



Regent House, 70 Caroline Street, Jewellery Quarter, Birmingham B3 1UG

Tel: 0121-236-8979 Fax: 0121-236-9035

studio@foldingspace.co.uk www.foldingspace.co.uk

Folding Space Pathology Record Manager (PRM) Service

SERVICE DESCRIPTION

PRM - Solution Summary

Developed in 'continuous improvement' collaboration with a wide variety of NHS Pathology Laboratories, Folding Space Pathology Record Manager (PRM) delivers complete document management support for all pathology processes. And it works in partnership with any existing LIMS and/or Order Comms.

PRM enables the scanning of all types of forms & paper documents plus the ingestion of digital files all into one system via automated workflows. It includes intelligent barcode recognition and easy application of metadata plus instant search, retrieval & viewing directly over the network and from within an existing LIMS, PAS, EPR, Clinical Portal or similar.

PRM is also used in support of UKAS accreditation as it solves core digitisation & document management requirements such as the management of Request Forms & Send Away Reports (generated by third party laboratories) as well as 'uncontrolled' documentation such as Bench Logs, Fridge Temperature Logs, Calibration certificates, etc.

Helping Pathology Save Costs

- Instantly reduces paper storage space and greatly improves process efficiency & governance
- No limit to the number or volume of scans generated (i.e. there is no extra 'cost per image' as with most other scanning software)
- No limit to the number or volume of documents made available for search & retrieval
- Reduces administrative overhead and clinical risk by removing the need to re-key clinical reports & results into the LIMS
- Significantly more affordable than any alternative whilst providing 'best of breed' features & functionality
- Essentially, both Cost of Purchase and the Cost of Ownership are significantly better than any alternative

Simple to use, minimal training, fast adoption

- Very intuitive and easy to use with minimal learning curve (an hour or two not days)
- Users become adept very quickly - so system take up and adoption is fast
- 'Big Button' scanning user experience for fast & foolproof scanning operations
- Automated workflow from PC/Scanners into the PRM Repository
- Automated Barcode Recognition for Laboratory Numbers and similar
- Incredibly fast search, find, filter, retrieval & viewing of information
- Automatically scalable (managing many millions of documents is very common)
- Supports multiple scanning points and user access across laboratories and locations
- Web browser-based solution so access can be from anywhere across the network or extranet or internet (multi-domain operations are easily possible as well)

PRM - Service Description

This section highlights the features functions and capabilities of the PRM solution.

- Scanning of Pathology Request Forms and associated materials
- Intelligent barcode recognition with verification & authorised user editing
- Automated routing of the tagged scans across the network to the PRM Repository
- Automated recognition & tagging of the Laboratory Number (from Barcode) to the scanned Request Form images
- Across network search & retrieval via Laboratory Number and/or any other metadata from web browser based PRM Search Portal and from within any existing Line of Business System (e.g. LIMS, PAS, EPR, etc)
- Optional integration with LIMS or Order Comms (e.g. Clinisys Enterprise, Clinisys ICE, Clinisys Masterlab, Clinisys WinPath, StarLIMS, Telepath, etc) or with any PAS, EPR, Clinical Portal or similar for system/data interoperation and in situ / in context document viewing as appropriate
- Easy application of any chosen metadata to the above scanned/digital documents, then search & retrieval by any metadata (Patient Details, GP Details, Document Type, etc) as well as via the relevant Barcode / Laboratory Number
- Can also extend to add any other scanned or digitally generated files/documents (e.g. scanned documents, Acrobat PDF files, Microsoft Excel, PowerPoint, Word documents and so on) relating to the Pathology Department itself rather than just Request Forms & directly associated materials as cited
- Across network search & retrieval via Laboratory Number and/or by any other metadata from web browser-based Search Portal and (optionally) from within an existing LIMS, PAS, EPR, Clinical Portal or similar
- For example; Send Away Reports that are automatically processed to extract Lab Numbers from the text. A link is then invoked in context of the LIMS thus minimising transposition errors
- Can easily extend to scan other paper/printed matter and to upload any other digital documents relevant to the Request Form / Laboratory Number (e.g. Referral Letters, Correspondence with GPs/Clinics/Hospitals, Results Reports and similar
- PRM has bi-directional HL7 integration with Clinisys ICE Order Comms for reconciliation of Test Requests and Test Results. The most recent installation of this integration serves over 20 clinical disciplines and tens of thousands of patients 24x7x365 days.
- PRM can also provide a unique capability for the automated processing of structured HL7 output from Order Comms systems into 'virtual documents' generated from templates and automatically ingested into PRM.

