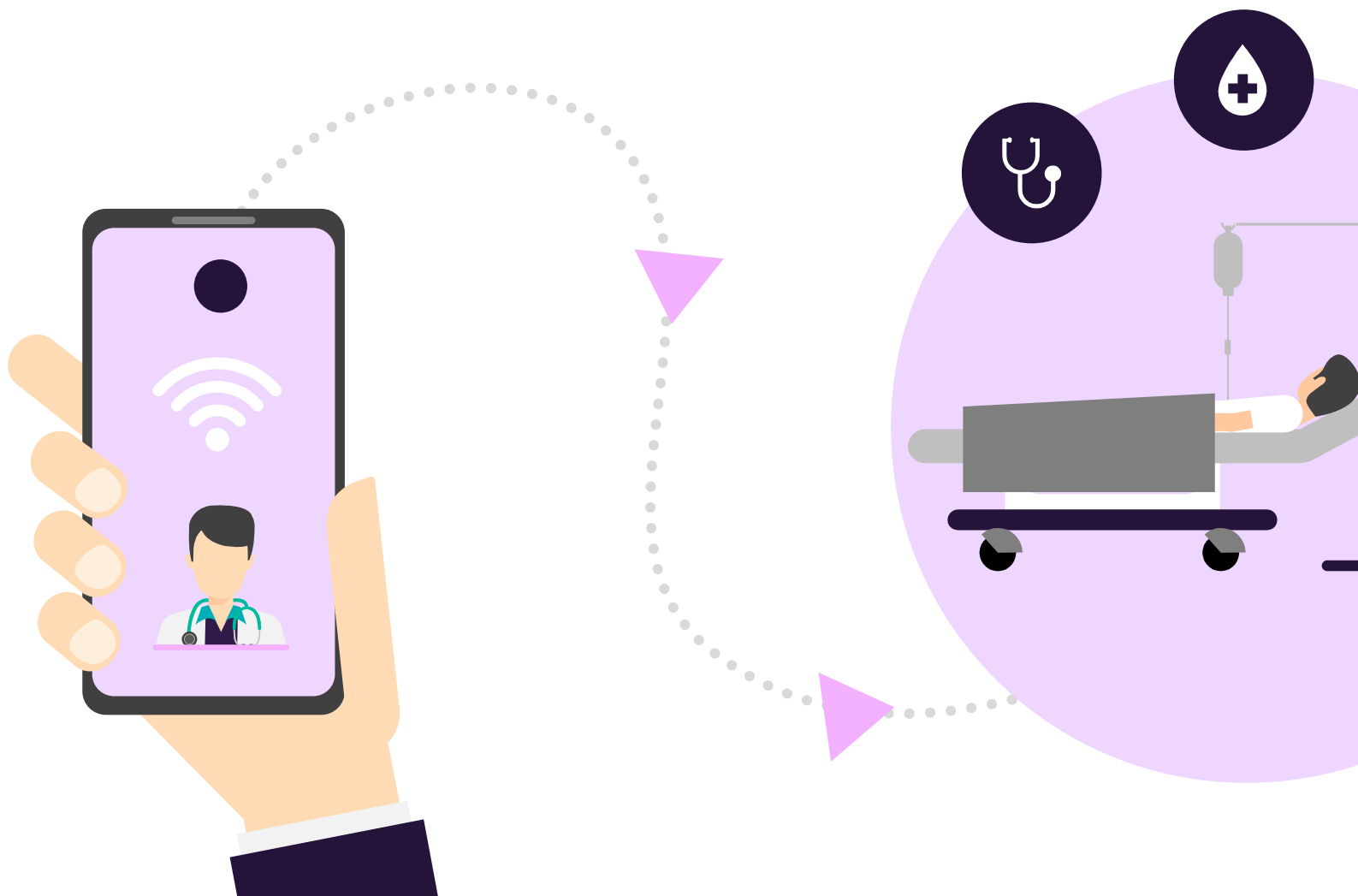




Platform Brochure 2026

Contents

1. About Wellola
2. Portasana® Clinical Modules
3. Portasana® Administrative Modules
4. Interoperability and Integrations
5. Non- Functional Considerations
6. Standards, Assurance & Compliance
7. Wellola's Commitment to Sustainability
8. Sample Use Cases
9. Sample Business Case



1. About Wellola

1.1 Our Team

The Wellola team believes that the future of healthcare is preventative, community-based and supported by digital tools. Founded in Ireland in 2016, Wellola proudly established its UK subsidiary in 2019, based at the Nexus Leeds, working alongside the brightest minds from business, technology, and academia.

Founded by a team of clinical entrepreneurs, Wellola is very much aligned with the key deliverables of modern-day healthcare providers - to improve the flow of healthcare information between patients and their care-providers and to shift of care out of acute hospital setting into the community. Having worked closely with our customer base, our solution, Portasana®, is strongly user focused. Our emphasis is on simplicity, and our mission is to create easy-to-use, secure software, that maximises resources and reduces waste in our health systems



Sonia Neary

CEO and Co-founder

Chartered physiotherapist and experienced healthcare executive, Sonia drives the commercial success of Wellola



Dave Gill

Principle Engineer

Cloud-first technical leader with extensive experience across global enterprises. Dave drives the technical success of Wellola.



Dr Greg Martin

Chief Medical Officer

MPH and WHO consultant Greg is a global healthcare influencer with extensive clinical experience.



Stefan Focas

Chief Financial Officer

Experienced Chartered Accountant, including as CFO for Asia Pacific for the Healthcare, Intellectual Property and Science businesses of Thomson Reuters.



Dr Imran Khan

Clinical Safety Officer

Portfolio GP with roles at the RCGP and the BOB ICS, as well as Co-Deputy Chair of the Advisory Group for Data at NHS England.



Michael Bell

Data Security and Protection Advisor

Healthtech compliance expert, and an active EIT Health mentor. Focused on ensuring Wellola patient data is protected and secured.



Lisa Parkes

Client Enablement and Business Operations Lead

Passionate about driving operational excellence, client success, and strategic business growth.



Jen Malone

Senior Delivery & Compliance Manager

With 15+ years' NHS experience across digital, project management, data and operations, Jen works closely with healthcare organisations to lead the secure and successful rollout of Portasana.

1.2 Clients and Accolades:

Wellola currently serves a variety of public and private healthcare organisations in Ireland and the UK. Customers include Leeds Teaching Hospital NHS Trust, Black Country Healthcare NHS Foundation Trust, Berkshire Healthcare NHS Foundation Trust, Northeast London Foundation Trust and private sector providers such as Nutricia Danone (making our solution available to 170 Nursing Homes in Ireland). Wellola also collaborated with the Irish Health Service Executive' Digital Transformation Team during the onset of COVID-19, to offer our platform to all Irish GPs (2,500).

Recent Accolades Include:

- Secured £4M in VC/ Private investment
- Secured a position on the Sparks DPS and G-Cloud 14 Frameworks
- Secured ISO27001:13, Cyber Essentials & Cyber Essentials Plus certification
- Compliance affirmed with DTAC, DSPT, DCB0129 and DCB3051
- Recommended at HSJ Awards (2023)
- Winner of Health Innovation Hub Ireland call (2020)
- Winner of the IMSTA "Integrated Care" Award (2019)
- Runner-up at Irish MedTech "eHealth Innovation of the Year" Award (2019)



1.3 Your Portasana® | Your Way

Our secure patient-facing platform 'Portasana®', accessible via browser-based desktop or mobile app, revolutionises the way hospitals & clinics care for and communicate with their patients, facilitating a **new model of supported self-management** in care delivery.

Portasana® (e.g. from the Latin '*Porta*'-meaning '*Gateway*' and '*Sana*'-meaning '*Healthy*') differs from other patient-facing software providers in that it is rich in care-pathway functionality, is highly modularized & fully interoperable.

Ours is a platform rather than point solution, incorporating eleven core modules that cover both administrative and clinical data sharing, all feeding into a staff station and/or your Electronic Patient Record (EPR). Not only that, Portasana® offers multi-EPR integration and can act as an 'aggregator' for the patient-facing applications in your organisation's ecosystem.

These modules support our clients as their patient care and communication needs grow, complimenting existing systems to offer everything from appointment management to remote care delivery via our symptom tracking and remote device connectivity modules, all fully integrated and interoperable with the key incumbent technologies in each healthcare ecosystem. Each of the available modules in Wellola's platform is described in more depth in the following chapters, from the perspective of the patient and personnel (admin/ clinical end-users) at the buying healthcare organisation.

Supported Self-Management for Chronic and Acute Disease Management

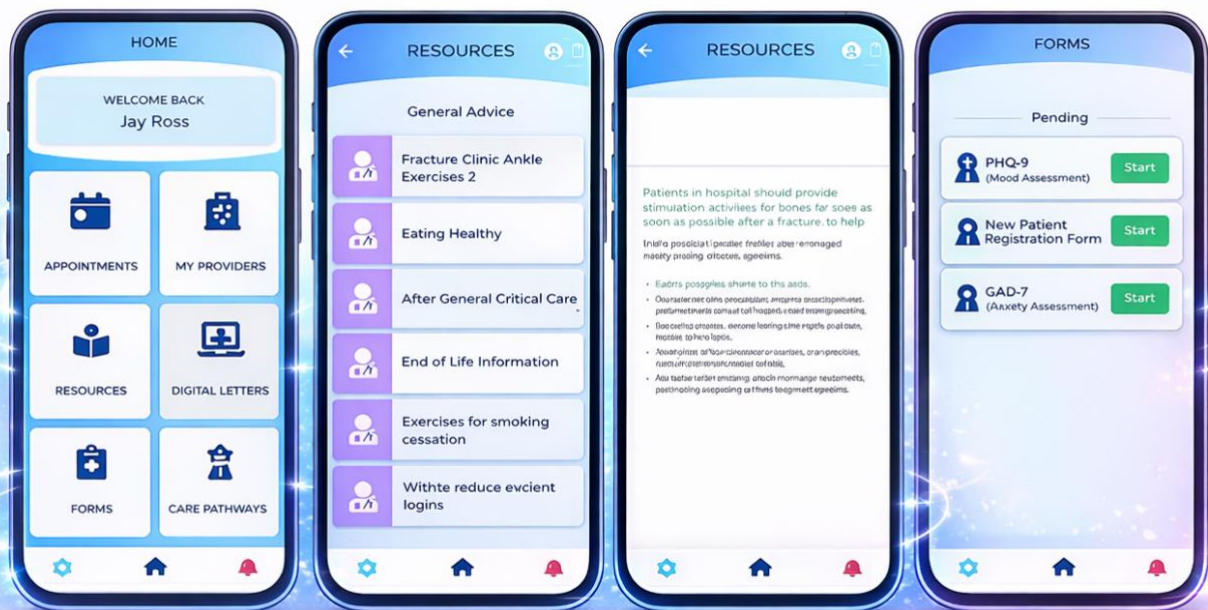
Portasana®'s clinical modules significantly enhances the ability of organisations to provide supported self-management for patients with chronic and acute diseases. By providing a comprehensive platform for patients to receive education, monitor and manage their conditions, Portasana® empowers individuals to take an active role in their health care. The availability of tools such as care journey planner, symptom tracker and patient-reported outcome measures (PROMS) facilitates a more personalised approach to disease management, ensuring that patients receive care tailored to their specific needs.

Aligns with Net Zero Goals and Reduces Follow-Up Appointments

Portasana®'s administrative modules align with NHS and other organisational goals to achieve net-zero emissions by reducing the need for physical appointments and follow-up visits. By facilitating digital communication, our platform decreases the necessity for patients to travel, for paper-use, postage etc., thus lowering the carbon footprint associated with healthcare. Additionally, the efficient management of follow-up appointments through personalised, stratified strategies—utilizing PSFU, PROMS and two-way messaging, intelligent dashboards etc.—ensures that only necessary follow-ups are scheduled. This not only optimises resource utilisation but also improves patient convenience and satisfaction.

Current modules include: -

- Customisable Virtual Care Journeys
- Educational Resource Library (incl. 11 out-of-the-box programmes)
- Online Forms & Assessments (FHIR form-builder or EPR forms)
- Symptom Tracker
- Wearables Connectivity (150 consumer devices)
- Medical Grade Device Connectivity (via Withings)
- Messaging (1:1, Group, single or bi-directional, with/without attachments)
- e-Discharge
- View Patient Record: Integrated with EPR via FHIR APIs
- Appointment management (View, Cancel, Reschedule)
- Digital Letters
- NHS App Integration



2. Portasana® Clinical Modules

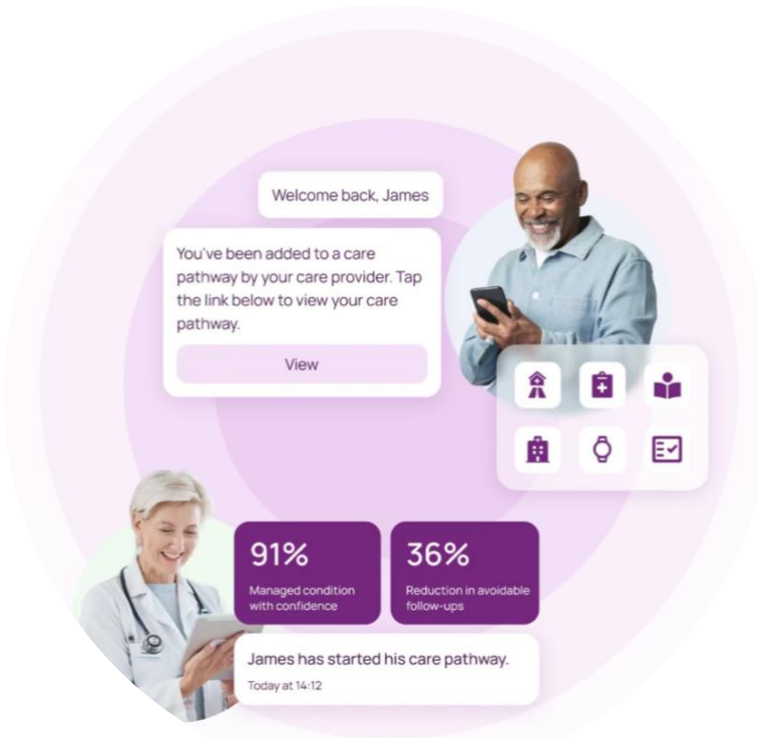
2.1 Virtual Care Journeys

Using the 'Virtual Care Journeys' Module, Clinicians can curate and control personalised care journeys for multiple conditions, combining the following modules at pre-defined time points to support patients to self-manage their condition in the community:

- **Virtual Care Journeys**
- **Educational Resources Module**
- **Health Questionnaires / 'Forms' Module (FHIR standards, drag and drop, scored and fed into RAG dashboard)**

Service users can access virtual patient-facing care journeys, supporting the patient through a series of steps, based on predefined protocols created by the Hospital or Service to guide them (and their families via the Proxy functionality) through a structured journey of care. Full self-serve tailor-ability by clinicians ensures that multiple patient conditions can be cared for virtually- be that supporting the waiting well, peri and post-operative care optimisation or empowering patients with chronic conditions. The platform avoids the need for multiple apps for multiple conditions, of relevance for patients suffering from co-morbidities.

Patients and their families gain the empowerment to self-manage their conditions, while NHS providers and healthcare professionals have better visibility of which patients require in-person care, optimising resource allocation via our risk stratification dashboards, analytics and reporting features.



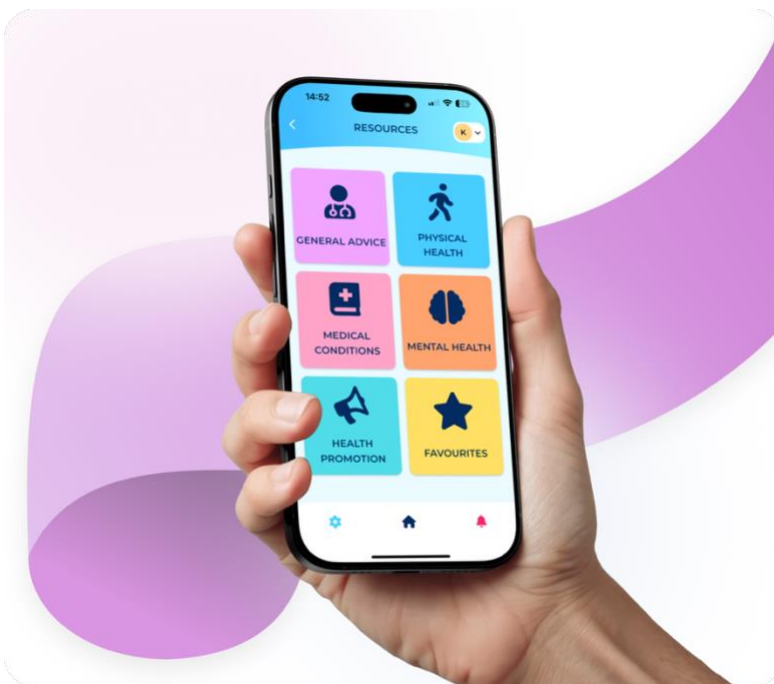
Wellola's virtual care journeys can also include add-on modules such as patient wearable feed and symptom tracker. Patients can diarise this information for themselves or provide their care provider with a data feed about their symptoms, track their progress, and report any changes or concerns. This self-assessment capability empowers patients to actively participate in their care, facilitates early detection of potential issues, and allows healthcare providers to monitor patients' health remotely.

2.2 Educational Resources Module

Patient Perspective:

Patients can access an 'Educational Resources' module in Portasana®. The module is accessible from a tile on the home screen. On the resources screen the patient will see a list of resources split into groups (e.g., physical health, mental health, condition-specific etc.). Each resource would have a title, a description, and an associated material. This material can be any of the following:

- URL / Website Link
- PDF
- Text
- Image
- Video
- Audio



Resources can be made available to all, shared automatically against set triggers in the hospital EPR (e.g. referral received, diagnostic code applied, theatre booked) or shared manually 1:1. When a resource is shared with a patient, they would receive a notification letting them know that the new resource is available to them, depending on their communication preferences (push, SMS, email notification).

Personnel Perspective:

Clinical & Admin team members can manage resources uploaded via the Wellola staff interface 'Staff Station' built to support modules that don't, by default, exist in their PAS/EPR (standard source of truth). Team members can upload resources that are shared with everyone, a group, or individuals. Team members can modify or delete these resources by updating the material or by changing the target audience.

2.3 Educational Resources Module: Add On Out-Of-The-Box Courses

Within our Educational Resources module, Wellola provides healthcare organisations the means to

- (1) **curate their own** patient-facing resources and pathways embedding your organisation's own educational resources or
- (2) avail of access to **our out-of-the-box digital courses** of educational material focusing on the causes, symptoms, risks, treatment and management of a wide range of health conditions.

Our library is informed by empirical evidence, where the programmes are updated in line with clinical best practice, and aims to support healthcare organisations in effectively educating patients about their condition (s).

Our approach also aligns with the NHS Long Term Plan which pledges to increase supported self-management and the range of digital health tools and services to support patients to manage their health and wellbeing needs. Digital interventions, such as ours, can also potentially address health inequalities by being scalable, affordable and accessible. We support patients with both acute and chronic conditions - particularly high volume/ low complexity cohorts of service users.

What results can I expect?

In a representative evaluation of over 600 patients using the courses featured in our library at various NHS trusts throughout the UK, participants have stated that:



95% Have a better understanding of their conditions

91% Feel more confident about managing their condition

88% Feel more confident about what to do if their condition gets worse

Overall, the evaluation has shown that Educational Resources and Care Journeys lead to a reduction in patient self-reported use of hospital appointments, increase patient's self-management, diet and physical activity behaviour and have high levels of engagement.

