



Your Electronic Patient Record

**A guide for patients their relatives
and carers**

Introduction

We are introducing a new Electronic Patient Record (EPR) system within the GHA. The system has been specially designed to ultimately hold all of your clinical and health information in one place.

This will make it easier for doctors, nurses and healthcare staff within the hospital to make decisions about your care.

The purpose of this leaflet is to answer any questions you may have about our EPR system. However if you need any more information or have any more questions, please contact us on **200 72266 extension 2073**, email **EPR.Protjectteam@gha.gi** or visit the EPR section on the Gibraltar Health Authority's webpage : **www.gha.gi** .

Background

The first phase of this programme will be the introduction of electronic patient record system for **Accident and Emergency and Primary Care/ Community**.

The important date for the introduction of these is on the **24th June 2015**.

After this date we will all start to work on *Secondary Care* and *Mental Health* Systems.

We will keep you fully informed.

Preliminary work has already started on this with the different stakeholders/ users , you may have already been involved.

What is the Electronic Patient Record?

The Gibraltar Health Authority will in 18 months have a fully integrated patient health record and we are certain that this will help us treat you more effectively and make the care we deliver, safer. This means that all the information about your medical history and treatment will be in one place rather than in separate places throughout the GHA. This will be accessible to all healthcare professionals involved in your care at the point of delivery.

The current clinical information system is based on paper-based notes and a number of computer systems. This means that there is a need for letters for the transfer of clinical information (referral and discharge letters) and that all the clinical information is not located in one depository. This means that there are lapses in the communication of important clinical information. This results in unnecessary delays in the care given to you.

The GHA Electronic Patient Record System developed in collaboration with EMIS Group, will store a more comprehensive health record. Any GHA staff who are directly involved with your care will have right level of access to this system to provide which will be updated at each point of care.

The GHA is seizing the opportunity that information technology offers to provide safer and more efficient and effective care.

What information is included in my Electronic Patient Record?

Your personal Electronic Patient Record will include important information about your health, including medical history, medications, current prescriptions, allergies, laboratory test results, radiology images, immunisation status and more.

It will also include the required personal information we need for our records, including name, date of birth, address, contact phone number and next of kin contact details.

Please note that prior to implementing the Electronic Patient Record system, we already hold this information confidentially about our patients, the main and significant difference with the EPR system is that this information will ultimately be held in one system.

What will happen to my health information you already have at the hospital?

Some patient information from our paper based and computer records will have been transferred over to the EPR system. Where required we will continue to use some paper medical records until we go paper light. Your paper based record will be archived according to Gibraltar Health Authority guidelines for historical and legal purposes.

How will my Electronic Patient Record benefit me?

- ◇ All hospital staff who are directly involved with your treatment will be able to share important information quickly, such as test results and diagnoses, giving an accurate picture of your medical history.
- ◇ By having quicker access to your records, including any prescriptions or allergies you have, hospital staff will be able to provide more effective care.
- ◇ This should reduce the duplication of the information that is currently present that produces a potential risk
- ◇ Your clinical information will be held securely and only the right people will have access to your information.
- ◇ There is a complete audit trail of who accesses your information and when.
- ◇ The system is fully backed up which means there is no risk of your data being lost or damaged.

How will I control who can see my Electronic Patient Record?

Here at the GHA we have always had tight controls in place to ensure that only those directly involved in your care are allowed access to your health records, and this will continue to apply with the EPR system. Therefore anyone who has access to your records:

- ◇ Must be directly involved in your care and treatment at the hospital
- ◇ Will have been assigned a secure access method which uniquely identifies them
- ◇ Will only see the information they need to do their job
- ◇ Will have their details recorded for every action taken on the system

Only healthcare staff and practitioners working at the hospital and who are directly involved in your care will have access to your healthcare record, and even so they would only have access to the relevant parts of your Electronic Patient Record needed to complete their job.

Community pharmacies will have access to your medication and allergy history when they dispense your medications. This allows them to cross-check for any drug and allergy conflicts to improve patient safety.

How will you protect my confidentiality?

We have a legal duty to protect your confidentiality and keep all information about you secure.

For more information or advice you can view our Data Protection Act policy :

<http://www.gra.gi/>

[http://www.gha.gi/patient-administration-services/
release-of-records/](http://www.gha.gi/patient-administration-services/release-of-records/)

Where can I get further information from?

For further information about the hospital's EPR system, please visit the EPR section within the Gibraltar's Health Authority intranet at :

www.gha.gi.

Please ensure that all family members are registered at the PCC, this will improve the management of your healthcare as delays in registering when needing to see a GP will be lessened.

Important: Please keep this informative booklet safe.



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