

Patient Facing Services

SystemOne API

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Document History

Version	Date	Description
1.0	06/03/2020	Document created.

Overview

The Patient Facing Services API is a mechanism by which subsidiary suppliers can allow registered online service users access to GP services for practices where SystmOne is the clinical system. The online user must be registered with the GP practice for online services but does not need to be a patient at the practice. The functionality available allows the online user to perform actions on behalf of a patient that is registered at the practice (the online user will most likely be the patient themselves).

The practice has overall control about which features are enabled and which online user can access which patient record.

Functionality includes booking appointments, repeat medication requesting, patient-clinician communication and patient record access.

Architecture

The API is provided as a web service on N3. Messages to the API will be sent to the URL of the appropriate environment. The service will use the HTTPS protocol with an XML payload, using UTF-8 encoding. The response will be synchronous and will be XML, also using UTF-8 encoding. There are also some custom request and response HTTP header fields. Communication will be secured using TLS 1.2 with client authentication and 256 bit encryption. TPP will issue certificates to each end point in order to connect to the service.

Provider Registration

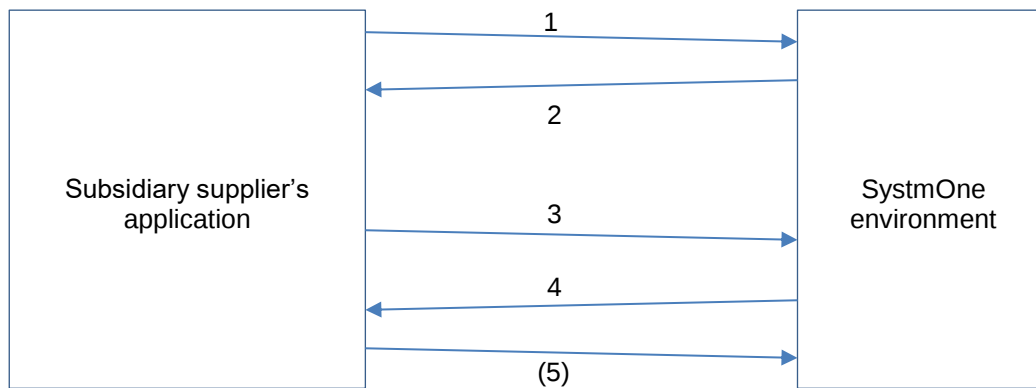
As part of the pairing integration subsidiary suppliers need to register as a "provider" with TPP. They will then be issued with a certificate and a secret provider ID which will be needed for some of the messaging.

Messaging Flow

The following diagram demonstrates the relationship between a subsidiary supplier's application and SystmOne. It describes the flow of account linkage and authentication. The numbered interactions are:

1. The subsidiary application sends a LinkAccount message to SystmOne. This contains an account ID and passphrase that the user has been provided. This passphrase does not need to be retained by the subsidiary supplier.
2. SystmOne responds with a LinkAccountReply message that contains a different passphrase. This passphrase should be persisted by the subsidiary supplier and not displayed to the user.
3. An Authenticate message is sent containing the passphrase returned in interaction 2.
4. SystmOne responds with an AuthenticateReply message. This contains details about the user and about other patients whose records the user can access.
5. If the AuthenticateReply message in 4 showed that the user can access more than one patient's record, a PatientSelected message must be sent to SystmOne to show to which patient the subsequent session will refer.

Interactions 1 and 2 are sent only once for any given user. Interactions 3 to 5 are sent once per



session. See the individual sections for each message separately for more information about the messages' contents.

Demo Testing Environment

On contacting TPP and expressing intent to develop against this API, subsidiary suppliers will be provided with the required details to allow them to connect to a test environment to assist in developing their solution.

Message Headers

The following lists the HTTP headers that should be included in addition to the standard HTTP headers. Also included are the additional response headers.

Incoming (request)

Header	Example	Description	Mandatory
type	type=ListRepeatMedication	This should match the tag name on the incoming message.	Always.
suid	suid=mVPhsa/rfdj2Tmy3fX/z+OrmibkBLJxYC+ZE8eAjzwpsxQpI79VzJbBid4yWdZFRI3UB0RNVrLupnG1PQgBNc5o4coj2j9HicXOFwQu5SfNZP3iCkSBQdmG299b//FwgAgGC8HF074Q7St21RofHE2/04zR5UNpw4qkUKzDXdsI=	This is used to maintain the session after authentication . This should match the suid received from the server in response to a successful authentication message. This should only be used in HTTPS requests and must not be visible to an end user.	Always once a session has been created.

Outgoing (response)

Header	Example	Description	Mandatory
suid	suid=mVPhsa/rfdj2Tmy3fX/z+OrmibkBLJxYC+ZE8eAjzwpsxQpI79VzJbBid4yWdZFRI3UB0RNVrLupnG1PQgBNc5o4coj2j9HicXOFwQu5SfNZP3iCkSBQdmG299b//FwgAgGC8HF074Q7St21RofHE2/04zR5UNpw4qkUKzDXdsI=	This is used to maintain the session after authentication . This should be included in every subsequent request for the session and will be invalidated when a logout message is sent or after a period of inactivity (wherever possible a logout message should be sent).	Always once a session has been created.

This should only be used as a header in
HTTPS requests and must not be visible
to an end user.

Function Overview

Below is a summary of the functions the API supports. Each of these functions is explained in detail later in this document.

Function	Description
LinkAccount	Used to perform the initial account linkage when an online user first uses the subsidiary module.
Authenticate	Used to authenticate the online user with the API from the subsidiary module.
PatientSelected	If the online user can access services on behalf of multiple patients then a single patient must be selected after authentication before any more functions can be performed.
Logoff	Logs off the current session.
ListRecordAccesses	Allows the online user to see the audit trail of access to the patient record.
ListSlots	Performs a search for bookable appointment slots at the organisation.
BookAppointment	Books an appointment into an available slot.
ViewAppointments	Returns the patient's future appointments or a selection of past appointments.
CheckVersion	Can be sent at any point (without authenticating) to check which API versions are currently supported.
CancelAppointment	Cancels a booked appointment.
RequestChildhoodVaccs	Returns the patient's vaccinations.
ViewPatientOverview	Returns a summary of the patient's record.
TestResultsView	Returns test results.
RequestPatientRecord	Returns the patient record.
MessageDelete	Delete a message between the user and the practice.
ListRepeatMedication	Returns the patient's repeat medication.
ListAcuteMedication	Returns the patient's recent acute medication.
RequestMedication	Request issues of acute or repeat medication, or send a textual request for medication.
GetPrescriptionRequests	Get the outstanding prescription requests
AmendPrescriptionRequest	Amend the notes for a prescription request
MessagesView	Request messages sent to or from a patient in a specified date range.
UnreadMessageCount	Request the number of messages sent to or from a patient that have not been marked as read.

