

The iPLATO Community solution

The iPLATO Community bundle comprises of the companies two top-tier products:

- **iPLATO Connect**
- **iPLATO Toolbar**

A combination of iPLATO's most used products

iPLATO Connect

Designed to achieve the maximum potential from SMS and data messaging, the web-based portal and desktop toolbar offers three core capabilities for healthcare teams:

- batch messaging
- patient questionnaires
- automatic appointment reminders

Connect now includes free NHS App integration, meaning Healthcare Professionals can engage with their patients on two of the most popular healthcare apps on the market - the myGP app and NHS App.

iPLATO Toolbar

Powering secure two way communication between clinicians and patients

The iPLATO Toolbar is designed to be an easy-to-use, always-available Remote Consultation (RC) solution that directly links with clinical systems allowing primary care providers to directly communicate with patients via message or video right from their desktop.

How does NHS App messaging work?

iPLATO offers advanced NHS App messaging capabilities for healthcare teams to target patients effectively based on their app usage. The Smart Gateway automatically switches between app messages and SMS, ensuring maximum communication delivery. Healthcare professionals can access aggregated or individual patient data reports to send targeted campaigns encouraging app adoption.

Features and benefits

- Free for all customers and HCPs
- Supports batch messaging, appointment reminders, and patient questionnaires
- Enhanced security compared to SMS
- Doesn't need current mobile numbers for the population
- Real-time read receipts and unlimited message length.

iplATO Connect

iplATO Connect transforms clinical engagement by enabling primary care providers to communicate effectively with patients, enhancing patient engagement. Practices can encourage patients to play an active role in managing their health and overall well-being.

Platform system features:

- Import patients directly from your clinical system, select a pre-defined group, import from a spreadsheet or other external source or add contacts manually
- Minimise DNAs by sending up to two automatic appointment reminder messages in a variety of different languages, including the option of automatic appointment cancellation
- Customise the content of your appointment reminders or disable them by slot type, session clinic, or session holder
- Contact patients individually or in bulk (up to 10,000 per campaign)
- Include trigger words (keywords) in your messages that allow patients to reply with specific words that trigger automated processes, such as "Cancel" to automatically cancel a booked appointment – fully compatible with the NHS App
- Automate health campaign communications such as flu or COVID-19 vaccinations
- Schedule your message to send at a future date or time
- Chose to accept to prevent patient replies (keyword or free text replies)
- Automatically exclude patients who have opted out of SMS communication or been added to a blacklist
- Create and manage an unlimited number of custom message templates
- Create and manage an unlimited number of quick access patient groups e.g. for patients with diabetes or asthma
- Prevent messages from being sent at unsociable hours
- Automatically save all messages in and out to the patient record
- Code to the patient record (using SNOMED, v2 or CTV3)
- View all messages in and out via a flexible inbox, outbox and sent folder including real-time message status and delivery reports
- Automatic upgrades

Connect add-ons

Keyword Replies

With the NHS App Keyword Reply functionality, patients can reply to an NHS App message with a single word, such as “Cancel”.

This functionality is build with simplicity and security in mind. With one-click action, there is no need to leave the NHS App, open external webpages or provide further identification.

Batch Messaging

1. Select your recipients

- Search for patients using our direct connection into your clinical system, or
- Select a pre-defined group of recipients, or
- Copy NHS Numbers from an external source
- You can also send messages to staff and other contacts
- If using the iPLATO Toolbar, it automatically identifies sections the patient whose record is open

2. Compose your message

- Use a custom message template
- Send a questionnaire to collect structured patient data – there are over 30 questionnaires to choose from
- Use placeholder fields to include recipient data in your message, such as first name or surname
- Include trigger words (keywords) that allow patients to reply with specific words that trigger automated processes, such as “Cancel” to automatically cancel a booked appointment – fully compatible with the NHS App

3. Select your sending options

- Schedule your message for a future date or time
- Save an additional read code to the medical record (we can code using SNOMED, v2 or CTV3)
- Choose whether to accept replies or not (replies can be sent to an email address if required)
- Choose to save questionnaire responses to the medical record automatically or manually, after a clinical review

Patient Questionnaires

Patient Questionnaires can be sent in bulk or individually using iPLATO Platform or iPLATO Toolbar, securely accessed by patients via SMS, NHS App, or myGP message. Results can be coded to the patient record after clinical review.

