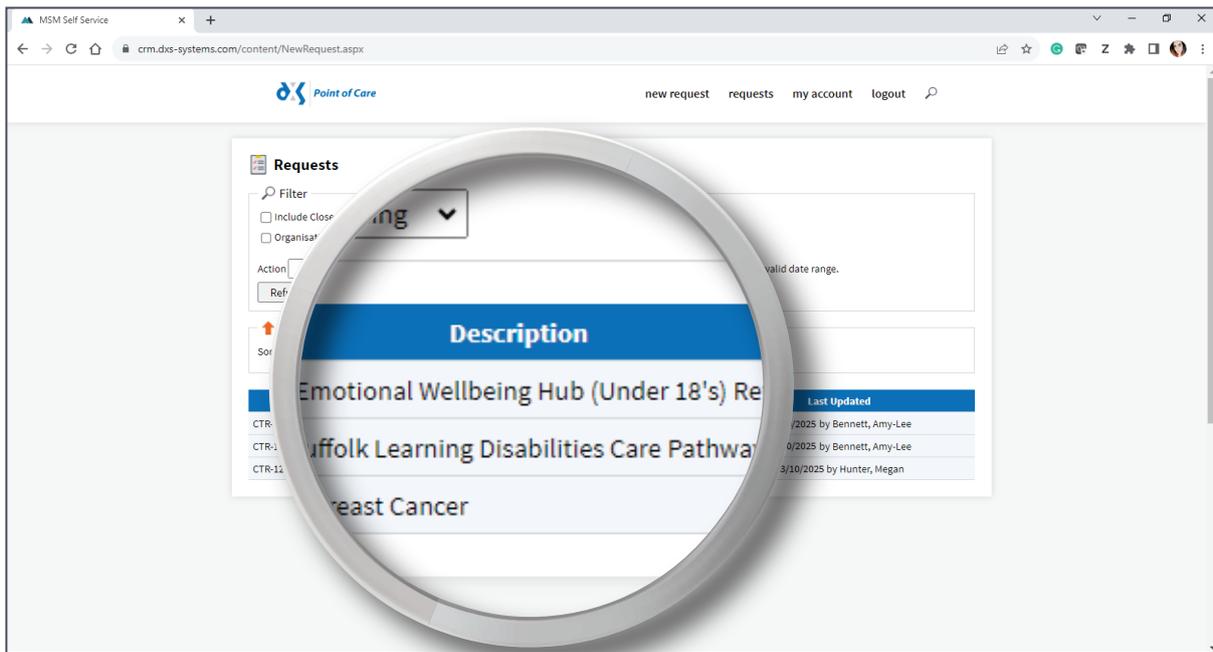


- Number (No.)*



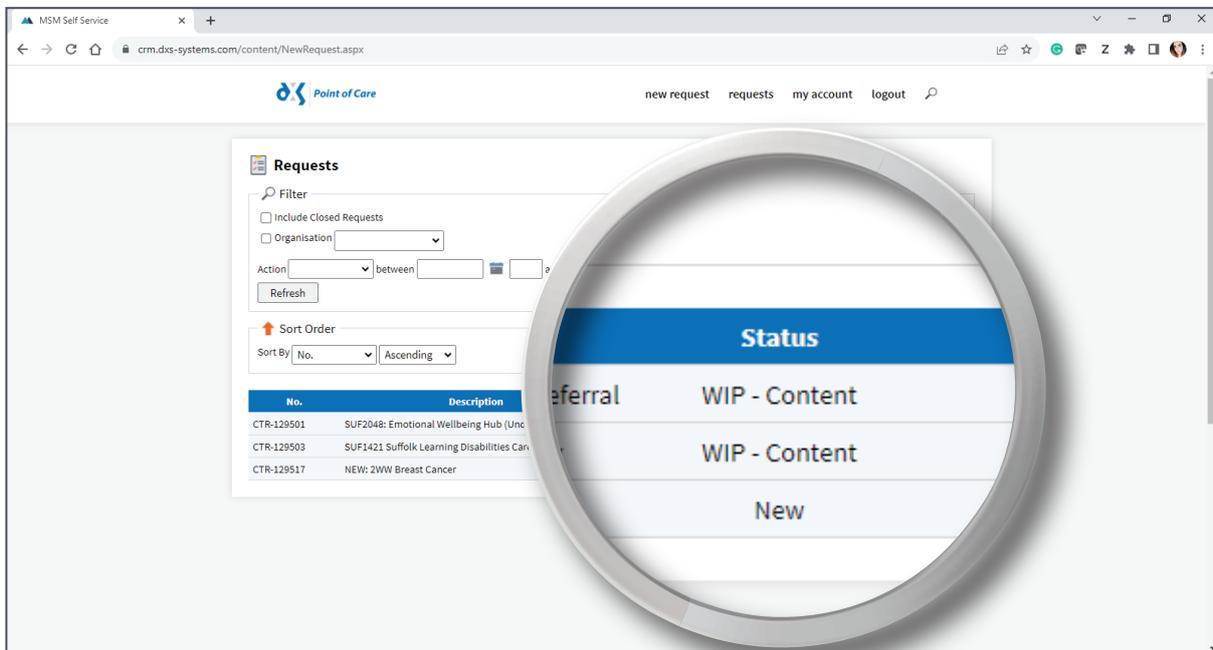
- This is the unique reference number that will be assigned to your request. When speaking to the DXS team, you can quote this number so that we can easily