PAS SWiftPlus - Procedure for managing Anonymous Patient – Out Of Hours

Procedure for managing Anonymous Patient – Out Of Hours

THIS PROCEDURE IS ONLY TO BE USED WHEN THE DATA QUALITY TEAM ARE NOT AVAILABLE OUT OF OFFICE HOURS.

Patient details need removing from SwiftplusSWiftPlus whiteboard for safeguarding reasons etc.

Before amending the patient's record you **must** ensure that you carry out a search on PAS to see if there are any other patients currently admitted anonymously.

- Firstly using the search function on the main PAS RI details carry out the following:
- Enter **ANOTHER** in the surname field and return though all fields. This will then display if there are any other patients currently as an inpatient with this identity. Once found exit out of this record.
- If a patient is already listed as **Ay N ANOTHER ONE** , you will need to use the next number in the sequence ie. **TWO, THREE, FOUR etc** for your patient.
- Next enter your patient's hospital number and enter C1 and press return - change surname to **ANOTHER**.
- Select C3 and change forename to **Ay N ONE, TWO** or **THREE etc** (leave a space between the letters) Press return through all other fields, then type **Ay** to accept and press the return key.
- **You must log a call to Cornwall IT Services Service Desk on telephone extension 1 7 1 7** to advise Data Quality of the CR or NHS Number for your patient - Data Quality will then receive this call and add an alert to the record, together with excluding the patient from the SWiftPlus board. We will also advise other departments of this patient. Alternatively an email can be sent to Data Quality, the address is shown below . Please mark the email as high priority.
- **When the patient is due to be discharged you must ensure that a call is logged to Cornwall IT Services Service Desk on telephone extension 1 7 1 7** to advise Data Quality. We can then change the patient's name details back so it will show correctly on the Discharge Summary within Maxims. The alert will also be removed. Alternatively an email can be sent to Data Quality, the address is shown below . Please mark the email as high priority.

The email address for Data Quality is: rcht.dataquality@nhs.net. Remember the emails must be marked as high priority.

Please note:

If the patient's record needed to be reverted back to their original name for the Discharge Summary to be completed and Data Quality are not available.

- Enter the patients CR number into PAS. At the bottom of the screen enter **C1**, add the patient's correct surname and return to the bottom of the screen to accept.
- To change the patient's forename enter **C3**, add the patient's correct forename and return to the bottom of the screen to accept.
- When asked if the previous name details were correct – type **N** and press the return key.