PAM - OHIO System Overview & Information Security

We reinvest as much revenue as possible into continuously improving our leading-edge systems. This ensures that we remain at the forefront of innovation and secure future returns and stability for our business.

Since 2008, our dedicated software development team have provided us and our clients with a suite of IT solutions that allow us to deliver our services using IT and the internet to minimise the transaction processes as well as to improve reporting and security.

Occupational Health Information Online

Accessible

OHIO provides a central hub for employee health records and allows managers to refer employees, book appointments, obtain reports, and gain access to management information – all via the Internet. In addition, using our online appointment scheduling tool, case tracking, KPI monitoring and automatic email and text message alerts, all service activity can be transparently managed and monitored at every stage.

Integrated

OHIO is an integrated system, used for managing all of our services. Therefore, OH Referrals, Health Surveillance, Vaccinations, Physiotherapy, and Psychological and Absence Management services are all accessed online using the same system. This also means that your employee data (for all services) can be stored on one central system, enabling joined-up and integrated healthcare, leading to quicker, more effective support, advice and interventions.

Secure

OHIO is central to our entire ISO27001-accredited information security management system. OHIO and all data are hosted on Amazon web services (AWS), is certified with SOC 2 and is accessed online.

Access Control

A secure user hierarchy is established for each client to ensure that designated managers and HR can only access information relating to their assigned employees.

Managers will have secure password-protected access to the system **and there is no limit to how many managers can access the system** – we do not charge extra for adding additional users.

Within OHIO we create electronic employee health files, which provide a continuous health & absence record.

OHIO can accommodate multi-structured organisations and currently transacts approximately 600,000 individuals' records.

PAM can also digitise your existing paper OH records, removing the need to store vast amounts of paper which improves security and helps the environment.

"I just wanted to drop you a line and let you know how brilliant your team have been with the launch this week and with support at the back end of last week. I love the OHIO system and I am telling as many people about it in the Trust as possible as I think it will revolutionise our OH - it already has in 3 days!! I just think client services and your IT team as well as Carol and Laura have been so accommodating and helpful - you should be proud of their customer service" – **Contract Lead, Pennine Care NHS Foundation Trust**

"The service has very high standards of record management and is particularly commended for its in-house OHIO IT system" - **Royal College of Physicians Auditors (SEQOHS)**

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KEY FEATURES OF OHIO:

- **Online Referrals & Reports**

  Provides a fast and easy-to-use system to create management referrals using an online referral form whereby referral details are entered into the system. OHIO also allows referring managers to download referral reports directly from our server.

  Removing paper and reliance on post and email, improves security and significantly reduces process time.

- **Online Tracking & Updates**

  Provides the ability to monitor the progress of referred employees online. The system also provides **automatic email** and **text message** notifications and reminders to referring managers and employees.

- **Self-Service Appointments**

  Provides the ability for managers to plan clinics and pick and choose individual appointments for their employees online.

- **Online Health Promotion**

  Provides access to a range of services designed to engage the interest of employees and encourage healthy living – including an online health & wellbeing magazine, 9000 pages of health advice, online assessments & an updated monthly health campaign.

- **Secure Video Consultations (SVC)**

  Online consultations for employees benefiting from face-to-face contact but unable or advised not to travel, utilising our secure integrated live video facility SVC.

  Unlike Skype and other similar 'off the shelf' products, our system is secure and has been developed for healthcare purposes.

- **Online Management Information**

  Provides access to dynamic real-time statistical data covering: service usage, and financial reporting.

  Clients will benefit from an online MI development which will further enhance our online MI capability – providing the ability to select the trending data required and build your own graphical charts using a user interface built into OHIO.

- **Flexible User Hierarchy**

  OHIO has been designed to manage multiple users – meaning we can tailor the system to ensure that designated managers will only have access to employee profiles whom they are directly responsible for.

- **Clinical Administration**

  The entire Clinical OH administration function is managed using OHIO – including workflow management and monitoring, KPI monitoring, invoicing, appointment scheduling and OH resource management.

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ADDED VALUE

OHIO provides a quarterly updated health & wellbeing magazine, using online publication reader issuu. Please see back catalogue issues:

https://issuu.com/peopleassetmanagement

Compass can be accessed by all employees from our OHIO system's landing page.

It can also be forwarded as a pdf or as a link to your employees by email.

Compass is issued quarterly and includes relevant national health awareness information such as Movember, Go Sober for October etc.
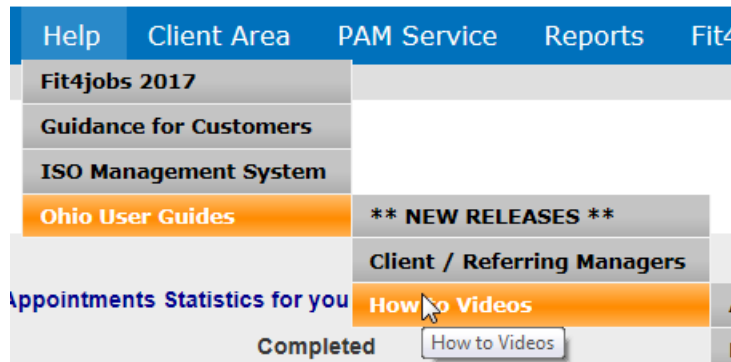
IT SUPPORT & TRAINING MATERIALS

IT Helpdesk

PAM employs an IT helpdesk team who are there to help via a dedicated telephone and email service. The team are available to assist with any queries relating to our online platform OHIO.

