



# **Referral Management 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](http://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.

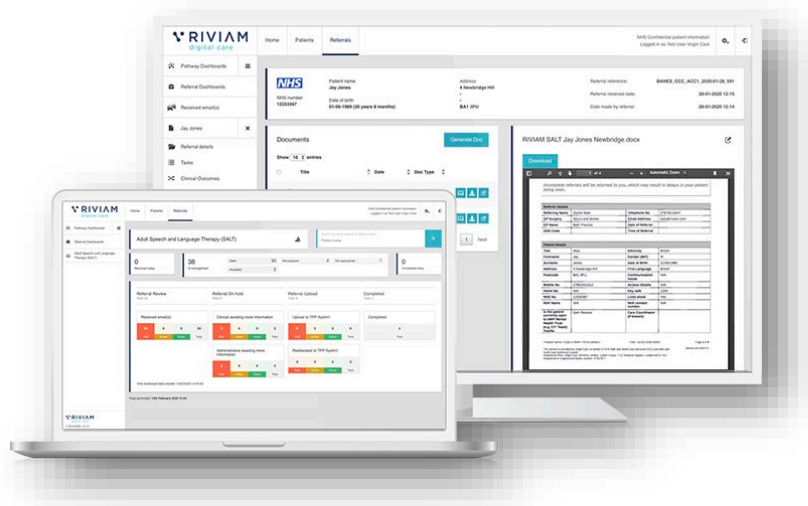


Figure 1 RIVIAM's Referral Management Service.

### 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 Referral Management service

### 2.1 Overview

RIVIAM's Referral Management service provides an interactive, accessible digital experience for referrers as well as efficiencies for health and social care providers receiving, managing and outcoming referrals in Single Points of Access. The service is used 24/7 to support children and adult's community services.

This is a core service that underpins many of RIVIAM's services, providing the transparency, interoperability and flexibility that allows our customers to realise the full value of secure information sharing so they can operate more efficiently and deliver personalised, co-ordinated care.

The service includes:

1. Single, secure patient care record with a journal of all events for a patient and case management tools.
2. Workflow to enable referrals to be auto-received, managed and co-ordinated in a pathway, with steps and RAG dashboards.
3. Single secure referral form for professionals or citizens to capture referral information, designed and branded to match a customer's requirements.
4. Data reporting to capture insights on referral management. RIVIAM can enable a self-service reporting tool.

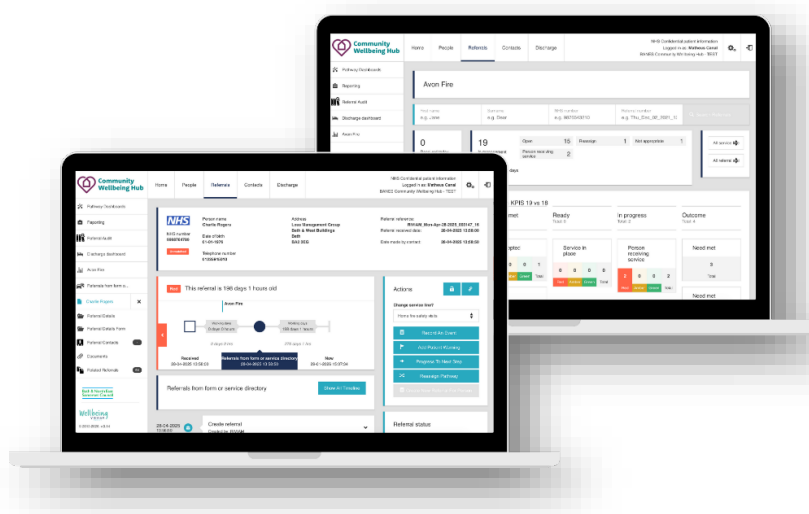


Figure 2 RIVIAM's Referral Management service.

## 2.2 Functionality

Key functionality included in this service is:

1. Single patient record, patient/referral lists, case management, activity tracking
2. Dynamic referral form, smart lookups, validation/visibility, dynamic routing
3. Workflow for SPoA referral management via pathways, steps, RAG dashboards
4. Confirmation email with reference code auto sent to referrers, referral attachment
5. Postbox form for adding documents/matching to existing referrals
6. Self-service reporting for data insights on referral outputs
7. Referral web portal with separate URL launched from internet (Optional)
8. Multi-agency enabling health and social care organisations work together (Optional)
9. MDT service, task, lists, questionnaires, messaging, consent management (Optional services)
10. EMIS Web, TPP SystemOne™, RiO, eRS, Liquid Logic, EPR integrations (Optional).

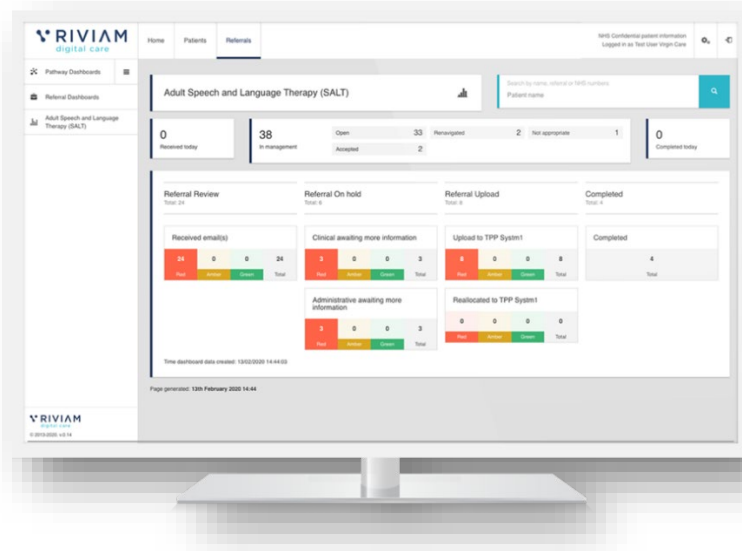


Figure 3 RIVIAM's Workflow administration system.



## 2.3 Benefits

The benefits are significant. The service offers:

1. Improves referrer access to services, clear eligibility criteria, available 24/7
2. Improves access and referrer satisfaction, quicker to refer, eligibility clear
3. Reduces risk of delayed or missing referrals, more secure
4. Reduces referral backlog, quicker identification of urgent referrals, boosts efficiency
5. Increase in quality/completeness of referrals, no need to chase information
6. Auto-routing from referral forms to workflow pathways, real-time information shared
7. Connects digital front door/referral form with Single Point of Access
8. Multi-agency additional service improves care co-ordination/collaboration across multi-agency teams
9. Teams can run efficient Multi-disciplinary Team meetings, providing personalised care
10. Interfacing service connects RIVIAM with third party health/social care systems.

## 2.4 Optional services

The following services can be procured with this service, they include:

### 2.4.1 Multi-agency Referral Hub service

For integrated health and social care across Local Authorities, healthcare, third sector and VCSE providers, the Multi-agency Referral Hub enables shared referral management, care co-ordination and multi-agency collaboration.

Different health and social care partners can receive referrals and work together in a seamless, efficient and secure way online. It enables our customers to create an integrated system across prime providers and third sector partners, so they can operate as a single, integrated team with clear system-level leadership and strategic oversight.

The service supports a model of community-based care effective at keeping people at home, reducing a reliance on bed-based care.

For the Multi-agency Referral Hub, secure access to the care record on RIVIAM is extended to partnering organisations. This enables different organisations across Local Authorities, healthcare and the third sector to see the same information and deliver care services working together in the most effective way.

Ideal for Integrated Neighbourhood Teams, the service includes:

1. Pathways for each partner to receive and manage referrals with secure user access. This includes a security approach, so users view only the referrals relevant to their organisations. It enables partners with different levels of digital maturity to be involved.
2. Case management tools that enable users to add events, edit a person's details, manage and share documents, and see a person's timeline of activity and their related referrals.
3. Contact management that enables contacts to be recorded for people, providing visibility for authorised partners who may require this information.
4. RIVIAM's Referral Management core service with patient record, referral management and SPoA workflow.

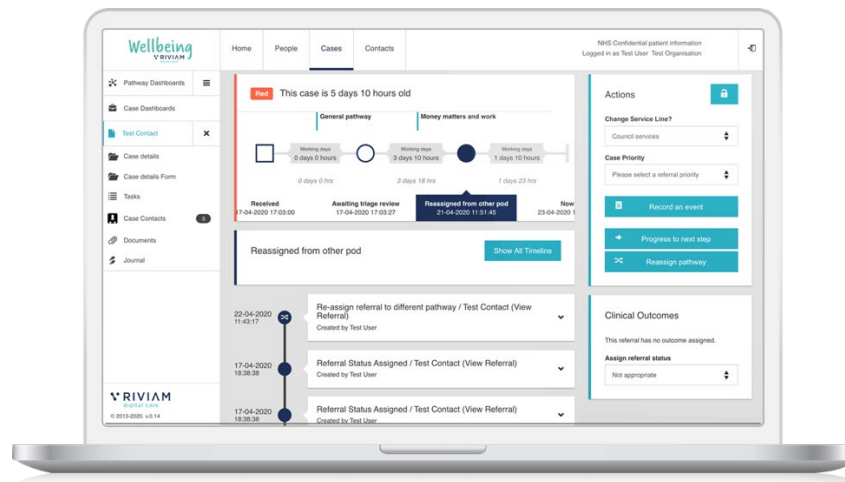


Figure 4 RIVIAM's Multi-agency Referral Hub service.

#### 2.4.2 RIVIAM Multi-disciplinary Team (MDT) service

For healthcare teams, multi-agency care providers and Local Authority Safeguarding teams, you can run more efficient Multi-agency Team (MDTs) meetings with RIVIAM's patient and referral MDT dashboards, lists, tasks and risk management.

The service includes:

1. Diary management enabling any MDT meeting to be set up, invitations to be auto-issued to partners and a lead partner assigned.
2. Task and risk management. This feature provides a structured way to create, assign, track and manage a set of tasks agreed at an MDT.

For each patient on a list for discussion at an MDT, actions are clearly owned and progress is visible across RIVIAM.

