



Get the most out of



eGOS
User Guide

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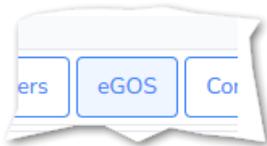
Creating / Edit and eGOS Claim

This page is Brief Help for any claim (GOS 1, 3, 4, 5) - although GOS1 is shown in the example below.

Signature Capture Help Page here. - [Help Guide : Optinet Signature Capture](#)

Go to Patient Record

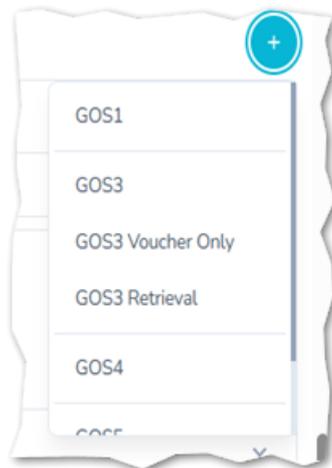
From the Top Bar Select



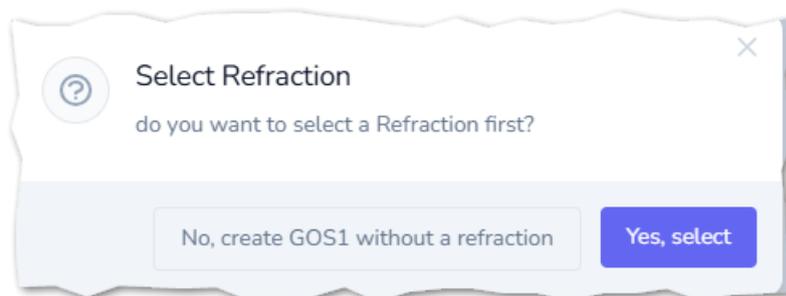
All eGOS forms for this patient will be displayed here with their latest status. For example: Previous/ Incomplete forms, completed forms and those that need to be edited to submit.

Starting a Claim

On the right, use the plus button in the circle  to **start** a New Claim



When you create a claim, Nova will warn if there is claim in progress and will ask if you wish to select an Examination.

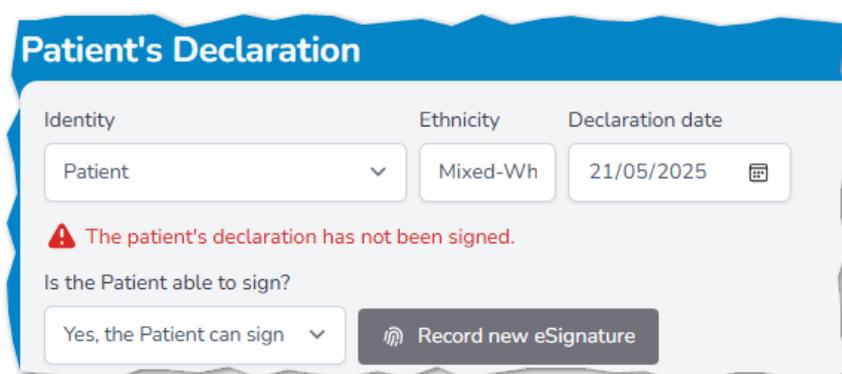


Only say **Yes** IF the Patient's Exam has **already been keyed in**. For GOS1, **say No** when signing the form on patient arrival before the Exam has taken place. (Unless using the signature capture on the patient record, therefore storing it for 12 hours)

**** You need a Sight Exam record for Each Claim. ****

Patient Signature

Scroll down to check Patient details and their Eligibility for NHS Test are filled correctly, then press the 'Record New Signature' button :-



Alternatively, if a signature has been captured on the patient record (In Green below) then the screen will allow you to apportion that signature as below. (NOTE this must only be done on adult records and for those who do NOT require a carer to sign for them)

Patient's Declaration

Identity: Patient Ethnicity: Declaration date: 04/06/2025

⚠ The patient's declaration has not been signed.

There is an electronic signature recorded for this patient which can be used to sign this declaration.

✓ Sign declaration using existing eSignature

Is the Patient able to sign?

Yes, the Patient can sign **Record new eSignature**

Once Signed, the signature will appear on the eGOS form. Click **'Save Form and Exit'** at the bottom of the screen until Exam. This will then be on the patient record waiting to have the Refraction added when done.

Completing the form

From Patient screen click on the **eGOS** button 

When the latest exam is in Nova, use the **Blue** Button at the bottom of the screen **'Select Refraction'** -

✓ Save & Exit ✓ Save ← Back Override Values ⚠ Errors found - 5 Select Refraction

NOTE: Many Fields on the form are filled in from the Sight Exam record which will minimise the amount of information needed to be added manually.

Fill in any remaining relevant fields where required.

