



Immunisations eConsent service

G-Cloud 15

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Digital services for
health and social care

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1 About RIVIAM Digital Care

RIVIAM provides a secure care co-ordination platform and services connecting health and social care – so people receive the right care, at the right time, using the right information.

Our platform seamlessly integrates with existing patient and care record systems so information can flow, and health and care organisations can work together around a single record.

In 2025, RIVIAM managed:

1. 2.2 million eConsents for our immunisations customers
2. 2.3 million auto lookups of patient's NHS numbers
3. 50K referrals for NHS Community and Local Authority customers.

For more information, please visit www.riviam.com

1.1 RIVIAM's suite of services

We deliver a suite of services including:

1. Referral Management service
2. Multi-agency Referral Hub service
3. Multi-disciplinary Team (MDT) service
4. Referrer's Hub
5. Immunisations eConsent service
6. Hospital to Home service
7. Digital Front Door – Patient Engagement Portal
8. Digital Front Door – Citizen Engagement Portal
9. Neurodiversity Referral Management service
10. EPR Interfacing Adaptor
11. Service Directory

1.2 NHS integration

A commitment to interoperability is central to our capabilities and vision to enable co-ordinated care. We invest in NHS integrations and provide our own APIs to strengthen connectivity.

RIVIAM interfaces with NHS services (MESH, Personal Demographics Service) and clinical systems (TPP SystmOne™, EMIS Web, Access Rio and EPRs such as Cerner Millennium™).

We are currently undergoing NHS APP integration for our Patient Engagement Portal (the portal is integrated with the NHS APP via the NHS Wayfinder interface), developing eReferral API, CIS2 and BaRS integrations. In 2025 we introduced our Sadie AI services including a Clutter Classifier app.

In line with NHS requirements, all sensitive data in RIVIAM is encrypted. We provide reporting and data analysis for operational and public health needs.

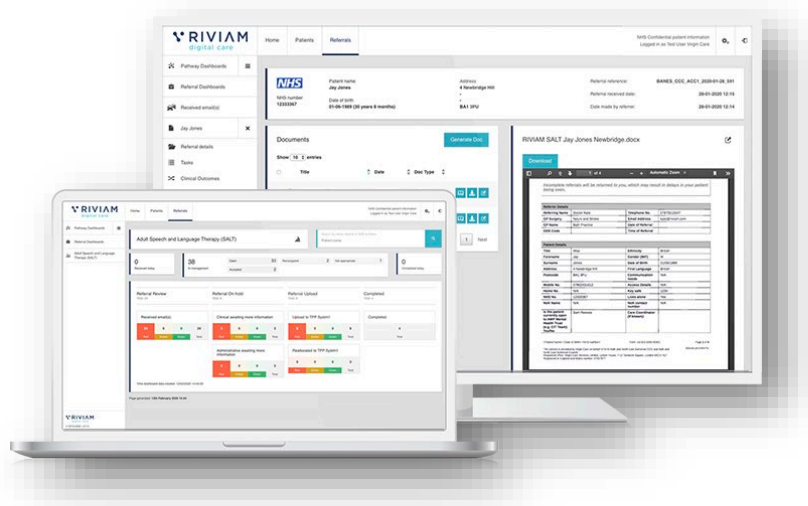


Figure 1 RIVIAM's Referral Management service.

1.3 Health and social care experience

Today, we partner with over 20+ NHS Trusts, Local Authorities and independent organisations delivering NHS and care services across England.

Our team has many years of experience helping NHS and independent providers deliver services to improve healthcare outcomes.

2 Immunisations eConsent service

2.1 Overview

RIVIAM's Immunisations eConsent service enables providers of school-aged children's vaccinations to co-ordinate digital, paper-free, immunisation programmes to improve vaccination uptake and increase team productivity.

We have been supporting our customer's vaccination programmes since 2018 and are England's leading eConsent service provider. In 2025, our support for children and immunisation teams spanned a significant geographic footprint, covering all London boroughs, the West, Hertfordshire, the Midlands, East Anglia, and Yorkshire. We successfully processed over 2.2 million digital consent forms for our customers and saw over 1.8 million children immunised protecting them from illness.

The service, which can be customised to meet your needs, offers:

1. eConsent websites for the secure collection of consents from parents/carers – these can be provided in eleven different languages.
2. All consents submitted are NHS PDS checked to identify patients and ensure data accuracy.
3. Online clinic bookings and notifications for parents/carers.
4. Ability to record Gillick competency consents and outcomes.
5. Efficient online triage and management of Immunisations by service centers and the ability to keep track and co-ordinate what has been done to whom and when.
6. A mobile application for school nurses that works with or without internet connection (available for Apple iPad, Windows 10+ and Android devices).
7. Auto API update of clinical systems (TPP SystmOne™) with vaccination outcomes. Ability to generate reports to update RiO and CarePlus.
8. A School's Portal enabling schools to easily provide children's year and class lists. Class lists can be matched against consents returned to improve uptake.
9. Outcome reporting to NHS National Immunisation Vaccination System (NIVS) and Child Health Information Services (CHIS). Self-service

reporting is also enabled, and we provide management statistics for each programme.



Figure 2 Immunisation nurses using RIVIAM's Immunisations app.

2.2 Benefits

The benefits of the system are significant. The service:

1. Increases the uptake of vaccinations and enables providers to meet vaccination targets.
2. Delivers 90% reduction in clinical triage time resulting in a decrease in staff costs.
3. Provides huge savings on printing paper and mileage costs.
4. Improves data security and reduces the risks of missing consents.
5. Improves patient safety and the quality of care.
6. Improves clinic efficiencies with the automatic updating of immunisation outcomes.

“Using RIVIAM has enabled us to reduce the amount of time our team spends triaging consents by over 90%. This is a significant saving that we can reinvest in our Immunisations service.

The app brings further efficiencies because it updates the child’s clinical record as soon as the vaccination is given.”

Charlotte Forward, Professional Lead 0-18 Public Health Nursing and School-Age Immunisations Service, HCRG Care Group (formerly Virgin Care).

“The introduction of eConsent has improved accessibility to our service. A paper consent form is easily lost in a school bag or misplaced. E-consent has allowed VUK to engage with parents through a wider range of avenues. We can now circulate consent materials easily via email, parentmail, text message and social media. This gives service users a greater opportunity to access our service at their convenience.

Furthermore, using the RIVIAM system, parents receive notification of vaccinations administered in real time giving them peace of mind that their child has been given the protection they deserve.”

James Hart, Head of Operations for NHS Services, Vaccination UK

2.3 Parent eConsent website and form

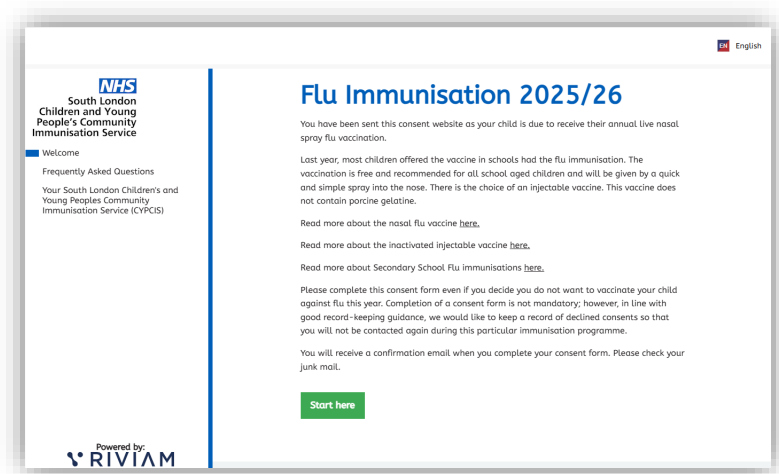
RIVIAM's eConsent websites enable parents to provide consent 24/7 using any modern mobile device or computer. There is no need for parents to log in, and our customers believe this approach increases uptake. RIVIAM has a standard NHS design which is then customised and branded to a customer's exact specifications.

In 2023, RIVIAM introduced the availability of eConsent forms in eleven different languages: Portuguese, Polish, Bengali, Punjabi, Romanian, Spanish, Ukrainian, Urdu, Hindi, Albanian, and Arabic.

The benefits of RIVIAM's eConsent forms are:

1. Saves money on printing paper consent forms and transporting them to schools.
2. Saves time for a staff member to send and collect the paper consent forms.
3. Reduces the risk of lost or mislaid consents.

4. Improves accessibility and helps reduce health inequalities through offering multilingual options.
5. Data quality is improved through RIVIAM's auto checks using NHS PDS service.
6. Decreases administrative workload by automatically checking if consent has already been received for a child, reducing the time spent on triaging duplicate forms.
7. Data is collected in real time enabling better analysis and proactive interventions to increase vaccination uptake.



NHS
South London
Children and Young
People's Community
Immunisation Service

Welcome

Frequently Asked Questions

Your South London Children's and
Young People's Community
Immunisation Service (CYPCIS)

Flu Immunisation 2025/26

You have been sent this consent website as your child is due to receive their annual live nasal spray flu vaccination.

Last year, most children offered the vaccine in schools had the flu immunisation. The vaccination is free and recommended for all school aged children and will be given by a quick and simple spray into the nose. There is the choice of an injectable vaccine. This vaccine does not contain porcine gelatine.

Read more about the nasal flu vaccine [here](#).

Read more about the inactivated injectable vaccine [here](#).

Read more about Secondary School Flu immunisations [here](#).

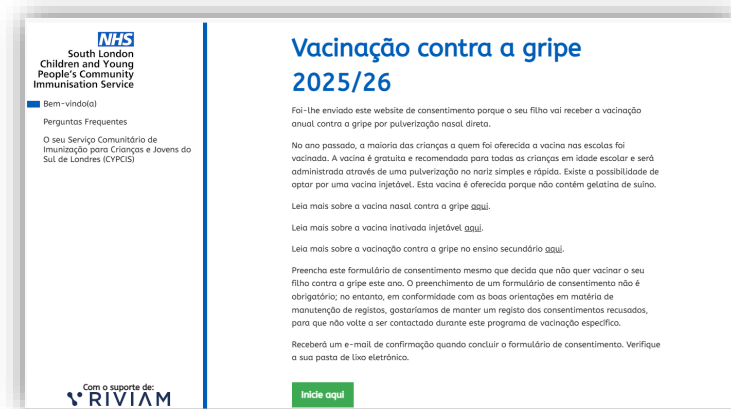
Please complete this consent form even if you decide you do not want to vaccinate your child against flu this year. Completion of a consent form is not mandatory; however, in line with good record-keeping guidance, we would like to keep a record of declined consents so that you will not be contacted again during this particular immunisation programme.

You will receive a confirmation email when you complete your consent form. Please check your junk mail.

[Start here](#)

Powered by:
RIVIAM

Figure 3 Example of eConsent form.



NHS
South London
Children and Young
People's Community
Immunisation Service

Bem-vind(a)

Perguntas Frequentes

O seu Serviço Comunitário de
Imunização para Crianças e Jovens do
Sul de Londres (CYPCIS)

**Vacinação contra a gripe
2025/26**

Foi-lhe enviado este website de consentimento porque o seu filho vai receber a vacinação anual contra a gripe por pulverização nasal direta.

No ano passado, a maioria das crianças a quem foi oferecida a vacina nas escolas foi vacinada. A vacina é gratuita e recomendada para todas as crianças em idade escolar e será administrada através de uma pulverização no nariz simples e rápida. Existe a possibilidade de optar por uma vacina injetável. Esta vacina é oferecida porque não contém gelatina de suíno.

Leia mais sobre a vacina nasal contra a gripe [aqui](#).

Leia mais sobre a vacina inativada injetável [aqui](#).

Leia mais sobre a vacinação contra a gripe no ensino secundário [aqui](#).

