# STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

| Title | Using EMIS Web to Access Summary Patient Records | Doc. No. | CL023 |
|---|---|---|---|
| Scope | Clinical Directorate | | |
| Purpose | To provide guidance to clinicians using EMIS Web for access to patient records. | | |
| GUIDELINES | To ensure that EMIS Web is used appropriately by Primary Care 24 clinicians and that patient consent is sought and recorded at all times. | | |

| PROCEDURE | | RESPONSIBILITY |
|---|---|---|
| 1 | Access to EMIS Web will only be available to clinicians who have completed the relevant documentation and attended training with the accredited Primary Care 24 trainer.<br><br>Once the documentation is received and the training undertaken successfully the user rights will be added to the individual clinician. | Primary Care 24 Clinician / Trainer / IT Personnel |
| 2 | EMIS web can only be accessed for registered patients whose practice is part of Liverpool CCG and for patients within Liverpool CCG whose practice has signed up to allow Primary Care 24 to access their summary records via EMIS Web. Therefore there will be times when you are unable to access the summary record e.g. patient is covered by a Knowsley practice, patient is a temporary resident or an unregistered. In these cases continue with the consultation without access to the summary record. | Primary Care 24 Clinician |
| 3 | It is at the discretion of the clinician whether to use EMIS Web to access a patient's summary record.<br><br>If the clinician feels it could be beneficial to the patient's ongoing care then a summary of the patient's record should be accessed at all times.<br><br>If the clinician feels that no benefit could be achieved by accessing the record then it is appropriate for the clinician to undertake the consultation as normal without access. | Primary Care 24 Clinician |

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| 4 | Patient consent must be sought at all times and logged within Adastra. If the consent cannot be gained then you must select the 'NO' option in the appropriate screen.<br><br>If consent is refused to access the record and it is felt that the patient's care will be severely compromised the clinician can over-ride the refusal of consent by selecting the 'EMERGENCY' option and access the summary record. Justification for this must be documented within the Adastra record. Access to summary records is subject to audit by Primary Care 24 and Liverpool CCG. | Primary Care 24 Clinician |
| 5 | If EMIS web is not accessible due to technical issues then proceed with the consultation without access as normal. | Primary Care 24 Clinician |
| 6 | When accessing a record the clinician must undertake a check of demographics with the caller / patient to ensure that the correct record has been accessed.<br><br>If you have accessed the wrong record on EMIS Web then shut down this part of the application and either attempt to access the right record or complete the consultation without access. | Primary Care 24 Clinician |
| 7 | Clinicians cannot 'cut and paste' from the summary record into Adastra. Therefore if there is information in the summary record that you feel it is necessary to record then this must be done manually within Adastra. | Primary Care 24 Clinician |
| 8 | Use of EMIS Web by clinicians will be monitored. Records of patients contacting Primary Care 24 in a 'live' situation are the only records that need to be accessed by a clinician. Clinicians must not access summary records of patients who are not currently 'live' on the system. | Primary Care 24 Clinician |

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| Title | | Using EMIS Web to Access Summary Patient Records | Doc. No. | CL023 |
|---|---|---|---|---|
| Version | | v5 | | |
| Supersedes | | v4 | | |
| Approving Managers/Committee | | Clinical Governance | | |
| Date Ratified | | July 2009 (original) | | |
| Department of Originator | | Clinical Directorate | | |
| Responsible Executive Director | | Director of Quality and Patient Safety | | |
| Responsible Manager/Support | | Service Manager | | |
| Date Issued | | July 2009 (original) | | |
| Review Date | | April 2023 | | |
| Target Audience | | Clinical Personnel | | |

| Version | Date | Control Reason | Accountable Person for this Version |
|---|---|---|---|
| V1 | July 2009 | New SOP | Director of Service Delivery |
| V2 | January 2012 | Reviewed and updated | Medical Lead |
| V3 | October 2015 | Reviewed and updated | Medical Lead |
| V4 | February 2018 | Reviewed and updated | Medical Lead |
| V5 | June 2020 | Reviewed & updated, change of company name | Medical Lead |

| Reference documents | Electronic Locations | Locations for Hard Copies |
|---|---|---|
| | Primary Care 24 Intranet | Standard Operating Procedures File in the Call Centre |

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