The feature supports consistent task creation through templates, prioritisation, due dates, status tracking and activity, with a full audit trail. It's easy for a RIVIAM user to see tasks allocated to them when they login to RIVIAM.

The benefits of task management are improved MDT care co-ordination, reduced effort duplication, accountability and transparency across the team and organisations involved. The feature also includes the ability to record and manage risks. Flags are added to the patient record when the patient's care is to be discussed at an MDT.

By standardising how work is recorded and monitored, the feature reduces the risk of missed actions, improves workload visibility, supports timely interventions and provides a reliable audit trail. For our customers this enables more efficient, joined-up care delivery for MDTs.

3. List management. This provides RIVIAM users with a structured way to group patients for discussion at an MDT, organise work and collaborate effectively.

It enables users to create and manage a list of patients, prioritise individuals, record discussion notes, track activity and share access with others.

The key benefits of list management are improved care co-ordination, reduced duplication of effort and better visibility of activity across the MDT. By centralising information, updates and decisions in one place, the feature supports more consistent decision-making, clearer accountability and smoother collaboration.

When used together, list and task management provide a cohesive way to move from discussion at an MDT to action without losing context or accountability.

Lists help MDTs using RIVIAM organise and prioritise patients or cases, while tasks ensure agreed actions are clearly assigned, tracked and completed, creating a seamless flow from planning to care delivery.

4. RIVIAM's Referral Management core service with patient record, referral management and SPoA workflow.

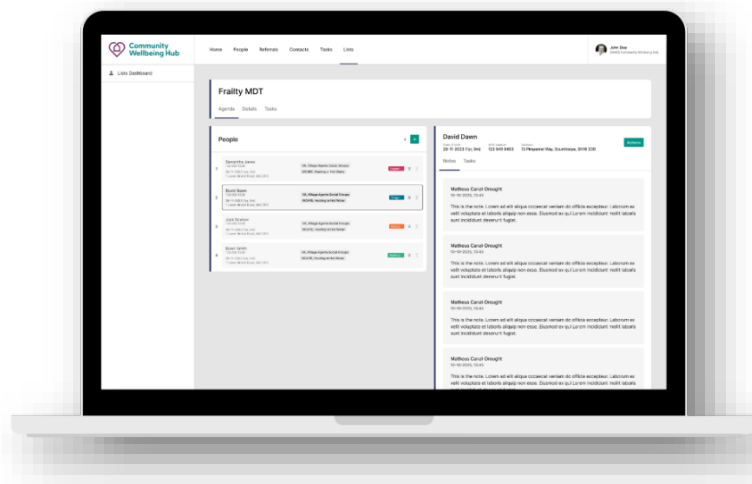


Figure 5 RIVIAM's MDT service.

### 2.4.3 Referrer's Hub service

With RIVIAM's Referrer's Hub, health and social care professionals, parents, carers and contacts have a Digital Front Door with secure login to make and view referrals as well as track referral status.

Service teams often receive many follow up calls and emails from referrers (professionals and contacts) requesting updates about the status of referrals. This takes up valuable time and resources, better spent focusing on other actions. By

enabling referrers to keep up-to-date with the status of referrals via the Referrer's Hub, the number of contacts is reduced.

As they have successfully logged in and authenticated themselves, the service improves a referrer's access to a provider's services and reduces the time it takes to make referrals as the referrer and patient information is already pre-filled in the form.

Also, it's far easier for a referrer to send follow up information for their referral and for it to be auto-matched by RIVIAM to the original referral.

For authorised parent, carers and contacts of a patient who has been referred, the hub provides an efficient way to track what's happening and remain informed.

The service includes:

1. Secure and efficient referrer login with their existing Microsoft, Google, Apple email accounts.
2. The ability for referrers (can be professional, parents, carers and contacts as long as they are authorised) to create a referral, view patient and referral lists and search for patients and referrals. They can also add subsequent information to a referral.
3. Real time referral status tracking.
4. RIVIAM's Referral Management core service with patient record, referral management and SPoA workflow.

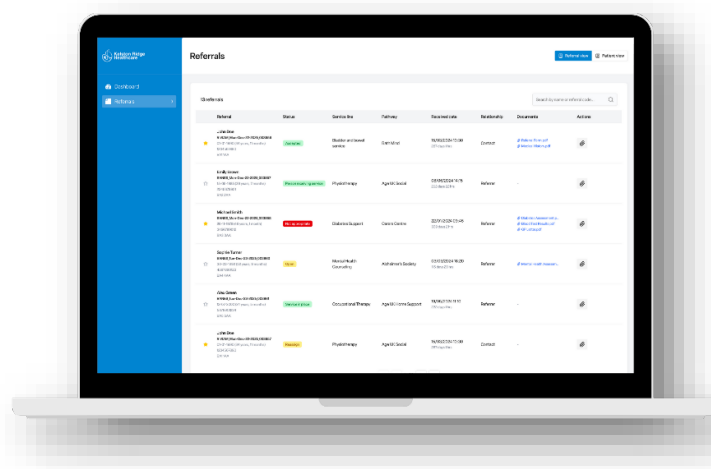


Figure 6 RIVIAM's Referrer's Hub.

#### 2.4.4 Hospital to Home service

To fast-track discharge from hospital of medically fit patients, this service enables hospital teams to easily refer patients to Local Authority, healthcare and third sector services.

The service includes:

1. Onward admission referral form. This digital form allows ward staff to discuss patient needs and make multiple referrals in one step, saving time. The form lists available community services, helping raise awareness of support options like food packs, transport, and urgent house repairs that may be needed for patients to return home. The form can be configured and branded to meet a customer's requirements, including using the Government Digital Service standards.
2. Care control dashboard. This enables ward staff to quickly see whether the services requested are lined up or delivered for a person and make informed and confident decisions about a person's successful discharge.
3. Auto routing of referral to providers. Referrals are auto sent to a provider where they can be managed using RIVIAM's Referral Management or Multi-agency Referral Hub services.
4. Online communication between referrers and providers is enabled via the dashboard where hospital teams can see the latest status of care provision.
5. RIVIAM's Referral Management core service with patient record, referral management and SPoA workflow.
6. RIVIAM's Multi-agency Referral Hub service that enables shared referral management, care co-ordination, multi-agency collaboration.

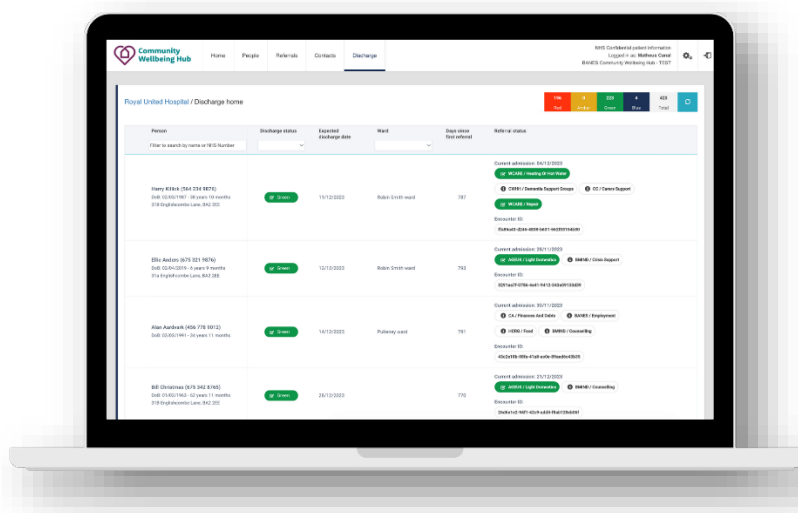


Figure 7 RIVIAM's Hospital to Home service.

## 2.4.5 EPR Interfacing Adaptor

RIVIAM's EPR interfacing adaptor connects RIVIAM's services with third party health and social care systems.

RIVIAM works with TPP SystmOne, EMIS, The Access Group Rio and other compatible EPRs.

The service provides the ability to search for patients, access records, upload and download documents. Levels of service vary across interfaces. It includes interfacing with HL7 FHIR and ADT interfaces. For more information about RIVIAM's commitment to interfacing and our services, please visit <https://www.riviam.com/nhs-integration>

**For customers of the Patient Engagement Portal or Citizen Engagement Portal,** RIVIAM's real time integrations enable one virtual appointment diary bringing together data. This creates efficiencies, saves costs and people using the portal can book multiple appointments for the same care service in one instance.

**For customers of the Hospital to Home service,** RIVIAM's integration with a hospital's EPR (for example Cerner's Millennium) provides RIVIAM users with the patient's latest ward and Estimated Discharge Date, aiding decision-making for timely service delivery and supporting improved patient discharge.

## 2.4.6 Service Directory

RIVIAM's Service Directory enables Local Authorities, health and third sector providers to bring together all care and wellbeing services in one digital space.

For users, the directory enables improved access to services as well as clarity about the services available. It's quick and easy to search for services across a directory, view criteria and see service information.

The Service Directory offers:

1. An easy-to-use directory available 24/7 providing users with access to different care services and enabling dynamic search.

A single Service Directory can include services delivered by multiple health and social care providers, for example adult community health services delivered by an NHS provider and services from third sector providers such as Mind or Age UK.

2. A Service Directory Manager tool for customers to create and manage content that is then displayed on the Service Directory. This means content can be easily managed and kept up to date.

Customers have a standard service template for presenting service information, including service name with short and long description, a noticeboard to present KPIs, modules to present service information and opening times, modules to present location which is shown with a Google Map. They can add any number of sub-services.

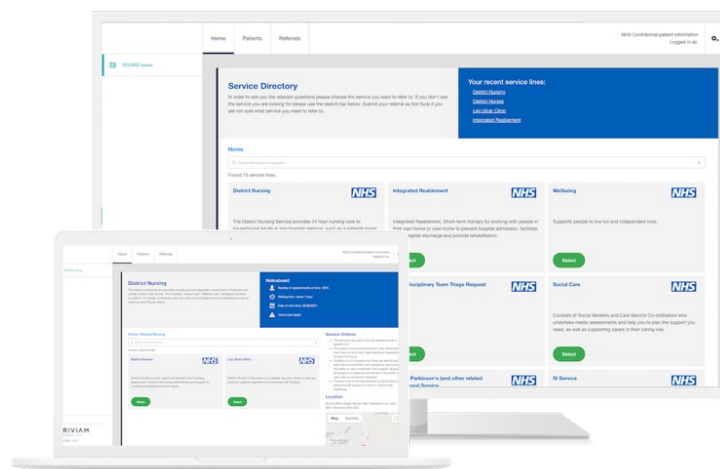


Figure 8 RIVIAM's Service Directory.



#### 2.4.7 Email Processing service

RIVIAM's Email Processing service reads emails directly from NHS/Office 365 accounts removing the need for person to check the account. The service automatically processes the email and its attachments securely into RIVIAM.

The service:

1. Auto-checks NHS email account/s every 20 seconds and auto-reads referral documents attached, reading the referrer and patient details.
2. Auto-allocates the email with a known referral document format and its documents to a pathway on RIVIAM workflow, reading identifiers on the referral form or in the referral's text to determine the appropriate workflow queue.
3. Creates a referral and patient record, auto-populating all the details. All the documents received with an email referral are uploaded in the documents section in workflow ready for review.

The service replaces manual email checking saving time and enabling our customers to manage referral backlogs and co-ordinate care efficiently – saving hours of time a day.

The service is commonly used to manage referrals received via GP systems. A referral form is created based on a known format for patient details that RIVIAM can read. This is proven to work across EMIS and TPP SystemOne™ GP systems using templates.

It works with any IMAP and Microsoft 365 email account on the internet or via RIVIAM's HSCN connection. Where an NHS account is used, the email account needs to be changed into an “application” account with a long password reset period.

RIVIAM can automatically issue in response a confirmation email to the sender with the referral reference number.

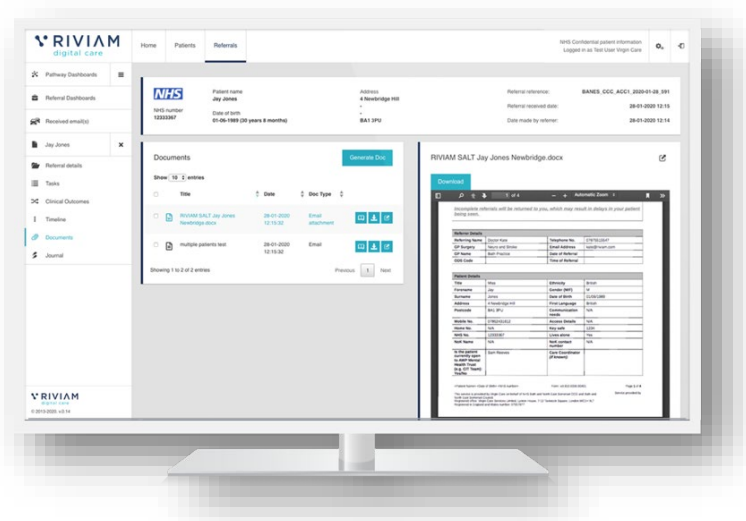


Figure 9 RIVIAM's Email Processing service.

## 2.4.8 Questionnaires

RIVIAM's patient and stakeholder questionnaires provide an accessible, interactive and engaging experience which encourages questionnaire completion.

Questionnaires make it easy for providers using RIVIAM to obtain assessment feedback. This can be key for gaining additional information for the delivery of certain services and pathways.

Questionnaires can be made available via RIVIAM's Digital Front Door services – the Patient Engagement Portal, Citizen Engagement Portal or Referrer's Hub – or they can be made available as a secure web service.

Users completing a questionnaire are sent a link/notification via email/SMS message. Reminders can be configured to prompt recipients who haven't responded on a predetermined basis.

The returned questionnaire data is securely stored in RIVIAM against the patient record. The returned questionnaire can be accessed securely by RIVIAM users either by viewing the patient and referral record or using a dashboard to see aggregated data.

Questionnaires can be automatically triggered when the referral is progressed to a particular step in the RIVIAM workflow pathway or based on an agreed timeframe, specific event or task.

Questionnaires provide a flexible tool to ask patients and different stakeholders questions and receive their responses.

RIVIAM also provides the option to present the questionnaire using the Government Digital Service (GDS) style to provide consistency with UK Government websites.

#### 2.4.9 Integration with NHS Personal Demographics Service (PDS)

RIVIAM's referral forms can be integrated with the NHS Personal Demographics Service (PDS) to auto-check patient demographics during referral form completion.

For health and social care providers, this enables higher quality patient demographics data once it is updated in RIVIAM. This includes a patient's NHS number and removes the need for a member of staff to manually lookup an NHS Number savings at least 5 minutes per lookup.

RIVIAM checks the following patient data in the patient's record via the PDS service:

- First name
- Last name
- Date of birth
- Gender
- Post code

RIVIAM then auto-updates the patient's information in the patient's care record held on RIVIAM. On average, RIVIAM delivers over 95% match rate with PDS services enabled.

RIVIAM shows the status of the PDS check on the patient and referral record. Users are presented with the following to ensure clarity:

- Matched – RIVIAM has returned a single NHS number that matches the 5 mandatory pieces of information.
- Not matched – RIVIAM has returned more than one NHS number that matches the 5 mandatory pieces of information.
- Not checked – RIVIAM could not access the PDS.

#### 2.4.10 Shared Care Record Viewer

Across the NHS local ICBs have implemented different Shared Care Record viewers in their local area.

RIVIAM's Shared Care Record viewer integrates with local Shared Care Record views, to enable authorised RIVIAM users to securely view the patient's Shared Care Record in real time.

For health and social care providers, this enables them to have the full picture of what's happening for a patient or citizen, and to be able to provide the right care, at the right time.

RIVIAM provides the security, user verification and audit, which means an ICB can have confidence in who is accessing the information.

This service is often used when a user's local clinical/case management systems lack the capability to integrate with the local Share Care Record.

RIVIAM establishes a secure connection for RIVIAM users to access the record; secure access is established by a user's role.

To access NHS data, a user's organisation must have NHS Data Toolkit compliance. RIVIAM maintains a full audit of the patients a user is accessing on the record.

#### 2.4.11 List management

List management provides RIVIAM users with a structured way to group patients, organise work and collaborate around shared cases within RIVIAM.

It enables users to create and manage lists, prioritise individuals, record discussion notes, track activity and share access with others.

The key benefits of list management are improved care co-ordination, reduced duplication of effort and better visibility of activity across teams.

By centralising information, updates and decisions in one place, the feature supports more consistent decision-making, clearer accountability and smoother collaboration across services.

#### 2.4.12 Consent management

Gathering a patient's or contact's consent for sharing their data is often undertaken at the point of referral. RIVIAM's consent management feature enables a more detailed view of sharing consent across organisations set up on RIVIAM once the consent data is received in RIVIAM.

Each organisation set up on RIVIAM has an information firewall in place.

With the consent management feature, consent can be managed by organisation. A patient or contact can decline to share their data with certain organisations, whilst approving to share it with others.

For example, a person can agree to share their data with organisation A, whilst declining to share it with organisation B. This is then implemented within RIVIAM.

It enables our customers to provide reassurance to their service users in how their data is managed and governed.

#### 2.4.13 Task management

Task management provides a structured way to create, assign, track and manage work linked to patients, pathways and referrals. This ensures actions are clearly owned and progress is visible across RIVIAM.

The feature supports consistent task creation through templates, prioritisation, due dates, status tracking and activity, with a full audit trail. It's easy for a RIVIAM user to see tasks allocated to them when they login to RIVIAM.

The benefits of task management are improved care co-ordination, accountability and transparency across teams and organisations.

The feature also includes the ability to record and manage risks.

By standardising how work is recorded and monitored, the feature reduces the risk of missed actions, improves workload visibility, supports timely interventions and provides a reliable audit trail. For our customers this enables more efficient, joined-up care delivery.

When used together, list and task management provide a cohesive way to move from discussion to action without losing context or accountability. Lists help teams

using RIVIAM organise and prioritise patients or cases, while tasks ensure agreed actions are clearly assigned, tracked and completed, creating a seamless flow from planning to care delivery.

#### 2.4.14 Real-time messaging

Real-time messaging enabled on RIVIAM enables synchronous communication between referrers and providers using RIVIAM's services.

This means referrers (patients, stakeholders or professionals) using RIVIAM's Digital Front Door services – the Patient Engagement Portal, Citizen Engagement Portal or Referrer's Hub – can more easily engage and share messages and information in real-time with organisations using RIVIAM to manage services and pathways.

The benefits of this are improved satisfaction for referrers as it's easier and quicker for them to share inputs, and more efficient care co-ordination for organisations delivering care.

When a person sends in a message RIVIAM automatically creates a task and assigns it to a workflow. This means that a message is never lost or not actioned, as every message is managed, reducing clinical risk of a missed communication.

It speeds up care delivery and helps reduce backlogs.

#### 2.4.15 HSCN connection

RIVIAM's HSCN connection ensures secure connectivity for RIVIAM users over the NHS secure network.

It is required for organisations using RIVIAM where they wish to use RIVIAM's PDS service or EPS Interfacing Adaptor connecting RIVIAM to GP systems.

Customers require their own HSCN connection to be in place.

#### 2.4.16 Test RIVIAM instance

With a test instance set up, RIVIAM customers can more easily test out updates, the development of new features and configuration changes without impacting their live production service.

RIVIAM's test instances are available to customers from 8am to 530pm on weekdays.

#### 2.4.17 Referral web portal

RIVIAM's referral web portals and referral forms provide an interactive, accessible, engaging and simple way of collecting referral information from referrers (professionals and citizens) online.

The service enables information to be securely delivered to service centres and Single Points of Access where clinicians and administrators using RIVIAM can make decisions and assess patient needs more quickly.

Portals have unique URLs and can be accessed 24/7 by referrers via the internet.

They are designed and branded to match a customer's requirements and remove the need for sharing paper forms whilst also ensuring data completeness. Seconds after the referrer completes the referral, it appears in RIVIAM ready for processing by RIVIAM users.

