CIRDAN



Cirdan
Clinician and Patient Portal

Service Definition

G-Cloud 154

cirdan.com

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1 Introduction

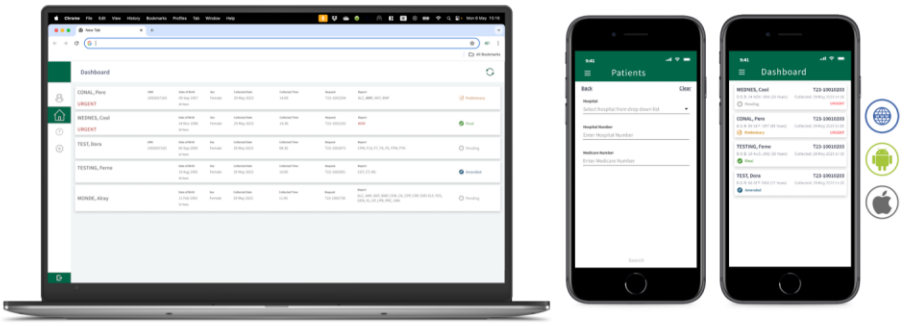
The Clinician and Patient Portals simplify the engagement between diagnostic test providers, clinicians, and patients by offering clear presentation of laboratory results. The Portal can be used standalone or integrated to a LIS.

2 About Cirdan

Cirdan is a leading provider of innovative software and imaging solutions for use clinically, in research and for education and training. Headquartered in the UK, with offices in Canada and Australia, Cirdan is recognised as one of the leading suppliers of laboratory information systems worldwide.

The Clinician & Patient Portals provide an effective means of making laboratory results available to clinicians and/or patients in friendly and understandable formats, improving patient engagement with healthcare professionals.

Cirdan prides itself as an innovator and thought leader in pathology and laboratory medicine, particularly within the digital pathology arena. We introduced (and organise) the annual Pathology Horizons conference, which is growing in reputation and awareness across the world, bringing together a range of international speakers to discuss technical innovations in the field of pathology. Cirdan uses this intelligence to inform product development and innovation within the company.



3 Product Overview

In a changing health landscape where patients seek increased access to their health information, our platform unifies the presentation of diagnostic results from existing LIMS/LIS/HIS/PACS systems into a single presentation layer.

Portals are available for Clinicians (Practitioners) and Patients, and both can be used in collaboration.

The portal provides a clear presentation of laboratory results within the applicable reference range via a clear slider display, on browsers or iOS/Android mobile devices

The Content Management System can be used to provide medically curated content for each result type. The portal can highlight required test actions as well as recommending tests and services, reducing the administrative burden and costs associated with manual test reports.

There are clinical alerts for practitioners with the ability to control publication of test results to patients, ensuring that clinicians can arrange to discuss sensitive or complex results directly with the patient. There is also a facility for Clinician-to-Patient messaging.

Reporting via graphical representation and curated medical content improves the speed and clarity of test results, ensuring informed empowerment & engagement of the patient in clinical decisions with a view to improving clinical outcomes.

The Clinician and Patient Portals can be used independently or together, in either standalone mode or integrated with an existing LIMS/LIS solution.

4 Features

- Clear presentation of laboratory results within applicable reference ranges ~~Clear presentation of laboratory results within applicable reference ranges~~
- Practitioner management of clinical results ~~Questionnaires distribute digital forms/ surveys, reducing cost and improving data~~
- Reporting of diagnostic test results ~~Practitioner management of clinical results~~
- Support for OIDC (Open ID Connect) Authentication ~~Practitioner-to-patient messaging~~
- Cybersecure with Role-Based Access Control ~~Inform patients on their health journey displaying result history trends~~
- ~~Reporting of diagnostic test results via graphical representation~~
- ~~Schedule sections and reminders for completion~~
- ~~CMS Article Creation & Publishing~~
- ~~Access to medically curated content for each test result type~~
- ~~Support for OIDC (Open ID Connect) Authentication~~

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5 Benefits

- Easily scalable from small, single laboratories to large, multi-site laboratories. ~~Easily scalable from small, single laboratories to large, multi-site laboratories.~~
- Rapid on-boarding process with training and configuration service available. ~~Rapid on-boarding process with training and configuration service available.~~
- Presented across Web, iOS and Android front end applications ~~Presented across Web, iOS and Android front end applications~~
- Separate Patient, Practitioner and Administrator portals to meet differing needs ~~Separate Patient, Practitioner and Administrator portals to meet differing needs~~
- Clinical alerts for practitioners ~~Clinical alerts for practitioners~~
- Supports the NHS drive enabling patient access to health records ~~The ability to control publication of test reports to patients~~

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- Secure for data at rest/in transit (confirms to ISO/IEC 27001:2013). ~~Improving patient engagement with healthcare professionals~~
- Proactive monitoring tools. ~~Supports the NHS drive enabling patient access to health records~~
- ~~Support patient participation in their healthcare decisions~~

~~8~~6 LICENCE TERMS

1. A non-perpetual software licence is provided to the client permitting the System to be accessed by users employed by or enrolled by the institution. Licences are purchased on a per user basis.
2. The client is not permitted to sell, distribute or gift the System or to offer the System as a service to any other organisation or individual.
3. Access to the System is restricted to a specific number of registered users (as purchased) and, a specific set of external interfaces (as purchased).
4. Users of the System must be properly trained and proficient in its use.
5. The licence to use the System includes access to the System, hosting services, system maintenance and technical and operational support.
6. The minimum duration of the licence is for two years.
7. The licence shall expire at the end of the agreed licence term unless otherwise agreed within the terms of the framework.
8. Termination of the licence is not permitted by either party before the end of the agreed licence term unless either party are in breach of contract, in which case remedial action via established dispute procedures will be initiated.
9. At the end of the licence term, access to the System will be terminated and arrangements will be made to provide client data held on the System to the client in a suitable and secure format.
10. Cirdan retain the copyright and Intellectual Property Rights to the system and all associated modules.

