

SystmOne Telephone Interface Specification

Contents

Version History.....	2
1. Introduction	3
2. Getting Practice Metadata.....	4
3. Patient Identification	5
4. Appointment Booking.....	6
4.1 Request Free Slots.....	6
4.2 Book Appointment.....	7
5. Cancel Pending Appointment	8
6. Patient Repeat Medication Requesting	8
6.1 Verify Patient PIN	8
6.2 Change Patient PIN	9
6.3 Request Repeats	10
6.4 Issue Repeats	11
7. Telephone Consultations	12
7.1 Requesting Booked Appointments	12
7.2 Requesting Patient Details.....	13
8. Patient Time Out.....	14
9. Error Response.....	14
10. SystmOne Configuration	15
11. Patient Prescribing PIN	16

Version History

Date	Version	Description
09 Jul 2007	1.0	Creation
13 Mar 2008	2.0	
19 Mar 2008	3.0	
26 Mar 2008	4.0	
07 Apr 2008	5.0	
15 Jul 2008	6.0	
27 Feb 2009	7.0	Converted from doc to docx and added draft XML for repeat medication requesting
09 March 2009	8.0	Updated OrgDetails message to include version number and feature status
25 March 2009	9.0	Made final revisions to repeat medication requesting to correspond to actual implementation
17 January 2011	10.0	Addition of NHS number to patient identification response. Addition of requirement to ignore additional XML elements.
16 December 2011	11.0	Added notes field to Repeat Issue Request and CD and Toxic indicators to Repeats List, plus support for prison numbers
13 Nov 2012	12.0	Added optional filter parameters to RequestSlots XML
08 Jan 2014	13.0	Added section on Telephone Consultations
13 Jan 2014	14.0	Refined Telephone Consultations section
12 Aug 2014	15.0	Added SlotTypeID to IdentifyPatientResponse
05 Sep 2014	16.0	Added clarification that the Issue Repeats message cannot be sent before the Request Repeats message.
06 Aug 2019	17.0	Made the document generic for any telephony-based integration, and other minor changes.
03 Mar 2020	18.0	Minor amendments prior to upload to the website. GPITF requirement.

1. Introduction

This document describes the SystmOne interface available to facilitate integration to provide a telephony-based route for GP practice patients to book, cancel and query appointments and order repeat medication items.

The interface uses XML messages, which are always initiated by the telephony system and sent via a socket to a port on a PC running a SystmOne client. The SystmOne client can be configured to define which IP addresses it will accept incoming connections from, although it defaults to the loopback address (127.0.0.1).

Most of the XML messages will be used in real time when a patient telephones the surgery and is using the telephony system (e.g. booking an appointment), but there is one message that can be used at any time (although SystmOne only expects to receive one per 24hrs) to ask for practice metadata, such as features enabled, staff, sites and clinic types, that are required to configure the telephony system correctly.

In order to make future additions to this interface easy to deploy, it is expected that telephony system is able to handle and ignore any additional, unexpected XML elements. For example, if a new XML element is added to the **IdentifyPatientResponse** message, then all SystmOne installations will send this new element (as all SystmOne clients automatically update to the latest version). If the telephony system was unable to handle the new XML in a safe manner, all existing installations of the telephony system would have problems with patients being unable to sign in. By safely ignoring any unexpected elements, those installations of the telephony system that are not yet able to handle the new elements in the desired way can still continue to work as before, and those installations that have been updated can benefit from the new elements.

2. Getting Practice Metadata

SystemOne expects to receive a metadata query only once per 24 hours.

The message sent to SystemOne contains a single root element:

```
<?xml version="1.0" encoding="UTF-8" ?>
<RequestOrgDetails/>
```

