



DATA ERRORS

HEM holds a great deal of patient and staff data. In line with our duties to the Data Protection act and the GDPR we need to ensure that if we enter personal or confidential data incorrectly onto our computer systems or we discover information that is incorrect we follow our company procedure.

Procedure:

If you enter data incorrectly – On the Ultrasound scanner

- You must inform the clinician at the earliest opportunity, the details may be corrected
- You must make a note in the 'notes' on the patient profile

If you enter data incorrectly – onto e-clinic

- You must inform the Operations manager of the error
- Amend it where practicably possible (under direction of the Operations manager)
- Write a comprehensive explanation in the patient notes.

If you discover a data error

- you must inform the operations manager
- The Operations manager will investigate with the SIRO and IG Lead

Minimise the risk of Data Errors!

The minimising of clerical risk starts with the referral being sent to the company by a referring clinician:

1. Triage of the request by a clinician; does the clinical indication match the type of scan being requested? if it does then the correct patient preparation must always be documented
2. The clerical team must upload the patient's referral onto the correct patient profile or create a new patient profile with the correct patient demographics if a new patient
3. The patient is contacted either via letter or a phone call, identity must be checked if a phone call or correct demographics used if a letter is sent
4. When the patient arrives for the scan the receptionist must check patients name and ask them to complete a consent form
5. The patient is called into the scan room by the clinic assistant who checks the patients name, date of birth and first line of address with the patient
6. The clinician performing the scan must always double check the patient's details are correct on both the scanner and the e-clinic profile prior to doing the scan and writing the report
7. The clerical team sending the completed report back to the referrer must double check the patient details and the content of the report against the referral criteria i.e. renal report matches renal referral, prior to sending the report back to the referrer.