

Service Definition Document

ESG offers flexible, low cost, and high value and dependable services including:

- Infrastructure
- Cyber Security
- Electronic Patient Records
- Web Apps (including clinical)
- Interim Workforce Resources
- Products
- Consulting
- Managed Services
- Technical Services
- Integration
- Data Migration
- Project Management

Infrastructure	We have a secure HSCN line that we deliver the service over. Data is backed up daily and disaster recovery is in place.	Costs £1,250 + VAT per month <i>(charged at cost)</i>
Booking Module	Our booking module allows central booking facility for staff to book clinical assessments and reviews according to clinician availability, skillset and patient location	Package to be built around individual needs
Nursing Support	Provides initial support and mentorship in good CHC assessment practice by industry experts	Package to be built around individual needs
Administrator Support	Our team will physically add your CHC Assessments onto the system to support your internal resources	Package to be built around individual needs
Nursing and Administrator Specialist Training	Provide wider training to your assessors	Package to be built around individual needs
APIs / Integration	Our integration team can provide APIs and connectivity to other systems	Package to be built around individual needs

Pricing

Please refer to pricing document

On-Boarding

An Account Manager will be assigned to you

A system coordinator will need to be identified who will add and remove users on behalf of your organisation and to be a primary contact for our support function

Support Hours

Monday to Friday 9-5 via a dedicated number