MessageRecipients	Request the staff members and organisations that are able to receive a message from the selected patient.
MessageMarkAsRead	Mark one or more messages as read.
RequestBinaryData	Request to view an image or document linked to the patient.
ChangeDemographics	Change the contact details of a patient or user.
RequestCommunityPharmacy	Request a list of community pharmacies near the patient's recorded address.
UpdateCommunityPharmacy	Changes or removes the patient's nominated pharmacy.
ListServiceAccesses	Allows the online user to see which online services they have access to.
RequestAccountInformation	Allows the online user to see their online account ID and their third party account linkages.
ResetOnlineAccount	End the online registration for the ROSU.
RequestWelcomeMessage	Request the organisation's main menu welcome message.
ResetThirdPartyLinkedAccount	Ends all third party links and invalidates the third party account passphrase.
ReIssuePassphrase	Resets the third party linked account passphrase and sends an email to the ROSU with a new passphrase.
RequestAccessToService	Request to add or remove access to online services.
ViewAdditionalUsers	Get the users who had or currently have access to the patient's online record.

Messages

This document should be used alongside the accompanying message examples. This document will describe the meaning of the fields, the examples will show the format of the message.

Standard Data Types

There are some common data types for XML attributes that need to be explained.

Boolean

If true a boolean data type will be included in the format `attribute="y"`. If false then the attribute will be omitted completely.

Dates/Dates and Times

Dates attributes will be in the format `attribute="YYYY-MM-DDT00:00:00.0Z"`. Date and time attributes will be in the format `attribute="YYYY-MM-DDTHH:MM:SS.0Z"`. Time zone information is never included, the time will represent the local time when the event occurred.

Unstructured Data

Several tags contain data in an unstructured format (e.g. names and addresses). Unstructured data should be displayed directly to the user and not parsed.

Standard Fields

The following XML attributes are standard to incoming messages and outgoing messages. Where applicable they should be added as attributes to the root XML tag.

Incoming (request)

Header	Example	Description	Mandatory
uuid	uuid="C0DB8990-747B-11E4-BCCB-00155DC3F429"	This field should be a universally unique identifier for the message. It will be used for audit purposes.	Optional, if omitted then a UUID for the conversation will be automatically generated.

apiVersion	apiVersion="1"	This is the API version of the message being passed up.	Always.
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Outgoing (response)

Header	Example	Description	Mandatory
uuid	uuid="C0DB8990-747B-11E4-BCCB-00155DC3F429"	This field will match the incoming UUID if present. If no UUID was present then this will be a newly generated UUID.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Optional.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Optional.

Standard Tags

The following tags can be sent as part of any message as stated in the technical description of the message.

Address (Unstructured)

Field	Example	Description	Mandatory
address	address="Mill House, Troy Road, Horsforth, Leeds, LS18 5TN"	A single address line.	Mandatory.
addressType	addressType="0"	Specifies if an address is permanent (0) or for correspondence only (3).	Optional.

Address (Structured)

Field	Example	Description	Mandatory
houseName	houseName="Mill House"		Optional.

houseNumber	houseNumber="1"		Optional.
street	street="Troy Road"		Optional.
locality	locality="Horsforth"		Optional.
town	town="Leeds"		Optional.
postCode	postcode="LS18 5TN"		Optional.
addressType	addressType="0"	Specifies if an address is permanent (0) or for correspondence only (3).	Mandatory.

Error (response)

If an error occurs or validation fails during the processing of a message then an error response will be returned. You should be able to handle an error response for any message sent.

Field	Example	Description	Mandatory
errorCode	errorCode="5"	TPP internal use.	Always.
userFriendlyMessage	userFriendlyMessage="There was a problem cancelling the appointment"	This is a user friendly message that you can show directly to an end user.	Always.
technicalMessage	technicalMessage="Invalid apptId"	This is a technical message to help debug the problem.	Optional. This will only be included when additional information can be added to help API developers.

LinkAccount

The link account message is used to perform the initial account linkage. It is expected that this will only be sent once. The user will get an account ID and linkage passphrase issued to them by the practice. They will then need to enter the following information into the subsidiary system:

- Account ID
- Linkage passphrase
- Practice ODS code
- Last name
- Date of birth

The account linkage message will be sent to the API and if the linkage is successful then the reply will include a passphrase that can be used for API authentication. The new passphrase should be persisted by the subsidiary module. The linkage passphrase must not be persisted.

Incoming (request)

The incoming message consists of a root tag (LinkAccount) containing information about the online user and one mandatory sub tag (Application) containing information about the subsidiary module application.

LinkAccount

Field	Example	Description	Mandatory
accountId	accountId="penelopebinks280690"	This is the account ID that has been issued to the online user by the practice.	Always.
passphrase	passphrase="ikjkbnKSJDFV872345%/"	This is the linkage passphrase that has been issued to the online user by the practice.	Always.
lastName	lastName="Binks"	The last name of the online user.	Always.
dateOfBirth	dateOfBirth="1990-06-28T00:00:00.0Z"	The date of birth of the online user.	Always.
organisationCode	organisationCode="X9999"	The ODS code of the practice.	Always.

Application

Field	Example	Description	Mandatory
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name	name="Subsidiary Module"	This is the name of the subsidiary module's application.	Always.
version	version="1.1"	This is the version number or name of the subsidiary module application.	Always.
deviceType	deviceType="Windows"	This is a description of the platform on which the application is running. e.g. Android, iOS, Windows.	Always.
providerId	providerId="akfdkjn345kjdkjn"	The secret provider ID that is issued to the subsidiary module during pairing integration.	Always.

Outgoing (response)

A successful account linkage will return a LinkAccountReply message with the following fields.

Field	Example	Description	Mandatory
passphrase	passphrase="NiV3CyMJH3xYV26ghlVpbbjT7pDVEA8HpFcZAjRLTs1VezC4CYzupZ3XxxAWM7ELuseqrV8r0I1l7EL7G2tXUaVHCPWgg4q10+MxFjnRPrjDvckBRszazqZcp0K2VBdUV0rZ7RUYJNJsjVAeefWhiK/Y4R+GFO86QDpt41JS9xA="	This is the passphrase that should be persisted by the subsidiary module in order to authenticate against the API.	Always.

Authenticate

The authenticate message consists of one tag (Authenticate) and one mandatory sub tag (Application) containing information about the subsidiary module application. This is the same Application tag that is used in the LinkAccount message (see above). The message is used every time you want to access the API. Successful authentication will create a session that can be used to access services. Unsuccessful authentication five times in a row will result in the online user's registration and account links being disabled.

Incoming (request)

Field	Example	Description	Mandatory
accountId	accountId="penelopebinks280690"	As described for the LinkAccount message.	Always.
passphrase	passphrase="NiV3CyMJH3xYV26ghlVpbbjT7pDVEA8HpFcZAjRLTs1VezC4CYzupZ3XxXAWM7ELuseqrV8r0I1l7EL7G2tXUaVHCPWgg4q10+MxFjnRPrjDvckBRSZazqZcp0K2VBdUV0rZ7RUYJNJsjVAeefWhiK/Y4R+GFO86QDpt41JS9xA="	This is the passphrase that was returned in response to the account linkage.	Always.
unitId	unitId="X9999"	The ODS code of the practice.	Always.

Outgoing (response)

Successful authentication will return an AuthenticateReply message. The message contains one direct child tag providing information about the online user (User), one direct child tag containing information about the online user's registration (Registration) and one or more direct children tags (Person) detailing the patients that can be accessed by the online user.

User

The User tag contains one direct child sub tag (Person) which contains details of the online user.

Person

The person tag contains some attributes and some sub tags. It contains a PersonName sub tag and zero or more unstructured Address sub tags, as described above. It also contains zero or more NationalId sub tags, which provide national identifiers for the patient, and an optional TelephoneNumbers sub tag.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient/person.	Always.
dateOfBirth	dateOfBirth="1990-06-28T00:00:00.0Z"	Date of birth.	Always.
gender	gender="Female"	The gender of the online user. One of: Female, Male, Indeterminate or Unspecified.	Always.

maritalStatus	maritalStatus="Single"	The patient's marital status.	Optional.
emailAddress	emailAddress="test.patient@tpp-uk.com"	The patient's email address.	Optional.
preferredContactMethod	preferredContactMethod="Email"	The patient's preferred contact method.	Optional.

NationalId

Field	Example	Description	Mandatory
type	type="NHS"	The national ID type. Currently only NHS is supported.	Always.
Tag value	999999999	The national ID value.	Always.

TelephoneNumbers

Field	Example	Description	Mandatory
homeTelephone	homeTelephone="01132050080"	A home telephone number.	Optional.
mobileTelephone	mobileTelephone="07777777777"	A mobile telephone number.	Optional.
workTelephone	workTelephone="01132050080"	A work telephone number.	Optional.
smsConsent	smsConsent="y"	Whether the patient consents to SMS notifications.	Optional.
preferredContactTelephone	preferredContactTelephone="Mobile telephone"	The preferred telephone number to be used for contact.	Optional.

PersonName

Field	Example	Description	Mandatory
name	name="Ms Penelope Binks"	The name of the person.	Always.

Registration

The Registration tag contains some attributes and one or more sub tags (PatientAccess) which indicate that the online user has access to particular patients at the organisation.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
unitName	unitName="The View Surgery"	This is the name of the practice.	Always.
medicationOrderingWindowDays	medicationOrderingWindowDays="28"	The number of days before a repeat medication is due that the organisation permits that patient to request an issue.	Optional.

PatientAccess

The PatientAccess tag has some attributes, a SiteDetails sub tag, a PatientAddressDetails sub tag and an optional UserAddressDetails tag if this is not a self access.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
relationship	relationship="Carer"	Textual description of the relationship of the online user to the patient.	Optional. This field will be omitted if the online user is also the patient.
usualGp	usualGp="Dr James Jameson"	The usual GP of the patient.	Always. Value can be blank.

SiteDetails

This tag contains information about a site/unit. It has an unstructured Address sub tag (see Standard Tags section)

Field	Example	Description	Mandatory
unitName	unitName="Dales Surgery"	Name of the unit.	Always.

unitNameAlternative	unitNameAlternative ="The Elms Trees"	Alternative name for the unit.	Always. Value can be blank.
appointmentsTelephone	appointmentsTelephone ="0114 237654"	Appointment booking telephone number	Always. Value can be blank.
prescriptionTelephone	prescriptionTelephone ="0114 267098"	Prescription request telephone number.	Always. Value can be blank.
generalTelephone1	generalTelephone1="0114 654345"		Always. Value can be blank.
generalTelephone2	generalTelephone2=""		Always. Value can be blank.
emergencyTelephone	emergencyTelephone=""		Always. Value can be blank.

PatientAddressDetails and UserAddressDetails

These tags contain one unstructured Address sub tag (see Standard Tags section). The PatientAddressDetails tag will give the address of the patient and the UserAddressDetails tag will give the address for the user if this is not a self access.

PatientSelected

The patient selected message must be sent after the authenticate message if the online user has access to more than one patient. If the message is not sent then any subsequent function will return an error. If the online user only has access to one patient then this message is not required.

Incoming (request)

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
unitId	unitId="X9999"	The ODS code of the practice.	Always.

Outgoing (response)

The response will be a PatientSelectedReply message. The message contains one Registration tag containing information about the ROSU's registration and one Person tag containing information about the selected patient. Both of these tags are described above under the Authenticate section. The Registration tag will contain one PatientAccess tag for the access to the selected patient.

Logoff

The log off message terminates the session and should always be sent once the session is no longer needed. There are no special attributes to send. The response will be a LogOffReply message which also contains no special attributes.

ListSlots

The list slots message is a request for bookable appointment slots at the organisation.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
startDate	startDate="2014-11-25T00:00:00.0Z"	The earliest date to use when looking for slots.	Always.
numberOfDays	numberOfDays ="14"	The number of days from the start date, including the start date, to find available slots for. There is a limit set by the organisation restricting how many days into the future slots are bookable. This may override the end date if the end date exceeds the limit.	Always.

