

Expanse: FAQs for Medical Secretaries (Updated 25 October 2025)

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Registration

Does Expanse time-out?

Yes, it will timeout after 10-15 minutes. However, if you allow Expanse to timeout whilst you are on a patient record. You will lock that patient record for the next 30 minutes.

During the Expanse time-out, if the patient is locked; does it tell you whom it was last locked by?

Yes, it will.

Do we need to complete a long or short registration form?

It is a long form, but it has fewer mandatory fields, so it's very quick to complete.

Will Online Registration be automated?

Yes, there is a tick box that is automatically ticked (you'll need to un-tick if this should not be sent).

Will we be able to register new patients?

Yes.

Is Next of Kin going to be a new mandatory field?

No.

Is 'Employer' going to be a new mandatory field?

Yes, However, you will be able to enter 'Patient Refused' as an alternative.

Integration

Will Patient Keeper still be available?

From 1st November, if you use Patient Keeper to view results, you will need to use Expanse to do so. Please [watch the outpatient training video](#) to learn how to access Expanse and view results.

Will Expanse integrate with DGL?

If you have integrations today with MEDITECH, Expanse will mirror the same integrations that already exist at go-live.

Will we continue to use MOSIAQ at the LOC?

Yes, but Expanse will replace the use of the MPI app.

Will Expanse integrate with my current practice management system?

If you have an integration today with Meditech Magic, this will be replicated in Expanse. If you do not, then this will not be added in the roll-out of Expanse.

Diagnostic / Patient Chart

Will we need to add or upload any diagnostics reports to Expanse directly?

No, all reports will be added by the system once completed, or they will be scanned in by the relevant department.

Will we be able to download the reports into PDF or word file?

Yes, the reports will be downloadable in PDF when you select print preview.

Will the the diagnostics reports automatically filter into DGL?

A: If you have a Citrix DGL, the reports will automatically come through to the patients file under 'EPR' (Electronic Patient Record). If you have a hosted DGL (Physical Fob or Soft Fob), the reports will not transfer, and these will need to be manually uploaded by you.

Editing Sessions

Will we be able to permanently change the increments of appointments in resource mode?

No, it will default to 15-minute intervals every time you login, but you can change this to 10 minutes, 5 minutes and higher increments when you login.

Will we be able to permanently change the view on Resource Mode to 'Week' or 'Month'?

No, it will default to 'Day' view every time you login, but you can change this to 'Week' or 'Month' view when you login.

Will we be able to Edit Sessions

Yes, you will; but this will only be local / adhoc changes.

How do you make permanent changes to clinics?

You will need to continue to raise a ServiceNow ticket via your line-manager or facility business development lead.

Can you click drag to move appointments rather than cancelling?

If the new appointment time is in the same building, you can click and drag without needing to cancel but if it's in a different building, it will need to be cancelled and re-added in the same way it is today.

Can you copy clinic schedules rather than manually editing each session.

Yes, you can, you can find a step by step in the end user guide in the section: 'How to Copy a Clinic Schedule to Another Day'

Will there be an option to set-up remote clinics?

Yes, this will need to be a post go-live Service Now request.