

An overview of System C's G-Cloud service for the CareFlow Electronic Patient Record (EPR)

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1 An overview of System C's EPR solution

1.1 Product description

System C is the UK's only dedicated provider of software solutions for Healthcare, Social Care, and Education. With unrivalled expertise, a commitment to transformation, and future focussed, Artificial Intelligence (AI)-powered innovation, we partner with organisations to improve outcomes and enhance community wellbeing.

The CareFlow Electronic Patient Record (EPR) is a mobile, cloud-based platform that delivers intuitive digital workflows, decision support, and care planning. Designed for interoperability, CareFlow EPR provides a single clinical solution that works seamlessly within a Trust and across the wider care community – integrating health and social care for truly connected patient journeys.

Function	Description
CareFlow EPR: minimum deployment	
Patient administration function	CareFlow EPR delivers the most modern, flexible, and advanced Patient Administration System (PAS) available for the NHS. Built on System C's 30+ years of expertise, it combines a powerful PAS with rich clinical functionality – designed exclusively for NHS Trusts. Why choose CareFlow? • Comprehensive coverage: Meets all administrative requirements for NHS hospital Trusts, providing real-time patient record access whenever and wherever needed. • Supports digital transformation: Ideal for Acute NHS Trusts aiming to align with the Frontline Digitisation Programme, meet NHS England's Digital Capability Framework (DCF), and progress Healthcare Information and Management Systems Society (HIMSS) maturity ratings. • Proven track record: Live in 30 Acute Trusts – from specialist hospitals to large teaching hospitals with 20,000+ users. • HIMSS partnerships: System C is an official HIMSS Digital Health Transformation Partner, helping customers achieve the highest levels of digital maturity. Core features include: • Integrated Master Patient Index (MPI) and patient registration. • Personal Demographics Service (PDS) and Child Protection – Information Sharing (CP-IS) integration. • Outpatient and inpatient management. • Clinic scheduling and e-Referral Service (e-RS) integration. • Outpatient self-check-in kiosks. • Referral to Treatment (RTT) pathway management and elective waiting lists. • Ward and bed management. • Case note tracking, letters, and documents. • Clinical encoder.

	Additional, optional capabilities include: • Patient contacts: A comprehensive tool for managing and tracking healthcare professionals' contact activities. • Document Exchange: Message Exchange for Social Care and Health (MESH)-compliant data transfer for secure, efficient sharing of documents across health and care organisations. CareFlow PAS is purpose-built for the NHS – supporting standards, statutory reporting, and simplifying tasks for clerical and operational staff, while driving digital maturity and improving patient care.
Data repository and warehouse (our business intelligence capability)	CareFlow's data repository and warehouse is a core component of the EPR, providing a powerful healthcare reporting and data management solution. It enables the creation, maintenance, and delivery of reports and dashboards with near real-time data (High frequency reports typically within 5 minutes of live). Key benefits: • Complete visibility: Gives Trusts the digital capability to monitor activity across all locations and progress towards digital sophistication in line with the Frontline Digitisation Programme. • Supports HIMSS Level 7: Designed to help organisations achieve the highest levels of digital maturity. • User-friendly design: Presents data in a logical, intuitive format for easy access and analysis. Capabilities include: • Pre-configured reports for contracting, commissioning, and NHS Commissioning Data Sets (CDS). • 150+ operational reports and 150+ templates to accelerate custom report creation. • Comprehensive reporting across statistical, operational, administrative, and clinical domains. • Full support for statutory reporting and CDS returns. Delivered via familiar Microsoft tools – Report Builder, Structured Query Language (SQL) Server Management Studio (SSMS), Excel, and Power BI – enabling rapid self-sufficiency for advanced reporting needs. CareFlow's data repository meets all modern hospital reporting and data warehousing requirements, helping Trusts unlock actionable insights and drive digital transformation.
Interfacing	CareFlow EPR includes: • An integration engine: Enables seamless data exchange with departmental systems such as Laboratory Information Systems (LIMS), Picture Archiving and Communication Systems (PACS), and shared care records. • Standard Health Level Seven (HL7) messaging: Provides near real-time data synchronisation, ensuring accurate and up-to-date information across all connected systems.

Emergency Care	CareFlow Emergency Care is a comprehensive, paperless solution designed to manage every clinical and administrative aspect of emergency care. It supports both adult and paediatric patients as they move through all stages of the Emergency Department, helping to reduce admission bottlenecks and improve patient flow. Key features include: • Real-time visibility: Interactive whiteboards display the status of individual patients and the entire department. • Complete patient tracking: From arrival to discharge, including transfers to theatres or investigations elsewhere in the hospital. • Automated discharge summaries: Sent directly to GPs for seamless continuity of care. • Compliance and performance: Fully aligned with the Emergency Care Data Set (ECDS) standard and supports Trusts in meeting national and locally defined waiting time targets. • Intuitive data capture: Enables real-time recording of interventions by date, time, location, and clinician for full auditability. CareFlow Emergency Care delivers a robust, efficient, and user-friendly platform that enhances operational performance and improves patient outcomes.
Clinical Workspace	CareFlow Clinical Workspace gives clinicians a single point of access to CareFlow EPR, presenting a patient-centred summary view of clinical data. With click-through links to third-party applications such as PACS and an Electronic Document Management System (EDMS), clinicians can manage patient care from one place – improving speed and decision-making. Key capabilities include: • Unified workspace view, always in patient context, bringing together: – Patient admission and location services. – Order Communications and Results Reporting (OCRR). – Electronic observations. – Structured clinical documentation and pathway management. – Electronic Prescribing and Medicines Administration (EPMA). – Team based workflows: task management, handover, referrals, mobile alerts, and escalations. – Inpatient administration workflows, including consultant updates and Estimated Date of Discharge (EDD). – Embedded dashboards and Business Intelligence (BI) tools.

	- Unified View: - Provides a read-only summary of past, present, and future patient activities – appointments, Emergency Department attendances, inpatient stays, and clinical documentation. - Supports data aggregation across other System C instances, based on clear data sharing and access rules, enabling collaborative care and clinical decision support across regions. - Allows users across a care community to contribute to the same document, driving integrated care. Optimised for clinicians and teams, CareFlow Clinical Workspace delivers fast access to up-to-date patient information and acts as a launchpad into detailed workflows within CareFlow and integrated third-party systems.
Mobile care co-ordination	CareFlow Mobile Care Co-ordination is a secure, mobile platform for clinical communication and collaboration, designed to accelerate care co-ordination for multi-disciplinary teams within hospitals and across care communities. Key benefits: - Faster decision making: Clinicians can access up-to-date patient information – such as observations and test results – reducing delays and improving hospital flow. - Real-time updates: The entire team works with the latest patient data, supported by secure instant messaging and event-driven co-ordination (alerts and task management). - Proactive notifications: Mobile alerts ensure clinicians never miss critical updates, such as signs of patient deterioration. - Full audit trail: Maintains a complete history of communications for transparency and compliance. Optional feature – Cross-Organisation Collaboration (Affiliated Networks): - Enables Trusts to create affiliations for integrated care workflows. - Supports team-to-team conversations, handovers, task management, and clinical advice across an Integrated Care System (ICS). - Facilitates collaborative care across regions, improving outcomes and continuity of care. CareFlow Mobile Care Co-ordination connects clinicians, teams, and organisations – delivering secure, real-time communication and collaboration that drives safer, faster, and more integrated patient care.
Hosting	CareFlow EPR is hosted on the Microsoft Azure UK cloud platform, delivering exceptional resilience and service continuity. Deployed across multiple Azure UK South data centre zones, the solution is designed for high availability – able to withstand component or server failures without impacting end-user access.

CareFlow EPR: optional integrated departmental functions

Theatre management	CareFlow EPR delivers comprehensive theatre management through seamless interoperability with the Bluespier Theatre Management System – System C's exclusive theatre partner. Bluespier is an established, clinically driven software suite designed to manage every aspect of the theatre journey. Key features and benefits: • Deep integration: Bluespier Theatres is fully integrated with CareFlow EPR, including in-context launch and workflows that allow users to move easily between patients. This tight integration ensures secure, efficient interoperability and a unified experience for clinical and administrative teams. • Real-time visibility: Provides Trusts with live information on patient location throughout surgical pathways and current theatre utilisation. • Rich clinical functionality: Supports clinicians inside and outside theatres with detailed clinical content and decision support. • Regulatory compliance: the only theatre system supporting direct electronic uploads to the National Joint Registry, National Hip Fracture Database, Surgical Site Infection (SSI) reporting, and Amplitude Clinical Outcomes. Operational and clinical benefits include: • Optimal use of theatre facilities and resources. • Reduced administrative burden. • Improved patient safety and enhanced patient experience. Optional features – mobile and paperless workflows: • Mobile application: Enables teams to manage theatres on-the-go, complete World Health Organisation (WHO) checklists at the bedside, and access real-time data anywhere in the hospital. • Paperless pre-operative assessment: Keeps clinical teams up to date at all stages and supports decision-making through guidance and clinical support. Patients unfit for surgery or requiring anaesthetist review are quickly identified and managed. • Electronic whiteboards: Use a traffic-light system to monitor treatment targets and prioritise high-risk patients. Our innovative theatre management solution delivers clinical and financial efficiencies, drives operational performance, and enables agile, safe, and effective patient care.
Maternity, Neonatal, and Paediatrics (BadgerNet)	BadgerNet Maternity is the UK's market-leading, fully paperless system for pregnancy and maternity care. It provides a complete solution for documenting a woman's obstetric journey – from pregnancy and first booking visit through birth and up to four weeks postpartum. Key capabilities include:

- Support of all aspects of labour management, postnatal care, and discharge.
- Tailored workflows for each stage of pregnancy and type of assessment.
- Records that are not limited to a single Local Maternity System (LMS) and can link to any BadgerNet Maternity unit nationwide, subject to Information Governance approvals and permissions. As a centrally hosted national system, any Trust a woman visits can access her full record digitally, eliminating delays caused by paper-based transfers.
- Break-glass access that allows the choice to write in the record (as well as read), ensuring a complete record.
- The **Badger Notes app**, which empowers women to view and interact with their own notes, access appointments, and manage their health and wellbeing throughout pregnancy and beyond.

BadgerNet Early Pregnancy and Gynaecology Unit (EPAGU)

extends the maternity record to capture early pregnancy and gynaecology interactions, complementing and linking seamlessly with BadgerNet Maternity.

BadgerNet Neonatal and Paediatrics provides a complete electronic record for neonatal, Paediatric High Dependency Unit (HDU) and Paediatric Intensive Care Unit (PICU) environments.

Key capabilities include:

- Tracking the entire course of care, including hospital, community, and transport settings.
- Linking automatically with BadgerNet Maternity to create a continuous record from pregnancy through neonatal and paediatric care.
- Supporting community midwifery services, including offline data capture with automatic synchronisation when connectivity is restored.
- The **Baby Diary** offers parents secure, real-time access to photos and updates during their baby's stay – with content managed by clinical staff – helping families stay connected and informed throughout the neonatal journey,

Optional features:

- **Third-party interfaces:** Integration with departmental systems and patient monitors such as laboratory systems, ultrasound, and cardiotocography (CTG) machines.
- **MilkTrac mobile app:** Provides a secure, intuitive solution for breast milk collection and donation, ensuring the right milk reaches the right baby and preventing cross-contamination.

