

Date 14 September 2026
Your Ref
Our Ref 11867

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – SOFTWARE SYSTEMS

I write in response to your request for information in relation to software systems.

Question:

- Please could you provide the product name and supplier name for the following software systems currently used by the Board:
 - a. EPR - Electronic Patient Record
 - b. PAS - Patient Administration System
 - c. Integration Engine / Interface Engine
 - d. ePMA - Electronic Prescribing and Medicines Administration
 - e. MIS - Maternity Information System
 - f. LIMS - Laboratory Information Management System
 - g. RIS - Radiology Information System
 - h. PACS - Picture Archiving and Communication System
 - i. Emergency Department / Urgent Care System
 - j. Patient Portal
 - k. Data Warehouse / BI / Analytics Platform
 - l. IAM / SSO - Identity, Access Management and Single Sign-On
 - m. EDMS - Electronic Document Management System
 - n. AVT - Ambient Voice Technology
 - o. Virtual Ward / Remote Patient Monitoring Platform

Answer:

a.	Trakcare, Intersystems
b.	Trakcare, Intersystems
c.	Ensemble, InterSystems
d.	Hepma, SystemC
e.	Intersystems (parent)
f.	iLab, Dedalus
g.	Trakcare, Intersystems (parent)
h.	Philips (will be Sectra from mid Sept)
i.	Trakcare, Intersystems
j.	MyCare and Personal Community, InterSystems

k.	BOXI, Tableau and Alteryx
l.	Imprivata
m.	Docman and SCI Store
n.	Not used
o.	Not used

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive