NHS Orkney Blog

SCI Store Access Protocol

Click here for the new version of the user account request form. Note that you can print the form (or indeed any blog article) by clicking the print icon at the top right. You can also change the font etc which is used for printing by clicking the "Edit Defaults for Print Version Skin" link – it will be displayed near the top of the window after clicking the print icon. The print icon looks like this:

1. Scope

This document describes how staff are granted permission to access patient information held within NHS Orkney's SCI Store. It also describes how staff are granted permission to access patient information held within SCI Stores held at other Boards via 'Store to Store'.

SCI Store refers to a Scottish Health Service portal designed to hold demographic and clinical information about patients, consisting of investigation results (e.g. laboratory, radiography) and clinical documentation (e.g. eReferral).

The purpose of SCI Store is to provide clinicians access to clinical information for patients from wherever that access is required. In order to assist clinicians, other staff also need access to SCI Store for the preparation of case notes and other clerical support duties. In addition to passively accepting incoming data SCI Store also passes certain data onto other systems. In particular it passes patient demographic data to other information systems so that their patient databases are also kept up to date.

2. Supporting Documents

The Chief Medical Officer (CMO) for NHS Scotland has published an acceptable use policy for SCI Store, and this is the defining policy on access protocols for SCI Store. The CMO acceptable use policy is entitled "NHS Scotland 'Best Practice' Guidance on Developing an Access Protocol to Electronic Laboratory and Radiology Result Reports in SCI Store & third party systems", published 8th April 2004 by the Chief Medical Officer for NHS Scotland. Click here to view the CMO's guidance.

This document describes areas which are particular to the operation of SCI Store and 'Store to Store' within NHS Orkney, and does not supersede the CMO acceptable use policy. Some of the principles described in the CMO acceptable use policy are included for clarity and emphasis.

3. Definition of "Highly Sensitive" for Laboratory results

Some reports are regarded as so sensitive that access to them requires to be closely controlled. See section 7.2 of the CMO acceptable use policy for details. In summary these include:

- Occupational Health results
- Drug Addiction results.
- Genito-urinary medicine (GUM) clinic results
- Hepatitis B&C? HIV
- Pregnancy

These results will not be held in the NHS Orkney SCI Store and will not be delivered electronically to GP systems.

4. Document Management

SCI Store has the ability to hold different types of documents for a patient, including clinical and administrative documents. These documents can be uploaded automatically through an interface or manually under the express control of a user. Documents may be given a specialty and/or sensitivity, and these parameters can be used in the security model to control which users have access to which documents.

Referral and Discharge documents would be given "highly sensitive" categorisation.

Other documents are given "sensitive" categorisation.

5. NHS Orkney procedures

5.1 NHS Orkney will appoint a SCI Store administrator who will be responsible for granting and revoking access permissions to SCI Store. Access will be granted only after submission and authorisation of the 'SCI Store Access Request Form'.

5.2 The SCI Store administrator will liaise with the Caldicott Guardian, and will provide access to SCI Store by reference to the following access matrix:

	Demographics	Laboratory Results	Radiology Reports	Endoscopy Reports	Documents (e.g. referrals, discharge)	Highly sensitive laboratory results	National CHI search	Store to Store
Medical records	Yes	No	No	No	Yes	No	Yes	On request 3
Laboratory staff	Yes	Yes	No	No	No	No	No	On request 3
Clinical coders	Yes	Yes	Yes	Yes	Yes	No	No	On request 3
Consultants Secretaries	Yes	Yes	Yes	Yes	Yes	No	No	On request 3
Radiology staff	Yes	Yes	Yes	No	No	No	No	On request 3
Theatre staff	Yes	No	No	Yes	No	No	No	On request 3
General Practice clinicians	Yes [1]	Yes [1]	Yes [1]	Yes [1]	Yes [1]	No	No	On request 3
General Practice admin staff	Yes [1]	Yes [1]	Yes [1]	Yes [1]	Yes	No	No	On request 3
Nurse practitioners	Yes	Yes	Yes	Yes	Yes	No	No	On request 3

Hospital clinicians	Yes	Yes	Yes	Yes	Yes	No	No	On request 3
Hospital admin staff	Yes	Yes	Yes	Yes	Yes	No	No	On request 3
OOH GPs	Yes	Yes	Yes	Yes	Yes	No	No	On request 3
Document authors	Yes	No	No	No	Yes 2	No	No	On request 3
Requesting clinician	Yes	Yes	Yes	Yes	Yes	No	No	On request 3
Pharmacy	Yes	Yes	No	No	No	No	No	On request 3
IT/ Information	Yes	Yes	Yes	Yes	Yes	No	No	On request 3
Web services	Yes	No [this needs to be revised - SCI DC]	No	No	No	No	No	On request 3
INPS/EMIS	Yes	Yes	Yes	Yes	No	No	No	On request 3

[1] Restricted to patients registered with their practice

[2] Own specialty only

[3] Permission granted on an individual basis by the Caldicott Guardian

The following notes provide additional information about the matrix of access permissions:

- Any SCI Store user may search patient demographics
- A GP or Nurse Practitioner may access any result requested on a patient registered with their Practice
- GP Administration staff may access any result requested on a patient registered with their Practice on behalf on behalf of the GP / Nurse
- Practitioner only
- A Hospital clinician may access all results regardless of who requested them (e.g. GP, Nurse Practitioner or Hospital) pertaining to patients in their care
- Hospital administration staff may access all results regardless of who requested them pertaining patients in their Hospital clinician's care and on behalf of the Hospital clinician only
- Staff can access results relating to their own specialty (e.g. Lab staff to lab results, Radiography staff to radiography results, etc)
- Information staff may access any results for the purposes linking episodes of care with other systems and identification of patient pathways.

- IT staff may access any results for the purposes of audit, resetting passwords, interfacing with other systems and housekeeping.
- Medical Records staff may search National CHI and view documents.
- Another Board's SCI Store may be view, provided a Store to Store agreement is in place with that Board, and permission has been granted to the individual by the NHS Orkney Caldicott Guardian
- Highly Sensitive Laboratory Results means Occupational Health, GUM, Pregnancy, HIV, Hepatitis as described in section 7.2 of "NHS Scotland 'Best Practice' Guidance on Developing an Access Protocol to Electronic Laboratory and Radiology Result Reports in SCI Store & third party systems"
- General Practice Staff means GPs and other practice staff and community
- nurses connected to that practice.
- Hospital Clinicians means all clinicians (including locums), AHPs, pharmacists and their clerical support.
- IT/ Information staff means the SCI Store administrator and any IT/Information staff with a responsibility to resolve end-user problems and to ensure the data integrity of the information held in SCI Store
- Web Services means the web service accounts used to request demographic details on behalf of the systems
- INPS/ Emis means the web service accounts used by GP systems

5.3 All user access to SCI Store will be through individual and not generic accounts. Passwords will have a maximum lifetime as recommended by internal / external audit. Sharing of passwords for individual accounts is expressly forbidden. Users are required to keep their passwords secure. Forgotten passwords will occur but this is not an excuse for sharing passwords. Rather, users are required to enter their "security questions" so that access to SCI Store may be regained, even during the silent hours, without having to contact the IT Department.

5.4 Clinicians will be given separate user accounts for Hospital and GP Practice roles to ensure they can access SCI Store information relating to those separate roles. Nominated individuals will be given access to reset other users' passwords should the SCI Store administrator be unavailable.There are a number of automated processes which deliver or retrieve data to and from SCI Store using "web services". These "web service" user accounts will have non-expiring complex passwords and will be configured such that interactive log-in is not enabled. Examples of these web service accounts include:

- Carestream (Radiology Information System) retrieves patient demographics for a patient who has presented to Radiography Department
- Unisoft (Endoscopy Information System) retrieves patient demographics and results entries for a patient who is having endoscopy.
- Topas (PAS System) retrieves patient demographics and subscribes to patient demographic updates.

5.5 Access to SCI Store will be examined monthly by the SCI Store Auditor. The Store has in-built reports which identify:

- Failed log-in attempts
- Accounts locked by too many incorrect passwords
- Login sessions of too long a duration
- Frequent access requests to multiple patients

An example of the report is given in Appendix 4. The results of the monthly audits will be held by the SCI Store Auditor. The SCI Store has an administrative account which is used by ATOS Origin for support purposes. This account will be audited on a monthly basis for patient accesses. Any patient accesses noted will be correlated with support requests raised. Upgrades to SCI Store, changes to SCI Store configuration, and changes to SCI Store data will require authorisation of a formal change request. Following a change request having been authorised the NHS Orkney SCI Store administrator will liaise with ATOS Origin as required. In the event that the SCI Store Auditor discovers unusual patterns of activity, an investigation will take place. If appropriate a security incident will be raised via Datix.

5.6 Personnel - NHS Orkney has the following roles relating to this project. By policy, these must be different individuals.

Role	Description	Primary	Deputy
SCI Store	Liaises with departments who feed data into SCI Store, assists them with	David	

administrator	resolving data quality issues	Cowan	
SCI Store Technical Support	Ensures that data is received from source systems and ensures that interfaces are setup correctly within SCI Store	Derek Slater	
SCI Store auditor	Compiles security reports on a regular basis	Tom Gilmour	
SCI Store IT support	Reset passwords and investigate any first line issues	IT ServiceDesk	
Caldicott Guardian	Ensures compliance with the CMO acceptable use policy and defines the local procedures	Dr Louise Wilson	

5.7 Terms of Access - The SCI Store Access Request Form in Appendix 1 requires that users accept the conditions of this document and the CMO acceptable use policy. In summary access to SCI Store is to be made only:

- By clinicians accessing data concerning their own patients
- By support staff to facilitate patient administration
- By information staff to assist in the identification of patient pathways
- By information and IT staff to ensure the proper operation of SCI Store Staff should also be aware of the NHS Orkney Information Governance Policy and the NHS Orkney Electronic Information Security Policy

These policies in their turn are built upon National legislation, in particular including:

- Access to Health Records Act 1990
- Data Protection Act 1998
- Human Rights Act 1998
- Adults with Incapacity Act 2000
- Freedom of Information Act 2009 [should this be 2000? I can't find a FOIA for 2009 - DR]

6. Store 2 Store

Store to Store allows Clinicians from one Board to view another Board's SCI Store. Another Board's SCI Store is known as a 'Remote Store'.

A separate Store to Store agreement is required between NHS Orkney and each participating Board, and Store 2 Store access is granted only where a Store to Store agreement has been signed by both Boards.

Store 2 Store access will only be authorised for an individual where it is necessary for that individual to carry out the business function they perform. Permissions to view remote Stores will be granted to clinicians on a Store by Store basis.

The data items to be accessed by any individual will be limited as far as practicable to the minimum required for that individual to carry out the business function they perform.

The level of access will also be limited to read only access.

Auditing of user activity is undertaken to ensure access is not misused.

The remote SCI Store System Administrator will create user accounts on the remote SCI Store. Administration of end users in NHS Orkney's SCI Store will be the responsibility of the NHS Orkney SCI Store System Administrator.