

Realising the benefits of MiDBOnline

A modern, connected database designed for the future of Medicines Information

MiDBOnline has been designed and developed by [CoAcS Ltd](#) in collaboration with members of the UKMi network. The project has been led and managed by the [Welsh Medicines Advice Service](#) with oversight and strategic input provided by UKMi Executive.

MiDBOnline represents a significant evolution from the site-specific desktop installation to a modern cloud based networked system designed to meet today's operational demands and at the same time maintaining high clinical safety standards, improved data governance and flexibility to allow for continuous improvement and development as MI services and pharmacy workflow improve and develop.

Operational efficiency and productivity

MiDBOnline has been designed to be faster and more intuitive than MiDatabank desktop, reducing the administrative burden on users.

- **Streamlined Data Entry:** Dropdown lists and quick-search tools speed up enquiry entry, reducing the time spent on repetitive activities.
- **Access to Past Enquiries:**
 - Access to past enquiries across the network prevents staff from duplicating research, decreasing the "time-to-answer" for enquiries.
 - Read only access to past enquiries by clinical colleagues remains available.
- **Real-Time Oversight:** Live dashboards highlight high-priority or high-risk enquiries, allowing MI managers to prioritise staff where they are needed most.
- **Remote Access:** The system provides secure, web-based access from any authorised location. This allows staff to record and manage enquiries from any site or while on call, ensuring the service is not restricted to a single physical location.
- **Working Groups:** If requested, Centres can work together to share workloads. This function is configurable and can support centres working together in a geographical area, an ICB or a country e.g. Wales. Enquiries can be allocated to users at other sites within their Working Group, helping to manage staffing pressures and ensure business continuity.
- **System Resilience & Continuity:** MiDBOnline is hosted on Microsoft Azure, providing a guaranteed 99.5% service availability. Crucially, because the system is cloud-based rather than tied to a local server, a site is no longer dependent on a single internet connection. If a local internet outage occurs, staff have the flexibility to maintain services by using alternative internet options or by accessing the system from a different site or remote location.

Road map for MiDBOnline Development 2026 onwards

MiDBOnline will be developed and improved continuously as it is fundamentally at the heart of Medicines Information enquiry practice. The following integrated features are planned for phased rollout:

- **‘Quick Enquiry’ Workflow:** A streamlined interface for:
 - Level 1 enquiries. Rapid logging and closure of simple enquiries, further reducing the administrative time spent on high-volume, low-complexity tasks.
 - Logging enquiries on the go, while on a ward or on call for example, which can be later upgraded to level 2 or 3 if appropriate.
- **EPR System Integration:** Using FHIR-aligned database architecture, we are working towards direct integration with Electronic Patient Records. This will allow for seamless data flow between Medicines Information and the wider patient record, reducing manual transcription and improving clinical context.
- **Integrated Feedback Loop:** A dedicated feature for users to proactively follow up with enquirers. This will automate the collection of valuable data on the clinical impact of MI enquiries for patients and user satisfaction, providing better evidence of the service’s value to the trust.
- **MHRA Yellow Card Integration:** A direct link to the MHRA Yellow Card scheme will allow staff to report adverse drug reactions (ADRs) directly from within an enquiry record at the click of a button.
- **Customisable Local Frameworks:** Subject to UKMi Executive approval, functionality will be added to allow individual sites to supplement the master lookup tables with local-specific Categories, Sources, Keywords, and Origins. This ensures the system can be tailored to unique departmental requirements without compromising the integrity of the core MI service dataset.
- **Reports and KPIs:** Automated generation of monthly and/or annual reports on UKMi KPIs.

Clinical safety and governance:

- **Shared Knowledge Base:** By using the same keywords, categories, and sources across the network, we ensure a high-quality data set for more accurate reporting.
- **Full Audit Trail:** Every entry, change or review made is captured in a time-stamped history, providing a reliable record for clinical governance and audit.
- **Safety Checks:** the database includes mandatory fields to ensure all necessary checks are completed and documented before an enquiry is completed.
- **Live SNOMED Integration:** Users will have access to the latest SNOMED medicinal product, and conditions, lists, with live updates applied automatically as soon as they become available. This ensures accuracy and removes the need for manual data maintenance.

Operational helpdesk support

- Centrally managed and hosted by CoAcS. Access is managed through a secure web interface, removing the need for local IT teams to manually install or update software on individual workstations.
- Technical support is provided through ONE dedicated helpdesk.
- Instant Portability: Users can move between locations, or work from home without needing local IT to "unlock" the application at each new site. Your credentials follow you, not the hardware.
- Reduced IT Dependency and Enhanced Access.
- Staff can be granted access immediately without waiting for local technical intervention.
- Eliminates the need for users to navigate numerous local IT departments to resolve software issues ensuring a uniform experience and faster resolution times.
- Eliminates danger of "version drift" – where different users run different versions of the software.

Security & Future Proofing

- **Role-Based User Access:** Role-based permissions ensure staff only access functions relevant to their role in MI, preventing unauthorised changes and ensuring accountability.
- **Secure Information Sharing:** No Patient Identifiable Data (PID) is shared across sites. Senior staff approval is required before enquiries can be shared with the wider network.
- **Data Protection:** Hosted on Microsoft Azure with enterprise-grade encryption (TLS & AES). Information is protected both at rest and in-transit. The system is built on ISO-standard security frameworks to ensure the highest levels of data integrity and protection.
- **Centralised Updates:** All software updates and clinical resources are managed centrally, ensuring every site is always using the most up-to-date version.
- **Live SNOMED Integration:** Users will have access to the latest SNOMED medicines lists, with live updates applied automatically as soon as they become available.
- **System Integration:** The platform is FHIR-aligned (the modern standard for healthcare data), making it capable of future integration with other NHS systems and Electronic Patient Records (EPR).

For more information on the migration to MiDBOnline, technical specifications, costings and IG/cyber security requirements, please contact CoAcS via coacs@coacs.com or visit their website <http://www.coacs.com>