NHS Lothian
Digital Innovation

Application: Outlook for Personal Devices

Standard Operating Procedure

This document describes the standard operating procedure for the implementation of Outlook on personal devices to assist the transferring of images from Primary Care to Secondary Care (Dermatology).

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DOCUMENT APPROVALS

Role	Name©	Approved	Date
Head of Digital Innovation	Paul Schofield		

INTRODUCTION

This document is a Standard Operating Procedure (SOP) for the implementation of Outlook on personal Secondary Care (Dermatology). This document provides a guide for users on how to access and use Outlook to transfer images via SCI Gateway referrals to Dermatology. Appendix 1 provides users with links to information on O365, downloading/installing applications on personal devices, multi-factor authentication etc.

APP INSTALLATION

Your device **must** still be in support for software updates, all associated apps must be kept updated and your account must have multi-factor authentication (MFA) in the form of the Microsoft Authenticator application.

Device must be securely locked.

Device must be stored when not in use.

Please follow this guide on how to set up MFA and download the Microsoft Authenticator application: LOTH-Office 365 - Multi Factor Authentication Guide for Office 365.pdf - All Documents (sharepoint.com)

Your NHS Lothian Microsoft 365 account, on a personal device, will be managed by Microsoft Cloud App Security (MCAS) – if using for organisational tasks.

For Outlook to function properly, both the *Intune mobile application* and the *Microsoft Authenticator application* are required for users to log into their NHS Lothian accounts on personal devices. Both of these are available on your devices app store.

Please Note: prior to installing Outlook you must install Intune (NHS Lothian's mobile application deployment platform). This app allows NHS Lothian IT to remotely deploy, update and remove applications and any pertinent NHS Lothian data from your device. This does not provide NHSL IT with access to your personal data (messages/photos etc.) but will allow NHSL IT to remotely clear any sensitive information from the device in rare circumstances.

INSTALLING INTUNE

Currently users are advised to **NOT** log in to the Intune application, the app only needs to be installed on your device.

Open application store on your device - *Apple app store, Google Play Store, Microsoft Store etc.*

Search for Intune Company Portal

Click Install

Once installed, you will be able to install and open Outlook

INSTALLING OUTLOOK

Locate application store on your device - *Apple app store, Google Play Store, Microsoft Store etc.*

↓

Search for Outlook

↓

Click Install

↓

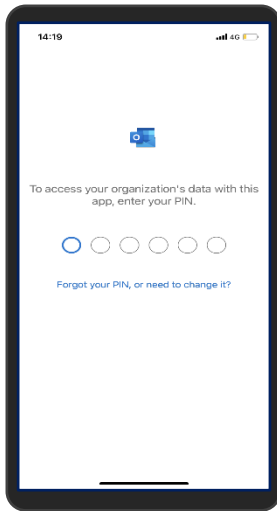Login using your NHS email address and password

↓

You will then be asked to enter the code generated by the Microsoft Authenticator or one of your MFA methods

↓

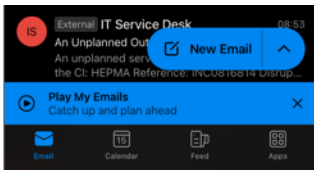Once MFA completed, you will be logged into Outlook mobile

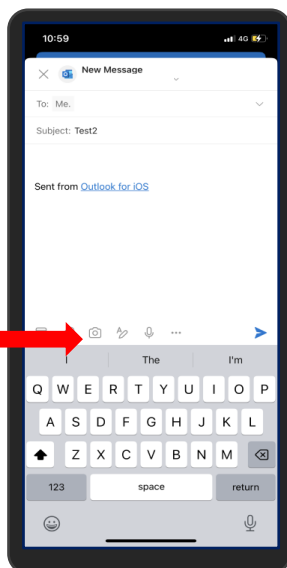## IMAGE TRANSFER PROCESS

GP STEP-BY-STEP PROCESS

LOGIN

User opens the outlook application using the 6-digit PIN created at initial set up

CREATE NEW EMAIL

Select the 'new email 'option from the bottom right of the screen.

OPENING DEVICE CAMERA

Select the camera icon option from the ribbon along the bottom of the email.