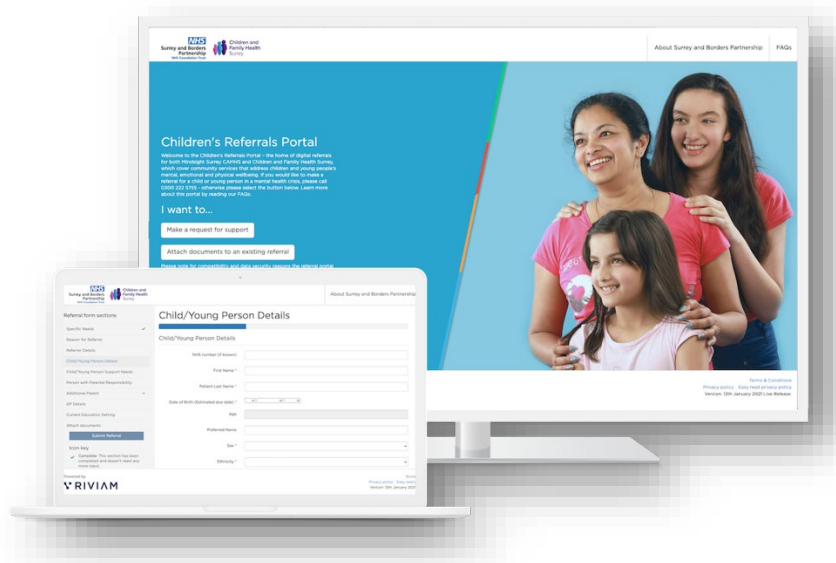


Figure 10 An example of a Secure Referral Portal.

#### 2.4.18 Additional workflow pathways

Customers can request additional workflow pathways, steps and routing rules.

The provision of this service includes analysis, form re-configuration, RIVIAM testing and support for go live.

Pathways in RIVIAM provide a flexible way of managing workflow providing a clear view of where referrals are and making it easy for clinicians and administrators to manage referrals and co-ordinate care.

#### 2.4.19 Additional referral form

Customers can request an additional referral form to be configured by RIVIAM to supplement an existing one.

This form can be for any referrer – professional or citizen.

The provision of this service includes analysis, form design, configuration, RIVIAM testing and support for go live.

#### 2.4.20 Updating a referral form in live

Customers can request an update to their existing live referral form.

The provision of this service includes analysis, form re-configuration, RIVIAM testing and support for go live.

#### 2.4.21 Sadie AI services, document analysis

Sadie is RIVIAM's suite of AI services. These services have been designed with our customers to empower health, social care and third-sector organisations to harness AI in a secure way for improved decision-making and outcomes. They meet strict governance and clinical safety requirements.

RIVIAM has implemented Sadie using a private large language model (LLM) in a London region data centre. This means that all information received about a patient and their referral can be securely loaded into the model without sharing it further. RIVIAM's summary template can then be run against the information to aid the clinician / user in making decisions. It is also possible to ask questions of the model about the patient.

For more information about the security in place, please visit <https://www.riviam.com/what-we-do/sadie-ai-services>



#### 2.4.22 Sadie AI services, Service Directory

Sadie Service Directory engages in curated conversations with service users to understand their needs. The service asks a series of questions to the user about what they need to determine the right services for the person.

By analysing what people say, Sadie identifies key concerns and suggests the most relevant care services provided by our customers via the directory.

Importantly, the service implements safeguards to ensure that only information that's been provided to the service directory is used. This means that the customer has the assurance about what information is being shared with a user.

#### 2.4.23 Sadie AI services, Clutter Classifier

Sadie Clutter Classifier enables users to take and upload a photo of a space, after which the application provides a suggested clutter scale score. The tool provides a more consistent, secure and automated way of classifying clutter images.

This is useful for referrers by removing any subjectivity from their assessment. For example, for a clinician visiting a patient's or citizen's house wanting to remove any subjectivity from their assessment prior to making a referral.

The service can also be used by a family member or carer who has stepped in to carry out the patient's de-cluttering to take photos of the residence and have the images automatically scored.

For more information, or to download the free Sadie Clutter Classifier app, please visit <https://www.riviam.com/what-we-do/sadie-ai-services/clutter-classifier>

RIVIAM can provide our customers with a premium version of the classifier. This includes a module to launch the application from a referral form, a downloadable summary and a full audit trail of decision making.

#### 2.4.24 Video service

RIVIAM's end-to-end encrypted video service provides high quality video and audio for use within RIVIAM applications. It enables secure video and audio calls between clinicians or administrators using RIVIAM and patients or citizens.

The service can be added to RIVIAM's Digital Front Door services – the Patient Engagement Portal, Citizen Engagement Portal or Referrer's Hub – as well as our Referral Management, Multi-agency Referral Hub and Multi-disciplinary Team services.

