Belvedere medical Centre

Pharmacy Workflow via Ortus

This policy outlines the practice’s document management process including prescription alignments and actions from letters received. The purpose of Ortus is to manage workflow from secondary care in updating patient’s medication to enable safe and efficient patient care. The functions it has is to:

• update patient’s medical records with new medication or actions and inform patients of this via text messaging

• update patient’s medical records with altered medication or actions and inform patients of this via text messaging

• update patient’s medical records with stopping of medication or actions and inform patients of this via text messaging

No data is taken out of your medical records and remains solely in our clinical system for data protection and security.

The purpose of this policy is to ensure that medication reviews and actions from letters received are completed and patients updated with information regarding medication is managed in line with Data Protection Act 2018 requirements.

This policy applies to all practice staff including any contracted or temporary workers.

**Confidentiality**

The Data Protection Act allows patients access to information that is held about them. Requests for copies of medical records can be made under the Data Protection Act as a “Subject Access Request”.

**Right to access and correct**

You have the right to access the data that is being shared and have any inaccuracies corrected. We can provide copies of consultations. There is no right to have accurate medical records deleted except when ordered by a court of Law.

**Rights to object**

You have the right to object to some or all the information being processed under Article 21. Please contact the Data Controller or the practice. You should be aware that this is a right to raise an objection that is not the same as having an absolute right to have your wishes granted in every circumstance

A data subjects have the right to the erasure of personal data concerning them. ‘The right to be forgotten’ does not override legal and compliance obligations. If there is a request from an external body relating to the detection or prevention of a crime (e.g. police), then requests for information should be directed to the Practice Manager.

**Right to Complain.**

You have the right to complain to the Information Commissioner’s Office, you can use this link https://ico.org.uk/global/contact-us/ or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 Privacy Notice – Recording telephone calls (national rate) There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website) \* “Common Law Duty of Confidentiality”, common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent. The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent. In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

• where the individual to whom the information relates has consented;

• where disclosure is in the public interest; and

• where there is a legal duty to do so, for example a court order.