access
freedom to do more

G-Cloud15

Access Rio EPR

Service Definition

Contents

1 Service Overview 3
2 Onboarding 4
3 Additional Service Options 5
4 Service & Support Management Details 7
5 Account Management & Customer Success 8
6 Backup and Disaster Recovery 9
7 Business Continuity 10
8 ISO27001 Accreditation 10
9 Development Life Cycle 10
10 Technical Requirements 11
11 Service Constraints 11

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

1 Service Overview

Access Rio EPR Evo is a cloud-native SaaS electronic patient record system designed to support integrated care delivery across mental health, child health, and community care settings. Delivered as a fully managed multi-tenant platform on Microsoft Azure, Rio Evo provides healthcare organisations with a modern, scalable solution that evolves continuously without requiring customer-managed upgrades or infrastructure maintenance.

Key capabilities include:

- Comprehensive patient demographic management and clinical documentation
- Flexible care pathway support across multiple care settings
- Configurable clinical workflows to align with organisational processes
- Integration capabilities to connect with existing healthcare systems
- Standards-based approach supporting interoperability with NHS systems

As a true SaaS platform, Rio Evo removes the operational burden of infrastructure management, testing cycles, and version control, enabling healthcare organisations to focus on patient care delivery. Updates and enhancements are deployed seamlessly by Access, ensuring all customers benefit from the latest capabilities and security updates without disruption to clinical services.

Platform approach:

Rio Evo provides a comprehensive foundation for clinical and administrative workflows. The platform supports a wide range of care delivery requirements, with functionality configured during implementation to meet specific organisational needs. Additional capabilities and modules may be available to address specialised requirements, and the scope of these will be confirmed during initial scoping and implementation planning discussions.

Optional Additional modules

Access Rio Observations

Access Rio Observations enables comprehensive recording and monitoring of both physical health vital signs and mental health therapeutic observations, with automated early warning score calculation and intelligent alerting. The system supports recording of all vital signs with automatic calculation of Early Warning Scores (NEWS2), manages

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

therapeutic observation levels and frequencies for mental health services, and provides real-time alerts when observations fall outside safe parameters with dashboard views for ward-level and organisation-level visibility.

Access Rio Smart Notes

Rio Smart Notes leverages advanced AI-powered ambient voice-to-text transcription and automated summarisation to transform clinical documentation within the Access Rio EPR ecosystem. By capturing clinical encounters through intelligent ambient listening and filtering non-essential conversation, it eliminates hours of administrative burden while automatically generating structured, accurate progress notes that synchronise directly into Rio patient records. The solution is designed specifically for healthcare professionals working in mental health, child health and community settings, with an intuitive mobile app that provides full offline functionality, enabling clinicians to maintain focus on patient care, sustain meaningful eye contact during consultations, and document encounters seamlessly—even without Wi-Fi connectivity—while driving measurable improvements in workflow efficiency and clinical productivity.

2 Onboarding

Access employs a structured implementation approach designed to support healthcare organisations through the transition to Rio Evo. Our methodology has been developed through over 20 years of delivering Rio to healthcare organisations across the NHS, and is tailored to meet the specific requirements of each organisation.

Implementation approach:

The Rio Evo implementation process is designed to be collaborative, with Access working closely with customer project teams to ensure successful deployment. The approach encompasses:

- **Project initiation and planning** - establishing governance, scope, and success criteria
- **Configuration and system design** - aligning Rio Evo capabilities with organisational requirements
- **Feature selection and enablement planning** - determining which capabilities to activate at go-live and which to enable in subsequent phases
- **Data migration support** - where applicable, supporting transition of existing data
- **Training and enablement** - preparing system administrators and end users for go-live
- **Go-live support** - providing intensive support during the transition period
- **Transition to ongoing support** - handover to Access Customer Success teams

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Phased Adoption Approach:
Rio Evo's architecture supports phased adoption of capabilities through feature enablement controls. Organisations can choose to activate core functionality at initial go-live, with additional features enabled progressively as users become familiar with the platform and organisational readiness develops. This approach reduces implementation risk and enables more controlled change management.

