

Step 5: Do the 'techy' stuff

Whilst implementing iCOPE is not difficult, optimal outcomes and efficiencies are achieved with IT integration. If this is your goal, our team will work closely with your IT representatives to enable clinical reports to be seamlessly integrated into existing electronic health record systems.

Being a digital platform, there are several technical aspects to consider in relation to the set-up of iCOPE, ongoing access by team members and integration with other technology systems. By reviewing the options available you can decide on the *type* and *level* of technical integration that you may want to attain.

iCOPE Setup

When setting up the iCOPE Platform for your setting, our team will create what is called a 'sandbox' within the iCOPE system.

A sandbox is the technical term used to refer to an isolated environment on a network where data from your setting is collected and securely stored. This means that the data collected specifically from your service is quarantined from other data being collected from other locations.

Services with multiple sites

It is possible to have data going into one single location, or, if your service operates over a number of sites, it is possible to develop separate locations. This means that the data collected at a specific site, will be directed to the specified location within your sandbox.

If you choose to have multiple locations, this means that those who have access to the system will be able to access reports from screens conducted across the different sites. This can be most helpful when clients may receive care across the service or if referrals are made within the service to different sites.

Customising the iPads and clinical reports

You can customise the iPads to your service by providing a logo which will appear on the screening platform. Here it is advised that the service reflects your health service and reassures the client that the screening process and the data being collected, is part of the care provided to them by your service.

The COPE team can also customise the clinical reports to include logos, barcodes etc. as required for your setting.

System Access

It is also possible to set-up iCOPE with different levels of permissions.

Here it is important to establish which members of your service will be given access to the administrative console where all reports can be accessed.

People granted access to the iCOPE system will be provided with their own username and password. It is advised that team members use their work email address (username) and a combination of their employee ID and name (password).

Assigned team members can also be given additional permissions to enable them to add new members (e.g. new employees), disabling access for those who no longer need access, and download service screening data. This level of permission requires two-factor authentication.

You may also deem that some team members (who are not clinical staff) may also require access to print, download or upload clinical reports for administrative purposes.

System Integration

The digital nature of the iCOPE Platform enables instant reporting and seamless integration with your existing digital infrastructure. This includes the integration of clinical reports into your health record system.

IT integration is likely to require consultation with the iCOPE digital team and the Hospital IT Department.

Remote screening

In instances where patients do not attend appointments in person the iCOPE screen can be sent remotely to the patient's mobile phone prior to the consultation. This secure link can be sent manually, or can be attached to software systems that issue appointment reminders via text. Here the system can identify your service as the sender of the text containing the link to screening.