

G-Cloud 15 Service Definition

Orion Health Amadeus

Version 1.0

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1 About Orion Health

At Orion Health, our vision is to reimagine the healthcare experience for all. We strive to empower people, reveal insights from data, and unify healthcare silos seamlessly and securely, improving the efficiency of care and advancing the wellbeing of everyone.

Founded in 1993, Orion Health is a global leader in health information technology designed to advance population health and precision medicine solutions for personalised care across the entire health and care ecosystem.

We specialise in open technology systems that seamlessly integrate all forms of health and personal data and present that data back to users in real time to provide optimum patient care. We believe that software needs to do more than serve up data; it needs to provide insights in real time to the people who need it, when they need it. We provide a smart suite of solutions that enable clinicians to extract meaningful insights and make more accurate decisions about patient care.

Our solution leverages 30 years' experience partnering with health and community care organisations across the globe to enable the best possible decisions at the point of care. Trusted by healthcare authorities and governments globally, our digital platforms are benefiting over 150 million patients worldwide.

2 Overview of Orion Health Amadeus

Orion Health's Amadeus is a standards-based interoperable platform that aggregates health, social care, and related data from multiple sources into a single, trusted longitudinal patient record.

Thoughtfully designed and user-friendly, Amadeus gives healthcare professionals fast and secure access to the right information at the point of care, empowering them to make better decisions and provide more efficient, effective and coordinated care.

2.1 Shared Care Record

Amadeus powers the regional Shared Care Record's for eight of NHS England's Integrated Care Systems - covering over 12 million patients - alongside coverage of 95% of Scotland's population across 12 Health Boards, and a national Electronic Care Record across all of Northern Ireland. In total, Amadeus supports the care of more than 24 million patients in the UK.

The shared care record is designed to facilitate true interoperability across multiple care settings, including hospitals, primary care, mental health, and social care by aggregating data from disparate systems into a single, person-centred record, and making it available to health and care professionals across different disciplines.

Key features of the Amadeus Shared Care Record include:

- Aggregates, normalises, displays health and care data in **real-time**
- **Standards-based interoperability**, including FHIR, IPS, HL7 v2, NRL, standard APIs, and PRSB
- Browser-based, intuitive and WCAG compliant user interface via the **Clinical Portal**
- **Advanced granular privacy**, consent and role-based access controls (RBAC) designed to support complex, multi-disciplinary care environments while maintaining data integrity, patient privacy, and compliance with GDPR
- Seamless and secure access through **Single Sign-on (SSO) and Multi-factor Authentication (MFA)**
- Integrated clinical workflow and care coordination tools
- Simple creation of **forms and care plans**, such as ReSPECT, End of Life (EOL) care plan, Treatment Escalation Plan (TEP), and many more
- **Flexible and scalable** platform that grows with organisational needs, including capability to add new integrations and extend functionality over time
- Ongoing product development and innovation, including **AI powered enhancements**

2.2 Care Planning

Orion Health's Care Planning module integrates with the Shared Care Record to enable a patient's care plan to be launched in context. The scope of possible solutions ranges from simple, local clinical workflows to the management of chronic patients being treated across multiple providers.

We offer a library of defined 'off the shelf' care plans, as well as the capability to design, create/edit, test and publish new care plan templates without the need for custom development.

Common care plans include:

- Treatment Escalation Plan (TEP)

- ReSPECT form
- Comprehensive Geriatric Assessment
- Discharge to Assess
- Personalised Care and Support Plan
- End of Life (EOL)
- About Me

2.3 Benefits of Amadeus

Benefits of the Orion Health Amadeus platform include:

- **Improved care delivery and patient outcomes** - With a comprehensive view of the full patient record, clinicians and caregivers can make the best possible decisions at the point of care. This can mean reduced duplicate tests and fewer emergency admissions.
- **Reduced clinical risk and improved clinical safety** - With data from almost any health, social care or other system in one record, health and care providers have access to the patient's full medication history and allergies. Having this level of information reduces the risk of clinical and medication errors.
- **Save time and increase efficiency for clinicians and caregivers** - Having access to the right information at the point of care reduces the need to chase patient information from other care settings by phone, fax and email.
- **Improved patient experience and engagement** - The need for patients to repeat their information to clinicians is reduced as they navigate the health and care system. Patients feel empowered to engage and take control of their wellbeing.
- **Rapid, smooth transfers of care** - A patient's information is accessible and actionable across care settings. Patients can be enrolled on to pathways and care plans to ease the discharge process.
- **Reduced healthcare costs** - through fewer repeated tests and unnecessary appointments.
- **Move from viewing to doing** - As well as integrating new care settings, you can extend functionality over time to enable more effective coordination across the continuum of care, providing the foundation for future digital health and care delivery.

