



AMS Request Management Portal

Provides a central solution for the management of Subject Access Requests and Freedom of Information Requests

Improving productivity & collaboration, whilst increasing the security, reliability & compliance of patient information



ams
Making Information Work

The AMS SAR Portal is a secure encrypted solution designed and developed specifically for our NHS and Healthcare clients. The solution allows 3rd parties and staff to submit Subject Access Requests (SAR) and Freedom of Information Requests (FOI) electronically and digitally via online web forms for secure centralised management, communication and distribution of files including Radiology.

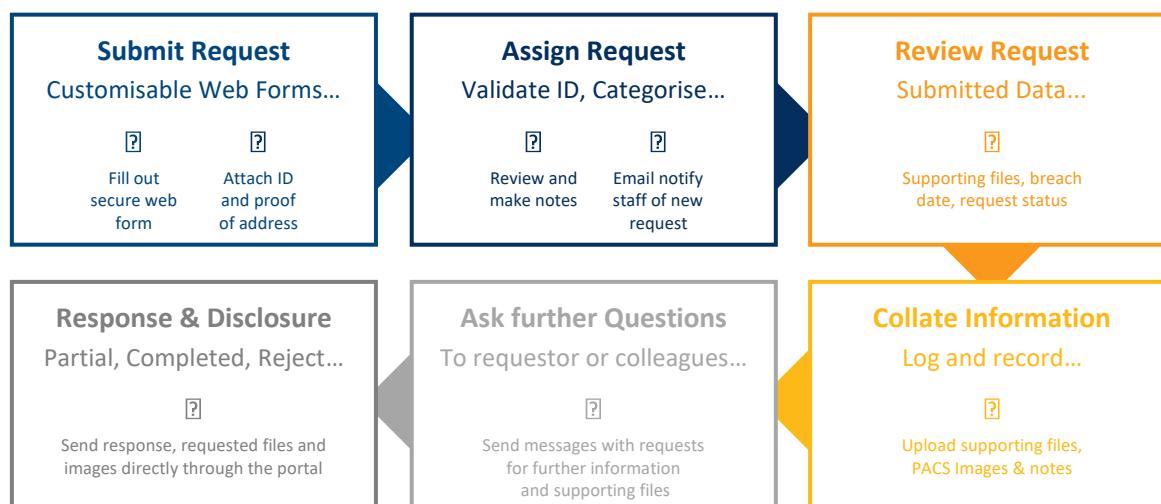
Key Features

- | | |
|---|--------------------------------|
| ✓ Digital web forms | ✓ Secure two-way file exchange |
| ✓ Central request management portal | ✓ Custom look and feel |
| ✓ PACS/Radiology Module | ✓ Breach management |
| ✓ Task Management | ✓ 256-bit AES encryption |
| ✓ Checklists with validation | ✓ Full audit trail |
| ✓ Internal/External Messaging | ✓ UK data sovereignty |
| ✓ Reporting tools and reports for KPI's | ✓ 2-factor authentication |
| | ✓ Self-sign-up |

Having to respond to a variety of requests from sources such as Patients, Relatives, the Police and Solicitors, the challenge for an NHS Organisation is to manage these effectively, respond to requests within their allotted timeframes and to achieve maximum compliance.

AMS SAR Portal - How It Works

Our management portal will allow you to fully customise forms to suit your process and request information that you need.



Benefits Summary

- ✓ Improve efficiency with one central solution
- ✓ Reduce postage and burn-to-disk costs
- ✓ Modernise the request process with electronic web forms
- ✓ Provide a better service to your patients / 3rd parties
- ✓ Speed up the process to minimise breaches
- ✓ Save time with automatic report creation
- ✓ Instant email notifications to improve visibility and speed-up response times
- ✓ Improve security and avoid lost documents
- ✓ Improve compliance and accountability with full audit trail
- ✓ Empower your external users to manage their request(s)

User Friendly Interface

The AMS SAR Portal has been designed on a modern architecture, meaning it's cross-device enabled, allowing users to access the portal from PC's, Laptops, MACS, Smart Phones and Tablets.

This ensures staff and external users such as patients encounter a seamless user experience. The AMS SAR Portal is feature rich and easy to use, with a comprehensive administration facility.

