



MyScribe App and Portal User Guide

Version	Revision date	Summary of Changes	Author
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Introduction

This guide will provide the information required to access and start using the MyScribe ePCR app and portal.

Any screenshots contained in this document are based solely on test data and for demonstration purposes only.

Logging in to MyScribe App

The MyScribe App is used on portable devices, and has been designed with ambulance crews in mind. It models the layout of existing paper forms that crews are familiar with. The app is available on both IOS and Android operating systems, and on a variety of different sized devices ranging from pocket sized 5" smartphones to a 10" tablets depending on their carrying capacity. Generally, the larger devices are recommended for ease of data entry and visibility of all fields.

Upon opening the MyScribe App, you will be presented with the following options:

Start Shift allows users to start a shift, and begin creating records.

Setup / Upgrade is for pairing the device to the system, and to also get the latest form versions.

With the most recent versions of Scribe, the form updates can be configured to auto update.

To log into the app, each user will need to have a username and password.

Passwords are also required to unlock the device after a period of inactivity – the application uses a security technique similar to that used in online banking technology. The full password is not required to be entered, just the digits not replaced by an asterisk.

There is a status bar shown at the bottom of the application, which shows whether there is network connectivity, or Wi-Fi connectivity allowing data to be submitted. Any data entered without network connectivity will not be lost and will simply save until a connection is made.

MyScribe is set up with shift mode enabled – this enables multiple clinicians / users to log in at any one time, using their own unique credentials.

After logging in, you will be presented with the HomeScreen.

Selecting New+ allows you to start a new record – there are two options available when starting a new record:

Events Incident Form – First Aid – this form is to be used for minor treatment and first aid cover.

DW Standard ePRF – this form is to be used when a full ePCR is required.

The ‘Incident and Crew Details’ screen should be filled in with the appropriate ‘Call Sign’ and ‘Vehicle’ details – these fields only need to be populated once, at the start of the shift, and will appear in all completed records until the end of the shift.

To log each crew member in, use the ‘Add Crew/ On Scene (with Login)’ button. This enables multiple clinicians from the same Organisation to log in and register attendance and interventions at an incident.

Logging in to the MyScribe app from this screen enables the user presence in dropdown lists further through the form to accurately record their interventions at the incident.

Where an additional clinician from another service (such as an NHS Trust, or HEMS etc) is present at an incident, the ‘Add on Scene (Other)’ option allows them to log in using their full name and ESR number, registering their attendance and interventions at an incident. Their presence in dropdown lists further through the form is then also activated.

Add Crew / On Scene (with Login)

PIN: 55555

Skill: Other

Userid: clare

Type: Crew

Add On Scene (Other)

Full Name

ESR

Login

This section of the form can be returned to at any point through the patient interaction and additional crew members can be added on scene, so in the case of an additional crew arriving and using the same device, they are able to log on and record any patient interaction they have undertaken.

The following shows all the available sections of the form for completion. Each section is accessed by clicking on it, opening up the fields.

16:07 59%

Scribe

PP ePCR- Inc: [Q241976], Date:25/08/2022 2.73.9

+ Add Section

!	Incident & Crew Details	3/4
+	Incident Times	0
+	Patient's Personal Details	0
+	Consent	0
+	Respiratory Assessment	0
+	Presenting Complaint & Incident details	0
+	Past Medical History	0
+	Allergies	0
+	Primary Survey(s) (+)	0
+	Observation(s) (+)	0
+	FAST TIA/Stroke Assessment	0
+	Equipment	0
+	Med(s) Given (+)	0
+	Non-Conveyance: See & Treat	0
+	Conveyance	0

There are also additional sections that can be completed, if they are relevant to the incident in attendance. These can be accessed by clicking on the green 'Add Section' button

Selecting an additional section for completion will push it to the front screen for ease. Each section can be exited at any time by clicking the red 'back' button.

Any data entered into a field is saved automatically, so exiting a section will not lose data entered.

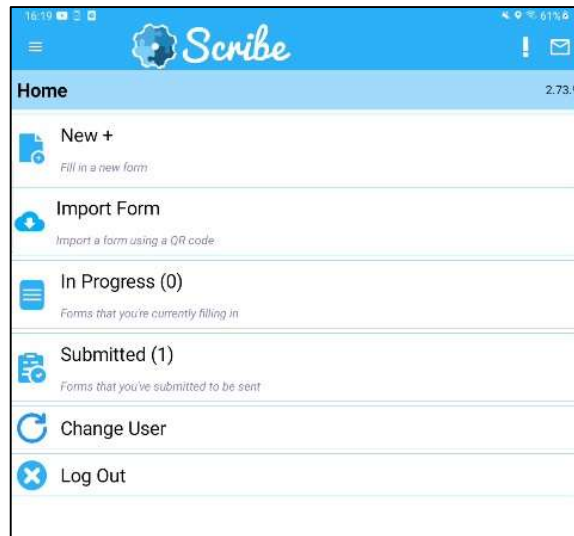
There are fields within each section of the form that are marked as 'mandatory,' failure to complete these sections will result in the sections showing as incomplete, as below.

