

ORCHA CareQ – G-Cloud Supplier Service Terms

Supplier: ORCHA Health Ltd

Service: CareQ (Elective Care Pathway Engagement Platform)

G-Cloud Lot: Lot 2b (SaaS)

Document version: 1.0

Date: 29 January 2026

1. About these Service Terms

1.1 These Service Terms describe how CareQ is delivered and supported under **G-Cloud 15 (RM1557.15)**. They are intended to be read alongside the Buyer's Order Form / Call-Off documentation.

1.2 Where a Buyer's Call-Off documentation sets out service levels, implementation details, security requirements, or data processing requirements that are more specific than this document, the Call-Off documentation will apply.

2. Service description

2.1 **CareQ** is a plug-and-play digital health platform to improve patient engagement and support the end-to-end elective pathway (referral, triage, diagnostics, pre-habilitation, peri-operative care, discharge and recovery). It delivers personalised, automated digital support via optimised communication channels and tailored content based on pathway stage, risk profile and digital literacy.

2.2 Intended users include NHS elective care and peri-operative teams, waiting list management/service managers, and patients receiving pathway-specific digital support and signposting.

2.3 CareQ provides:

- Secure identification/contact of patients using Buyer-approved specialty/cohort data and channels (e.g., SMS/RCS or portal integration).
- Structured questions and pathway automation to confirm needs and direct patients to relevant digital support.
- Digital Support Units (DSUs) mapped to elective needs, with curated digital tools aligned to DSUs, plus engagement and PROMs reporting.

2.4 CareQ is delivered as a cloud software service accessed over the public internet and/or other UK government-approved networks. No additional Buyer ICT infrastructure is required beyond typical end-user devices and connectivity.

3. CareQ packages and “pre-configured” scope (key CareQ rule)

3.1 Package scope is fixed. CareQ (and CareNav) are supplied as **pre-configured packages**. The DSUs, content, bundles and pathway templates included are those explicitly set out in the purchased package / Order Form.

3.2 No Buyer-led product selection. Buyers are **not entitled to** add, substitute, or extend DSUs, digital tools/apps, bundles, or libraries beyond the package scope as standard. Any request to add/replace DSUs or digital tools is treated as a **chargeable change** (subject to ORCHA agreement and governance).

3.3 Default-to-Activate principle. If a Buyer requires ongoing product selection capability (e.g., the ability to choose and add digital tools/DSUs beyond a fixed package on demand), ORCHA will propose moving the service to the **standard ORCHA Activate proposition** (and associated service terms/pricing) rather than delivering that capability within the pre-configured CareQ package.

3.4 Governed digital support. Where CareQ includes DSU libraries populated with assured tools, those are maintained through package change management in line with the purchased package scope.

4. Service configuration (within package)

4.1 Configuration may include (where in scope of the purchased package): pathway content, question sets, communications templates, branding (as required), reporting outputs, and Buyer-specific governance controls.

4.2 Where the CareQ service definition describes selection of DSUs for target cohorts, under CareQ this is implemented as **selection of the DSUs already included in the purchased package** (not open-ended selection beyond the package scope).

5. Access, roles and administration

5.1 CareQ provides role-based access for Buyer administrators and supplier support users.

5.2 Authentication approach for administrative access (including strong authentication options) is confirmed during onboarding based on Buyer needs and environment constraints.

6. Onboarding, implementation and go-live

6.1 ORCHA will provide onboarding, administrator training and service handover materials.

6.2 Typical onboarding activities include discovery/scope confirmation (pathways, cohorts, DSUs, channels), information governance alignment (including DPIA support and data flows), configuration, integration setup (subject to Buyer environment), and go-live support.

6.3 Any Buyer dependencies (e.g., approvals, data access, portal connectivity, SMS/RCS arrangements) may affect implementation timelines.

7. Integrations, data import and data export

7.1 **Data import.** CareQ requires Buyer-provided cohort/pathway identifiers sufficient to identify and contact patients and personalise pathway flows. The integration approach is agreed during onboarding and aligned to Buyer security/governance requirements.

7.2 **Messaging channels.** CareQ supports SMS/RCS and/or integration with an existing engagement portal; the chosen channel depends on Buyer preference and technical feasibility within the Buyer environment.

7.3 **Data export.** Engagement metrics and PROMs extracts can be provided in agreed formats (e.g., CSV) to support reporting and service evaluation.

8. Support, maintenance and service communications

8.1 ORCHA provides support and maintenance, including incident management and service requests, plus release/change communications and planned maintenance notifications.

8.2 Support materials can be provided in accessible formats on request. Patient interactions use accessible, mobile-first messaging/question flows; where web content is presented, accessibility expectations (e.g., WCAG-aligned design) are addressed during implementation.

9. Availability, resilience and incident response

9.1 Availability targets, resilience approach, planned maintenance windows and incident response targets are confirmed in the Buyer's call-off SLA.

10. Security and data protection

10.1 Data sharing/processing is governed through the Call-Off contract, appropriate data processing terms, and Buyer information governance processes. Data minimisation is applied—only data required to deliver the configured pathways is processed.

10.2 Data storage and processing locations (including subcontracted hosting where applicable) are confirmed in call-off documentation and the supplier security pack.

10.3 Where hosted by a third-party cloud provider, datacentre security controls are managed by that provider; ORCHA will provide evidence of relevant hosting security assurances on request.

10.4 ORCHA will provide relevant security and quality certifications and/or equivalent evidence as required by the framework and Buyer (on request and/or via the Digital Marketplace entry).

10.5 CareQ maintains operational security controls (access, logging, vulnerability management and incident handling) and applies secure development practices for updates and configuration changes.

10.6 Audit-relevant operational information can be provided as agreed with the Buyer and appropriate to the service configuration.

11. Service constraints and clinical responsibility

11.1 CareQ requires Buyer-approved access to patient cohort/specialty data sufficient to identify and contact patients for configured pathways.

11.2 CareQ provides governed signposting to curated digital tools; clinical decision-making remains with the responsible care team.

12. Change control (within CareQ vs moving to Activate)

12.1 ORCHA will manage changes through agreed change control. Changes may include updates to pathway content, messaging templates, reporting outputs, and package maintenance activities.

12.2 Requests that alter the **package scope** (e.g., adding/replacing DSUs, adding new tools outside the package, or enabling open product selection) are handled as **chargeable changes** and may require moving the Buyer to ORCHA Activate.

13. Pricing and charging approach (summary)

13.1 Pricing is based on the size of the elective waiting list (using published national RTT data where applicable) and includes: setup/configuration/integration, ongoing support and maintenance, ongoing assurance of digital tools within pathways/DSUs, package change management, and data/PROMs reporting.

13.2 Any out-of-scope work (including scope expansion beyond the pre-configured package) will be handled via an agreed variation/change and may incur additional charges.

14. Offboarding / exit management

14.1 On contract end (or earlier termination per Call-Off terms), ORCHA will agree a service closure plan with timelines and responsibilities.

14.2 ORCHA will support export of agreed reporting outputs (e.g., engagement metrics and PROMs extracts) in a common format (e.g., CSV) where applicable.

14.3 ORCHA will revoke access and securely delete/retain data in line with contractual and information governance requirements.

15. References and alignment

15.1 CareQ is provided under G-Cloud 15 call-off terms; service-specific SLAs, data processing terms, and implementation details are confirmed in Buyer call-off documentation