Knowledge Transfer:
A key principle of Access implementation methodology is skills transfer. Implementation activities include training for nominated system administrators to enable ongoing configuration and management of Rio Evo post go-live, including the ability to enable and configure additional features as organisational requirements evolve. Access provides documentation, eLearning resources, and direct training to support this knowledge transfer.

Flexibility:
Implementation timescales and specific activities will be confirmed during initial scoping, based on organisational requirements, existing system landscape, and the scope of Rio Evo functionality being deployed at initial go-live and in subsequent phases.

3 Additional Service Options

Access offers a range of professional services to support organisations in maximising value from their Rio Evo investment. These services are available on a consultancy basis and can be scoped according to specific organisational requirements.

Service	Description
Rio Health Check	A review of the current configuration of Rio Evo to ensure optimisation of the solution and alignment with evolving organisational requirements and clinical workflows.
Consultancy Services	Up to 6 hours consultancy for customers that require support with training, system administration, and configuration services.
Half Day Consultancy Services	Up to 3 hours consultancy for customers that require support with training, system administration, and configuration services.
Consultancy Days	Up to 6.5 hours consultancy per day, delivery methods of remote or onsite agreed ahead of work commencing. Excluding expenses.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Service	Description
Clinical Application Specialist Consultancy Days	Up to 6.5 hours consultancy per day from clinically experienced system experts, delivery methods of remote or onsite agreed ahead of work commencing.
Project Management	Dedicated project management resource to coordinate implementation activities, track progress, and ensure alignment with agreed timescales and deliverables.
Solution Architect	Technical solution design and integration planning for complex, multi-product, multi-department implementations.
Programme Management	Strategic oversight and coordination of complex, multi-product, multi-department programmes involving multiple project workstreams.
Bespoke Rio Evo Training	Tailored training on specific areas of the system for refresher training, advanced users, or new joiners to the organisation.
Data Services Consultancy	Support for data migration, data quality improvement, and ongoing data management requirements.
System Administration Training	Training course providing delegates with detailed understanding of how to configure Rio Evo locally to meet organisational needs, covering common administration tasks.
Technical Training	Training course providing delegates with skills to undertake technical aspects of system configuration and reporting.
Mental Health Act (MHA) Training	Training course demonstrating how to manage Mental Health Act regulations within the application and how to deploy changes to the act in the future.
Train the Trainer	Training courses designed to provide internal training resources with comprehensive understanding of Rio Evo functionality to enable cascade training within the organisation.

Notes on Professional Services:

- All consultancy services are scoped and quoted based on specific requirements
- Delivery methods (remote or onsite) are confirmed during scoping
- Training courses can be tailored to organisational requirements
- Additional professional services may be available - please discuss with your Access account manager

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

4 Service & Support Management Details

Access is committed to providing comprehensive support services to ensure Rio Evo customers can deliver uninterrupted patient care. Our support model is designed to provide rapid response to incidents whilst also enabling customers to maximise value from their investment through ongoing guidance and best practice sharing.

Support Delivery:
Access provides a single point of contact for all incidents and service requests through our Service Desk. Support is delivered during standard service hours (08:00-18:00, Monday to Friday excluding UK public bank holidays) with prioritised response times based on business impact.

Incident priorities range from Priority 1 (complete loss of service affecting all users) through to Priority 4 (minimal impact to non-essential features), with response and resolution targets aligned to the severity of business impact. Full details of service levels are provided in the separate Service Level Agreement document.

Support Channels:
Customers can access support through multiple channels:

- **Support Portal** - online access for logging incidents, tracking progress, and accessing knowledge base articles
- **Telephone Support** - direct access to support teams for urgent incidents
- **Knowledge Base** - extensive library of self-service articles, guides, and best practice documentation
- **Community** - peer-to-peer support and knowledge sharing with other Rio Evo customers

Customer Success Plans:
Access offers tiered Customer Success Plans to provide varying levels of support, access, and strategic guidance:

- **Essential Plan** - online support via Support Portal, included as standard with all subscriptions
- **Standard Plan** - telephone and live chat access, faster response times, access to eLearning content and Success webinars
- **Premier Plan** - dedicated Customer Success Manager, proactive guidance, and strategic partnership

Full details of Customer Success Plans and associated benefits are available from your Access account manager.

