# G-Cloud Pricing Document

## NEC OptoMize

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# G-Cloud - NEC OptoMize

## Service Definition

This Service Definition is relevant to health providers responsible for the provision and/or management of diabetic eye screening programmes within the United Kingdom. The service is provided by NEC Software Solutions (NEC).

The NEC OptoMize Standard G-Cloud Service is available as:

- NEC OptoMize Software as a Service (SaaS)

- NEC OptoMize Private Cloud (an on-premise, or separately procured, private cloud).

## Overview of NEC OptoMize

### Introduction

NEC OptoMize provides all the functionality required for a Diabetic Eye Screening Programme (DESP) to screen and care for patients with diabetes on a predetermined interval basis.

It has been designed by clinicians, for clinicians via feature requests, consultations, and over 10 years of development and improvement.

NEC OptoMize is a complete end-to-end solution, delivering market leading image capture and manipulation combined with a fully comprehensive Electronic Patient Referral EPR system. This provides users the ability to book clinics, screen and image capture then assess entire patient cohorts, enabling you to identify high risk patients that either require treatment or reduced interval screening.

Patients reside within an automated recall pathway that ensures the patient is recalled for their next screening at the right time.

NEC OptoMize provides a central database for your programme. This allows a high level of automated failsafe processes in all aspects of the system from administration through to ophthalmology. NEC OptoMize has been designed with multiple failsafe steps included so that no patient is lost or left without screening for longer than required.

NEC OptoMize supports a wide variety of operational models tailored to your local requirements, from fixed community clinic locations, GP practices, optometry practices, mobile screening venues, hospital-based locations or a mix of these as required, through to local grading pathways at the screening venue to a centralised grading centre.

## Key Features

**Patient record management:**

- A single screen to record all patient information and demographics

- Record associated clinicians and clinical locations

- Record any extra patient requirements – wheelchair bound for example

- Ability to attach documents and notes relating to the patient record

- Store information relating to the patient's diabetes and health status
- Give control over the patient pathway
- Additional tools to assist with cohort accuracy.

### Grading:

- Full image review suite including image manipulation tools
- Ability to compare current images to any previously recorded photographs
- Multiple levels of grading to add a level of quality assurance
- Different grading pathways depending on the outcomes of the previous grade
- Feature based grading form to assist with selection of correct outcome.

### Appointment management:

- Create and manage clinics to screen patients.
- Search for groups or a specific patient based on several different options.
- Book patients into clinics at the time of their choosing.
- Automatically generate the correspondence relating to the appointments.
- Support for both open and closed booking methods, or a combination.
- Multiple strikes for each patient to assure they are given ample opportunity to be screened.
- Quickly identify clinics that have space for further bookings.

### Letter management:

- Management of all result, invite, and referral letters
- Print letters directly from the software, or send out via electronic methods
- Print in batches or individual letters.

### Offline clinics:

- Ability to download a clinic and disconnect from the main server for screening to allow screening in locations without network access.

### Reports:

A full reporting suite to view metrics on the running of the service:

- Allows users to view the current state of every patient record within the software
- View several Key Performance indicators relating to the running of the service
- Grader accuracy reports
- Patient care reports
- Clinic reports
- DNA / DNR rate reports.

**Automated patient pathway:**

Patient records are moved through a pathway, so they are in the right place at the right time:

- Highlights to the programme when patients are due for an appointment

- Multiple pathways to cater for different types of screening required

- Multiple recall timers depending on the previous outcome of the patients screening

- Extra levels of failsafe - no patient can be forgotten.

**Automated update system:**

- NEC OptoMize can push out updates to clients after the server has been updated. This reduces downtime during software updates.

- Ability to see which clients have and have not been updated.

**Optional web interfaces:**

- Website to view images, letters, or patient history

- Online booking - allowing patients to book their own appointments.

## Benefits of using NEC OptoMize

The implementation of NEC OptoMize will assist the DESP to:

- Reduce the risk of undetected sight threatening retinopathy and maculopathy in the patient cohort by the utilisation of robust, with adequate failsafe, screening software to manage the screening process.

- Improve patient care by making the right information available to the right clinical staff, both within and outside of the screening service, at the right time.

- Improve operational effectiveness and reduce administrative costs via automation of existing manual tasks and more time efficient access to screening and ophthalmology information.

- Generate the full diabetic screening dataset and reporting needs of the DESP.

- Improve the collection of clinical data, not only to support capture of the dataset for diabetic eye screening, but also to support data collection, sharing and analysis of the relevant clinical information across all clinical areas involved with the care of patients with diabetes.

- Enhance the capability to conduct clinical research and audit to continually improve the service.

- Provides a centralised database that has highly efficient, effective and secure functionality for the access, input and output of relevant patient data to appropriately authorised users.

## Additional Modules

To enhance the OptoMize software we have a number of add on modules available.

### Advanced Ophthalmology

OptoMize Advanced Ophthalmology helps you to highlight and manage patients at high risk of diabetic retinopathy.  Patients are automatically coded red, amber or green - depending on their risk status - so you can easily monitor referrals and treatment:

- Configure fail-safe targets to reflect local area targets and procedures

- Access patients' records and history – including images and attachments

- View and add invitations, examinations, treatments and reviews to patients' records

- Use the integrated email tool to contact the hospital eye service

- Use a range of search criteria and filters to find single or multiple patients

- Easily export patient lists to share with other departments and teams.

