



eSwift

Electronic Health Record



eSwift

St Patrick's Mental Health Services is launching its new electronic health recording system called eSwift in 2017.

eSwift will replace our existing paper based service user charts. Your journey from the point of referral to our service, throughout your admission, care, clinic attendance, and discharge, will be recorded as an electronic health record.

eSwift will allow us to record and share information regarding your care and treatment more easily with you, members of your multidisciplinary team, day services, your general practitioner or other health professionals involved in your recovery. This will improve the overall management of health care resources and services.

You may have queries or questions about eSwift.

We have tried to address these in the questions and answers in the following pages. If you cannot find an answer to your query, just ask a staff member.



Why is St Patrick's Mental Health Services moving to an electronic health record?

As Ireland's leading mental health service provider, we are committed to using the best practices and systems to ensure we can provide the highest quality healthcare and capture and share information more efficiently.

We believe that introducing eSwift will improve the delivery, safety and quality of care for all service users through better access to information while protecting privacy and confidentiality.

What are the benefits of an electronic health record?

We will no longer be using a paper based clinical record system. This means that we will be able to process information in a more timely fashion. For example, we will be able to send referrals for treatment and services directly to the person who needs to receive them.

Your information will be more easily accessible to our clinicians and will result in a more efficient treatment.

Will eSwift just be for inpatients?

eSwift will be used to record care for every person admitted as an inpatient to St Patrick's University Hospital and St Edmundsbury Hospital from October 11th 2017, and for any person attending Dean Clinic outpatient services from November 2017 onwards.

I see my consultant in his private rooms. Will this information be stored on eSwift?

When you see your consultant in a private capacity, your consultant will keep his own records of your meetings with him. This information is not linked to eSwift as your consultant is the data controller for this information.

St Patrick's Mental Health Services controls the data relating to your engagement with us as a service user and not your one-to-one meetings with your consultant if they are undertaken in a private capacity.



Will staff be fully trained?

We have undertaken a comprehensive training programme for all staff members to ensure that they are fully trained in the use of our new system in advance of the introduction of eSwift.

Where will my data be stored?

St Patrick's Mental Health Services like many other healthcare providers has systems in place to store, manage and retrieve your data securely and confidentially.

We have invested in our IT systems to ensure that we have safe, secure and confidential storage for both your paper based and electronic health records.

I have heard about sites being hacked.

How are you going to protect against this?

Cyber security and protecting data is very important to us. We have put in place robust technical systems to protect our IT systems from cyber-attacks.

In the past, sites that have been attacked have generally been large multi-site organisations and as an independent health service provider we would be less likely to be attacked.

What happens if the system goes down, will my data be lost?

St Patrick's Mental Health Services is committed to maintaining the confidentiality of every service user and continuity of care.

We have invested in new IT systems to manage the introduction of the electronic health record and have robust systems in place in the event of any systems failure.



Who can see my clinical record?

Only authorised clinical staff will have access to your clinical file.

Staff members are given different levels of access and it will only be members of your MDT or programme staff who will be able to edit and work on your clinical record.

Will this record be linked to other health services?

There are no current plans to link eSwift to external systems. However, we plan to introduce a system to share your summary of care provided at the point of Discharge with your GP. We hope to implement this in early 2018.

However, over time this may change depending on developments in other parts of the health service. We have developed this electronic health record which is compatible with international standards for electronic health records.

If other healthcare providers develop electronic systems, we are confident that our systems will be compatible with them.

Will I be able to access my health record?

The same guidelines that exist for access to your clinical file will remain in place once eSwift goes live.

If you have previously been an inpatient, we will continue to hold your previous paper based clinical record.

How long will my records be held?

It is hospital policy to delete your medical records under confidential conditions after a period of no longer than 20 years from your last point of contact with our services.



How will my care and treatment change?

The main change that you will notice in your care and treatment is that instead of pen and paper, members of your clinical team may use a laptop or tablet computer to record information about your care plan and other information about referral to programmes.

Instead of a paper based record system, referrals will be generated electronically ensuring that they are received promptly. We believe that eSwift will be more efficient than the old paper based system. For your input to your care plan this can still be hand-written and we will scan this information into your file.

What happens if this is not my first admission?

If you have previously been admitted to our service and you return after the 11th October 2017, your file will be migrated to eSwift.

We will keep your paper clinical file and upload your old discharge summaries to the new record. The discharge summary is the report that is sent to your GP/other referrer when you leave hospital and provides a summary of your inpatient stay.

We will still be able to access your old clinical information if we need to.



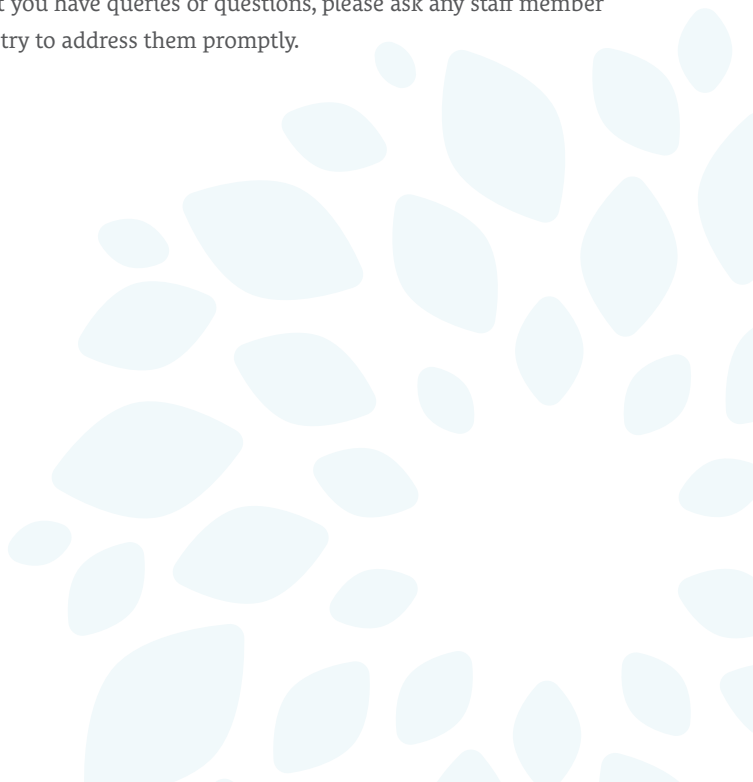
Will this affect the data my GP sees?

There will be no change to information we provide your GP.

We will be able to generate much of the information we provide electronically and this will result in a shorter time from your discharge to when your GP receives information about your inpatient stay.

I have additional queries, who can I ask about these?

In the event you have queries or questions, please ask any staff member and we will try to address them promptly.



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