Secure Patient Note Storage & Management Solutions

...for your Practice

Complete online management of both physical & electronic Patient Notes

secure offsite storage
for your Practice's
Patient Records

Data Space
Document Management Solutions

Do you require more space within your Practice?

Are you concerned about Data Protection, Information Governance & CQC compliance for your Patient Notes?

Is Practice Staff time consumed with filing, refiling & managing Patient Notes?

Do you want to digitise your existing physical Patient Notes?

If yes to any of the above DataSpace have the Solution for you!

safely store, track and retrieve both physical and electronic Patient Notes

About us

DataSpace have been providing the NHS, GP Surgeries and Private Practices with Patient Note & Document Management Solutions for over 14 years.

Working for clients within the medical sector has given DataSpace a valuable understanding of the processes and surrounding issues that the NHS face today.

The experience gained has given DataSpace the insight to be able to develop flexible cost saving and efficient services and solutions that work for the NHS and Medical Practices.

DataSpace's Lloyd George Note Management Solutions provide General Practices with the ability to meet Information Governance and Data Protection responsibilities equally freeing up valuable space and staff resources. Best of breed technology is employed to track, store and digitise records into secure certified DataSpace physical and electronic data centres.

Access to the Patient Notes can be undertaken as a physical delivery or scanned on demand for access via the online FileLive portal.

store | scan | view | manage

Our Storage Centres

DataSpace's main UK head office, data centre and storage operations are located on a 4.5 acre purpose built facility in the heart of Cheshire, 5 minutes from Junction 19 on the M6. Further facilities are located in Stirling Scotland, Oxford and a European facility located in Eindhoven, The Netherlands.

All buildings are purpose built and accredited to BS5454 standard. Security is paramount and all sites are protected by palisade high-security fencing with secure electronic gate and door access controls. Additionally, each site is fully monitored by CCTV security cameras, intruder alarms and fire detection systems all directly linked to 24 hour proactive protection services.

Files and boxes are stored within purpose-built, multi-tier racking system. Each box and Patient Note is assigned a unique barcode reference which is cross referenced to a shelf position or client location. This in turn allows the online FileLive system to track an individual Patient Note or archive box throughout any of its record centres or, alternatively the medical centre's own facilities.

- Save on Space

- Online Access

- Full Audit trail

- BSI Certified

- Secure Facilities

- Scan on Demand

- Cost Effective

The Solution
for your Patient Records

store | scan | view | manage

Step ONE - Establishing your Practices needs

Contact us on 0800 028 8956 or info@data-space.co.uk

Let us know how many patients are currently registered to your Practice.

We will discuss the options of physical vs Bulk Scanning vs Scan on Demand Solutions, retention and destruction policies.

Additionally we will provide free consultancy on best practice and discuss the importance of compliant scanning. For your peace of mind DataSpace are BS10008 accredited and compliant, please note if document scanning is **not** conducted to BS10008 standards the Legal Admissibility of the document will be compromised. The information provided will allow DataSpace to present costings on the preferred solution proposed.

Step TWO - Collection

The initial uplift of your Patient Notes can be carried out in a variety of ways. You can pack your records yourself, or alternatively DataSpace's professional DBS / CRB cleared staff members can complete this for you to ensure there is as little disruption as possible to the Practices business. Once all of your items have been packed one of DataSpace's drivers will then return your items to our purpose built storage BS5454 accredited facilities in the North West. DataSpace have a dedicated fleet of retrieval vehicles that are tracked by GPS at all times.