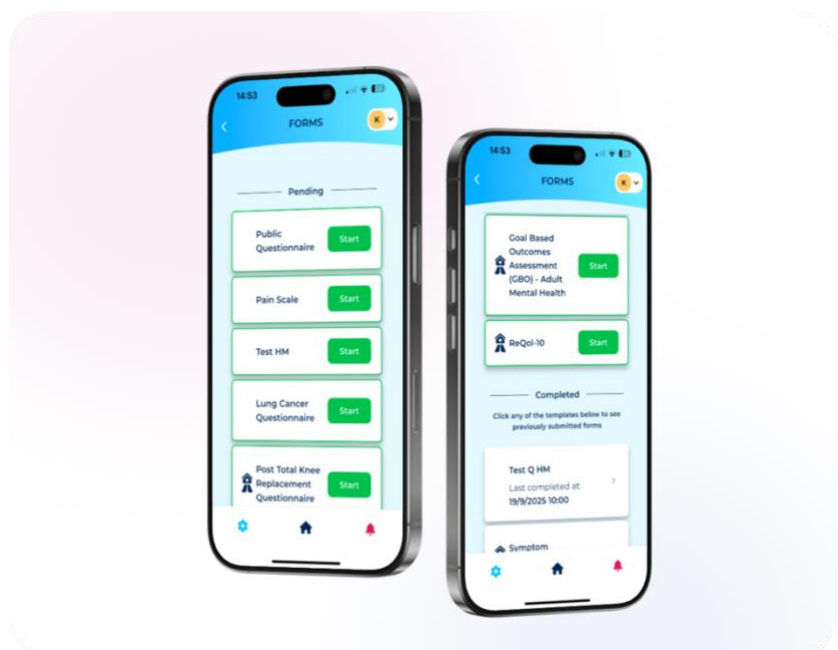
2.4 Health Questionnaires / 'eForms' Module

Patient Perspective:

Patients can access a 'Forms' module via a tile on Portasana® home screen. When the patients click on the forms tile, they are brought to a screen with a list of forms that have been shared with them.

When the patient clicks on a form they will be brought to a screen where they can fill out the form- this can be saved in draft format or completed and submitted when ready. The patient has a record of all forms they submit.

Patients can also be sent notification (SMS/ Email/ Push) when a form is sent to them by a staff member or if they are placed on a care pathway with automated notifications and reminders to complete forms at pre-defined intervals.



Personnel Perspective:

The admin and clinical teams could create and complete forms (using our FHIR standards drag-and-drop form builder) and view responses in Wellola's Staff Station (and EPR as integration allows). These can include Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMSs), Patient Initiated Follow-Up (PIFU), clinical assessments, Friends & Family feedback survey's etc. These forms can be scored and entered into a risk stratification dashboard at a patient or cohort of patient level. We also offer rich reporting module to allow for insights and analysis of data at scale (of note, the hospital/ Trust is the controller of all data hosted by Wellola's platform).

2.5 Symptom Tracker Module

Patient Perspective

The Symptom tracker module offers comprehensive and user-friendly functionality for individuals to monitor and manage their health effectively. One of its key features is the ability to input and track a wide range of symptoms, from common ailments like headaches and allergies to more specific conditions. Users can easily log their subjective and objective symptoms, providing a detailed record of their health journey. The capability to track symptoms over time helps patients to identify patterns and trends, empowering them to recognize potential triggers or correlations with lifestyle factors. By gaining insights into their health patterns, patients can make informed decisions about lifestyle changes, seek timely medical advice, and take proactive steps towards improving their well-being.

This data alongside assessment responses, wearable or medical grade device feeds can offer a holistic view of the health of the patient in the community, for their own interest only or to be shared with the clinical team automatically.



Personnel Perspective

The clinical team at the customer site has the option of switching on a bi-directional feed of this information to display patient health metrics through the staff station, or they can opt to keep the symptom tracker health data only visible to the patient on the patient portal side.

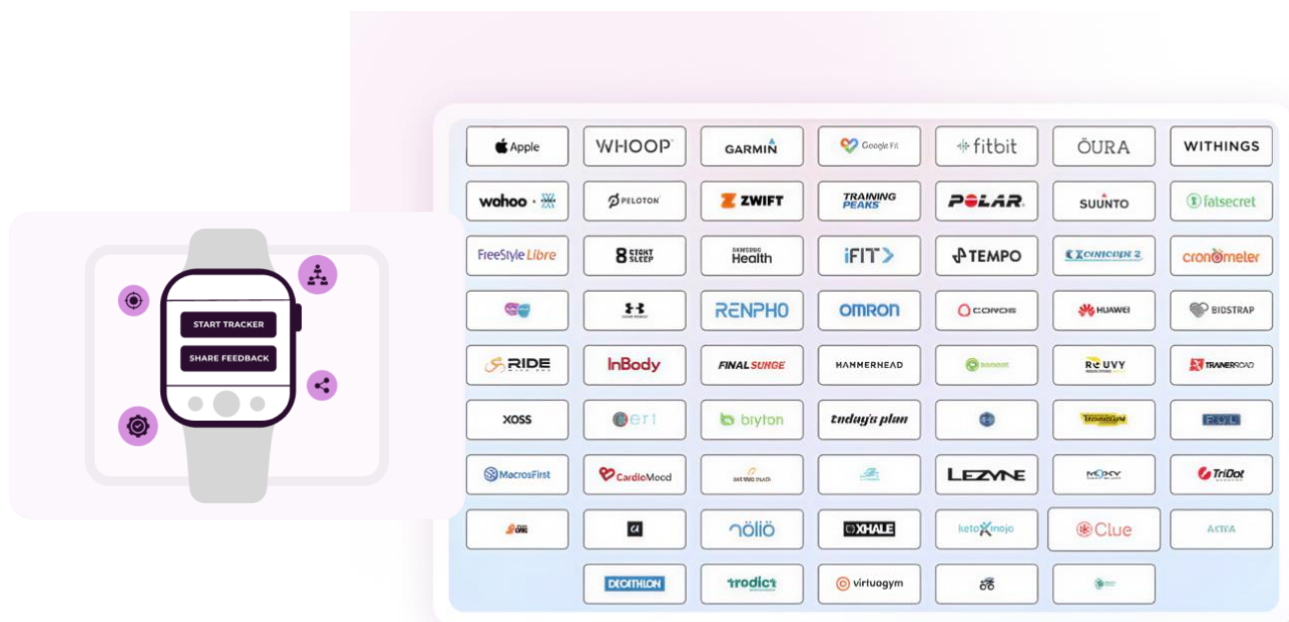
2.6 Patient Wearables Module

Patient Perspective:

Wellola can connect to over 50 of the leading consumer wearables on the Market via one API connection enabling the transfer of real-time health data. By seamlessly integrating with wearables, Wellola offers a more holistic patient experience.

Patients can access their data in real-time. This includes vital signs, activity levels, sleep patterns, blood glucose levels, and other relevant health metrics. By collecting this data automatically, Wellola eliminates the need for manual data entry, reducing the chances of errors and saving time for both patients and healthcare providers. Wellola also facilitates remote patient monitoring, allowing healthcare providers to keep track of patients' health outside of traditional clinical settings. This capability is especially valuable for offering virtual care, managing chronic conditions or post-operative care.

Using Portasana®, Patients can view their health trends and gain insights into their overall well-being. Patients can use this module to self-manage, or a feed can be shared with the healthcare provider to allow for a fully virtual care facility, supporting a hospital-at-home care model.



Personnel Perspective

Staff have the option of switching on an in-bound direct feed of this information to display patient health metrics through the staff station, or they can opt to keep the wearable health data only visible to the patient on the patient-facing side of Portasana® only.

