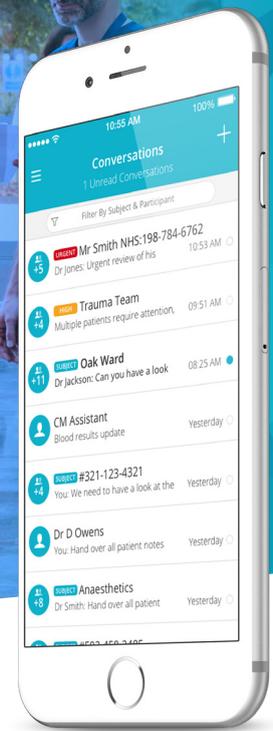# CommonTime

Clinical Messaging

Simple. Secure. Smart.

Empower clinical staff with a secure and integrated instant messaging app which can tether data direct to a patient record (EPR).

Instant Messaging In The NHS

Analysis of NHS Trusts based in England has revealed that 58% of Trusts do not currently provide an approved alternative to consumer instant messaging apps.

Yet over 43% of staff actively use Instant Messaging within their Trust. This approach could be putting patients and their data at risk.

However none of the consumer apps, such as Whatsapp, Skype for Business and iMessage, have been designed to operate within a clinical setting, nor do they have sufficient security measures in place to ensure confidentiality is maintained.

The Cure Is Clinical Messaging

Clinical Messaging is far more than a simple instant messaging app. It has a number of additional features designed specifically to complement NHS systems and processes.

Clinical Messaging can provide NHS Trusts with a fully secure, reliable messaging app which stores all messages, on premise if required, for audit purposes and can tether all communications against electronic patient records.

As no two care settings are the same. We customise Clinical Messaging to meet the unique challenges each of our clients face.

We have numerous pilot programmes currently running with NHS Trusts, call 01332 368 500 if you would like to discuss a pilot in your Trust.

Core Benefits

Every aspect of Clinical Messaging has been designed from the ground-up to meet the communication needs of modern healthcare professionals.

Save Key Information Via EPR Integration
All conversations can be tethered to an electronic patient record, if FlowTime is enabled, for a complete history, including text or media; essential for auditing purposes.

Mobile Access To EPR Information on Demand
Users can ask the CM Assistant to retrieve information from the EPR such as blood test results, without having to leave the application, if Flowtime is enabled. The CM Assistant will notify you of changes automatically.

Comply With GDPR & IG Best Practice
Clinical Messaging allows for all message content to be audited and removed as necessary, if requested by patients. Full message encryption as standard with option of on premise hosting.

Reduce IT Hardware Costs With BYOD
The app works seamlessly across both Apple and Android smartphones to support BYOD and significantly reduce IT hardware costs and support.

Contact Colleagues with Pager Capability
Enables high and urgent push notification messages to be sent with acknowledgment replies required to ensure messages are seen and responded to.

Always Connected
Clinical Messaging operates across Wifi, 4g and 3g

How Trusts Use Clinical Messaging

A number of NHS Trusts have already deployed Clinical Messaging and due to its flexibility are operating it in line with their requirements.

Role Based Groups
Setting up these groups enables contacts to quickly and securely distribute key information (which is fully auditable and can be tethered to patient records) and send out messages to others requesting aid.

The CM Assistant
End users can easily ask the CM Assistant clinical messaging bot to retrieve information without having to leave the application. Many end users see this ability as the key differentiator between Clinical Messaging and other instant messaging apps. The ability to quickly access key data whilst on the move has been seen as essential by clinical staff.

The ability to access key patient data, such as the latest blood results, securely via Clinical Messaging staff can save NHS Trusts a significant amount of time every year.

Optional Extras
All NHS Trusts using Clinical Messaging can also access FlowTime, which allows for near unlimited flexibility in designing workflows and using automation to significantly reduce admin work

Contact us to arrange for a demonstration or a pilot and see first-hand how clinical messaging can benefit your trust.

Core Features

Android & iOS device support.

Automatic central storage of app data within an AES encrypted database.

Individual & group conversations supported.

Role based conversations - add people to conversations based on their role.

Assign permissions to conversation members, enabling easy conversation management.

Send text and photos taken on the device in messages.

Active Directory integration enables login using AD credentials.

Call from conversations - can initiate phone calls from the contact information page.

Permanently close conversations and remove history from the device but not the server for auditing.

Trigger urgent alerts and paging messages.

Enterprise app installation using side loading and Enterprise Mobility Management (EMM) to streamline app installation.

What's Wrong With Whatsapp?

While Whatsapp is an easy to use IM app it does not provide the necessary safety and security measures NHS Trusts need to protect them from costly data breaches.

Whatsapp does not store your messages once they've been delivered so there is no visible audit trail. Also there is a real risk of confidential patient information being shared within the public domain.

Legal Issues

The Information Governance Alliance (IGA) has since retracted its original guidance on the use of Instant Messaging apps. This has no doubt caused confusion among many NHS Trusts.

Whilst it may be easy to simply use consumer Instant Messaging apps, each Trust will need to ensure that their policies are not in direct conflict with GDPR and IG guidelines and that patients and patient data is not at risk.

Get in Touch

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