search the system for that individual request.

- *Description*

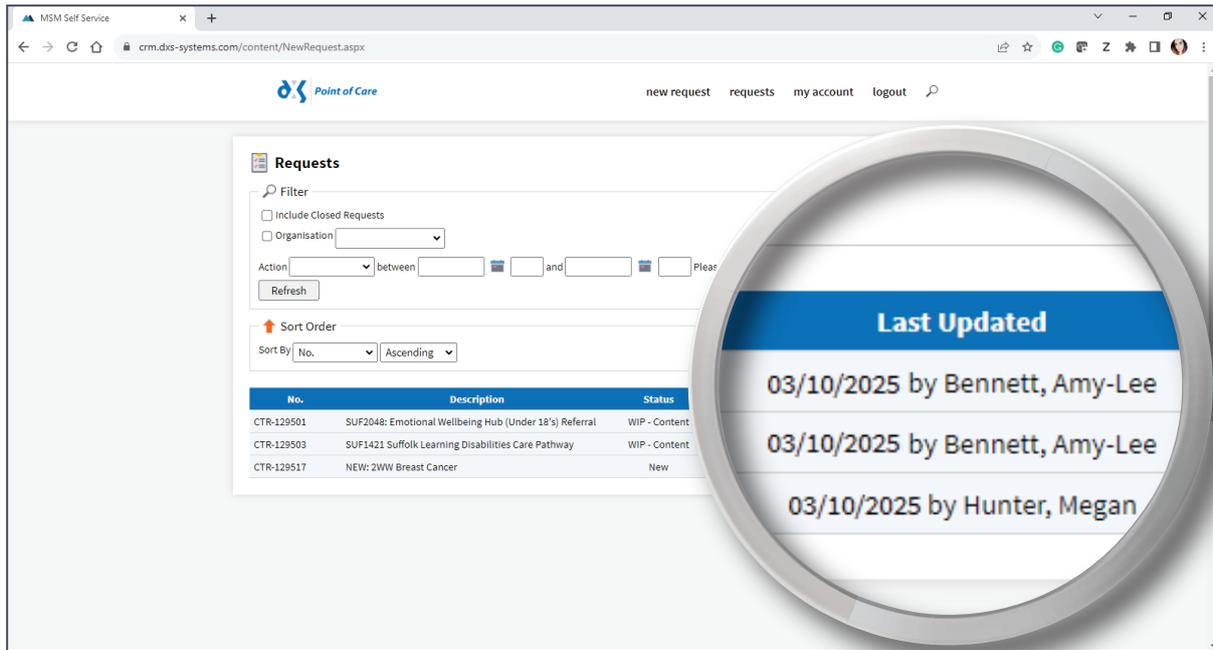


- This will include the document number, followed by the document name as shown below:
'No: Name' – e.g., 'CRD1141: Rectal Bleeding Referral Form'