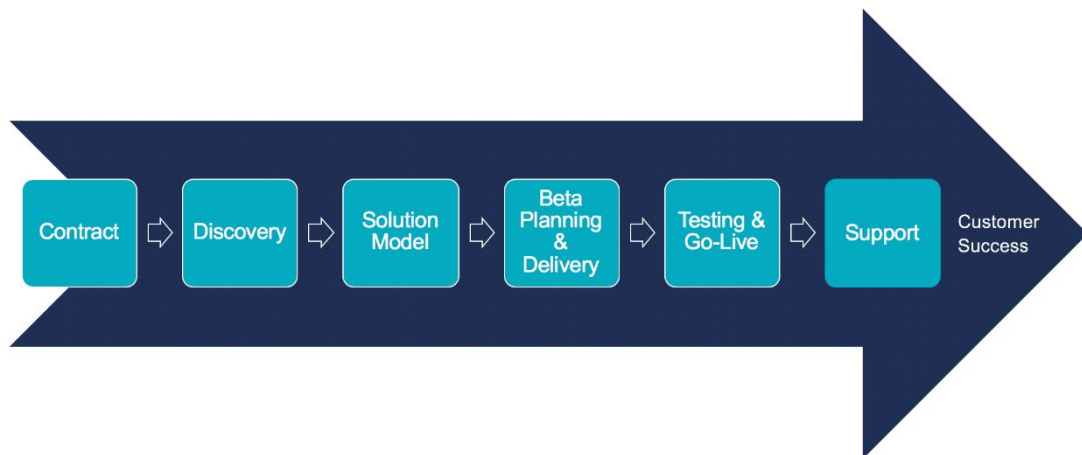
Ad hoc or scheduled conversations can be set up, and it's easy and secure for patients and citizens to launch a consultation for an appointment or to provide assessment feedback for example.

### 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 11 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](mailto: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'<sup>1</sup>. 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.

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<sup>1</sup> 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     | <p>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.</p> <p>Typically, a customer may require different RIVIAM's instances to match their contract obligation as a data controller.</p> |
| 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       | <p>Is a RIVIAM instance, with the care record, referral management and case management services. It includes a single RIVIAM pathway and RIVIAM referral form.</p> <p>It includes the ability to have any number of users created with the application.</p>                                                      |
| 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                                                                                                                                                                                                   |

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 | <p>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.</p> <p>A pathway can have Red Amber Green (RAG) time based on the number of minutes a referral has been in the pathway.</p> <p>A pathway can be assigned to one or more multi-agency organisations.</p> <p>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.</p> |
| Step            | <p>A container of referrals within a pathway that helps a customer manage workflow through the pathway.</p> <p>A step can have Red Amber Green (RAG) time based on the number of minutes a referral has been in a step.</p>                                                                                                                                                                                                                                                                                                                                                            |
| Referral Form   | <p>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.</p> <p>A referral form has a maximum of 100 fields. If more fields are required, a second form will be required.</p>                                                                                                                                                                                                                                                                                       |
| Routing Rule    | <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Internet Access | <p>By default, RIVIAM provides access to its RIVIAM Web application over the internet.</p> <p>Customers may prefer to upgrade to access over the NHS HSCN network or Public Sector networks.</p>                                                                                                                                                                                                                                                                                                                                                                                       |

|                           |                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                           | 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 | <p>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.</p> <p>An organisation can be assigned to one or more pathways.</p>                          |
| Service Directory         | <p>The service directory is designed for health and social care professionals and members of the public to search for health and social care services.</p> <p>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.</p> |
| 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 | <p>Working with the customer, RIVIAM agrees and integrates an adaptor to the customer's booking / appointment system.</p> <p>Assumed to be 5 day's work and the customer has a way for delivering real-time appointment booking via their own system APIs.</p> |
| 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               | <p>The ability for a stakeholder using RIVIAM's services to message into a service and receive a response.</p> <p>Received messages are converted into actions for a RIVIAM Web user to respond to.</p> <p>A message is always about a person and can be linked to a referral, pathway or step.</p>                                                                                                                                                                                    |
| Task Management               | <p>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.</p> <p>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.</p> |
| List Management               | <p>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.</p>                                                                                                                                                                                                                                                                                  |
| Multi Disciplinary Team (MDT) | <p>The MDT service allows RIVIAM users to manage MDT diaries, allocate patients to a MDT and track actions over time.</p>                                                                                                                                                                                                                                                                                                                                                              |
| Risk Management               | <p>Risk management allows risks to managed across pathways, lists and tasks.</p> <p>It provides a single view of risks being managed across a RIVIAM instance for a customer.</p> <p>It includes the basic risk model of a risk being assessed against probability and likelihood with a combined score.</p>                                                                                                                                                                           |



|                                          |                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | 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     | <p>RIVIAM's integration with the NHS eReferral API service allows customers to manage referrals and advice and guidance within RIVIAM.</p> <p>RIVIAM automatically checks for new referrals in the waitlist, downloads the referral and associated documents, placing the referral in a pathway ready for review.</p> |
| NHS eReferrals – Advice and Guidance     | <p>Integrates with the NHS eReferral Advice and Guidance service.</p> <p>Allows a user to respond to an advice requests and manage the workflow.</p> <p>Provides access to the conversation flow and allows a clinician to pick from recommended responses.</p>                                                       |
| Sadie AI – Document Summary and Analysis | <p>Using RIVIAM's AI Large Language Model integration.</p> <p>Securely loads a patient's records into Sadie.</p> <p>Allows a customer to ask questions about the patient / referral.</p>                                                                                                                              |

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