The response sent from SystemOne contains data on version number, features currently enabled along with staff members, staff roles, sites, clinic types and slot types:

```
<?xml version="1.0" encoding="UTF-8" ?>
<OrgDetails>
  <Version>9.0</Version>
  <Features>
    <AppointmentBooking>Y</AppointmentBooking>
    <AppointmentCancelling>N</AppointmentCancelling>
    <RepeatRequesting>Y</RepeatRequesting>
  </Features>
  <StaffMember>
    <StaffMemberID>9095587894986276864</StaffMemberID>
    <Title>Dr</Title>
    <Forename>Bernie</Forename>
    <Surname>Hepper</Surname>
    <Gender>F</Gender>
    <StaffRoleID>144115188075855872</StaffRoleID>
  </StaffMember>
  <StaffRole>
    <StaffRoleID>144115188075855872</StaffRoleID>
    <StaffRoleDescription>GP Partner</StaffRoleDescription>
  </StaffRole>
  <Site>
    <Name>The Surgery</Name>
    <PostCode>LS18 5TN</PostCode>
    <Telephone />
    <SiteID>-1</SiteID>
  </Site>
  <ClinicType>
    <ClinicTypeID>360287970189639680</ClinicTypeID>
    <ClinicTypeDescription>Ante Natal Clinic</ClinicTypeDescription>
  </ClinicType>
  <SlotType>
    <SlotTypeID>S</SlotTypeID>
    <SlotTypeDescription>Slot</SlotTypeDescription>
    <SlotTypeDetailedDescription />
  </SlotType>
  <SlotType>
    <SlotTypeID>T</SlotTypeID>
    <SlotTypeDescription>Telephone Appointment Slot</SlotTypeDescription>
    <SlotTypeDetailedDescription>This slot is reserved for telephone
appointments</SlotTypeDetailedDescription>
  </SlotType>
</OrgDetails>
```

The **Version** element contains a version number that corresponds to the version number of this specification document.

The **Features** element contains three child elements with either **Y** or **N** values to indicate whether the practice has turned on or off the three features of the interface (appointment booking, appointment cancelling and repeat requesting).

3. Patient Identification

When a patient first uses the telephony system, they must identify themselves. SystmOne requires the date of birth and a telephone number to identify the patient. The telephone number supplied must contain at least the last six digits of the patient's telephone (either home or mobile) and no whitespace.

The message sent to SystmOne is structured like this:

```
<?xml version="1.0" encoding="UTF-8" ?>
<IdentifyPatient>
  <TelephoneNumber>01132050080</TelephoneNumber>
  <DateOfBirth>1978-05-24</DateOfBirth>
</IdentifyPatient>
```

And the response is:

```
<?xml version="1.0" encoding="UTF-8" ?>
<IdentifyPatientResponse>
  <PatientID>9955</PatientID>
  <HomeTelephone>01132050080</HomeTelephone>
  <MobileTelephone>07710000000</MobileTelephone>
  <DateOfBirth>1933-11-24</DateOfBirth>
  <Title>Mrs</Title>
  <FirstName>Priscilla</FirstName>
  <Surname>Holt</Surname>
  <Gender>F</Gender>
  <UsualGPStaffMemberID>1970324836974592</UsualGPStaffMemberID>
  <RegisteredGPStaffMemberID>1970324836974592</RegisteredGPStaffMemberID>
  <NHSNumber>111111111</NHSNumber>
  <Appointment>
    <DateTime>2008-04-15T12:45:00Z</DateTime>
    <StaffMemberID>-9223372036854775808</StaffMemberID>
    <SiteID>-1</SiteID>
    <ClinicTypeID>720575940379279360</ClinicTypeID>
    <SlotTypeID>S</SlotTypeID>
  </Appointment>
  <Notes>xxx</Notes>
  <PrisonNumber>123abc</PrisonNumber>
</IdentifyPatientResponse>
```

The **PatientID** provided in the response message is only valid for that patient for the next 30 minutes and will automatically expire if it is not used within five minutes. If an expired patient ID is used, a separate message is sent back from SystmOne (see later in this document).

If no patient is found with that date of birth and telephone number, a **PatientID** of -2 is returned in the XML.

If more than one patient is found with that date of birth and telephone number, a **PatientID** of -3 is used.

If a single patient is successfully identified, the patient name, gender, date of birth, home number, mobile number, usual GP, registered GP and NHS number are returned (if any of these items are not present in SystmOne, the corresponding elements will not be included in the XML).

A separate Notes element is present, but currently will never contain any data.

In addition to the above is a structure for each future appointment that the patient has upcoming. The **StaffMemberID**, **SiteID** and **ClinicTypeID** all relate to the IDs provided in the practice's metadata message response.

Note 1: It is not possible for SystmOne to provide the **SlotTypeID** that the appointment was booked in to.

Note 2: When running a Prison module of SystmOne, a prison number can be passed as the value of the **TelephoneNumber** element, instead of the patient's telephone number.