Why send Patient Questionnaires?

- Boost QOF points
- Save time by collecting essential patient data before appointments
- Cut down on administrative tasks
- Pinpoint patients vulnerable to major health issues like CVD, diabetes, obesity, and other related conditions
- Identify undiagnosed hypertension or other long-term illnesses
- Guide patients to relevant services for mental health, quitting smoking, managing alcohol intake, weight control, healthier living, common ailments, and medications (e.g. side effects, inhaler methods, FAQs, etc.).

Patient Questionnaires currently available:

Life Choices & Stages

- Smoking
- Physical Activity (GPPAQ)
- Alcohol – AUDIT-C
- Alcohol – AUDIT-PC
- Menopause

Vital Signs & General Health

- Blood Pressure
- BMI
- Health Check Lite
- New Patient Check
- Vital 5 (Smoking, BP, AUDIT-C, PHQ-9 & BMI)

Administrative

- Carer
- Language
- Ethnicity
- Update Contact Details
- Military Veterans

Medication

- Oral Contraceptive (Pill Check)
- Medication Review

Vaccinations

- Flu Vaccination Check
- Flu & COVID Vaccination
- Pre-Travel Needs

Chronic Conditions

- Asthma ACT
- COPD
- Diabetes Pre-Annual Review

Mental Health

- Anxiety GAD-7
- Depression PHQ-9

Acute Conditions

- COVID Monitoring
- Urinary Tract Infection (UTI)

Don't see what you're looking for?

iPLATO provides custom questionnaire building services with professional advice on accessibility, layout, wording, clinical coding (SNOMED, v2, CTV3), and improving patient response rates.

The iPLATO Toolbar

Powering secure two way communication between clinicians and patients

The iPLATO Toolbar allows practices to offer remote consultations via video, audio and asynchronous 1:1 messaging to avoid unnecessary appointments and improve the accessibility of patient care. Services are provided by SMS messaging and web links, so patients don't need to register or download any additional software to access these services.

The Toolbar also provides an integrated inbox that allows primary care providers to co-ordinate patient care across individual and a shared practice inbox.

How does it work?

When a patient record is open in the clinical system, the user can click the 'Send Message' button to send a message or click the 'Start Video Consultation' button to send an invitation to a consultation.

All patient details including name, NHS number, phone number, consent are all retrieved and updated directly from the clinical system.

The Toolbar can be positioned wherever the user prefers on the screen, to avoid interfering with the user's workflow and to minimise screen real estate.

It can be minimised or closed, and notifications can be enabled to ensure messages from patients are not missed.

The interface

Once the iPLATO Toolbar is installed to a primary care provider's machine, it will automatically launch when it detects a clinical system running.

The Toolbar's interface is a discreet, user-friendly blue toolbar with 4 buttons:

- Settings
- Send Message
- Start Video Consultation
- Inbox

Toolbar system features:

- Send one-way messages to patients via SMS or data messages
- Request a response from a patient which can include text and photos
- Send Patient Questionnaires and manage responses in the Toolbar inbox
- Send appointment booking links via Selfbook
- View and manage triage requests from patients via Triage Inbox
- Invite patients to a 1:1 video consultation via web link
- Create video room for group consultations and invite patients or staff
- Save messages and files to the clinical system instantly via direct API connection
- Monitor patient responses via individual or practice-level inbox
- Desktop notifications for new messages from patients
- Assign responses to individuals or teams and add internal notes
- Attach documents from computer or clinical system to messages
- Attach links to NHS 'Health A to Z' web pages
- Create templates and share with others to use at the practice
- Switch between different accounts for those that work across multiple practices
- Reporting, including ICB, PCN and practice system uptake and utilisation
- HSCN hosted, compliant with GDPR and NHS Data Guardian Standards

Onboarding

Cloud-based, iPLATO Connect and Toolbar are easy to deploy anywhere, either as a standalone products, or as the Community bundle.

Setup

All setup for participating surgeries can be completed remotely. Depending on the Principal Clinical System, setup can be completed within 2-14 days. Where applicable, and if requested, a bespoke launch project including user training can be undertaken.

User Support

- Telephone and email support during office hours.
- Online and face to face training available