~~9~~7 System Architecture

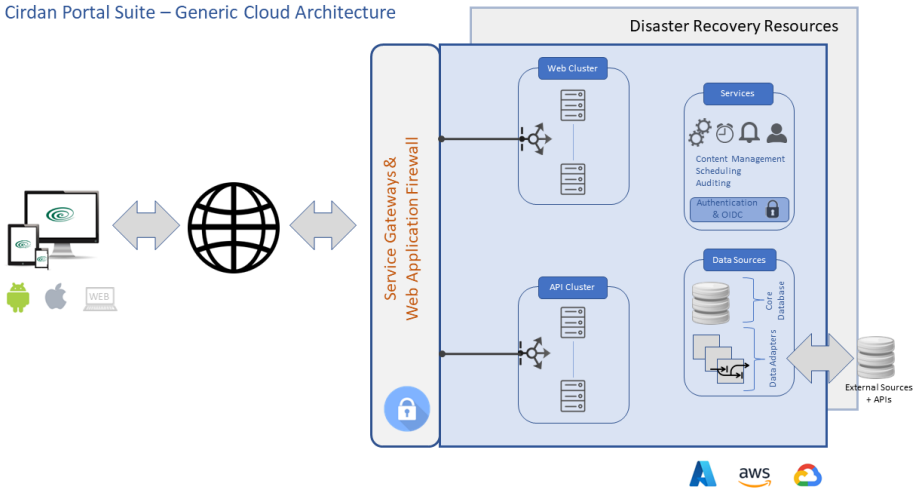


Figure 1 – Clinician & Patient Portal System Architecture

~~10~~8 Cloud Hosting and Managed Service

The Portals are provided as a software service and all content and user data is hosted in a secure data centre. The Cirdan Managed Service provides baseline operational and security management, governed by the overarching ITIL processes, covering servers up to and including the operating system layer.

The service is comprised of the following features:

- Monitoring and alerting / event management
- Capacity and availability monitoring
- Security management
- Operating system security patching
- Backup management
- Product Support

Monitoring and Alerting

Cirdan continually monitor the cloud hosted environment using tools from the cloud provider's native toolset to detect and enable its response to potential issues and incidents, and to maintain effective service operation. Cirdan continually assess and triage alerts to monitor the security status of the host environment.

~~10.1~~8.1 Capacity and Availability Monitoring

Cirdan monitor key telemetry indicators and inform the customer of potential issues, observations, e.g. rogue processes, and recommended options, e.g. clearing down data files or increasing capacity.

~~10.2~~8.2 SECURITY MANAGEMENT

Cirdan will provide the following baseline security management in line with best practice and the ISO 27001 standard:

- Anti-virus management
  - Cirdan will install and maintain an up-to-date antivirus service solution.
  - Cirdan will monitor and respond to anti-virus alerts as priority incidents.
- Security vulnerability assessments
  - Cirdan will monitor security feeds daily for new critical threats and available patches, providing a recommended response.
  - Undertake regular penetration testing.

~~10.3~~8.3 OPERATING SYSTEM SECURITY PATCHING

Cirdan will patch, test and deploy Operating System Patches on a regular basis in line with an agreed Change and Release procedure. Cirdan will alert the client to the requirement for critical patches and install these as soon as is practical in line with the criticality of the security threat to be addressed.

~~10.4~~8.4 BACKUP MANAGEMENT

Backup Management will include the following activities:

- Perform full VM backups on an agreed schedule.
- Implementation of a retention policy based on compliance obligations.
- Verification of backups as having run to schedule and success.
- Re-running backups as required to maintain compliance against backup schedule.

~~10.5~~8.5 PRODUCT SUPPORT

The Cirdan Managed Service Desk provides a technical and operational support service, which is included in the licence costs. This provides comprehensive ITIL aligned support provision, including access to experts who can diagnose and resolve issues, as well as give advice on the product's diverse features. The Service Desk provides a single point of contact and can be contacted by using the online Cirdan Support Portal.

~~11~~9 ADDITIONAL SERVICES

Additional Services clients can augment the Managed Service with additional features, e.g. database or application support, typically on a time and materials basis at the applicable rate card.

~~11.1~~9.1 DATA MIGRATION

Cirdan has a team of data engineers who are experienced in delivering successful data migration projects.

~~11.2~~9.2 TRAINING

Training packages are available and are structured, specific, comprehensive and targeted for users grouped by role. We believe in involving users from the start to ensure they have input to the process and agree the outcomes required for each user group. Remote training can be provided for updates with new features, significant changes of specific features and minor upgrades. On-site training can be provided for major upgrades with significant changes in multiple features and functions.

~~11.39~~.3 CUSTOMISATION

- Login screens can be customised on request and at additional cost.
- Date and time formats can be customised
- Password complexity, expiration and maximum login attempt thresholds can be configured to match customer policies.

+44 (0) 28 9266 0880

marketing@cirdan.com

www.cirdan.com

UK & Ireland Office
Riverbank, The Green,
Tullynacross Rd,
Lisburn,
BT27 5SR N. Ireland

Australian Office
714 Sturt Street,
Ballarat Vic,
3350 Australia

Canadian Office
60 Renfrew Drive, Suite 250,
Markham,
Ontario,
L3R 0E1, Canada

The company's distribution of offices allows Cirdan to offer a full 24/7/365 support service to customers around the world.