Outgoing (response)

The response will be a ListSlotsReply message. The message will contain zero or more sub tags (Session) that represent appointment sessions (also known as rotas). It also contains an attribute to identify the organisation's limit for how far in the future appointments can be booked.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
bookableDays	bookableDays="14"	The limit set by the organisation restricting how many days into the future slots are bookable, relative to today.	Always.

Session

A session is a range of bookable slots with a particular staff member at a particular location. The session contains some attributes, one sub tag representing the location (Site) and one or more sub tags representing the slots (Slot).

Field	Example	Description	Mandatory
sessionId	sessionId="c508b0000000000000"	The unique identifier for the session.	Always.
type	type="Asthma Clinic"	Textual description of the session type.	Optional.
staffDetails	staffDetails ="Dr John Wood (Male) "	Textual description of the staff member.	Always.
location	location="The Surgery"	The name of the site where the appointments are to take place.	Always.

Slot

Field	Example	Description	Mandatory
startDate	startDate="2014-11-25T13:45:00.0Z"	The start date and time of the slot.	Always.
endDate	endDate="2014-11-25T13:55:00.0Z"	The end date and time of the slot.	Always.
type	type="Slot"	A textual description of the slot type.	Always.
confirm	confirm="y"	This indicates that the user should get an additional confirmation message when booking into this slot to discourage them from booking into inappropriate slots, for example telephone appointment slots. This is configured by the service in SystemOne.	Optional.

BookAppointment

The book appointment message allows the online user to book an appointment for a patient into an available slot.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
sessionId	sessionId="a508b00000000000"	The ID of the session into which the appointment is to be booked.	Always.
startDate	startDate="2014-11-26T14:00:00.0Z"	The start date and time of the slot.	Always.
endDate	endDate="2014-11-26T14:10:00.0Z"	The end date and time of the slot.	Always.
notes	notes="Persistant cough"	Optional notes field (max length 600 characters).	Optional.

Outgoing (response)

If the appointment is booked successfully then a BookAppointmentReply message is returned.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
message	message="Remember to bring your medication!!!"	A message defined by the organisation that should be shown to the user.	Optional.

ViewAppointments

The view appointments message requests future or past appointments for the patient.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
futureAppointments	futureAppointments="y"	If set then future appointments will be returned. If omitted then the last 5 appointments will be returned.	Optional.

Outgoing (response)

The response is a ViewAppointmentsReply message. This will contain zero or more Appointment sub tags.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Appointment

The appointment tag has the following attributes.

Field	Example	Description	Mandatory
apptId	apptId="fc44f00000000000"	The unique ID for the appointment.	Always.
startDate	startDate="2014-11-26T14:00:00.0Z"	The start date and time of the appointment.	Always.
endDate	endDate="2014-11-26T14:10:00.0Z"	The end date and time of the appointment.	Always.

details	details="Clinician: Dr John Wood - Blood Test"	Details about the appointment.	Always
siteName	siteName ="The Surgery"	The name of the site where the appointment is to take place.	Always
address	address="Mill House, Troy Road, Horsforth, Leeds, LS18 5TN"	Address of the site where the appointment is to take place.	Always

CancelAppointment

The cancel appointment message is used to cancel a future appointment.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
apptId	apptId="fc44f00000000000"	The unique ID of the appointment.	Always.

Outgoing (response)

If the appointment is successfully cancelled then a CancelAppointmentReply message is sent.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

RequestPatientRecord

The request patient record message returns a detailed view of the patient record.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (response)

The response is a RequestPatientRecordReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

This message contains zero or more Event tags which represent events within the patient record such as consultations.

Event

The event tag has some attributes and one or more Item sub tags (detailed below).

Field	Example	Description	Mandatory
date	date="2014-11-25T17:15:12.0Z"	The date that the event occurred.	Optional.
doneBy	doneBy="John Smith (Clerk)"	The name and role of the staff member that is responsible for the event.	Optional.
location	location="Dr Porter & Partners"	The name of the location where the event took place.	Optional.

Item Sub Tag

Each event sub tag supports the same fields. The tag name defines the type of data that is recorded.

Field	Example	Description	Mandatory
type	Type="Medication"	A textual description of the type of data.	Always.
details	Details="Infacol 40mg/ml oral suspension (Forest Laboratories UK Ltd) - 1 ml - use as directed"	A textual description of the data. This may contain new line characters.	Always.
binaryDataId	binaryDataId="bc173b0000000000f1000000000000010000000000000068a6b30000000000"	Id that can be used to obtain a letterbattachment associated with the entry.	Optional.
url	url="http://www.website.org.uk/info1/"	URL linking to external information about the item to help inform the patient.	Optional.

ListRepeatMedication

The list repeat medication message is used to obtain a list of repeat medication that the patient has been prescribed. The reply will also include information needed to be able to request an issue of the repeat.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (response)

The response will be a ListRepeatMedicationReply which will contain zero or more Medication sub tags.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Medication

Field	Example	Description	Mandatory
drugId	drugId="6793462000000000"	Unique identifier for the medication.	Always.
type	type="Acute"	A textual description of the medication type.	Always.
drug	drug="Baraclude 0.05mg/ml oral solution (Bristol-Myers Squibb Pharmaceuticals Ltd) "	The name of the drug.	Always.
details	details="1 sachet - use As directed.\nLast Issued: 06 Jul 2015"	Other pertinent textual information such as dose and quantity, information about the last request of this drug, etc. Each bit	Always.

		of information is separated by a ‘\n’ newline character.	
requestable	requestable="y"	If the patient is allowed to request this medication.	Optional.

ListAcuteMedication

The list acute medication message is used to obtain a list of recent acute medication that the patient has been prescribed. This message has the same structure as the `ListRepeatMedication` message, except the XML tag name is `ListAcuteMedication` and the reply message tag is `ListAcuteMedicationReply`.

TestResultsView

This message is used to request a list of test results such as pathology or radiology results during a certain period.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
startDate	startDate="2010-01-01T00:00:00.0Z"	The date to search from.	Always.
endDate	endDate="2014-11-26T00:00:00.0Z"	The date to search until.	Always.