Continuous Service Improvement:
As a SaaS platform, Rio Evo benefits from continuous updates and enhancements deployed by Access. These updates are managed to minimise disruption to clinical services, with planned maintenance communicated in advance. The continuous delivery model ensures all customers benefit from the latest capabilities, security updates, and regulatory compliance requirements without the need for customer-managed upgrade projects.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

5 Account Management & Customer Success

Access is committed to building long-term partnerships with healthcare organisations, supporting them throughout their journey with Rio Evo from initial implementation through to ongoing optimisation and expansion.

Customer Success Management:

Customers on Standard and Premier Success Plans benefit from dedicated Customer Success resources who specialise in healthcare technology and Rio Evo. Customer Success Managers work proactively with organisations to:

- Understand how Rio Evo is being used across clinical and administrative workflows
- Identify opportunities to enhance value and improve operational efficiency
- Share best practice from across the Rio Evo customer community
- Provide guidance on new capabilities and features as they become available
- Support organisations in achieving their strategic objectives through effective use of technology

Account Management:

Access Account Managers work with healthcare organisations to ensure they have access to the full breadth of Access capabilities. Account Managers provide:

- Strategic guidance on how emerging technologies can support organisational objectives
- Information on complementary solutions within the Access portfolio
- Commercial and contractual support as requirements evolve
- Coordination across Access teams to ensure seamless service delivery

Knowledge Sharing:

Access facilitates knowledge sharing across the Rio Evo community through:

- **Customer Success Webinars** - regular sessions covering new features, best practice, and practical guidance
- **Knowledge Base** - comprehensive documentation, guides, and self-service resources

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

- **eLearning Platform** - online training content supporting both initial training and ongoing skills development

Continuous Engagement:

As a SaaS platform, Rio Evo evolves continuously with new capabilities deployed regularly. Access Customer Success and Account Management teams ensure customers are kept informed of developments relevant to their organisation and are supported in adopting new capabilities that deliver value.

6 Backup and Disaster Recovery

Rio Evo is hosted on Microsoft Azure with comprehensive backup and disaster recovery capabilities designed to protect customer data and ensure service continuity.

Backup Strategy:

All Rio Evo data is backed up automatically in accordance with healthcare data retention requirements. Backups are encrypted at rest and stored across geographically diverse Azure regions to ensure data protection and availability. Backup schedules and retention periods are designed to support both operational recovery requirements and regulatory compliance obligations.

Recovery Objectives:

Rio Evo has been designed to deliver appropriate recovery objectives for a cloud-based healthcare system. Recovery Point Objective (RPO) and Recovery Time Objective (RTO) targets are established to minimise data loss and service disruption in the event of an incident. Specific recovery targets will be confirmed as part of contractual agreements and reflect the critical nature of electronic patient record systems.

Disaster Recovery Testing:

Access undertakes regular disaster recovery testing to validate the recoverability of the Rio Evo service and ensure that backup and recovery procedures remain effective.

Infrastructure Resilience:

The Rio Evo platform is architected for resilience with data replicated across geographically diverse Azure regions. The platform incorporates redundancy, automated monitoring, and alerting capabilities to detect and respond to incidents rapidly, minimising the risk of service disruption.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Incident Response:

In the event of a service incident, Access support teams follow established incident response procedures to assess impact, communicate with affected customers, and restore services in line with agreed recovery objectives.

7 Business Continuity

Access maintains comprehensive business continuity and disaster recovery plans to ensure continued service delivery in the event of significant business disruption.

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

8 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

Access is committed to a collaborative approach to product development, working closely with customers and the wider healthcare community to shape the Rio Evo product roadmap and ensure the platform continues to meet evolving clinical and operational requirements.