4. Appointment Booking

Once a patient has identified themselves (and a **PatientID** has been issued by SystmOne), the patient can then book an appointment, using the following messages.

4.1 Request Free Slots

In order to book an appointment, the telephony system must first query SystmOne to find out all the available slots.

The message sent to SystmOne contains the **PatientID** plus a number of optional elements. The optional elements are used to filter the list of returned slots within SystmOne, so that only relevant slots are returned. The **StaffMemberID**, **SiteID**, **ClinicTypeID** and **SlotTypeID** elements can be repeated to specify multiple staff, sites, clinic types and slot types respectively. Although it is possible to ignore these filter options and perform all filtering on the returned XML, using these filter options will greatly reduce the amount of data passed back from SystmOne, making the requesting process faster:

```
<?xml version="1.0" encoding="UTF-8" ?>
<RequestSlots>
  <PatientID>50060</PatientID>
  <DateTimeStart>2012-11-14T12:30:00.0Z</DateTimeStart>
  <DateTimeEnd>2012-11-15T12:00:00.0Z</DateTimeEnd>
  <StaffMemberID>-9223372036854775808</StaffMemberID>
  <SiteID>146366987889541120</SiteID>
  <ClinicTypeID>720575940379279360</ClinicTypeID>
  <SlotTypeID>S</SlotTypeID>
</RequestSlots>
```

The response from SystmOne lists all the available slots that can be booked in to:

```
<?xml version="1.0" encoding="UTF-8" ?>
<RequestSlotsResponse>
  <PatientID>55061</PatientID>
  <ResponseCode>0</ResponseCode>
  <Clinic>
    <StaffMemberID>1970324836974592</StaffMemberID>
    <ClinicTypeID>288230376151711744</ClinicTypeID>
    <SiteID>-1</SiteID>
    <DateTime>2008-03-20T13:00:00Z</DateTime>
    <Slot>
      <SlotTypeID>S</SlotTypeID>
      <DateTimeStart>2008-03-20T13:00:00Z</DateTimeStart>
      <DateTimeEnd>2008-03-20T13:10:00Z</DateTimeEnd>
    </Slot>
  </Clinic>
</RequestSlotsResponse>
```

```
                <SlotTypeID>S</SlotTypeID>
                <DateTimeStart>2008-03-20T13:10:00Z</DateTimeStart>
                <DateTimeEnd>2008-03-20T13:20:00Z</DateTimeEnd>
            </Slot>
        </Clinic>
    </RequestSlotsResponse>
```

The response also contains the **PatientID** and a **ResponseCode**, which has two possible values:

ResponseCode	Description
0	Success – appointment booking is enabled within SystmOne and free slots are in this XML message
-4	Failure – appointment booking is unavailable

If the **ResponseCode** is 0, there will also be further elements in the XML listing the future clinics and slots within those clinics. The **StaffMemberID**, **SiteID**, **ClinicTypeID** and **SlotTypeIDs** in the **Clinic** and **Slot** elements relate to the IDs provided in the initial message to get practice metadata.

Within SystmOne, users have the ability to configure which of their clinics, staff members and slot types are eligible for telephone booking. e.g. If the practice users configure SystmOne so that only asthma clinics are bookable through telephone, then this message will only contain slots within asthma clinics.

4.2 Book Appointment

Having identified the patient and requested the available slots, this message allows the patient to actually book an appointment in to SystmOne via the telephony system.

The message sent to SystmOne contains the **StaffMemberID** and **DateTime** to indentify the slot being booked as well as an optional **Notes** element that can be used to provide additional free-text information for the appointment (such as an extra contact number):

```
<?xml version="1.0" encoding="UTF-8" ?>
<BookAppointment>
    <PatientID>45059</PatientID>
    <StaffMemberID>1970324836974592</StaffMemberID>
    <DateTime>2008-03-20T15:20:00Z</DateTime>
    <Notes>Call on 01132050080</Notes>
</BookAppointment>
```

The response is:

```
<?xml version="1.0" encoding="UTF-8" ?>
<BookAppointmentResponse>
    <PatientID>60062</PatientID>
    <ResponseCode>0</ResponseCode>
</BookAppointmentResponse>
```

Again, the response contains the **PatientID** and a **ResponseCode**. The **ResponseCode** has the following values:

ResponseCode	Description
0	Success – the appointment was booked successfully
-2	Failure – no slot could be found for the specified time/staff member (possibly just been booked by a SystmOne user)
-3	Failure - Appointment booking is disabled
-4	Failure – The slot is no longer free (possibly just been booked by a SystmOne user)
-5	Failure – The appointment could not be booked because the patient record could not be accessed in SystmOne (e.g. a SystmOne user has restricted access to that record)

5. Cancel Pending Appointment

Once identified (with a **PatientID** issued by SystmOne), a patient can also cancel one of their pending appointments.

The message sent to SystmOne is:

```
<?xml version="1.0" encoding="UTF-8" ?>
<CancelPendingAppointment>
  <PatientID>60061</PatientID>
  <StaffMemberID>1970324836974592</StaffMemberID>
  <DateTime>2008-03-20T15:20:00Z</DateTime>
</CancelPendingAppointment>
```

The response is:

```
<?xml version="1.0" encoding="UTF-8" ?>
<CancelPendingAppointmentResponse>
  <PatientID>60061</PatientID>
  <ResponseCode>0</ResponseCode>
</CancelPendingAppointmentResponse>
```

The **ResponseCode** can have one of the following values:

ResponseCode	Description
0	Success – appointment has been cancelled
-2	Failure – appointment could not be found for that time / staff member
-3	Failure – the appointment is no longer pending (i.e. has already been cancelled is in progress or has been flagged as DNA)
-4	Failure – too close to the appointment time to permit cancelling (i.e. the patient cannot cancel an appointment five minutes before it begins)
-5	Failure – appointment cancellation functionality has is unavailable and has been disabled in SystmOne

6. Patient Repeat Medication Requesting

This section illustrates the XML messages for enabling repeat medication to be requested via telephone. It assumes that the patient is already successfully identified by SystmOne.

6.1 Verify Patient PIN

In order for the patient to order their repeats, and for SystmOne to provide the repeat details, the patient must further identify themselves by the use of a PIN. This PIN would be set up and stored within SystmOne, through the addition of appropriate functionality.

When the patient (already positively identified via the **IdentifyPatient** message) elects to order medication, the telephony system should ask the patient to key in their PIN. This PIN is sent to SystmOne for confirmation.

Sending to SystmOne:

```
<?xml version="1.0" encoding="UTF-8" ?>
<VerifyPatientPin>
  <PatientID>40058</PatientID>
  <Pin>123456</Pin>
</VerifyPatientPin>
```

Returned from SystmOne:

```
<?xml version="1.0" encoding="UTF-8" ?>
<VerifyPatientPinResponse>
  <PatientID>60061</PatientID>
  <ResponseCode>0</ResponseCode>
</VerifyPatientPinResponse>
```

The **ResponseCode** being one of these values:

Response Code	Description
0	Success. The PIN provided is the one for the patient.
-1	Failure. The PIN is incorrect.
-2	Failure. Repeat requesting functionality is disabled.

6.2 Change Patient PIN

Having first had their PIN verified by SystmOne, the patient can then be presented with an opportunity to change their PIN. The new PIN would be captured from the patient and sent to SystmOne for validation and storage.

Sending to SystmOne:

```
<?xml version="1.0" encoding="UTF-8" ?>
<ChangePatientPin>
  <PatientID>40058</PatientID>
  <NewPin>123456</NewPin>
</ChangePatientPin>
```

Returned from SystmOne:

```
<?xml version="1.0" encoding="UTF-8" ?>
<ChangePatientPinResponse>
  <PatientID>60061</PatientID>
  <ResponseCode>0</ResponseCode>
</ChangePatientPinResponse>
```

The **ResponseCode** will be one of these values:

Response Code	Description
0	Success. The new PIN is of valid length and quality (e.g. not all the same digit) and has been stored in SystmOne.
-1	Failure. The patient has not been successfully identified by PIN yet.
-2	Failure. The new PIN is not six digits or a digit is repeated more than three times.
-3	Failure. The new PIN could not be saved to the patient record (e.g. the patient record has been restricted).

6.3 Request Repeats

Having first had their PIN verified by SystmOne, the patient can then request issues of their repeat medication. When they elect to do this, the telephony system then requests the repeat medication list from SystmOne.

Sending to SystmOne:

```
<?xml version="1.0" encoding="UTF-8" ?>
<RequestRepeats>
  <PatientID>40058</PatientID>
</RequestRepeats>
```

Returned from SystmOne:

```
<?xml version="1.0" encoding="UTF-8" ?>
<RequestRepeatsReponse>
  <PatientID>40058</PatientID>
  <ResponseCode>0</ResponseCode>
  <Pharmacy>Lloyds Pharmacy, Horsforth</Pharmacy>
  <Repeat>
    <RepeatID>1</RepeatID>
    <DrugName>Paracetamol capsules 500mg</DrugName>
    <CanBeIssued>0</CanBeIssued>
  </Repeat>
  <Repeat>
    <RepeatID>2</RepeatID>
    <DrugName>Ibuprofen tablet 250mg</DrugName>
    <CanBeIssued>-1</CanBeIssued>
  </Repeat>
  <Repeat>
    <RepeatID>3</RepeatID>
    <DrugName>Methadone 1mg/ml oral solution</DrugName>
    <CanBeIssued>0</CanBeIssued>
    <ControlledDrug></ControlledDrug>
  </Repeat>
  <Repeat>
    <RepeatID>4</RepeatID>
    <DrugName>Methotrexate 10mg/5ml oral suspension</DrugName>
    <CanBeIssued>0</CanBeIssued>
    <Toxic></Toxic>
  </Repeat>
</RequestRepeatsReponse>
```

Note that the response XML has a root element named **RequestRepeatsReponse** - missing the “s” from the word “response”.

The **Repeat** element will be repeated once for each current repeat template that the patient has.

The **RepeatID** is unique only to this patient (i.e. the first repeat in every response will have **RepeatID** 1, and the second will be 2). In addition, once a request to issue one or more repeats has been made, the **RepeatIDs** are invalidated and a new RequestRepeats message must be sent for the patient. Each **Repeat** element may also have a **ControlledDrug** or **Toxic** child element to indicate whether it’s a scheduled 2 or 3 controlled drug (e.g. methadone) or a high-risk, toxic drug (such as methotrexate).

The **ResponseCode** value can be one of the following:

CanBeIssued	Description
0	Request successful. The message will contain Pharmacy and Repeat elements.
-1	Failure. The patient has not been successfully identified by PIN yet. The message will not contain the Pharmacy and Repeat elements in this case.
-2	Failure. The patient repeats could not be accessed as the record is restricted or otherwise unavailable.

The **CanBeIssued** value within each **Repeat** element can be one of these values:

CanBeIssued	Description
0	The repeat template is ready to be issued by the patient.
-1	The repeat is not due for another issue yet.
-2	The repeat has passed its review date. The patient should book an appointment to have their medication reviewed.
-3	The repeat has reached its maximum issue count. The patient should book an appointment to have their medication reviewed.
-4	Issues of the repeat cannot be initiated by the patient. The patient must book an appointment to have this medication issued.
-5	The repeat cannot be issued for an unspecified reason. The patient should contact the practice for more information.

6.4 Issue Repeats

Once the patient has selected which repeat items they want issuing, the telephony system sends the **RepeatIDs** of those items to SystmOne. An optional **Notes** element is available to provide free-text information that will be shown to the SystmOne user when processing the medication request.

The Issue Repeats message cannot be sent before the Request Repeats message.

Sending to SystmOne:

```
<?xml version="1.0" encoding="UTF-8" ?>
<IssueRepeats>
  <PatientID>40058</PatientID>
  <RepeatID>1</RepeatID>
  <RepeatID>2</RepeatID>
  <Notes>optional notes</Notes>
</IssueRepeats>
```

Returned from SystmOne:

```
<?xml version="1.0" encoding="UTF-8" ?>
<IssueRepeatsResponse>
  <PatientID>40058</PatientID>
  <ResponseCode>0</ResponseCode>
</IssueRepeatsResponse>
```

Where the **ResponseCode** is one of the following:

Response Code	Description
0	Success. The request has been received and is awaiting a member of staff to confirm it.
-1	Failure. The patient has not been successfully identified by PIN yet.
-2	Failure. The request could not be made for an unspecified reason (e.g. the patient record could not be accessed at this time).

7. Telephone Consultations

The API has two functions that can be used outside of the normal patient-driven scenario, to facilitate clinicians performing telephone consultations.

