



Cinapsis 

1. Introduction

This document is the service definition for the Cinapsis a platform for the Healthcare, Social Care and Education sectors where it is used to manage Pathways, Referrals, Advice and Guidance, Virtual Clinic and Clinical Care. This document contains summary information relating to the software product, hosting and support services, software licensing, technical requirements and commercial arrangements. More detailed definition of the product and services provided are available on request.

2. Overview

Cinapsis is the most powerful collaboration solution on the market for social, primary, secondary, tertiary healthcare and education organisations . An all-in-one professional and secure collaboration platform, Cinapsis can replace any one or all of your piecemeal referral management, Advice and Guidance, Virtual Clinics and care pathway management solutions with state-of-the-art enterprise technology. A choice of secure communication options - messaging, video, telephone and structured emails - allows you to easily digitise and monitor all of your referral channels.

Launch consultations instantly on any device using our web, desktop and mobile applications - virtual clinics become easy to deliver - over the phone or by video. Providing exceptional user experience with quick access for GPs and other referring clinicians, use Cinapsis to either build your referral base or reduce unnecessary referrals - right patient, right place, first time.

Cinapsis is a cloud service that can easily be deployed in a single clinic, practice or across a whole healthcare system. A risk-free and cost-effective pricing model allows you to either start small or achieve significant benefit across your entire organisation.

3. Cinapsis features

- Secure unified communication platform delivering secure messaging, video and telephony
- Built to improve management of referrals between healthcare services - social, primary, secondary and tertiary care
- Works on any device - mobile, desktop, and web
- Cloud solution - easy to deploy and manage for organisations of any size
- Sophisticated telephony that quickly finds and connects to the next available specialist (using 'Hunt' lists) for Advice and Guidance
- Cloud video technology that works on mobile, desktop. Ideal for collaboration and virtual clinics
- Integration with the NHS Digital's e-Referral Service, giving a consistent user experience across all referrals
- All meetings - calls and video - recorded, encrypted and securely stored
- Easily share images, videos, and radiology from your desktop or using our secure mobile applications
- Ability to integrate with Electronic Patient Record (EPR) systems and Patient Administration Systems (PAS) using either our FHIR and HL7 interoperability engines or a bespoke solution

- Enterprise analytics and management tools with powerful reporting for audit, usage metrics and KPIs
- Schedule telephone and video consultations at a convenient time using our booking system
- Interoperates with your Microsoft Outlook, Google Calendar and Microsoft Teams accounts
- Enables you to build Advice and Guidance, referral management, triage and Virtual Clinics at different points along your care pathways
- All data accessed via the HSCN. Benefit from ISO:9001, ISO 22301 and ISO:27001 certifications and information governance compliance

4. Cinapsis modules

Cinapsis' modular structure delivers a mixed economy of communication channels all of which are supported by Cinapsis Data and Cinapsis Analytics.

4.1 Core modules

- Referral pathway management solution
- Telephone and instant messaging Advice and Guidance solution
- Virtual video consultations
- Secure mobile, web and desktop applications allowing sharing of images and videos
- Analytics and reporting portals
- User training modules

4.2 Optional modules

- Clinical pathway configuration service integrate SmartReferrals Advice and Guidance, electronic referral management and virtual clinics into your clinical pathways
- Decision aid configuration service convert your pathways into step by step decision aids
- Cinapsis integration module integrate SmartReferrals with your EMR and PAS systems using our HL7 and FHIR interoperability engine or allow us to build a bespoke solution for you
- Cinapsis client portal sends automatic notifications to end user clients about their forthcoming appointment

5. Licence terms

1. A single, non-exclusive, non-perpetual software licence will be provided to the client permitting the System to be accessed by users employed by and working for the client
2. The client is not permitted to sell, distribute or gift the System or to offer the System as a service to any other individual, hospital or organisation
3. Access to the System is restricted to a specific number of registered users (as purchased)
4. Users of the System must be properly trained and proficient in its use. Support services may be suspended for inadequately trained users
5. The licence to use the System includes access to the System, hosting services, system maintenance and technical & operational support
6. The minimum duration of the licence is for one year
7. The licence shall expire at the end of the agreed licence term
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. The copyright and Intellectual Property Rights to the System and all associated modules is exclusively owned by Cinapsis and provided under licence to the client

6. Training

Training is delivered in accordance with the needs of each organisation. We will develop individual, tailored training courses specific to the needs of the individuals being trained.