Step THREE - FileLive

Let us know which members of your practice staff will require online access to the DataSpace FileLive system.
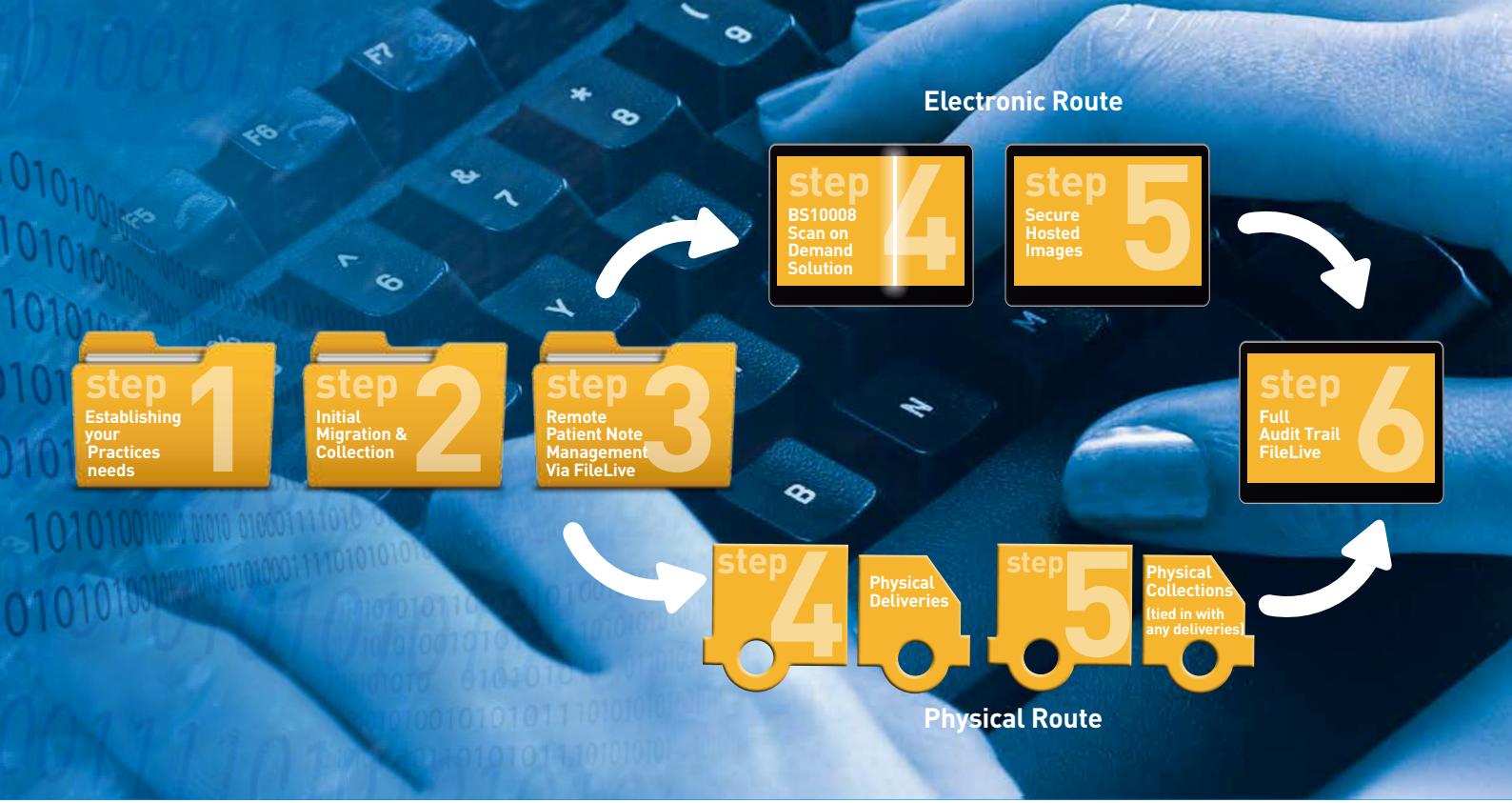
Our back office support staff will set all approved users with secure access to the system and ensure the correct permissions are set up for each user.

Training is given on a train the trainer basis to ensure best use of the system. Filelive has multiple advantages including the ability to track Patient Notes on or off site, add new Patient Notes, request ability for Patient Notes to be "Scanned on Demand" and secure access to view the digital images of both scanned or electronically uploaded patient correspondence. Users can further be granted management rights which allows additional access to a comprehensive reporting suite. Settings for scanned images can be selected to lock print, view access to version control and include features to securely redact the documents.

Steps FOUR & FIVE - Physical

We can arrange collections and deliveries to suit your requirements whether you require same day, next day or scheduled collections and deliveries. One of our friendly Contract Managers will work closely with you to develop a Service Level Agreement so you know exactly the service we will be providing and the timeframes related to your requests.

Electronic Route

step **1**	step **2**	step **3**
Establishing your Practices needs	Initial Migration & Collection	Remote Patient Note Management Via FileLive

step **4** — BS10008 Scan on Demand Solution

step **5** — Secure Hosted Images

step **6** — Full Audit Trail FileLive

step **4** — Physical Deliveries

step **5** — Physical Collections (tied in with any deliveries)

Physical Route

Steps FOUR & FIVE - Electronic

If the document you require has not been previously been scanned onto the system, a FileLive user can request it to be 'Scanned on Demand'. You will provide us with the patients name and their NHS number and we will then locate the record in our secure storage facility and securely scan it. The original physical document is then returned to its storage location within our storage repositories. The electronic scanned document is then available for Practice Staff to view online via the FileLive portal. All documents are scanned to BS10008 and hosted in a BS27001 accredited data centre.

