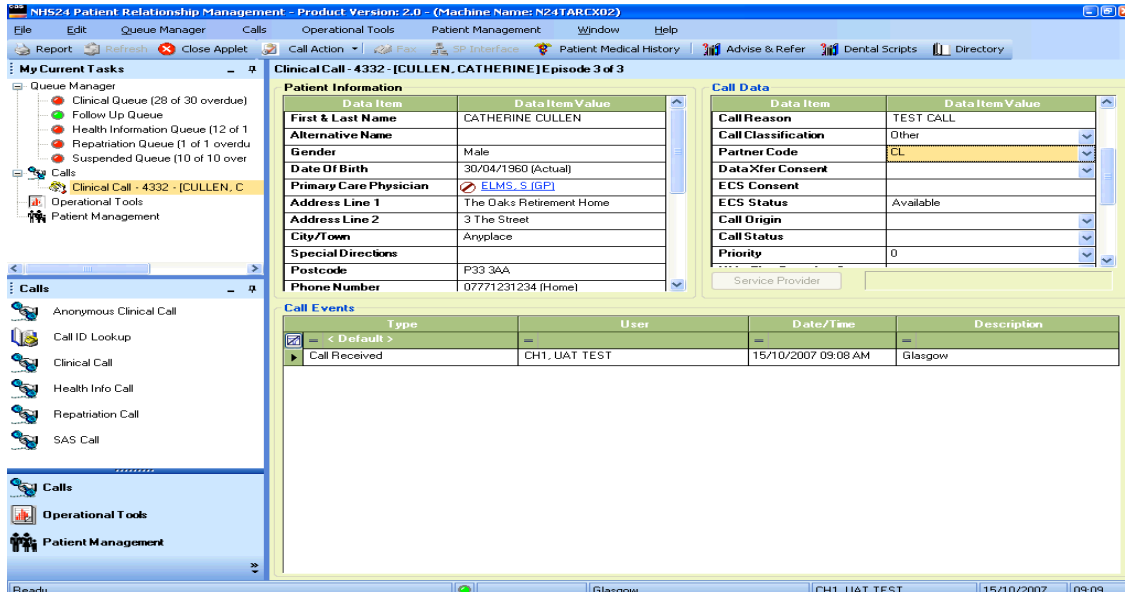


## NHS 24 and ECS

The screenshots in this document show how NHS24 manage patient consent to access ECS, and only contain test data.

First, the call handler asks the patient for initial information, and the NHS24 system checks to see if the ECS status is 'available'. The call handler then asks for patient consent to transfer data to a Nurse Advisor or Out of Hours clinician. The ECS record has not been accessed at this point.



**NHS24 Patient Relationship Management - Product Version: 2.0 - (Machine Name: N24TARC02)**

**My Current Tasks**

- Queue Manager
  - Clinical Queue (28 of 30 overdue)
  - Follow Up Queue
  - Health Information Queue (12 of 1)
  - Repatriation Queue (1 of 1 overdue)
  - Suspended Queue (10 of 10 over)
- Calls
  - Clinical Call - 4332 - [CULLEN, C]
- Operational Tools
- Patient Management

**Clinical Call - 4332 - [CULLEN, CATHERINE] Episode 3 of 3**

**Patient Information**

Data Item	Data Item Value
First & Last Name	CATHERINE CULLEN
Alternative Name	
Gender	Male
Date Of Birth	30/04/1960 (Actual)
Primary Care Physician	ELMS, S [GP]
Address Line 1	The Oaks Retirement Home
Address Line 2	3 The Street
City/Town	Anyplace
Special Directions	
Postcode	P33 3AA
Phone Number	07771231234 (Home)

**Call Data**

Data Item	Data Item Value
Call Reason	TEST CALL
Call Classification	Other
Partner Code	CL
DataXfer Consent	
ECS Consent	Available
Call Origin	
Call Status	
Priority	0