Outgoing (response)

The response is a TestResultsViewReply message which contains zero or more Item tags.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Item

Field	Example	Description	Mandatory
id	id="891ef40000000000"	Unique identifier for the test result.	Always.
description	description="Pathology"	The type of test result. This is a textual description which can be directly displayed to the user.	Always.
date	date="2010-11-30T16:05:00.0Z"	The date and time of the event.	Always.

Tag value	<pre><Item>Biochemistry Results</Item> <Item>Mic Cult Sens (Faeces), Read</Item></pre>	The description of the report. Could be precise battery headers, or descriptive text like the top example. Suffixed with "Read" when the patient has viewed it.	Always.
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ListRecordAccesses

The list record accesses message is used to search the audit of people accessing the patient's record over a period of time.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
startDate	startDate="2010-01-01T00:00:00.0Z"	The date to search from.	Always.
endDate	endDate="2014-11-26T00:00:00.0Z"	The date to search until.	Always.

Outgoing (response)

The response is a ListRecordAccessesReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

The message contains zero or more Item sub tags which detail a single access to the patient record.

Sub Tag – Item

The value of the Item sub tag will provide details of each access to the patient record.

Field	Example	Description	Mandatory
date	date="20-11-26T11:05:43.0Z"	The date that the record was accessed.	Always.

CheckVersion

The check version message can be sent to determine the latest supported version of the API. This message can be sent even when not authenticated.

Incoming (request)

The incoming message does not have any special attributes or sub-tags.

Outgoing (response)

The response is a CheckVersionReply message.

Field	Example	Description	Mandatory
apiVersionLatest	apiVersionLatest="1"	The latest supported API version.	Always.

MessageDelete

The message delete message will delete a message or an entire conversation of messages between the user and the practice. This can be sent if messaging has been enabled for the organisation. One of either the messageId or the conversationId fields must be populated.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
messageId	messageId="ab12345678901234"	The unique ID of the message to delete.	Optional.
conversationId	conversationId="ab12345678901234"	The unique ID of the conversation to delete.	Optional.

Outgoing (response)

If the message is successfully deleted then a MessageDeleteReply message will be returned.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

RequestMedication

The request medication message is used to request issues of acute or repeat medication, or to send a textual request. If requesting specific medication then the ListAcuteMedication or ListRepeatMedication message must be sent within the session prior to the request, to ensure that the request is made based on an up to date list of medication.

Incoming (request)

The incoming message contains some attributes and zero or more Medication sub tags.

For a request of specific acute or repeat medication, one or more Medication sub-tags must be present. The main notes field may still be populated with notes relevant to the whole request and the notes field on each medication is for notes specific to that drug.

For a textual request, only the RequestMedication tag is sent with the notes field populated. No Medication sub-tags are present.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
notes	notes="I need to collect these drugs before I go on holiday next week."	A textual request, or the patient's notes that accompany the overall request.	Optional.

Medication

Field	Example	Description	Mandatory
drugId	drugId="a1b6b72000000000"	Unique identifier for the medication being requested. If type="Repeat" it must be one of the requestable drugIds returned by the ListRepeatMedication message, if type="Acute" it should be from the ListAcuteMedication message.	Always.
type	type="Repeat"	The type should match the type that that was assigned to the medication tag in the ListAcuteMedication or ListRepeatMedication message.	Always.

notes	notes="I need this for a headache."	The patient's notes specific to the individual drug.	Optional.
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Outgoing (response)

A successful response will be a RequestMedicationReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df20000000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee40000000000000"	The unique identifier for the ROSU.	Always.
message	message="Your prescription will be ready for collection in two working days (after 2pm)"	A message defined by the organisation that should be shown to the user when medication is requested.	Optional.

GetPrescriptionRequests

The get prescription requests message is used to view outstanding prescription requests, along with any actioned requests from the last X weeks, where X is specified as a date in the last 8 weeks.

Incoming (request)

The incoming message contains some standard attributes and an optional attribute to include actioned requests. You can only retrieve actioned requests from the last 8 weeks.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="028030000000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="028030000000000000"	The unique identifier for the ROSU.	Always.
includeActionedRequests	includeActionedRequests="2019-12-31T00:00:00.0Z"	The date to show actioned requests from	Optional.

Outgoing (response)

The response will be a GetPrescriptionRequestsReply which will contain zero or more PrescriptionRequestHeader sub tags, and zero or one Actioned sub tag. Each PrescriptionRequestHeader tag will contain one or more PrescriptionRequest sub tags (one for each medication requested). The ActionedPrescriptionRequests sub tag will contain zero or more PrescriptionRequestHeader sub tags, which will each contain one or more PrescriptionRequest sub tags. Note that actioned requests cannot be amended or cancelled.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

PrescriptionRequestHeader

Field	Example	Description	Mandatory
prescriptionRequestHeaderId	prescriptionRequestHeaderId="6793462000000000"	Unique identifier for the overall prescription request.	Always.
date	date="2014-11-25T13:45:00.0Z"	The date the prescription was requested.	Always.
notes	notes="Urgent"	The patient's notes for the overall prescription.	Optional.

PrescriptionRequest

Field	Example	Description	Mandatory
prescriptionRequestId	prescriptionRequestId="1236549000000000"	Unique identifier for the individual prescription request.	Always.
drug	drug="Aspirin 300mg dispersible tablets"	The name of the drug.	Always.
details	Details="16 tablets - take 1 every 4 hrs."	Any other pertinent information about the request such as quantity and dose.	Optional.

notes	notes="I have a bad headache"	The patient's notes specific to the individual drug.	Optional.
collectionStatus	collectionStatus="Script requires collection from Dr Porters"	Inform the patient how to collect their scripts	Optional. This field is only present for actioned PrescriptionRequests

AmendPrescriptionRequest

The amend prescription request message is used to amend the notes for an outstanding prescription request, as well as cancelling some or all of the drugs in the request.

Incoming (request)

The incoming message contains some standard attributes, plus the unique identifier of the prescription request to amend, and the amended notes. It also contains zero or more PrescriptionRequest tags amend or cancel specific requested drugs. Only populate tags/fields for data that has changed; e.g. if a request was made for 3 drugs, and only the notes of one drug is being amended, only provide a single PrescriptionRequest tag for that drug.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="028030000000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="028030000000000000"	The unique identifier for the ROSU.	Always.
prescriptionRequestHeaderId	prescriptionRequestHeaderId="a8e300000000000000"	Unique identifier for the overall prescription request.	Always.
notes	notes="Can I collect these by the weekend instead?"	The amended notes. Leave absent if they have not changed.	Optional.