Step SIX - A Full Audit Trail and FileLive.

FileLive users with Management rights can view all activity on their account on the online Management Suite, activity and usage reports can also be viewed and downloaded. All Patient Notes and Lloyd George Notes are stored securely in a compliant secure environment, whilst the Practice space previously used to house Lloyd George Notes or Patient Notes can be utilised to its full potential. DataSpace's Patient Note Storage & Management Solution allows Practices to build up their digital Patient Note library as and when the notes are required avoiding the initial upfront costs of Bulk Scanning your Patient Notes.

Access your Patient Notes via FileLive

Call us on **0800 0288956** or email **info@data-space.co.uk** for further information

If Bulk Scanning is a Solution that is more fitted to your Practices needs we would be delighted to discuss this with you further please call us on 0800 028 8956 or email info@data-space.co.uk

FileLive®

A unique secure online compliant solution that allows the off site management of Patient Notes including the ability to track, trace, view and manage both physical and scanned Patient Notes and image data.

store | scan | view | manage

FileLive
powered by DataSpace

Filelive Management allows users to access reports on both the physical and the electronic library.

FileLive allows authorised users secure online access to scanned images and electronic documentation.

FileLive Online User Features:

FileLive is a unique online system that allows Medical Centres, GP Surgeries, Hospitals and Dental Practices to securely manage physical, electronic or scanned documentation that is stored offsite at one of DataSpaces storage or certified data centre facilities.

Authorised Practice Staff are able to securely login to the system that operates over a secure 256 bit encrypted SSL connection. Once logged in users can locate physical Patient Notes both on or offsite, view images of the Patient Notes including previously uploaded electronic files or patient correspondence.

The system has multiple end user advantages including the ability to:-

- Track Patient Notes on or off site
- Allow Practices to add new Patient Notes Physical or electronic.
- Request Patient Notes to be scanned for viewing online only when required
- Edit Patient Note information (Permission Selectable)
- Request Patient Notes to be delivered back to the Practice / Surgery

- Download the image in pdf or tiff formats
- Full version control on scanned images
- Redact image data features
- All images legally admissible scanned to BS10008 Compliancy
- Images hosted in secure BS27001 data centre
- Append to scanned images

FileLive Online Management Features:

Users can be granted management permission to allow access to additional reporting and control features within the FileLive system. These enhanced system features allow a Manager to have total control of the online storage account.

The Manager will be able to produce reports on the following:

- Number of Patient Notes stored
- Volume of scanned images performed
- Volume of data hosted online
- Number of Patient Notes retrieved
- Number of Patient Notes returned
- Number of Patient Notes destroyed

- Document review dates
- Requestor activity
- View support team information
- View all signed delivery/collection work orders
- Administer users and permissions.

Specialist Document Scanning Services

Our document Scanning Teams are all full time employed DBS / CRB cleared professionals whom will carefully prepare all Patient Notes prior to being scanned.

All Patient Notes are prepared and scanned in accordance to BS10008. This standard to which DataSpace is accredited ensures the Legal Admissibility of Electronic Information, and far exceeds the performance and compliancy of other document scanning bureaus. All scanned items are hosted within the FileLive system for secure online access. FileLive operates from DataSpace's own BS27001 certified data centre.

Our Data Centres

DataSpace utilises its own data centres located at the head office within the UK and backed up to a secure secondary off site DataSpace facility.

All clients image data and associated metadata along with audit trails are held within a highly secure BS27001 approved data centre employing the latest VM Ware technology and Dell Equalogic SAN's

Each data centre is environmentally controlled and secured with biometric technology. A dedicated team of IT professionals ensures that each of the data centres are operational 24 x 7 x 365

Scanning accredited to BS10008

BS5454 certified facilities

BS27001 approved Data Centres

Call us on **0800 0288956** or email **info@data-space.co.uk** for further information

Service you can trust

- Off Site Patient Record Storage
- Lloyd George Note Storage
- Scan on Demand
- Bulk Scanning Services
- Online Image Hosting
- EDRM Sharepoint Integration
- Media Backup Tape Vaulting
- Confidential Destruction

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