



Digital Dermatology Referral & Triage Pathway

Uploading Clinical Photos from Consultant Connect to Docman 7

Standard Operating Procedure (SOP)

Purpose

To provide a secure and compliant procedure for practice admin staff to download clinical photos taken using the Consultant Connect web portal and securely upload them into the Docman 7 document management system.

Scope

This procedure applies to all administrative staff responsible for handling clinical images from Consultant Connect, which are not attached to a referral but need to be stored in Docman 7 for future reference.

Responsibilities

Clinician (PhotoSAF User, Docman User): Responsible for taking secure clinical photos using the Consultant Connect PhotoSAF app. They will notify the administrative team about the photo and provide necessary patient details.

Admin Staff (Consultant Connect Administrator, Docman Administrator): Responsible for securely downloading the clinical photos from the Consultant Connect web portal and uploading them into Docman 7.

Procedure

Step 1: Clinician Alerts Admin Staff

After taking a clinical photo via the Consultant Connect PhotoSAF app, the clinician must notify the admin team.

Clinician provides the patient's CHI number and the date the photo was taken.

Step 2: Logging into Consultant Connect

The admin user logs into the Consultant Connect web portal using their NHS Scotland Azure directory credentials (same as NHS email login).

Navigate to Photos via the top blue menu bar. Ensure that you are in the Recent section to view the most recent photos.

Step 3: Identifying the Photo

Search for the photo by using the patient CHI number and/or date.

Photos are listed with patient identifiers (e.g., CHI number, date, and the user who took the photo).

You can search for the specific patient by using the search bar on the right.

Step 4: Downloading the Photo

Once you have identified the correct photo, click on the Download Photos button.

If only one photo needs to be downloaded, the file will be downloaded in .jpg format.

If multiple photos are selected, they will be downloaded in a compressed .zip file.

By default, these files will be saved in the computer's Downloads folder.

The file name will be in the format: CHI_<CHI number>_<date taken>_<file number>.jpg.

Step 5: Storing the Photo Securely

Move the downloaded file(s) from the Downloads folder to a secure, access-controlled location.

Ensure the folder complies with the practice's data security policies, such as using encrypted or password-protected folders.

Step 6: Uploading the Photo to Docman 7

Log into Docman 7 and locate the patient's folder using the CHI number or patient details.

Open the patient's document record.

Upload the clinical photo by attaching the file to the patient's record in Docman 7.

Ensure that the photo is accurately named and linked to the correct patient.

Document any necessary notes or metadata relevant to the photo within Docman 7.

Step 7: Removing Temporary Copies

After uploading the photo to Docman 7, securely delete the temporary files from the Downloads folder and any other temporary storage location.

Follow NHS Scotland's data governance protocols for secure deletion.

Security and Compliance

Ensure that all transfers and storage of patient data, including photos, comply with NHS Scotland's data protection policies and General Data Protection Regulation (GDPR).

Use encrypted folders or secure systems for storing any temporary files during the download and upload process.

Ensure that all access to Consultant Connect and Docman 7 is limited to authorized users only.

Troubleshooting and Reporting

Failed Uploads: If there is any issue uploading the clinical photo to Docman 7, report it immediately to the IT support team.

Data Breaches: Any potential data breach or mishandling of patient data should be reported to the practice's Information Governance Lead following NHS reporting guidelines.

Audit Trail

Consultant Connect and Docman 7 maintain logs of user activities. Ensure the admin team maintains records of all interactions for auditing and compliance purposes.