2.4 Non-functional Features

2.4.1 Interoperability Standards

Orion Health's technology is founded on open standards and designed for interoperability. The Amadeus platform supports:

- HL7 v2
- FHIR R4
- CSV and XML
- OAuth 2.0 and SAML for secure authentication and Launch in Context
- XDS, HTML 'view', and MeSH
- PRSB clinical information models

- TLS for secure communications

Amadeus platform's open API framework ensures smooth data exchange across health and social care systems, supporting ingestion of ADT, pathology, radiology, and discharge data, as well as medicines and social care records.

Orion Health's active participation in PRSB, HL7, and NHS interoperability initiatives ensures ongoing alignment with national standards.

2.4.2 National Connectivity

The Amadeus platform supports integration with national NHS services and infrastructure, including:

- GP Connect
- National record Locator (NRL)
- NHS App integration
- International Patient Summary (IPS)
- Patient Flag Service

These integrations ensure alignment with national interoperability goals and provide continuity of care across regional and organisational boundaries.

2.4.3 Security

Security and data governance are embedded at every level of the Amadeus platform:

- **Encryption:** Data is encrypted in transit and at rest, using NHS-approved cryptographic standards.
- **Access Controls:** Role-based access and granular permissions with full audit trails.
- **Multi-Factor Authentication (MFA):** Supported for elevated and portal users, in line with NHSE best practice.
- **Penetration Testing:** Annual independent PEN testing with full remediation and reporting to the Programme Board.
- **NHSE Requirements:** The Amadeus platform and its infrastructure adhere to all NHSE/DHSC guidelines for security and best practice.
- **Standards Compliance:** Conformance with DTAC, DSPT, NHS Secure Boundary, ISO 27001 and Cyber Essentials Plus.

3 Technical Requirements

The technical requirements of the service will vary based on the modules taken and the scope of the individual customer project. A full technical specification will be provided at call-off. At a minimum, the service is browser-based and requires secure HTTPS connection.

The following table lists the supported browsers, as well as the supported operating system for each browser:

Browser	Version	Operating System
Google Chrome™	Latest version	Windows® OS X® Ubuntu® 14.04 LTS
Microsoft® Edge	Latest version	Windows® 10
Internet Explorer® 11 Internet Explorer® 11 Metro Mode	Latest Windows® update version	Windows® 7, Windows® 8, Windows® 8.1, Windows® 10
Mozilla® Firefox®	Latest release channel version	Windows® OS X® Ubuntu® 14.04 LTS
Mozilla® Firefox® Extended Support Release (ESR)	Latest ESR version	Windows® OS X® Ubuntu® 14.04 LTS
Safari®	Latest versions available for the macOS® version	macOS®
Safari® Mobile (standard browser mode only)	Latest versions available for the iOS® version	iOS® 12, iOS® 13 (on iPad® only)

4 Data Backup, Disaster Recover and Business Continuity

A business continuity and disaster recovery (BCDR) plan is crucial to ensure the uninterrupted functioning of critical software applications in the event of unforeseen disruption to the software services. The Orion Health BCDR plan will be established as part of the delivery project and typically contains the following key elements:

- **Risk Assessment and Business Impact Analysis** – Identify potential threats and risks that could impact the software solution, such as hardware failures, cyberattacks, or natural disasters. A business impact analysis (BIA) to evaluate the consequences of software downtime, data loss, or service interruptions.
- **Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)** – Establishing specific RTOs and RPOs for each software component, indicating how quickly the software needs to be restored and how much data can be lost.
- **Roles and Responsibilities** – Clearly define the roles and responsibilities of individuals and teams involved in BCDR efforts.
- **Emergency Contact Information** – Provide contact details for key personnel and external partners to facilitate communication during emergencies.
- **Backup and Data Protection** – Describe the backup procedures for the software and data, including frequency, storage locations, and encryption levels.
- **Incident Response Plan** – Outline steps to be taken when a disaster or disruption occurs, including incident detection, reporting, and escalation.
- **Recovery Strategies** – Detail the strategies and techniques to recover the software solution, such as failover, redundancy, or virtualization.
- **Testing and Training** – Describe the regular testing and validation processes for the BCDR plan.
- **Vendor and Supplier Relationships** – List critical third-party vendors and their contact information. Describe contingency plans for software dependencies on external providers.
- **Communication Plan** – Specify how internal and external stakeholders will be informed during a disruption.
- **Continuous Improvement** – Establish a process for reviewing and updating the BCDR plan regularly to adapt to changing software requirements and emerging threats.

Due to its scalable and resilient infrastructure, Amazon Web Services (AWS) is Orion Health's cloud-based platform of choice, providing our customers with secure access to a private cloud-based healthcare solution. The Orion Health solution utilises the unique capabilities of AWS to provide disaster recovery capabilities that far exceed what is able to be provided through traditional data centre-hosted implementations.

