



ShiftPartner care delivery platform service definition

Service overview	A cloud-native platform for customers to flexibly deliver care pathways to pre-determined population segments (e.g., local, workforce, key workers and families etc).
Features	Create bespoke care pathways with configurable content to support customer-segmented care delivery at local and remote test and treatment centres. Appointment schedule creation and management, user-triaged access, real-time dashboards, user portal, interoperability with pathology systems and NHS spine to support bulk user onboarding and result publishing automation.
Benefits	Flexible and rapid deployment supports dynamic and scaling use cases, while ensuring delivering of safe and efficient care.
Security and compliance	Data residency in UK-based AWS regions; compliance with Data Security and Protection Toolkit (DSPT) standards.
Onboarding	Dedicated team for product configuration, data migration, remote training sessions for operational and frontline leads, and pre-built API connectors for legacy systems.
Exit strategy	Guaranteed data extraction in open formats (e.g., CSV) within 30 days of contract termination to prevent vendor lock-in.

