

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.

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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

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Anonymous Clinical Call	Call Events					
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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.

🎬 NH524 Patient Relationship Management - Product Version: 2.0 - (Machine Name: N24TARCX02)									
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My Current Tasks _ A Clinical Call - 4332 - [CULLEN, CATHERINE] Episode 3 of 3									
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 Suspended Queue (10 of 10 over 	Gender	Male	=	Partner Code	CL	~			
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👘 🚯 Clinical Call - 4332 - [CULLEN, C	Primary Care Physician	ELMS, S (GP)		ECS Consent					
Operational Tools	Address Line 1	The Oaks Retirement Home	1	ECS Status	Available				
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	City/Town	Anyplace	1	Call Status		~			
	Special Directions			Priority	0	~ ~			
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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.

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	City/Town	Anyplace		Call Status			~		
	Special Directions			Priority	0		~		
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Health Info Call		4605678							
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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 <u>not</u> 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?'

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📮 Queue Manager	Patient Information		Call Data		
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 Health Information Queue (12 of 1 Repatriation Queue (1 of 1 overdu 	Alternative Name		Call Classific	ation Other	~
 Suspended Queue (10 of 10 over 	Gender	Male	Partner Code	CL	~
	Date Of Birth	30/04/1960 (Actual)	Data Xfer Co	nsent Yes	~
Clinical Call - 4332 - [CULLEN, C	Primary Care Physician	ELMS, S (GP)	ECS Consen	t Yes	
Operational Tools	Address Line 1	The Oaks Retirement Home	ECS Status	Accepted	
🙀 Patient Management	Address Line 2	3 The Street	Call Origin		~
	City/Town	Anyplace	Call Status		~
	Special Directions		Priority	0	~ ~
<	Postcode	P33 3AA		+	
Calls _ #	Phone Number	07771231234 (Home)	Service Prov	vider	
😪 Anonymous Clinical Call	ECS Summary				
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The Call Handler then transfers the call to an NHS 24 Nurse Advisor, and the clinical ECS information for this patient is now visible.

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Queue Manager	Patient Information		Call Data						
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Operational Tools	Address Line 2	3 The Street	Partner Code	CL 🗸					
🙀 Patient Management 🗞 Special Notes Management	City/Town	Anyplace	Data Xfer Consent	Yes 🗸					
Special Notes Management	Special Directions		ECS Consent	Yes					
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