2.7 Remote Device Connectivity Module

Patient Perspective:

Wellola can connect several CE-marked medical-grade devices to offer both continuous and spot monitoring in collaboration with our partner, Withings. Should a site already have a device supplier in place, we can also support launching this data for the patient/ staff as required. This enables remote monitoring and virtual ward or hospital at home facilities. This has the potential to make huge cost savings for overextended healthcare facilities. Patients and healthcare providers can access data from connected medical-grade devices in real time, enabling them to monitor the patient's health status remotely and provide timely

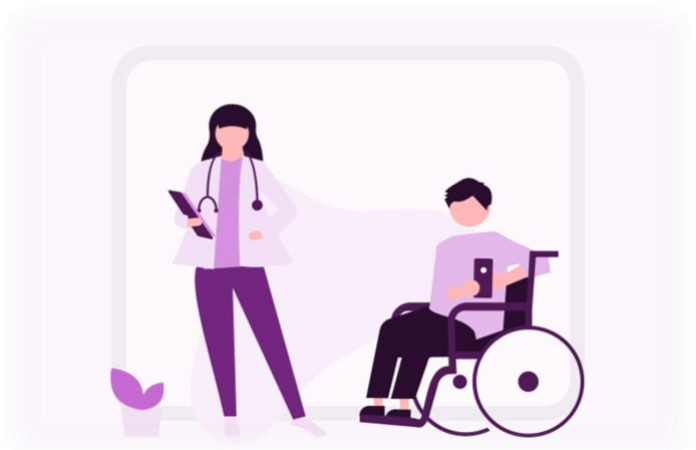


This reduces the need for frequent in-person visits, enhances patient convenience, and improves access to care, especially for patients in remote or underserved areas. It collects and stores essential health metrics such as heart rate, blood pressure, oxygen saturation levels, respiratory rate, glucose levels, and other relevant data points in a centralised database. This centralised approach allows healthcare providers to access comprehensive and up-to-date patient information, improving clinical decision-making and enabling a holistic view of the patient's health status.

Personnel Perspective:

Staff members can monitor Patient vital signs via a dashboard on the Portasana® staff interface.

Depending on the capabilities of the EPR, Wellola might also share this data to the patient's record there.

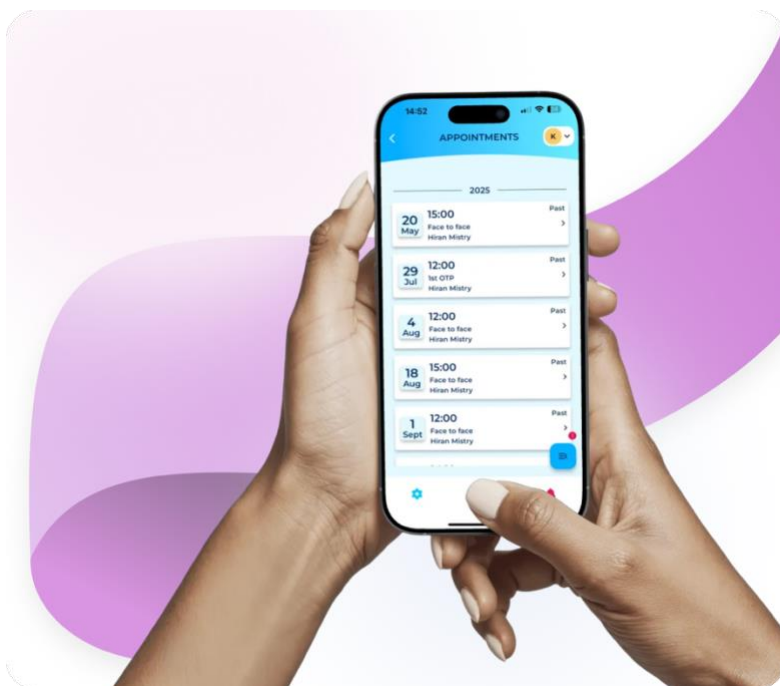


3. Portasana® Administrative Modules

3.1 Appointment Management

Patient Perspective:

Patients can manage their appointments via Portasana® (e.g., via a URL link that can be placed on the Trust or Hospital website or via download of our app). Patients can access the appointments/diary screen via a tile on the home screen or via NHS App, where required. On the appointments screen the patient can see a list of upcoming and past appointments. For upcoming appointments there is an option to view/ cancel/ reschedule (depending on buyer's preferences and capability of their Patient Administration System (PAS) or Electronic Patient Record (EPR)). This can be added to their personal calendar. Equally, the location can connect to Maps applications.



The patient can receive an SMS/Email/push notification reminder with details of same and/or a digital letter as required, depending on their communication preferences and the reminder settings of the organisation.

Personnel Perspective:

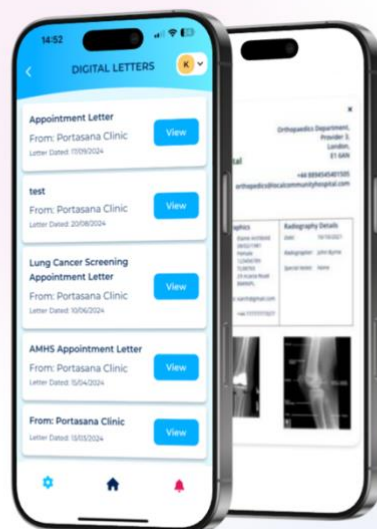
Wellola would work with the customer to define which diaries to surface into Portasana® and the EPR/PAS partner would support delivery on this requirement. Rules would be configured by the customer for any given appointment type/ code (e.g. how frequently one can cancel/ reschedule, what timelines must be recognized, what cancellation reasons need to surface etc.) Customer personnel would interact the PAS/ EPR diary to manage appointments as usual in this instance.

3.2 Digital Letters & Hybrid Mail Module

Wellola recognises that the NHS must deliver digital-first but not digital-only communications, ensuring inclusivity for all patients. Our integrations and partnerships with Publisure and Synertec ensure exactly that.

- **Publisure (Black Country & Berkshire Healthcare NHS Foundation Trusts)** – Integrated into Portasana® at BHFT, Publisure enables trusts to digitise outbound letters while retaining the ability to send physical copies where required. Patients benefit from faster, digital access, while the Trust reduces postage costs and carbon footprint.
- **Synertec (Birmingham Community NHS Foundation Trust)** – Deployed at BCHFT, Synertec powers a similar hybrid mail model, ensuring correspondence is delivered through the patient's preferred channel. If unread digitally after a set timeframe, letters automatically fall back to paper delivery.

In practice: For both integrations with Publisure and Synertec, patients receive correspondence through Portasana®'s secure digital interface, with hybrid mail partners ensuring no patient is left behind. This model allows Trusts to progress confidently towards "Digital by Default" while protecting inclusion.



Portasana® offers the ability for patients to record their preferences for communication (i.e., SMS or Email etc.) including their preferences around digital letters. Patients can access the digital letters screen via a tile on the home screen. On the digital letters screen the patient can see a list of read and unread digital letters. Where a given time has passed and a letter has not been read, Portasana® can create a trigger to have the letter sent in paper format via a mail provider. Wellola has a number of providers with whom it has partnered to offer hybrid mail, including Publisure and Synertec. If the customer would be open to it and already has a provider in place, we would look first to collaborate with the incumbent provider.

