

CSC URGENT CARE SOLUTION: SystemOne

CSC

50 YEARS STRONG



The CSC Urgent Care solution, SystemOne, supports the delivery of patient care across GP out of hours, walk-in centres and minor injury units.

Patients frequently need to see a GP outside standard hours or to access unscheduled care services. Consequently, provision of these services is a key part of a modern NHS. A series of reviews have concluded that services should be prompt, patient needs should preferably be met at the first point of contact, and care should be provided at an appropriate location. CSC's Urgent Care solution, through its centralised patient record, underpins these central themes of high quality care delivery in: GP out of hours, walk-in centres, and minor injury units.

ACCESS TO INFORMATION

With CSC's Urgent Care solution it doesn't matter where the patient makes initial contact. Whether talking to a patient on the phone or treating them in a minor injury unit, the process of accessing their care record is fundamentally the same. The clinician treating the patient can quickly search the system to identify the patient record. Consent to view the clinical information in a record is always sought and, if granted, the clinician has access to the patient's medical history. If the patient is not registered with a GP or other clinician that uses CSC's solution, the patient's demographic data will be validated via the Patient Demographic Service.

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SEAMLESS CARE

Clinicians no longer need to rely on patients' accounts of medical history and current medication. The ability to view a detailed care record, covering drug sensitivities, prescribed medication and previous consultations, enables the urgent care clinician to make a more informed medical assessment at the point of contact. The clinician can also confirm whether the patient is making a valid request for medication or withholding critical information.

The solution helps patients to move seamlessly through their care pathway. The ability to update a patient's record in real time ensures that relevant and potentially life-saving medical information is available to clinicians involved in subsequent consultations. When a record is viewed and updated, the patient's registered GP is notified electronically. The availability of the shared record also reduces any duplicated effort, increasing operational efficiencies.

Additionally, the solution provides the ability to target patients who repeatedly use the service. Clinicians can then ask why they are presenting for urgent care so regularly and address the patient's needs in this light.

NATIONAL STANDARDS & PATIENT SAFETY

The CSC solution helps to meet the National Quality Requirements that stipulate providers of GP out of hours services have systems in place to support record sharing and GP notification. Additionally, the solution helps to monitor progress against standards and report compliance. It also enables a full audit trail and allows the clinician to report on medical consultations. Reports can be customised or selected from an extensive library. Instant access to a patient's record can help prevent mis-diagnosis and reduce incorrect medical treatment. The clinician can focus and tailor their care provision to the requirements of the individual patient.

To discuss further or to arrange a demonstration:
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About the CSC Alliance

The CSC Alliance is responsible for the delivery of the NHS National Programme for IT across large parts of England. Leading the Alliance is CSC, specialists in delivering IT services and solutions across the globe, employing some 9,000 professionals in the UK, and 91,000 worldwide. The CSC Alliance also consists of a number of partners who are well known for developing innovative yet enduring partnerships that deliver sustainable business value over the long term.

About the Programme

The National Programme for IT was established by the NHS to support the delivery of world class patient care and services. At the heart of the programme is the NHS Care Records Service, providing an integrated electronic care record that will support an estimated 500,000 staff and over 25 million people across our regions, including over 4,000 general practitioner practices, 100 hospitals, 25 prisons and 20 ambulance trusts.