



Strategic Command

Defence Healthcare Delivery Optimisation (DHDO) Patient Access

DRAFT Statement of Requirements (SoR)

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Author:	Dave Dingwall
Owner:	Ian Dryden

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MINISTRY OF DEFENCE

Defence Digital, MOD Corsham, Westwells Road, Corsham, Wiltshire SN13 9NR

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Introduction

Purpose

1. This document presents the Ministry of Defence's (the Authority) Defence Medical Services (DMS) Draft Statement of Requirements (SOR) for its Patient Access capabilities of the overall Defence Healthcare Delivery Optimisation (DHDO) programme.
2. This Statement of Requirements has been drafted to support the Patient Access RFI and does not represent the totality of DHDO's Patient Access specification of requirements. Any information contained in this draft SOR may be retained, amended, or deleted in its entirety prior to any formal release of a final SOR to accompany an Invitation To Tender (ITT).
3. Patient Access digital capability is seen as a key component in supporting Defence Primary Healthcare (DPHC) in helping to match clinical resources to health demand – both in supporting the recovery from COVID-19 and in business-as-usual operations.

Status

4. This is a draft version of this document until endorsed by both the Coordinating Design Organisation (Technical) and Coordinating Design Organisation (Business).

Structure of this document

5. This document is structured as follows:
 - a. **The DHDO programme.** Provides background information, context and an overview of the Programme
 - b. **Patient Access Overview.** Provides background information including objective, expected benefits and guiding principles
 - c. **Patient Access Elements.** Provides an overview of the relevant components of Patient Access requirements
 - d. **Patient Access Requirements Specification.** Provides an introduction to the user requirements.

The DHDO Programme

Programme overview

6. The DHDO programme will deliver a high performance, data-driven, medical and occupational health service that utilises proven patient access innovations.
7. DHDO as a transformation programme is led by Defence Medical Services (DMS) for Defence Primary Healthcare (DPHC).
8. The healthcare needs of the armed forces are changing, therefore, we are implementing a range of operational data analysis and reporting capabilities, alongside intelligent Population Health Management to support enhanced decision making and dynamic coordination of the

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workforce to meet the health needs of our patient population. Digital tools will enable patients to be more actively engaged in their care, positively impacting clinical outcomes as well as improving operational efficiencies.

Programme objectives

- a. A safe, effective, modern, digitally enabled, flexible, resilient, 'evergreen' and affordable DPHC that meets the needs of its patients, its staff, the single Services (Army, Navy, Air Force) and wider Defence objectives.
- b. The delivery of a range of digital products and services that will increase options for types of clinical encounters, empower patients by increasing involvement in their own healthcare and contribute to DMS resource optimisation, to maximise the benefits of DPHC delivery transformation via solutions that are:
 - Common, with utility across the different healthcare specialities
 - Employing open standards
 - Data driven
 - Proven and assured.

Programme benefits

9. DHDO has four Aims:
 - a. Improved patient outcomes
 - b. Increased deployability of military personnel
 - c. Increased value for money
 - d. Staff engagement and professional fulfilment.

Underpinned by improved patient and healthcare delivery personnel experience.

Patient Access Overview

Overview

10. The DHDO programme is seeking to integrate Commercial Off The Shelf (COTS) products and services to support Patient Access operations. The programme is entering the Market Engagement phase and intends to hold a procurement exercise for one or a number of products to support Patient Access across DPHC.

11. DPHC currently employs approximately 4,100 staff in addition to 700 single Service staff and 100 locally employed civilians. The scale of DPHC can be seen below in *Figure 1. DPHC size and scale*. Locally employed civilians will be out of scope for this RFI.

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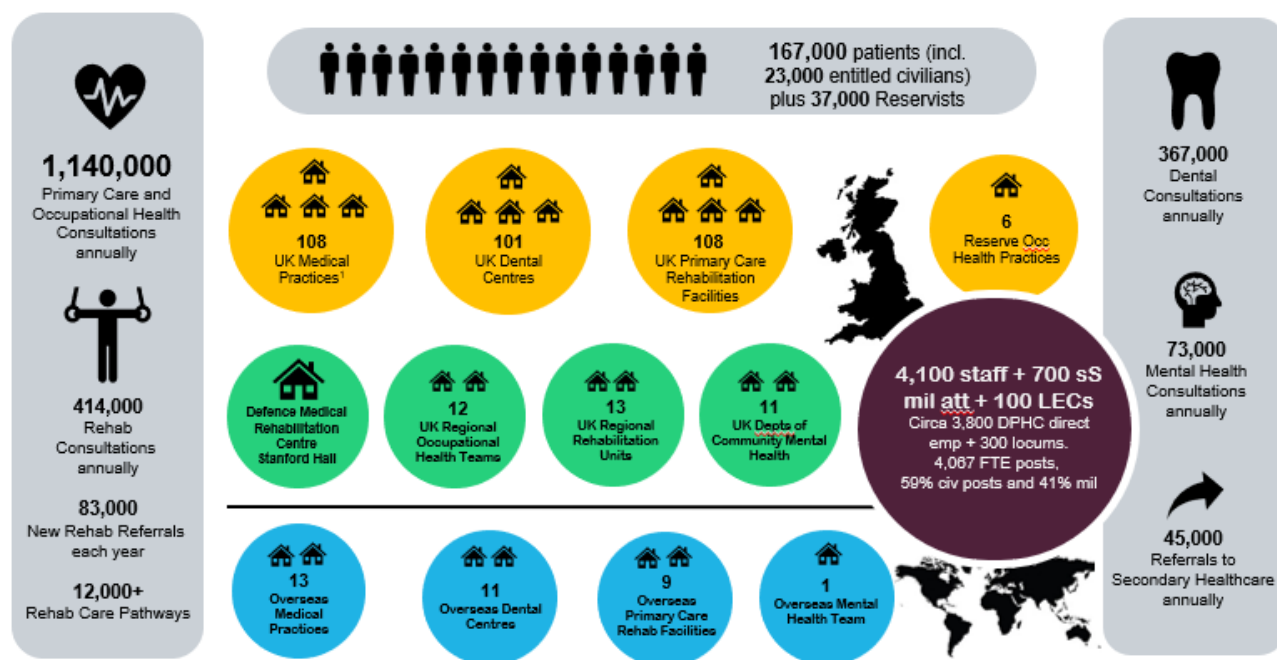


Figure 1. DPHC size and scale

12. DPHC is looking to gather information on Patient Access products to empower patients in their own healthcare. Currently, access to self-care materials and digital applications varies at local and service levels.

13. Patient Access solutions should take into consideration the options to help keep our patients in good health whilst providing an effective and efficient means for accessing the most appropriate means of care related the individual's health status. Clinicians need to be able to receive clear referrals which can be triaged efficiently and next steps confirmed promptly to the patient. Capabilities will include (but not be confined to):

- a. A re-platformed and updated solution (web-based App) to improve functionality and linkages with other components and automated functionality within the Target Operating Model, further enhancing the existing solution for users
- b. A standardised structure, content and communications strategy applied for all DMS sites and services available for all patients
- c. Empowering patients to be better educated on health and wellbeing matters and connected to self-care and remote health monitoring services via direct access solutions
- d. Enabling digital referrals, triaging and remote consultations to ensure patients get access to the right care via the right professional at the right time
- e. Providing patients with access to a wide range of Summary Care Record information e.g., previous consultations, medication history, diagnostic results, vaccination status, upcoming appts, etc.
- f. A digital and automated batch registration and referral process for new starts / recruits
- g. A digital referral process for CoC with concerns around a specific individual.

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Patient Access benefits

14. Benefits from the implementation of Patient Access solutions will include (but not be confined to):

- a. Better supported personnel
- b. Early access to advice
- c. Early diagnosis and treatment when needed
- d. Improved access to services
- e. Improved education and awareness
- f. Improved general fitness and deployability
- g. Improved health and wellbeing choices
- h. Improved patient activation
- i. Improved patient experience
- j. Improved patient outcomes
- k. Improved physical and mental wellbeing
- l. Improved prevention
- m. Improved self-service rates
- n. Reduced sickness and absence
- o. Reduced waiting times
- p. Improved Value for Money.

