Systems for Dentists

PADS+

Safe, Secure and Simple

your new patient communication pathway

PATIENTS ADVANCED DOCUMENT SERVICE

In these uncertain times the dental industry is seeing significant changes; all of these must function within the strong medicolegal framework that dental business has had to operate under for many years.

During the Covid-19 pandemic Systems for Dentists have been working hard to ensure that on re-opening of the dental practices all clients have access to a solution for completing patient communications and documentation in a safe and effective way to ensure maximum accessibility with minimum direct patient contact.

Systems for Dentists have long had one of the most feature rich Wireless Signature Capture solutions within the UK Dental Industry, expanding on this successful product the development team have created a solution that is as strongly integrated within the flagship dental application SfDv6. whilst ensuring a safe, secure and intuitive user experience.

PADS+ is designed to extend on the rich functionality within SfD's existing ecosystem; bridging elements of the WSP and Patient Portal services, finally closing the circle on integrated patient communications. Primarily PADS+ is used to securely send documents, consent forms, questionnaires, and patient information requests from the SfD platform directly to the patients own smart device. These communications can be completed by the patients in their own homes or any location where they have a data connection, including chairside.

Requests can be sent to the patient automatically, linked to an appointment reason or manually from the patients record. Each request must be sent or the identify of the patient confirmed by a simple SMS message. SfD will show the end user any outstanding and completed documentation with the patient, all controlled through an efficient and user-friendly dashboard, keeping your workflow control intuitive.

Patients are offered the ability to save to their device a copy of any and all documentation they complete. The UK reportability has the highest population penetration rate of Smartphones in the world, with 83% of adults in the UK having a smartphone in 2018 and the number expected to have risen by a further 4% in 2019.

PADS+ significantly reduces the in-surgery time taken to complete vital documentation.

TOUCH POINTS
Key Elements

Key touchpoints PADS+ currently enable you to avoid in the vast majority of situations are

- Changes to Patient contact information; Postal Address, email, phone.

- Medical History update and completion. This enables the patient time to complete their medical history before attending the surgery to ensure accuracy and can check any medications they may be unsure of.

- NHS PR forms for Scotland At present Systems for Dentists are waiting for approval from NHS England to allow the use of the FP17PR form within PADS+ we expect this to be resolved in the near future.

- Assessments. These may include COVID-19 triage information, smile questionnaires or even basic information on anxiety to allow you to pre-empt any risks / complications before the patients attends. Assessments can save to the clinical notes or reside only in the assessments screen dependant on setup.

- Consent forms

- Treatment plans

- Post-Operative Care instructions

- Taking Payments online (FiServ account required)

- Online Appointment Booking (If required)

COSTINGS

Due to the current global challenges facing dentistry we have decided to offer PADS+ and the patient portal to which it is closely tied without any upfront fees.

It is the opinion of our Directors that the solution is vital to all practices working under COVID-19 restrictions and as such should have no significant barrier to entry

PRICING TABLE

Item	Notes	Price
Minimum Monthly Spend	Suspended until November 2020	£25.00
Per Patient Collection	This is the cost of collecting and completing the forms online, it is based on all the documents sent in a single package and will be charged once the first document is completed	£0.10
SMS factor authentication	Used to send the initial text message or validation pin if a patient goes directly to the portal home screen	1 SMS Credit at your usual Price

All prices are Ex VAT

We believe that all costings should be transparent so have ensured there are no hidden fees within PADS+, until the start of November there will be no minimum spend on the service and fees will be collected as part of your usual monthly support agreement via direct debit.

The patient portal service also supports taking payments directly from patients on booking of an appointment or via a simple link, this feature requires a online payment portal with FiServ (formally FirstData) and our sales team can put you in touch with them if you require this additional feature.

AVAILABILITY

To ensure the security requirements are met throughout the entire patient experience we require the ability to send SMS to the patient as such you must have the Text Messaging Service through Systems for Dentists to utilise PADS+.

Presently we are offering the service in the UK only. Additional territories are being investigated based on legislative requirements and restrictions.

Security in the world of IT needs to be considered in multiple layers, as such we have broken this section into two parts.

The first will focus on the technology we have used to keep the communications between the practice and the patient. After this we look at the process and how this keeps the data protected further.

THE TECHNOLOGY

To ensure the security of the patients we use several technologies and standards the key elements are both called AES.

Advanced Encryption Standard (AES) – this is the transport standard for keeping the data between two computers private from anyone listening or trying to intercept the data. Cybercriminals are always looking for weakness in a system to break into and crack, personal details and medical data are less attractive than finances but would still attract some value to these criminals. In this increasingly connected world, we need to be able to assure our patients that the data we hold for them is safe, wherever they may connect from.

