

Context – Dovecote Dental Practice

Lucy Douglas is a dentist. She qualified 10 years ago and has worked in a number of practices in the North East. She now owns her own dental practice in Newcastle upon Tyne called Dovecotes Dental Practice. Dovecotes is a National Health Service (NHS) practice which also has some private patients.

Lucy is a sole trader. There are also two other dentists who work with her. These dentists are self-employed and they pay Lucy a percentage of their earnings. The other employees at Dovecotes are a dental manageress, Margaret Powell, four dental nurses, three receptionists and a hygienist. They all work full-time based on 37 hours per week. However two of the dental nurses have expressed an interest in working part-time. The practice needs four full-time staff so Lucy has said she will consider this request and discuss it at the next staff meeting.

Records of all patient details are kept in a paper-based filing system but now that the practice has installed a computer system, these details are in the process of being transferred onto the computer system. There is a computer in reception and each dentist has a computer in their surgery.

As well as running the practice on a day-to-day basis, Margaret's responsibilities include ordering materials used in the practice and preparing the wages of the nurses, receptionists and the hygienist.

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Answer ALL questions

1. In a dental practice the dentists need to have access to all patient information stored on the computer system. Receptionists only need to see some of this information.

(a) (i) Explain **ONE** way in which access to patient information could be restricted.

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(3)

All organisations run the risk of their computer systems being infected by viruses.

(ii) Assess the effectiveness of anti-virus software.

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(3)



(iii) Consider the implications if organisations do not protect data from being stolen, lost or damaged.

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(ii) Explain any problems, other than loss of patient information, Dovecotes might have if computer equipment is stolen.

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(4)

(Total 20 marks)

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