BadgerNet is the UK's leading complete perinatal care record platform, supporting more than 200 Acute NHS Trusts and over 40,000 women and families. It seamlessly links multiple systems to the wider digital ecosystem, enabling clinicians and those focussed on improving care at a regional, network, or hospital level to work more effectively and collaboratively.

Pharmacy	CareFlow Pharmacy is designed in collaboration with clinical pharmacists, technicians, and clinicians to deliver the most comprehensive pharmacy administration and management solution on the market. Combining advanced functionality with intuitive design, it creates a complete pharmacy practice environment where data is captured and integrated in real time. The platform supports every aspect of pharmacy operations from dispensing and labelling medicines to managing stock and procurement, ensuring efficiency and patient safety. Core capabilities include pharmacy dispensing and labelling, ward stock management, procurement, and automation. Beyond the essentials, CareFlow Pharmacy offers optional advanced features to meet diverse organisational needs, including: • Production services enable the creation of finished products from raw ingredients and components, with full tracking of stock usage, quantities, and values for accurate accounting. • Trading facilitates the sale of goods by the Trust, supporting compliant and efficient commercial transactions. • Homecare for seamless e-Homecare services, enabling patient-specific purchase orders. • IntelliFront BI for actionable insights and Key Performance Indicator (KPI) reporting. • Fallback for uninterrupted dispensing during outages. • TMS Insight Prescription Tracking System (PTS) integration for barcode-based prescription tracking. • Interfaces for third-party systems and hardware, including dispensing robots and Automated Dispensing Cabinets (ADCs). • Dispensing Web Service (DWS) for automated routing of prescriptions from third-party EPMA systems. • Controlled Drug (CD) Manager for paperless compliance with controlled drug processes, supporting reduced diversion and misappropriation. • MedTrac mobile app for real-time stock visibility and automated supply chain processes. CareFlow Pharmacy scales from a single hospital to an ICS-wide deployment, offering unmatched functionality, accessibility, and data depth to support modern service delivery and management practises.
CareFlow EPR: optional clinical functions	
Electronic observations	CareFlow Electronic Observations is System C's market leading solution for electronic observations and clinical decision support. It provides clinicians with accurate, real-time information to identify deteriorating conditions early and trigger escalation pathways – ensuring the safest possible care for adults and children. Key capabilities include: • Mobile-enabled monitoring: Records and analyses patient vital signs at the bedside via an intuitive app.

	• Early Warning Scores (EWS): Automatically calculates scores based on national standards, including the National Early Warning Score (NEWS2), with support for Maternity, Paediatric, and ED observation models. • Local protocol validation: Includes configurable warnings and workflows tailored to local requirements. • Sepsis management: Comprehensive functionality to identify, risk-stratify, and audit care for patients at risk of sepsis. • Integrated task orchestration: Enables clinicians to signpost, refer, or escalate patients to specialist services for further investigations. • Secure communication: Responding clinicians can access patient information, receive alerts, and communicate quickly with colleagues. Benefits for clinicians and organisations: • Bedside data recording and observation scheduling based on clinical need. • Real-time access to detailed patient information on the move. • Overview dashboards for care delivery and performance monitoring. • Eliminates paper charts, improving accuracy and compliance. • Provides actionable insights to support transformation and improvement initiatives. Highly intuitive and easy to use, CareFlow Electronic Observations empowers front-line clinicians to respond faster, take extra observations when needed, and make the right decisions at the point of care.
Inpatient whiteboard	CareFlow's Inpatient Whiteboard provides a real-time, integrated view of patient flow across wards, hospitals, and sites within an Acute NHS Trust, helping organisations manage the entire patient journey from pre-admission through to discharge. Fully customisable to local service requirements, it empowers operational managers and clinical teams to prevent bed blockages, reduce discharge delays, and respond effectively to rising demand. By delivering accurate, real-time visibility of capacity and patient needs – including elective and non-elective arrivals – the whiteboard supports better decision-making and smoother patient flow. Embedded digital command and control capabilities, such as ward summary views, give a strategic overview of patient movement across hospitals or multiple sites, enabling proactive management at scale. At ward level, multi-disciplinary teams benefit from a consolidated view of essential patient flow information, bed status, clinical data, and discharge plans – all in one place. Developed in line with the SAFER Patient Flow Bundle, recognised by NHS England as a practical tool to reduce delays, the solution also supports the Emergency Care Improvement Programme (ECIP), helps identify stranded patients, and aligns with the Red2Green campaign to eliminate wasted time in patient journeys.

