



## Service Definition – Diagnostics Service

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## Introduction

Ethical Healthcare's (EHC) sole purpose is to deliver positive and meaningful social impact on key societal challenges in the areas of health, wellbeing, and welfare. We also believe that true partnership with healthcare providers and suppliers can only be achieved through alignment of values. Our values are at the core of everything we do, the behaviours we demonstrate and the improvement and changes we seek to deliver to our partners. The combination of our values and not for profit ethos, affords us the ability to go above and beyond to support healthcare provision every way we can. We offer enhanced value for money and establish a genuine relationship with our partners, one in which there is no agenda other than improving patient care.

## Service

Ethical Healthcare's diagnostics service helps healthcare leaders and clinicians to find the best diagnostics solutions for their organisations, staff, and patients. Our expert team can support you through everything from options appraisals to the implementation of new systems, with decades of experience and a deep, but agnostic, understanding of the diagnostics technology landscape to guide you.

We operate at all levels of the diagnostics tree: with patients, trusts, imaging networks, regionally and nationally. Whether you want to assess your diagnostics options or are ready to implement a new system, we have the expertise and experience to ensure your projects are delivered efficiently and cost effectively.

Business and digital strategy: Providing expert advice to help your leadership team to consider the options for investment – be it change, technology, new services or new systems.

Business case, benefits realisation, and risk management: Appraising and evaluating your project following the Government's Green Book standard, including the Strategic Outline Case (SOC), Outline Business Case (OBC) and Full Business Case (FBC) stages.

Technology and design: Designing and building systems that truly support your

needs. With some of the most skilled and visionary technologists in the industry, we create implementable systems aligned to national initiatives and deliver real benefits to your patients and clinicians.

**Procurement and supplier management:** Guiding you through complex, multi-supplier procurement processes to ensure you get the best system and value for money. Our expert team can also support you through post-implementation evaluation and benefits realisation.

**Implementation:** Providing a seasoned and expert team of deployment and delivery resources who have been through many iterations of diagnostics systems implementations, enabling you to avoid pitfalls and efficiently and effectively ensure maximum return on your investment in technology.

We have an elite team of experts with deep and relevant knowledge of diagnostics and imaging networks.

## Assumptions

- EHC's policy is to not commence work until a valid Purchase Order is received, except where an exception is agreed and signed contractual documentation is in place authorising the commission of the work.
- Should EHC commence work at risk, we reserve the right to pause our efforts after 1 month should a PO not be forthcoming in this time.
- In consideration of the provision of the services during the engagement, the customer shall pay EHC fees calculated on a time and materials basis in accordance with the payment schedule.
- Work is to be performed remotely where possible and on-site as required.
- The commercial model does not include non-standard expenses.
- EHC team members will be granted access to staff, information and relevant platforms as required, and in a timely manner.