

Reference:	FOI.13857.24
Subject:	IT systems
Date of Request:	20 February 2024

Your request and our response

Please provide the names of the below IT systems utilised by the trust where applicable.

Hywel Dda University Health Board (UHB) provides the accessible information it holds within the table below, as requested.

Referral Management	Please detail the system utilised
Patient wait-list record/ management system/ information system	Welsh Patient Administration System (WPAS)
Out-patient Clinic Scheduler System	WPAS
Pre-anesthetic Check Scheduler System	Not applicable
Operation Theater Scheduler System	WPAS
Telephony/ IVR/ EPABX system	Phillips Sopho / Mitel
Out-patient queuing/ management system	WPAS
SMS/ Email notification system	Email: Microsoft O365 SMS: CIVICA
Referral Management system	DHCW products (WCCG-WAP-WCP-WPAS)
Radiology Department	
Patient wait-list record/ management system/ information system	Not applicable
Out-patient procedure Scheduler System	RadIS
Pre-anesthetic work-up Scheduler System	Not applicable
In-patient procedure Scheduler System	RadIS
Referral Management system	RadIS
Telephony/ IVR/ EPABX system	Phillips Sopho / Mitel
Out-patient queuing/ management system	Not applicable
SMS/ Email notification system	Email: Microsoft O365 SMS: None used at this point
Blood tests / Phlebotomy (Laboratory)	
Patient wait-list record/ management system/ information system	Microsoft O365: Sharepoint/Power App
Out-patient procedure Scheduler System	Not applicable
Pre-anesthetic work-up Scheduler System	Not applicable
In-patient procedure Scheduler System	Not applicable
Referral Management system	Not applicable
Telephony/ IVR/ EPABX system	Phillips Sopho / Mitel
Out-patient queuing/ management system	Not applicable
SMS/ Email notification system	Email: Microsoft O365
Other Diagnostics (Endoscopy, etc.)	

Patient wait-list record/ management system/ information system	Not applicable
Out-patient procedure Scheduler System	Not applicable
Pre-anesthetic work-up Scheduler System	Not applicable
In-patient procedure Scheduler System	Not applicable
Referral Management system	Not applicable
Telephony/ IVR/ EPABX system	Phillips Sopho / Mitel
Out-patient queuing/ management system	Not applicable
SMS/ Email notification system	Email: Microsoft O365
Nursing Services	
Referral Management system	Microsoft Forms, Power Apps, Shared Drive, Email. No COTS product available.
Patient wait-list record/ management system/ information system	Sharepoint, Shared Drives
Out-patient procedure Scheduler System	WPAS & Welsh Clinical Portal (WCP)
Pre-anaesthetic work-up Scheduler System	WPAS & paper-based pre-assessment process.
In-patient procedure Scheduler System	WPAS
Telephony/ IVR/ EPABX system	Phillips Sopho / Mitel
Out-patient queuing/ management system	WPAS
SMS/ Email notification system	Email: Microsoft O365