	By equipping Trusts with advanced digital tools to understand and manage patient flow, CareFlow Inpatient Whiteboards accelerate digital maturity and supports organisations in achieving the next stage of their HIMSS ambitions.
Order Communications and Results Reporting (OCRR)	CareFlow Order Communications and Results Reporting (OCRR) enables clinicians to electronically order tests, examinations, and services, and receive results from any compliant departmental system, including radiology and pathology. Fully bi-directional, CareFlow passes order requests to service departments via HL7 messaging and receives scheduling updates and status changes in real time. By replacing paper-based processes, OCRR promotes faster, safer, and more efficient patient care decisions while supporting key NHS initiatives such as paperless workflows. The mobile Orders and Results app ensures that clinicians can place orders and view results instantly – at the bedside or on the move – without being tied to a desktop. This improves workflows, saves time, and enhances patient safety. OCRR also strengthens compliance through Results to Action (R2A) acknowledgement policies, dynamically assigning ownership of unacknowledged results to ensure they are actioned by the responsible clinician. The result is a streamlined, error-reducing process that accelerates turnaround times and frees clinicians to focus on patient care rather than manual paperwork. With CareFlow OCRR, Trusts gain a modern, integrated solution that delivers speed, accuracy, and mobility – key enablers for digital maturity and improved clinical outcomes.
Structured clinical documentation and noting	CareFlow Structured Clinical Documentation and Noting enables Trusts to create and use customised data capture forms throughout the clinical record, replacing paper-based notes, assessments, and charts with a fully digital solution. Designed to boost efficiency and support paperless initiatives, it integrates clinician-entered notes from both Acute and Community settings with patient-contributed information, ensuring real-time sharing across care teams. The solution provides electronic definition, capture, interpretation, and viewing of clinical information using a powerful configuration toolkit. This allows Trusts to design bespoke forms and workflows tailored to their specific clinical needs. With internet connectivity, CareFlow can be used beyond hospital walls – in community settings, care homes, and even patient's own homes – enabling assessments and observations to feed directly into a single patient record. This improves continuity of care across the Trust and wider ICS. Key features include: • A responsive interface for desktop and mobile devices. • Use of standard clinical terminology and Systematised Nomenclature of Medicine Clinical Terms (SNOMED CT) coded picklists. • Central terminology components to enhance interoperability. • Integration with CareFlow's task orchestration functionality.