Preencha este formulário de consentimento mesmo que decida que não quer vacinar o seu filho contra a gripe este ano. O preenchimento de um formulário de consentimento não é obrigatório; no entanto, em conformidade com as boas orientações em matéria de manutenção de registos, gostaríamos de manter um registo dos consentimentos recusados, para que não volte a ser contactado durante este programa de vacinação específico.

Receberá um e-mail de confirmação quando concluir o formulário de consentimento. Verifique a sua pasta de lixo eletrónico.

[Inicie aqui](#)

Com o suporte de:
RIVIAM

Figure 4 Example of an eConsent form in Portuguese.

The dynamic eConsent forms are easy and quick for parents to complete, and we have received very positive feedback about this.

RIVIAM supports the ability for a parent to consent for one vaccination whilst declining another.

2.3.1 Similar child demographics look-up

RIVIAM improves safety by identifying potential duplicate consents when three of four demographic criteria match. This enables immunisation teams to quickly triage and resolve duplicates, enhancing efficiency and patient safety.

2.3.2 Using the NHS Spine Mini Service

RIVIAM uses the NHS PDS Service to check or capture a patient's NHS number when a consent is submitted. This increases the data quality captured through complete confidence in the main patient identifier. Once Immunisations have taken place and the vaccination record is matched with the NHS number, RIVIAM holds an accurate patient record ready for sharing with other NHS systems

2.3.3 Acknowledgement email

Following submission, the parent receives a reassuring acknowledgement email with the customer's contact details should they wish to contact make any further updates. Customers can customise these emails to include links if they require further information on the vaccine recommended.

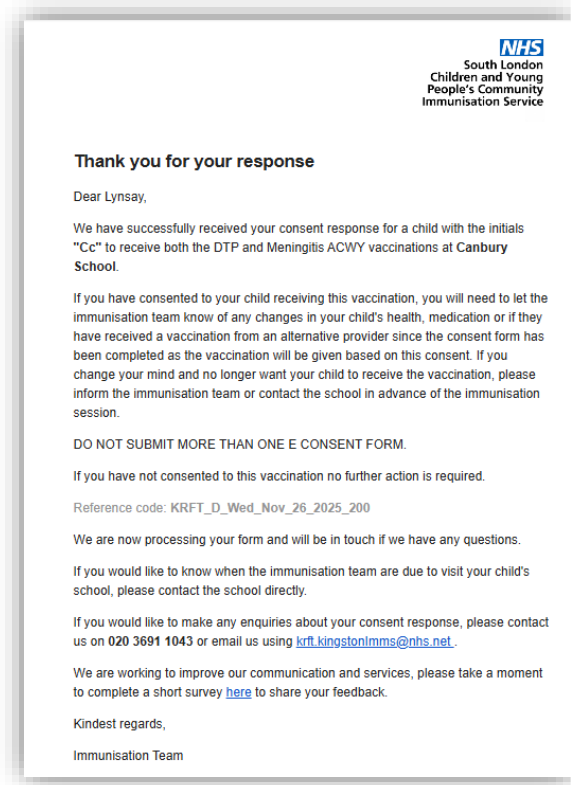


Figure 5 Example of an acknowledgement email.

2.4 Booking clinic appointments for parents

To ensure no child misses out, RIVIAM facilitates catch-up appointments for homeschooled children or those absent on vaccination day. Parents are automatically sent an email link enabling them to book a community clinic appointment, offering the flexibility to select the most convenient location, date, and time.

2.5 RIVIAM Web triage and administration

Once an eConsent is received in RIVIAM, an authorised nurse is easily able to view it, make any clinical notes against the form and conduct triage or administration.

2.5.1 View Dashboard to see status for different immunisation pathways.

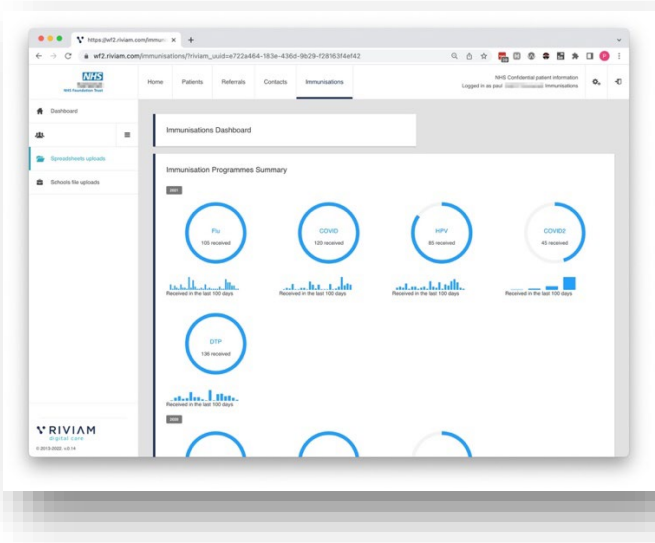


Figure 6 Immunisation pathways.

An Immunisation Dashboard displays the status of all live immunisation programmes. From this dashboard, the user can drill down into more detail.

A programme dashboard will display giving a real-time view of progress.