7.1 Requesting Booked Appointments

A list of appointments for a clinician can be requested using the **TriageRequestBookedAppointments** XML message.

Sending to SystmOne:

```
<?xml version="1.0" encoding="UTF-8"?>
<TriageRequestBookedAppointments>
  <Date>2014-01-08</Date>
  <StaffMemberID>9095587894986276864</StaffMemberID>
  <ApplicationKey>AQIC5wM2LY4Sfc</ApplicationKey>
</TriageRequestBookedAppointments>
```

Element	Definition
TriageRequestBookedAppointments	Root element of the message
Date	Defines the date that appointments are being requested for. Requesting appointments for past dates will result in an error occurring
StaffMemberID	Defines the staff member that the appointments are for. Relates to the RequestOrgDetails message
ApplicationKey	Unique identifier issued to integration partners that allows SystmOne to validate that the request is from permitted third party software

Returned from SystmOne:

```
<?xml version="1.0" encoding="UTF-8"?>
<TriageRequestBookedAppointmentsResponse>
  <ResponseCode>0</ResponseCode>
  <Clinic>
    <StaffMemberID>9095587894986276864</StaffMemberID>
    <ClinicTypeID>216172782113783808</ClinicTypeID>
    <SiteID>146366987889541120</SiteID>
    <Appointment>
      <DateTimeStart>2014-01-08T09:00:00</DateTimeStart>
      <DateTimeEnd>2014-01-08T09:10:00</DateTimeEnd>
      <PatientID>9955</PatientID>
      <SlotTypeID>S</SlotTypeID>
      <Notes>Call on 01132050080</Notes>
    </Appointment>
    <Slot>
      <DateTimeStart>2014-01-08T09:10:00</DateTimeStart>
      <DateTimeEnd>2014-01-08T09:20:00</DateTimeEnd>
      <SlotTypeID>S</SlotTypeID>
    </Slot>
    <Appointment>
      <DateTimeStart>2014-01-08T09:20:00</DateTimeStart>
      <DateTimeEnd>2014-01-08T09:30:00</DateTimeEnd>
      <PatientID>5554</PatientID>
      <SlotTypeID>S</SlotTypeID>
    </Appointment>
  </Clinic>
</TriageRequestBookedAppointmentsResponse>
```

Element	Definition
TriageRequestBookedAppointmentsResponse	Root element of the message
ResponseCode	0 = success -1 = failure due to past date being requested
Clinic	Root element to define a clinic. This element will be repeated once for each clinic the clinician has on the specified day
StaffMemberID	Identifies the staff member the clinic is with. Relates to the RequestOrgDetails message
ClinicTypeID	Identifies the type of clinic
SiteID	Identifies the site the clinic is at
Appointment	Root element of the Appointment structure. A repetition of this will be present for each appointment in the clinic.
DateTimeStart	Date time of the appointment start, in the format yyyy-MM-ddTHH:mm:ss
DateTimeEnd	Date time of the appointment end, in the format yyyy-MM-ddTHH:mm:ss
PatientID	Identifies the patient this appointment is for
SlotTypeID	Identifies the type of appointment this is
Notes	Optional element to supply free-text notes that the patient gave when booking the appointment
Slot	Root element of the Slot structure. A repetition of this will be present for each empty slot in the clinic.

7.2 Requesting Patient Details

Once a list of appointments has been requested, details on each patient can be requested using the **TriageIdentifyPatient** message.

Sending to SystmOne:

```
<?xml version="1.0" encoding="UTF-8"?>
<TriageIdentifyPatient>
  <PatientID>40058</PatientID>
  <ApplicationKey>AQIC5wM2LY4Sfc</ApplicationKey>
</TriageIdentifyPatient>
```

Element	Definition
TriageIdentifyPatient	Root element of the message
PatientID	Defines the patient
ApplicationKey	Unique identifier issued to integration partners that allows SystmOne to validate that the request is from permitted third party software

Returned from SystmOne:

```
<?xml version="1.0" encoding="UTF-8" ?>
<TriageIdentifyPatientResponse>
  <PatientID>9955</PatientID>
  <HomeTelephone>01132050080</HomeTelephone>
  <MobileTelephone>07710000000</MobileTelephone>
  <DateOfBirth>1933-11-24</DateOfBirth>
  <Title>Mrs</Title>
  <FirstName>Priscilla</FirstName>
```

```
<Surname>Holt</Surname>
<Gender>F</Gender>
<UsualGPStaffMemberID>1970324836974592</UsualGPStaffMemberID>
<RegisteredGPStaffMemberID>1970324836974592</RegisteredGPStaffMemberID>
<NHSNumber>111111111</NHSNumber>
<Notes>xxx</Notes>
<PrisonNumber>123abc</PrisonNumber>
</TriageIdentifyPatientResponse>
```

