Registration Authority Temporary Access Cards Issuance and Usage Procedure

This document should be read in conjunction with the Trusts RA Policy which can be found on the Intranet however it does, at present extend the policy to include the use, in certain circumstances, of temporary smartcards.

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VALIDITY – Policies should be accessed via the Trust intranet to ensure the current version is used.

CHANGE RECORD

Version	Date	Change details
1.0	*12/12/2022*	*New procedure document. Approved by Information Governance Group (12 December 2022)*

Contents

1. INTRODUCTION

The purpose of this document is to detail the procedure for the issuing of a temporary smart card where the user's own smartcard fails to allow access to Lorenzo / SystmOne and there is no RA team support available.

A small number of pre-populated Temporary Access Cards (TAC) have been made available and are held securely in the safe at all Trust inpatient units/wards:

Each inpatient unit has been issued 1x Nurse, 1x Healthcare Assistant and 1 x Doctor Temporary Access Card to be used as outlined within the policy. The TAC Cards are unlocked and pin set as the last 6 digits of the smartcard number.

A temporary access card can only be issued when the identity of the requester has been verified and it has been confirmed that they do hold a current smartcard which, for whatever reason is not working and there is a requirement to access or to enter information on to the patient's record in Lorenzo / SystmOne or, where there are extenuating circumstances and the director on call has approved the use of a TAC card by a user without a digital identity (for example Opel Level 4).

The Temporary Access Card should provide the user with the same functionality as their role requires.

2. PROCEDURES

2.1. How to obtain a pre-populated Temporary Access Smartcard

In order to obtain a pre-populated Temporary Access Card, the following procedures should be followed:

- A datix should be recorded by the user
- User meets with a sponsor or appropriate issuer who holds the TAC Smartcard.
- Sponsor/Appropriate issuer assures themselves beyond reasonable doubt of the identity of the user either: by checking the likeness against the Smartcard photo or their NHS identity badge or other acceptable identity) (for example passport or driving licence
- When assured of the identity the user calls the IT Servicedesk and the correct role is added to the Temporary Access Card. The TAC card can then be used for the shift as agreed
- Sponsor completes an RA04 – TAC Card User Access Request Form (an up to date version of this form can be found on the intranet at the following link in the documents section under User Access Request Forms at the bottom of the page.

  https://intranet.humber.nhs.uk/smartcards-and-registration-authority.htm

  Please record the UUID and name of the Temporary Access Smartcard, record the ID seen i.e. UUID of the user (or name and number of other ID document used), reason for issue, and start date and time
- User must be made aware of the return time when they must return the Temporary Access Smartcard; this must be no more than 12 hours from the time of issue.
- Issuer completes the RA04 with the return time and retains it in the file for audit purposes. For all prescribers the GMC/NMC number must be recorded on the form and verified by checking the relevant GMC/NMC register to make sure the number

corresponds with the name on the register. Please see below for the links to the GMC / NMC registers.

NMC Register – Search the register - The Nursing and Midwifery Council (nmc.org.uk)
GMC Register – The medical register - GMC (gmc-uk.org)

2.2. Entering Data on to Lorenzo / SystmOne Using a TAC Card

Lorenzo - Where the user updates a patients record using a TAC card, they should use the function 'Enter on behalf of' and record their own name to ensure the record accurately reflects the person who has entered the information. For users who do not have Humber Lorenzo access this will not be possible. Therefore, depending on the activity being completed they need to enter their name into the comments box at the end of document being completed. It should be noted that the name of the person updating the record **MUST** be added to the record for each document/activity completed. It is not permitted for a TAC card to be used without knowing who the user is.

SystmOne – Where the user updates a patients record using a TAC Card, they should use the function to save the patient record to show that the information was entered by the TAC card but the activity/contact was done by the actual person's own name to ensure the record accurately reflects the person who has entered the information.

For a Humber SystmOne user using a TAC card they should, when saving the record, do the following –

- Click the magnifying glass in the staff section to search for their own name – click the tab **HERE** and scroll down the staff names until they see their own name, click to select and click OK to bring in their own name and complete the rest of the information on the save screen and activities. This will appear in the tabbed journal as the contact been done by them and entered by the TAC card.

For users who do not have Humber SystmOne access – the TAC Card user who is entering the information on SystmOne on their behalf, should when saving the record –

- Click the unknown button and type your full name.This will appear in the tabbed journal as the contact been done by you (TAC Card user) and entered by the TAC card.
- It should be noted that the person updating the record **MUST** be added to the record for each document/activity completed. It is not permitted for a TAC card to be used without knowing who the user is.

