

What is Liberate Pro.

Liberate Pro Digital is a patient education platform with clinically validated content for specific diseases and conditions to maximise the time between clinician and patient. Liberate Pro widens access for patients with low health literacy to improve treatment adherence by improving patients' understanding, decision-making and consent to treatment. It is secure and accessible for both patients and clinicians.

- Liberate Pro developed to operate on any platform.
- Liberate can easily integrate with any EHR, EMR or pharmacy system.

Onboarding and Offboarding Support

We provide training both face to face and on line to all of our users. We also have a training manual. Liberate Pro is easy to use. We find that training takes no more than 30 minutes. We are happy to provide as much training as required.

Maintenance Windows

A downtime of 30 minutes is required on a needs basis (not more than twice a month) for application updates and security patches. This downtime can be taken at time when the user traffic is minimum, such as between 12 am and 6 am GMT.

Performance, Availability and Support hours

The Solution uses AWS PAAS and IAAS services, which guarantee uptime and availability. Multiple availability zones with the UK region are used to ensure resiliency. The service is available to customers 24/7. Customers can access content on the platform at their convenience. The service ensures quick and immediate access to the education content for customers.

Support will be available via Email. The usual response time for support will be one business day.

After sales support

We provide continuous after sales support which we supply on demand. We normally give support within one business day of a request.

Technical requirements

Customers can access the service via web browsers on their phones, laptops and desktop computers. The list of supported browsers include Microsoft Edge, Google Chrome, and Safari.

Backups and Disaster Recovery

Daily automated backups are created and stored with enough redundancy. Recovery Time is as low as a few hours. All backups are stored in S3 Buckets and EBS volumes.

Hosting Options

Liberate Pro is a Software as a Service (SaaS) offering. No Deployment/Hosting is required on the customer side.

The Solution uses AWS PAAS and IAAS services, which guarantee Uptime and Availability. Multiple Availability zones with UK region are used to ensure resiliency.

Access to data (upon exit)

Data can be exported as reports/content archives on request. This can be done by contacting support.

Security

The Services run inside AWS VPCs which ensures that only required traffic and data flows in/out of the services' network/environment. A gateway also ensures right authentication and authorization checks are done when anyone tries to access the services.

The service stores all data in Encrypted and Secure way on AWS infrastructure.

Role Based Access Controls ensures that only people and systems with appropriate permissions and rights can see relevant data.