Interactive Dashboards



When logging into the portal as a staff member you're instantly greeted with an interactive dashboard summarising all requests categorised using a traffic light system. This provides staff and managers with the ability to click through and access details of all requests relating to each segment within a few clicks.

Web Forms

The portal provides you and your team with the ability to create your own customised web-forms for requestors or staff members to utilise. This digitises the request capture process and ensures the team receive the right data through built-in validation, ensuring the team are able to work on the request more efficiently and with more accuracy.

Application for your own health records (step 1 of 4)

FirstName* enter your firstname...	Surname* enter your surname...
Email* enter your email address...	Contact Number enter in your contact number
Patient/NHS No enter your NHS No...	Date of birth Day Month Year
Home Address enter your home address	
Postcode Postcode	

You can also utilise the web forms to capture important documents, such as ID and proof of address via an extremely simple and mobile/tablet friendly interface

Application for your own health records (step 3 of 4)

Before any disclosure is made we will need to receive proof of your identity & address, this is to protect your confidentiality.

1. Documents that confirm your name

- Full Driving Licence
- Passport
- Birth Certificate

2. Documents that confirm your address

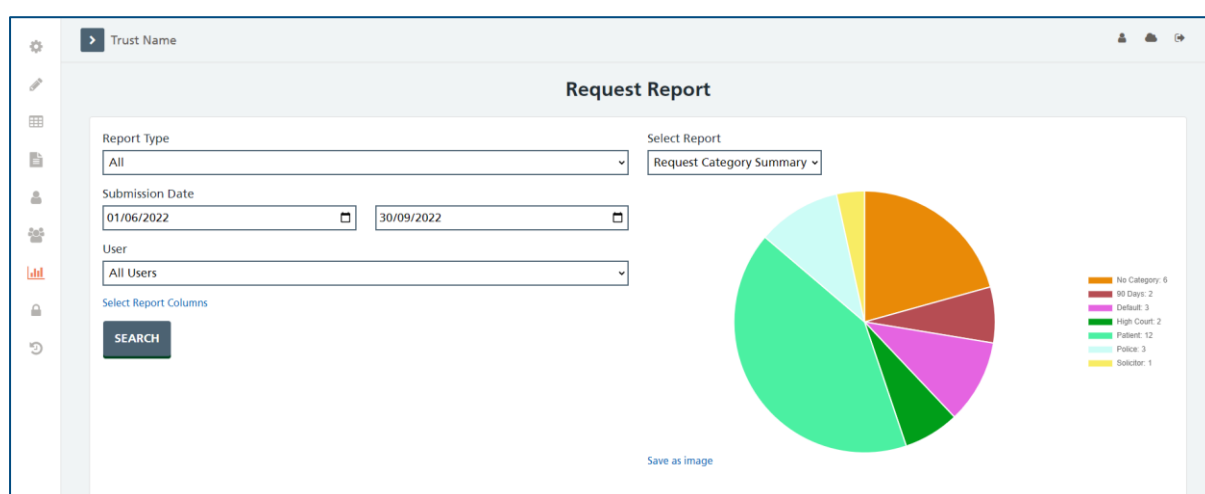
- Utility Bill
- Bank Statement
- Credit Card Statement




Reporting

The AMS SAR Portal has a built-in reporting module, enabling you and your colleagues to cut down on the amount of time you spend preparing reports. The reporting tool will allow you to be extremely granular with the data you collect and report on relating to requests in different categories and at different stages.

Being able to report on custom fields means that any piece of data we can capture from a webform or is in the system natively can be generated into a report.



Request Management

We understand that Request Management and transparency over the status of a request is very important. The traffic light warning system detailing Green, Amber, and Red notifications as you get closer to the breach date gives you a very quick visual representation of the current statuses on all active requests.

My Requests									
Added	Started	Breach	Status	Type	Reference	Name	Category	Hospital Site	Clock Stopped
08/09/2022	08/09/2022 10:46:49	08/10/2022 10:46:49	Active	Application for your own health records	Demo00000520ROR	Heather Jones	Patient	Poole	false
09/09/2022	09/09/2022 11:08:28	09/10/2022 11:08:28	Active	Application for your own health records	Demo00000521ROR	James Fielding	Patient	Bournemouth	false
10/09/2022	10/09/2022 09:13:23	10/10/2022 09:13:23	Active	Application for your own health records	Demo00000522ROR	Archie Yield	Patient	Poole	false

You can very quickly see a list of all Stopped, Uncategorized, Breached, Red, Amber or Green requests, with a click of a button. This has been designed by other NHS Trusts to help prioritise and focus staffing resource where it's needed most, relieving stress on the team and management while increasing the efficiency of the process in general.