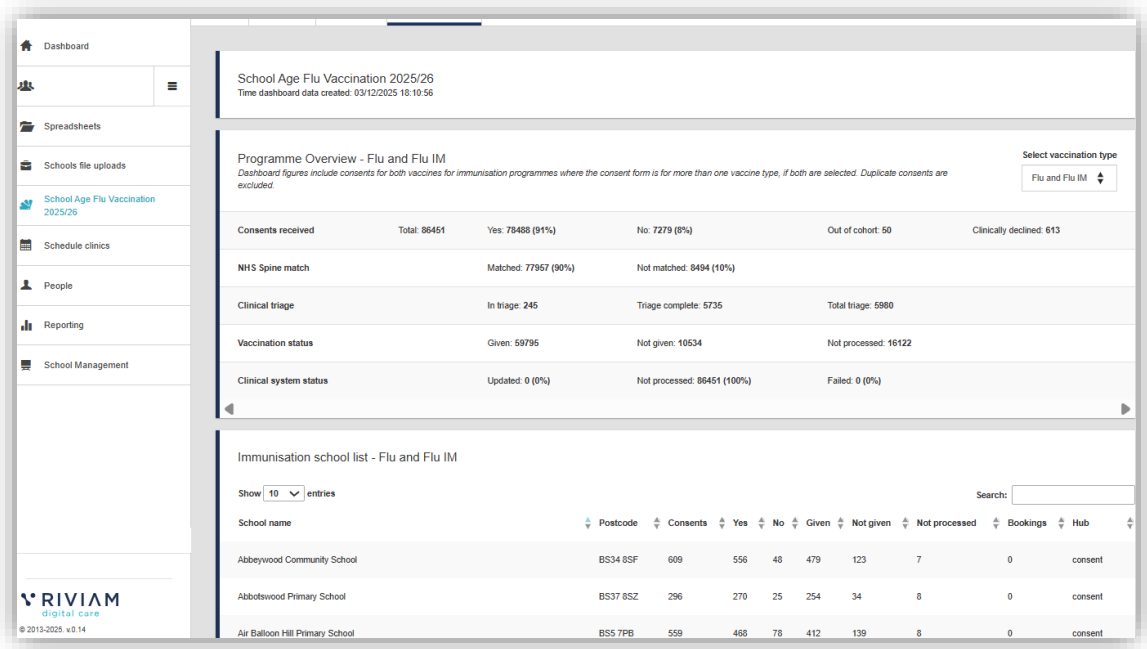


Figure 7 Immunisation programme dashboard.

They can click to see the list of schools that are included in the immunisation programme and the number of returned consents per school, consent, and vaccination status.

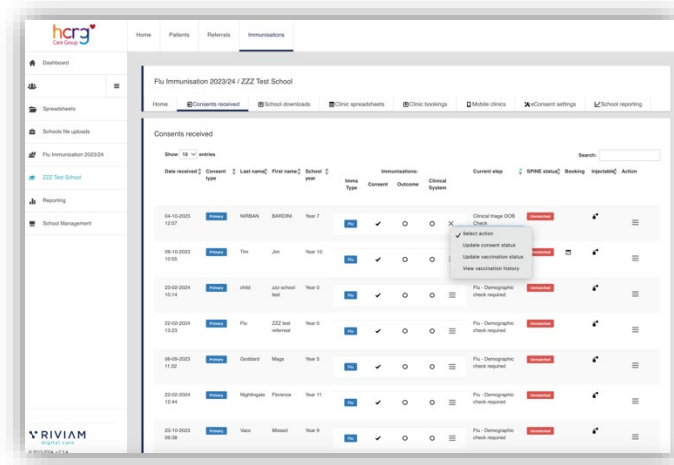


Figure 8 Immunisation dashboard showing consents received.

At school level, the ability to see consents received allows clinicians to view all relevant information for a child including the consent and vaccination status. We have introduced enhanced filtering options and shortcuts to support triage efficiency.

This transparency enables data analysis and pro-active interventions with schools to encourage vaccination uptake.

2.5.2 Triage consents needing attention

For each vaccination type (for example Flu), a Pathway Dashboard displays all the consents assigned to the pathway across a series of steps or queues. These have a RAG status that is calculated by the number of hours since a consent was received.

RIVIAM uses the data in the consent form to determine if the consent should be seen by a clinician, requires admin review or is issued straight to a “ready” workflow queue. This can reduce the clinician triage time by over 90%.

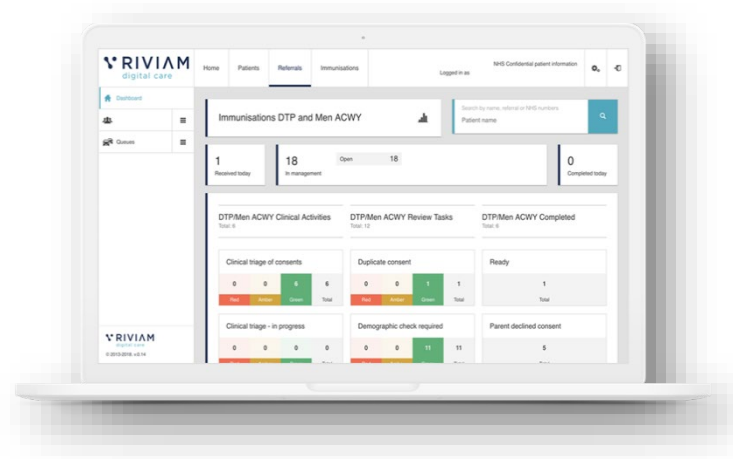


Figure 9 Immunisation pathway on RIVIAM.

2.5.3 Triage consents

RIVIAM has advanced filtering which allows the Immunisations team to quickly identify consents that require review by a clinician. When a user clicks on a specific consent that requires triage, RIVIAM displays the patient's demographics for the selected patient. It is easy to view the consent and record any events (such as a call to a parent to check information). Teams can also add and upload documents to a patient's record. Shortcuts reduce triage time and improve efficiency.

2.5.4 Setting up schools

RIVIAM enables school visits, community clinics, or catch-up sessions to be set up.

2.5.5 Preclinic messaging by email

Immunisation teams can send parents an email before the clinic session to remind them they will be visiting the child's school and to provide any pre-clinic information.

2.5.6 Scheduling clinics

RIVIAM provides comprehensive tools for scheduling and organising clinic sessions.

A clinic outcomes dashboard In RIVIAM Web displays the activity recorded at the clinic session.

RIVIAM also provides a downloadable electronic clinic spreadsheet by the school, detailing the child's demographics, year group, class, the parents' emergency contact details, consent status, clinical notes, and student history questions.

2.5.7 Setting up clinical teams including ad hoc sessions

RIVIAM provides a scheduling service that allows clinicians to be added to clinics. When a clinician is added to a clinic the information is automatically sent to their mobile app or can be downloaded as a spreadsheet.

2.6 Session management and mobile app

With RIVIAM, there are three ways that a clinician can run a session and record the outcome of an immunisation:

1. Using RIVIAM's immunisation mobile application which is available for Apple iPad, Windows, and Android devices.
2. Using the spreadsheet which has been downloaded for school. This can be used to support business continuity.
3. Directly on RIVIAM by updating the vaccination status.