PrescriptionRequest

Field	Example	Description	Mandatory
prescriptionRequestId	prescriptionRequestId="123654900000000000"	Unique identifier for the individual prescription request.	Always.
notes	notes="My headache has got worse "	The amended notes specific to this individual drug. Leave absent if they have not changed.	Optional.
cancelled	cancelled="y"	If the drug is no longer requested.	Optional.

Outgoing (response)

If the request is successfully amended then an AmendPrescriptionRequestReply message will be returned with the following fields.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
message	message="The prescription request notes were successfully amended"	A message to indicate that the notes were amended successfully	Always.

RequestChildhoodVaccs

The request childhood vacs message is used to view childhood vaccinations.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

An optional *Mode* sub tag can be included with the value "List" or "Grid" to choose the format of the return message. "List" is a list of childhood vaccinations."Grid" is a literal representation of a childhood vaccination grid. If there is no mode tag the "List" format is returned.

Outgoing (response)

The response will be a RequestChildhoodVaccsReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

When requesting a "List" output the response will contain a ChildhoodVacc sub tag for each of the vaccinations returned. The ChildhoodVacc sub tags can have the below attributes.

ChildhoodVacc

Field	Example	Description	Mandatory
vaccContent	vaccContent="HEPATITIS B"	A textual description of the content of the vaccination.	Always.
vaccPart	vaccPart="1"	The numeric value of the part of the vaccination.	Always.

dateGiven	dateGiven="1990-12-12T00:00:00.0Z"	The date that the vaccination was administered.	Always.
dateDue	dateDue="1990-12-15T00:00:00.0Z"	The due date of the vaccination	Always.
consentType	consentType="0"	A numeric value to represent whether consent was given or refused. See the table below	Optional.
dateConsentGiven	dateConsentGiven="1990-12-10T00:00:00.0Z"	The date the consent was recorded	Optional.

When requesting a "Grid" output, the XML will specify a table with patient ages as column headers and vaccination contents as row headers. The description of each vaccination or refusal will be as in the table above.

Data Types

DateType	Description
0	Consent given.
1	Consent refused.

ViewPatientOverview

The patient overview message requests a summary of the patient record.

Incoming (request)

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (response)

The response will be a ViewPatientOverviewReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

The message has one occurrence of each of the following sub tags: Allergies, DrugSensitivities, CurrentRepeats, PastRepeats, Drugs. Each of the sub tags contain zero or more tags of type Item which contain the textual description of the item.

Item

Field	Example	Description	Mandatory
description	description="Drugs"	The description of the item (Drugs, CurrentRepeats, Allergies)	Always
Date	date="2014-12-05T00:00:00.0Z"	The date that the item started or was recorded.	Always

MessagesView

The messages view message is used to request patient-clinician communications to or from the selected patient.

Incoming (request)

The incoming message contains the unit ID and the date range to search on.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
startDate	startDate="2014-10-05T00:00:00.0Z"	The date to search from.	Always.
endDate	endDate="2014-12-05T00:00:00.0Z"	The date to search until.	Always.

Outgoing (response)

A successful response will be a MessagesViewReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

The response will contain a Message sub tag for each of the messages returned. The Message sub tags can have the below attributes.

Field	Example	Description	Mandatory
messageId	messageId="ab12345678901234"	The unique ID of the message.	Always.
sent	sent="2014-11-13T00:00:00.0Z"	The date the message was sent.	Optional.
staffOrUserGroupName	staffOrUserGroupName ="Mr Christopher Boswell"	The staff member or group the message was sent to/from.	Optional.
registeredGp	registeredGp="y"	This attribute is shown if the staff member is the patient's registered GP.	Optional.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

incoming	<code>incoming="y"</code>	Whether the message was sent from the patient (incoming) or to the patient.	Optional.
messageText	<code>messageText="Your test results are ready."</code>	The actual text of the message.	Optional.
read	<code>read="y"</code>	Whether the message has been marked as read.	Optional.
deleted	<code>deleted="y"</code>	Whether the message has been marked as deleted.	Optional.
binaryDataId	<code>binaryDataId="fn1a000000000000f1d5000000000000145gha000000000001bc0000000000000"</code>	The unique ID used to identify an attachment.	Optional.
testResultId	<code>testResultId="891ef4000000000000"</code>	The unique ID of a linked pathology report.	Optional.
conversationId	<code>conversationId="ab12345678901234"</code>	Which conversation this message belongs to. All messages with the same ID should be considered part of the same conversation.	Always.
sender	<code>sender="Mike Smith"</code>	Textual description of the sender (this could be the ROSU, a staff member, or the organisation)	Always.
recipient	<code>recipient="The Wools Surgery"</code>	Textual description of the recipient (this could be the ROSU, a staff member, or the organisation)	Always.

MessageCreate

The message create message provides the means for a user to communicate with the practice or a particular clinician. An optional binary data tag can be added to include a small file of type pdf, doc, docx, rtf, jpg or png.

NB virus scanning is the responsibility of the application provider. Files should be scanned before they are sent via this API.

Incoming (request)

The incoming message contains some attributes and zero or one BinaryData sub tag. The incoming message should either contain a recipientId attribute if the communication is with a person, a groupRecipientId attribute if the communication is with a group, or a unitRecipientId attribute if the communication is with the practice. The BinaryData tag contains a filename attribute and one BinaryDataPage sub tag. The BinaryDataPage sub tag has a single binaryDataValue attribute containing the file data encoded in base 64.

Field	Example	Description	Mandatory
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These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
recipientId	recipientId="ffff000000000000"	A unique identifier for the person receiving the communication.	Optional.
groupRecipientId	groupRecipientId="dddd000000000000"	A unique identifier for a group receiving the communication.	Optional.
unitRecipientId	unitRecipientId="dddd000000000000"	A unique identifier for the practice receiving the communication.	Optional.
message	messageText="test message"	The message the user is sending to the practice.	Always.
conversationId	conversationId="ab12345678901234"	The ID of the conversation that this message should be added to. A missing field indicates that the message should start a new conversation.	Optional.

