

Service Overview Document



eMR+ is our fully outsourced medical reporting service allowing GP Surgeries to completely alleviate themselves from the management and production of medical reports.

Completely outsource your medical reporting process to our expert team of Clinicians and Administrators who will process these on your behalf.



Why you should choose eMR+

Our sought-after eMR+ service takes care of the mundane and manual task of managing your medical reports by outsourcing the entire process directly to our team of expert clinicians and administrators.

Created for the NHS with the aim of helping alleviate some of the pressures and challenges enabling them to focus on other key priorities, such as providing patient care.

Tried, tested and trusted

To date, we have processed tens of thousands of medical reports on behalf of Primary Care customers across the UK.

We ensure that patients are involved when consent or report approval is required, as well as handling all of the administrative and invoicing tasks.

Medi2data is a team of passionate primary care specialists, medics, data informatics and industry experts, who have come together to create simple, intuitive technologies, which transform how medical data is digitally reported and transacted.

Compatible with your clinical system

eMR+ is already integrated with EMIS, SystmOne and Vision – meaning a more streamlined set-up, as all we have to do is activate eMR within your clinical system, minimising your set-up time to just 10 minutes!

Security & Governance

- Cyber Essentials
- NHS Digital Pairing
- Listed in the NHS GP IT Futures Buying Catalogue
- Professional Indemnity Insurance
- NHS Digital Data Security and Protection Toolkit - 8JQ49
- GP Clinical Systems accreditation
- ICO registered number ZA353121
- NHS DPIA– NHS Data Protection Impact Assessment
- AWS Partner Network (APN)
- ABI code of conduct
- ISO/IEC 27001:2013 Certified - IS 744869
- NHS HSCN

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www.medi2data.com





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GP IT Futures
Buying Catalogue



How does eMR+ work?

What you do:

We will ask your practice to sign a data processing agreement that enables us to activate eMR within your clinical system.

Once set-up is complete, your practice will then be able to scan all instruction letters onto the computer and send them to us through our dedicated secure online webform - eMR.

What we do:

Our eMR+ team process the instructions using our eMR technology and then assign each report to our team on in-house expert Clinicians and Administrators.

If required, we send an invoice to the requesting party for the processed report.

Our eMR+ Clinicians then review and sign-off the report, ensuring they are happy with the redactions prior to sign-off.

Then our eMR+ team send the report to the requesting party.

Is eMR+ really FREE?

In short, yes!

We are able to offer a service of this scope for free by keeping the income generated from the fee-paying reports. We wanted to create a self-sustaining service that requires absolutely no financial commitment from the surgery.

The fee then goes towards covering the costs of our Administrators, Clinicians, and the non-fee paying reports which we also process on your behalf completely free of charge.

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Welcome to eMR+



We have included all the key information below in regards to our eMR+ service.

Let's get started!

Congratulations and welcome to eMR+, you can now utilise our online webform to send over instructions to the team [here](#).

Worth noting

Please fill in all mandatory fields on the form. If you do not have any contact information for the patient, please enter N/A in the box provided,

If you are unable to send the instruction through the above form, please send it through to our team at - instructions@medi2data.com

Payments and Invoicing

Please note that you should not invoice for any medical reports, as eMR+ manage all invoicing and payments as per the contract.

If you have received a direct payment for a report, please notify us immediately so that we can raise an invoice for the reimbursement of the fee and send out the report to ensure there is no delay for your patient.



Key Contact Information

Please find below a list of key email addresses including the purpose of each.



instructions@medi2data.com - you should use this email for sending new instructions.

reportqueries@medi2data.com - If you have any questions or queries regarding an instruction letter/report, please use this email address. Likewise, if our team require any further information, they will use this email address (Please note that any delays in providing us with any further information, delays the processing time).

You may also give reportqueries@medi2data.com out to any requestors so they may submit chasers or submit queries directly to us.

accountmanagement@medi2data.com - This email should be used for contacting your Account Manager for any queries, relating to the eMR+ service.

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Patient Information

Although you will have signed our Data Processing Agreement, it is best practice for you to notify your patients that you are outsourcing your medical reporting to a 3rd party. We also advise you to add this to your Surgery website.

The below text can be used:

Our practice has decided to outsource our medical reporting work to an NHS Digital accredited company called MediData.

MediData will be processing your medical report via eMR and providing online access via their secure encrypted portal.

If you wish to contact MediData directly, please email reportqueries@medi2data.com or call on 03333 055774.

Patient Approval

If the patient wishes to see their medical report prior to it being sent to the instructing party, eMR+ has built in functionality to send the report to the patient electronically for approval, upon it being signed off.

The patient can then accept or reject the report.

Please note that as per BMA guideline, the patient will have 21 days to approve or reject the report. If this time period has elapsed, the report will automatically be sent to the instructing party.

Please see the patient information sheet below which can be printed and handed to patients, or sent electronically.



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Patient Information Handout Sheet

emr⁺
by medi2data

Our practice has decided to outsource our medical reporting to Medi2Data, who will process your medical report using their system, eMR.



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What is eMR/MediData?

Medi2Data is a NHS Digital accredited company who have developed a digital system called eMR, which enables GP practices to create digital, GDPR compliant medical reports.

eMR helps GP practices with data security, speed and efficiency

eMR also helps patients to easily view your medical data, stay in control of it and decide who you want to share it with.

Medi2Data has worked hard to develop their NHS GP IT Futures accredited technology, eMR, which integrates with our GP practice's system to extract your medical record.

This means you can receive a full copy of that information securely and share it with others as you wish, keeping your data safe.

If you wish to speak to a member of the Medi2Data team regarding your medical report, or any concerns you may have regarding your data, please contact Medi2Data directly on:

Phone: 0333 3055 774

Email: reportqueries@medi2data.com

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