These will be **Red Errors** on the form where further information is required and also a White button edged in red, at bottom of screen will show issues as **'Errors Found'**.

✓ Save & Exit ✓ Save ← Back Override Values ⚠ Errors found - 6 Select Refraction

Press this Errors button and Nova will give details of what part of Form needs completing.

The Form will change to **'Ready to Submit'** in the bar at the bottom when Errors cleared, you can then **'Save & Exit'**.

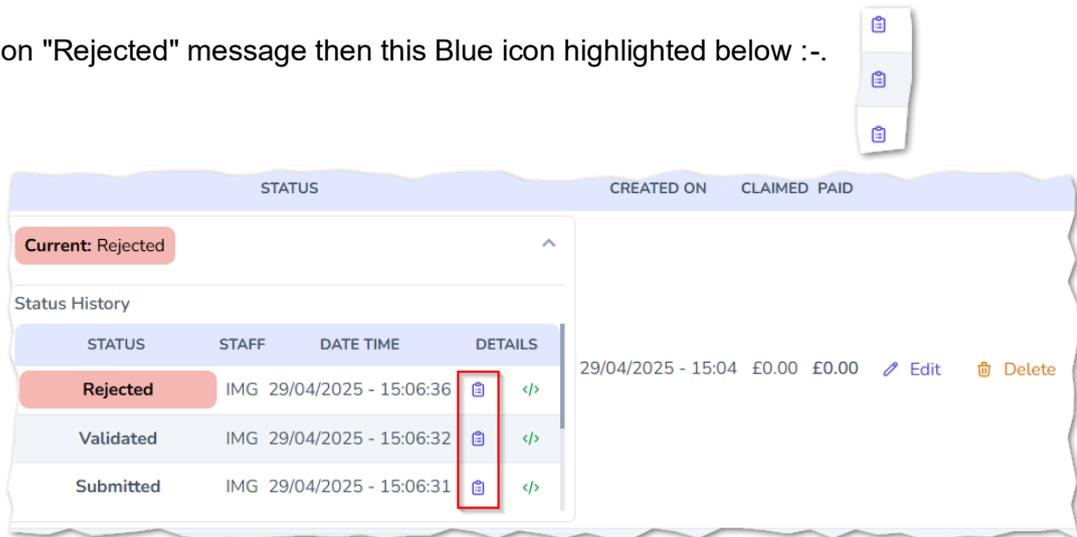
Submit the Form from the eGOS List. On the right side of Claim line, press 'Submit' button



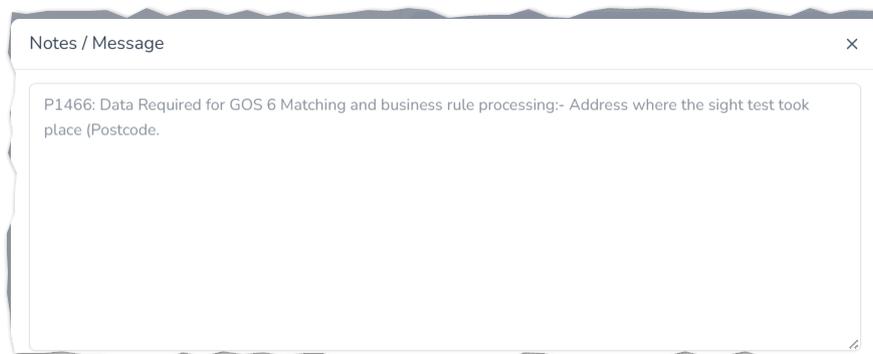
Check Claims for any Rejections later that day.

Rejected Claim - Finding Claim Error

Press on "Rejected" message then this Blue icon highlighted below :-.



The Error Notes will then be shown ;



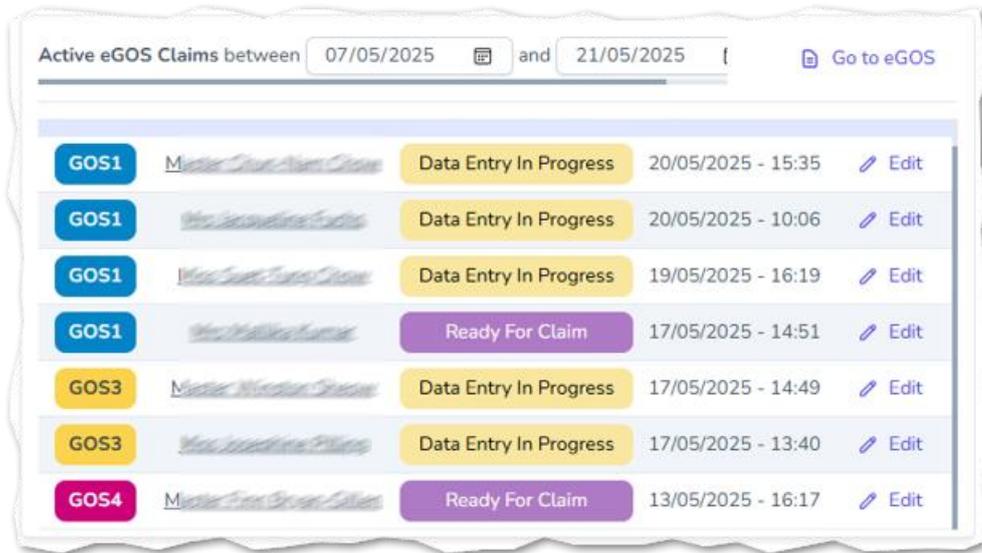
Edit Claim - make changes as needed, Save and then Submit again.

