

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Maintaining Patient Confidentiality and Security at the Urgent Care Centre (UCC)		Doc. No.	OP062
Scope		Operational Directorate	Primary Care 24 Receptionist		
Purpose		To ensure that receptionists are aware of the confidentiality requirements as per Caldicott guidelines.			
Guidelines		To be aware of and follow the principles of the Caldicott guidelines in-line with the Primary Care 24 Information Security Policy.			
PROCEDURE				RESPONSIBILITY	
1	It is mandatory that all Primary Care 24 staff display their identity badge while undertaking a shift for Primary Care 24. The receptionist must make every effort to respect confidentiality when obtaining patient information. <b>The receptionist must keep the computer monitor in a position that is visible to them only.</b> Patient details must not be left on screen whilst the receptionist is away from their post, receptionist to lock their PC whilst away from desk.			Primary Care 24 Receptionist	
2	Documentation containing patient details must not be left out on reception or in the consultation rooms. In the event of system failure, any documentation containing handwritten consultation notes must be faxed to Wavertree HQ before placing it in the document wallet for the attention of the medicines management team. In the event that a fax machine is not accessible in the centre you must liaise with the shift manager at Wavertree HQ to arrange for the documentation to be returned.			Primary Care 24 Receptionist	
3	The prescription printer must be emptied on completion of the last shift; all blank prescriptions must be locked away securely. Once you have faxed and received confirmation of receipt on all completed prescriptions, followed up by a phone call, attach to the prescription and post in the secure post box provided.  Overnight receptionist please refer to SOP OP060 for overnight procedure.			Primary Care 24 Receptionist	

4	<p>The key to the trolley / cabinet is kept locked in the key safe located at each centre. The key must never be left in the lock of the cabinet / trolley unattended. If a clinician has possession of the keys they must sign them out with receptionist. On completion of their shift the clinician must sign the key back to the receptionist before leaving. The key must never be left in the trolley / cabinet awaiting the arrival of the next clinician.</p>	<p>Primary Care 24 Receptionist / Clinician</p>
5	<p>If you have any concerns for the safety of any patients, the clinician or yourself you must bring this to the attention of the security guard if available or contact your duty shift manager immediately.</p> <p>If security is not available and you feel there is an immediate serious risk, contact the emergency services.</p>	<p>Primary Care 24 Receptionist / Clinician</p>

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Title		Maintaining Patient Confidentiality and Security at the Urgent Care Centre (UCC)		Doc. No.	OP062
Version			v6		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			May 2010		
Department of Originator			Out-of-Hours		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Head of Service		
Date Issued			May 2010		
Next Review Date			January 2023		
Target Audience			Operational teams		
Version	Date	Control Reason		Accountable Person for this Version	
v1 - v3	2010 - 2013	Reviewed and updated accordingly		Head of Operations and Performance	
v4	05.11.2015	Reviewed and updated accordingly		OOH Service Manager / Lead Receptionist	
v5	19.12.2017	Reviewed and updated accordingly		UCC Service Manager	
v6	03.01.2020	Reviewed and updated accordingly		IUC Service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
OP060		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ .....		Standard Operating Procedures File in the Call Centre	
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