At Invatech Health we are committed to helping you achieve excellence in your medicines management and to ensure you have the best possible experience with our system. This quick guide tells you how you can access our support and what to do in the event of an emergency.

**Helping You to Success**

**Your ATLAS PCS Lead**

We encourage every care home to have an ATLAS PCS Lead whom we can help train to promote and embed good practice. Where possible you should always channel your queries through your PCS Lead.

**ATLAS PCS Lead:**

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**Our Service Desk**

If you have any technical issues, please contact our service desk. During out of hours, please email any questions or issues and we will respond to you by the next working day. Please note that for any supply queries or questions, you must call your dispensing pharmacy.

**Call 0117 200 1474**

Or email support@invatechhealth.com

We are open Monday to Friday 9am to 5pm

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**Help is at hand**

Remember you can access a range of help files on the ATLAS PCS device. You can also access great resources, tips and guidance on our online portal. To visit our online portal, access the site below using your log on details.

www.atlascentral.co.uk

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**Troubleshooting**

Here is a quick guide on what to do if you experience a problem. Simply follow this process to help you decide the best course of action to take under those circumstances. **NB: If you have a Back-Up Device, our Help Desk can support its activation.**

- **Forgotten/Don’t know how to do something?**
  - Press ‘?’ on ATLAS PCS or Visit atlascentral.co.uk
  - Speak to your ATLAS PCS Lead
  - Call/Email Service Desk

- **Issue is stopping you from giving medication**
  - Speak to your ATLAS PCS Lead
  - Call/Email Service Desk
  - Activate back up ATLAS PCS if available

- **Critical issue, but Service Desk closed**
  - Refer to Emergency Protocol
  - Call/Email Service Desk when available

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**Emergency Protocol**

In the very rare case that you are unable to use PCS and unable to access the support via our online resources or our help desk, your primary objective is to ensure continuity of medication administration to residents. Please follow this process to access paper MAR charts for emergency use only.

1. Contact your PCS Lead or care home manager who will decide the severity of the situation.
2. Log on to www.atlascentral.co.uk and go to the ‘Reports’ section of the site. Print off the current MAR charts which will be accurate to the point of the last synchronisation.
3. Contact our Service Desk at the earliest opportunity to notify us of the issue. We will help resolve any issue and get you back on to ATLAS PCS.

**IMPORTANT**

Reverting to paper should be reserved only for critical emergencies. By administering medication on paper, your stock levels will become out of synch.