2.6.1 Using the mobile app

Staff can manage clinic sessions directly using the RIVIAM mobile immunisation app.

To help busy clinicians, they are automatically sent their immunisation clinic list and all consent information about each patient to the app helping them prepare in advance of clinics. Late consents will be auto sent to the clinic and available to see on the app. The app also supports capturing Gillick consents on the day in the clinic. The app is easy to use and triage symbols are visible to teams on the day of the clinic allowing for final verification checks to take place before a vaccine is administered.

Nurses use the RIVIAM Immunisations app to make live updates, allowing them to instantly change a child's consent status or the vaccination type as required. Recording these changes immediately is critical for minimising clinical risk and ensuring the highest level of patient safety and data integrity.

The outcomes of immunisations are digitally recorded via the app. If the app is connected to the internet, it automatically updates RIVIAM.

Crucially, the app retains full functionality to record immunisation outcomes even without network connectivity. Once a connection is re-established, the mobile app automatically syncs all recorded data back to the RIVIAM system.



Figure 10 RIVIAM's immunisation app saves nurses time at clinics.

2.6.2 Communicating the outcomes to parents

Once a child has been immunised, RIVIAM automatically sends an email to the parent/ carer confirming this.

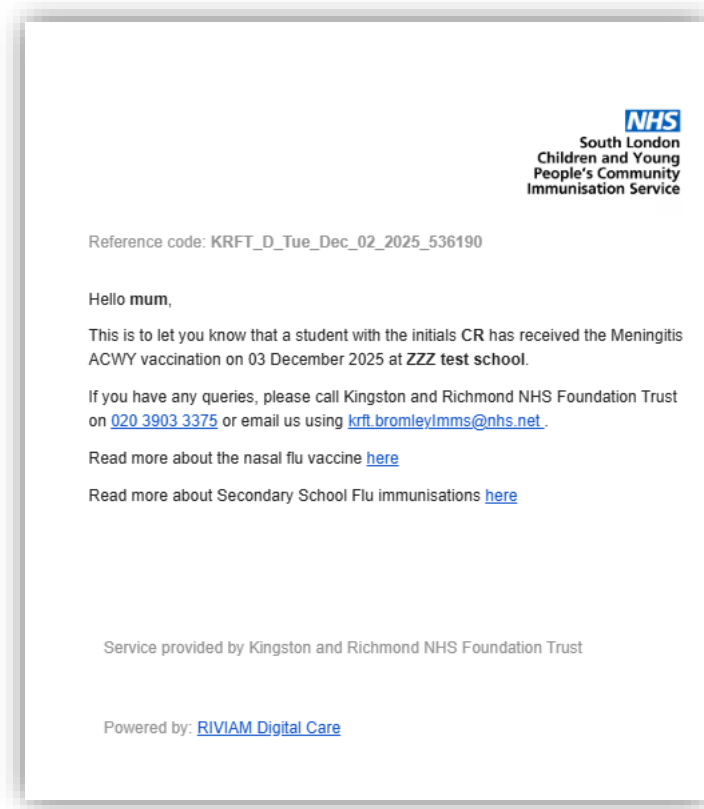


Figure 11 Example of a parent confirmation email.

If a child is absent or is not vaccinated at clinic, the parent will receive a missed vaccination email automatically inviting them to book an appointment at an alternative clinic location.

2.6.3 Updating the clinical system

Currently RIVIAM updates TPP SystmOne™ automatically with immunisation outcomes. We also provide the specific reports and codes for updating Care Plus and RiO.

2.7 Data reporting

RIVIAM offers comprehensive self-service reporting capabilities for customers, including standard reports built specifically for key health system uploads (CHIS, NIVS, and TPP SystmOne). Furthermore, RIVIAM generates a variety of useful analytical reports - covering areas like Ethnicity, Outstanding Vaccinations, and Vaccination Refusals - to provide actionable insights that drive initiatives and

improve vaccine uptake. We also fully support the creation of a customer's unique, bespoke reporting requirements.

2.8 Collaboration through RIVIAM School Portal

RIVIAM Digital Care School Portal is a secure, online tool designed to facilitate better communication and collaboration between schools and the immunisation team. Schools and teams can monitor response rates by year group and encourage uptake on behalf of the immunisation team. They can securely upload class lists and prepare for school visits by downloading lists of children needed to attend the clinic session.

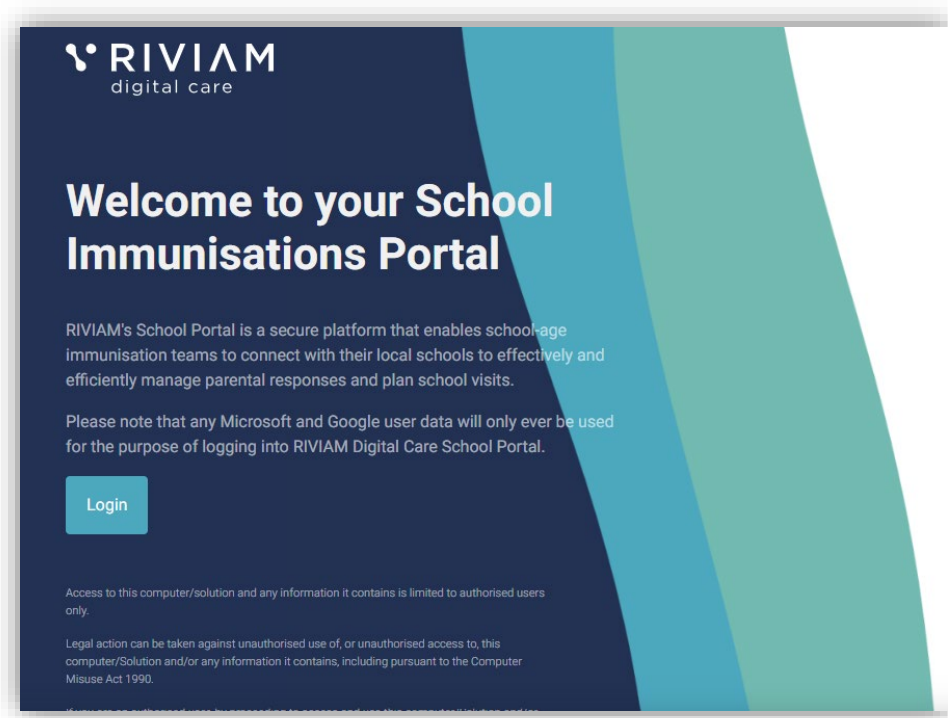


Figure 12 School Portal

3 Onboarding

Customer success is central to RIVIAM and with each customer our goal is to think about what's key to achieving the customer's desired outcomes.

RIVIAM's default project management approach is to follow Agile development methodologies supported by clear project management control of risks and issues. We implement an Agile delivery approach with the following stages:

1. Discovery
2. Solution Model
3. Planning and Delivery
4. Testing and Go-Live

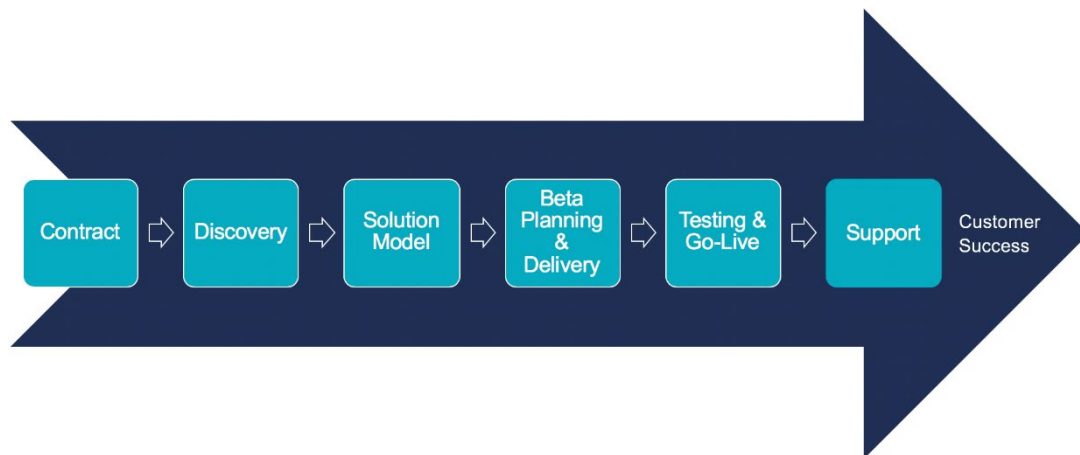


Figure 13 RIVIAM's delivery approach

3.1 Discovery

Our discovery phase will typically last 1 to 2 weeks. During this time, we will:

- Explore the customer's challenges and user needs.
- Agree the desired outcomes for RIVIAM via structured engagement with key stakeholders in workshops and meetings. RIVIAM uses a service design model to view digital transformation through the lenses of different beneficiaries: citizens and referrers; operational teams; and clinical services.
- Identify any technical or architectural challenges to reduce delivery risks.

- Demo the service to ensure key stakeholders understand the functionality and benefits.

3.2 Solution model

The Solution Model typically takes between 2 and 3 months but can be faster depending on the level of definition the customer has already achieved. At the end of the discovery phase, we produce a detailed Solution Model. The objective of the Solution Model is to:

- State the outcomes for the solution and outline how RIVIAM will achieve these.
- Provide a detailed overview of the RIVIAM solution and any interfacing and infrastructure requirements.
- Gain agreement as to what's required both from a design and technical point of view.
- Agree a high-level roll-out and delivery plan.
- Confirm governance.
- Confirm dependencies, assumptions, risks and issues.
- Identify any gaps in functionality or changes required to meet your needs.

3.3 Planning and delivery

We will create a series of development and configuration cycles for the Beta Planning and Delivery phase. At the end of each cycle, we review the solution and can flex the plan. We have found this to be a very effective way of working with customers.

Customers are initially deployed into a test environment and then, on successful acceptance, the software is deployed to a production environment. Based on a customer's production requirements, we will perform an impact analysis on our infrastructure to ensure our customer's needs are delivered.

3.3.1 Data Privacy Impact Assessments

We support our customers (the data controllers) with their Data Privacy Impact Assessments (DPIAs). We will also agree how we will respond to Freedom of Information and Subject Access Requests.

3.3.2 Reporting

RIVIAM delivers dashboards that provide detailed information about the number and flow of referrals and outcomes.

Self-service pre-defined reporting is provided for customers. We can also agree with the customer to provide bespoke reporting. We will agree a customer's requirements during the discovery phase.

Optionally, a data extract to a SQL database is possible via a customisation project. This allows the customer to build customised reporting around RIVIAM's dataset in a decrypted form.

3.3.3 Testing and go-live

Prior to the services going live, we conduct rigorous testing before a customer's own acceptance testing. Customers are expected to acceptance test the service before go-live. RIVIAM can optionally provide the customer with a test environment.

3.3.4 Accessibility

RIVIAM's services are designed to WCAG2.1 AA standards. We are committed to ensuring inclusivity and that as many people as possible can use our services easily and independently.

3.3.5 Clinical safety

As part of Discovery and at key milestones, we undergo a Clinical Risk Safety Review updating RIVIAM's Hazard Log and providing a DCB0129 Clinical Safety Case Report. This log and report are then released to our customer.

3.3.6 Training

A 'train-the-trainer' approach is used for all our product training. RIVIAM provides an extensive library of training material and videos available online at <https://support.riviam.com>.

RIVIAM can also support you with bespoke training if required, for example running online or face to face group training sessions.

4 Minimum requirements

4.1 Summary

RIVIAM is offered as a fully hosted Software-as-a-Service solution which means users just need a modern browser which is HTML 5 compliant and access to the internet or the health and social care network (HSCN).