Users should only take images from within the Outlook application i.e. creating an email and selecting this icon. Users should not take images directly on the devices camera application and then attach to an email, as per NHS Lothian security policies.
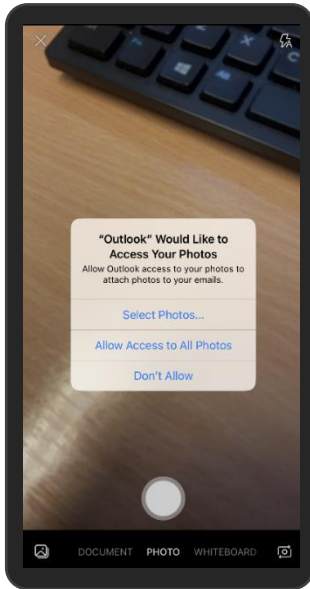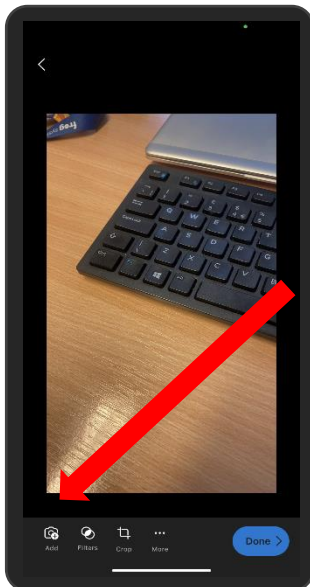
TAKING IMAGE(S)

Pop ups may appear when opening the camera from within Outlook.

One will ask for permission to access your *photos*. Users should select '*DON'T ALLOW*'

Another will ask for access to your *camera*. Users should select '*ALLOW*'.

Users can then take the required images of the patient.

Once the image has been taken, users can then take multiple other images to attach in the one email. Clicking on the camera icon along the bottom ribbon, as highlighted to the left, will allow users to take the next image.

SENDING THE IMAGES

Emails should be sent to your own NHS Lothian email inbox.

There may also be instances where images may need to be sent to practice staff in order to be saved within Docman.

The process for these are the same.

To do this:
1. Select 'Done'
2. Enter your NHSL email address (or the practice mailbox)
3. Body of the email should have Patient Name and CHI included
4. Relevant information entered into body of the email
5. *Select 'Send' icon from ribbon along bottom of email (highlighted on the second image)*
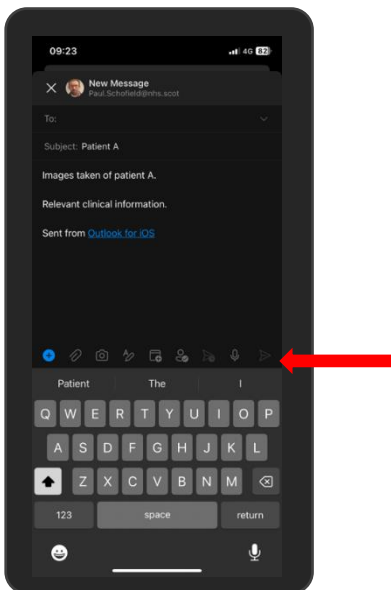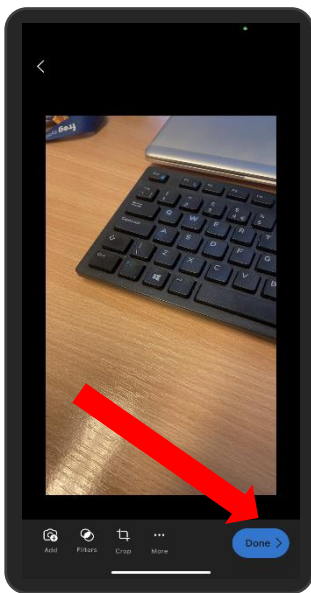
ATTACHING IMAGES TO SCI GATEWAY REFERRAL