For any further help - call Flex Helpline - 0800 3102400

On Nova, claims can be seen in two places first is on the Home Screen, the second within the menu bar on the left of the Nova screen.

Home Screen

Recent eGOS Claims are listed on the bottom left of the screen;



Use the date fields to change the dates as needed to check back further in time.
(you may need to scroll down slightly to see this).

Active eGOS Screen

Unfinished Claims – these are claims in progress which have missing data, they will also be any Rejected Claims.

Data Entry in Progress - Click on Edit to Finish Claim and Submit once Saved.

Rejected - Claims check the Error Message given and Edit - to correct then Re-Submit.

Top Tips

- Send Claim as soon as Ready
- check for Rejections during the Day, get Optom to correct
- Get Optom to Sign first Claim
- Make sure all claims are cleared by end of Day and Submitted as signatures are needed on the day.

eGOS Screen

Claims can also be seen on the separate eGOS screen, Which can be accessed from the Nova Menu



This is a larger window, like the **Home Screen** above, it will also show unfinished claims.

Note - you can change the view here to show **Finished Claims** from this screen to see claims that have gone through, click on Finished button as below.



This will show 'Accepted' or 'Payment Sent' claims;

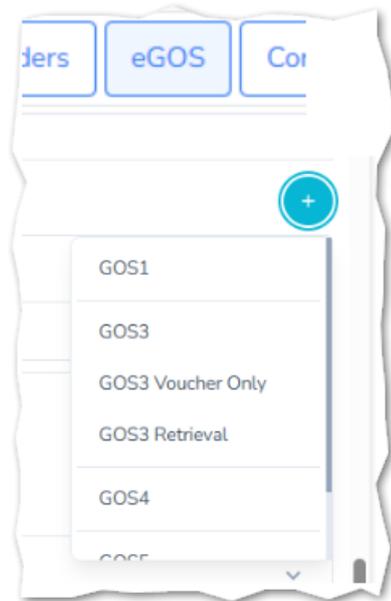
Accepted Claims will go for payment later
Payment Sent is final Status.

GOS 3 Takeaway/Retrieval

Create a Takeaway (SCROLL down for Retrieval Help)

If a Patient wishes to take the prescription to be dispensed elsewhere, then this is how generate a GOS3 takeaway form.

This is started within Patient Record, select eGOS from Top Menu, press the + to see eGOS choices as below :-



You will normally already have a GOS1 completed already.

FORM TYPE	I-CODE	CURRENT STATUS
GOS1	GOS1-190525-115046	Accepted

If ready, the GOS1 code can be attached as you open the takeaway form.

Click YES if offered to link GOS1 to GOS3 (this adds the code)

Add the Eye Exam to the Form,

Optom must sign then they can Submit the Form.

Submit Form to NHS

Only once submitted are the Takeaway Codes generated, as the Form is ready at the NHS to be used elsewhere.

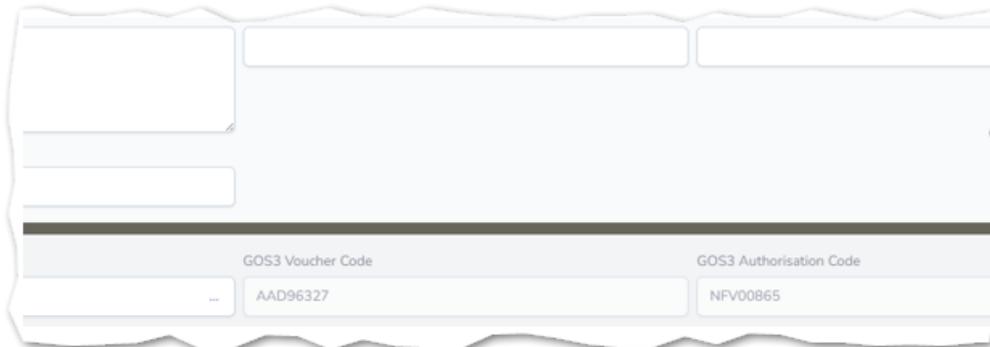
Then the Form Status goes to **Terminated** (*Not - Accepted or Payment Sent*)



The screenshot shows a table with the following data:

FORM TYPE	I-CODE	CURRENT STATUS	CREATED DATE		
GOS3_VO	3VOU-210525-094458	Terminated	21/05/2025 - 09:44	View	Voucher

Codes now appear on the form, you can see them if you View the claim :-



The screenshot shows a form with two fields:

GOS3 Voucher Code	GOS3 Authorisation Code
AAD96327	NFV00865

You can now print off the form, on plain paper, with codes and your details already on.

