



## Setting Up And Using MiCAL With MiDatabank (MiD) Trainer Version 3.2

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<p>Please refer to the document on <a href="#">Using MiCAL v24 (Medicines Information Computer Aided Learning) Effectively</a> for guidance on the following:</p> <ul style="list-style-type: none"> <li>• Introduction to MiCAL and MiDatabank</li> <li>• What's in MiCAL</li> <li>• Table 1: Case scenario titles, complexity, and clinical topic</li> <li>• Using MiCAL effectively</li> <li>• Table 2: Recommended MiCAL completion profile</li> <li>• Further help and contact details</li> </ul>	

## 1. Getting access to MiCAL v24 online

- Go to the MiCAL home page at <https://www.midatabank.com/MiCal/>
- If your Trust has not yet purchased MiCAL access then a nominated organisational lead needs to complete and return the order form to CoAcS by clicking the 'Purchase MiCAL access' button. On receipt of payment, CoAcS will issue the nominated organisational lead with a username and password.
- If you have received a login and password by email from CoAcS or your local MiCAL organisational lead/assessor, then click 'Login' or the 'Log IN to MiCAL' button and proceed as instructed.
- If your Trust has purchased MiCAL but you have not yet received your individual username and password to access MiCAL then register as a learner with your local MiCAL organisational lead/assessor by clicking on the 'Register as a learner on MiCAL' button. Your local MiCAL organisational lead/assessor will email your username and password to you once your request has been approved.

## 2. Getting started with MiCAL and MiDatabank Trainer

The following will assist in accessing and using MiCAL with the MiDatabank Trainer provided. Please note that the MiDatabank Trainer is available to install for organisational leads via the MiCAL website *after* logging in to MiCAL. Once logged in, instructions for installation can be accessed from the organisational lead area page by clicking on the 'MiDatabank Trainer' button. Be advised that to download the software for MiDatabank Trainer, users must also be PC administrators – please contact your local IT department if you experience problems when downloading.

### 3.1 Logging into and setting up MiCAL

- From the MiCAL home page link (<https://www.midatabank.com/MiCal/>) click the on screen 'Log IN to MiCAL' button.
- Select your organisation from the drop down options (you can type the first letter of your organisation to jump to that alphabetical section of the list).
- Enter your email and password as allocated. You will have an option to change your password after logging in. *Note: your local organisational lead/assessor will be able to see your password in case you forget it.*
  - If you are the **organisational lead** for MiCAL then you will have access to all areas of the MiCAL set up including the ability to download the MiDatabank Trainer software and answers to the MCQs.
  - If you have been set up as an **assessor** for MiCAL, you will have access to most of the areas including answers to the MCQs and the area to download the MiDatabank Trainer software. You will not have to access to the MiCAL configuration option.
  - If you have been set up as a **learner** on MiCAL then you will have access to the sections on enquiry answering skills, enquiry answering scenarios and advanced skills.
  - All users are able to provide feedback on the MiCAL programme direct to the content developers using the on screen feedback button.

### **3.1i Setting up MiCAL locations (for organisational leads)**

- Before you can add any learners to MiCAL, you must set up the locations you require. In the majority of cases this will be the same as your Trust name. Some Trusts are multi centre and may therefore require the ability for multiple assessors at more than one site (within their Trust).
- To do this, select 'locations' from the option entitled organisational lead area.
  - a) Click 'add' to start entering a location.
  - b) Highlight the 'New location' option in the location/groups column.
  - c) Click 'edit' and then 'OK' at the prompt to continue editing.
  - d) The greyed out boxes will now be active and you can enter a location name.
  - e) Continue adding locations in this manner as necessary.

### **3.1ii Setting up MiCAL learners (for organisational leads/assessors)**

- Once you have set up at least one location, you will be able to complete the process of setting up learners on MiCAL, i.e. any pharmacy staff requiring access to MiCAL training.
- To do this, select 'learners' from the option entitled organisational lead/assessor area.
  - a) Click 'add' and highlight 'new learner' when it appears in the box (left hand side of screen).
  - b) Click 'edit' and then 'OK' at the prompt to active the learner information fields (right hand side of screen).
  - c) Complete the new learner information as requested and leave the password as it appears (the learner will be able to change this when they log in – make sure they are aware that you will be able to see the password they enter).
  - d) Before clicking 'submit', click 'approve' to active the learner.
  - e) Click 'submit' to email the new learner their access details for MiCAL.

Any changes you wish to make to a learner will be done through this section by selecting the name of the learner in question and clicking 'edit' to make any changes, e.g. upgrading learners to assessors.

## **4. Viewing the answers and rationales for the MCQs on MiCAL (for organisational leads/assessors)**

Organisational leads and assessors can view a document showing the MCQs used in the MiCAL assessments along with the answers and rationales *after* logging in to MiCAL.

## 5. Reporting adverse drug reactions to the MHRA via MiDatabank Trainer

MiDatabank (including MiDatabank Trainer) allows you to report adverse effects to the MHRA directly via the Yellow Card Scheme.

