

INFORM HEALTH

Software to support delivery of sexual healthcare.



Inform HIV Service Definition

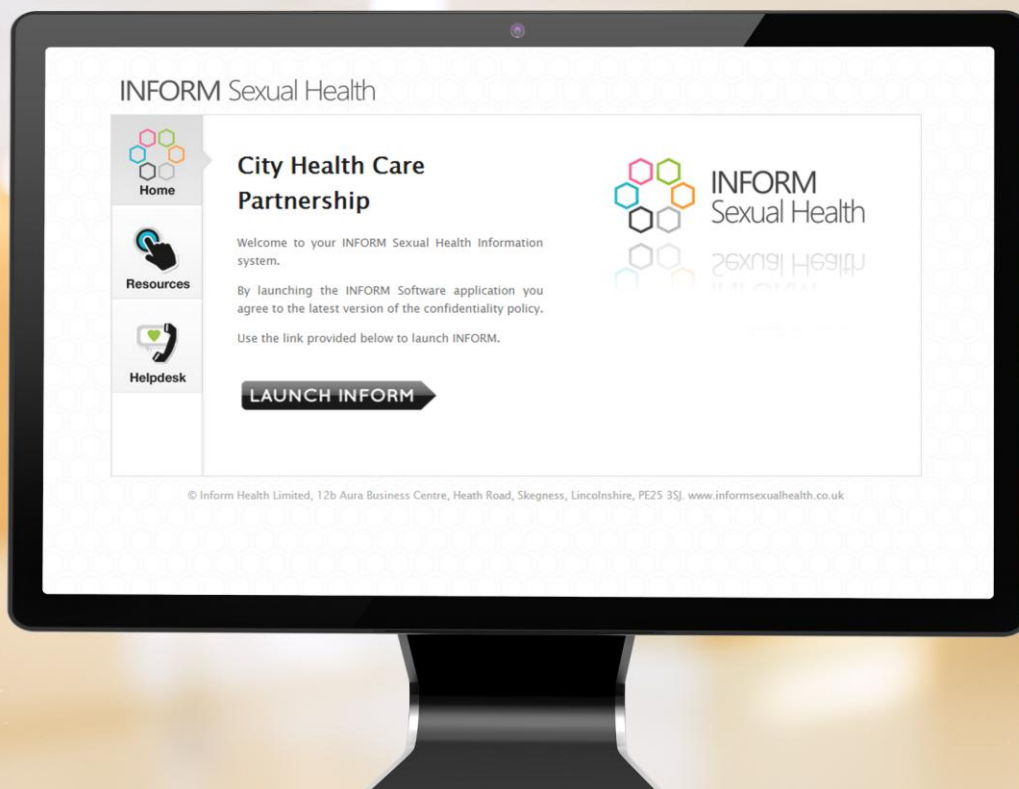
INFORM HEALTH

Software to support delivery of sexual healthcare.



Welcome to Inform

Inform Health was founded to revolutionise sexual health service technology. The Inform Sexual Health IT system is a complete business management system for sexual health services. Designed to address the challenges facing modern sexual health services, Inform is delivering real improvements in efficiency and patient care. Unlocking the benefits of technology to services and service users.



INFORM HEALTH

Software to support delivery of sexual healthcare.

Technology for Sexual Health Services

Inform's products have been built from the ground up to support the needs of modern sexual health services. We have customers across the country using Inform for a whole range of sexual health related care including:

- Sexual and Reproductive Healthcare (CASH)
- Genitourinary Medicine
- HIV
- Chlamydia Screening
- Sexual Assault Referral Centre
- Psychosexual Counselling
- Vasectomy
- Sexual Dysfunction
- Young Parents Support Services
- Condom Card Schemes

We work closely with sexual health services to build technology for staff and patients. Inform is used in the clinic to support controlled appointment booking, manage the waiting room and patient flow through clinic. Inform's unique clinical patient record has been design by clinicians to provide efficient and robust documentation of the provision of sexual healthcare.

Inform supports all the work that goes on outside of the consultation room too, with workload management tools to support follow up and recall, results management and partner notification and management.

Technology for Service Users

Inform has also developed technology for patients. Our patient kiosks allow patients to register with your service, arrive for booked appointments and through the digital triage process the kiosk manages the arrival of drop-in patients and arrives them into clinic or provides self-service products including STI testing kits and condoms. Our online registration and appointment booking opens up access to your service online in a way like no other system in sexual health.

Products

Inform have developed a range of products for sexual health services:

- INFORM Sexual Health
- INFORM HIV
- INFORM Multi Disciplinary Team (MDT)
- INFORM Online Registration
- INFORM Online Appointment Booking
- INFORM Patient Kiosks
- INFORM Personal Health Records (PHR)

Inform Health Limited

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@Inform_Health_

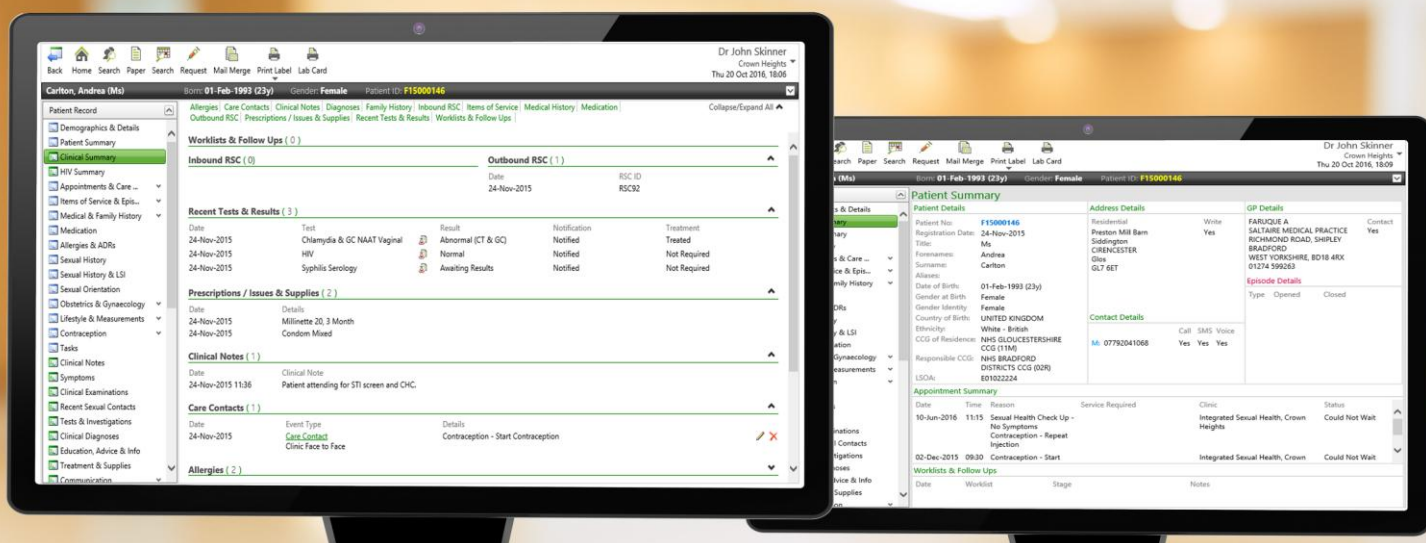
Telephone: 0330 111 0004

Email: contact@informhealth.co.uk

Website www.informhealth.co.uk

INFORM Sexual Health

Inform Sexual Health is a comprehensive Health Information System for Sexual Health designed specifically to address the challenges facing modern sexual health services. INFORM unlocks the true benefits available technology has to offer and brings together the key components required to improve patient access, support best possible clinical practice, increase efficiency in service delivery and provide the information required to understand current performance and effectively plan future services.



A single comprehensive solution

Whether you require a standalone HIV system or a fully integrated sexual health solution the underlying INFORM framework offers the tools to fulfil the different operational requirements of each distinct clinical speciality.

Providing an effective health information system is more than just the ability to collect data around a specific clinical area, it is about providing the tools required to efficiently deliver and improve services. Inform has been designed with the needs of the whole team involved in sexual health service delivery in order to fulfil the true requirements of the service.

We think about the needs of the whole team including admin and clerical staff, nurses, health advisors, doctors, clinical support workers, service managers, business managers, commissioners and we consider the needs of the patients too. We have a range of products that share the same INFORM framework allowing you to expand your INFORM solution so it can grow with your service.

INFORM has been designed specifically for sexual health services and is used by our customers in a range of sexual healthcare services including sexual and reproductive health (CASH), Genito-Urinary Medicine (GU), HIV, Sexual assault referral centres (SARC), Chlamydia screening (NCSP), C Card (Condom Card Schemes), Psychosexual counselling, Vasectomy, Sexual Dysfunction, Specialist counselling services and Young parents support services (YPSS).

INFORM Sexual Health

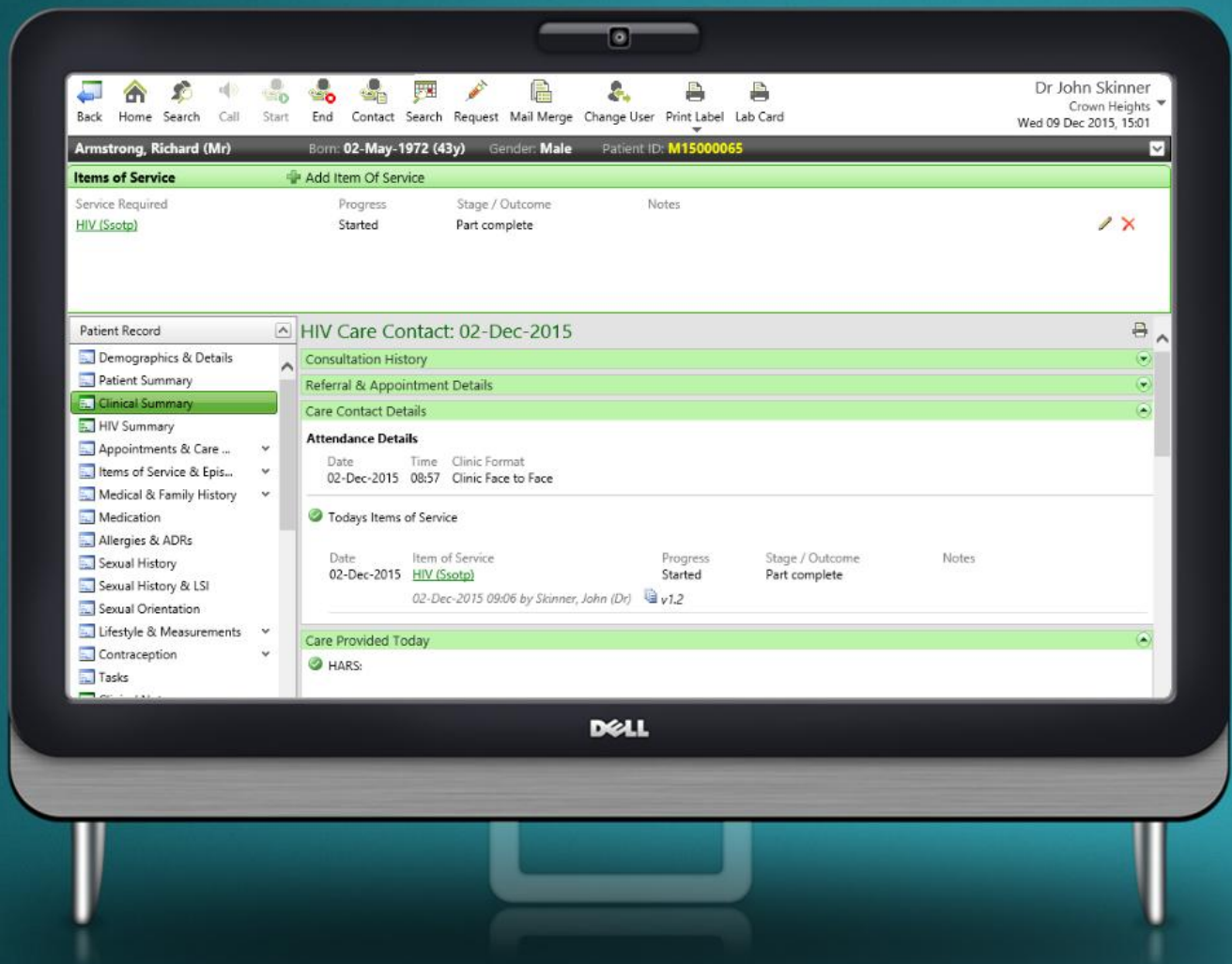


Product Highlights

Find out a little bit more about Inform Sexual Health.

Design

The INFORM Health Information system has a clean and modern user interface. A design style which is consistent across the system. The next few pages highlight some of the features of Inform.



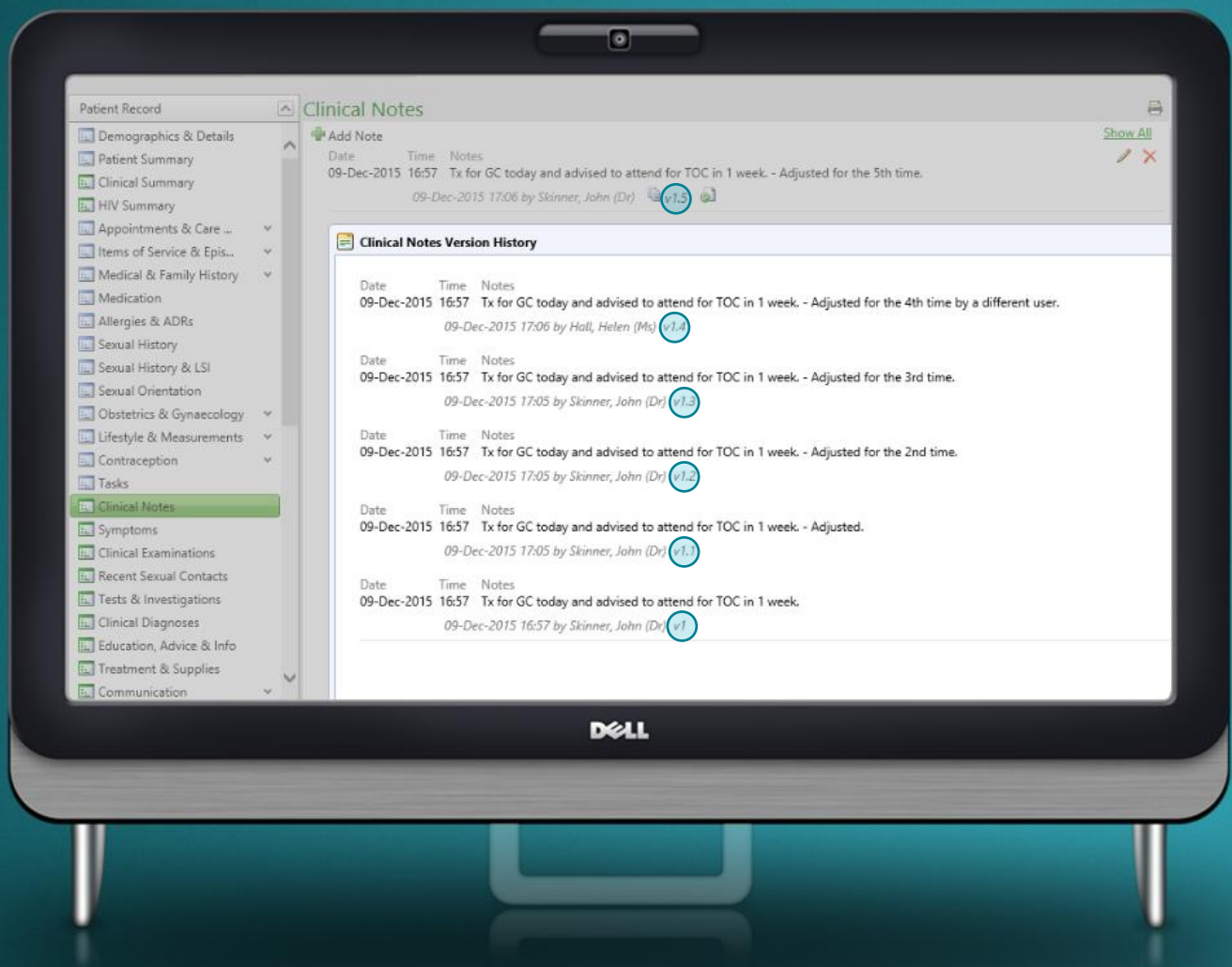
Version Control

Inform's version control system provides integrity to information stored within the electronic patient record. Each record entered into Inform, displays the version control line which clearly displays who entered the information and when. It also displays a version number which indicates if the record has ever been adjusted.

Date	Time	Notes
09-Dec-2015	16:57	Tx for GC today and advised to attend for TOC in 1 week.
09-Dec-2015 16:57 by Skinner, John (Dr) v1 		

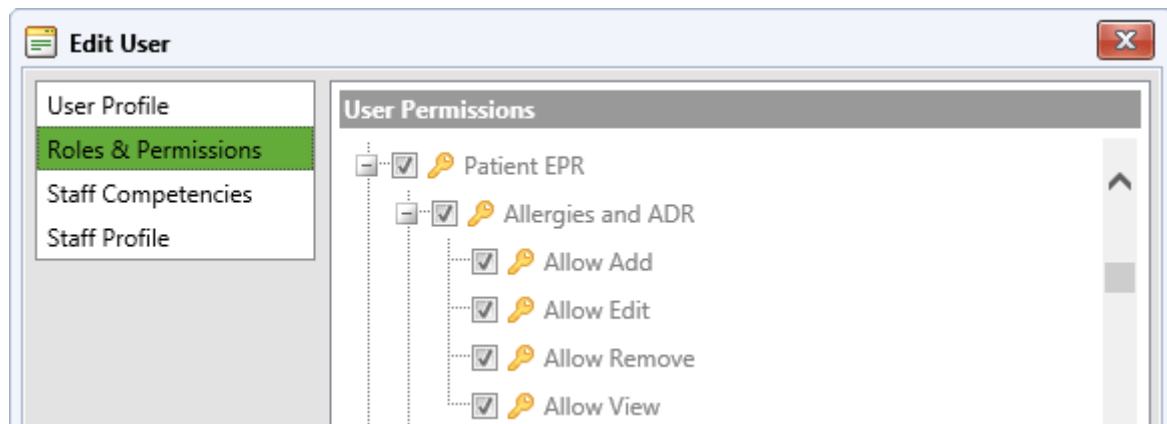
When the version control icon is clicked or pressed the version history panel is displayed and provides access to see every change that has been made to a record, when the change was made and by who. By providing access to this information from the front end of the system instead of locking it away in an audit trail, Inform gives clinical users confidence in the information they see within the patient record.

"Good record keeping ensures that.... There is an "audit trail" which enables any record to be traced to a named individual at a given date/time with the secure knowledge that all alterations can be similarly traced." Service Standards for Record Keeping, FRPC May 2008

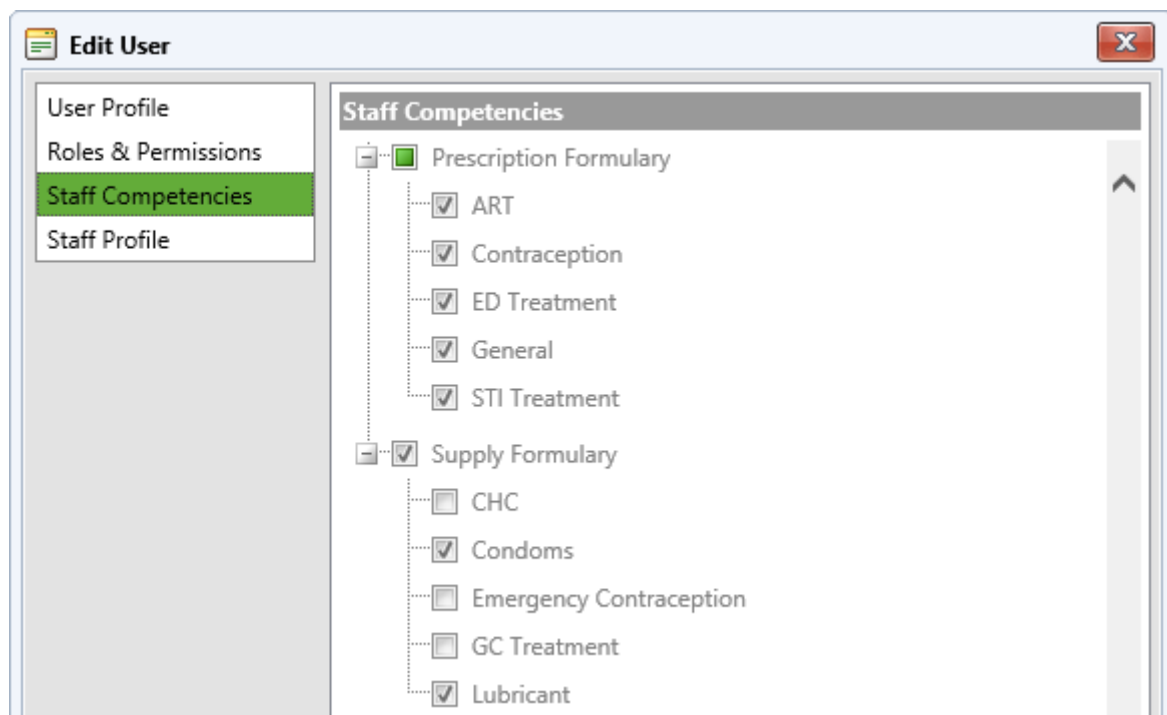


Access Control & appropriate access to information

Inform's role based access control provides you with the ability to appropriately control access to each area of the Inform system and defined information within the patient record. Inform provides control over who can view, add, edit and remove information from a patient record.

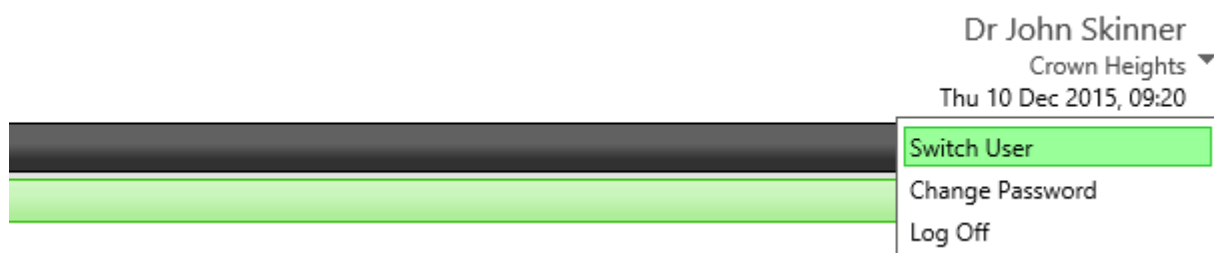


In addition to this Inform supports appropriate control over the provision of drugs and supplies. No matter how simple or diverse your skill mix, through Inform's competency based formulary you can ensure appropriate access to the drugs and supplies that can be provided through both prescribing and when issuing under PGD.



Switch User

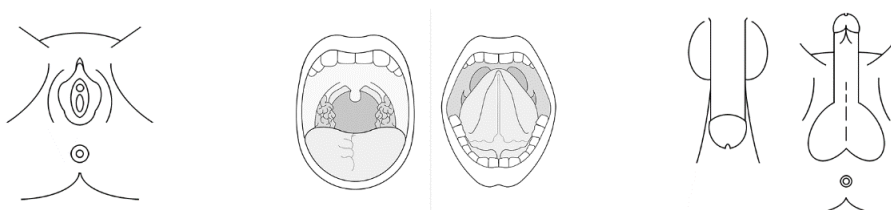
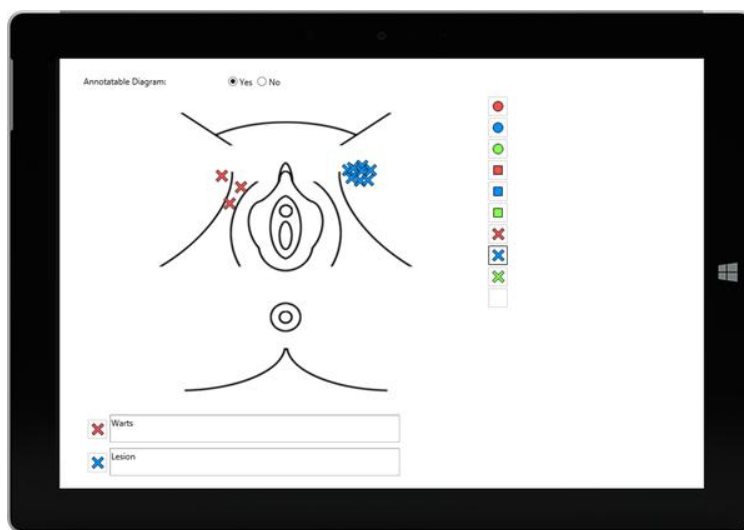
Sometimes during a consultation, it is necessary to seek advice or support from a colleague or for that colleague to take over the consultation for a short while. When paper based this is quite easy as we can simply pass the paper patient record to our colleague. We replicated this in Inform with our 'switch user' feature.



Switch user allows a user to enter their username and password and take control of the Inform system without having to log out of the system and then back in. When you take control, Inform reacts to your account and opens up all the features of Inform that you have permission to use. So when you take over a consultation from a non-prescriber as a doctor or independent prescriber you will be given access to be able to prescribe. This time-saving feature speeds up care and combined with Inform's 'access control' and 'version control' systems provide you with a fast, easy to use and robust way to document the care of your patients.

Annotate Diagrams

Inform has a range of annotatable diagram including genitalia, full body maps, cervical and mouth and throat diagrams. These diagrams can be annotated to allow visual representations of examination findings.



Additional Resources

Inform provides quick access during a consultation to additional resources including departmental guidance, national guidance, online resources and tools, PGD documents and patient information leaflets and is customised to cater for each customer's own requirements.

The screenshot displays the 'Inform Resources' interface within a 'Male Consultation v2' window. The 'Inform Resources' section lists various guidance documents with 'Click here' links. Below this, a browser window shows the BHIVA website. The website features a navigation menu with links to HOME, ABOUT BHIVA, CONTACT US, Committees, Governance, Membership, Annual Report and Accounts, BHIVA Patron, and Media Advisory. A sidebar on the left contains links to My Account, Audit and Clinical Standards, Conferences and Events, Clinical Guidelines, Current Guidelines, Archived Guidelines, Smartphone App, Summary, Education and Research, Fundraising, HIV Medicine Journal, Links, and News. The main content area is titled 'Current Guidelines' and lists several guidelines, including 'Routine investigation and monitoring of adult HIV-1-positive individuals (2016)', 'Treatment of HIV-1-positive adults with antiretroviral therapy (2015) (2016 interim update)', 'Use of vaccines in HIV-positive adults (2015)', 'UK National Guideline for the Use of HIV Post-Exposure Prophylaxis Following Sexual Exposure (PEPSE) (2015)', 'HIV-associated malignancies (2014)', 'Management of HIV infection in pregnant women (2012) (2014 interim review)', 'Management of hepatitis viruses in adults infected with HIV (2013) (updated September 2014)', 'Safer Sex (2012) (BASHH leading)', 'Treatment of TB/HIV coinfection (2011) *', 'Treatment of opportunistic infection in HIV-seropositive individuals (2011)', 'Antiretroviral Treatment of HIV-2 Positive Individuals (2010) *', and 'UK Guidelines for the management of sexual and reproductive health of people living with HIV infection (2008)'.

Dynamic Documentation of Care

Inform's care templates used for documentation of care have built in intelligence that reacts to patient attributes such as age and gender. Your service can choose how to utilise this powerful feature.

Below is an example of how one of our customers has used Inform's intelligent care templates to support appropriate risk assessment of patients. Below is a section from an Inform care template and how it reacts to patients based on their age:

15-year-old patient

Inform mandates documentation of a **detailed** child sexual exploitation **risk assessment**.

Safeguarding (CSE)

Note: The patient is under 16. Complete the safeguarding (CSE) risk assessment below.

 Safeguarding (CSE) risk assessment:
☐ Yes ☐ No

16 or 17-year-old patient

Inform mandates documentation of a **safeguarding** child sexual exploitation **checklist** for the healthcare professional to use prior to deciding whether a detailed risk assessment is required.

Safeguarding (CSE)

 Safeguarding checklist for 16 and 17 year olds:
☐ Yes ☐ No

Note: If any concerns or safeguarding risks have been identified complete the safeguarding (CSE) risk assessment below.

 Safeguarding (CSE) risk assessment:
☐ Yes ☐ No

18+ year old patient

Inform provides guidance but allows the healthcare professional to decide whether a **detailed** child sexual exploitation **risk assessment** is required.

Safeguarding (CSE)

Note: The patient is over 18. It is the HCP's decision as to whether the safeguarding (CSE) risk assessment below is required.

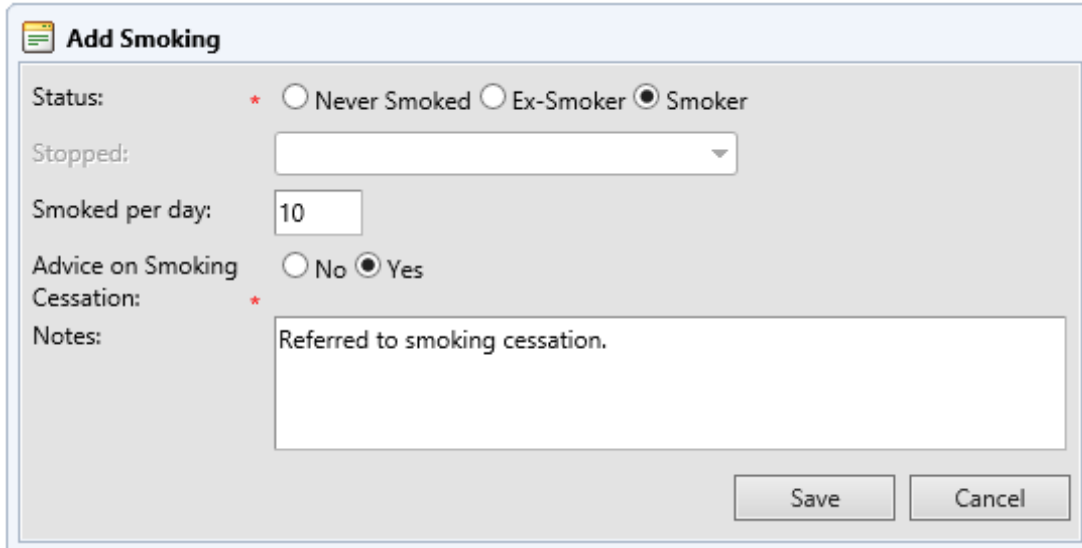
 Safeguarding (CSE) risk assessment:
☐ Yes ☐ No

Electronic Patient Record of Choice

Inform's electronic patient record offers you a choice from a range of existing features, allowing you to document care your way.

Smoking

Choose to record information in detail:



Add Smoking

Status: * ☐ Never Smoked ☐ Ex-Smoker ☒ Smoker

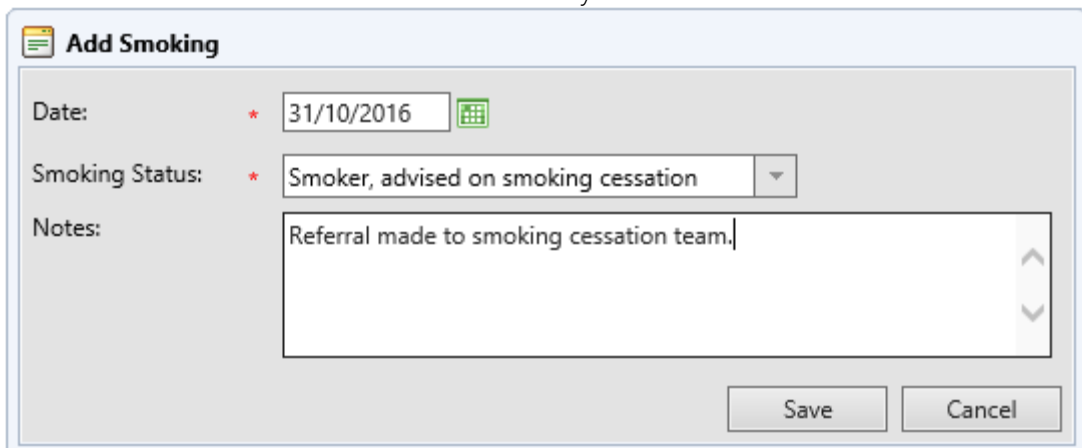
Stopped:

Smoked per day:

Advice on Smoking Cessation: * ☐ No ☒ Yes

Notes:

Or choose to record in a faster less detailed way:



Add Smoking

Date: * 

Smoking Status: * 

Notes:

Alcohol

Choose to record information in detail:

 **Add Alcohol**

Date: * 31/10/2016 

Alcohol Use: * ☒ Yes ☐ No

Units per week: 10-20

Alcohol Audit Score:

Alcohol use and risk behaviour discussed: ☒ Yes ☐ No

Alcohol brief intervention (as per SRHAD): ☐ Yes ☒ No

Notes:

Save Cancel

Or choose to provide staff with tools to aid discussion with patients:

 **Add Alcohol**

Date: * 31/10/2016 

One Standard Drink is

 Half pint of regular beer, lager or cider	 1 small glass of wine	 1 single measure of spirits	 1 small glass of sherry	 1 single measure of aperitifs
---	---	---	---	---

The following quantities of alcohol contain more than 1 standard drink

 2	 3	 1.5	 2 440ml	 4 440ml	 2	 9
Pint of Regular Beer/Lager/Cider	Pint of Premium Beer/Lager/Cider	Alcopop or can/bottle of Regular Lager	Can of Premium Lager or Strong Beer	Can of Super Strength Lager	Glass of Wine (175ml)	Bottle of Wine

Men: How often do you have EIGHT or more standard drinks on one occasion?

Women: How often do you have SIX or more standard drinks on one occasion?

Response: Monthly x

M-SASQ Score: Positive

Note: Consider referral to appropriate services.

City Patients under 18: www.lifelinejourney.org.uk , Tel 0115 8484314, Text 07872869371

County patients under 18: Head to Head (CAMHS) Tel: 01623784831

Notes:

Save Cancel

Recreational Drug Use

Choose to record specific information:

 **Add Drug Use** 

Use: * ☐ Past Use ☒ Current Use

Last Used:

Injecting: * ☐ No ☒ Yes

Shared Injecting: ☐ No ☒ Yes

Notes:

Or include details on Chemsex:

 **Add Drug use and Chemsex**

Date: * 

Recreational Drug use: *

Chemsex: * ☐ No ☒ Yes

Chemsex frequency: *

Drugs: * ☒ Mephedrone
☐ GHB/GBL
☒ Crystal methamphetamine
☒ Cocaine
☐ Other

Areas of concern: * ☒ Relationships
☒ Work
☒ Mental Health
☐ Physical

Chemsex notes: *

Or choose to record in a faster less detailed way:

 **Add Recreational Drug Use**

Date: *

31/10/2016



Recreational Drug Use: *

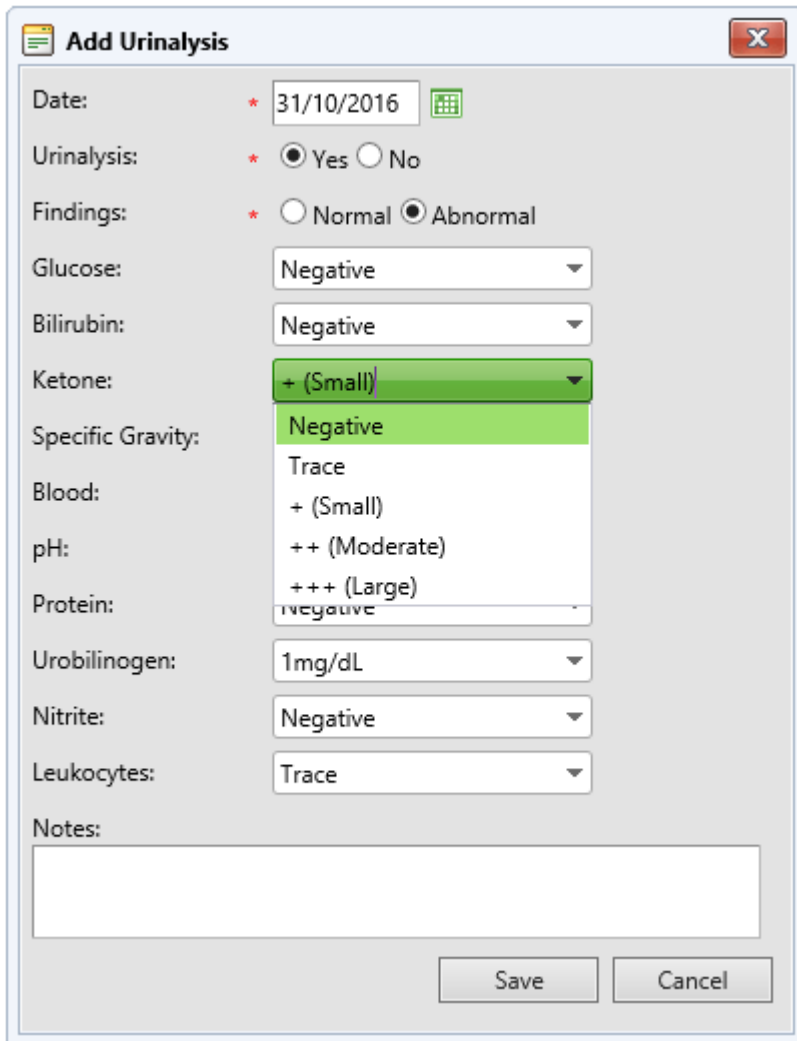
Cannabis social use at weekends.