Completing the mandatory fields will change the section to green and it will no longer show as incomplete, there is also a field counter to the left of the section, highlighting how many of the total fields available within each section have been completed.

Documentation outlining the contents of each section within the Scribe app has been provided separately.

Once a patient intervention is complete, and the record has been finalised, it will need to be submitted. Please note a record can no longer be added to once it has been submitted.

Records that have been submitted can still be viewed by selecting submitted from the home screen within the app

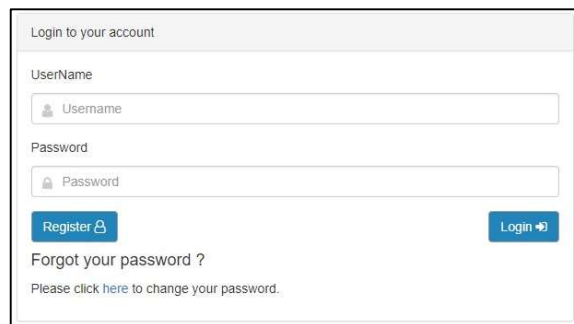


It is from this screen that a new record can be created to record a further patient interaction. At the end of a shift, the 'End Shift' button forces all unsubmitted records to be sent, preventing any lost records.

Logging in to MyScribe Portal

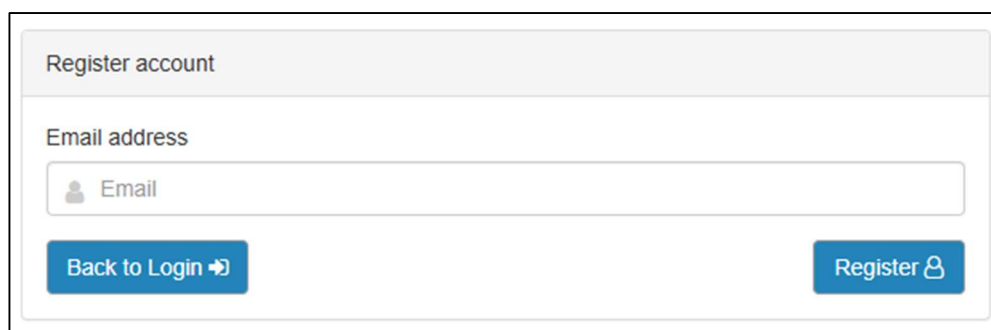
The MyScribe portal is a webservice which can be accessed through any web browser, as long as there is a valid connection.

Upon entering the web address (<https://myscribe.doc-works.co.uk>), you will be presented with the following log in screen:



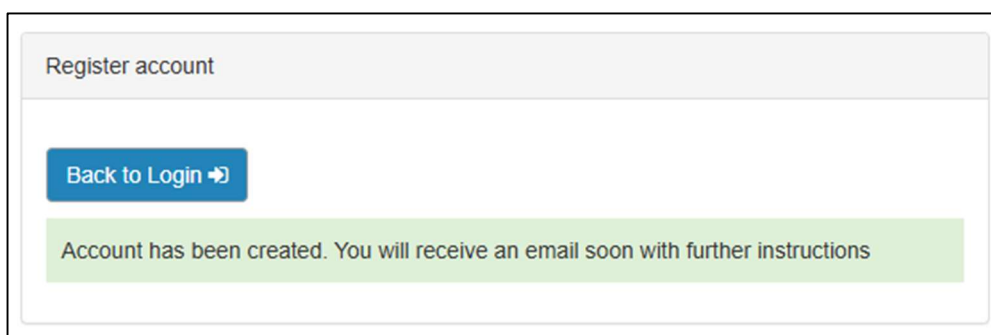
The screenshot shows a login form titled "Login to your account". It contains two input fields: "UserName" with a placeholder "Username" and "Password" with a placeholder "Password". Below the fields are two buttons: "Register" with a user icon and "Login" with a right arrow icon. At the bottom, there is a link "Forgot your password ?" and a smaller link "Please click here to change your password."

The first user for your organisation can register their Account via the Register button. This will present the Register account screen (subsequent users should be registered by making a request to servicedesk@doc-works.co.uk :



The screenshot shows a register form titled "Register account". It has one input field for "Email address" with a placeholder "Email". Below the field are two buttons: "Back to Login" with a right arrow icon and "Register" with a user icon.

Enter a valid email address and click on Register. The user will be registered and an account will be created. Further details will be sent to the email address that was used to register the account:



The screenshot shows the "Register account" screen after registration. The "Email address" field is no longer visible. There is a "Back to Login" button with a right arrow icon. A green message box at the bottom states: "Account has been created. You will receive an email soon with further instructions".

Log in credentials for both the app and the portal have been provided via email. You will be asked to enter a password.

Change password

New Password

Re-type Password

Your password should contain at least 15 characters, at least one uppercase letter and a number.