15. Any Patient Access solutions will support the move to a grouping or integrated care model. The solution must also support current ways of working which includes both elements of integrated care and examples of medical centres operating independently.

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Patient Access Elements**Patient Access process**

Patient Access comprises the following capability requirements:

Capability Requirements	Description
UR01. Multi-Device Access	<p>There are currently limited digital services made available to patients to support their healthcare needs. Current access to medical records and associated services is only available to patients through contact with DMS healthcare professionals. The primary challenge to be overcome is the provisioning of secure, internet-facing services via personal devices.</p> <p>The capability that provides patients with secure access to a collection of services from internet-facing endpoints. This should allow patients to make use of personal computers or mobile devices.</p> <p>This requires BYOD (Bring Your Own Device) policy and services and internet connectivity, both for personal device connections and within the Medical centres. DHDO programme is working closely with Defence Digital to highlight the NFRs and the importance of this dependency.</p>
UR02. DPHC Patient Portal	A capability providing a single point of access for DPHC patients to the range of Patient Access capabilities.
UR03. Digital Patient Registration	A capability enabling new DPHC patients to register with a region / centre via a DPHC Patient Portal.
UR04. Portal Chatbot	A capability enabling navigation of the patient to the relevant digital service or content on the DPHC Patient Portal.
UR05. Apps Library, Advice and Guidance	<p>A capability enabling patients to access curated DMS and external healthcare resources and content, including an approved suite of health and wellbeing apps hosted in an Apps Library.</p> <p>A capability enabling patients to access internet-facing Patient Access capabilities via mobile or web applications.</p> <p>A capability enabling patients to utilise the NHS App for a selection of the digital Patient Access capabilities proposed, i.e. Summary Care Record, Vaccination status, eConsult, ePrescription.</p> <p>Mobile App access will allow consumption of patient -facing services through a dedicated mobile application or a web application (possibly accessed via an existing MOD platform, e.g. Defence Gateway) using personal internet-connected devices (smart phone and/or tablet).</p> <p>Advice & Guidance capability refers to exposing of previously prepared healthcare content, documentation and external resources or streaming of the patients to other online services.</p>

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Capability Requirements	Description
	Content can be accessed through direct search or linked through other capabilities such as Digital Triage.
UR06. Personal Healthcare Record	<p>A capability enabling patients to access and contribute to appropriate elements of their electronic health record and healthcare data.</p> <p>A Personal Healthcare Record capability refers to a service providing patients access to information held in their electronic healthcare record, as well as functions to record information about their health via direct entry (health surveys and questionnaires).</p> <p>The level of sophistication delivered by a Personal Healthcare Record capability is dependent on integration with and access to detailed coded information held in their electronic healthcare record and other clinical applications as they are introduced).</p>
UR07. Appointment Management	<p>A capability enabling patients to book and manage healthcare appointments online.</p> <p>Appointment Management includes direct booking of appointments with healthcare providers, where permitted (e.g. GP appointments; self-referral to physiotherapy), as well as managing scheduled appointment (booked directly by the patient, or booked by healthcare providers following clinical referral), enabling patients to reschedule appointments they are unable to attend, thereby reducing Failure to Attend rates and maximising clinical capacity.</p> <p>This capability should enable electronic diary entries and reminder message notifications (SMS, Email and App based)</p> <p>Ideally, the capability would permit a patient to access all their previous and future appointments within both DPHC (Defence Primary Healthcare) and in the NHS.</p> <p>Online appointment booking should be available independent from, or as result of, patient streaming following Digital Triage, identifying the geographically appropriate healthcare provider for the patient.</p>
UR08. Prescription Management	<p>A capability enabling patients to manage their prescriptions, which includes requesting repeat prescriptions and electing the nominated pharmacy where their prescriptions are dispensed.</p> <p>Online Prescription Management capability refers to providing the function for patients to request repeat prescriptions online without the need to visit a healthcare provider or book an appointment, and in England, identify or change the pharmacy they wish to nominate for dispensing of electronic prescriptions.</p>
UR09. Self-Referral and Digital Triage	<p>A capability enabling patients to describe their healthcare problem and symptoms via an online platform and be triaged for appropriate follow-up action.</p> <p>Questionnaire based (or other) capability to stream patients to correct resources/content and/or suggest appropriate healthcare</p>