Online Help

Our OHIO system also includes an online help section with FAQs and "how to" videos to assist users of the system:

Live Chat

Our OHIO Live Chat service allows client users to instantly communicate with our experienced client services advisors via instant messaging. On a basic level, the instant messaging part of the software works in the same way as a normal desktop messaging application, however, users do not need any special software.

OHIO Live support is a Web service that allows client managers to communicate, or chat, in real-time when using OHIO.

Live support is used to provide "How to guidance", and answer questions about the system and transactions that managers are dealing with.

See link for video overview:

https://www.youtube.com/watch?v=h1IxQsEQLmw&feature=youtu.be

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Training

PAM employs a dedicated team whose responsibility is to provide training and ongoing support for client users. Training and support includes:

- **Face-to-face training sessions** with practical exercises for superusers (e.g., HR) – sessions last 1 hour for up to 20 delegates per session. Delegates are given the opportunity to practice using our training site and ask questions. This can be delivered from client or PAM offices;

- **Web-based training sessions** to Line Managers – carried out using web/teleconferencing by our dedicated trainers for up to 20 delegates per session;

- **Guidance Manuals** – We will provide guidance manuals which provide step-by-step instructions on how to use our system.

INFORMATION SECURITY

PAM has obtained **ISO 27001** Security Management Information accreditation.

Information security, confidentiality and data protection are crucial to PAM. By becoming ISO 27001 accredited we are not only protecting our organisation by putting an Information Security Management System in place, we are also demonstrating to our clients that we have been independently assessed and verified.

PAM has also passed the **NHS Information Governance Toolkit (www.igt.hscic.gov.uk)** with a top grade 95% pass rate.

(UK Government Supplier Standards). In line with our commitment to information security, PAM has also passed the government's cyber essentials programme to comply with UK government standards. This means that we can demonstrate that our organisation can defend against the most common form of basic cyber-attacks originating from the Internet. The Cyber Essentials Plus scheme identifies some fundamental technical security controls that an organisation needs to have in place to help defend against Internet-borne threats.

DATA STORAGE, DISCLOSURE & RETENTION/DISPOSAL

- PAM does not share its platform with anyone else and we have our own dedicated servers.

- Client data is stored as part of an organisational and security hierarchy and is accessible to specific client managers only. Therefore, no client can access other clients' data and within a client's own environment, access to data is controlled by a security permission logon/password mechanism. Authorised PAM staff are the only users with access to multi-client data.

- As part of the implementation, our systems-support team consult with clients to build an OHIO user hierarchy aligned to their access and reporting requirements – this controls which employee information an assigned manager can access. It also allows PAM to report MI trending data at a granular level i.e., by department and sub-department.

  There is no limit to the number of user licenses that we can allocate to clients. Therefore, you can have as many managers using the system as you wish at no extra cost.

- Client employees have their own health file contained within OHIO – where their medical records (such as a clinician's contemporaneous notes, health-screening results, specialist reports and other

confidential records) are held; such documents can only be accessed via OHIO's clinical interface by qualified clinicians and cannot be accessed via the client interface.

■ Data relating to any individual will only be disclosed to a third party where consent has been provided by the data subject.

■ By using OHIO, we do not use email or post to issue occupational health reports; this is because all reports are accessed via a secure https connection (directly from the OHIO server) i.e. when a clinician completes an outcome report, OHIO generates a notification email to the assigned manager instructing him/her to log in to OHIO where the report can be accessed; thus, removing the security risks associated with sending reports by email and post.

■ Data is held for the duration of the contract i.e., until we are required to transfer the records, or in line with the client's data retention policy – our OHIO system includes data retention management and the retention parameters can be set in line with the client's own retention policy. If a client does not have a data retention policy, we apply the Records Management Code of Practice for Health and Social Care 2016).

GDPR

PAM's MD Jim Murphy is an employment lawyer who specialises in privacy. He led PAM's GDPR programme.

In preparation for GDPR, all of PAM's senior management undertook advanced GDPR training and all staff have completed our online tutorial:

An in-depth GDPR compliance review was conducted. Due to our thoroughness on the subject of data protection, PAM were already, in the main, compliant. Our review did raise a handful of actions which have been rectified through some developments which were made to OHIO to ensure compliance; these included:

■ Automatic data retention management;

■ Secure online invoice backing data;

■ Employee report name checker; and

■ Updated employee consent logging process.