Save

Cancel

Urinalysis

Inform's Urinalysis control is configurable to match the brand or generic urine dipstick tests used by your service:



The image shows a software window titled "Add Urinalysis" with a close button (X) in the top right corner. The form contains the following fields and options:

- Date:** A text field containing "31/10/2016" and a calendar icon to its right.
- Urinalysis:** Radio buttons for "Yes" (selected) and "No".
- Findings:** Radio buttons for "Normal" and "Abnormal" (selected).
- Glucose:** A dropdown menu with "Negative" selected.
- Bilirubin:** A dropdown menu with "Negative" selected.
- Ketone:** A dropdown menu with "+ (Small)" selected.
- Specific Gravity:** A dropdown menu with "Negative" selected. The menu is open, showing options: "Negative", "Trace", "+ (Small)", "++ (Moderate)", and "+++ (Large)".
- Blood:** A dropdown menu with "+ (Small)" selected.
- pH:** A dropdown menu with "++ (Moderate)" selected.
- Protein:** A dropdown menu with "Negative" selected.
- Urobilinogen:** A dropdown menu with "1mg/dL" selected.
- Nitrite:** A dropdown menu with "Negative" selected.
- Leukocytes:** A dropdown menu with "Trace" selected.
- Notes:** A large text area for additional information.

At the bottom right of the form are two buttons: "Save" and "Cancel".

Label Printing

Inform prints labels using Dymo label printers:



Label Printing

Inform prints labels using Zebra label printers:



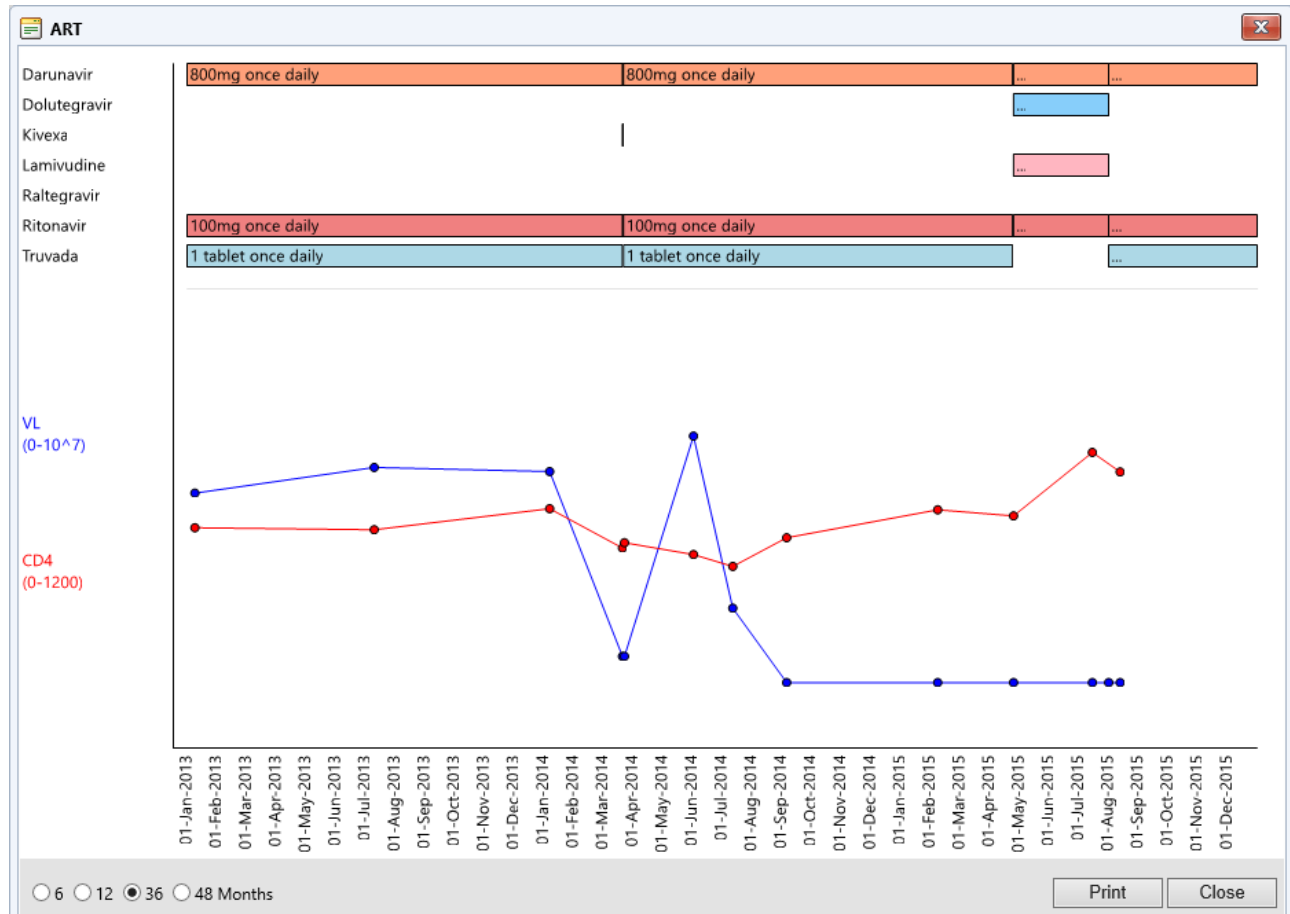
Tabulation of result data

Inform tabulates result data to enable you to analyse changes to your patient over a period of time.

Care Template						
Results Review						
Click here to view all tests and results						
CD4 & Viral Load	12/08/2015	31/07/2015	14/07/2015	24/04/2015	07/02/2015	05/09/2014
CD4	722 cells/ul		773 cells/ul	607 cells/ul	623 cells/ul	550 cells/ul
Viral Load	<40 copies/mL	<40 copies/mL	<40 copies/mL	<40 copies/mL	<40 copies/mL	
Full Blood Count	12/11/2015	14/06/2015	05/02/2015			
Haemoglobin	121 g/L	158 g/L	128 g/L			
White Cell Count	3.6 10 ⁹ /L	6.9 10 ⁹ /L	5.4 10 ⁹ /L			

Charting

Inform charts result data against other attributes such as ART unlocking information from the data held within the patient record to provide better understanding of the health of our patients.