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Capability Requirements	Description
	<p>provider to seek further clinical consultation.</p> <p>Ideally, the capability would suggest the appropriate type of service (GP services, Rehab services, NHS services), and identify a suitable facility by location (nearest medical facility by location or searched location), linking to appointment booking service when applicable.</p>
UR10. Video Consultation	<p>A capability enabling patients to remotely attend a clinical appointment by video from a personal or MOD device.</p> <p>This can save the patient time as it removes the need to travel for face-to-face appointments and can also reduce unnecessary footfall in medical facilities.</p>
UR11. Med Centre Systems	Capabilities enabling Medical Centre digital check-in, video streaming, digital dictation and telephony system.
UR12. Point of Care Testing	A capability enabling patients to receive an enhanced level of direct access diagnostics reducing the requirement for onward referral and follow-up appointments.
UR13. Remote Health Monitoring	A capability enabling patients to have Long Term Conditions and short-term recovery monitored by a clinician remotely via medical devices and relevant specialist apps.
UR14. Continuous Digital Communication	<p>A capability enabling patients and healthcare providers to maintain communication via asynchronous notifications and synchronous two-way communication channels, providing a range of information services at national, regional, facility, patient-cohort and individual-patient levels.</p> <p>Notifications (asynchronous): national, regional and facility level service updates; appointment reminders, medication reminders, test results notifications and notifications of responses to synchronous messages.</p> <p>Two-way (synchronous) communication: communication with healthcare providers (organisations, healthcare teams or individual clinicians) without the need for patients to attend or telephone medical treatment facilities.</p>
UR15. Patient Experience	A capability enabling patients to provide real-time patient experience ratings and feedback on current services being received. Also enables requests and responses to local and HQ survey campaigns.

Patient Access User Requirements Specifications

User requirements

This section defines the high level user requirements for Patient Access.

Capability	Patient Access Requirements per Role
UR01. Multi-Device Access	As an organisation, there may be members of the cohort that we need to toggle on and off in terms of sharing information (hiding in plain sight).
	As a patient, I need to be able to allow DMS to access my medical information from the NHS and to share with 3rd party source if required.
UR02. DPHC Patient Portal	As a patient, I need to have direct access to a DPHC Patient Portal following user authentication via either NHS Login, Defence Gateway and OpNet.
	As a patient, I need to access DMS, DPHC and local medical centre information on a single platform.
	As a patient, I need a single platform which provides access to the full range of DMS digital solutions for patient access without the requirement for further log-ins.
	As a patient, I need the DPHC Patient Portal to be optimised for use via any device (Desktop, Laptop, Tablet and Phone).
	As a patient, I need a section of the portal to retain previous search history and 'favourite' content to decrease time finding the materials required.
	As a patient, I need to be able to search for the content I am looking for
	As a patient, I need to see specific information related to each medical centre on its own medical centre page.
	As a member of Medical Centre team, I need to be able to update local content as required.
	As a member of DMS or DPHC, I need to be able to update content as required.
	As a Content Manager, I need to be aware of frequently accessed / high volume materials.
UR03. Digital Patient Registration	As a patient, I need to register with a new medical centre via an online form and automated workflow.