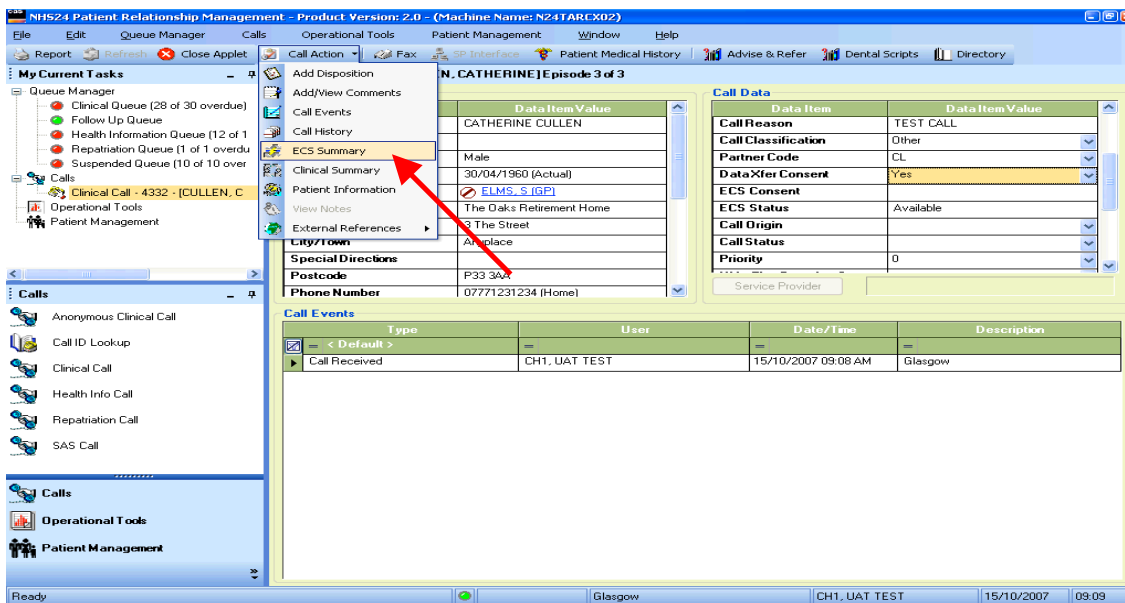
**Call Events**

Type	User	Date/Time	Description
Call Received	CH1, UAT TEST	15/10/2007 09:08 AM	Glasgow

If the ECS record is not available, then the call handler will not ask the patient for consent to access ECS.

The levels of available ECS consent is driven by the level of data transfer consent chosen:

- YES ECS consent** means that the patient is willing to let NHS 24 clinician view the ECS and make the GP aware that the ECS has been accessed
- NO ECS consent** means the patient does not wish NHS 24 to access the ECS
- PARTIAL ECS consent** means that the patient is willing for NHS 24 to view the ECS but does not wish their GP to know that it has been accessed



**NHS24 Patient Relationship Management - Product Version: 2.0 - (Machine Name: N24TARC02)**

**My Current Tasks**

- Queue Manager
  - Clinical Queue (28 of 30 overdue)
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  - Clinical Call - 4332 - [CULLEN, C]
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- Patient Management

**Clinical Call - 4332 - [CULLEN, CATHERINE] Episode 3 of 3**

**Patient Information**

Data Item	Data Item Value
First & Last Name	CATHERINE CULLEN
Alternative Name	
Gender	Male
Date Of Birth	30/04/1960 (Actual)
Primary Care Physician	ELMS, S [GP]
Address Line 1	The Oaks Retirement Home
Address Line 2	3 The Street
City/Town	Anyplace
Special Directions	
Postcode	P33 3AA
Phone Number	07771231234 (Home)

**Call Data**

Data Item	Data Item Value
Call Reason	TEST CALL
Call Classification	Other
Partner Code	CL
DataXfer Consent	Yes
ECS Consent	Available
Call Origin	
Call Status	
Priority	0

**Call Events**

Type	User	Date/Time	Description
Call Received	CH1, UAT TEST	15/10/2007 09:08 AM	Glasgow

The call handler must then confirm ECS consent before the call can continue. Note that there is no ECS information available to the call handler at this point.

