

Operation Name:	SystmOne Trustwide
SOP title:	Patient Keycode Documentation and Security

Standard Operating Procedure

Purpose

To provide clear instructions to clinical staff in the documentation and security of a patient keycodes.

Step	Instructions	Further explanation
1	Explain Rationale and Purpose	To ensure patient access information is stored securely in line with the Information Security Policy
2	Staff included	Shared sources may include: Social Care Direct, NuTH Services, patients and family/carers in line with patients consent to share details.
3	Documentation of keycode by Nurses	- Professional who has been informed of the door access code or keysafe number should document this in the patients record on SystmOne when the information is shared. - Retrieve the patient record and document within the nursing assessment template under 'maintain safe environment' - Within the template tick 'Patient has Key safe' or 'Patient door access key code' to confirm we have this information. - Create a confidential note via the quick link within the template. - Document the keysafe number or door access code in the left-hand column. - Save consultation. Please refer to the how to guide
4	Documentation of keycode by Admin	Once the initial nursing assessment has been completed and the Admin team need to view or amend the patient door access code or keysafe number, navigate to the admin tree and right click on the confidential note

		- node. - Document the keysafe number or door access code in the left-hand column. - Save consultation.
5	Information for patients	- Inform the patient verbally this information will be kept securely on their record in line with the Information Security Policy. - If the patient has capacity issues following a MCA assessment the patients next of kin/family member should be informed - If this is not possible a best interest's decision should be made to store the key code to ensure visiting professionals have access and the patient receives the appropriate care.
6	Keycode update on discharge from service	The clinical staff member completing the final episode of care documentation prior discharge from the service must locate the confidential notes in the clinical tree. Add a new confidential note to say patient has been discharged from the service and this keysafe or keycode number may no longer be up to date.

Email:	Please see own service lead with any enquiries
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Amended and Re-Approved on 30/04/2026:
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Information Governance – Julia Scott
SystemOne Product Owner – Emma Butler

Review: May 2028