	Enhanced workflows for re-use of content and seamless access to other clinical record components. By eliminating paper notes and enabling structured, interoperable documentation, CareFlow helps Trusts achieve local and national paperless goals while improving data quality, care co-ordination, and patient outcomes.
Care planning	CareFlow Care Planning enables healthcare teams to create and manage electronic care plans that are tailored to each patient's needs. These plans act as living documents, encouraging patient engagement and providing an easy-to-review timeline of care activities. Built on CareFlow's Structured Clinical Documentation and Noting, Care Planning introduces the ability to define formal plans of care based on patient needs and goals. These plans can be shared across a digitally connected ICS, supporting collaboration and continuity of care. The solution also includes action plans, which give teams a clear view of tasks that must be completed. Actions can be scheduled before a formal care plan begins or alongside other activities, ensuring flexibility and proactive care management. CareFlow Care Planning promotes holistic, collaborative care planning aligned with local and national guidelines, including those from The National Institute for Health and Care Excellence (NICE), the Nursing and Midwifery Council (NMC), and NHS England – helping organisations deliver safe, high-quality, and optimised patient care.
Electronic Prescribing and Medicines Administration (EPMA)	CareFlow Electronic Prescribing and Medicines Administration (EPMA) is the UK's most widely installed EPMA system, designed to ensure safe, efficient, and fully digital prescribing across inpatient, outpatient, and discharge workflows. Clinicians benefit from real-time visibility of a patient's complete medication record throughout their stay. The entire drug chart is accessible on a single screen, with patient histories available instantly. Integrated ordering ensures medicines are requested from pharmacy promptly, supporting timely administration. At discharge, prescriptions can be transferred directly to pharmacy for dispensing without transcription, thanks to seamless integration with CareFlow Pharmacy – eliminating rekeying and reducing errors. Fully integrated with CareFlow EPR, EPMA gives prescribers access to vital patient information such as test results while prescribing or administering medicines. By replacing handwritten charts, it removes the risk of ambiguity and illegibility. EPMA supports care across Acute, Mental Health, and Community settings, delivering an ICS-ready solution for connected care. Optional features include: Electronic Prescription Service (EPS): Enables prescriptions to be sent electronically to a nominated pharmacy, improving efficiency and convenience.

	• Repeat Prescribing: Automates prescription generation for patient cohorts requiring regular medication, saving time for prescribers. • IntelliFront BI: Unlocks actionable insights with KPI dashboards and reporting. • Third-party interfaces: To share data with departmental systems such as laboratory and pharmacy. • Controlled Drug (CD) Manager: Paperless compliance with controlled drug processes, supporting reduced diversion and misappropriation. • PharmaTrac mobile app: Provides closed-loop medicines administration at the bedside with barcode scanning for positive patient and medicine identification, reducing selection errors. By leveraging EPMA digital technology, organisations can significantly reduce prescribing and administration errors, prevent adverse drug events, cut costs, and improve patient outcomes – while advancing toward a fully paperless care model.
ChemoCare	ChemoCare is the UK's leading electronic chemotherapy prescribing system, trusted by 80% of NHS centres. It delivers safe, efficient, and fully digital management of Systemic Anti-Cancer Therapy (SACT) – from referral through to discharge – across multiple care settings and cancer networks. Our solution supports clinicians with expert electronic prescribing, scheduling, and administration tools, ensuring accuracy and consistency throughout the treatment journey. By enabling information sharing across clinical systems, ChemoCare promotes continuity of care and supports long-term patient outcomes in line with chronic disease management principles. Optional features include: • ChemoWorksheets: Customisable templates for drug preparation and labelling, ensuring flexibility and compliance. • ChemoSchedule: Synchronises patient appointments with treatment days, streamlining workflows and improving efficiency. • ChemoAdministration: Provides real-time electronic documentation of chemotherapy administration with optional dual-nurse verification and safeguards to prevent unauthorised treatment. • ChemoConsent: Enables secure digital consent using Cancer Research UK forms, sent to the patient's smartphone for remote signing. It ensures compliance with e-signature standards and integrates with medicines administration workflows. • ChemoPro: A patient-facing app that keeps patients connected between visits, offering quick access to information and reassurance. • Enhanced ChemoCare Reporting: Delivers automated, scheduled reports for audits, drug usage, waiting times, and

	NHS SACT compliance, supporting performance monitoring and regulatory requirements. • Third-party interfaces: Seamless integration with departmental systems, such as laboratory and pathology for complete data sharing. Optimised for hospital, home, and community care settings, ChemoCare ensures uninterrupted access and reliability. Used by tens of thousands of NHS staff, it has built a reputation for making chemotherapy prescribing safer, faster, and easier to use – helping organisations deliver high-quality cancer care.
CareFlow Artificial Intelligence (AI)	We are putting AI innovation at the heart of healthcare, empowering professionals to focus on what matters most: patients. CareFlow AI is transforming clinical workflows by reducing manual tasks, improving decision-making, and enabling faster, safer communication across care settings. This means more time for patient care and better outcomes. CareFlow Ambient AI Consultations uses advanced voice technology to capture clinician-patient conversations in real time, generating accurate documentation and clinic letters before the patient leaves the building. This reduces cognitive load, enhances patient safety, and supports compassionate, efficient care. With seamless integration into CareFlow EPR, clinical documentation, outcoming, and direct coding, workflows can be automated – streamlining services and supporting clinicians on the front line.
Inpatient clinical coding	CareFlow EPR provides comprehensive inpatient clinical coding through seamless interoperability with both Solventum Medicode and Woodward Associates SimpleCode. Key features and benefits: • Accuracy and efficiency: Purpose-built to support precise, streamlined clinical coding. • Standards-based: Supports both International Statistical Classification of Diseases – tenth revision (ICD-10) and Office of Population Censuses and Surveys Classification of Interventions and Procedures – version 4 (OPCS-4). • Real-time visibility: Gives Trusts live, up-to-date insight into patient coding status. • Rich clinical functionality: Offers coders detailed coding content, guided workflows and clinically aligned tooling. • Deep integration: Solventum Medicode and Woodward Associates SimpleCode are fully integrated with CareFlow EPR, including in-context launch and workflows that enable coders to move seamlessly between patients. This integrated approach ensures clinical coders have everything they need to deliver fast, reliable, and high-quality coding across every patient journey.
CareFlow EPR: optional integrations	

Application Programming Interface (API) bundles	System C's Interoperability Framework enables seamless integration with third-party systems by configuring our solutions to consume external vendors' web services. This allows data from other systems to be displayed within the patient record without the need to persist it – ensuring accuracy and reducing duplication. Key capabilities: • Open Application Programming Interfaces (APIs): A wide range of APIs based on Fast Healthcare Interoperability Resources (FHIR) standards. • Cloud-based delivery: APIs are provided via a secure, scalable cloud platform. • Use-case driven packages: Bundled API sets designed around common interoperability scenarios for faster implementation.
Third-Party Integrations (TPIs)	CareFlow EPR integrates seamlessly with third-party applications, launching them in patient context via single-sign-on for a smooth, unified user experience. Key capabilities: • Extensive integration library: Click-through Third-Party Integration (TPI) plug-ins provide single-sign-on and context maintenance for systems such as PACS archives, EDMS solutions, Summary Care Records, and regional Shared Care Records. • Multitasking support: Multiple windows can be launched simultaneously, enabling clinicians to review radiology images, check results, and document care at the same time – improving efficiency and workflow.
Personal Health Record (PHR) integration	System C provides seamless integration for standalone Personal Health Record (PHR) systems. Our PHR integration package enables third-party PHR suppliers to connect with CareFlow EPR and manage patient appointments efficiently. Key benefits: • Vendor-agnostic: Compatible with all major PHR suppliers, ensuring flexibility and choice. • Streamlined workflows: Supports appointment management directly within CareFlow EPR for a unified patient experience. • Secure and scalable: Built on robust interoperability standards for safe, reliable data exchange.

1.2 Our other solutions

Please see our separate submissions for standalone CareFlow products on the Digital Marketplace, these include:

- CareFlow PAS.
- CareFlow Emergency Care.
- CareFlow Clinicals.
- CareFlow EPMA.

- CareFlow Pharmacy.
- CareFlow AI.
- ChemoCare.
- BadgerNet Maternity, Neonatal, and Paediatrics.
- CarePlus (Child Health).

1.3 Standards

System C solutions are purpose-built for the UK Health and Social Care sectors and fully compliant with NHS standards and best practice guidelines, including NHS Information Security Standards and Information Governance standards (e.g., NHS IM&T Security Manual, the NHS Confidentiality Code of Practice, and Caldicott Principles).

Our credentials include:

- **ISO certifications:** ISO 9001 for Quality Management and ISO/IEC 27001 for Information Security across all business functions.
- **NHS compliance:** Data Security and Protection Toolkit (DSPT) compliance, plus Cyber Essentials and Cyber Essentials Plus accreditation.
- **Digital health standards:** CareFlow EPR meets the Digital Technology Assessment Criteria (DTAC), the national baseline for NHS and Social Care digital solutions.
- **Sustainability commitment:** Carbon Reduction Plan published annually since 2022 and participation in NHS England's Evergreen Sustainable Supplier Assessment since 2023.

In summary, System C combines rigorous compliance with a strong commitment to sustainability, ensuring secure, high-quality solutions for the NHS and Social Care.

2 Implementation

2.1 Interoperability

During the initial phase of the project, System C works collaboratively with the Trust to define the current integration architecture, based on documentation supplied by the Trust. To achieve this, we:

- Provide detailed message specifications, including examples of the messages that will be exchanged.
- Conduct a mapping and gap analysis to identify any missing content or potential issues.
- Agree responsibilities. The Trust will supply a detailed plan for any Trust Integration Engine (TIE) development work, including agreed milestones, to support effective project management within this workstream.

2.2 Configuration

System C has developed a standardised, collaborative, and iterative approach to configuration, designed to ensure the solution meets customer needs and maximises benefits. This approach includes:

- **Business process alignment:** Supporting customers to align or realign workflows to optimise outcomes.
- **Compliance:** Ensuring all configurations meet NHS data standards and data dictionaries.

- **Localisation:** Providing customer-definable reference tables, which can be mapped internally to national codes (e.g., CDS returns).
- **Access control:** Setting up Role-Based Access Control (RBAC) rights for individuals or groups to ensure permissions match roles and sensitive data remains secure.

2.3 Data migration

Most implementations require migration of patient and activity data from legacy systems. System C's Data Migration Team works closely with the Trust to:

- Define individual and joint responsibilities within the workstream.
- Agree the scope of data migration.
- Plan activities and determine the optimal phasing of migration tasks.

Our team has successfully migrated over one billion records for numerous NHS organisations, ensuring accuracy and continuity of care.

2.4 Deployment

System C's deployment methodology – refined through successful implementations in 30 Acute NHS Trusts – is designed for a safe, controlled, and predictable go-live with minimal disruption to patients and staff. Key principles of our approach include:

- **Joint planning:** System C and Trust teams work together on an integrated plan, fostering transparency and early risk management.
- **Clinical engagement:** Essential for success; we collaborate closely with clinicians throughout.
- **Flexibility:** Our methodology is pragmatic and adaptable to Trust-specific needs.
- **Remote capability:** We pioneered remote deployments during COVID-19, completing three fully remote EPR go-lives.

The benefits of our deployment methodology are:

- Reduced risk through structured stage-gate readiness criteria.
- Contingency planning for critical supplier exit dates.
- Smooth transition from go-live to Business as Usual (BAU).
- Fully trained staff and a solution that meets clinical and organisational requirements.

Post-deployment, we support customers through our **Clinical Transformation Accelerator Programme (CTAP)**, which uses our 'Gold Build' library of standardised templates to accelerate workflow localisation and validation.

2.5 Training

System C partners with the Trust's Training Team to provide guidance, training, and support. Our standard approach includes:

- **Train-the-Trainer model:** Working closely with the Trust's Training Team to plan and deliver training.
- **Comprehensive training materials:** Covering all aspects of the deployed solution.

2.6 Testing and acceptance

Testing is critical to success, and System C adopts a structured, collaborative approach tailored to the solution being implemented. We assist the Trust by providing:

- **Testing collateral:** Including a Test Strategy, Test Plans, and Test Reports.
- **Guidance and support:** Ensuring effective testing is undertaken to maximise solution benefits.