BinaryData

Field	Example	Description	Mandatory
fileName	fileName="photo.jpg"	Name of the file being attached.	Always.

BinaryDataPage

Field	Example	Description	Mandatory
binaryDataValue	binaryDataValue="/9j/4AAQSkZJRgABA..."	Base 64 encoded file data.	Always.

Outgoing (response)

A successful response will be a MessageCreateReply message containing a Message sub tag. The Message sub tag has the same format as in the MessageView message with the addition of a unitId attribute as shown below.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

onlineUserId

onlineUserId="75ee400000000000"

The unique identifier for the ROSU.

Always.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

UnreadMessageCount

The unread message count message is used to request the number of patient-clinician communications to or from the selected patient that have not been marked as read.

Incoming (request)

The incoming message contains the unit ID.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (response)

A successful response will be an UnreadMessageCountReply message. The response will contain an attribute for the count.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
count	count="3"	The number of unread messages.	Always.

MessageMarkAsRead

The message mark as read message is used to mark one or more patient-clinician communications as read.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Incoming (request)

The incoming message contains the unit ID and a number of Message sub tags which have the unique ID of the message as an attribute in the messageId field.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (response)

A successful response will be a MessageMarkAsReadReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

MessageRecipients

The message recipients message is used to request the staff members and organisations that are able to receive patient-clinician communications from the user.

Incoming (request)

The incoming message contains the unit ID.

Field	Example	Description	Mandatory
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These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (response)

A successful response will be a MessageRecipientsReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

The response will contain an Item sub tag for each of the available staff member recipients. The Item sub tags can have the below attributes. The value of the item tag is the name of the recipient.

Field	Example	Description	Mandatory
id	id="ab12345678901234"	The unique ID of the recipient.	Always.
description	description ="UnitRecipient"	Whether the recipient is a unit, person or group.	Always.

RequestBinaryData

The request binary data message is used to request to view a letter attachment on the patient record.

Incoming (request)

The incoming message contains the unit ID and unique ID of the binary data requested.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
binaryDataId	binaryDataId="fn1a000000000000f1d5000000000000 145gha00000000001bc00000000000"	The unique ID of the binary data.	Always.

Outgoing (response)

A successful response will be a RequestBinaryDataReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

The response will contain a BinaryData sub tag which will have the below attributes. The BinaryData tag will have a sub tag (BinaryDataPage) for each 'page' of binary data. These individual page sub tags will contain a pageNumber attribute and the base 64 encoded data for that page.

Field	Example	Description	Mandatory
pageCount	pageCount="2"	The number of pages of binary data.	Optional, only included if there is more than 1 page.
fileType	fileType="docx"	The file type of the requested data.	Always.

ChangeDemographics

The change demographics message is used to make changes to the contact details of patients or online users. Sending this message notifies the practice that a request to change contact details has been submitted. The changes must then be manually approved by a member of staff through SystmOne.

Incoming (request)

The incoming message contains the new contact details of the patient or ROSU. The new details are contained within a Person sub tag which follows the format discussed previously. The demographicsType field determines whether to change the patient's contact details, the online user's contact details or the online user's contact details to be used specifically when representing the patient.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
demographicsType	demographicsType="Patient"	The type of contact details to change (Patient, OnlineUser or RepresentingPatient).	Always.

Outgoing (response)

A successful response will be a ChangeDemographicsReply message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

RetrieveDemographics

The retrieve demographics message is used to view the contact details of the patient or online user.

Incoming (request)

The incoming message contains the unit ID, and the demographicsType field. The demographicsType field determines whether to retrieve the patient's contact details, the online user's contact details or the online user's contact details to be used specifically when representing the patient.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
demographicsType	demographicsType="Patient"	The type of contact details to change (Patient, OnlineUser or RepresentingPatient).	Always.

Outgoing (response)

A successful response will be a RetrieveDemographicsReply message. The contact details will be contained within a Person sub tag which follows the format discussed previously.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

RequestCommunityPharmacy

The RequestCommunityPharmacy message is used to get a list of community pharmacies based upon the patient's recorded address. It will return a list of pharmacies including their name, ODS code, address and, if possible, the distance to the pharmacy from the patient's address.

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

Incoming (Request)

The incoming request contains only the unit ID.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (Response)

The response will contain a number of Pharmacy tags.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Each will have an Address subtag.

Sub Tag - Pharmacy

Field	Example	Description	Mandatory
name	name="Boots"	The name of the pharmacy.	Always.
distance	distance="0.72"	The distance, in miles, from the patient's address.	Optional.
odsCode	odsCode="X9999"	The ODS code of the pharmacy.	Always.
nominated	nominated="y"	Whether the pharmacy is the patient's nominated pharmacy.	Optional.

UpdateCommunityPharmacy

The UpdateCommunityPharmacy message is used to change or remove the patient's nominated pharmacy.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Incoming (Request)

The incoming request contains the unit ID and the ODS code of the new pharmacy. If the pharmacyCodeNew field is blank this will remove the nominated pharmacy from the patient.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
pharmacyCodeNew	pharmacyCodeNew="X9999"	The ODS code of the new nominated pharmacy or blank if removing the pharmacy.	Always.

Outgoing (Response)

A successful response will be an UpdateCommunityPharmacyReply tag.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

ListServiceAccesses

The list service accesses message returns a list of all of the available online services with a description of the current user's access to that service

Incoming (request)

The incoming request contains the unit ID and an optional additional user ID.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (Response)

The ListServiceAccessesReply message will contain a list of ServiceAccess tags for the possible services.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Sub Tag – ServiceAccess

The attributes of the ServiceAccess sub tag will provide a status and description of the user's access to the given service. It will also say if the access to a service is not user controlled.

Field	Example	Description	Mandatory
description	description="Appointments"	The name of the service.	Always.
status	status="A"	Status of the service for this service user ("A"=Available, "U"=Unavailable to patient, "N"=Not offered by unit, "O"=Other)	Always
statusDesc	statusDesc="Available"	A description of the status.	Always
readOnly	readOnly="y"	Whether access to the service is unchangeable by the service user.	Optional

RequestAccessToService

This message is a means for the user to request to add or remove access to a service. A request to add a service will need approval from the practice, removal is immediate.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Incoming (request)

The incoming request contains only the unit ID.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Sub Tag – Item

The value of the sub tag should be either “Add” or “Remove” depending on whether the online user wants to enable or disable their access to a service.

