SFHSS34
Provide authorised access to records

Overview

This standard is about providing authorised access to records. You are expected to

1. establish user identification and authorisation
2. identify records and establish their location
3. bring records to dispatch point
4. inspect the condition of records
5. explain any requirements of the user
6. make a record of the issue

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

P1 request user identification politely and check it carefully
P2 establish authorisation quickly
P3 check that the access requested and the access authorised tallies
P4 explain any lack of authorisation or identification firmly and politely to the user, and refer them to a supervisor as appropriate
P5 identify records accurately through search or finding aids
P6 establish the location of records accurately through location index
P7 bring records quickly to the appropriate dispatch point
P8 inspect the condition of records carefully to confirm that they are fit for issue
P9 take appropriate action if records are damaged or not fit for issue
P10 explain and enforce any requirements to the user clearly and courteously
P11 explain security procedures clearly and implement them fully
P12 make the record of issue quickly and accurately in the required format
P13 store records of issue promptly and safely

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Knowledge and understanding

You need to know and understand:

K1 the organisation's policy on, and procedures for, usage and protection of information
K2 what schedules and policies exist for routine authorisation
K3 how to apply schedules and policies for routine authorisation to determine individual users' status
K4 how to deal appropriately with individual users
K5 what search and finding aids to use to identify records
K6 why it is important to explain security procedures to the user
K7 the organisation's policy on different types of issue and use
K8 what the requirements of the system are for details for issue
K9 what data protection issues may be involved
K10 how to recognise when specific action needs to be taken on the condition of records and what the action should be
K11 how to deal courteously and helpfully with the user

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: IK1 Information Processing

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Suite	Support Services
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