

Teledermatology Service – Now Live

Introduction

Ipswich and East Suffolk CCG have commissioned a Teledermatology service through Vantage Health's 'Rego' system. This is initially for skin lesions and if successful, may then be expanded to include other types of referral. The new service aims to reduce the number of patients with skin lesions who may need to visit the hospital during this pandemic and in the future. Rego has been used across West Suffolk for Teledermatology services since 2015.

What is New?

Using the Teledermatology system

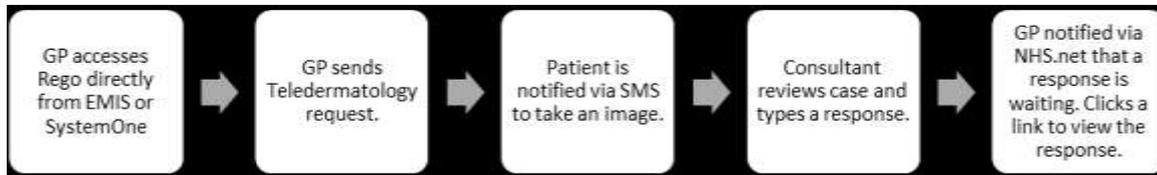
1. Rego is launched within EMIS or SystmOne using a template document installed by the Vantage team.
2. Rego captures the patient demographics and medical history from the clinical record automatically into the form.
3. A couple of questions are completed.
4. *Accompanying images are easily attached. **If there are several lesions, please mark the skin prior to taking the photograph so the lesion of concern is clearly indicated.**
5. The completed form with embedded images is sent via the Rego Portal to Ipswich Hospital.
6. The hospital consultants review cases within the agreed timeframe for urgent and routine and send their response back to the GP. GP practices will receive an email to the practice NHS.net email account to notify them each time a response is received.
7. The advice will be whether a referral is required; or no outpatient appointment required, and treatment can be carried out in primary care/intermediate minor surgery as appropriate. Rego enables a continuous dialogue between the GP and hospital consultant should further information be required.
 - If a **Two Week Wait referral** is required after advice and guidance has been given through Rego, **the patient should be referred in via the "ALLCAS-2ww-Skin" service.**
 - If a **routine referral** is required after advice and guidance has been given through Rego, the patient should be referred to Ipswich Hospital through the **"ALL – Clinical Assessment Service – Dermatology REGO Referrals – Ipswich Hospital – RGQ"**.

*Accompanying images can be taken by the patient or in the practice using the secure smartphone App that Vantage have provided. Patients taking images will be sent an SMS message with a link to the App that launches automatically.

Vantage will be sending out a user guide to all practices with further information about installing Rego on additional PCs and the referral processes outlined above.

Teledermatology request process

The flow for Teledermatology via Rego is as follows:



Two Week Wait Referrals

The purpose of this service is to provide consultant triage for suspicious skin lesions. The normal two week referral pathway will initially operate alongside the Teledermatology service, and please feel free to refer directly if you are certain this is required. However, if there is diagnostic doubt regarding a skin lesion, please use this new service; referrals can be marked "urgent" or "routine" depending on the degree of clinical suspicion. Currently, referrals cannot be upgraded by the consultant automatically due to technical reasons, but we will be working to add this functionality over the next few months.

Start date

The system will be live from the **22nd June 2020**. Please use the service for Teledermatology requests for skin lesions (excluding 2ww's) from this date.

MS Teams - Support sessions

In order to help with the implementation, additional MS Teams support sessions will be taking place for primary care staff in order to provide a demonstration of the service and answer any questions. These will be taking place on the following dates and times:

Wednesday 24th June – 12pm
 Friday 26th June – 1pm

Anyone who would like to join these sessions should email caroline.wells@suffolk.nhs.uk stating which session you would like to access and an invite link will be sent to you.

Contact details

- For clinical / pathway queries, please contact Caroline Wells – Transformation Project Manager (caroline.wells@suffolk.nhs.uk)
- For any technical queries, please contact Vantage on 0207 993 5870 or Support@vantage.health