



an ciste náisiúnta um cheannach cóireála  
the national treatment purchase fund

# **PATIENT ACCESS MANAGEMENT SYSTEM (PAMS)**

## **Portal User Access Policy**

**2019**

### **Introduction**

The NTPF have recently worked with Spanish Point Technologies to develop an automated solution to support the NTPF commissioning function. This system is known as the Patient Access Management System (PAMS).

The key objective of PAMS is to facilitate the NTPF commissioning function by providing a single system through which the NTPF, Referring hospitals and Treating hospitals can update the status of patients involved in the commissioning process. The system will also allow users to track and trace patients through the full commissioning pathway.

The system will be cloud based in line with the NTPF Cloud First strategy and uses Microsoft Dynamics 365 CRM and Portal.

PAMS will contain patient level information and therefore access to this system must be requested by the user and authorised by the NTPF. This access will be restricted and managed securely.

### **Nominating a PAMS User**

Access to PAMS will be restricted and only approved for appropriate users who have been nominated to and approved by the NTPF Commissioning Team. Users must be nominated in writing by a:

- Senior Hospital Officials i.e. CEO, COO or Scheduled Care Lead
- Senior Hospital Group Officials i.e. Group Level CEO, COO or Scheduled Care Lead

Users will be approved by:

- Member of the Commissioning Team, NTPF

### **Levels of PAMS User Access**

There are two levels of user access to PAMS. The level of access required is dependent on the role of the nominated user. When nominating a PAMS User you must specify what level of access is required:

- Reports only – This provides access to high level reports based on anonymised, aggregate data with no patient level information contained within.
- Read/Write Access – This provides access to patient level data, where the user can also update the patients status in the commissioning process. This level of access will also provide access to the reporting component of the system.

Spanish Point Technologies will be required to access PAMS as and when required to provide assistance and support. They have executed a Data Processor Agreement and Confidentiality Agreement.

### **Report Only User Access**

The following users will have report only access to anonymised, aggregated data for reporting purposes:

- Health Service Executive (HSE)
- Department of Health
- Hospital Groups \*
- NTPF Executive Team members

\*Where a Hospital Group has entered into a Data Sharing Agreement with the NTPF access to patient level information within that Group can be made available.

### **Read/Write User Access**

The following groups of PAMS users have been identified for read/write access:

- **NTPF Commissioning Team** – access to all patients data to facilitate the management of these patients through the commissioning pathway across both Referring and Treating hospitals
- **Referring Hospital Users** – access to the data of patients relevant to their hospital who have been allocated a CAN
- **Treating Hospital Users** – access to the data of patients who have accepted a treatment offer in that hospital

### **Activating Your PAMS Account**

Once a user is identified and the level of access required is approved, the PAMS user access will be issued by the NTPF. Users will receive an email containing a username. The password will be communicated via telephone or SMS. User accounts will be activated following a multifactor authentication process using SMS messaging or automated phone calls to their nominated telephone number.

### **GDPR**

When a user logs on to PAMS they will be provided with the relevant GDPR information. In order to advance and sign on to PAMS, users are required to read the GDPR information, and tick the box to confirm that they have read it.

**Inactive User Account**

Where a user has not logged on to PAMS for 30 days the account will automatically be locked with the user required to reset their password.

**Audit Logs**

All activity – view, read, write - within PAMS will be recorded on an audit log.

**Export from PAMS**

Any export of information including personal data from PAMS by either a Referring or a Treating Hospital and processed is the responsibility of the hospital as Data Controller.

**Leavers and Movers**

As per the Hospital User Access Agreement 2019, it is the responsibility of the Hospitals to notify the NTPF as soon as possible of a change to the list of authorised users of PAMS for that hospital. This is in line with the Referring Hospital MoU 2019 (Clause 19) and Treating Hospital MoU 2019 (Clause 9.6) wherein it is a requirement that there are up to date NTPF Contacts in post in the Referring and Treating Hospitals at all times, including backfill in event of leave. Continued access to PAMS and the information contained therein to users who no longer should have access, increases the risks of a personal data breach.