After logging in for the first time, you will be asked to enter your organisation details:

Details

ⓘ The following information will be used to create your company account. Upon completion you will be able to create/view records and add additional users to your account. Please ensure all asterisked () fields are completed before saving.*

Company/Client Name *

Address *

Contact Name *

Contact No. *

Company Logo

Drop file here or use the 'choose file' button below

No file chosen

ⓘ The logo you provide should be in .JPEG or .PNG format and will be displayed on your PDF reports. Please submit only one image.

I have read and accept the Doc-Works [Terms and Conditions](#) Yes

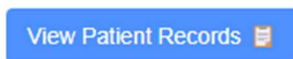
Once saved, click on the Home button:

🏠 Home

Successfully saved.

This will take you to the MyScribe portal dashboard. This is the same screen as will be displayed for subsequent logins.

From here you can click on View Patient Records to see all the records that have been submitted via the MyScribe App:



PDF Doc	Doc ID	Inc Date	Inc No.	Patient Surname	Patient Gender	Patient Age	Patient DOB	Patient Postcode	Presenting Complaint	Chief Complaint	Record Status
	20	-	-	Test	-	26	04/03/1999	lu7 0ue	Testing Presenting Complaint	-	Complete
	19	Mar 14 2025 12:00AM	9999	Test	Female	50 Y	14/03/1975	lu7 0ue	Respiratory	Shortness Of Breath	Complete
	18	Mar 14 2025 12:00AM	1234	Test	Female	70 Y	14/03/1955	lu7 0ue	Social	Social Need - Unspecified	Complete
	6	-	-	-	-	-	-	-	-	-	-

There are a variety of ways in which records can be searched, depending on the requirements including an Advanced Search and sort:

Patient Records

1. Search

Advanced Search show less ↑

Filter By	<input type="text" value="Doc ID"/>	<input type="text" value="Equals"/>	<input type="text"/>
Filter By	<input type="text" value="Inc Date"/>	<input type="text" value="Equals"/>	<input type="text"/>
Filter By	<input type="text" value="Inc No."/>	<input type="text" value="Equals"/>	<input type="text"/>
Sort By	<input type="text" value="-- select --"/>	<input type="text" value="desc"/>	Then By <input type="text" value="-- select --"/> <input type="text" value="desc"/>

The record can be viewed by clicking on the pdf link to the left-hand side – this opens a new window which displays the record in its entirety.

ePCR Case Summary.



Consent

Patient has capacity?	Consent to Assess and Treat	Consent to Share Info	Consent to Store EPR Electronically	Best Interest Decision Made	Consent Given by
	Y	Y	Y	Y	Patient

Consent Withdrawn | Date/Time Consent Withdrawn |

Name Test

Signature

Test

Patient's Personal Details

Forename	Test	Gender	Female	Address 1	Docworks Ltd
Middle Name(s)	Test	DOB	14/03/1975	Address 2	The Old Haybarn
Surname	Test	Age	50 Y	Address 3	Rosebery Mews, Mentmore
Preferred Name		Sexual Orientation	Heterosexual	Town/City	Leighton Buzzard
Ethnicity	White (British)	Religion/Belief	Christianity	Postcode	LU7 0UE
Unknown Patient		Phone No.	123456	NHS No.	1234567890

GP Details

GP Name	Test	GP Practice	TOTTON HEALTH CENTRE	GP Practice Code	J82097
GP Surgery Address	TOTTON HEALTH CENTRE, TESTWOOD LANE, TOTTON, SOUTHAMPTON, HAMPSHIRE, SO40 3ZN	GP Surgery Contact No	023 80865051		

Next of Kin / Primary Contact

Emergency Contact	Name	Contact	Relationship
Y	Mrs Test	123	Relation

Additional Information: Special Considerations and Disabilities

Name of School	Test
Is the patient a looked after child?	
Disability	N

PFI & Incident Details

Incident Number	9999	Alcohol Involved	N	Incident Date	14/03/2025
Patient Number	1	Drugs Involved	N	Patient Consumed Alcohol	N
Incident Location	Home	Patient Type Activated		Blood Loss	None
Care Package					

Clicking on the Home button will take you back to the dashboard.

You can purchase credits by clicking on the Purchase Credits button:

[Purchase Credits](#)

Home > Purchase Credits

Purchase Credits

Please select a credit bundle:

Purchase Summary

Product Name:	0 shifts
Net Value:	GBP 0.00
VAT (0%):	GBP 0.00
Total Value: <small>(Include VAT)</small>	GBP 0.00

[Go to Checkout **GBP 0.00**](#)

Select the number of credits required using the dropdown and then click on Go to Checkout where you will be requested credit card details:

Payment ✕

Order Summary:

Product Name: 1 records

Total Value: GBP 1.00

Card

Revolut Pay

Klarna

Secure, 1-click checkout with Link ▼

Card number

Expiration date

MM / YY

Security code

CVC

Country

United Kingdom
▼

Postal code

WS11 1DB

Pay now

Close