

## ACCESS TO PATIENT RECORDS AT THE STATE HOSPITAL

**This information is for designated Medical Practitioners (DMPS) and other authorised visitors.**

The State Hospital holds clinical records for all patients consisting of an Electronic Patient Record system (RiO) as well as archive volumes of notes which are held in paper format. If you are visiting and require access to patient records, please follow the steps below.

### During office hours

1. Contact the forensic clinical secretary for the relevant hub / Responsible Medical Officer (RMO) for the patient(s) you wish to visit. **Note! To allow for visit organisation, at least two working days' notice should be given.**
2. The forensic clinical secretary will note the date and time of the visit and patient(s) you wish to see. They will ask at this stage if you require access to patient records. They will also check the purpose of your visit – for private legal reports you will require to have a signed patient mandate prior to accessing patient records, and you will be required to attend the Records Services Department to access Rio or paper case notes.
3. If you require access to the RiO system and have not previously had access, or your access permission has run out, the forensic clinical secretary will send a RiO User Application Form to you electronically. You must complete this with your information which will allow you to be set up as a user for the RiO system – you can ask for either one day access only or six months access if you are a regular visitor to the Hospital. These forms should be completed and returned to the Records Services Department as soon as possible to allow your account to be created prior to your visit.
4. On receipt of your completed RiO User Application Form, Records Services Department staff will ensure you are added as a user to the RiO system. You will be contacted by a member of staff from the Records Services Department to advise you of your log in name and initial password. A network log in and password will also be set up for you to access the Hospital Intranet for RiO only. If staff are unable to contact you prior to your visit, an envelope with your details will be left with Hospital staff, either at Security Reception or hub level for you. For subsequent visits, if applicable, your password can be reset by Records Services or eHealth department staff.
5. Prior to your visit, the forensic clinical secretary will ensure there is a computer available for you to use to access the electronic patient records during your visit. They will also ensure that paper volumes of archive notes are available if required.

6. On arrival at the Hospital you will be taken to the hub and should contact the forensic clinical secretary. The forensic clinical secretary will be responsible for assisting you in accessing the patient records (electronic and / or paper) and will then ensure you are taken to the ward area to see the patient(s) or returned to Reception when you have finished.

**Note! Visits may be restricted to certain times and dates to allow staff to accommodate you. Visits may take place in alternative hubs or the Records Services Department if necessary.**

## **Outwith office hours**

If you wish to visit the State Hospital outwith normal office hours and require access to patient records (via RiO and / or paper archive records), please contact the relevant forensic clinical secretary or the Records Services Department staff who will assist with arranging your visit. All visits outwith office hours will require to be held on the ward. Please note that there is no IT support outwith office hours so passwords will not be able to be reset or assistance given with the use of RiO.

## **Further information**

For organised visits such as those held regularly by the Mental Welfare Commission or Scottish Government representatives, the Records Services Department is responsible for ensuring that staff on the hubs are aware that you will require access to the patient(s) record and that access to a computer and patient records are available for visits via the hub admin staff. The Records Services Department or forensic clinical secretarial staff work with administration staff from these agencies to plan the visits in advance in relation to which patients require to be seen etc.

Regular visitors to the Hospital will be able to access RiO, however your password will only be valid for 28 days. If you are unable to access the system or your password has expired, you should contact Records Services Department staff on x2050 or 2051 who will be able to reset your password.

If you require access to archived patient records, please let the forensic clinical secretary know this when arranging your visit. Arrangements will be made to allow access to these.

Please note that for unplanned visits there may be some difficulties in accessing patient information as administration staff may be unavailable to facilitate access to the RiO system or to access the paper records – in this case you may also be refused access to the Hospital. Outwith office hours access may be extremely difficult to facilitate if there has been no prior notice given and again you may be refused access to the Hospital.

For further information please contact:

Records Services Department  
Direct Dial – 01555 842050 / 842051 / 842049  
Email – [TSH.HealthRecordsDepartment@nhs.scot](mailto:TSH.HealthRecordsDepartment@nhs.scot)

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