*(Note: Many organisations use firewalls. Unless the firewall has been set up to allow users to submit reports from within MiDatabank and/or MiDatabank Trainer, the firewall may block your request to submit a live report to the MHRA).*

Yellow Card reports of suspected adverse drug reactions to the MHRA are an important aspect of pharmacovigilance in the UK and reports are very valuable. MI pharmacists and technicians frequently come across adverse drug reactions (ADRs) when answering enquiries and are in an ideal position to generate reports.

Find out how to submit a report: your department may have an SOP or guidance on how to submit yellow card reports via MiDatabank. If your department does not have an SOP or guidance, click below for information about submitting a Yellow Card report using MiDatabank:

[Electronic Yellow Cards – ADR Reporting In MiDatabank](#)

## 6. How to enter enquiries on MiDatabank Trainer

- iii. Creating an Enquiry – Input *(see page 5)*
- iv. Creating an Enquiry – Research *(see page 6)*
- v. Creating an Enquiry – Answer *(see page 7)*
- vi. Creating an Enquiry – Completion *(see page 8)*

The following pages give a brief overview of entering enquiries on MiDatabank Trainer.

For more detail and particularly information about entering enquiries into the full version of MiDatabank, please see general documentation available from:

[MiDatabank Documents And Guides](#)

## Creating an Enquiry - Input

Add enquirer details here. You can add them manually or select their details from the Individuals/Organisations database.

MI Research button: once all the Input data has been added, click here to start researching the enquiry.

Enter the enquiry details here. If you put the title at the top of the question field, this will appear automatically in the Title box when you click "Auto Title".

**Important Note:** The patient name and clinical details should not be entered in this section. These details should only be entered in the Clinical section below.

The enquirer details should not be entered in this section. These details should only be entered in the Enquirer Details section above.

Click "Auto Title" to automatically put the first sentence in the title box.

The screenshot shows the 'MiDatabank 3.2 Trainer' application. The 'Input' tab is active, displaying various form fields for creating an enquiry. The 'Enquirer' section includes fields for Surname, First Names, Name, Status, Address, Telephone, and Email. The 'Enquiry' section includes fields for Contact for this Enquiry, Route, Due By (set to 18:00 on 28 June 2024), and Comments. The 'Clinical' section includes fields for Patient Name, NHS No, Hospital No, Date of Birth, Sex, Ethnicity, Pregnancy status, Date of last period, and Expected delivery date. There are also sections for Keywords and an 'Auto Keyword' button. The 'MI Research' button is visible at the top of the form.

Set a "Due by" date for the enquiry: click the arrow to view calendar or type in shortcuts - H (hour), D (day), W (week), M (month), T (today).

You can overwrite the date and time manually as well.

Add notes here so that all users know why a due by date has been assigned to an enquiry eg GP seeing patient on Friday 24th June.

Select as many enquiry categories as required.

Use "Auto Keyword" to automatically add keywords to your enquiry or click "Add" to add them individually. You can delete any irrelevant keywords if you wish.

Keywords are also needed to search for past enquiries.

It is important to add keywords in preparation for the next stage, doing Research.

Add patient and medication details in this Clinical section. Remember to include units as well as figures ie years/months/kg/stones etc where relevant.

**Important Note:** The patient details should only appear in this section, and should never appear in any other place in the enquiry.

## Creating an Enquiry - Research

**MI Answer button:** use to look at the "Research Summary" and write an answer to your enquiry.

**General Search button:** use to look for past enquiries to help research your current enquiry.

**Timer button:** remember to click here to stop timing if your work is interrupted. Timer restarts automatically when you continue with your enquiry.

**Add Research:** Click to view tabs giving access to lists of names of resources available at your centre which are used to answer MI enquiries. Select the relevant tab, select your resource from the list and click on the Add to Research button.

If your source isn't in any of the lists you can use one of the generic sources listed eg <Other E-Source> and put any necessary details in the Source Notes box (eg edition number, date accessed etc).

Add extra information about the source here eg page numbers, brand names, dates searched, or to explain use of an old edition.

Use the "Remove Reference" button to remove a source from your search.

Type in information from a paper source here.

You can also copy and paste directly from electronic sources.

Use right click to copy and paste, or the keyboard shortcuts: <Ctrl + C> and <Ctrl + V>.

You can use <Ctrl + M> to mark an enquiry with your name, date and the time.

## Creating an Enquiry - Answer

Click here if you want to see the original question when you are writing your answer.

Completion button: click here to complete workload data and archive the enquiry.

Answer box:

Write your answer here.

You can view the original question by clicking the Input tab.

This section is intended for the 'scientific' answer only, which will form the basis of your letter or email to the enquirer.

Use the "Research Summary" to help you write your answer.

You can cut and paste from the Research Summary section into the Answer if you want to.

Use right click to copy and paste, or the keyboard shortcuts <Ctrl + C> and <Ctrl + V>.

Check this box when you have given your answer to the enquirer.

The enquiry moves into the "Reply Authorised" tray for completion of workload data later.

