

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Confidential and Non-disclosure Calls on Adastra		Doc. No.	OP248
Scope		Administrative Team	Operational Directorate		
Purpose		For calls received from NHS 111 and Health Care Professional line to ensure patients contacting Urgent Care 24 requesting their details to be confidential and not disclosed to the registered GP surgery			
Guidelines		Urgent Care 24 must apply duty of care to <u>any</u> patient received into the service. It is not appropriate for Urgent Care 24 to refuse patient access to a clinician.			
PROCEDURE				RESPONSIBILITY	
1	Calls received from NHS 111 for patients requesting details not to be forwarded to their registered GP. When contacting the patient to confirm the demographics are correct. Select “edit” within the patient demographic screen. On the far right of screen a tick will have to be placed in the “Non-disclosure” box			Urgent Care 24 operational staff	
2	Calls received from the Health Care Professional line requesting details of the case not to be forwarded to their registered GP. Within the Adastra demographic screen, a tick will have to be placed in the “Non-disclosure” box			Urgent Care 24 operational staff	
3	Once a call has been completed within Adastra and the patient requests their details not to be forwarded to their registered GP. Within the “Case edit” function, select “Confidential” option within “General edits” after selecting this option additional comments to put entered before updating the record			Urgent Care 24 operational staff	
4	All requests made for cases not to be disclosed to their registered GP must be documented within the Shift Manager report			Urgent Care 24 operational staff / Shift Manager	

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Version	V1.0			
Supersedes	New SOP			
Approving Managers/Committee	Head of Service			
Date Ratified	08/05/2018			
Department of Originator	Integrated Urgent Care			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Head of Service			
Date Issued	08/05/2018			
Next Review Date	May 2020			
Target Audience	Operational teams			
Version	Date	Control Reason	Accountable Person for this Version	
1	08/05/2018	New SOP	Head of Service	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Urgent Care 24 Intranet / Corporate Policies/ Current SOPS/	Standard Operating Procedures File in the Call Centre.	
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