Element	Definition
TriageIdentifyPatientResponse	Root element of the message
All other elements	The other elements of this response message are identical to the IdentifyPatientResponse message

8. Patient Time Out

Each **PatientID** expires 30 minutes after it is issued. Further to this, if a **PatientID** is not used for a period of more than 5 minutes, the ID will expire. If a message sent to SystmOne contains a **PatientID** that has expired, this message will always be sent back:

```
<?xml version="1.0" encoding="UTF-8" ?>
<PatientIdTimedOut>
  <PatientID>40058</PatientID>
</PatientIdTimedOut>
```

9. Error Response

If a mandatory element of a message sent to SystmOne is missing (e.g. no **StaffMemberID** is provided in a **CancelPendingAppointment** message) then an **ErrorResponse** message is returned, giving a textual description of the error:

```
<?xml version="1.0" encoding="UTF-8" ?>
<ErrorResponse>
  <ErrorMessage>Missing StaffMemberID element in CancelPendingAppointment
  message</ErrorMessage>
</ErrorResponse>
```

10. SystmOne Configuration

There is functionality within SystmOne to allow users to configure various aspects of the telephony integration.

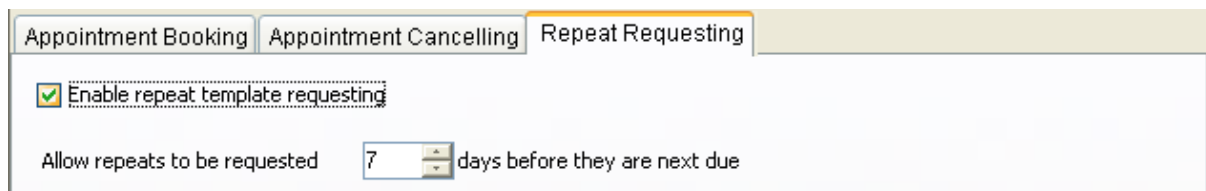
This functionality is available through the standard PC Settings option in the SystmOne System menu and presents the following options page:

The screenshot shows the 'Appointment Booking' tab in the SystmOne PC Settings. At the top, there are three radio buttons for 'Patient Partner' integration: 'Enable Patient Partner integration' (checked), 'Patient Partner is running on this PC', and 'Patient Partner is running on a different PC on the LAN'. Below this is a tabbed interface with 'Appointment Booking', 'Appointment Cancellling', and 'Repeat Requesting'. The 'Appointment Booking' tab is active. It contains a checked checkbox for 'Enable appointment booking'. Below this, a text field says 'Permit patients to book appointments in the next' followed by a spinner box set to '14' and the text 'day(s)'. There are two sections for configuring booking rules. The first section has two radio buttons: 'Allow booking in to all slot types' and 'Specify bookable slot types' (selected). To the right are two list boxes: 'Not Bookable' containing 'Embargo', 'test', and 'Urgent'; and 'Bookable' containing 'Slot' and 'Telephone Appointment S...'. Between these lists are a right arrow button and a close button (X). The second section has two radio buttons: 'Allow booking in to all rota types' (selected) and 'Specify bookable rota types'. Below this are two more list boxes: 'Not Bookable' containing 'Dr Bernie Hayden'; and 'Bookable' containing 'Dr Drew Littler (Administra...)' and 'Dr Drew Littler (General M...'. Similar to the first section, there are right arrow and close buttons between these lists.

Further options about appointment cancelling are available on the second tab:

The screenshot shows the 'Appointment Cancellling' tab in the SystmOne PC Settings. It contains a checked checkbox for 'Enable appointment cancelling'. Below this, a text field says 'Permit patients to cancel appointments up to' followed by a spinner box set to '1' and the text 'hour(s) before they start'.

