G-Cloud 14
Sexual Health DATIX Investigation

Service definition for Sexual Health DATIX Investigation.

1 INTRODUCTION

Technology now touches every part of care provide within a sexual health service. The largest single piece of technology will be your service's Electronic Patient Record (EPR) system. When an incident occurs your DATIX investigation will often rely on the information held in your service's EPR. If you do not have the skills available (this includes when your on-site expert or system supplier are those being investigated) to validate your EPR's audit logs then Tessell Health can assist you.

2 SERVICE

Tessell Health will work discreetly with your service's DATIX investigation team. We will listen, advise and guide your team with their investigation. Where required we will carry out any technical aspects of the investigation up to and including forensic analysis of your system and database audit logs.

3 PROJECT ASSUMPTIONS

This project assumes that whenever necessary the purchaser will give Tessell Health access to your Electronic Patient Record (EPR), reporting tools, database and local IT systems.

4 INITIAL CONSULTATION

Upon receipt of a purchase order Tessell Health will initiate a brief consultation Microsoft Teams meeting to confirm requirements and agree timescales. Information Governance guidance will be provided and sign-off by your IG team and Data Protection Officer may need to occur before our service can begin.

5 IT REQUIREMENTS

5.1 REMOTE WORKING

Remote working will be carried out either by a secure remote working software (e.g. TeamSite or a VPN) specified, supplied and configured by the purchaser or by using a remote working laptop specified, supplied and configured by the purchaser and returned by Tessell Health at the end of this data migration project.

Access and setup for remote working on any externally hosted systems is the responsibility of the purchaser.

5.2   ACCESS TO THE ELECTRONIC PATIENT RECORD (EPR)

Tessell Health needs access to see your EPR.

5.3   BACKUPS

Backups of files/databases/servers must be configured and run by the purchaser. This must be in place before Tessell Health begin any work.

5.4   THE TECHNICAL SERVICE LEADER

Tessell Health will allocate a named technical investigator for this service.

The technical investigator will be well suited for this project with a suitable degree and experience of DATIX investigation within Sexual Health services

5.5   DATA PROCESSING

All data will be kept entirely within the hosted servers of the purchaser. Tessell Health require that these servers and backups are kept within the EU.