



# Access System Policy & Procedure

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## DOCUMENT HISTORY

<b>Date</b>	<b>Author/Editor</b>	<b>Summary of Changes</b>	<b>Version No.</b>
18.08.2018	Adele Houston	1 <sup>st</sup> version	1
16.05.2019	Robert Krawczyk	Creation of 2 <sup>nd</sup> version	2
07.04.2022	Iain Dodds	Review of 2 <sup>nd</sup> version	3

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## CONSULTATION AND RATIFICATION SCHEDULE

<b>Name of Consultative Body</b>	<b>Date of Approval</b>
Senior Management Team	

## 1. POLICY STATEMENT

The purpose of this policy and procedure is to define how Primecare Health LTD utilise the feature and benefits of the Access system, and actions required where the system is unavailable.

- To minimise the possibility of service failure reducing the risk of missed visits.
- To allow staff to focus on agreed preferences and outcomes.
- To promote more attention to delivering person centred care.
- To make information in care notes readily available detailing any current health concerns or issues requiring attention.
- To give family peace of mind by having remote access to care notes so family can communicate with the office through the Access system.
- To have the ability to track service users who have been admitted to or discharged from hospital or respite.
- Is cloud based so it can be accessed from tablets and phones and gives access to information in the event of a server failure within Primecare Health LTD.

When there are system outages, staff must contact the office or on-call and update the notes at the earliest opportunity.

The Access system is not used as a call monitoring system. Staff should record entry and exit times a part of their evidence of service delivery.

Primecare Health LTD would always promote more contact time with service users and less times on phones.

Staff to log into all calls on entry to service users' homes, or at the start of the service e.g. medication pick up.

Staff to log out of calls on exiting service users' homes, or at the end of the service provided.