The solution achieves High Availability through multiple Availability Zones (AZ). Failover is provided by a separate AZ, and each AZ is a discrete data centre in a different geographic location with redundant power, networking, and connectivity in an AWS Region. All key data is protected using data replication and backups across all areas of the Orion Health solution. The frequency of backups is configured to ensure Recovery Point Objective (RPO) and Recover Time Objective (RTO) timeframes can be met – with real-time replication being used to ensure continued availability of

data.

Our disaster recovery strategy is to deploy environments across multiple AWS Availability Zones. Data is replicated across the zones in real time. The disaster recovery process is documented and tested annually for each customer.

5 Onboarding and Offboarding

Due to the variable nature of customer projects, we do not provide a standard fee for implementation services, and therefore implementation costs are not included within the Pricing Document.

An initial Planning and Design phase will be carried out to understand customer requirements and solution design scope. Information obtained during this phase will be used to scope and price the implementation and all variable components.

5.1 Implementation Approach

Orion Health has been working in the UK for over 24 years, delivering critical software solutions to numerous NHS and other healthcare providers throughout the UK and Ireland. We have a vastly experienced UK team with over 800 years of combined industry experience supporting customer solutions delivering care at over 2,200 healthcare organisations to a combined population of over 17 million. We combine our experience with a standard delivery approach, our best practice ITIL aligned project delivery methodology called EMPOWER (Effectively Managing Projects the Orion Way, with Effective Reuse).

EMPOWER is a quality-controlled project implementation methodology, that blends the principles of Agile with Orion Health's experience delivering large Health IT projects, to efficiently meet customer needs.

Our experience is that using EMPOWER enables us to deliver large projects across countries and geographies with greater efficiency, whilst being responsive to local customer and partner needs. It provides a standardised set of processes and a work breakdown structure which acts as a baseline to be adapted to align with individual customer's own delivery needs and is designed to work alongside or wrap around other agile and non-agile methodologies as required.

5.2 Training Approach

Training is an optional component of the deployment services costs and will be scoped and agreed as part of the Planning and Design phase of the agreed project delivery.

Orion Health offers a full complement of services to meet the training requirements for all types of user populations and for ongoing support after go-live. The services are grouped into the following offerings:

Train the Trainer

A 'Train the Trainer' approach is often recommended, whereby Orion Health provide the local team with the knowledge and skills necessary to establish an ongoing end user training programme.

Technical Training

Technical training services are intended for administrative and technical support staff responsible for maintaining the solution's reliable and efficient operation. All technical training courses are structured, in-depth and offer a practical introduction to the Orion Health solution and the applications that will be integrated into the solution. The sessions include instructor-led training, practical exercises, and onsite implementation support.

Online Learning

Online (or eLearning) training is an efficient means to provide the basics of a solution to a large number of staff in the shortest amount of time. Features of such training can include all or some of the following, with the emphasis being that any training for a client solution can be customised for:

- “Bite-sized” courses with self-enrolment, easy navigation and completion certificates
- Multimedia support to cater for a wide variety of learning styles
- Exercises, embedded questions and end-of-module quizzes to test and reinforce learning
- Administrative oversight of the training coverage and effectiveness

Custom Training

Our team of educational experts can develop and deliver custom courses to meet specific training needs. A combination of onsite and online training often gives learners the best of both worlds. A typical combination course sees the initial learning occurring in a classroom situation with the instructor providing content, exercises and assistance as required. Followed by attendees completing the online assessment tasks for the course certification.

5.3 Offboarding

Orion Health will work with the customer to develop an appropriate exit plan based on our established data migration methodology. The ‘open architecture’ approach of the service ensures that several options for data migration are available to support any agreed exit plan. Orion Health recognise that the exit plan will contain all the detail necessary to affect a smooth and orderly termination of the services and hand-over to the customer or a new service provider.

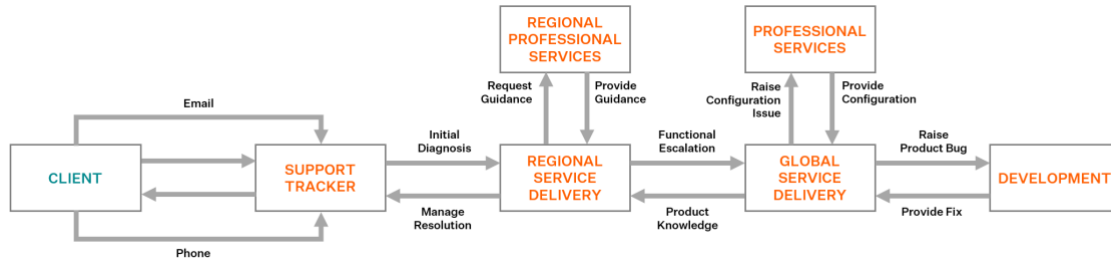
6 Service Management

Orion Health offers the following support and maintenance services scoped to client requirements:

Service	Benefits
Service Delivery Management	A central point of coordination and communication between Orion Health and client operations stakeholders for incident tracking, feedback, escalation, and reporting.
	Planning, execution and management of SLA reports, Change Advisory Board (CAB) meetings, Service Improvement Plans (SIPs), Major Incident Management (MIM) process and Root Cause Analysis (RCA) reports.
Software Maintenance	Access to the latest software upgrades, tools, and release notes
Tier 2 Solution Support	24x7 phone, email, portal, and remote connected support services for Priority 1 incidents
	Business hours phone, email, portal, and remote connected support services for Priority 2+ incidents
	Diagnosis and implementation of incident solutions (workarounds, emergency fixes, data fixes, recoveries, re compiles, bug fixes)
Application Monitoring & Maintenance	Proactive monitoring and maintenance of the application stack
	Deployment of product upgrades, changes, fixes, and enhancements
	Change management - change and version release documentation
	Database optimisation and data archiving services
	Monthly application performance reporting and software advisory
Infrastructure Monitoring & Maintenance	Proactive monitoring and maintenance of infrastructure stack
	Network management and maintenance
	Patching and upgrades of operating systems and infrastructure
	Monthly infrastructure performance reporting and advisory
	Backup and disaster recovery planning and execution
SOC & SIEM	24/7 monitoring to detect and address cybersecurity events in real time

6.1 Incident Management

Orion Health's market-leading support tools and processes are used by healthcare providers and governments around the world. Our process for incident resolution and escalation is outlined in the diagram below:



Support services are typically submitted via free phone, email, or directly into our online service management portal, Support Tracker. From there, they are triaged by Level 2 Support Analysts as part of our regional Service Delivery team. They leverage their knowledge of supporting more than 30 clients across the EMEA region, as well as our extensive internal product knowledgebase to quickly resolve common issues and escalate to Level 3 support where required for the remainder of incidents and change requests.

The ongoing management, maintenance and upgrades of the product application and infrastructure is performed by specialist Technical Operations teams consisting of Application Reliability Engineers (AREs), Site Reliability Engineers (SREs) and Database Reliability Engineers (DBREs) based in the region. These specialists are also used for Level 3 support escalations where required and are themselves backed by over 200 personnel across our global product development and Technical Operations teams.

6.2 Service Levels

Our standard incident response SLAs are:

Fault Level	Initial Response Time	Progress Report	Target Resolution Time	Coverage Hours
Level 1	30 mins	1 hour	4 hours	24/7
Level 2	1 hour	4 hours	8 hours	24/7
Level 3	Next Working Day	1 week	2 weeks for a work around; next release for code changes	Business Hours
Level 4	Next Working Day	By arrangement	By arrangement	Business Hours
Fault Level	Definition			
Level 1	Critical business impact – problems which if not fixed prevent the business from continuing. No workaround is possible. Examples: A critical application is unavailable. All users lose access.			
Level 2	Problems that do not currently stop the business but the consequences of which could interrupt or stop the business within 24 hours; these may go unnoticed by other groups but can be very serious for the people needing the service that has stopped. Examples: Some users lose access. Severely degraded performance.			

	The Software is still functioning, but slow performance is materially impacting efficiency.
Level 3	Problems causing minor operational impact or people have lost functionality, but there is a workaround. Example: Cannot action a request on an application at one terminal but can at another.
Level 4	No impact on production and implementation. Can wait for a future Release.

6.2.1 Availability & Performance

Orion Health offers high availability solutions that are operational 24x7x365. Typically, the only downtime is for scheduled maintenance, i.e. upgrades, which are scheduled for off-peak hours when there are minimal users online. Most Orion Health customers experience availability of at least 99.9%, with some operating at 99.99%.

The platform architecture provides high availability in all components of the service using elastic scaling infrastructure, connection load balancers with service health monitoring, multiple redundant nodes geographically distributed over two or more availability zones, and block level data replication.

7 Commercial Approach

7.1 Ordering and Invoicing Process

The scope of deliverables will be agreed between the customer and Orion Health in accordance with specific customer requirements and detailed in the Order Form.

Orion Health will invoice the customer in accordance with agreed Milestones or on a monthly Time and Materials basis in arrears and based on our rate card. Payment of invoices will be subject to Orion Health's payment terms as detailed.

7.2 Payment terms

Orion Health's standard payment terms are thirty (30) days from receipt of invoice. Orion Health reserve the right to charge a commercial rate of interest on accounts that are overdue by more than thirty (30) days.

7.3 Contract Termination

Contract termination is offered in accordance with standard terms and process detailed within the contract, which includes the right to terminate should either party become insolvent or bankrupt or be in material breach of the contract.