



Issue: 7
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a user newsletter from Hicom Technology



Welcome to **DIAMOND News**; a newsletter for the users of Hicom's Diabetes Management system.

Our newsletters will keep you informed of all the latest product developments and innovations as well as any relevant stories on a regular basis, and we would be delighted to receive any feedback from our readers.

If you would like to find out more please visit our website at www.hicom.co.uk or email us at diamond@hicom.co.uk

DIAMOND User Group



On 30th June, Hicom held a DIAMOND user group meeting in London. The meeting was well attended with representatives from 9 hospital/trust locations across the south of England.

The format of the day was aligned to group discussion and two way feedback. This gave attendees an opportunity to discuss DIAMOND both with other users and with the Hicom team, which included system development and support personnel.

The meeting covered a review of current usage, an update of available functionality, N3 connection, a discussion of the future of DIAMOND exploring issues such as Patient Portal and a DIAMOND.net demonstration, including a discussion of upgrade paths. The features and benefits of DIAMOND.net were discussed at length, with first-hand user feedback provided by representatives from Rugby St.Cross Hospital and Coventry University Hospital; the first UK site to have completed implementation of the system.

Below are the answers to a selection of the questions that were raised.

If you would like an Operational/Usage Review to make sure that you're getting the most benefit from DIAMOND, or would like to attend training on audits and reporting, please contact Shelly Davies (01483 794945 or shelly.davies@hicom.co.uk).

We will be announcing future regional DIAMOND user group meetings in the Midlands and the North of England soon.

DIAMOND User Group: Q & A

Q: What are the timescales for EMIS - GP Links, and Patient portals?

A: Hicom are an EMIS approved partner and have completed development of the GP link for EMIS users. Establishing the link to GPs relies on hospital IT departments enabling the connection via N3.

The Patient Portal enables patients to securely log-into their patient record. The hospital/trust defines what data the patient is able to view. This can be customised down to an individual patient basis.

The aim of the Patient Portal is to establish an interactive tool, for example; communication with doctors, upload of blood glucose meter readings directly into DIAMOND, download of information sheets, and patient education. A patient can check their medical history and specific targets can be set for patients, for example; lower BMI or cholesterol levels.

Q: Can Hicom provide a current list of Blood Glucose meters supported by Hicom?

A: See below. We constantly add new interfaces so updates of these will be provided on a regular basis.

Make	Model
Lifescan	OneTouch Ultra
Lifescan	OneTouch Ultra2
Lifescan	OneTouch
Lifescan	UltraEasy
MediSense	Optimum Xceed
Roche	AccuChek Aviva
Roche	AccuChek Go

Q: Can you migrate data from Twinkle to DIAMOND.net?

A: Yes. DIAMOND.net has been developed to include the Paediatric dataset.

Q: How long does it take to migrate data to DIAMOND.net?

A: Overall migration is expected to take 1-2 weeks however downtime for the clinic would be one or two days, and can take place over a weekend.

Q: When using the Letter Writing function does DIAMOND.net import the contact details from the patient records? Can the letters be saved as templates or a Word document for filing purposes?

A: DIAMOND.net allows the user to create letter templates. These can be defined by the user with special placeholder characters in Word, or by using DIAMOND's template editor. The templates pull the relevant details from the patient's records. Free text can be added to the letters and it is possible to save them using DIAMOND's file manager. It is also possible to produce a patient pack which can include advice sheets, letters and images.

Coventry .net Launch



Coventry Hospital

Coventry & Warwickshire NHS Trust's brand new Diabetes Centre opened on 27th June at the Hospital of St. Cross, Rugby.

The implementation of DIAMOND.net at the centre will help the diabetes team to significantly improve the level of care offered to patients with diabetes. The system will include interfaces to their Patient Administration System (PAS) and pathology, and to their retinal screening system.

With this exciting new technology Coventry NHS Trust have access to all the features and functionality of DIAMOND from anywhere on the hospital network, enabling specialist medical staff to make better informed decisions on patient care based on real-time data.

Deployment of the system was quick and straight-forward with no software installed onto individual computers. This is because DIAMOND.net is securely hosted on the hospital's own server and accessed via a web browser.

The next phase of development at Coventry will include a Patient Portal facility. The DIAMOND Patient Portal is designed to enable healthcare professionals within a Trust to make available patient information relating to the patient's health and treatment. The DIAMOND Patient Portal will deliver information to a patient in real-time via a secure Internet connection for patients who have specified that they wish to access their Diabetes healthcare record.

Connecting for Health



Hicom have successfully established N3 connection under the 'NHS Connecting for Health' programme.

N3 provides fast, reliable broadband networking services to the NHS, vital to the delivery of the National Programme for IT (NPFIT). N3 is essential to the technical infrastructure of NPFIT through which the benefits to patients, clinicians and the NHS can be realised.

N3 supports several Government policies and initiatives, including modernising public services and creating a knowledge economy based on Information and Communications Technology.

N3 underpins and enables the delivery of new IT systems and services for the NHS, allowing Hicom to provide networked solutions tailored to the needs of individual NHS organisations, including fast transmission of digital images.

By enabling electronic communication between different elements of the NHS, N3 supports 'Choose and Book', the NHS Care Records Service, electronic prescriptions, transfer of patient information and many other initiatives which are a part of the NPFIT.

Connections to N3 are strictly controlled by the Connecting for Health Information Governance group, which specifies the security required and data protocols allowed under its Code of Connection agreements.

Role of Hicom Customer Services

Hicom's Customer Services team, headed by Greg Morgan (Customer Services Manager), was recently joined by Andrew King who supports our DIAMOND users.

When you call the Customer Services team, please remember:

- One of the functions of Hicom's Customer Services team is to communicate with your internal IT departments.
- When reporting a problem, give as much information as you can, including any network related issues.
- Don't ignore error messages and put up with them; report them so we can help you resolve them.
- If there's a function that you want/need, ask us because it may already be available.



Greg Morgan (Customer Services Manager)

New Business Development Manager



Mike Paylor (Business Development Manager)

We are pleased to introduce you to Dr Mike Paylor who has joined the Hicom team as Business Development Manager.

He has a wealth of knowledge in providing software solutions which meet the needs of organisations from a wide range of industries including Healthcare, Biotechnology and Pharmaceutical. Mike's career began in research and his experience now covers Sales, Business Development, Project Management and Technical Support. He will be developing opportunities for our new .net product range including our latest Enterprise products for specialist clinics and private healthcare.

Feedback?

We hope you found the newsletter of interest.

If you have any comments on the newsletter or would like to suggest a topic for inclusion in the next newsletter, please contact Hicom on:

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Thank you all for your continued support.