

Service Definition Document

Sangix Appointments Booking Platform

1 Service Overview

Sangix Appointments is a cloud-based appointment booking and queueing solution designed primarily for healthcare providers but suitable for various sectors. It enables efficient management of appointments, optimizing patient flow, and enhancing operational efficiency.

2 Service Features

Features:

- Book, view, cancel appointments online and by automated phone line
- Reduce patient waiting time and eliminate staff overtime
- One-click reporting, i.e. GP and ICB rebilling
- Secure and stable cloud technology
- Integrates with existing systems
- Manage and update Calendar Templates
- Patient web Portal for patients to manage their appointments
- Pre-booked appointments, walk-in and a mix of both
- Efficient queue management
- Call-in Screens and Self Check-in Kiosks
- Staff accounts and access use roles management
- Extensive configuration possibilities

Benefits:

- Eliminate need for reception and staff dedicated to booking appointments
- Remove hygienic risks related to paper-based systems
- Prevents crowded waiting areas
- Multi-channel Check-in: Multiple check-in options including mobile app, kiosk, and reception desk
- New features get released every quarter responding to customer feedback
- Supports Single-Sign-On (SSO) - log in using existing Trust username
- Patients can book online from their phone or PC
- Patient web portal: patients can manage their appointments and data
- Support for family accounts

3 Service Scope

Cloud Deployment Model:

- Sangix Appointments is deployed on the public cloud using Google Cloud Platform, London Zone

Availability:

- Sangix Appointment Booking Software guarantees a minimum availability of 99.5%, ensuring uninterrupted access to appointment scheduling functionalities.

4 Support and Accessibility

Support:

- Email and phone support are available during UK business hours (9 to 5, Monday to Friday). On-site support is available at an additional cost.

Accessibility:

- The service is accessible via web browser and optimized for mobile devices.

5 Security and Compliance

Data Encryption: Patient data is encrypted both in transit and at rest to ensure confidentiality and compliance with data protection regulations.

Compliance Certifications: Sangix Appointment Booking Software is ISO 27001 Information Security certified.

6 Data Management

End-of-Contract Data Extraction:

- Data extraction is provided upon subscription expiration.

Data Export/Import:

- Staff users can export data using configurable reports and import data via electronic forms.

7 Security and Compliance

Security certifications:

- ISO/IEC 27001 Certification

Vulnerability Management:

- Continuous assessment and prompt deployment of patches to address vulnerabilities.

Protective Monitoring:

- Vigilant monitoring and response to potential compromises.

8 Social Value

Covid-19 Recovery:

- Facilitates safe and efficient patient management, crucial for supporting Covid-19 recovery efforts.

Wellbeing:

- Enhances patient access to timely healthcare services, leading to better health outcomes and overall wellbeing.

9 Contact Information

For more information about Sangix Appointments Software, please visit www.sangix.co.uk or contact:

- Sales: sales@sangix.co.uk
- Support: support@sangix.co.uk