messaging for health and care

Keep everyone in touch while protecting confidential information to the required standards.

www.medCrowd.com
Keep in touch

mediCrowd is as easy to use as other messaging technologies.

But, you start a conversation (rather than a group) and invite everyone you need to join.

Conversations can be synced with other systems, like electronic care records.
Protect Confidential Data

medCrowd protects confidential data to the required standards:

- NHS Commercial Third Party Information Governance
- HIPAA
- UK Data Protection Act
- European General Data Protection Regulation
- ISO-27001 (certification in progress)

www.medCrowd.com/compliance
Sync Conversations

medCrowd is a flexible technology that has many different uses.

It has an advanced API (Application Programming Interface) that enables messaging integration with other digital health and care systems, such as electronic care records and professional websites.

Keep all your conversations easily accessible and in sync through medCrowd.
Against a background of ever increasing patient demand and complexity of care, it’s getting harder for modern clinicians to keep abreast of the most current thinking and practice in patient care.

Using the latest in secure collaborative technology on familiar platforms, medCrowd allows doctors to connect with accredited colleagues to discuss cases and share their expertise with others.

Dr Keith Grimes, Digital Healthcare Innovator and NHS GP

“ I know that some doctors are using WhatsApp, Facebook Groups and other social networks to have clinical discussions, but I don’t think this is the right thing to do.

These apps aren’t compliant for patient information and shouldn’t be used at work. Particularly when medCrowd gives us a better, compliant alternative.

Dr Alisdair Macnair, NHS GP
Working with the NHS
Messaging apps perform an essential function

A study conducted by Dr Georgina Gould and Dr Ramin Nilforooshan in July 2016 on the use of WhatsApp by junior doctors at St Peters Hospital in Chertsey, UK, showed:

- >33% of all messages consisted of advice or support.
- 72.5% doctors' perceived it was a good thing.
- 80% reported improvement in the relationship between grades.
- Concluded that messaging is performing an essential function.


40 junior doctors were asked about their use of WhatsApp.
A major study in 2015 showed extensive use of non-compliant mobile apps and devices by health and care workers to send patient-related clinical information at work:

- 65% of doctors used SMS messaging.
- 33% of doctors used messaging apps.
- 46% of doctors used picture messaging apps.

In 2015, 71.6% of doctors and 37.2% of nurses wanted a secure alternative.


Large London-based NHS Trust with 5 hospital sites. n = 2,107 doctors + 4,069 nurses
Use of WhatsApp in NHS 'widespread', say doctors

By Jane Wakefield
Technology reporter

Doctors and nurses are using WhatsApp and Snapchat to share information about patients "across the NHS", health professionals have told the BBC.

GP Alisdair MacNair said he was aware of a number of medical groups using WhatsApp to discuss patients.

Use of internet-based messaging apps to send patient information is banned under current NHS guidelines.

NHS England told the BBC that it had no comment on the matter.
NHS position on WhatsApp is clear:

"Don't put patient, sensitive or security classified information on social media [including messaging apps like WhatsApp]; this would breach data protection laws or patient confidentiality and result in a security incident."

But...

**May 17** NHS Digital issues *Use of Social Media User Guide* which clearly states that using non-compliant messengers to share confidential patient information is in breach of UK legislation and NHS standards.

**Aug 17** NHS England causes confusion about the use of WhatsApp by stating that NHS workers can use messengers, but clarifies that this is not for confidential information.

**Q4 17** NHS Digital interviews stakeholders to publish guidance on the use of messengers indicating the guidance will be published soon.

**Feb 18** NHS Digital publishes new guidance from the Information Governance Alliance which implies messengers can be used if clinicians ‘minimise the amount of patient identifiable data you communicate’ and take ‘sufficient steps to safeguard confidentiality’.

**Mar 18** NHS Digital withdraws the IGA guidance...
So... we continue...

1. To improve medCrowd.

2. Work with NHS Stakeholders.

3. Kick off new projects!

Recent Updates: Simpler, filtered and chronological.

20 February 2018

We have just released a new version of medCrowd which is much simpler, includes the ability to filter conversations and has messages listed in chronological order.

These changes came from detailed feedback collected over the past few months from our members. We’d like to thank everyone who has given their time to give us feedback and advice.

We’ve also removed a few bits of unused functionality so medCrowd is now much simpler, so you can manage teams and invitations more easily.
Keep in touch
Get the insights you need, when you need them.

Stay Compliant
Make compliance easier using medCrowd’s advance features.

Protect confidential information
medCrowd protects confidential information to the required standards.

Sync Conversations
Use medCrowd’s advanced API to integrate with other systems.

On the Move
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We’d love to hear from you, so please get in touch.

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