Customer Engagement:

Our Product team works directly with healthcare organisations to understand the challenges they face and to identify solutions that deliver meaningful value. We regularly undertake collaborative workshops and feedback sessions with customers to inform product development priorities and to validate proposed solutions before development commences.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Healthcare Sector Engagement:

Access actively participates in NHS programmes and initiatives, working with organisations including NHS England, NHS Digital, Integrated Care Boards, and industry bodies to ensure Rio Evo aligns with national strategies and standards. This engagement helps shape our product vision and ensures Rio Evo supports wider healthcare transformation objectives.

Continuous Delivery:

As a SaaS platform, Rio Evo is developed and deployed using continuous delivery practices. Updates, enhancements, and new capabilities are deployed seamlessly to all customers, ensuring organisations benefit from ongoing innovation without the need for disruptive upgrade projects. This approach enables Access to respond more rapidly to customer feedback, regulatory changes, and emerging requirements.

Customer Involvement:

Access actively encourages customer involvement in product development activities, including participation in design workshops, early access programmes, and user testing. This collaborative approach helps ensure that new capabilities are validated with real-world clinical and operational input before wider release.

10 Technical Requirements

Rio Evo is delivered as a cloud-native SaaS platform, minimising local technical requirements and infrastructure dependencies for customer organisations.

Access Requirements:
Rio Evo is accessed via modern web browsers on supported operating systems. The platform is designed to be compatible with standard NHS desktop and mobile device configurations, supporting clinical staff working across multiple locations and care settings.

Specific browser and operating system compatibility details will be provided during implementation planning and are subject to ongoing review as technology platforms evolve.

Network Requirements:
Access to Rio Evo requires internet connectivity with appropriate bandwidth to support clinical workflows. Recommended network specifications will be provided during implementation planning based on anticipated user volumes and usage patterns.

Integration Requirements:

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Rio Evo supports integration with NHS national systems and infrastructure where required, including:

- NHS Spine services (including patient demographic services and national data sharing capabilities)
- NHS authentication and identity management services
- Local care record and shared care systems
- Third-party clinical and administrative systems

Specific integration requirements and technical prerequisites will be confirmed during scoping based on organisational requirements and existing system landscape.

Device Support:
Rio Evo supports access from a range of devices including desktop computers, laptops, and mobile devices. Specific device compatibility and any additional requirements (such as identity management components) will be confirmed during implementation planning.

Customer Responsibilities:
Customers are responsible for:

- Ensuring adequate internet connectivity and network capacity
- Maintaining supported browser and operating system versions on user devices
- Managing local authentication and identity management components where required
- Ensuring compliance with NHS Digital technical standards and security requirements

Technical Standards:
Rio Evo is designed to comply with relevant NHS technical standards, including information governance, data security, and interoperability requirements. Specific compliance documentation can be provided on request.

11 Service Constraints

Service Availability:
Rio Evo is delivered as a managed SaaS platform with target availability of 99.9% per calendar month. As a cloud-native platform, updates and enhancements are typically deployed without service disruption. In exceptional circumstances where maintenance activities may impact service availability, Access will provide advance notice to customers.

Service Model:
Rio Evo is delivered as a true SaaS solution with continuous delivery of updates and enhancements. All customers operate on the current version of the platform, with updates deployed by Access in a managed fashion.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

The platform incorporates feature enablement controls, allowing organisations to activate capabilities in a phased manner aligned with their readiness and change management approach. This enables organisations to start with core functionality and progressively enable additional features as users become familiar with the platform and operational processes mature.

Configuration capabilities enable organisations to tailor the system to their specific workflows and requirements within the constraints of the multi-tenant platform architecture. Specific configuration options and feature enablement strategies will be discussed during implementation planning.

Scope Confirmation:
The specific modules, features, and capabilities included within a Rio Evo deployment will be confirmed during initial scoping discussions and documented in contractual agreements. Not all functionality described in marketing materials or demonstrated during sales processes may be available or appropriate for all customer organisations.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved