

## Emergency Care Summary (ECS)

### Frequently Asked Questions

#### **1. What is ECS?**

The Emergency Care Summary (ECS) is a national system which gives healthcare staff access to a nationally agreed standard dataset to support a treatment event during emergency situations or when a patient's GP Practice is closed. All permanently registered patients in Scottish GP Practices will have an ECS record on the national system unless they have specifically 'opted out'. This is a 'read only' system i.e. no data can be entered on the ECS system. You are simply viewing an extracted subset of the patient's GP record.

#### **2. What will I see in ECS?**

The ECS system is updated multiple times a day from all GP Practices across Scotland. For each registered patient at a GP Practice, the following data is extracted from the GP clinical system and populated into the national ECS system (except for opted out patients):

- Patient name
- Date of birth
- GP Practice
- CHI number
- Demographics (Contact Details)
- Acute medication issued in the last 30 days in the GP clinical system
- Current active repeat medication in the GP clinical system (including serial prescription items)
- Allergies and adverse reactions (only those recorded by the GP)
- Palliative Care data (if any recorded in the GP clinical system)
- Key Information Summary (KIS)\* and Anticipatory Care Plan/Special Notes (if recorded in the GP clinical system and consent has been obtained from the patient at the GP Practice)

#### **\*KIS**

*ECS is an opt out consent model. KIS is an opt in consent model. Within the ECS system there is a tab for KIS. The Key Information Summary is populated from the GP clinical system KIS record for each patient. Currently, around 3% of patients have a KIS record. Patients with an active KIS record will have a list of significant diseases. You will not see a list of the patient's chronic diseases unless the GP has populated a KIS record for the patient on their GP systems. As a general rule, cancer and palliative patients should all have a KIS record on the ECS system.*

#### **3. Where is ECS?**

ECS is hosted in a secure Scottish NHS data centre. The secure URL address is <https://ecsweb.mhs.scot.nhs.uk/ECS/Home/Login.aspx>

#### **4. How do I log in to ECS?**

Each authorised system user will require a unique username and password to log in and view patient records. You must be using a PC with a SWAN connection in your pharmacy.

#### **5. Can you tell which records I access?**

Yes. All ECS accesses are recorded and can be audited by Health Boards. Additionally, patients can ask their GPs to provide a list of who has accessed their ECS record. Do not share your ECS account credentials with anyone and only make appropriate accesses. Compliance with the Data Protection legislation and professional codes of conduct still apply.

**6. What is an appropriate access?**

An appropriate access is for patients where you have a direct professional responsibility for their care or have a direct professional role in providing that care or administration of care. During this emergency period, this includes advice and/or treatment via telephone or patient representative.

**7. What is an inappropriate access?**

Examples of inappropriate access are looking up your own record or family, friends, work colleagues, neighbours, famous people or anyone else not included in your direct professional care. Inappropriate accesses are in breach of Data Protection legislation and may be reported to the Information Commissioner's Office and lead to prosecution.

**8. Who will provide training on ECS?**

ECS is a simple web based system. A User Guide has been provided. If you have any additional training requirements or queries, please don't hesitate to contact your local IM&T Facilitator or local Health Board IT Service Desk.

**9. What happens if I forget my ECS username or password?**

Contact your local IM&T Facilitator or local Health Board IT Service Desk.

**10. What if I get locked out of my account?**

Your account will be suspended after three consecutive incorrect password attempts. If this happens, contact your local IM&T Facilitator or local Health Board IT Service Desk. They will arrange to have your account reset.