Requesters access to the Portal

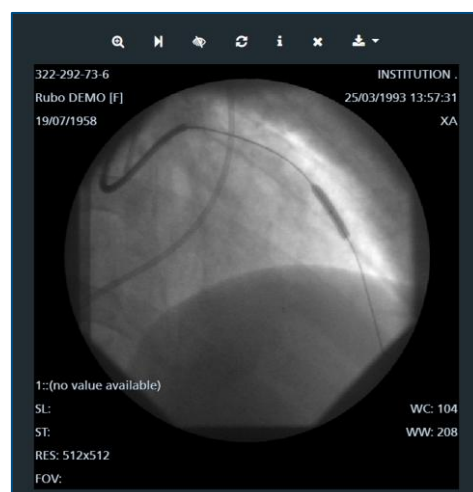
The Requesters can manage their requests by securely logging in to a designated area within the portal, enabling them to access messages and communication from the organisation as well as any files or radiology images they have received in answer to the request.

When working with 3rd parties who have a number of requests with your organisation, they'll be able to log in and access all requests and all statuses that relate to them.

Requests				
The list below are requests that are linked to your profile. To view or manage one of the below requests , simply click on the request row.				
Search				
Type	Reference	Name	Submitted	Status
Application for your own health records	Demo00000517ROR	Chris Demo	02/09/2022 10:21:17	Completed
Application for your own health records	Demo00000516ROR	Chris Demo	02/09/2022 09:14:25	Completed

PACS/Radiology Module and viewer

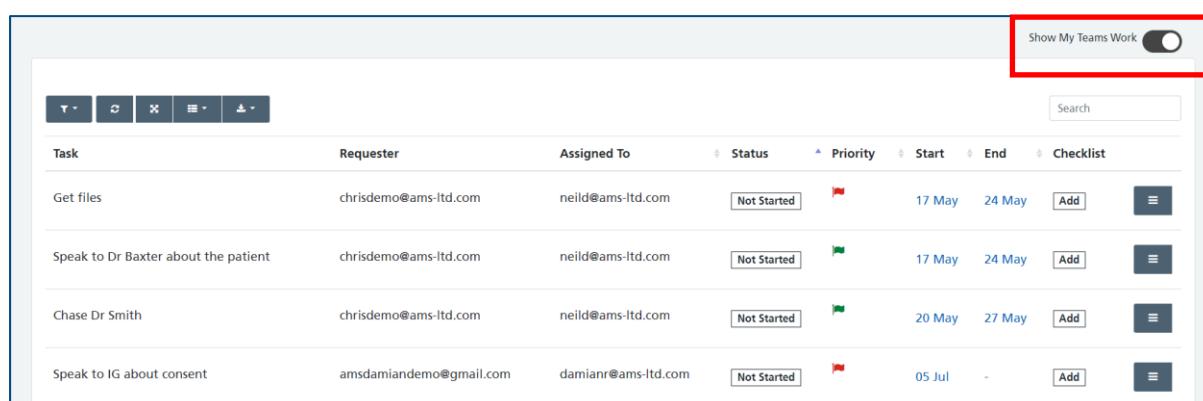
As an optional module, staff and management are easily able to query the PACS server and retrieve studies in answer to the Subject Access Request. This module and mobile/tablet friendly viewer have been designed to make the process of receiving and viewing radiology images user friendly for external recipients outside of the medical profession, such as patients and solicitors.



Task Management

The Task Management functionality in the portal allows you and the team to keep track of all tasks associated with all live requests in the system. You're able to toggle your 'Teams Work' on and off, meaning you can view and prioritise your own tasks as well as tasks associated to your team.

This helps our customers prioritise resources and staff power to tasks that are urgent across the team.

