

Coordinate My Care

Acceptable Use Policy

About the Acceptable Use Policy

The Acceptable Use Policy explains how the Coordinate My Care IT service should be used. It is your responsibility to ensure that you understand and comply with this policy. It ensures that:

- You understand your responsibilities and what constitutes abuse and/or misuse of the service
- Computers and patient data are not put at risk

If you have any questions about these terms and conditions, you should contact the Coordinate My Care team at: coordinatemycare@nhs.net

The CMC team reserve the right to update this document as necessary

General information about the Coordinate My Care Electronic Service

CMC is a clinical service that coordinates care, giving patients choice and improving quality of life. This Acceptable Use Policy relates specifically to the electronic solution which underpins the CMC service.

The CMC urgent care plan displays the patient's diagnosis, prognosis, current and anticipated problems, advanced care plan, resuscitation status, key contacts and patient's wishes. The CMC urgent care plan can be accessed 24/7 by all health and social care professionals who have a legitimate relationship with the patient.

Your responsibilities when using the service

General responsibilities:

- You must not use the CMC electronic service to violate any laws or regulations of the United Kingdom, European Union or other countries. Use of the service for illegal activity is usually grounds for immediate dismissal and any illegal activity will be reported to the police. Illegal activity includes, but is not limited to, sending or receiving material related to paedophilia, terrorism, incitement to racial harassment, stalking and sexual harassment and treason. Use of the service for illegal activity will result in the immediate suspension of your CMC account.
- You must not use the CMC electronic service for personal commercial gain. This includes, but is not limited to: marketing, advertising and selling goods or services.
- You must not attempt to interfere with the technical components, both hardware and software, of the CMC electronic system in any way.
- When you set up your CMC account you must identify yourself honestly, accurately and completely.
- You must ensure your password and answers to your security questions for the CMC electronic system are kept confidential and secure at all times. CMC logins may never be shared with others. You should notify your Local Organisation Administrator if you become aware of any unauthorised access to your CMC account.
- You must ensure CMC is notified if you no longer work for the organisation through which you obtained your CMC access. If you start using CMC elsewhere, you will not need a new CMC account, and you will not need to accept this policy a second time.
- If you work for more than one CMC user organisation at the same time, you must be listed on a separate CMC User Access Form for each organisation for which you work.

- You will be asked to select an organisation when logging in; you must always specify the organisation for which you are working at that time.

Your responsibilities when using the service

Information Governance Issues:

- The General Medical Council (GMC) Good Medical Practice guidance requires health professionals to keep relevant, accurate and legible records. This policy is also in line with legal requirements, applying to all care professionals, under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). CMC cannot be held responsible if patient records are not kept up-to-date with urgent care plan information.
- If entering a urgent care plan onto CMC, it is your responsibility to ensure the patient has given informed explicit consent. This requires an explanation around the aims of the CMC programme and that patient data is likely to be shared with other NHS and non-NHS organisations depending on the patient's clinical pathway. Consent must be recorded in the CMC urgent care plan when it is first created.
- If the patient is unable to give informed consent due to a lack of mental capacity, a decision must be made on behalf of the patient, in his/ her best interests, in accordance with the Mental Capacity Act 2005.
- You must only access the records of patients with whom you have a legitimate professional relationship. System use is monitored to ensure there is no inappropriate access to patient information.
- Please note that it is a criminal offence under part 6, section 170 of the Data Protection Act 2018 for any person to knowingly or recklessly obtain or disclose personal data without the consent of the Data Controller, unless a legal exemption applies.
- You must also adhere to local and national privacy and confidentiality standards such as:
 - Data Protection Act 2018
 - General Data Protection Regulation
 - Ensuring Security and Confidentiality in NHS Organisations (E5498)
 - Confidentiality leaflets
 - NHS Care Record Guarantee – our guarantee for NHS Care Records in England
 - Common Law Duty of Confidentiality
 - The NHS Digital Data Protection & Security Toolkit requirements
 - The NHS Digital Data Protection & Security Training

Caldicott Principles 2013

Principle 1. Justify the purpose(s) for using confidential information

Principle 2. Don't use personal confidential data unless it is absolutely necessary

Principle 3. Use the minimum necessary personal confidential data

Principle 4. Access to personal confidential data should be on a strict need-to-know basis

Principle 5. Everyone with access to personal confidential data should be aware of their responsibilities

Principle 6. Comply with the law

Principle 7. The duty to share information can be as important as the duty to protect patient confidentiality

It is your responsibility to protect the patient data you process at all times and to maintain confidentiality. Should you have any questions or concerns, you must consult your local Information

Governance lead. Any breaches of information security will be treated with the utmost importance and investigated accordingly.

*In confirming your acceptance of this Acceptable Use Policy, **you are certifying that you have the knowledge to use CMC, and the information shared within it, safely and as appropriate to your role.***

If this is not the case, before continuing please take advantage of CMC's training facilities, including immediately available online e-Learning: see <http://coordinatemycare.co.uk/getting-started-training/>