



# MILLFLOW

## Prescriber Portal Guide

### Adding a new client

# Adding a new client

David Personage 083 (083DavidP) **PREPRODUCTION** No service user selected Choose service user Clear

## Welcome to Community Equipment Services

**Service user management**  
[View](#)

**Browse catalogue**  
[View](#)

**Information centre**  
[View](#)

### Newsflash

[Create newsflash](#)

David P first edition  
15/01/2025  
By: 083DavidP  
Our first review of the New Flash function  
[Read More...](#)

Alert  
13/02/2017  
By: 083DavidL  
Alert  
[Read More...](#)

## Notes

A – Select SERVICE USER MANAGEMENT

# Adding a new client

The screenshot shows the NHS Millbrook Healthcare system interface. At the top, there is a header with the NHS logo and navigation icons. Below the header, there is a search bar with the text "Search for service users". The search bar contains three input fields: "Service user ref", "Forename", and "Surname". A red arrow labeled "B" points to the "Service user ref" input field. A red arrow labeled "C" points to the "Forename" input field. A red arrow labeled "D" points to the "Search" button. There is also an "Advanced Options" button and a "Choose service user" button with a "Clear" button next to it.

## Notes

You have 2 default options

B – Input the Service user ID, if known

**OR**

C – Input Forename &/or Surname

D – When details input to fields A or B, then Click SEARCH

# Adding a new client

Search for service users

Service user ref:  Forename:  Surname:

[Advanced Options](#) [Add new service user](#) [Search](#)

Results: 28 service users Found

Items per Page: 6

Ref: 100030343 Other Yimfrpp Pragmen Pykwoox Bkxkaie Inccioc MK43 OZA 21/12/1945 <a href="#">Select service user</a>	Ref: 100049633 Other Uvrxbmfr Prcjjsn Tavphrg Nsnbmtv Lhbmuca PH13 9AN dd/mm/yyyy <a href="#">Select service user</a>	Ref: 100053454 MS Uahwbvl Pprkncx Xaixano Xlknwqu Ovyjdli CM20 9SE 05/10/1924 <a href="#">Select service user</a>	Ref: 100056018 Other Iytprai Pirosym Xsilmbq Bymiqmi Opaktqr S66 IFP 06/09/1919 <a href="#">Select service user</a>
Ref: 100056665 MRS Yguhmbv Prkqkkn Cacsyig Irragsb Mtyvtvw SL2 3PP 14/04/1940 <a href="#">Select service user</a>	Ref: 100064872 Other Dtyutbp Prgmigd Pbdunai Pjxrji Solimyy HAB OPF 08/08/1922 <a href="#">Select service user</a>		

First Previous Page 1 of 5 Next Last

## Notes

E – Millflow will now return the closest matches to the search details input

You can now review all records returned by clicking on [Select service user](#) on each tile

F – Should your initial search not return the client you are looking for, then you can click on [ADVANCED OPTIONS](#) (See page 5)

# Adding a new client

Search for service users

Service user ref: Service user ref

Forename: Forename

Surname: parsonage

Date of Birth: dd / mnr / yyyy

Postcode: Postcode

Email: Email

NHS Code: NHS number

Ora client Key: Ora service users key

Swift code: Swift code

Care first Id: Care first Id

Include deceased:

Soundex Enabled:

Close Advanced Options

Add new service user

Search

G

I

H

## Notes

G – You are now able to refine your search by adding any of the following details

- Date of birth
- Post code
- E-mail
- NHS Code (No.)

H – Once all available information is input, click SEARCH

I – If the client you are searching for is not returned, then you will need to create a NEW CLIENT RECORD

# Adding a new client

Commercial Team (1420LCommercial) No service user selected Choose service user Clear

More Information & Edit Client

Service user reference:

Delivery Collection Repair Peripheral Store Trusted Assessor

On-Site Equipment On-Site History Pending Orders PPM History

Alerts Feedback Documents

**Service user information**

Service user details

Service user reference

Title

Please Select...

Forename \*

Surname\*

Date of Birth \*

dd / mr / yyyy

Age

Gender

## Notes

J – Millflow now presents you with this screen. **Towards the bottom of the page** you will notice the service user information fields, that you need to populate.

# Adding a new client

### Service user information

Service user details

Service user reference  
100053454

Title  
Other

MS

Forename \*  
Uahwbvl

Surname\*  
Pprkcx

Date of Birth \*  
05 / 10 / 1924

Age  
100 year(s) 3 month(s) 25 day(s) old.

Gender  
Female

### Other contact information

Name  
Other Contact Name

Relationship to service user  
Relationship to service user

Telephone  
Telephone No.

### Contact Information

Search  
Start typing to find an address.

House No/Name  
Xaixano  
[+ More Address](#)

Postcode\*  
CM20 9SE

Property Type  
None

Street  
Xlknwqu

District  
Ecxctu

City  
Ovjydli


County  
Flevalk

Telephone 1 \*  
2087597384  Preferred

Telephone 2  
1708759488  Preferred

Mobile  
 Preferred

Email  
crrxf@nowhere.com  
[crrxf@nowhere.com](mailto:crrxf@nowhere.com)

SMS Notifications 

K

L

M

N

See page 8 for further notes on this page

# Adding a new client

**Additional Information**

Care management ID

NHS number

Social services ID

Language  
Not Known

Weight (Kg) O

Height (Metres)

Ethnic origin  
None

Disability code  
None


Ora Client Key

Alias

GP Code

Out of Area (OOA)  
 Client Deceased  
 InActive

Dog at premises?  
 Yes  No  Unknown

P 

## Notes

Millflow now presents you with all the information fields available for the client record. You now need to populate the as many of the fields as possible.

K – Details of the client

L – Details of other contacts

M – The Clients contact details

N – The ability to opt in/out of SMS notifications

O – The ability to add some additional information

P – CREATE THE NEW CLIENT