Encryption is one of the most common ways to protect sensitive data. Encryption works by taking plain text and converting it into cipher text, which is made up of seemingly random characters. Only those who have the special key can decrypt it. AES uses symmetric key encryption, which involves the use of only one secret key to cipher and decipher information. This technology is used to establish connections between the PADS+ service and the patient's device as part of the SSL keychain.

The Advanced Encryption Standard (AES) - is the first and only publicly accessible cipher approved by MI5 in the UK and the US National Security Agency for protecting top secret information. It is the same certificate architecture that your bank uses for its online and application-based banking. AES-256, which has a key length of 256 bits, supports the largest current bit size and is practically unbreakable by brute force based on current computing power limits, at the time of writing AES 265bit is the strongest public encryption standard.

Advanced Electronic Signatures (AES) is an "advanced electronic signature", a type of electronic signature that meets the following requirements:
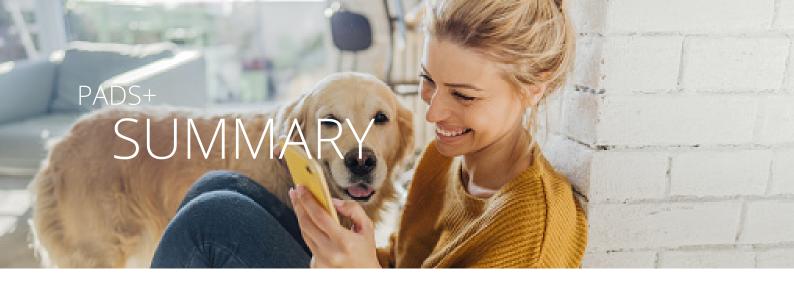
(a)   It is uniquely linked to the signatory;

(b)   It is capable of identifying the signatory;

(c)   It is created using means that are under the signatory's sole control; and

(d)   It is linked to other electronic data in such a way that any alteration to the said data can be detected.

This is the standard we are always working towards with each signature captured and processed within the system, it will always meet at least the Basic Electronic Signature requirements and should in most cases meet the Advanced requirements above. Systems for Dentists will be able to provide a statement to certify the signature based on the captured characteristics should any be called into doubt in any legal proceedings such as GDC FtP.

THE PROCESS

A signature without the process connected to it is not binding, as such we have designed our process to ensure that a signature will not be captured without having visibility of that which is being signed.

1)   The patient will receive a text message with a personal link, this is the first factor of identifying the patient's identity.

2)   The patient will be asked to confirm their personal demographic data (Forename, Surname, DOB)

3)   All communications that require completing will be listed separately, the patient will have to click on the element they wish to read, complete and sign; or Only one element is available to be signed so the patient will be directly presented with this element to read, complete and sign.

4)   Signatures can only be captured at the end or underneath the element which is to be signed, there are no points where the patient will be pushed to a different screen.

5)   Once signed, the signature is logged against:

 a.   *Patient Verification Details – Mobile Number –Lookup reference of patient*

 b.   *IP Address used to connect to the site (Usage policy is available)*

 c.   *Browser information used to connect to the site*

 d.   *Date and Time of the signature*

 e.   *Document the signature is attached with*

 f.   *Secondary verification / tamper detection.*

6)   A one-way encrypted copy of the signature is kept by the provider for comparison should it be required at a later date, the current storage is 7 years.

PADS+
SUMMARY

PADS+ is designed to enable your dental business to follow the best practice guidance for collecting patient consent and information whilst still maintaining the reduced direct contact with patients. We have taken all the common documentation and correspondence elements at the practice and condensed them into a safe, secure, and simple online solution for your patients.

With 13% of patients not having access to a smart phone, it is still worth while keeping our WSP solution within the practice. During the pandemic you should ensure these are used only when necessary and are cleaned properly between use. A decontamination log is recommended.

For NHS Practices in England, until we have approval from the FP17PR form, you should follow current guidance on completion of the PR. At the time of publishing this document the guidance was:

"Does the patient have to sign the FP17 form or Medical History form?

In order to avoid any risk of infection, the receptionist or dental nurse should inform the patient that the forms are being signed on their behalf. The receptionist or dental nurse must sign the form and state 'Signed on behalf of the patient due to COVID 19'. This will ensure that if the patient records are reviewed in the future it will not be questioned why the patient did not sign the forms."

Practices should ensure they continue to check current guidance with the BSA or NHS England.

Presently there will be very few practices who wish to allow direct online booking due to restrictions in place, however moving forward any practice utilising the PADS+ service will have automatic access to online booking, this will require additional setup and our support team on 0191 500 6789 will be able to facilitate this for any clients who desire the functionality.

Systems for Dentists remain committed to offering our clients the best possible solutions to problems faced by the dental industry, we hope this offering makes your day easier and your patient experience that much safer.

HOW TO
CONTACT US

For more information or to have the service activated please contact our Sales Team

telephone

sales
0191- 500 6789

support
0191- 500 6788

email

sales
sales@sfd.co

support
info@sfd.co

www.sfd.co

@SystemsDentists