Field	Example	Description	Mandatory
description	description ="Repeat Medication"	The name of the service.	Always.

Outgoing (Response)

If the request is successfully sent to the practice then a RequestAccessToServiceReply will be returned.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

ViewAdditionalUsers

Returns additional users who currently have access to the patient's record, as well as historic additional users who once had access to the patient's record.

Incoming (request)

The incoming request contains only the unit ID.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df20000000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee40000000000000"	The unique identifier for the ROSU.	Always.

Outgoing (Response)

If the request is successfully sent to the practice then a ViewAdditionalUsersReply will be returned.

Field	Example	Description	Mandatory
patientId	patientId="71df20000000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee40000000000000"	The unique identifier for the ROSU.	Always.

Sub Tag – Item

The value of the Item sub tag will provide details of each additional user.

Field	Example	Description	Mandatory
id	id="f4d060000000000000"	The unique identifier for the additional user.	Always.
date	date="2010-11-30T16:05:00.0Z"	The date the additional user's access was ended.	Optional.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

RequestAccountInformation

Returns the account ID and third party account linkage information for the online user. An optional additional user ID can be specified to return any third party account linkages for an additional user.

Incoming (request)

The incoming request contains only the unit ID.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
carerId	carerId="05d0600000000000"	The unique identifier for the additional user.	Optional.

Outgoing (Response)

If the request is successfully sent to the practice then a RequestAccountInformationReply will be returned. The accountId will not be returned if the account information is for an additional user.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
accountId	accountId="628675828"	The account ID of the ROSU.	Optional.

Sub Tag – Item

The value of the sub tag will provide details of each third party account linkage.

Field	Example	Description	Mandatory
date	date="2015-07-15T00:00:00.0Z"	The date the account was linked.	Always.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

ResetOnlineAccount

The Reset Online Account message ends the online registration for the ROSU and all third party account linkages.

Incoming (request)

The incoming request contains only the unit ID.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (Response)

If the online registration has been successfully ended then a ResetOnlineAccountReply will be returned.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

RequestWelcomeMessage

The RequestWelcomeMessage message requests the organisation's main menu welcome message.

Incoming (request)

The incoming request contains only the unit ID.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.

Outgoing (Response)

If the organisation has defined a message to display on the main menu then a RequestWelcomeMessageReply will be returned containing the welcome message.

Field	Example	Description	Mandatory
patientId	patientId="71df200000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee400000000000"	The unique identifier for the ROSU.	Always.
message	message="Welcome to the main menu"	The organisation's welcome message.	Optional

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

RequestSystmOnlineMessages

The RequestSystmOnlineMessages message requests all of the info messages that an organisation can post to SystmOnline.

Incoming (request)

The incoming request contains only the unit ID.

Field	Example	Description	Mandatory
unitId	unitId="X9999"	The ODS code of the practice.	Always.
patientId	patientId="71df20000000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee40000000000000"	The unique identifier for the ROSU.	Always.

Outgoing (Response)

The RequestSystmOnlineMessagesReply message will be returned containing all of the messages that a unit has defined to display to SystmOnline users.

Field	Example	Description	Mandatory
patientId	patientId="71df20000000000000"	The unique identifier for the patient.	Always.
onlineUserId	onlineUserId="75ee40000000000000"	The unique identifier for the ROSU.	Always.
WelcomeMessage	WelcomeMessage="Welcome to the main menu"	The organisation's welcome message.	Optional
BookAppointments	BookAppointments="Appointment booking information message"	Can be viewed when a patient is viewing the available session at this unit.	Optional
RequestMedicationConfirmation	RequestMedicationConfirmation="Requesting medication confirmation message"	Can be shown when the patient confirms the medication items they are requesting.	Optional
Questionnaire	Questionnaire="Questionnaire information message"	Can be viewed from the list of questionnaires that the practice has made available for patients to complete using SystmOnline.	Optional
ChangePatientDemographics	ChangePatientDemographics="Contact details information message"	Can be viewed when a patient changes their contact details via SystmOnline.	Optional
ViewAvailableSlots	ViewAvailableSlots="Viewing available appointments message"	Can be viewed when a patient is viewing the available slots within a session.	Optional

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Medication	Medication="Medication information message"	Can be viewed when a patient is viewing their current medication items.	Optional
ConfirmAppointmentBooking	ConfirmAppointmentBooking="Confirming an appointment booking information message"	Can be viewed when a patient is confirming the booking of an appointment.	Optional
FutureAppointments	FutureAppointments="Future appointments information message"	Can be viewed when a patient is viewing their future appointments.	Optional
PastAppointments	PastAppointments="Past appointments information message"	Can be viewed when a patient is viewing their previous appointments with this unit.	Optional
MessagesView	MessagesView="View messages information message"	Can be viewed when a patient is viewing their messages to and from this unit.	Optional

ResetThirdPartyLinkedAccount

The ResetThirdPartyLinkedAccount message removes all third party linked applications and ends the ROSU's online registration.

Incoming (request)

The incoming request contains only the unit ID.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Field	Example	Description	Mandatory
accountId	accountId="628675828"	The account ID of the ROSU.	Always.
unitId	unitId="X9999"	The ODS code of the practice.	Always.
surname	surname="Smith"	The surname of the ROSU	Always.
dateOfBirth	dateOfBirth="1990-06-28T00:00:00.0Z"	The date of birth of the ROSU.	Always.

Outgoing (Response)

A ResetThirdPartyLinkedAccountReply will be returned if the reset has been successful.

Field	Example	Description	Mandatory
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These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

RelssuePassphrase

The RelssuePassphrase message resets the third party passphrase and emails the new passphrase to the ROSU providing they have a valid verified email address.

Incoming (request)

The incoming request contains only the unit ID.

Field	Example	Description	Mandatory
accountId	accountId="628675828"	The account ID of the ROSU.	Always.
emailAddress	emailAddress="test.patient@tpp-uk.com"	The email address of the ROSU	Always
unitId	unitId="X9999"	The ODS code of the practice.	Always.

Outgoing (Response)

A RelssuePassphraseReply will be returned if the passphrase has been re-issued successfully.