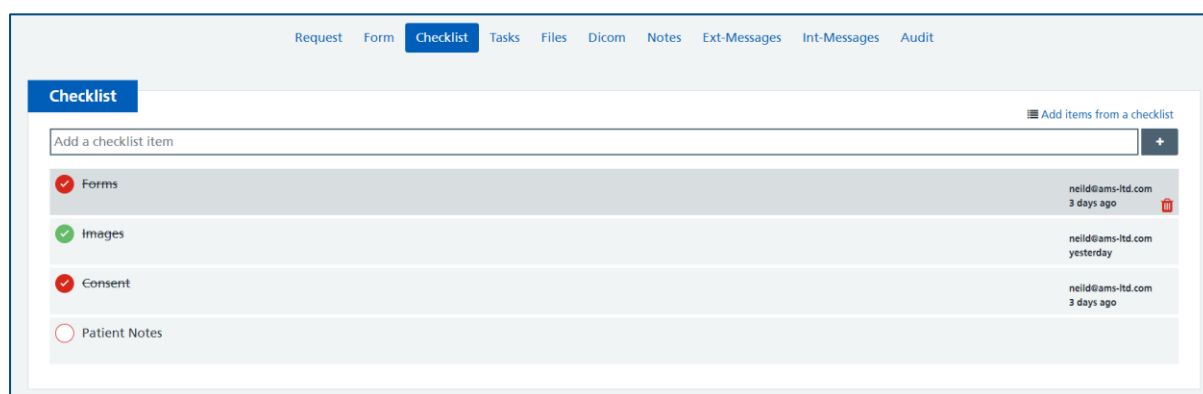


The screenshot shows the Task Management interface. In the top right corner, there is a toggle switch labeled "Show My Teams Work" which is currently turned off. Below this is a search bar. The main part of the interface is a table with the following columns: Task, Requester, Assigned To, Status, Priority, Start, End, and Checklist. The table contains four rows of tasks, all with a status of "Not Started".

Task	Requester	Assigned To	Status	Priority	Start	End	Checklist
Get files	chrisdemo@ams-ltd.com	neild@ams-ltd.com	Not Started	High	17 May	24 May	Add
Speak to Dr Baxter about the patient	chrisdemo@ams-ltd.com	neild@ams-ltd.com	Not Started	Medium	17 May	24 May	Add
Chase Dr Smith	chrisdemo@ams-ltd.com	neild@ams-ltd.com	Not Started	Medium	20 May	27 May	Add
Speak to IG about consent	amsdamiandemo@gmail.com	damianr@ams-ltd.com	Not Started	High	05 Jul	-	Add

Checklists with validation

Checklists have been designed by our NHS customers to help staff members ensure they have covered all bases when working on a subject access request or FOI. These check lists can be custom to each type of request coming into the organisation and give you the option to enable validation as part of the process. If validation is enabled, the request will not be able to be completed until all required checklist items have been completed.



The screenshot shows the Checklist interface. At the top, there are tabs for Request, Form, Checklist, Tasks, Files, Dicom, Notes, Ext-Messages, Int-Messages, and Audit. The Checklist tab is selected. Below the tabs, there is a section titled "Checklist" with a sub-header "Add items from a checklist". There is a text input field labeled "Add a checklist item" with a plus icon to its right. Below this, there is a list of checklist items, each with a status icon (red checkmark, green checkmark, or red circle) and a description. The items are: Forms (red checkmark), Images (green checkmark), Consent (red checkmark), and Patient Notes (red circle). Each item has a timestamp and a user name next to it.

Item	Status	User	Time
Forms	Completed	neild@ams-ltd.com	3 days ago
Images	Completed	neild@ams-ltd.com	yesterday
Consent	Completed	neild@ams-ltd.com	3 days ago
Patient Notes	Pending		

Internal/External Messaging

Request Form Checklist Tasks Files Dicom Notes Ext-Messages Int-Messages Audit						
Internal Messages						
Search						
Sent	Owner	To	Type	Preview	Status	
02/09/2022 10:51:09	chrisb@ams-ltd.com	chrisdemo1@ams-ltd.com	Request	Hi, Please can you send over the relevant notes. Regards,	Replied	
Showing 1 to 1 of 1 rows						

The portal offers team members the functionality of being able to communicate to the requester as well as other colleagues directly through the portal's Ext-Messages and Int-Messages buttons. This has the added benefit of providing you with full transparency and traceability over all internal and external communication related to all requests. In addition, all communication will be kept as part of the audit trail relating to that request.