3.3 Messaging & Communications Management

Patient Perspective:

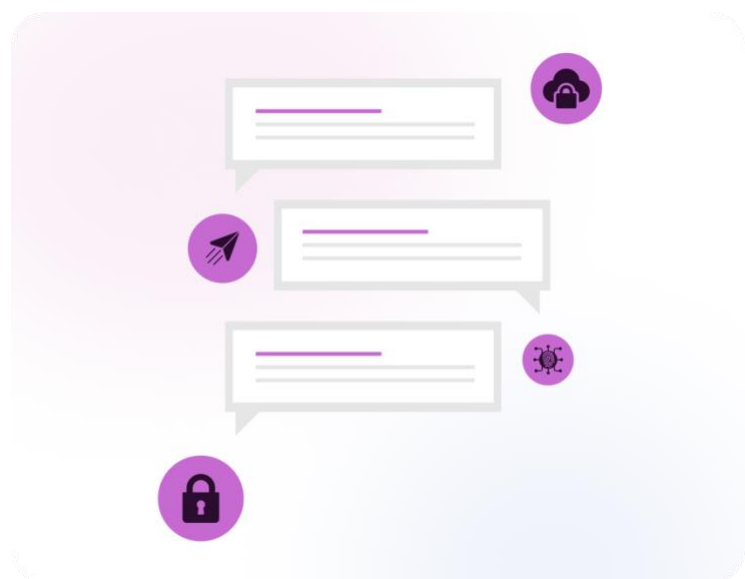
Patients receive timely, relevant communications via Portasana® across their care journey. Messaging is surfaced to patients via a dedicated messaging tile on the home screen. Messages may include attachments, as configured by the organisation.

Patients can receive notifications via SMS, email and/or push notification to alert them when a new message or update is available, in line with their communication preferences and the organisation's messaging policies. Where enabled, patients may respond to messages or complete associated actions (e.g. submitting a form), providing a simple and structured digital interaction with services.

Personnel Perspective:

Wellola would work with the customer to define configuration of automated messaging and reminders (e.g. appointment reminders, pre-appointment instructions, forms distribution, pathway updates), as well as broadcast messaging for service-wide or cohort-based communications. Additionally, Customer personnel interact with messaging through Portasana® staff interface for group and 1:1 messaging. Portasana® supports:

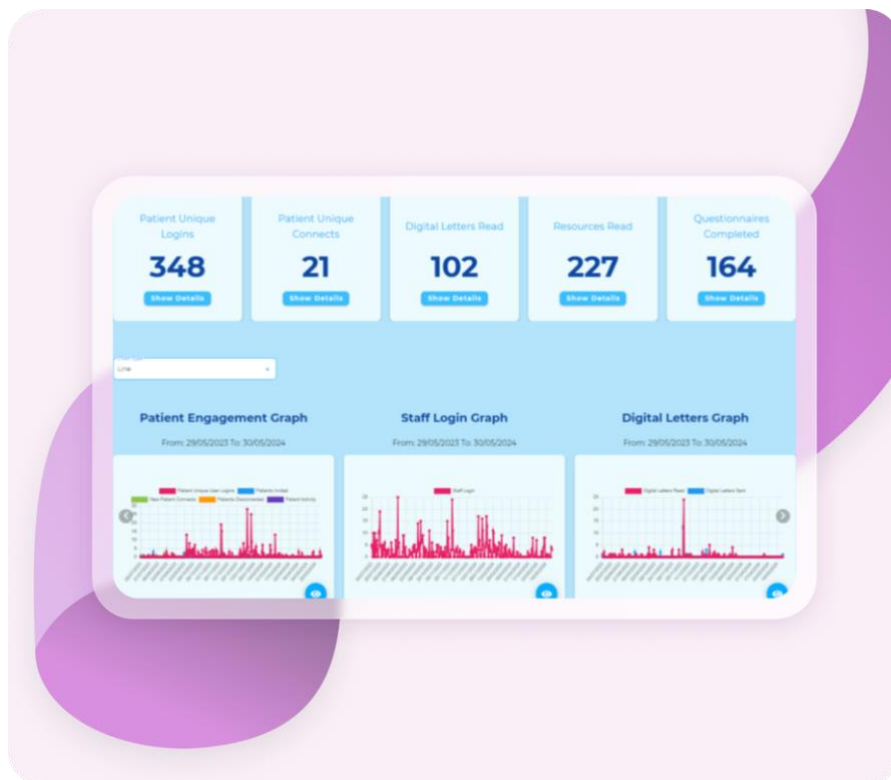
- **Automated**, rules-based messaging triggered by events or schedules (e.g. appointment dates, pathway milestones).
- **Broadcast** messaging to defined patient groups, with optional attachments such as forms or resources.
- **Manual**, one-to-one outbound messaging and, where required, bidirectional messaging via dedicated service inboxes.
- Attachment handling, including forms, PDFs and patient-facing resources.



3.4 Data, Insights and Analytic Capabilities

Dashboard & Reporting Functionality:

The Reporting and Insights Dashboard in Portasana® Staff Station serves as a crucial tool for risk stratification, tracking, analysing, and reporting on healthcare delivery and patient outcomes. This dashboard not only enhances the functionality of Portasana® by making it a more powerful tool for managing patient care but also adds a layer of transparency and evidence-based practice that is crucial in modern healthcare settings.



Dashboard & Reporting Features:

1. **Data Integration:** Collects and consolidates data from various modules such as patient assessments, educational resource engagement, symptom tracking, and interactions with healthcare devices.
2. **Real-time Analytics:** Processes data in real-time to provide up-to-date insights into patient progress, treatment effectiveness, and care pathway efficiency.
3. **Customisable Reports:** Allows healthcare providers to customise reports based on specific needs or inquiries, such as by patient demographic, condition type, or treatment response.
4. **Visual Dashboards:** Presents data through intuitive visual formats like graphs and charts, making it easier for users to understand and analyse information quickly.
5. **Compliance and Audit Trails:** Maintains detailed logs of all data changes and interactions to support compliance with healthcare regulations and standards.

Dashboard & Reporting Benefits:

Portasana®'s comprehensive dashboard and reporting features provide a powerful toolset for healthcare providers to enhance patient care, optimize operations, make informed decisions, and manage risks effectively. The implementation of dashboards and reporting systems within Portasana® offers numerous advantages.

Our customers can quantify and measure engagement and the impact of the implementation of our solution, addressing all key metrics as required, to assess return on investment. The platform offers the potential to boost operational efficiency by identifying trends and patterns in care delivery, which helps streamline operations, reduce costs, and allocate resources more effectively.

Enhanced patient care is a primary benefit, as Portasana® provides detailed insights into individual patient needs and responses, allowing for more precise and effective treatments. Informed decision-making is significantly enhanced with Portasana®'s actionable data, empowering healthcare providers to make better-informed decisions about patient care strategies and interventions. The platform supports improved patient outcomes by continuously monitoring patient progress and treatment efficacy, helping to refine treatment plans and improve health outcomes.