RIVIAM is based upon a service-orientated architecture which means that we can update our services at different times, ensuring we can maintain 99.5% service availability to our customers.

4.2 Minimum requirements for service

Customers need to be aware that RIVIAM's network endpoints are whitelisted to avoid issues with customer's intrusion detection systems.

Adequate network bandwidth is required when users are working at home using ADSL connectivity, especially when connecting with a VPN solution.

5 Software support

5.1 Support

Every customer has a dedicated Account Manager as well as access to our support desk.

RIVIAM's Support Desk is managed by an experienced team who are quick to solve any issues and provide advice based on years of experience working with different customers.

Support is provided 9.00am to 5.30pm, Monday to Friday. Weekend and out of hours support is available and can be agreed with RIVIAM.

Support emails should be sent to support@riviam.com.

5.1.1 Help Centre

Customers can also use RIVIAM's Help Centre. User guides for services are available here along with useful 'how to' guides and videos with helper tips. The guides provide step by step advice on how best to navigate and use the system. RIVIAM's support team also issue regular user newsletters and online drop-in sessions.

5.1.2 Response times

On receipt of support requests, the request will be classified as follows.

#	Severity	Impact	Description	Action	Response time
1	Critical	A significant impact on the operations of the customer's business caused by failure of RIVIAM's service.	100% of RIVIAM Cloud has stopped working and is non-responsive.	RIVIAM will prioritise resolution and will respond to the Customer with a summary of what has happened and an outline plan of recovery.	2 hours
2	Major	Operations of the customer's business are impeded caused by a failure of a component of RIVIAM's service.	Components of RIVIAM Cloud have stopped or are intermittently working.	RIVIAM will manage the issue as soon as possible and will respond to the Customer with a summary of what has happened and an	4 hours

				outline plan of recovery.	
3	Minor	Issues that have a minimal impact on the operations of the customer's business but which the customer thinks could improve the delivery of benefits.	There are one or more issues with the functionality of RIVIAM Cloud that the Customer/Access Centre staff believe should be improved.	We will discuss the issue with you and your request will be included with a list of enhancements and prioritised by RIVIAM.	

The Support team log all requests, and the case is kept open until the issues is resolved. All information is kept for future reference.

5.2 Service levels

RIVIAM's services are available 24 hours a day, 7 days a week, with 99.95% uptime (excluding maintenance updates).

RIVIAM's services are hosted on Amazon Web Services (AWS) cloud services in the London Region making use of their three Availability Zones within this region. AWS is a global cloud leader and is ISO27001, ISO27017 and ISO27018 accredited.

5.3 Customer upgrades

RIVIAM is continuously working on a development programme, and customers will receive releases of RIVIAM services at no extra cost during the term of the agreement. These will include new functionality bringing additional benefits.

6 Security

Our secure platform and services are run from secure, resilient AWS data centres in England using AWS best practice 'Well Architected Framework'¹. All information on RIVIAM is always encrypted using the AES256 algorithm. RIVIAM is also connected to the HSCN to provide further security for customers.

RIVIAM deploys an array of security tools to protect sensitive data including web application firewalls and host intrusion detection systems for active monitoring. On a regular basis, RIVIAM performs vulnerability scans for its internet-facing applications.

¹ For more information on the AWS Well Architected Framework, see <https://aws.amazon.com/architecture/well-architected/?wa-lens-whitepapers.sort-by=item.additionalFields.sortDate&wa-lens-whitepapers.sort-order=desc>

7 Business Continuity and data backup

RIVIAM operates on a highly available secure platform hosted by AWS.

Our platform consists of multiple services providing different aspects of the platform and services. This means that services can be flexed and given more resources when required.

All database services are operated on clustered technology means that the data is written to more than one database instance in real-time.

Each instance is backed up daily and we have rigorous data back up plans in place. Please contact RIVIAM if you require more information on this.

8 Pricing and ordering

RIVIAM operates a flexible Software-as-a-Service licensing model which means customers do not pay for any support and maintenance, hosting or training.

With this model, customers also benefit from the ongoing updates of RIVIAM and our ongoing programme of innovation with NHS systems.

8.1 Pricing

Please download RIVIAM's pricing schedule.

8.2 Invoicing

On commencement of the contract, 80% of the setup costs are due with the remaining 10% on delivery of acceptance testing and the final 10% on go-live.

The annual costs of running the service are invoiced monthly in advance. The monthly charges will commence when the live environment is set up and ready for acceptance testing.

Payment terms of 14 days are requested, and pricing is exclusive of VAT.

For changes or bespoke work, RIVIAM charges a day rate of £750 +VAT for development and £750 for consulting and strategic engagement.

8.3 Termination

RIVIAM requires three months notice to terminate a contract.

Retention or destruction of the customer's data on expiry of the contract will be agreed with the customer. There is a fee for this as outlined in our pricing document.

9 Definitions

The following definitions are used to drive RIVIAM's pricing and provide the criteria used in the pricing for G-Cloud 15.

Term	Definition
RIVIAM Instance	A RIVIAM instance describes the services required to deliver the SaaS service for the customer. It relates to a single database that is hosted on RIVIAM's infrastructure. Typically, a customer may require different RIVIAM's instances to match their contract obligation as a data controller.
Care Record	Refers to the core capability of having a record about a person. This record is searchable and can be added to a linked to other data indexes, such as the NHS number.
Referral Management	The ability to manage referrals about a person who is managed within the RIVIAM Care Record.
Case Management	The ability to manage multiple referrals about a person and manage them through RIVIAM's dashboards.
Core Solution	Is a RIVIAM instance, with the care record, referral management and case management services. It includes a single RIVIAM pathway and RIVIAM referral form. It includes the ability to have any number of users created with the application.
Pathway Dashboard	A list of pathways shown as matrix with the Red Amber Green (RAG) summary counts.
Pathway	A pathway is the way RIVIAM organises its workflow. It can represent a team (North West Team), a service (like

	Frailty, or ADHD). It's a logical container where referrals are routed to and managed within. A pathway can have one or more steps defined, up to a maximum of 25. A pathway can have Red Amber Green (RAG) time based on the number of minutes a referral has been in the pathway. A pathway can be assigned to one or more multi-agency organisations. When a new pathway is set up, RIVIAM provides a single requirements workshop, during which we will agree the required pathway design and implementation requirements including the routing rules.
Step	A container of referrals within a pathway that helps a customer manage workflow through the pathway. A step can have Red Amber Green (RAG) time based on the number of minutes a referral has been in a step.
Referral Form	A referral form is used to collect information from a public or private website from a patient / citizen, member of the public or a health and social care professional. A referral form has a maximum of 100 fields. If more fields are required, a second form will be required.
Routing Rule	A routing rule inspects the data provided in a referral form and makes a logic decision on which pathway and step the referral should be placed in.
Internet Access	By default, RIVIAM provides access to its RIVIAM Web application over the internet. Customers may prefer to upgrade to access over the NHS HSCN network or Public Sector networks.

	It's also possible to provide access via a dedicated VPN IP address.
VPN Access	Where a customer has a VPN service that offers one or more static IP address, RIVIAM can whitelist these IP addresses to limit access to the RIVIAM Web application over the internet.
RIVIAM Web	Is the management portal for RIVIAM that allows users to access RIVIAM services. It is a container for all services and is part of the core offering.
Multi-agency Organisation	When customers take the Multi-agency Referral Hub service, RIVIAM allows an organisation to be defined. This is often used to model partner organisations or sub-contractors that are part of service delivery but which the customer wants to control the access they have to pathways and referrals. An organisation can be assigned to one or more pathways.
Service Directory	The service directory is designed for health and social care professionals and members of the public to search for health and social care services. A simple management interface allows customers to add services, provide a service description, eligibility criteria, location information. The service directory can then be used on a public website or with RIVIAM's applications.
Test Instance	An instance of RIVIAM with the customer's configuration that is used to support testing of a new service or updates to an existing service. This can be purchased on a monthly basis.

Updates to referral forms and pathways	If a referral form or pathway needs to be updated, then RIVIAM will assess the extent of complexity and time required and fit it into a small, medium or large change.
Patient Engagement Portal	A public website that allows a patient for health services to gain secure access to their information and services managed by RIVIAM.
Referrer's Hub	Service that enables referrers to securely login to make and see referrals, track referral status, share messages with healthcare providers, complete online questionnaires.
NHS Login	The NHS Login service for patients that confirms the identity and NHS number of the patient for RIVIAM's services to use.
Appointment Management	RIVIAM's appointment management module allows a service to create a diary and manage clinics allowing patients to book into the service via the Patient Portal, or RIVIAM Web users to book appointments for patients on their behalf.
Integration to Appointment Management Customer service	Working with the customer, RIVIAM agrees and integrates an adaptor to the customer's booking / appointment system. Assumed to be 5 day's work and the customer has a way for delivering real-time appointment booking via their own system APIs.
Waitlist Management	A waitlist is the ability to manage patients waiting for appointments. Users can move patients onto waitlists and book appointments.

2-way messaging	The ability for a stakeholder using RIVIAM's services to message into a service and receive a response. Received messages are converted into actions for a RIVIAM Web user to respond to. A message is always about a person and can be linked to a referral, pathway or step.
Task Management	The task management module allows users to create tasks that are based on a defined template. These tasks are always associated with a person receiving care, and can be linked to a pathway, step or list. A customer and/or multi-agency organisation can see all the tasks that their organisation is managing. It is also possible to see all the tasks for a pathway, step or referral. This module provides a powerful way to manage cross-organisational tasking.
List Management	The ability to create a list of patients and/or referrals. Lists can be created to manage work or track caseloads. They provide a flexible tool for services with full audit and traceability.
Multi-disciplinary Team (MDT)	The MDT service allows RIVIAM users to manage MDT diaries, allocate patients to an MDT and track actions over time.
Risk Management	Risk management allows risks to manage across pathways, lists and tasks. It provides a single view of risks being managed across a RIVIAM instance for a customer. It includes the basic risk model of a risk being assessed against probability and likelihood with a combined score.

	Tasks are used to track the mitigations of a risk. Tasks created are then managed as part of the task management module.
NHS APP Wayfinder integration	RIVIAM's Patient Engagement Portal is integrated with the NHS APP via the Wayfinder interface. This service allows patients to access RIVIAM hosted services via the NHS APP.
Secure Video Call	End-to-end hosted encrypted video service that provides high quality video service within the RIVIAM applications, for example to support appointments and MDTs.
NHS eReferrals – Referral Management	RIVIAM's integration with the NHS eReferral API service allows customers to manage referrals and advice and guidance within RIVIAM. RIVIAM automatically checks for new referrals in the waitlist, downloads the referral and associated documents, placing the referral in a pathway ready for review.
NHS eReferrals – Advice and Guidance	Integrates with the NHS eReferral Advice and Guidance service. Allows a user to respond to an advice requests and manage the workflow. Provides access to the conversation flow and allows a clinician to pick from recommended responses.
Sadie AI – Document Summary and Analysis	Using RIVIAM's AI Large Language Model integration. Securely loads a patient's records into Sadie. Allows a customer to ask questions about the patient / referral.

	Allows pre-building summary templates to summarise documents. This service is subject to class 1 MHRA regulatory approval.
Questionnaires	Questionnaire module provides the ability for a customer to create a questionnaire that can be configured to be sent to a patient or stakeholder when a referral is placed in a step. The questionnaire reminder service sends the patient or stakeholder a reminder notification message if the questionnaire hasn't been responded to. Questionnaire management service allows RIVIAM Web users to manage incoming responses. These can also be managed via the referral navigator.
Questionnaire setup	The questionnaire setup is the configuration of a new questionnaire and its routing within RIVIAM. A questionnaire follows the same rules as a RIVIAM referral form.
24/7 Email Processing service	Automatically connects to a Microsoft SMTP email account and checks for email every 10 seconds. Processes the email and creates a new referral. Referral documents based on RIVIAM known format can be used to automatically place in a referral step within a pathway.