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Capability	Patient Access Requirements per Role
	As a patient, I need to track the status of my registration and receive a notification once it has been completed.
	As a Medical Centre team member, I need to receive new registrations through an automated workflow process.
	As a Medical Centre team member, I need to send follow-up information requests and status notifications to the individual.
	As Chain of Command, I need to be able to identify and track the JPA location change to trigger new registration and deregistration.
UR04. Portal Chatbot	As a patient, I need to be provided with chatbot functionality on the DPHC Patient Portal which uses intelligent questioning to guide me to the most suitable content / information / service related to my query.
	As an organisation I need to ensure there are clinical safety measures in place in Chatbot features for people accessing with, for example, Mental Health concerns.
UR05. Apps Library, Advice and Guidance	As a Clinician, I need to be able to direct patients to health advice, guidance and education materials.
	As a Content Manager, I need to be aware of frequently accessed / high volume materials.
	As a Content Manager, I need to input general and localised content that is relevant to medical facilities and/or Integrated Group Practices.
	As a Content Manager, I need to publish service/facility status updates, for example, planned and unplanned service disruptions in a timely manner to accessible patient platform(s).
	As a Content Manager, I need to receive feedback from consumers.
	As a Content Manager, I need to understand where advice and guidance differs depending on national, regional or local service provision.
	As a Content Manager, I need to update service/facility contact details e.g., opening hours, addresses and telephone numbers.
	As a Content Manager, I need to upload new and revised content to the patient-facing portal, including signposts to external websites and resources.
	As an Organisation, I need to ensure that health advice, guidance and education is standardised across the NHS devolved

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Capability	Patient Access Requirements per Role
	administrations, Integrated Group Practices and medical facilities where possible and localised where appropriate.
	As an Organisation, we need to source and publish a credible and validated health and wellbeing Apps Library, including NHS, 3rd Party and internal DMS apps.
	As an Organisation, we need to source and publish credible and validated health advice, guidance and education materials, including internal DMS and external sources.
	As a Patient, I need access to service/facility contact details in relations to my health needs e.g., opening hours, addresses and telephone numbers.
	As a Patient, I need to access authorised health advice, guidance and education that can be categorised by condition.
	As a Patient, I need to access external healthcare websites and resources related to my location or condition.
	As an Organisation, I need to ensure that health advice, guidance and education materials have been approved from relevant stakeholders in each of the single Services are standardised across the NHS devolved administrations, Integrated Group Practices and medical facilities where possible and localised where appropriate.
	As an Organisation, I need to be able to disable location tracking when sensitive.
	As an Organisation, I need to ensure that no personally identifiable information is shared with unapproved sources.
UR06. Personal Healthcare Record	As an Organisation, we need to give patients access to a summary of their personal health record.
	As a Patient, I need access to relevant documentation from my electronic healthcare record e.g., discharge letters, after-care advice, correspondence.
	As a Patient, I need my personal healthcare record to include relevant information from all care settings i.e., Primary Medical Care, Primary Dental Care, Mental Health, Occupational Health and Rehabilitation.
	As a Patient, I need to access information from clinical encounters e.g., signs and symptoms, physiological values, procedures etc.
	As a Patient, I need to access my allergies and adverse reactions.

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Capability	Patient Access Requirements per Role
	As a Patient, I need to access my demographic and next of kin information.
	As a Patient, I need to access my immunisation and vaccination statuses.
	As a Patient, I need to access my Occupational Health information e.g., Deployment status, NATO Dental Category, Audiology Status, etc.
	As a Patient, I need to access my personal healthcare record from a personal device.
	As a Patient, I need to access my conditions and diagnoses.
	As a Patient, I need to access previous and current test and screening results.
	As a Patient, I need to add information to my personal healthcare record e.g., weight, blood pressures etc.
	As a Patient, I need the option to opt-out of sharing my data with the NHS for healthcare analytic purposes.
	As a Patient, I need to know my personal healthcare record is secure.
	As a patient I want a seamless link between my NHS record as I enter and exit MOD.
	As a patient, I need to flag any inaccuracies in their records for correction.
UR07. Appointment Management	As a Patient, I need access to appointments for which I meet the criteria e.g., age, health condition etc.
	As a Patient, I need access to near real-time availability of appointment slots.
	As a Patient, I need access to previous and future appointments.
	As a Patient, I need to amend or cancel my booked appointments.
	As a Patient, I need to book a longer appointment when I have multiple health concerns.
	As a Patient, I need to receive an electronic diary entry, SMS, email for all appointments made.
	As a Patient, I need to book available appointments.

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Capability	Patient Access Requirements per Role
	As a Patient, I need to book appointments across multiple services from a single platform.
	As a Patient, I need to filter available appointments by day and time e.g., weekday, weekends, evenings etc.
	As a Patient, I need to have visibility of historic and future appointments across all services.
	As a Patient, I need to launch a video consultation or call the centre directly from an appropriate booked appointment.
	As a Patient, I need to receive appointment reminder notifications.
	As a Patient, I need to select an appointment with an appropriate healthcare professional.
	As a Patient, I need to select from available appointment types e.g., video consultation, telephone or face-to-face.
	As a Patient, I need to receive useful information related to my appointments e.g., time, date, location, map, directions and self-check-in mechanism.
	As a System Administrator, I need to identify and publish the types (e.g., face-to-face, telephone or video consultation) and volumes of appointment slots for patients.
	As a System Administrator, I need to amend or remove appointment slots.
	As a System Administrator, I need to define criteria for appointment slot booking e.g. age, condition etc
	As a System Administrator, I need to determine the length of appointment slot.
	As an Organisation, I need to be able to make Group Appointment bookings.
	As a patient, I need to be able to book multiple clinical activities via a one-stop-shop appointment model.
	As a patient, I need to book appointments at any location - including nearest facilities best suited to current physical location.
	As a clinician, I need notifications to be provided to the patient informing them that they should ensure they are somewhere private and that no recordings of the consultation should be taken.

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Capability	Patient Access Requirements per Role
	As a clinician, I need to confirm whether a video consultation is appropriate, given the nature of the health enquiry.
UR08. Prescription Management	As a Patient, I need access to my prescription dosage and administration information.
	As a Patient, I need to access historic and current prescriptions.
	As a Patient, I need to be notified that my medications are ready for collection.
	As a Patient, I need to request repeat prescriptions.
	As a Patient, I need to update Nominations (in England).
	As a Patient, I need to receive reminders to take medication where appropriate.
	As a patient, I need to be notified where I can collect the medication order.
UR09. Self-Referral and Digital Triage	As a Patient, having utilised the available Apps Library and Advice and Guidance solutions, I need to be directed to the appropriate care pathway via a self-referral into a digital triage process.
	As a Patient, I need assistance if I have difficulty completing the self-referral questions.
	As a Patient, I need the self-referral questions to be written in plain English and other languages to be available as appropriate.
	As a Patient, I need to share resources within a self-referral e.g., records, scores or images from using Health and Wellbeing Apps.
	As a Patient, I need my self-referral information to be available to relevant clinicians throughout my care pathway.
	As a Clinician, I need to be confident that any digital assessment tools will allow accurate identification of patient needs based on their symptoms.
	As a Clinician, I need tools to digitally assess patients, including algorithm tailored medical assessment questionnaires.
	As an Organisation, we need central visibility of digital triage activity.
	As an Organisation, we need our patients to be effectively prioritised by clinical acuity.

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Capability	Patient Access Requirements per Role
	As an Organisation, we need patients to be directed to the most appropriate care pathway, including signposting to advice and guidance for self-help.
	As an Organisation, we need to ensure patients are directed to services for which there is capacity.
	As an Organisation, we need to report on digital triage activity.
	As a Patient I need to obtain a copy of a medical certificate when triaged.
UR10. Video Consultation	As a Clinician, I need to share resources within a video consultation e.g., documents and websites.
	As a Clinician, I need access to the patient record during the patient video consultation.
	As a Clinician, I need to launch a video consultation from an appropriate appointment in my clinical system(s).
	As a Patient, I need access to remote consultation(s) via video conferencing with a clinician throughout my healthcare pathway.
	As a Patient, I need access to the video consultation service from a private location.
	As a Patient, I need to access the video consultation via a secure, internet-facing service.
	As a Patient, I need to launch a video consultation from an appropriate, booked appointment.
	As a clinician, I need notifications to be provided to the patient informing them that they should ensure they are somewhere private and that no recordings of the consultation should be taken.
UR11. Medical Centre Systems	As a Patient, I need to digitally check-in when I arrive at a healthcare facility.
	As a Clinician, I need to use digital dictation solutions to automate clinical note taking.
	As a Clinician, I need patients to receive relevant health and wellbeing information visually when waiting in the waiting room.
	As Medical Centre Staff, I need a telephony system capable of call handling and routing.

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Capability	Patient Access Requirements per Role
	As a Clinician/Administrator I need to be able to print where appropriate.
	As a Clinician/Administrator I need a mobile IT/communication system (laptop/phone and home working) to work remotely when required for business resilience/flexible working.
UR12. Point of Care (PoC) Testing	As a Clinician, I need to provide best practice Point of Care testing capabilities.
	As a Patient, I need to receive the same Point of Care testing capabilities as is available in the wider NHS.
	As a Clinician, I need a Point of Care testing solution to automatically record results in the electronic Patient Record.
UR13. Remote Health Monitoring	As a Clinician, I need to provide best practice Remote Health Monitoring capabilities.
	As a Patient, I need to receive the same Remote Health Monitoring capabilities as is available in the wider NHS.
	As a Clinician, I need Remote Health Monitoring solutions to automatically record results in the electronic Patient Record
	As a Patient, I need to share updates/readings from a wearable device on my condition with my clinician(s), including triggering a Patient Initiated Follow-Up (PIFU) request.
UR14. Continuous Digital Communications	As a Clinician, I need to direct patients to health advice, guidance and education materials.
	As a Clinician, I need to receive and manage patient requests to communicate with me directly regarding their condition or general wellbeing, including requests for Patient Initiated Follow-Up (PIFU).
	As an Organisation, we need to communicate with the whole patient population, patient cohorts or individual patients.
	As a Patient, I need bi-directional communication with healthcare providers.
	As a Patient, I need to be notified of progress throughout my care pathway(s).
	As a Patient, I need to flag the importance of my communication to the recipient.
	As a Patient, I need to receive test results notifications where appropriate.

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Capability	Patient Access Requirements per Role
	As a Patient, I need to update my preferences for digital communication.
	As a System Administrator, I need to configure levels of communication as appropriate.
	As a Clinician I need to be able to track each healthcare pathway.
	As a Clinician I need the system to automate messages to patients (rules-based criteria).
	As a Patient I need a system to allow me to be alerted to appointments and manage them within via the opted communication method I select.
UR15. Patient Experience	As an Organisation, we need to ensure we are obtaining and acting on patient / user experience results and feedback.
	As a Patient, I need to record my user experience and feedback each time I receive care.

Confidentiality

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Annex A

Patient Access high level design

The following DRAFT diagram (*Figure 2*) shows at high level how the various capabilities work in conjunction with each other. It is noted that these are separate activities and may be delivered using discrete COTS products.

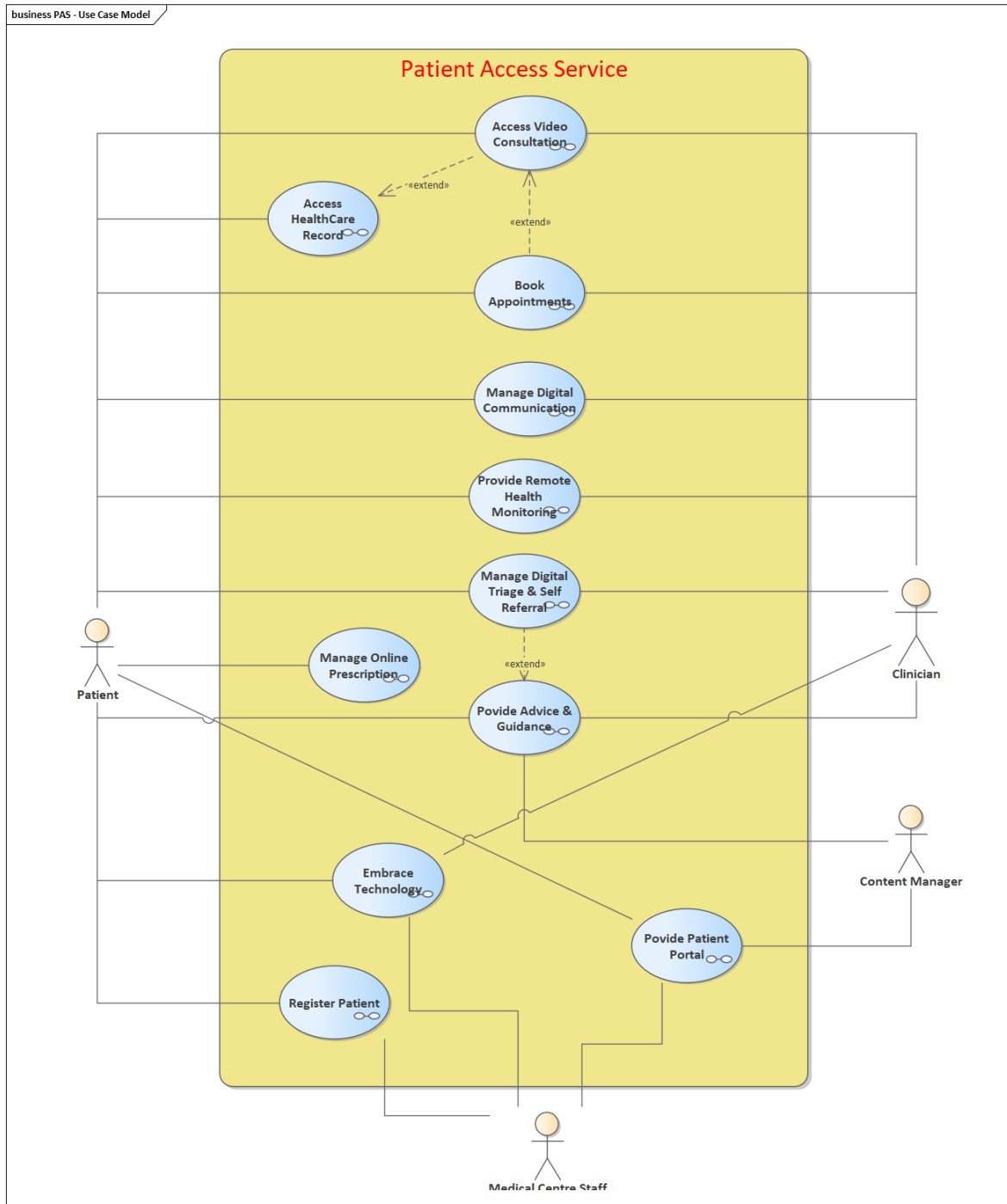


FIGURE 2 - DHDO PAS USE CASES

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The table below provides a description for the DHDO PAS use cases.

Use Case	Description
Access Healthcare Record	This use case will enable the patient to access their healthcare record. This includes viewing all their conditions, diagnoses, vaccination status and occupational health information. It also includes access to a summary record and also the ability to update the healthcare record. The patient will be able to consent to opt-out sharing of their record to others.
Access Video Consultation	This use case will enable the patient and the clinician to launch a video consultation from an appointment.
Book Appointments	This use case will provide the functionality for the patient to book an appointment by viewing the relevant appointment slots available. The patient will be able to access and make changes to their appointments. The system will be able to send appointment reminders. From the appointment the user can also launch a video consultation.
Provide Remote Health Monitoring	This use cases will enable the patient to be monitored remotely via a wearable device. The result from a medical device will link to the patient health record, status and conditions.
Manage Digital Triage & Self-Referral	This use case will enable the patient to make a self-referral by describing the problems online and sharing records, scores and images from the use of health and well-being applications. The system must allow the clinician to monitor, assess and prioritise the patient. The system will allow the clinician to refer the patient upon assessment to the appropriate service in a particular location.
Manage Online Prescription	This use case will enable the patient to access a prescription, request a repeat prescription and nominate a pharmacy for collection of their prescription via the Patient Access service.
Provide Advice & Guidance	This use cases will enable the content manager to publish advice and guidance for the patient to utilise. Upon consultation, the clinician will be able to direct the patient to advice and guidance. The user will also be able to provide feedback on the Patient Access service.
Provide Patient Portal	This use case will provide the patient portal. The patient will be able to share medical information, search the portal content and a chatbot will be provided for the patient for intelligent questioning. The medical staff and the content manager will be able to update the portal. The system will also provide functionality to monitor the patient portal.
Register Patient	This use case will enable the patient to be registered digitally. The user will also be able to track his registration status. Once the patient is registered, they will be notified.

TABLE 1 - DHDO PAS USE CASES