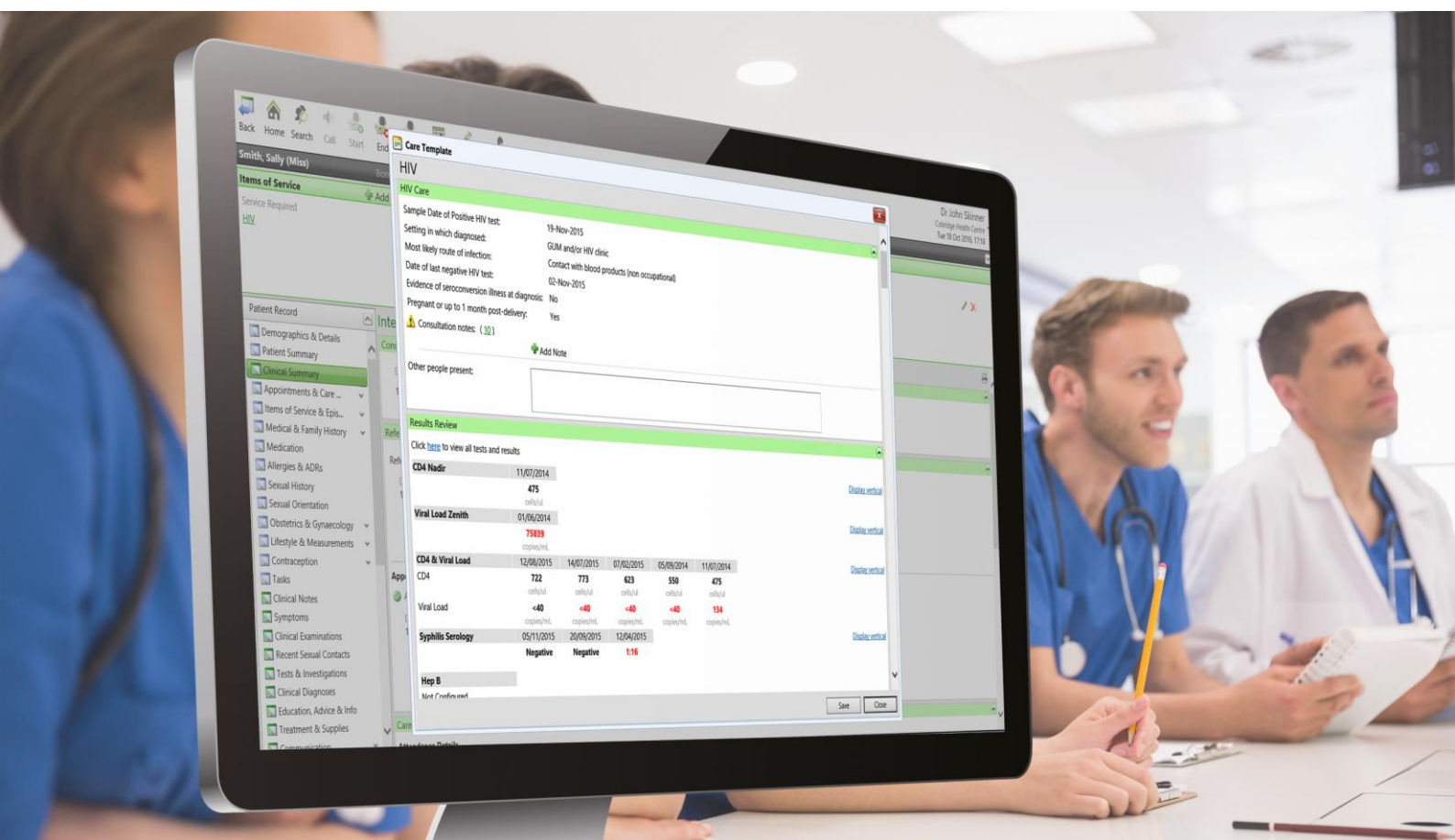


INFORM HIV



Inform Sexual Health for HIV

Inform HIV is a Health Information System for HIV. It brings together in one system the tools required to support delivery of a modern HIV service. Inform HIV provides services with everything they need to go from fulfilling business critical data returns to electronic patient records.



INFORM MDT



Inform MDT (Multi-Disciplinary Team)

Inform MDT (Multi-Disciplinary Team) provides services with the ability run local or regional MDT meetings within the NHS network, providing an efficient way of specialists collaborating to get the best care for patients with complex care needs.

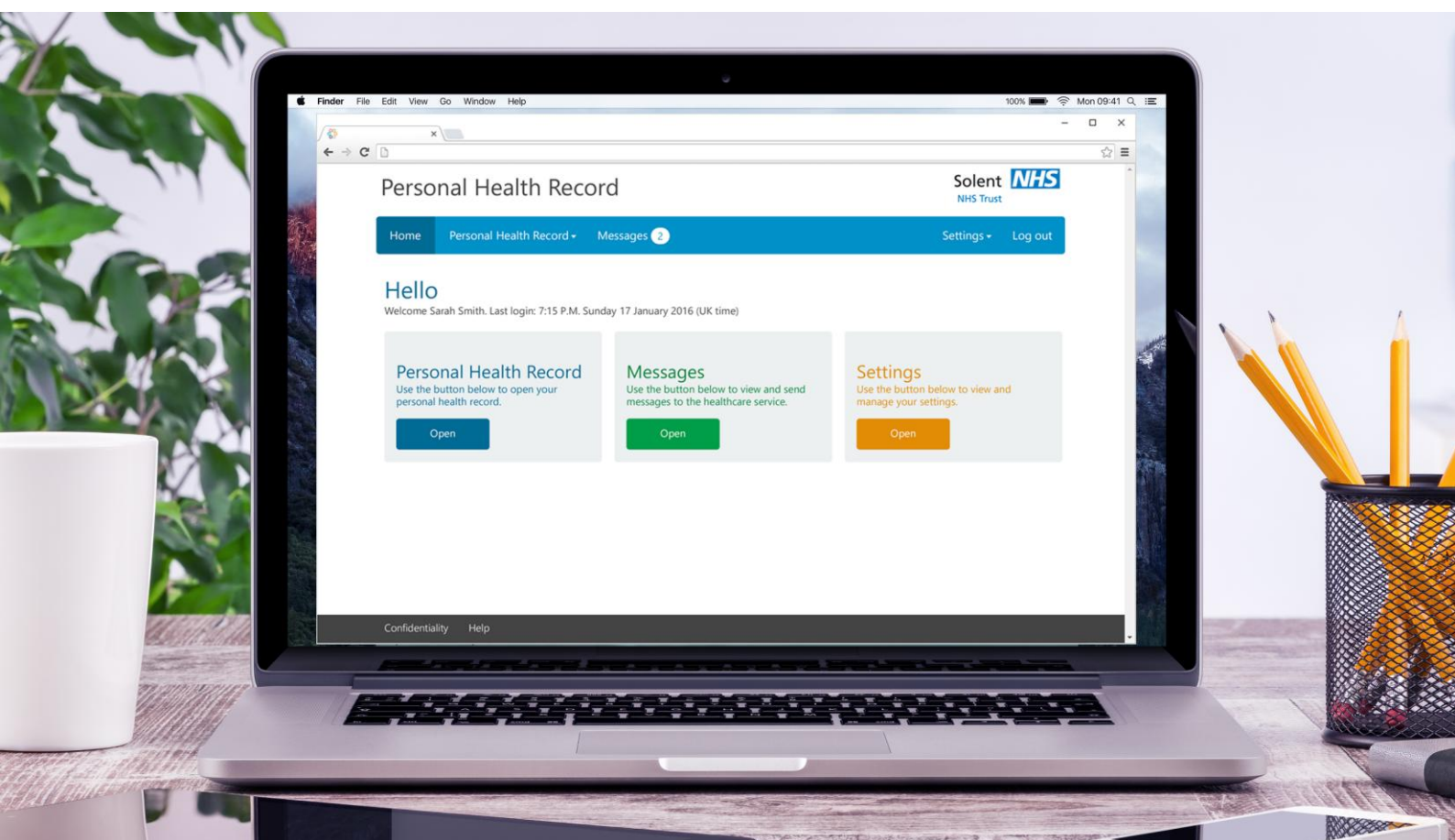


INFORM PHR



Personal Health Records

Personal Health Records provide patients with access (via the internet) to elements of their electronic patient record. They provide the ability to communicate securely with the healthcare service and are the foundation to opening up patient-centric care like never before.



INFORM Sexual Health



INFORM Product Features



ELECTRONIC PATIENT RECORD (EPR)

- Base EPR
- Clinical EPR



WORKLOAD MANAGEMENT

- Follow up and Recall
- Results Management
- Partner Notification



CLINICS & APPOINTMENTS

- Clinic Diary & Appointments
- Waiting Room Manager



ANALYSIS & QUALITY CONTROL

- Statutory reporting
- Local reporting
- Data Quality and Validation
- Reporting Toolset



PATIENT KIOSK

- Registration
- Arrival
- Appointment Booking
- Self service



HEALTHCARE PORTAL

- Online Registration
- Online Appointment Booking
- Online Postal Testing Kit Request
- Personal Health Record (PHR)



MDT (Multi Disciplinary Team)

- Local MDT Meeting
- Regional MDT Meetings

INFORM Product Features

Find out about some of the key features of Inform.



Electronic Patient Record (EPR)

Base EPR.

The INFORM EPR comes with a suite of essential tools that form the INFORM Base EPR. This base EPR comprises of a detailed demographic record for each patient, an administrative summary of their EPR and clinical summary that provides clinicians with a well-rounded view of the patient's record in a single summarised view. The sexual health specific data collection tools ensure your service can capture the business critical data required for national reporting and this can be done in real time in the consultation room or it can be entered retrospectively where real-time entry is not possible.

Clinical EPR.

INFORM's Clinical EPR provides a comprehensive sexual health focussed clinical record. The clinical EPR allows you to document efficiently the provision of care while presenting data in a way that helps understanding of each patient's health.

Workload Management

Follow up and recall Management.

The INFORM workload management tools provide task-centric views of your patients giving your staff a focussed view of the patients and the actions they require. Follow ups, recalls and other outstanding tasks can be seen from both inside the individual patient's record and from task-centric work lists.

Results Management.

Inform Results Management is a suite of tools to support services to manage their test results in an efficient and robust manner. INFORM integrates with laboratory systems to allow both electronic requesting and results reporting. Once results have been received the Results Management work lists sort them to facilitate onward management. Patients can be contacted individually or in bulk through integrated SMS messaging (text message) and INFORM also outputs results to the NetCall Results system so patients can pick up test results by phone.

Partner Notification and Management.

PN plays an essential part in the prevention of STIs, INFORM partner notification and management tools have been designed to help your staff to organise notification activity as well as cross-reference against exiting patients and previously recorded partners.

Clinics and Appointments

Advanced clinic and appointment management.

INFORM's clinic and appointment management tools give you the choice and flexibility to manage your appointments and walk-in sessions in the way that's right for your service. Adjust the length of time allocated to an appointment to suit the needs of the patient or set up structured appointments slots to control more closely what services are available where and when.

Fast powerful appointment search tools.

Whether the patient requires routine bloods, a follow up medical consultation or an urgent recall the Appointment Search tools will provide you with the ability to find the right appointment for the patient and their needs.

Tracking the Patient Journey through clinic.

The Waiting Room Management tools provide you with an overview of all your clinics and the ability to manage patient flow through clinic and patient handover between healthcare professionals. Get better visibility of the staff and patients in clinic, the needs of the patients in clinic and who they are waiting to see.

Analysis and Quality Control

Statutory reporting (national data returns).

INFORM provides the statutory reports required by sexual health services including, SRHAD, GUMCAD, HARS, HIV and AIDs New Diagnoses and Deaths and CQUIN. In addition INFORM continues to provide the information required to fulfil historically required reports such as SOPHID and GUMAMM to those services that still require these reports.

Local reporting (essential KPIs and IRs).

In addition to the statutory returns INFORM supports the collection and reporting of locally defined business critical information. Commissioner's reports, key performance indicators and information requirements are incorporated into each customer's INFORM system to ensure the data is available to fulfil your reporting requirements.

Reporting Toolset.

Alongside the touch button extracts for the national data returns is our Reporting Toolset which provides you with a simplified yet comprehensive data source for detailed interrogation and analysis of your business critical data.

Service Defined Rules.

Inform allows you to layer intelligence onto your health information system through the use of service defined rules. Your service defined rules can be used for a range of purposes, they can trigger events to guide your staff as to what services should be offered to patients and they can also be used to alert staff and management to activity that requires monitoring and events that require intervention.

Customising INFORM

Tailoring your Inform Solution.



Business Critical Information

You can choose to customise your Inform solution to capture the data essential to your service and then utilise this data to put information at the heart of your decision making.



Customisation of your Base EPR.

The Inform Base EPR comes ready to capture the statutory information including national data returns required by sexual health services. You can choose to customise your Base EPR to also capture the data you require locally for Key Performance Indicators (KPIs), Information Requirements (IRs) and other needs specific to your service.

Customisation of your Local Reporting.

Local reports and data extracts can be designed into your Inform solution allowing you to produce business critical information at the click of a button, without specialist skills or additional software.

Customisation of your Reporting Toolset.

Where you have customised your base EPR to capture locally required business critical information the reporting toolset can be tailored providing you with a bespoke Reporting Data View and Reporting Database for use in conjunction with Inform's inbuilt Query Builder and external third-party reporting tools.

Achieving Desired Operational Practice

You can choose to tailor your Inform solution to support you to achieve high quality, cost-effective and consistent service delivery.

Customisation of your Clinical EPR.

The Inform Clinical EPR is a comprehensive integrated sexual health EPR as standard. You can choose to use our standard products 'off the shelf' or customise your clinical EPR to suit your own desired working practice. Further to this the Clinical EPR can be expanded to cover any number of additional clinical services and we have done this for areas including SARC, Condom Card Schemes, Specialist Counselling, Young Parents Support Services, Vasectomy and Sexual Dysfunction.

Customisation of your Clinic & Appointment Management.

Services can customise their clinic and appointment management tools to include both manual and automatic appointment reminders, notify patients if they DNA a scheduled appointment and send patients a confirmation message when they book an appointment with the service.

Customisation Results Management.

You can tailor Inform's results management tools to increase the efficiency of your results management process. By customising the workflow process through custom result process rules, bulk actions and automation, services can handle high volumes of result data in a confident, robust and timely manner.

Your Service Defined Rules.

Inform allows you to layer intelligence onto your health information system through the use of service defined rules. Your service defined rules can be used for a range of purposes, they can trigger events to guide your staff as to what services should be offered to patients and they can also be used to alert staff and management to activity that requires monitoring and events that require intervention.

Inform HIV

Capture the information you and your service need.

Get on top of your business critical data requirements with an easy to use data capture and reporting system that includes HARS and GUMCAD. Inform HIV comes with the Inform Base EPR for HIV which comprises of a detailed demographic record for each patient, administrative, clinical and an HIV specific summary that provides clinicians with a well-rounded view of the patient's record in a single summarised view. The HIV specific data collection tools for reporting allow data to be entered in real-time in the consultation room or retrospectively by the clinicians themselves or by their administrative support colleagues.

Get the most out of your data.

Alongside the touch button extracts for the national data returns is our Reporting Toolset which provides you with a simplified yet comprehensive data source for detailed interrogation and analysis of your HIV data.

Replace Paper Case notes.

INFORM's Clinical EPR for HIV provides a comprehensive HIV focussed clinical record. The clinical EPR allows you to document efficiently the provision of care while presenting data in a way that aids understanding of the patient's health.

Tools for Teams.

From results review to risk assessments, care planning to wider social support for patients. INFORM provides an EPR designed for the whole team involved in HIV care. Consultants, Clinical Nurse Specialists and Health Advisors have the tools they need to document their care within a single electronic patient record.

Get the most out of Lab Results.

INFORM Results provides a clinical view of test and result data that allows the tabulation and charting of result data. Compare the data you want, CD4, VL, ART the data collected and stored in the EPR and the Results tools provide you with the ability to overlay and compare data aiding the identification of trends and helping clinical staff to make informed choices for patient care.

Keep in touch.

Letters, email, text message and phone. INFORM's provides a full suite of communication tools to communicate with patients and other agencies involved in their care.

Out of the consultation room.

From recalls and reminders to partner notification and management, the INFORM workload management tools provide task-centric views of your patients giving your staff a focussed view of the patients and the actions they require.

Technology partner to sexual health services

Working side by side to meet the challenges facing modern service delivery

Inform Health was founded to revolutionise sexual health service technology. Inform is the complete business management system for sexual health. Designed to address the challenges facing modern sexual health services. Inform is delivering real improvements in efficiency and patient care. Unlocking the benefits of technology to services and service users.

"Inform have worked brilliantly with Provide. They have supported with provision of timely and competent technical support, but also have gone the extra mile to help us meet the challenges of our new integrated service..."

Andrew Brown
Head of Knowledge Management
Provide CIC

"So far I'm very impressed with Inform, it is a clinician centred software which provides a single screen overview of all relevant patient data, interfaces well with Pathology systems, consolidates all data for timely HARS submissions and for local commissioning and performance monitoring. It clearly has great potential to improve safety and efficiency in patient care."

Selvavelu Samraj
Consultant in GUM and HIV
Royal South Hants Hospital

"Inform understand the requirements of a sexual health service. The training we have received from Inform has been comprehensive and easy to follow..."

"...making an appointment is quick and simple - so much better than our previous EPR"

Helen Musker
Team Leader
Sexual Health Services
Cumbria Partnership NHS FT