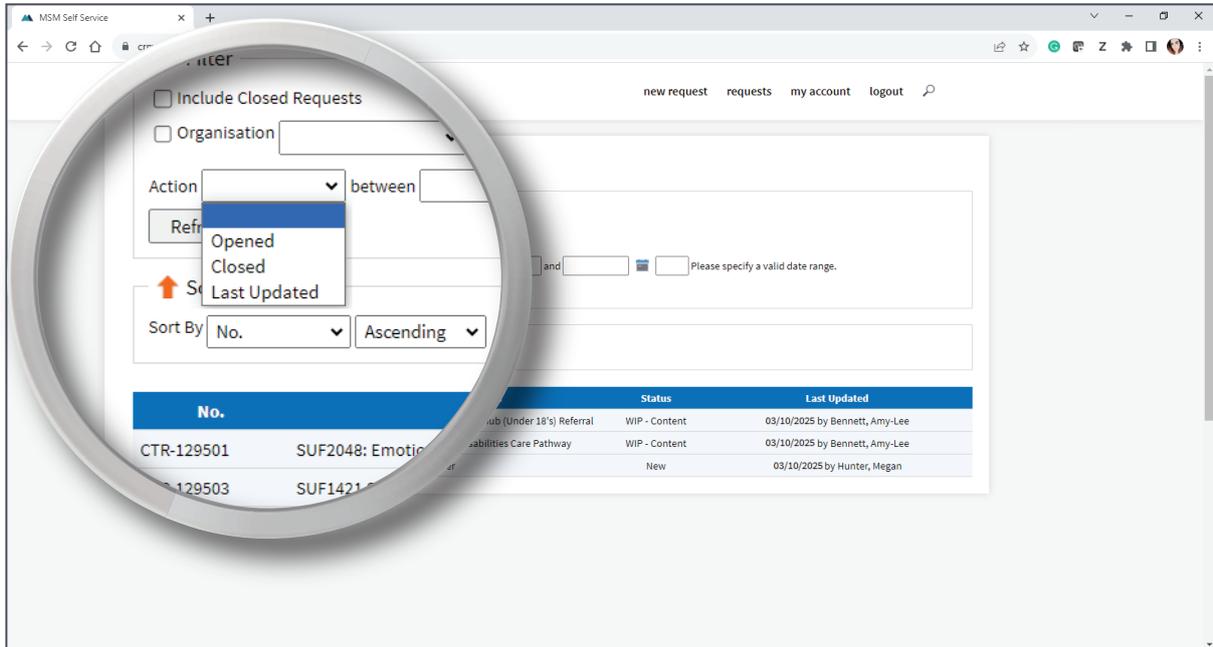
- *Status*



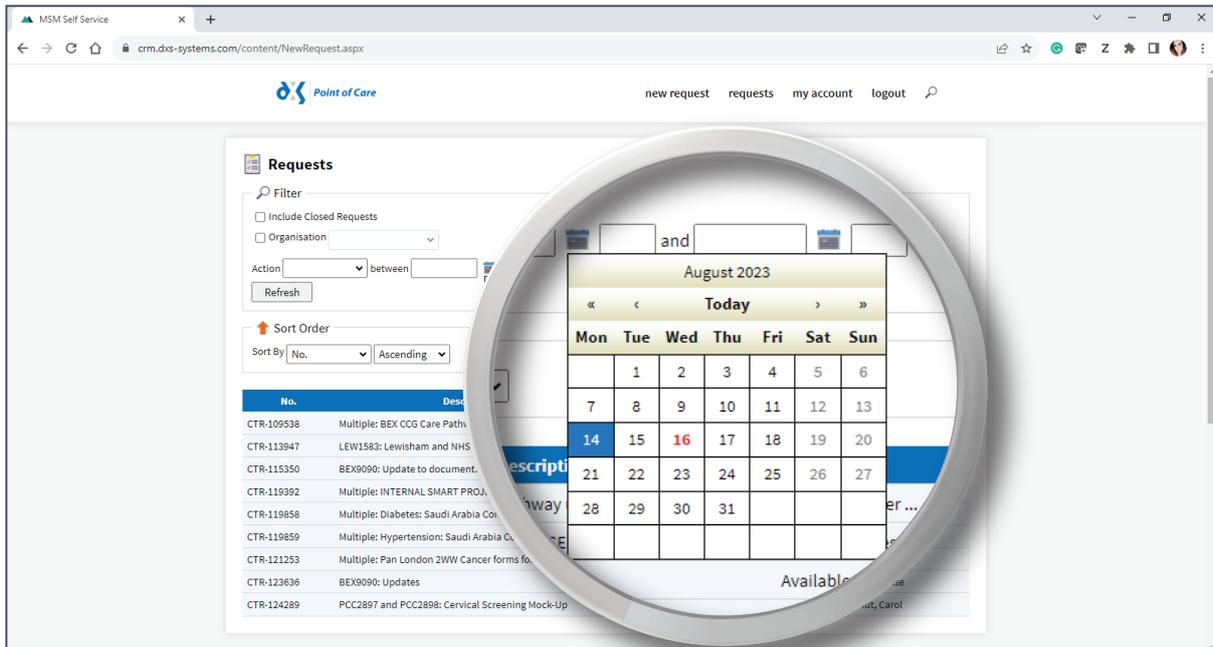
- This is the current status of your request. Common statuses applied to your content request are:
 - New
 - Accepted
 - Hold – Customer Query
 - WIP
 - Available in Test
 - Let Down to End User (Closed)
- *Last Updated*



- This shows the date of the last update followed by the person who updated the content request. You can search for different requests using the filter bar at the top of the page. This can include 'Opened', 'Closed', and 'Last Updated' requests.