Users then log on to their NHS Lothian PC desktop.
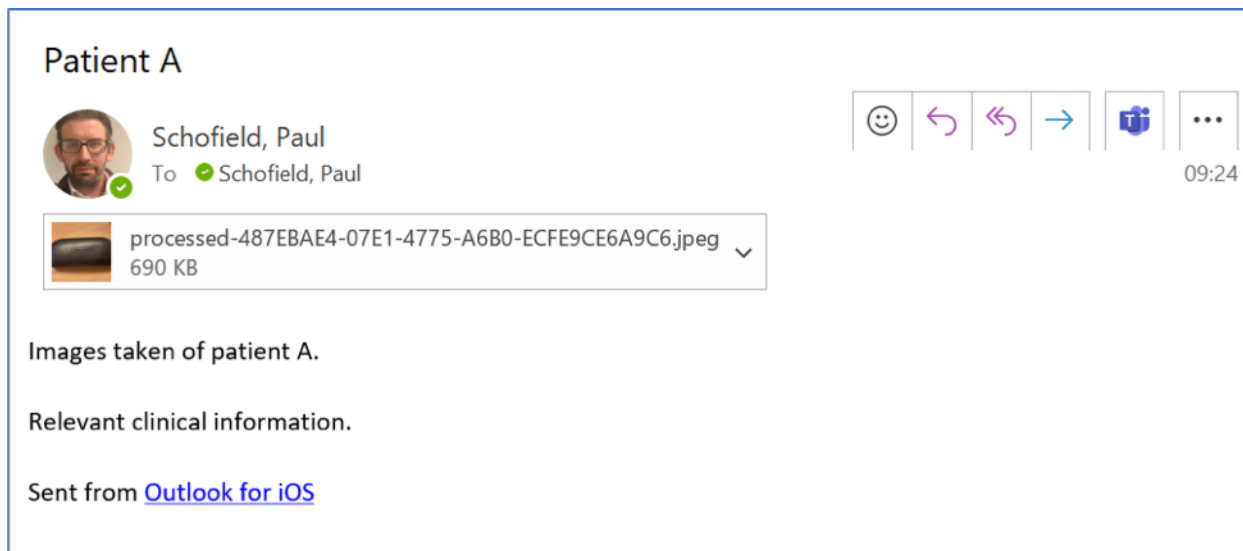
The image, or images, can be picked up from their NHSL inbox and saved to their desktop. Users should try to use the below naming convention for these images:

PatientName_CHINumber_ImageNumber

GPs can then log into SCI Gateway and create a referral as per the usual process, attaching the images saved on the desktop.

Once the images have been attached, and the SCI Gateway referral sent to Dermatology, images **MUST** be deleted from both the desktop as well as NHSL inbox/sent items.

CONSENT

For vision practices there will be a Vision+ template that practice managers can download and install for digitally recording consent for photographs taken
Alternatively, you can record verbal consent given.

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Clinical Images Consent and Coding

❗ Use this tab to record codes relating to the obtaining and sharing of clinical images for e.g. Dermatology referrals.

🔴 Click + to record clinical image taken by a GP (or use book symbol and drop down to change to other clinician):

| Click to record clinical image taken by a GP (u... | No Data Recorded | ⌄ 📖 ➕ 🖼 |

🔴 Click + to record consent obtained to take clinical image. Default is self consent. Use book and drop-down if Parent/Guardian/Carer/Other:

| Click to record consent to take clinical image (... | No Data Recorded | ⌄ 📖 ➕ 🖼 |

🔴 Click + to record consent obtained to share image to other clinic/service for case management puposes:

| Click to record consent that patient allows for i... | No Data Recorded | ⌄ 📖 ➕ 🖼 |

🔴 Click + to record consent obtained for images to be used for Educational and Training Purposes (Optional - leave blank if not sure)

| Record Consent that patient allows clinical ima... | No Data Recorded | ⌄ 📖 ➕ 🖼 |

You can add a Consultation Note below as needed (will record with code 'consultation' in Vision)

📖 Codeset Codes - MR INPSTEST, PATIENTONE [01/01/2001]

🔍 🖨 📝 Comments >> Show More

Apply	Priority	Episode Type	Event Date	Code	Description	Value	Clinician Type if not GP
☐			19/06/2024	58C5.	Clinical photo taken by gp		▾

Adv Nurse Practitioner
Primary Care Nurse
Other Clinician

📖 Codeset Codes - MR INPSTEST, PATIENTONE [01/01/2001]

🔍 🖨 📝 Comments >> Show More

Apply	Priority	Episode Type	Event Date	Code	Description	Value	Consent by:
☐			19/06/2024	9NdX.	Pt con giv medical photography		▾

Self Consent
Parent/Guardian
Carer
Other (clarify in notes)

📖 Codeset Codes - MR INPSTEST, PATIENTONE [01/01/2001]   ✕

🔍 🖨 📝 Comments >> Show More   ❓

Apply	Priority	Episode Type	Event Date	Code	Description	Value	Context
☐			19/06/2024	9Nd..	Obtaining consent		▾

Clinical Images to be shared with other Clinic/Service for clinical purposes

Codeset Codes - MR INPSTEST, PATIENTONE [01/01/2001]

Comments >> Show More

Apply	Priority	Episode Type	Event Date	Code	Description	Value	Further Context:
☐			19/06/2024	9Nu..	Further obtaining consent		

Pt consents for Clinical Images to be used for Educational & Training purposes

APPENDIX 1: USER GUIDES AND INFORMATION

Information on downloading/installing Outlook: [Accessing Office 365 on a Personal Device (sharepoint.com)](sharepoint.com)

Information on Multi-Factor Authentication: [Changes -> Multi-Factor Authentication (MFA) (sharepoint.com)](sharepoint.com)