Reply Notes: Add additional notes about your reply here eg answer also given to Jan Smith (clinical pharmacist) 24/6/24.

Click and drag your mouse over here to alter the size of the left and right panels.

The pink area is to document when and how you have given your answer to the enquirer.

The screenshot displays the MiDatabank 3.2 Trainer software interface. At the top, a red menu bar contains 'File', 'Edit', 'Windows', and 'Help'. Below it, a toolbar includes buttons for 'New Enquiry', 'Work In Progress', 'General Search', 'Adv. Enquiries Search', and a user profile 'Sam Smith (SS)'. A 'Timer is On' indicator and 'MiDatabank' logo are also present. The main workspace is divided into several sections. On the left, a 'Source' panel shows details for 'BNF (British National Formulary)', including edition, URL, date added, and source notes. Below this is a 'Research Summary' section. The central area is a large text editor with a 'Page View' and 'Simple View' toggle, a font dropdown set to 'Verdana', and a text area for writing the answer. To the right of the text area is a 'Reply Notes' section. At the bottom, a 'Route of Reply' section contains checkboxes for 'Telephone', 'Letter', 'Via Third Person', 'Fax', 'E-mail', and 'Person'. A 'Warning: No Patient Medication specified' message is displayed. The status bar at the very bottom shows 'Enq No: 173', 'Taken By: SS', and 'on 28/06/2024 09:18:30'.

## Creating an Enquiry - Completion

### Workload Data

To help give a better picture of workload, assign a level according to the complexity of the enquiry

**Level 1: Data.** Information only, from one or two sources.

**Level 2: Searches.** Multiple database and/or textbook searches. Little or no interpretation. Minimal advice given

**Level 3: Interpretation.** Primary literature retrieval required. Interpretation and advice given. Specialist personal knowledge. Analysis/ evaluation of data. Most written answers.

The screenshot shows the 'MiDatabank 3.2 Trainer' interface. The 'Completion' tab is active. The 'Enquiry' section shows 'Enquiry Number: 173' and 'Taken on: 28/06/2024 09:18:30'. The 'Origin' is set to '<none>'. The 'Time Taken' is 0 minutes. The 'MI Workload Data' section has 'On time: Yes', 'Response Time: <Not Specified>', and 'Enquiry Level: <none>'. The 'Keywords' section has an 'Add...' button. The 'Enquiry Follow Up/Notes' section has an 'Add Note...' button. A yellow box at the bottom indicates 'Enquiry Completed' with a list of compulsory data fields that must be filled.

Select enquiry Origin from the drop down list (compulsory field).

Click on the Print icon to print the enquiry.

Click on the arrow to record the time taken to reply to the enquirer.

This is different than the time spent processing and answering the enquiry which is recorded using the timer.

Use "Add Note..." facility to add any new information after the enquiry has been answered.

eg "Enquirer phoned back to say not due to tetracycline. Patient was secretly taking diclofenac 200mg per day. Sam Smith 05/07/2024 16.24."

Click "Add..." to add keywords individually.

Keywords are needed to search for past enquiries  
You can delete any irrelevant keywords if you want to.

Check this box when you have completed the enquiry. This box will not be active until all compulsory fields have been set. Any missing data is indicated below the check-box.



## 7. Frequently Asked Questions

### How do I renew my MiCAL subscription?

In some UK regions, your regional UKMi centre will send you a renewal form. In other regions, you need to remember to fill in the renewal form yourself. See the section on [getting access to MiCAL](#) for more information. If in doubt, contact your regional UKMi centre or [contact CoAcS](#).

### What happens if I do not renew my MiCAL subscription?

Your license will expire and users will not be able to log on after the expiry date. Once you have renewed your subscription users will be able to log on again.

### What are the technical requirements to using MiCAL v24?

MiCAL v24 has been designed to work on modern browsers (including but not limited to Microsoft Edge, Firefox and Chrome).

### Why am I unable to download the MiDatabank Trainer?

If you are using MiCAL on an NHS network then you will be unable to download the MiDatabank Trainer in most Trusts unless you are an administrator on the PC. Contact your IT department.

### I haven't received my organisation login details – what should I do?

Check you have registered your organisation for access to MiCAL. If you have then [contact CoAcS](#).

### How do I access the learner's section?

Check with your organisational lead that they have registered you to access MiCAL locally.

### How do I suggest to learners which section(s) of MiCAL to complete?

Please refer to the document [Using MiCAL v24 \(Medicines Information Computer Aided Learning\) Effectively](#) for guidance on what's in MiCAL and using MiCAL effectively.

### I'm a learner, where can I find the MCQ answers?

The MCQ answer rationale can only be viewed by assessors and organisational leads. This is to ensure that learners are able to review their responses with a trainer.

## 8. Further help and contact details

Technical difficulties and MiCAL access problems should be directed to the website administrators, CoAcS by emailing [mical@coacs.com](mailto:mical@coacs.com). For more urgent technical enquiries contact the CoAcS helpdesk on 01225 312992. For problems downloading the MiDatabank Trainer package, contact your local IT department since this process requires local PC administrator access.