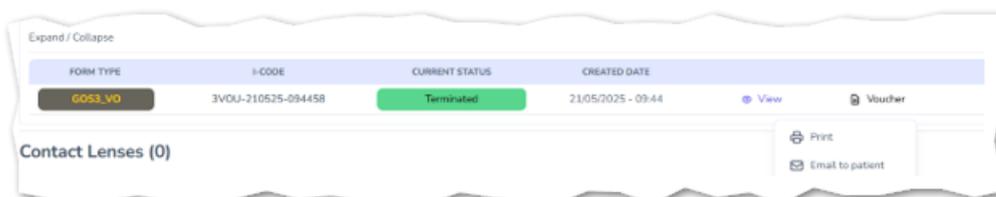
Print the Form

This prints the claim on blank paper

The test and practice details are printed out alongside the takeaway codes

The print option is found by either - Choosing **Terminated** claim in eGOS on Patient Record

Print appears when pressing **Voucher** on the right next to that Claim for Patient or from eGOS List



The screenshot shows a table with the following data:

FORM TYPE	I-CODE	CURRENT STATUS	CREATED DATE		
GOS3_VO	3VOU-210525-094458	Terminated	21/05/2025 - 09:44	View	Voucher

Below the table, there is a section for "Contact Lenses (0)" and a "Print" button.

selecting eGOS from the Nova Menu - this shows all claims, find the GOS3_VO for that patient and then Print as above using Voucher.

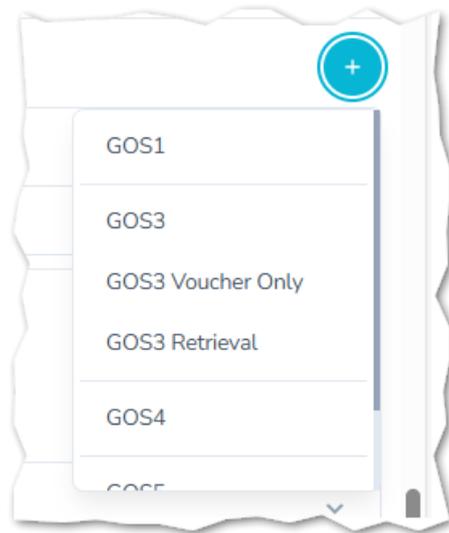
Retrieve a GOS3 Claim

If the patient has had a test elsewhere, the claim is started and waiting with the NHS for someone to complete it.

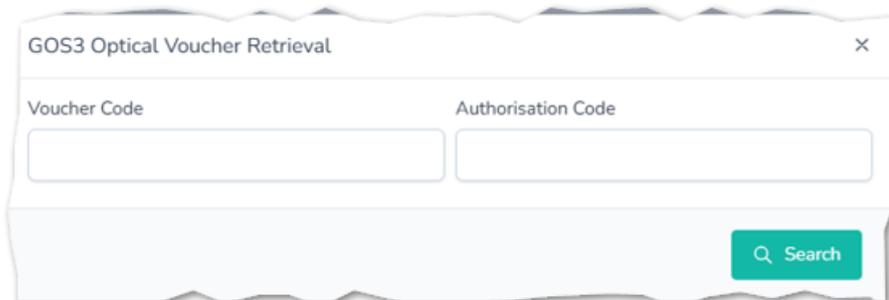
For new patients, you would first need to add the Patient into Nova. Make sure the following are correct as they are checked against the claim on the NHS system to make sure you are pulling through the claim for the right person

- DoB
- Address
- Name

Once the patient is in Nova, select the eGOS button on their record, followed by GOS3 Retrieval.



This will then Prompt as below:-

A screenshot of a web form titled "GOS3 Optical Voucher Retrieval". The form has a close button (X) in the top right corner. It contains two input fields: "Voucher Code" and "Authorisation Code". Below the input fields is a green "Search" button with a magnifying glass icon. The form has a white background and a light gray border.

There are two Codes from the Patient, generated by the Practice the form originated from.

If the details of the Patient match, this claim is Retrieved then, the Claim is completed as per a normal eGOS 3 claim.

If these codes are not accepted or for more help :-

For any further help - call Nova Helpline - 0800 3102400