



Digital Dermatology Referral & Triage Pathway

Offline Standard Operating Procedure



In all instances when offline, you should continue to use the PhotoSAF mobile application.

The Consultant Connect PhotoSAF mobile application will continue to work offline. All functionality will remain the same with the exception that the CHI look-up will not be available and the encounters will be saved to the application until connection is restored. You will still be able to confirm consent, take photos, add notes, tag, and save your encounter. The photos will be saved to the application only, not to your device's photo storage.

Preferred option: Enter CHI manually with no demographic data confirmation

When offline, the CHI look-up functionality will not be available. Continue to use the PhotoSAF mobile application as normal. All encounters saved in offline mode will be uploaded when internet connectivity is restored.

CHI look-up

The CHI look-up functionality relies on an internet connection to retrieve patient information from the CHI database. When offline, the application will check the format of the CHI number entered, but will not retrieve the patient demographic information. When offline (or online), if the CHI number entered is invalid, you will be shown the error code:

Invalid patient identifier entered, please check your entry.

Option 2: Enter the CHI to confirm patient identification when internet connectivity is restored

This is recommended if you will only have a single encounter offline, for example in the event of a home visit, and you would like the security of a full CHI look-up.

Before saving the encounter, it is possible to first enter the CHI offline, then go back to the CHI entry page then re-enter the CHI number to retrieve demographic data when internet connectivity has been restored.

Then save the encounter.

Option 3: Save without the Dermatology tag and check the CHI on the Consultant Connect Web application

Use this option if you will have multiple offline sessions, for example in the event that you lose wifi in your GP practice, and you would prefer the security of the full CHI look-up functionality. It is possible to save multiple sessions offline on the PhotoSAF mobile application.

Use the application as normal, except save the encounters without the Dermatology tag. When your mobile has sufficient internet connection, this will save your encounters to the Consultant Connect website only. The Dermatology tag is required for encounters to be saved to the National Digital Platform.

This will then allow the encounters to be editable on the Consultant Connect website. Upon logging into the website, you can re-enter the CHI number to confirm patient demographics, then you must choose the Dermatology tag for your encounters. This will then save them to the NDP.