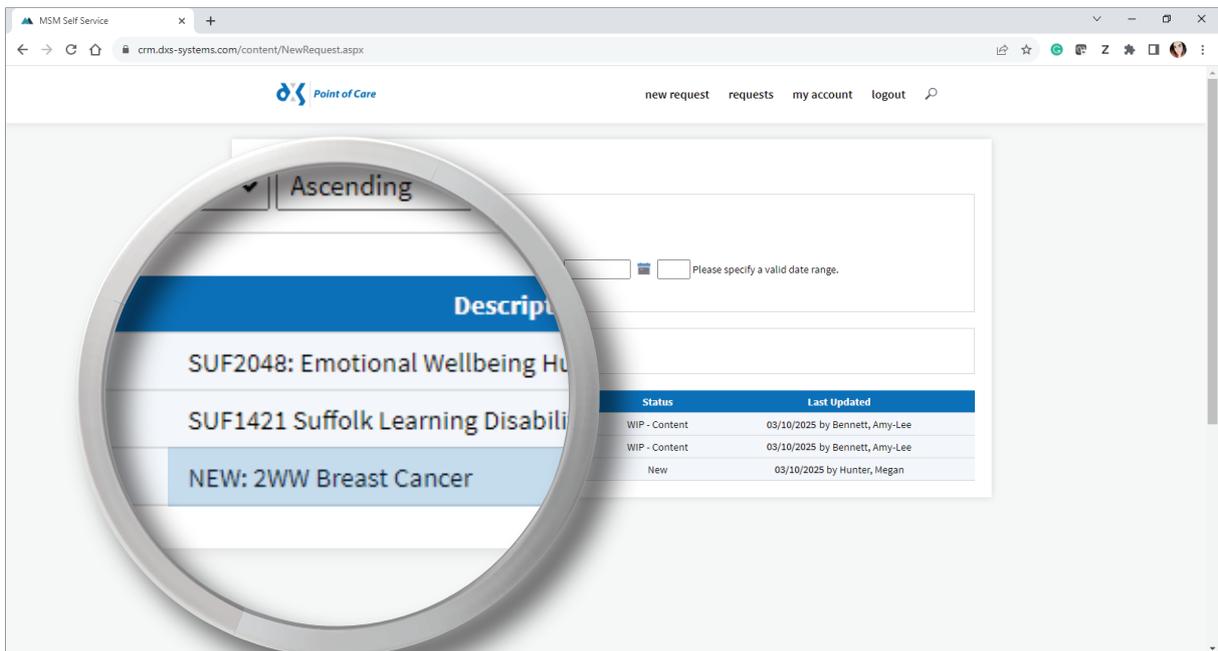


- You can also search for requests in a particular date range by inserting the desired dates in the format 'dd/mm/yyyy' or by clicking the 'calendar' tool icon to the right of the box.

