

# Private Patient Enquiry Service

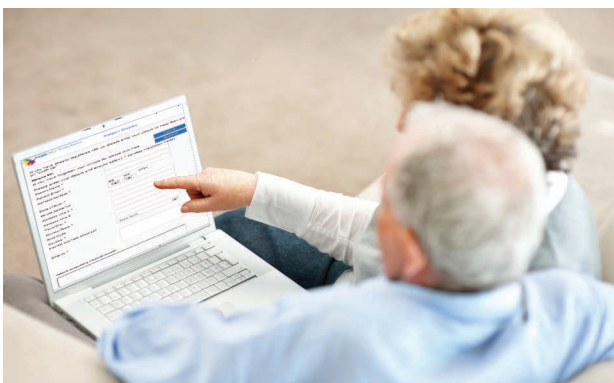
The Royal Free London NHS Trust (RFL) has recently deployed an innovative, web based patient enquiry portal that enables patients, and their referrers, to securely submit enquires and medical records to the Private Patients Referral Team.

This wholly web-based service is hosted at an ISO27001 accredited facility and all patient data is encrypted to an AES 256 standard. The Royal Free London Referral Team receive automated notifications of enquiries and file uploads and can then download them or forward them to referrers and clinicians.

The system has been security assured under the Cabinet Office Risk Management and Accreditation Document (RMAD) process.

## Key features

- Patients can submit enquiries and upload medical records from the contact page of the Royal Free Private Patients website. All enquires and records are fully encrypted and a unique key is generated for later decryption of the files
- Patients can return again and use their unique identifier to submit further enquiries and upload medical records to their secure folder
- Referrers can submit enquiries and records on behalf of a patient from the same portal
- The Private Patients Referral Team receives notifications of all enquiries and uploaded records and can then selectively download and decrypt the files
- Files can be encrypted and sent on to clinicians
- Access to the system is secure and all information is held in an encrypted database using the highest security protocols



## Key benefits

- Patients and users in any location can access the service by simply using an internet browser on any device such as PC, tablet and mobile phone. No software installation is required
- All activity is recorded and traceable
- Patient information is held safely and securely in a single location helping to protect patient privacy and minimise risks
- The service complies with NHS IG toolkit requirements and resides on secure servers complying with ISO27001 security requirements

## Future enhancements

As a result of the success of the first release, IGspectrum and RFL have already started work on a number of enhancements which will provide further significant benefits. These include an online portal providing:

- Full access for the Referral Team, Referrers and Clinicians
- User, Patient, Referrer and Clinician Management
- Online Enquiry and File Management
- Patient Case and Episode Management