Core Service Offering

The service is configured and operated as on premises scanning stations (to existing Lab PC's) with dedicated powerful scanners, with the PRM application being installed on physical or virtual file servers on premises, or from an environment hosted in our secure private cloud (ADD) delivered from our Tier III, ISO accredited data centre facility, or your public cloud tenancy (e.g. Microsoft Azure)

Service Connectivity (where not on premises)

The environment requires the provision of a secure VPN tunnel between the customer site and the service data centre, to enable the service. This will connect the local (customer) network to our private cloud network and a VPN will be established to secure the connection. The exact hardware configuration required to achieve this (dependent upon the customer requirement) will be part of the consultation process at service take-on and is a precursor for the service itself.

Service Options

There are also options (not included in the core service as standard) to include an-ongoing scanning service (delivered at a quarterly frequency), remediation services which requires a contract to the data governance service and data consultancy as part of the core service, as required. Service options are designed to support and enhance the core solution and are optional.

Service Specific Consultancy

As a pre-cursor to service, we can provide consultancy as to the best solution options for your requirements and assist you in deploying and configuring the solution options you require.

Service Availability & Redundancy

Information Assurance

All parties providing cloud services hold at least ISO/IEC27001:2013 and Cyber Essentials. As required, we will use appropriately certified and accredited staff with appropriate recognised processes (e.g. ITIL, Prince etc.) and clearance to complete the necessary project.

Service on-boarding

New customers will require a project to scope, design and define the sources that we will be dealing with, and the availability of computing resources on site (either physical or virtual) to provide solution deployment. Any project work will identify the required technical and cost components from a Cloud perspective, and the required effort costed on a T&M basis using our current day rates for the work being undertaken.

Service off boarding

Customers exiting this service will require a project to identify and manage the closure of the cloud service, the recovery of any data stored on the cloud platforms. The exact scope of work will depend upon the nature of the service being exited, but an Off Boarding plan will form a contractual part of any Service Take-On, ensuring responsibilities are clear and defined for peace of mind.

Customer Responsibilities

The following are the main responsibilities undertaken by the customer in any given cloud service scenario: -

- Acceptance of any Cloud provider Agreements and/or Terms and Conditions for service access and elements provided by Private Cloud Services Agreement, AWS and Microsoft
- Payment of all cloud service and incremental charges required by the cloud provider connected to the running of the service
- Acceptance of on-boarding and off-boarding project costs
- Compliance with the terms of any communications agreement for connectivity services, including installation and termination charges where appropriate

Service Management

We are a service management focused organisation with experience of service management implementation, operation and we implement continuous service improvement policies. Our operational processes are aligned with ITIL V3 methodologies, and we are also ISO/IEC27001:2013 accredited for information assurance.

Support

Our service is supported by our Service Desk. We operate a full range of standard support services between the hours of 09:00 and 17:00.

Incident Management

Our support services include Incident Management and triage services for all Cloud Services. We use our service processes to log, assign and diagnose incidents and to restore services with a minimum of disruption in line with our agreed hours of service.

Incidents are managed Monday to Friday 09:00 to 17:00, unless additional support hours have been contracted. If necessary, we will contact the Cloud service provider (Amazon or Microsoft) should our triage process find service issues relating to them. Incidents relating to major service failure in the Public Cloud (if adopted as part of the solution) are not included in our targets, as they are out of our direct control.

Severity Level P1

Service completely unavailable. Service Level Target miss (or expected miss) Response Critical system or component failure where no failover - updates to problem record hourly or upon change of status, work 24 x 7 until problem is resolved Target resolution: 4 Support Hours

Severity Level P2

Service degraded (e.g. slow response times). Non-critical system or component failure Response Updates to problem record: twice per day, unless target date defined Target resolution: 2 Business Days

Severity Level P3

Other Calls, General queries, incident not affecting service availability Response Updates to problem record: daily, unless target date defined 5 Target resolution 7 Business Days.

Service and Change Requests

Our service follows our request fulfilment processes to manage service requests and change requests. Where necessary we will raise a call on the service cloud provider, all contact will be managed by us.

Account Management

We assign a named account manager to manage your requirements; this individual will assign suitable resources to assist with Technology advice, engineering and support services. Your account manager will also arrange quarterly service reviews (typically delivered via video call).

Associated Services

Cloud Economics Consultancy

We provide consultancy to assist you in finding the right cloud solutions(s) whether that be AWS, Microsoft, or Private Cloud. We can assist with cloud road mapping and strategy, and economically review any existing cloud presence you may have, to ensure that you are getting the best value for the workloads you have deployed.

Cloud Design Services

Cloud design and deployment – we can design (HLD & LLD) all of the elements of your cloud requirements in any of the Cloud technologies supported by the service.

Cloud migration services are also available as part of our service, as either an assisted or professional services engagement.

Cloud Backup and BCDR

We can provide a born in the cloud solution for Cloud (and non-cloud) backup and recovery if required. The solution is Cyber aware and allows for recovery to any target, on premises, public or private cloud. The solution is a next generation solution that enables restore to different targets than the backup, assisting you with both site recovery and business continuity and disaster recovery scenarios.