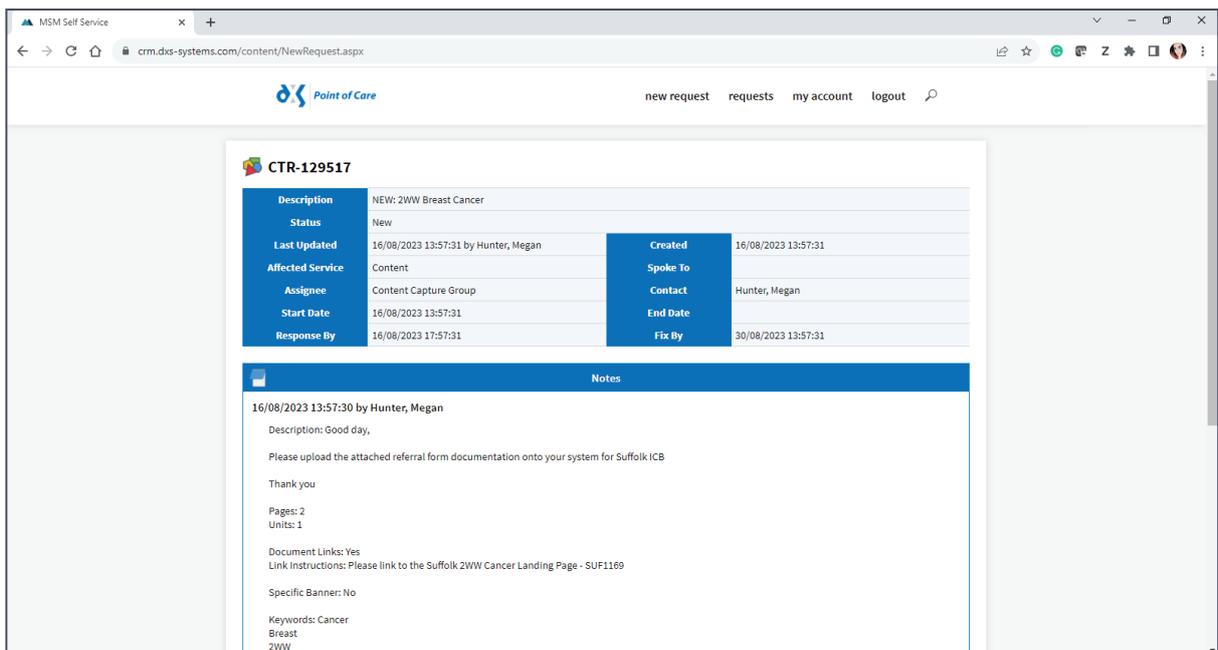


3.2 Detail

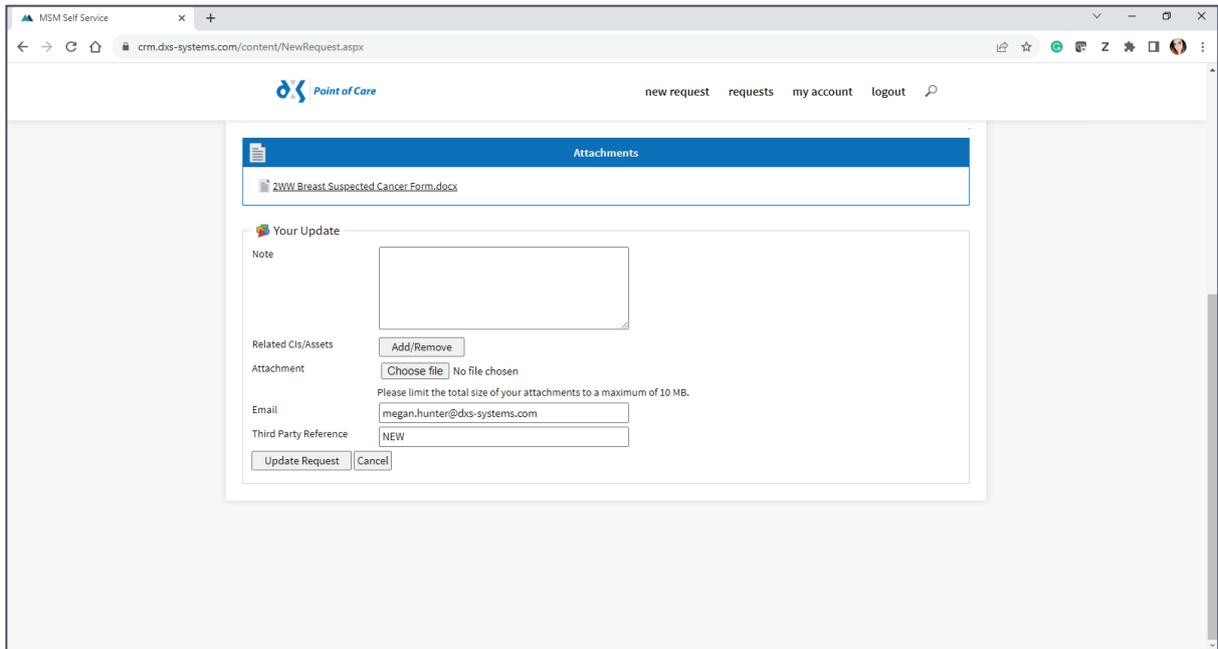
- To see a request in more detail, you can click on the description (in this instance, for example, 'NEW: 2WW Breast Cancer').



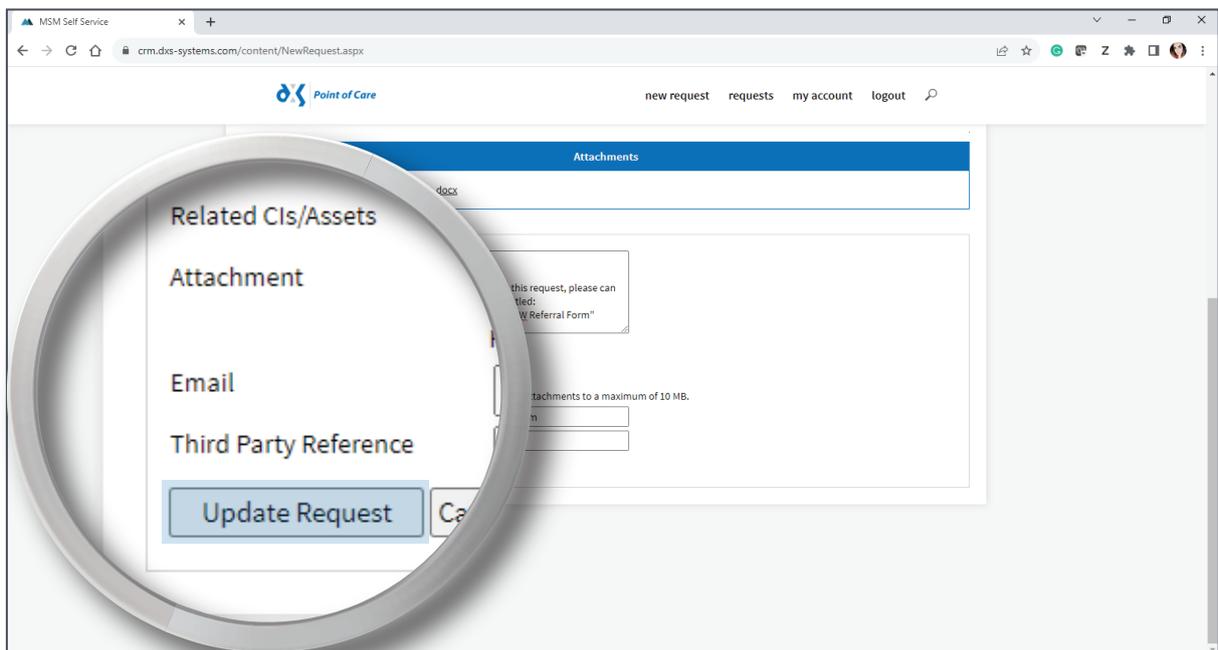
- When you hover over the description, it will turn red and a hand icon will display indicating that a link is available. When this happens, you can click for more details.
- From here, you can add more notes, instructions or documents, or ask our team a question regarding this specific content request.



- In the, 'Your Update' section, you can enter your desired notes and any documents that you wish to attach to the record for this content request.

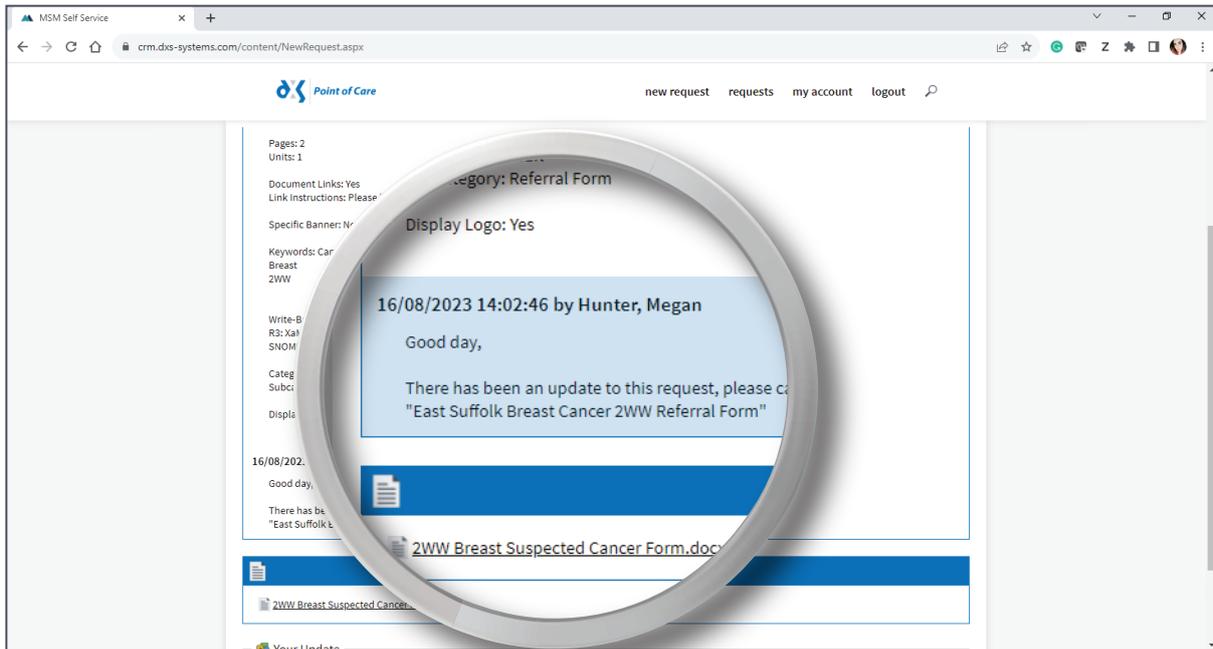


- When you have finished, you simply need to press 'Update Request'.



- If you do not click this button, the update request note will not be attached to the record.

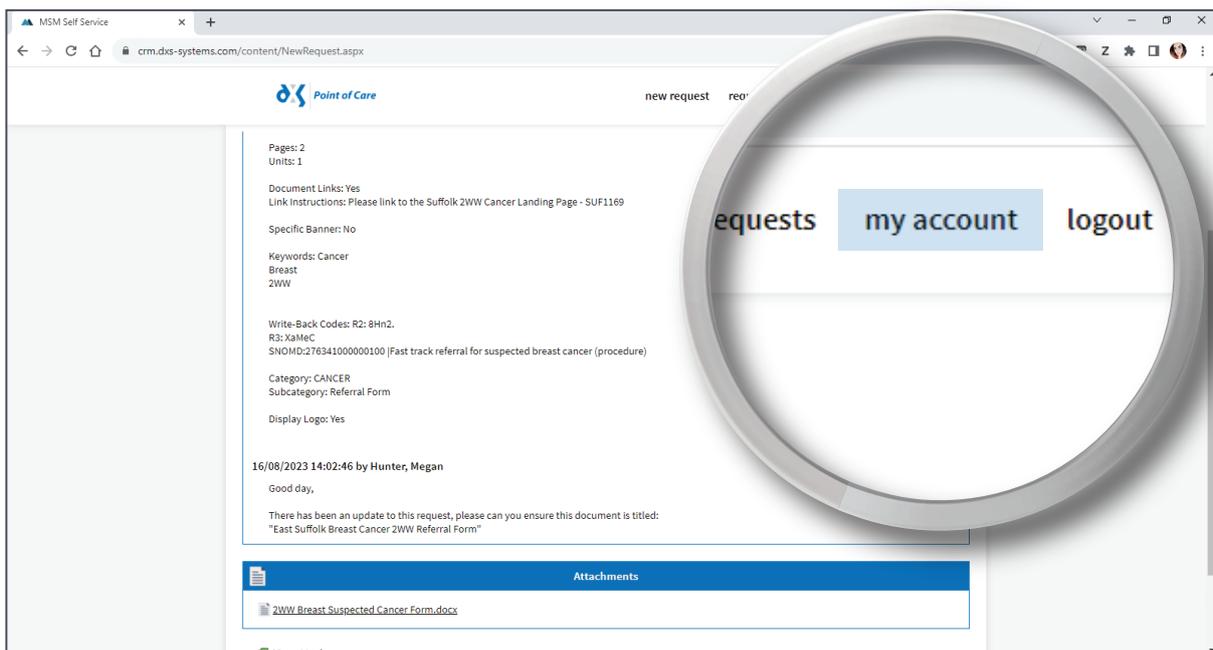
- Your notes will then be updated and will display in the 'Notes' section, with a date, time, and your name.



- This section will display ALL updates to the content request record. Any questions DXS may need to ask you will appear in this section with their name, date, and time of the update.

4. Changing Account Details

- You can view and edit your account details by clicking the 'my account' button on the toolbar at the top of the screen.



- From here, you can change your email address and password.

The screenshot shows a web browser window with the URL `crm.dxs-systems.com/content/ResetPassword.aspx`. The page features the 'Point of Care' logo and navigation links for 'new request', 'requests', 'my account', and 'logout'. The main content area is titled 'Change MSM Self Service Password' and contains two sections:

- Email:** A text input field labeled 'My Email' containing the text 'megan.hunter@dxs-sys'. Below the field is a 'Change Email' button.
- Password:** Three text input fields labeled 'Current Password', 'New Password', and 'Confirm New Password'. Below these fields is a 'Change Password' button.

Support



0800 028 0004 (option 1)



support-uk@dxs-systems.com



dxs-systems.co.uk

Training



0800 028 0004 (option 2)



training@dxs-systems.co.uk



training.dxs-systems.com