2.3. Pre-populated Temporary Access Smartcard Return

The appropriate issuer should ensure that the user is aware of the following process for the return of the TAC card:

- Smartcards should be returned to an appropriate sponsor/issuer by the user on or before the agreed return time which should be no greater than 12 hours from the time of issue.
- The RA04 should be completed to reflect the return time.
- If the Smartcard is not returned at or before the return time the issuer should notify the IT Servicedesk of the failure to return the Smartcard as soon as possible. The issuer should record a Datix reporting the TAC card hasn't been returned and advise the IT Servicedesk of the Datix reference number.   The RA will then remove the access profile(s) and cancel the Temporary Access Card. A replacement TAC card will be

issued by RA asap. *Registration Authorities Operational and Process Guidance 2015 3.5 Temporary Access Cards.*

- If the Temporary Access Card is reported lost, stolen, or damaged this must be reported to the IT Servicedesk and the RA will revoke the Temporary Access Smartcard certificates. The issuer should record a Datix reporting the TAC card has been lost, stolen or damaged and inform the IT Servicedesk of the Datix reference number. A replacement TAC card will be issued by RA asap.
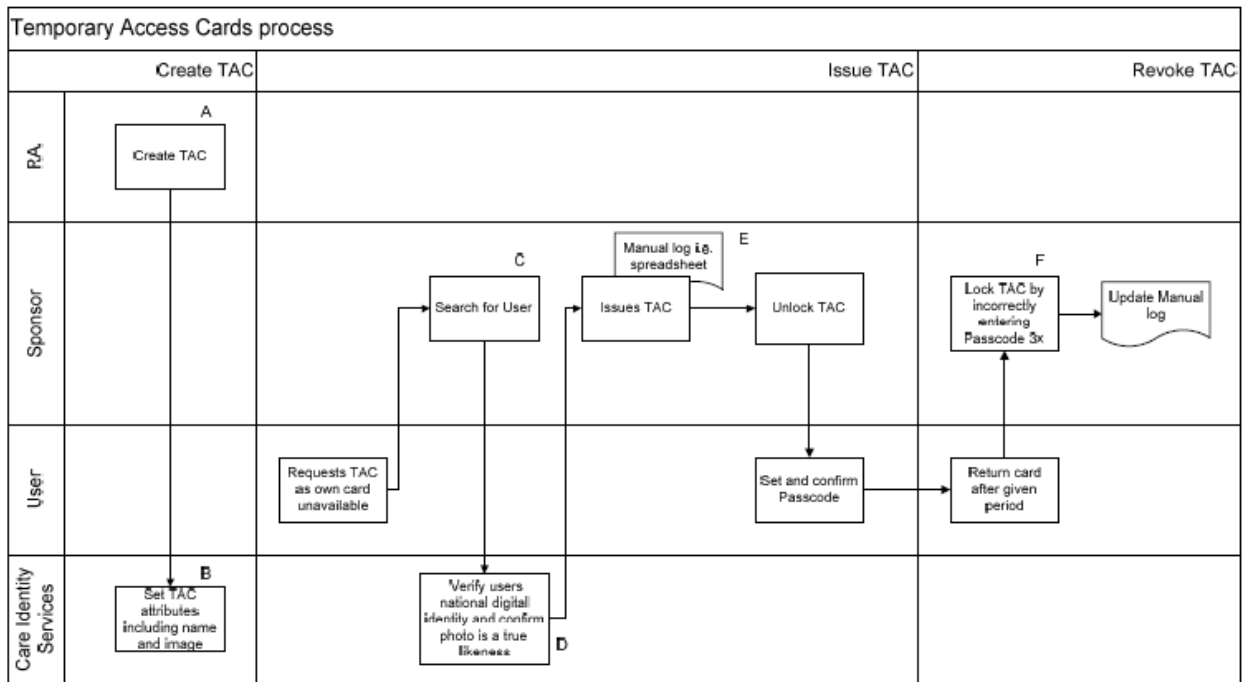
3. DUTIES & RESPONSIBILITIES

3.1.   Responsibilities of the Appropriate Issuer
The Appropriate Issuer responsible for issuing the TAC Card will ensure:

- Temporary Access Cards are issued in accordance with national and local policies
- When not in use, that Temporary Access Cards are kept in a secure location
- That all supporting RA04 forms are completed for the issue of Temporary Access Cards
- Where notified by the Temporary Access Card issuers that a Smartcard has exceeded the return time, the IT servicedesk is informed so that the access profiles associated with the Temporary Access Cards are revoked in a timely fashion
- Appropriate individuals are supported in the usage of Temporary Access Cards in accordance with the Temporary Access Card process.
- Where additional roles or activities are requested in relation to the Temporary Access Cards these are appropriate to the registered user requiring them
- They have seen the NHS CRS Smartcard associated with the temporary/locum staff and confirmed their identity where possible or another form of acceptable identity, i.e. passport, driving licence or NHS identity card
- They have completed the details on the RA04 and retained it in the file with the smartcards following the return of the Temporary Access Smartcard.

Temporary Access Card process

3.2. Responsibilities of the RA Team for Auditing Use of Temporary Access Cards

The RA team will use an automated report to review the use of TAC cards and check that all entries on Lorenzo / SystmOne are accurate and the process detailed in 2.2 above have been followed.

Any discrepancies will be discussed with the team concerned and reported via Datix to the medical records and information governance teams for further advice and any appropriate action required.

4. GLOSSARY

Digital Identity	This is the term used for the electronic process completed if a person already has a smartcard and is registered on the CIS Portal
Sponsor/Appropriate Issuer	This refers to the person who will take responsibility for issuing a temporary smartcard for use, for example, Team Leader, Charge Nurse, etc.
UUID	This is the smartcard number
RA	Registration Authority is the team within Humber responsible for the issuing, use and support of smartcards