Personalized Risk-Stratified Follow-Up:-

- **Early Identification of High-Risk Patients:** The dashboard can analyse a variety of data points (e.g., patient history, symptoms, behaviour patterns) to identify patients at higher risk of complications or adverse outcomes. This allows for pre-emptive interventions to mitigate risks.
- **Targeted Resource Allocation:** By categorising patients based on risk levels, healthcare providers can efficiently allocate resources and prioritise care for those who need it most, optimising the use of medical and human resources.
- **Improved Preventive Care:** Risk stratification helps in the proactive management of patients with chronic conditions or those prone to hospital readmissions, by facilitating timely preventive measures and routine monitoring.
- **Enhanced Patient Safety:** Continuous monitoring and risk analysis reduce the likelihood of medical errors and adverse events by flagging potential issues before they become critical.
- **Patient Engagement and Autonomy:** Personalised follow-up plans can empower patients by involving them in their own care processes, leading to increased adherence to treatment and improved health outcomes.
- **Long-Term Health Management:** With stratified follow-up, long-term management of chronic conditions is enhanced by regularly adjusting treatments based on patient progress and feedback, thus preventing complications.
- **Outcome Measurement:** Regular follow-ups and personalised care plans allow for better tracking and measurement of treatment outcomes, providing data that can be used to further refine and improve healthcare services.

4. Interoperability and Integrations

4. 1 Portasana® As Multi-EPR Interface

Portasana® Architecture – Built for Multi-EPR Integration

'Portasana®' works as a standalone (e.g. our 'staff station' to/from our patient interface only). With light-touch integration (validating staff and patients), 9 of our modules can be availed of. Should appointment management and digital letters be required, this requires a deeper integration with the existing PAS/ EPR. Portasana®'s architecture has been designed from the ground up to act as a platform capable of integrating with multiple EPRs and PAS systems simultaneously. Our integration layer allows a single deployment of Portasana® to interact with multiple EPR instances within an ICS footprint — so a Trust or ICB can surface information from several EPRs into one consistent patient-facing experience. Some integration examples follow in the next chapter.

FHIR-first design:

Portasana® communicates natively in HL7 FHIR R4, ensuring interoperability with modern EPRs. This means a consistent approach to resources such as Patient, Appointment, Schedule, Slot, DocumentReference, and Task across systems.

Microservices & APIs:

Each Portasana® module (appointments, digital letters, pathways, forms, messaging, devices etc.) is exposed via secure microservices and APIs. This modularity means Trusts can start with core administrative services and scale into clinical pathway support without needing a platform rebuild.



AWS HealthLake as data backbone: Portasana® leverages AWS HealthLake, a fully managed, NHS-compliant data store, to normalise, structure, and securely persist FHIR data from connected EPRs. This provides:

- **Standardisation:** Data ingested from e.g. EPRs is normalised into FHIR.
- **Scalability:** Capable of handling large scale populations
- **Analytics-ready data:** Once data is in HealthLake, it can be queried in real time for reporting, population health insights, and integration into predictive/AI models

Benefits for Patients

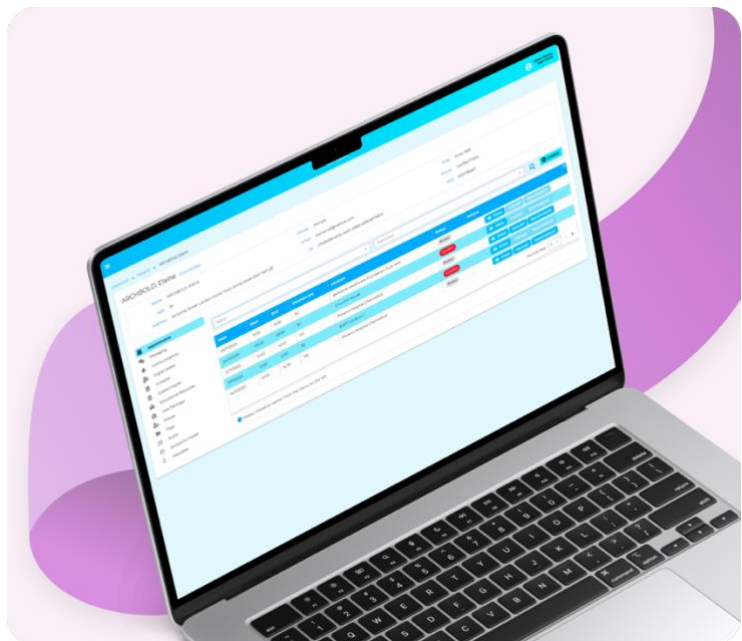
Patients or service users in a given jurisdiction (Integrated Care Board/ Healthcare System) benefit from smoother continuity of care as their health records (e.g. from primary, secondary, public/ private care) are accessible in one place, regardless of which healthcare provider they visit. In the background, Portasana®, integrates with multiple, interchangeable EPRs.

With easier access to their consolidated medical records, patients can become more engaged in their healthcare processes. This engagement helps them better understand their health conditions and treatments, fostering a proactive approach to health management.

When patients see that all their healthcare providers have access to a comprehensive, up-to-date set of medical records, their trust in the healthcare system increases. This trust can lead to higher satisfaction with healthcare services, as patients feel more secure in the knowledge that their health information is handled efficiently and respectfully.

Benefits for Healthcare Providers

For healthcare organizations, Portasana® simplifies data management by integrating multiple Electronic Patient Records (EPRs) into a single platform. This integration enhances efficiency by reducing the need for manual data entry and cross-referencing between different systems, thereby saving time and reducing errors. Additionally, having a unified system eases the compliance burden associated with managing multiple datasets across different platforms, helping ensure that data handling practices meet all necessary health information privacy regulations, such as HIPAA or GDPR, depending on the region.



4.2 Core NHS Systems

NHS App (Wayfinder Programme)

Wellola's Portasana® platform is fully integrated and live with the NHS app; it is aligned with NHS England's Wayfinder Strategy, which places the NHS App at the centre of the national digital front door.

- **NHS App integration:** Portasana® surfaces patient-facing functionality directly within the NHS App, enabling patients to seamlessly access appointments, messages, and care pathways without additional logins or duplication.
- **First-of-type delivery:** Wellola was the first supplier nationally to complete Mlv2 reporting within the NHS App, demonstrating both compliance and innovation.
- **Strategic alignment:** By enabling Portasana® through the NHS App, Trusts can contribute to national adoption targets, support digital inclusion, and avoid investing in siloed, standalone portals.
- **Value for Trusts:** This ensures maximum patient reach, consistent user experience, and reduced burden on local IT teams, as all features are accessed through a channel patients already trust and use.



