NHS Scotland

eDental Payment and Approval Service

NHS Scotland eDental Payment and Approval Web Form

Acceptable Use Policy (AUP)

Title	Acceptable Use Policy (AUP)
Author	John McCartney
Creation date	18/04/2016
Date of version	05/07/2018

Version history

Version	Comments
0.1	First draft
0.2	Amended version following feedback from Project Team
0.3	Amended version following feedback from Project Team
0.4	Amended version following feedback from Project Team
1.0	Final version
1.1	Addition of text to Declaration page

Table of contents

1 The eDental Payment and Approval Service

1.1 Purpose

1.1.1 The NHS Scotland eDental Payment and Approval service has been provided to enable access to NHS Scotland applications and to support the provision of health and social care in Scotland.

1.2 Scope

1.2.1 This policy applies to all users of the service and includes your rights and responsibilities governing the use of, and access to, the Service.

1.2.2 This service does not include provision of the necessary underlying infrastructure required to access the service e.g. access device, internet connectivity, etc. These are the responsibility of the end user and/or the end user organisation.

1.3 Definitions

1.3.1 'The Service' is the NHS Scotland eDental Payment and Approval service.

1.3.2 'You' are the dentist or admin user of the Service.

1.3.3 'We' are Practitioner Services, NHS National Services Scotland.

1.4 Availability of the Service

1.4.1 While we will make reasonable effort to provide this service, there may be occasions when you may not have access to some or all of the service when we, or our suppliers, are updating and doing routine maintenance to the systems used to provide the Service. Where possible, we will provide notification of planned maintenance periods, via our web site.

2 Your responsibilities

2.1 Comply with this AUP

2.1.1 It is your responsibility to ensure that you understand and comply with this policy. It ensures that:

o you understand your responsibilities and what constitutes abuse of the service; and

o computers, personal data and NHS services are not put at risk.

2.2 Acceptable use

2.2.1 The service may be used only for the approved purposes for which you have been explicitly authorised.

2.3 The account(s)

2.3.1 Details on how to apply for access to the eDental Payment and Approval service, along with the downloadable form to be completed for access, can be found in the eDental section of our web site, at: http://www.psd.scot.nhs.uk/professionals/dental/edental.html

2.3.2 The account(s) allocated to you are the property of NHS Scotland and are provided for the express purpose of delivering care and NHS related services. NHS Scotland reserves the right to terminate the account(s) at any time and for any reason.

2.3.3 You are responsible for ensuring the correct use of all account(s) allocated to you to manage in accordance with this AUP at all times.

2.3.4 A unique username and password will be supplied to all users of the web form who have completed, signed and submitted the relevant access form.

2.3.5 If a user requires access to the web form from more than one practice, a separate access form must be completed for each location. Different username and password details will be provided for each location.

2.3.6 We will allocate a PIN (Personal Identification Number) directly to dental practitioners only, on submission of a completed and signed PIN form. The PIN should not be shared with, or made known to, anyone other than the user they are allocated to. The PIN is used by the system as an 'electronic signature', confirming that any electronic submission is authentic, and is equivalent to a hand-written signature on a hard copy of the form. Each claim constitutes a legal document and the confidentiality of your PIN should be protected accordingly.

2.3.7 You should be aware that if you give your PIN to another person or instruct someone else to use your PIN to submit claims for payment to the Scottish Dental Practice Board, or you place your PIN in a practice management system or eDental web form or permit anyone else to place your PIN in a practice management system or eDental web form, such that claims can be made on your behalf, you are undertaking that for every claim submitted YOU have fulfilled the following declaration:

'I declare personally, the information that I or another on my behalf has given when submitting claims is correct and complete. I understand that if it is not, action may be taken against me, the dentist and contractor. I claim payment of fees due to me, the contractor, for work carried out in accordance with the NHS (General Dental Services)(Scotland) Regulations.'

2.3.8 You must ensure that any electronic system or device that you are using does not store or retain your PIN. Your PIN is your electronic signature and must be entered by you on each occasion it is requested. If you are using the web form to submit claims, you must ensure that your web browser is not storing your PIN.

2.3.9 The Service provides the following functions: submit prior approval requests, submit payment requests and upload digital attachments.

2.4 Your end user device

2.4.1 You are responsible for ensuring the security of any device used to access the Service.

2.4.2 All devices used to access the Service must have the most recent operating system patches installed and must have appropriate and up to date anti-virus software installed.

2.4.3 eDental Services may be accessed only from within the premises where the services your organisation provides are delivered and may only be accessed over the secure NHS Scottish Wide Area Network (SWAN) connection.

2.4.4 You may use any type of end user device, and any browser that is compatible with the eDental technology. Compatible browsers will be detailed in the guidance provided.

2.5 Your connection

2.5.1 NHS Scotland may at any time, for any reason, alter the eDental technology and cannot be held responsible for ensuring compatibility with your end user device. NHS Scotland will endeavour to manage and communicate all changes, with sufficient notice, to ensure continuity of service.

2.6 Using the Service

2.6.1 The Service is accessible using common web browsers, but can only be accessed via the secure NHS Scottish Wide Area Network (SWAN) connection.

If you already have a SWAN connection, you will have read and agreed to 'The Code and Practice for Connection of Dental Practices to SWAN Scotland', which can be found at: www.psd.scot.nhs.uk/professionals/dental/edental.html. You will also have confirmed that you have understood and agree to comply with the content of that Code of Connection.

If you do not have a SWAN connection, please contact the Dental Helpdesk using the contact details provided at paragraph 6.1, to find out how to apply for one.

2.6.2 To access the Service, you must have an active personal NHSmail account. If you do not have one, your local NHS Board Information Technology (IT) Facilitator can set you up with an account. Contact details for Dental IT Facilitators can be found at http://www.psd.scot.nhs.uk/professionals/dental/it-facilitators.html

2.7 Incident reporting

3.7 You must report any information security incident or any indication of a potential vulnerability in the Service to the Dental Helpdesk, using the contact details provided in this document at paragraph 6.1.

2.8 Non compliance

3.8 Any breach of this policy will result in a review of your access, and may result in withdrawal of access to the Service from you and/or anyone else within your organisation.

3 Security and Confidentiality

4.1 The Service is hosted from NHS National Services Scotland's secure data centre(s) located in Scotland and is accessible only over the secure SWAN network. The web services used within the Service use HTTP (Hypertext Transfer Protocol) with SSL (Secure Sockets Layer) encryption.

4.2 You will need both your username and password to log on.

4.3 We will never ask you for your password or PIN. If you are ever asked for this information, report this to our Helpdesk immediately using the contact details provided at paragraph 6.1.

4 Variation/Termination of the Service

5.1 We reserve the right to change the Service and will provide you reasonable notice of any material changes.

5.2 We may, where we consider appropriate, suspend, withdraw or restrict the use of this service or any part of the service. We will inform you, as soon as practicable, if we take such action.

5.3 If a member of staff who has access to the eDental web form is leaving the organisation, or no longer requires access, it is the Principal Dentist's responsibility to inform the Dental Helpdesk to have their access removed.

5 Seeking further information

5.1 Contacting the Dental Helpdesk

5.1.1 Contact details for the Dental Helpdesk are:

o Email: nss.psddental@nhs.net

o Telephone: 0131 275 6300

5.2 Support

5.2.1 If you are having technical difficulties accessing the Service, contact the Dental Helpdesk by email or phone using the details provided above.

5.3 This document

5.3.1 We reserve the right to update this document as necessary.

5.3.2 A copy of the current version can be obtained by visiting our web site or contacting the Dental Helpdesk by email.

6 Declaration

By signing below, you confirm that you have read, understood and are responsible for your actions in meeting the terms set out in this Acceptable Use Policy.

Note: Usernames and Passwords will not be allocated unless this declaration is completed and sent to Practitioner Services along with the 'Web Form Username & Password' form. Only practices using the web form to submit both payment claims and prior approvals need to complete this form.

NHS Board		**Practice address**			
Practice contact					
Contact number		**Postcode**		**Loc No.**	

Contractors

List No.	Full name	Signature

Practice Staff

Full name	Job Title	Signature