The internal / external messaging functionality provides the team with the option of using built in templates with dynamic data fields, meaning that typing and repetitive work is kept down to a minimum. In addition, the messaging functionality enables the team to track the message automatically, send reminders and recall the message at any time with full control.

Message Tracking

Summary

- ✓ **Sent** - 5 hours ago
- ✓ **Read** - 5 hours ago
- ✗ **Downloads** - 0 of 1 files have been downloaded.
- ✓ **Replied** - 5 hours ago

- Internal Message Sent** - 02/09/2022 10:51:09
 chrisb@ams-ltd.com
 An internal message with the type 'RequestForInfo
- Internal Message Opened** - 02/09/2022 10:53:18
 chrisdemo1@ams-ltd.com
 Opened internal message with Id d98ccafcf3dc474
- Internal Message Reply** - 02/09/2022 10:53:49
 chrisdemo1@ams-ltd.com
 Received reply for internal message d98ccafcf3dc4

Easy to Use

Provide an intuitive experience for the public and other requesters, providing a simple, step by step process.

Central Control

Segregate request types into separate groups of users, providing security within each department using the portal, allowing for more granular control, and protecting against unauthorised access.

Speed of Process

Increase the speed of responding to requests by providing information electronically, reduce delays and help prioritise workload.

Secure and Encrypted

All information is encrypted in-transit and at-rest using 256-bit AES encryption, guaranteeing your information and data is secure and segregated within the UK data regions.

Track Communication

With built in External and Internal messaging you can easily keep track of communication from within the portal, you can instantly see if a message has been sent, read and responded to with live tracking.

Empower Users

Empower your external users to manage their request(s) and all communication in a single web portal, without the need for any additional tools. Reduce load on IT by allowing users to control the data they send, offering visibility and security from the outset.

Track and Report

With a full audit trail of every action related to electronic and manual requests, you have full visibility of the request's process from start to finish, enabling you to track it at any point. The reporting function enables you to export a wide range of reports and run analytics on requests that have been received and processed. Get to understand the current trends with your requests and allow users to see how different request types, categories and how user workload has fluctuated over time.

Reduce Breaches

Reduce breaches by utilising the in-built Task Management module and interactive dashboards enabling the team to instantly see where the priorities lay and assign tasks, requests as a whole and resource to where its needed most.

Single Management Portal	All-encompassing portal from publishing forms for people making requests to internal management of process and responding to requests.
Audit Trail	Full audit trail on every file transfer, including details of every message view and file download.
Reporting	Reporting tools and KPI reports provide greater visibility of all the requests across multiple departments and avoid breaching.
Web Forms	Create customisable web forms to suit your process and capture the information you need to fulfil your requests, with a variety of input types, e.g. text, date, file uploads, checkboxes, etc.
Manual Entry	Deal with manual requests taken via phone, email, or post in addition to electronic web form submission.
Enhanced Security Options	Secure HTTPS portal, SMS 2-Factor, restrict IP address for admin portal.
UK Hosting	Hosted in Microsoft Azure, UK Data Regions for security, compliance & GDPR.
Improve Efficiency	Improve the efficiency of your entire process end to end, by reducing telephone and email requests, and management of physical paper. Reduce the need burn to disk and send requests via postal services, helping save time and money.
Modernise Process	Keep up with NHS digitisation initiatives, save cost and modernise the request process for Subject Access Requests and Freedom of Information Requests, using electronic web forms
Self Sign-Up	Allow third parties to sign up for an account to make a request and help keep track of their request and any messages they receive.
Two Way File Exchange	Send and receive files to/from internal and external parties all in the same portal.
Custom Columns	Create custom columns to match your existing form data, so that information can be used when creating reports and processing your requests.
PACS/ Radiology	PACS Integration with web viewer, enabling users to query/ retrieve images directly their current PACS system.
Email Notifications	Customisable email notifications to help provide visibility of any assigned requests or messages.
Personalisation & Branding	Designed using NHS Digital guidelines on font, text size and colour and you can customise the portal with your own organisation name, logo, and text throughout the site.