Training can be delivered using a variety of different methods including cascade (train-the-trainer) training, classroom style demonstrations, focus groups, workshops and online webinars.

The System is provided with user documentation and learning resources, including online video tutorials.

7. Service options

The following options are available as part of an extended service provision:

- Customisation of the System to meet the client's specific needs
- Import of data from existing systems to pre-populate the System database
- Integration of the System with third-party software for data input/output
- Additional user training
- Extended service hours, either as a whole or to cover peak activity periods
- NHS organisations implementing digital solutions often need support with Clinical Safety and Information Governance. We offer specialist consultative support as a service.

8. Service constraints

The hosting and support service levels are defined within this document and includes details of service and support availability.

System downtime is kept to a minimum but allowances need to be made for planned and essential system maintenance.

Access to our help desk is limited to the service hours defined within this document, although the core service hours can be extended on request (at an additional charge).

The System is provided fully-configured and ready to use. There is no provision within the standard contract for the customisation of the System, the import of data from existing resources or integration with third party software but these services can be provided as a service option.

9. Hosting

All hosting services are provided in accordance with the ISO:27001 standard.

A full copy of our hosting service level agreement is available on request.

9.1 Service availability and guarantees

- We aim to provide unrestricted access to the System 24 hours a day, 365 days a year
- We guarantee 99.9% service availability between 08:00-17:00, Monday to Friday (excluding public holidays), with allowances for pre-planned system maintenance
- Enhanced service level agreements available 24/7/365 where required.

10. Software support

A copy of our technical and operational support service level agreement is available on request. Highlights follow:

10.1 Support service provided

- Technical support to nominated system administrators
- Operational support to trained and registered users of the System
- Support provided by telephone or email
- Incident logging and prioritisation
- Fault rectification
- Incident escalation procedures
- Service performance reporting

10.2 Availability of support service and service guarantees

- Support services available between 08 00-17 00, Monday to Friday (excluding public holidays)
- We guarantee to have at least two fully-trained technical support staff available during the service hours

11. Client requirements

We expect the client to provide the following to ensure successful deployment and ongoing use of the System:

- A dedicated, trained and experienced project manager who will be our primary point of contact
- Participation in pre-planned project management events particularly with respect to identifying and communicating the benefits of the system to users
- Sufficient access to appropriate client stakeholders during the project planning, design, development and deployment phases
- Commitment to providing training to all personnel who will be using the System
- Support with the testing of the system prior to go-live and during subsequent system upgrades
- Participation in design review meetings and approval of agreed delivery and development plans
- Suitable hardware, network access and internet bandwidth within the locations where the System is to be used
- A nominated system supervisor who will become an expert on the system with responsibility for coordinating communication with Cinapsis during normal operational use
- Technical support during the deployment of the System as may be required to provide access to the System to client users

12. Technical requirements

We expect the client to ensure the following minimum technical requirements are met

Suitable PC hardware

Access to the System via Edge, Firefox, Safari, Opera or Chrome

Secure internet connection with minimum network bandwidth of 1Mbit

For configured paged/functions, any wireless-enabled tablet or mobile phone (although the System has been designed primarily around the iPad and iOS interfaces)

Technical support with the configuration of access to the System, which may require changes to network fire wall settings (depending on local connection requirements)

13. Commercial arrangements

- Consultancy, project management design, development implementation and training services are invoiced in advanced.
- The software licence and per usage charges services are invoiced monthly in advanced. Any adjustments will be made in subsequent invoices.
- Payment terms (included in our standard terms and conditions) are strictly 14 days from the date of the invoice.

FIND OUT MORE

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