

B18 Procedure for managing Anonymous Patients – Out of Hours V9

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

The Data Quality team's working hours are Monday – Friday 8am-5pm.

Patient details need removing from PAS, Oceano or SwiftPlus whiteboard for safeguarding reasons etc:

IF OUT OF HOURS - CARRY OUT THE FOLLOWING STEPS ONCE THE PATIENT IS ADMITTED:

1. 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.
2. Firstly, using the search function on the main PAS RI details carry out the following:
3. 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 screen.
4. If a patient is already listed as **A N ONE** (forename), you will need to use the next number in the sequence ie. **TWO, THREE, FOUR** etc for your patient.

5. In the PAS RI screen, you will need to enter the patients CR number and enter C1 and press return – change the patients surname to **ANOTHER**, press return and A to accept and return. It will then say was previous name correct say **yes** to this. If you were to say no to this, the patients record would not be found if anyone was to search by the patients' name, their name will appear as an alias.

6. Enter C3, press return and change the patient's forename to **A N ONE, TWO OR THREE etc** (leave a space between the letters) press return and A to accept and return. It will then say was previous name correct say **yes** to this. If you were to say no to this, the patients record would not be found if anyone was to search by the patients' name, their name will appear as an alias.

7. After you have carried out the above, log a call to the CITS Service Desk via this link [Self Service Portal \(sma247.com\)](https://sma247.com) to advise Data Quality that you have anonymised a patient out of hours. You will need to give Data Quality the CR or NHS Number for your patient, the patients initials and their date of birth. If the patient is still an inpatient when Data Quality team are available, they will then add an alert to the record, together with excluding the patient from the SWiftPlus board. They will also advise other departments of this patient.

8. Alternatively, an email can be sent to rcht.dataquality@nhs.net and mark the email as high priority. You will need to give Data Quality the CR or NHS Number for your patient, the patients initials and their date of birth.

When the patient is due to be discharged:

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 you need to follow the steps below:

- In the PAS RI screen, you will need to enter the patients CR number and enter C1 and press return – change the patients surname back to their previous surname, press return and

A to accept and return. It will then say was previous name correct say **no** to this.

- Enter C3, press return and change the patient's forename back to their previous forename press return and A to accept and return. It will then say was previous name correct say **no** to this.

9. You must ensure that a call is logged to CITS Service Desk Self Service Portal (sma247.com) to advise Data Quality that the patient needs to be unanonymised.

You will need to give Data Quality the CR or NHS Number for your patient, the patients initials and their date of birth, this is so Data Quality can remove the alerts and include the patient back on the SwiftPlus whiteboard.

10. Alternatively, an email can be sent to rcht.dataquality@nhs.net and mark the email as high priority. You will need to give Data Quality the CR or NHS Number for your patient, the patients initials and their date of birth.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=420>