

## Scanned Copies of Medical Records

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Reference Number: RDF2055-23

Date of Response: 15/11/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

1. *Can you confirm if you have an Electronic Document Management System to store scanned copies of medical records? If no, thank you - no further information is needed.*

Answer: Yes.

2. *If yes:*

- a. *What is the name of the system?*

Answer: CITO.

- b. *What is the name of the company that supplies and supports the system?*

Answer: Civica.

- c. *What is the annual contract cost of the system?*

Answer: The Trust holds this information. This information is commercially sensitive and its release would, or would be likely to prejudice the commercial interests of the Trust.

In applying the exemption under Section 43(2) the Freedom of Information Act the Trust has balanced the public interest in withholding the information against the public interest in disclosure. The Trust has considered all the relevant factors in the public interest test and concluded that the benefit to the public in applying the exemption outweighs the public interest in releasing the information requested as a result of the prejudices and losses that would potentially affect the Trust and patients. As such this information is being withheld under Section 43 (2).