**NHS24 Patient Relationship Management - Product Version: 2.0 - (Machine Name: N24TARCX02)**

**My Current Tasks**

- Clinical Queue (28 of 30 overdue)
- Follow Up Queue
- Health Information Queue (12 of 1)
- Repatriation Queue (1 of 1 overdue)
- Suspended Queue (10 of 10 over)

**Calls**

- Clinical Call - 4332 - [CULLEN, C]
- Operational Tools
- Patient Management

**Clinical Call - 4332 - [CULLEN, CATHERINE] Episode 3 of 3**

Data Item	Data Item Value
First & Last Name	CATHERINE CULLEN
Alternative Name	
Gender	Male
Date Of Birth	30/04/1960 (Actual)
Primary Care Physician	ELMS, S (GP)
Address Line 1	The Oaks Retirement Home
Address Line 2	3 The Street
City/Town	Anyplace
Special Directions	
Postcode	P33 3AA
Phone Number	07771231234 (Home)

Data Item	Data Item Value
Call Reason	TEST CALL
Call Classification	Other
Partner Code	CL
DataXfer Consent	Yes
ECS Consent	
ECS Status	Available
Call Origin	
Call Status	
Priority	0

**ECS Summary**

ECS Consent:

**Demographics**

Data Item	Data Item Value
Patient Name	Catherine Cullen
CHI	3004605678
Date of Birth	30/04/1960
Gender	Male
Address Line 1	The Oaks Retirement
Address Line 2	3 The Street
Address Line 3	Anyplace
PostCode	P33 3AA
Telephone	07939163194
Reg. GP	23809
GP Practice	80429

**Allergies**

**Medications**

If the Call Handler selects 'YES' for the ECS consent, patient data will come from ECS into the NHS24 system. If the Call Handler selects 'NO' then no patient information is retrieved from ECS.

On selection of 'YES' or 'PARTIAL' for ECS consent, the Call Handler is presented with the ECS demographics and will confirm these details with the patient. Based on the patient confirmation the call handler will accept or reject the record.

The acceptance or rejection of a record is recorded on the ECS Audit report for the GP practice.

**NHS24 Patient Relationship Management - Product Version: 2.0 - (Machine Name: N24TARCX02)**

**My Current Tasks**

- Clinical Queue (28 of 30 overdue)
- Follow Up Queue
- Health Information Queue (12 of 1)
- Repatriation Queue (1 of 1 overdue)
- Suspended Queue (10 of 10 over)

**Calls**

- Clinical Call - 4332 - [CULLEN, C]
- Operational Tools
- Patient Management

**Clinical Call - 4332 - [CULLEN, CATHERINE] Episode 3 of 3**

Data Item	Data Item Value
First & Last Name	CATHERINE CULLEN
Alternative Name	
Gender	Male
Date Of Birth	30/04/1960 (Actual)
Primary Care Physician	ELMS, S (GP)
Address Line 1	The Oaks Retirement Home
Address Line 2	3 The Street
City/Town	Anyplace
Special Directions	
Postcode	P33 3AA
Phone Number	07771231234 (Home)

Data Item	Data Item Value
Call Reason	TEST CALL
Call Classification	Other
Partner Code	CL
DataXfer Consent	Yes
ECS Consent	Yes
ECS Status	Consent Received
Call Origin	
Call Status	
Priority	0

**ECS Summary**

ECS Consent:

**Demographics**

Data Item	Data Item Value
Patient Name	Catherine Cullen
CHI	3004605678
Date of Birth	30/04/1960
Gender	Male
Address Line 1	The Oaks Retirement
Address Line 2	3 The Street
Address Line 3	Anyplace
PostCode	P33 3AA
Telephone	07939163194
Reg. GP	23809
GP Practice	80429

**Allergies**

**Medications**

When the Call Handler accepts the ECS summary in accordance with the criteria (the patient can confirm the date of birth and address) the ECS is added to the patients call record. Clinical data is not viewable by non clinicians as seen below with the 'greyed out' allergies and medications fields.

When the Call Handler is confirming further demographic details with the patient they use questioning to confirm the details without giving personal information to the patient / caller, e.g. 'Can you confirm your date of birth and address?' If the ECS address does not match the CHI address the call handler would ask, e.g. 'Have you lived anywhere else before?'

**NHS24 Patient Relationship Management - Product Version: 2.0 - (Machine Name: N24TARCX02)**

**My Current Tasks**

- Queue Manager
  - Clinical Queue (28 of 30 overdue)
  - Follow Up Queue
  - Health Information Queue (12 of 1)
  - Repatiation Queue (1 of 1 overdue)
  - Suspended Queue (10 of 10 over)
- Calls
  - Clinical Call - 4332 - [CULLEN, C]
  - Operational Tools
  - Patient Management

**Clinical Call - 4332 - [CULLEN, CATHERINE] Episode 3 of 3**

Data Item	Data Item Value
First & Last Name	CATHERINE CULLEN
Alternative Name	
Gender	Male
Date Of Birth	30/04/1960 (Actual)
Primary Care Physician	ELMS, S (GP)
Address Line 1	The Oaks Retirement Home
Address Line 2	3 The Street
City/Town	Anyplace
Special Directions	
Postcode	P33 3AA
Phone Number	07771231234 (Home)

Data Item	Data Item Value
Call Reason	TEST CALL
Call Classification	Other
Partner Code	CL
DataXfer Consent	Yes
ECS Consent	Yes
ECS Status	Accepted
Call Origin	
Call Status	
Priority	0

**ECS Summary**  
ECS Consent: Yes

Data Item	Data Item Value
Patient Name	Catherine Cullen
CHI	3004605678
Date of Birth	30/04/1960
Gender	Male
Address Line 1	The Oaks Retirement
Address Line 2	3 The Street
Address Line 3	Anyplace
PostCode	P33 3AA
Telephone	07939163194
Reg. GP	23809
GP Practice	80429

**Demographics**

**Call Data**

**ECS Consent** Yes

**Demographics**

**Medications**

Glasgow CH1, UAT TEST 15/10/2007 09:10

The Call Handler then transfers the call to an NHS 24 Nurse Advisor, and the clinical ECS information for this patient is now visible.

**NHS24 Patient Relationship Management - Product Version: 2.0 - (Machine Name: N24TARCX02)**

**My Current Tasks**

- Queue Manager
  - Clinical Queue (28 of 31 overdue)
  - Follow Up Queue
  - Health Information Queue (12 of 1)
  - Repatiation Queue (1 of 1 overdue)
  - Suspended Queue (10 of 10 over)
- Calls
  - Clinical Call - 4332 - [CULLEN, C]
  - Configuration / Setup
  - Operational Tools
  - Patient Management
  - Special Notes Management

**Clinical Call - 4332 - [CULLEN, CATHERINE] Episode 3 of 3**

Data Item	Data Item Value
First & Last Name	CATHERINE CULLEN
Alternative Name	
Gender	Male
Date Of Birth	30/04/1960 (Actual)
Primary Care Physician	ELMS, S (GP)
Address Line 1	The Oaks Retirement Home
Address Line 2	3 The Street
City/Town	Anyplace
Special Directions	
Postcode	P33 3AA
Phone Number	07771231234 (Home)

Data Item	Data Item Value
SAS Incident No.	1
Return Phone Number	07771231234 (Home)
Caller Name	
Relationship To Patient	Self
Call Reason	TEST CALL
Call Classification	Other
Partner Code	CL
DataXfer Consent	Yes
ECS Consent	Yes

**ECS Summary**  
ECS Consent: Yes

**Demographics**

Data Item	Data Item Value
Patient Name	Catherine Cullen
CHI	3004605678
Date of Birth	30/04/1960
Gender	Male
Address Line 1	The Oaks Retirement
Address Line 2	3 The Street
Address Line 3	Anyplace
PostCode	P33 3AA
Telephone	07939163194
Reg. GP	23809
GP Practice	80429

**Call Data**

**ECS Consent** Yes

**Demographics**

**Medications**

Drug ID	Formulation	Dose	Frequency	Medication Start Date
Ciprofloxacin	TABS 500MG	1 Tab	Twice Daily	04/04/2006
Tamoxifen	TABS 20MG	1 Tab	Daily	04/04/2006

Glasgow King, Lorraine 15/10/2007 09:11