

DIGITISING HEALTH RECORDS TO PROVIDE BETTER PATIENT CARE

HOW THE DIGITISATION OF LLOYD GEORGE RECORDS STREAMLINES PATIENT CARE AND REDUCES COSTS

“THE NHS HAS AGREED TO GIVE EVERY PATIENT THE RIGHT TO DIGITAL-FIRST PRIMARY CARE BY 2024.”

With the NHS committed to digital transformation, General Practices face the monumental task of digitising decades' worth of Lloyd George records. Practices continue to scan paper records at massive scale; a task which places a significant burden on primary care staff who are already under great pressure during these uncertain times.



7 UNDENIABLE BENEFITS OF DIGITISED HEALTHCARE

1 MAKE INFORMED DECISIONS FASTER



Lloyd George records still contain valuable information. Legacy medical records detail broader patient health histories: information which can be used to make informed decisions with direct impact on the quality of care provided. Moreover, practices are obliged to retain records for assisting in the settlement of insurance claims and legal cases.

With digital access to these records via a unified and connected system, which is accessible anywhere, GPs can access key information quickly during workflows where time is everything.

2 FREE UP VALUABLE REAL ESTATE



Having rooms and even entire facilities dedicated to the storage of paper records is not an effective use of the NHS budget. The physical space required to house everything is enormous. Factoring in necessary property leases and purchases, as well as the physical maintenance of said facilities, can put a significant dent in budgets which could be better allocated to more important operations.

Digital transformation solutions allow local practices and hospitals to free up physical space so they can instead allocate it to frontline patient care. In other words, the reduced reliance on paper frees up opportunities for healthcare facilities to boost capacity in everything from beds to additional consultation areas.

3 REDUCE THE ADMINISTRATIVE BURDEN OF SUBJECT ACCESS REQUESTS (SAR)



Although the EU's GDPR legislation will no longer apply directly to British organisations after the transition period, the same requirements will still apply in the form of the DPA 2018 act or, what is sometimes known as the UK GDPR. This includes one of the foundational principles of GDPR - subject access requests. SARs give individuals the right to obtain confirmation that their data is being processed, as well as the ability to access it.

Fulfilling SARs is notoriously difficult in the healthcare sector, particularly for practices which still hold information in physical formats. Migrating to a digitised and connected environment ensures that all information will be readily available. This will greatly ease the administrative burden and free up time and money which can be better allocated towards delivering patient care.

“ SOME PAPER RECORDS ARE OVER 70 YEARS OLD AND IN A STATE OF DETERIORATION, THEREFORE BECOMING ILLEGIBLE COUPLED WITH THE FACT THE INFORMATION THEY HOLD IS VITAL AND PARAMOUNT FOR SAFE MEDICAL PRACTICE. THE SECURITY AND ACCURACY OF THESE RECORDS IS VITAL AND NEEDS TO BE PRESERVED. ”

NHS Birmingham and Solihull CCG

NHS Long Term Plan, published on 7 January 2019, sets out ambitious plans in support of digital transformation across the sector. Later that year, the NHSX initiative was launched to bring together teams from the DHSC and the NHS to drive stronger collaboration for the betterment of public health and wellbeing.

4 STORE PATIENT INFORMATION SAFELY



Physical records face a number of potential risks, such as fire, water damage or unauthorised access. The same is true of digital records which aren't stored and managed appropriately with multiple levels of security in place to protect them. With patient privacy being a top priority, practices must do everything they can to ensure the safety of records while also making them accessible to those who need them.

While physical digital media and local data storage presents an important step forward from physical records, it fails to alleviate many of the risks. Cloud-enabled storage of digital records, on the other hand, allows for immediate accessibility from any authorized account or device, while also providing multiple layers of protection. These protective measures might include encryption and multifactor authentication, among others, according to the rules laid out by the BS 10008 standard for information management systems.

5 SECURE DISPOSAL OF ASSETS



All Lloyd George records pertaining to British citizens must be retained for a period of ten years after a patient's death or after the patient has left the UK and the European Union. This does not apply to electronic health records, which must be retained for the foreseeable future. For electronic records, however, there remains the challenge of ensuring secure destruction in cases of retired hardware assets.

Once physical information reaches the end of its lifecycle, it's essential to have a standardised method for securely disposing of it, according to the standards set out by BS EN15173. By migrating to a unified digital platform and entrusting the care of medical records to the right vendors, it's possible to ensure complete visibility over the process according to compliance regulations. At the same time, Lloyd George records which have been migrated to digital formats may be securely destroyed to protect patient privacy.

6 STREAMLINE PATIENT HEALTHCARE



All the above benefits of digitised healthcare culminate in the NHS's core purpose - improving public health. This is naturally much harder when, for example, the average-sized practice has 8,500 patients, yet often stores its healthcare information in a complex blend of Lloyd George records and digital formats and systems.