The third tab contains options controlling the repeat template requesting functionality:

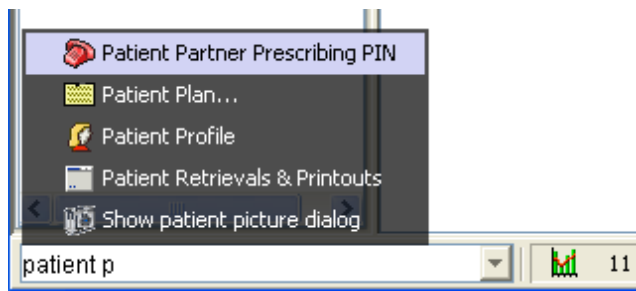


The screenshot shows a software interface with three tabs: "Appointment Booking", "Appointment Cancelling", and "Repeat Requesting". The "Repeat Requesting" tab is selected and highlighted. Below the tabs, there is a checkbox labeled "Enable repeat template requesting" which is checked. Below this, there is a label "Allow repeats to be requested" followed by a numeric input field containing the number "7" and a spinner control, and the text "days before they are next due".

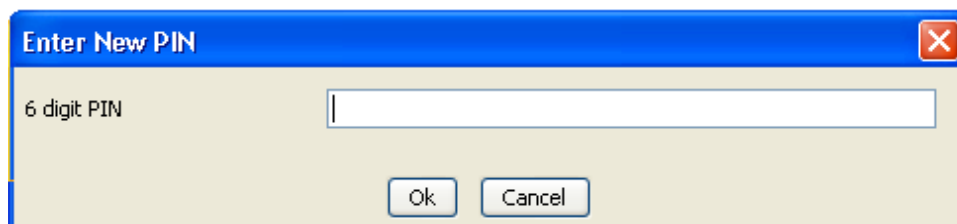
11. Patient Prescribing PIN

In order to use the repeat template requesting functionality, a patient must have a PIN in their patient record. This PIN can be added by a SystmOne user following these steps.

Having retrieved a patient record, focus on the SystmOne command line (or press Ctrl+Shift+\) and start typing "patient partner prescribing PIN". As this is typed, a list of possible options will be shown.

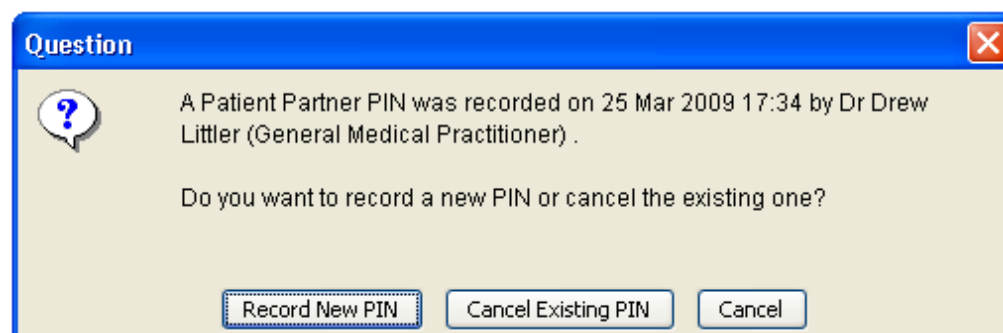


Once the "patient partner prescribing PIN" is found, simply select it. If the patient does not already have a PIN recorded, this dialog is shown:



The screenshot shows a dialog box titled "Enter New PIN". It has a blue header bar with a close button (X). The main area is light beige. It contains a label "6 digit PIN" followed by a text input field. At the bottom, there are two buttons: "Ok" and "Cancel".

If the patient already has a PIN, the user is shown this dialog:



The screenshot shows a dialog box titled "Question". It has a blue header bar with a close button (X). The main area is light beige. It contains a question mark icon in a speech bubble. The text reads: "A Patient Partner PIN was recorded on 25 Mar 2009 17:34 by Dr Drew Littler (General Medical Practitioner) . Do you want to record a new PIN or cancel the existing one?". At the bottom, there are three buttons: "Record New PIN", "Cancel Existing PIN", and "Cancel".

This second dialog gives the user the option of recording a new PIN, which overwrites the existing one, or simply cancelling the current PIN, if the patient no longer wishes to use the service.

Like all other options in SystmOne, a button can be added to the SystmOne toolbar (by right-clicking on it and selecting the option to configure it) to bypass the need to search for the action. This would allow those users who frequently set up prescribing PINs to quickly access the functionality.