### Online Booking

Allow patients to book and manage their own eye screening appointments online, 24x7. This empowers service users to choose times and locations that best fit with their schedule, and easily rearrange appointments when unexpected events occur.

- Real-time updates to clinics for appointments booked online

- Choose which clinics are available for online appointment booking

- Easily report on online booking activity.

### Capacity Planning

Capacity planning helps you analyse your day to day clinic capacity to increase productivity and improve patient throughput:

- Gives you forward insight in to how many how clinics appointment slots you have per patient due.

- Predicts the average DNA rate and allocates clinic availability according to your DNA timers.

- Recall Smoothing:   the ability to streamline clinic availability by resetting patients recall dates.

- Provides you statistics on clinic availability, attended appointments, cancelled appointments and DNA rates per period.

- Estimates how many new registrations per month and shows in clinic requirement.

## OCT Module

The OCT module provides a separate pathway for patients that require surveillance using OCT imaging.

- Provides an OCT specific grading form for OCT surveillance developed in collaboration with leading ophthalmologists.
- Accurate analysis of OCT surveillance throughput for reimbursement reporting.
- Ensure patients requiring OCT are booked into clinics with that capability.

## Batch Tracing

Export batches of patients to a local drive to send to the NHS Spine to check for any updates to the patient's record. Integrated with our data reconciliation tool, the updated information is then imported back into OptoMize.

- Reduces administration time
- Improves accuracy of data
- Assist on improving uptake by ensuring the data is correct at the point of contact.

## Archive Module

The archive module allows the programme to archive patients and images out of the main imagestore and into a secondary archive imagestore.

- Reduce size of main imagestore thus relieving storage stresses
- Speed up searches for patients by hiding off-register patients.

## Autobook

For programmes using closed booking systems, Autobook automatically books the first appointment in each screening round using automated intelligence to find the best available appointment for screening participants due to attend routine digital screening.

- Save hours* of administration time every year.
- Refocus administrative resources on activities such as patient engagement, hard to reach patient strategies and more.

*Note:* * Based on time savings during a pilot of Autobook, programmes with a valid cohort of 25,000 could save 625 hours of admin time per year, increasing to 1,250 hours per year for a programme with a valid cohort of 50,000.

## SMS Messaging bundles

Using a third-party provider we have the opportunity to offer you message bundles to allow you to use the SMS functionality with OptoMize.

*Note:* * Please note SMS can be used with any provider.

## Medisoft Connector

The Medisoft Connector module allows HES departments equipped with Medisoft software to send and receive referrals between the DESP and HES.

- Reduces administration time

- Improves accuracy of data transfer

- Reduces costs associated with sending referral letters

- Speeds up referral times for treatment.

# NEC OptoMize Service Setup

NEC OptoMize works from a central server, hosted at a data centre, or by the local programme.  The server runs the NEC OptoMize care pathway and stores all images and data.

There are two types of NEC OptoMize client, fixed and synchronisation.  Fixed clients are installed locally on the user's machines and require a constant connection to the central server.

Synchronisation clients allow the software to be used when not connected to the main server.  The client can be synchronised to download all relevant information for screening patients in a clinic and then taken out to the clinic.  The images can be captured and even graded before synchronising again and uploading all information captured during the clinic.

The server is usually separated into two parts, the SQL server, and the Application server, though it is possible to have both on the same server.  The SQL server hosts the database, and this contains all data, including the patient and programme information.  The application server contains the installs of the software and services that run the program and allow the clients to connect.

The Image store will be located on the application server, or a linked location the server sees, and all images will be saved in an anonymised format.

NEC OptoMize has two services that will be installed on the application server:

- **WCF Host service** - the WCF Host service deals with all connections between clients and the SQL server.  It passes data back and forth and ensures data connections are encrypted.  As the only access to the SQL database is through the WCF Host service, it creates a secure environment whereby anything without the correct protocols cannot connect and retrieve data.

- **Timer service** - the Timer service deals with the automated care pathway and ensures that patient states are updated as and when required.  Any failsafe timers will also be actioned by the Timer service.

NEC OptoMize supports different client connection methods from TCP/IP, HTTPS, or named pipes, with extra security options available through Windows or Certificate security.

# Training

As part of the deployment costs for a new solution, training will be arranged and will be tailored to the specific needs of the DESP at the time.

Additional training can be purchased through NEC Professional Services team at any point.

Training takes the form of onsite / remote demonstrations and explanations of the software and its usability delivered by a Professional Services consultant.  It will allow users to get a hands-on view of the software and the way it works, in line with their requirements.  Accompanying reference documentation will be provided.

An optional Service Review can also be provided by NEC.  This involves a Professional Services consultant to sit with each of the teams at the DESP and review the processes they are using to perform the day to day work, reviewing the feedback with the programme management team, offering advice tailored to the screening programme and situation as and when needed.

### Training Materials

NEC will provide standardised documentation detailing the clinical workflow and functionality of NEC OptoMize.  If customised documentation is required, this can be produced and will be assessed on a case by case basis and may be subject to additional charges.

NEC works to maintain the documentation to make sure that it is accurate and up to date with the current version of the software.

# Ordering and Invoicing Process

If you wish to order these Services, a G-Cloud Order form will need to be completed and signed by both parties.

# Request a Demonstration

We would be pleased to demonstrate NEC OptoMize to you.  Please email frameworks@necsws.com to request a demonstration.

**07951 679680**

**frameworks@necsws.com**

**necsws.com**

**@nec_sws**

**About NEC Software Solutions**
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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