The key goal of the NHS's long-term plan is to give patients the option of digital-first healthcare, allowing them to do things like book appointments online and review their health records. At the same time, healthcare practitioners need full access to patient health records at the point of care to make potentially life-saving decisions in real time. With the necessary planning and foresight when it comes to digitisation, practices can make that happen and, in doing so, offer better care for those who matter most - their patients.

7 REDUCED OPERATIONAL EXPENSES



In today's always-on, always-connected society, citizens' expectations are higher than ever. To ensure the NHS can continue to accommodate these expectations, they need to deliver the highest quality of service at the lowest possible cost. That means eliminating the largely avoidable costs associated with physical management of patient health information. For example, browsing through large volumes of paper records and disparate digital systems to find critical patient health information can take many hours. In a future digital state these resources can be better utilised to improve patient care.

Digitisation can free up billions of pounds for the NHS to invest in patient care by enabling more efficient work practices and providing practitioners with immediate and secure access to critical information. Empowered by data-driven insights, healthcare practitioners can also deliver proactive diagnostics and treatments and reduce A&E attendances and readmissions. This in turn can greatly reduce operational expenses, enable more accurate budgeting, and increase visibility into ongoing costs.

HOW CAN IRON MOUNTAIN HELP?

IRON MOUNTAIN SUPPORTS THE NHS IN DELIVERING ON THE STRATEGIC PAPERLESS DIRECTIVE AND TO TRANSITION TO A DIGITAL-AT POINT-OF-CARE MODEL.

Delivered with a complete, secure and auditable chain of custody, utilising Iron Mountain's securely vetted employees and owned transport network, our solutions include:

- > Discovery and business case support
- > Large scale and multi-site library transition projects
- > Digitisation of Lloyd George files
- > Compliant record destruction (certificate provided)

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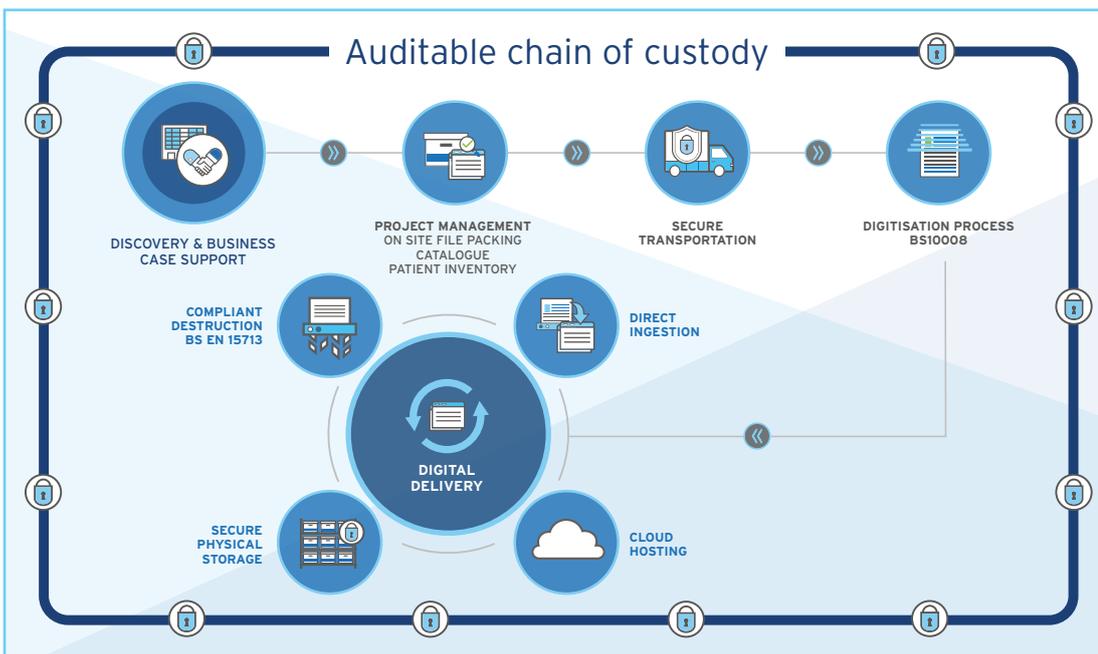
500 We are dedicated to security and regularly named in the Security 500 Survey

850+ We manage over 850+ million patient records so we understand the unique information management needs of healthcare organisations

68 Our expertise extend beyond the paper. In fact, we manage over 68 exabytes of data and store 1 billion medical images

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- > **Lot 1** scanning services
- > **Lot 2** integration with clinical system
- > **Lot 3** scanning services and integration with foundation clinical system



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