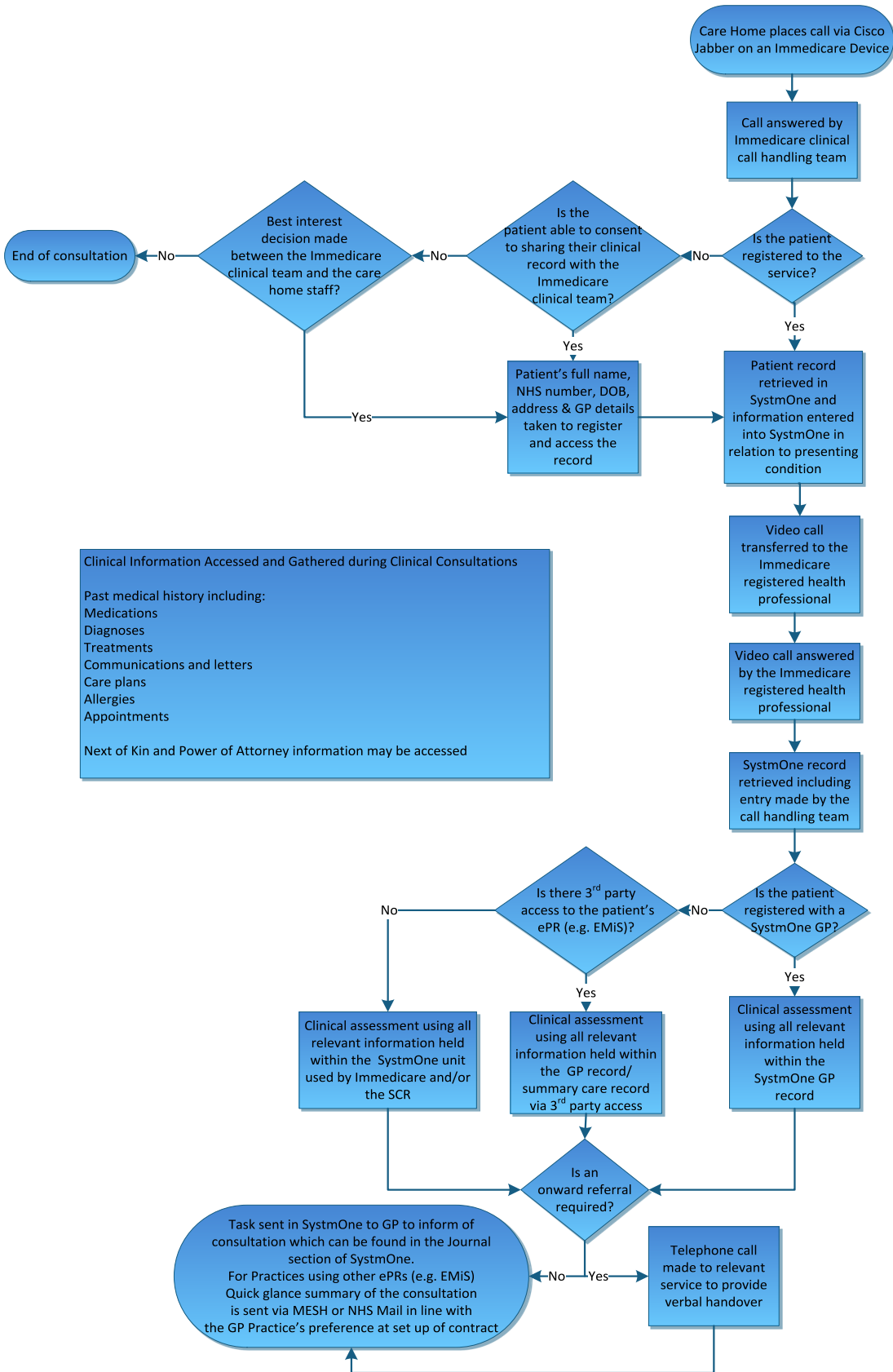


Immedicare Call Flow



Components for Management of Dataflow

<p>Privacy</p>	<p>Access to the Immedicare Hub – authorised swipe card access Privacy screens Privacy headsets Care home training includes privacy in relation to appropriate consultation setting</p>
<p>Security</p>	<p>The video platform is hosted within the HSCN data network. System Level Security Policy in place for SystmOne – reviewed annually</p>
<p>Availability</p>	<p>24/7 technical support Business continuity/disaster recovery plans in place Adverse Event & Serious Incident Reporting and risk management in place</p>
<p>Processing Integrity</p>	<p>SystmOne access control audits conducted on a monthly basis Monthly housekeeping of SystmOne deceased patients or not contacted in >12 months removed from the caseload (records remain visible to other SystmOne users) SystmOne data is retained and managed in line with NHS records management code of practice 2020 Video content is not recorded or stored</p>
<p>Confidentiality</p>	<p>Smartcard access for SystmOne Confidential waste policies and procedures in place All PID is transferred securely via encrypted WinZip, NHS Mail or MESH transfer to other ePRs e.g. EMIS Annual IG training is mandatory for all staff (clinical and non-clinical)</p>