Integrations for Authentication

Wellola has invested heavily in secure, standards-based authentication, ensuring that Portasana® integrates smoothly into NHS identity and access ecosystems. Wellola supports Single Sign-On (SSO), using OAuth2/OpenID standards, ensuring continuity of workflows for staff when accessing a Portasana® feature from their EPR. Wellola will work with your organisation to support SSO in a manner that works best for your team. Some existing integrations noted below:-

- **NHS Login** – Enables patients to authenticate securely from home using established NHS Digital processes, reducing the need for in-person verification. Authentication for the Portasana® patient interface is completed via an encrypted NHS Login feature in cooperation with NHS Digital. With a NHS Login account, patients can verify their identity from the comfort of their home without having to visit their providers offices in person. Once a patient is authenticated in Portasana® using NHS Login, they can safely connect to all their healthcare providers with just one click of a button. No additional verification needed. Alternative MFA methods etc. can be explored as required.
- **NHS Smartcard** – Provides **single sign-on (SSO)** for staff. Whether using physical or virtual cards, clinicians can access Portasana® directly from their EPR environment without managing additional credentials.
- **Active Directory / MS Entra ID** – Supports federated sign-on for staff, ensuring role-based access control (RBAC) and seamless integration with Trust IT infrastructure. Together, these authentication routes guarantee that both staff and patients experience a secure, frictionless login process fully compliant with NHS security and IG requirements.

4.3 EPR Integration Example 1: Rio EPR (The Access Group)

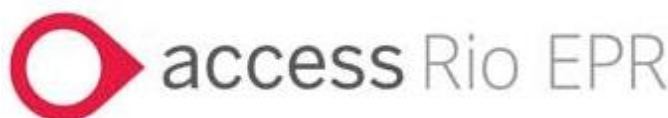
Berkshire Healthcare Community NHS Foundation Trust | Black Country Healthcare NHS Foundation Trusts

Wellola has completed a live integration with the Rio EPR at NHS Trust level (e.g. Berkshire Healthcare Community NHS Foundation Trust |

Black Country Healthcare NHS Foundation Trusts), providing the buyer with clear proof of our ability to integrate Portasana® into large-scale, complex EPR estates. Among all Patient Engagement Platforms (PEPs), Portasana® is uniquely positioned as the only live, deeply integrated solution with Access Group's Rio EPR.

Our platform is not a “light-touch” view-only portal — it is a bi-directional integration with read/write functionality, already proven and live in multiple NHS Trusts. This provides a compelling, low-risk option for organisations using Rio, as we have already solved the integration challenges and demonstrated real-world benefits. This unique positioning makes Wellola the safest, most future-proof partner for Trusts looking to deploy a patient portal integrated with Rio and beyond.

The integration connects Portasana® to Rio via FHIR APIs and is fully aligned with NHS authentication services (NHS Login and NHS Smartcard). It underpins critical patient-facing and administrative workflows, demonstrating exactly the same patterns we would replicate for any EPR integration.



Rio Overview

- First and only live PEP with **Read/Write into Rio** for appointments, proxy, forms: Portasana® supports synchronous and asynchronous appointment management — patients can view, cancel, reschedule, and receive reminders in real time, with updates written back into Rio's HCP & clinic diaries.
- **Depth of capability:** In addition to appointment management, we deliver online assessments, proxy access, educational resources, symptom tracking, messaging, and digital care pathways — all deeply embedded into Rio workflows.
- **Proven deployments:** Portasana® has already been deployed at Birmingham Community NHS Foundation Trust, Berkshire Healthcare Foundation Trust, and Black Country NHS Foundation Trust — all Rio sites, demonstrating scalability and repeatability.
- **Certified Access Group Partner:** Wellola is formally recognised as a partner of The Access Group, ensuring alignment with Rio's roadmap and future interoperability strategy.
- **First-of-type for NHS App Mlv2 reporting:** We were the first supplier to complete Management Information v2 (Mlv2) reporting within NHS App, further proving our leadership and ability to deliver innovation in partnership with NHS England.

Core Administrative Platform delivered through Rio

1. Patient Authentication (NHS Login, NHS Smartcard, Active Directory)
2. Staff Authentication (NHS Smartcard SSO / AD SSO) & Single Sign-On in Patient Context (direct launch from Rio)
3. Appointment Management – View, Cancel, Reschedule & Reminders
4. Digital Letters (with hybrid mail via Synertec and Publisure)
5. Extended Modules: Forms, Assessments, Messaging

How Portasana® integrates with Rio

- **Patient Authentication:** Patients authenticate via NHS App and NHS Login, enabling remote ID verification. Patients are automatically linked to their Rio record via FHIR Patient resources, ensuring data integrity and alignment.
- **Staff Authentication & Single Sign-On in Patient Context:** Staff log in with NHS Smartcard SSO (including virtual Smartcards) or via MS Entra/Active Directory. Portasana® recognises the identity and role, applying appropriate RBAC controls in alignment with Trust policies. Rio supports context launch into Portasana®, so a clinician can open the patient's portal directly from the EPR without re-entering credentials.
- **Appointment Management (Read/Write) & Reminders:** Real-time integration with Rio's HCP & clinic diary enables:
 - **View:** Patients see current and upcoming appointments.
 - **Cancel/Reschedule:** Patients can request changes, written directly back into Rio.
 - **Reminders:** Portasana® sends digital reminders (push, SMS, email), reducing DNAs.
 - Both **synchronous** (real-time updates) and **asynchronous** (task-list mediated) appointment management patterns are supported, depending on Trust preferences.
- **Digital Letters:** Portasana® surfaces all types of correspondence, fully integrated with Rio's document model. Digital correspondence is delivered via Portasana®; if unread within a defined timeframe, letters automatically fall back to paper via Synertec or Publisure hybrid mail, ensuring no patient is excluded. Full audit trail is maintained, including "read receipts," reducing postage costs and missed communications.

Extended Modules (beyond Core Administrative Platform)

- **Assessments & Forms:** completed by patients via the portal and pushed back into the Rio record (read/write to Rio).
- **NHS App integration:** having completed appointments in NHS App, we are currently working to integrate e-forms into the NHS App.

4.3 EPR Integration Example 2: PPM+ EPR (NHS and Aire Logic) Leeds Teaching Hospitals NHS Trust

Leeds Teaching Hospitals NHS Trust (LTHT) is one of the largest NHS Trusts in the country and home to the Aire Logic-developed PPM+ EPR. Wellola's Portasana® platform is already live and fully integrated with PPM+ as the Personal Health Record



for the Trusts, making this one of the most compelling examples of our ability to deliver deep, operational integrations in a complex, multi-system NHS environment. This deployment evidences that Portasana® can not only integrate with leading EPRs but also scale to some of the most digitally mature Trusts in the NHS.

In summary, here Wellola has delivered :-

- **Live deployment at scale:** Portasana® has been in use at LTHT for several years as its PHR, fully integrated with PPM+, NHS Login, and Active Directory.
- **Authentication aligned to Trust policy:** Portasana® supports NHS Login for patients and AD/Entra SSO for staff, delivering a secure and seamless authentication process.
- **Rich functionality:** Patients can access appointments, digital letters, resources, and care pathways via Portasana®, with data integrated back into PPM+.
- **Proven interoperability:** The deployment demonstrates Wellola's ability to integrate with a locally developed, open EPR (PPM+), as well as with nationally mandated services.
- **Scalability:** As with Rio, this project shows that Portasana® can scale across multiple clinical areas and support LTHT's Best for Specialist and Integrated Care Strategy.

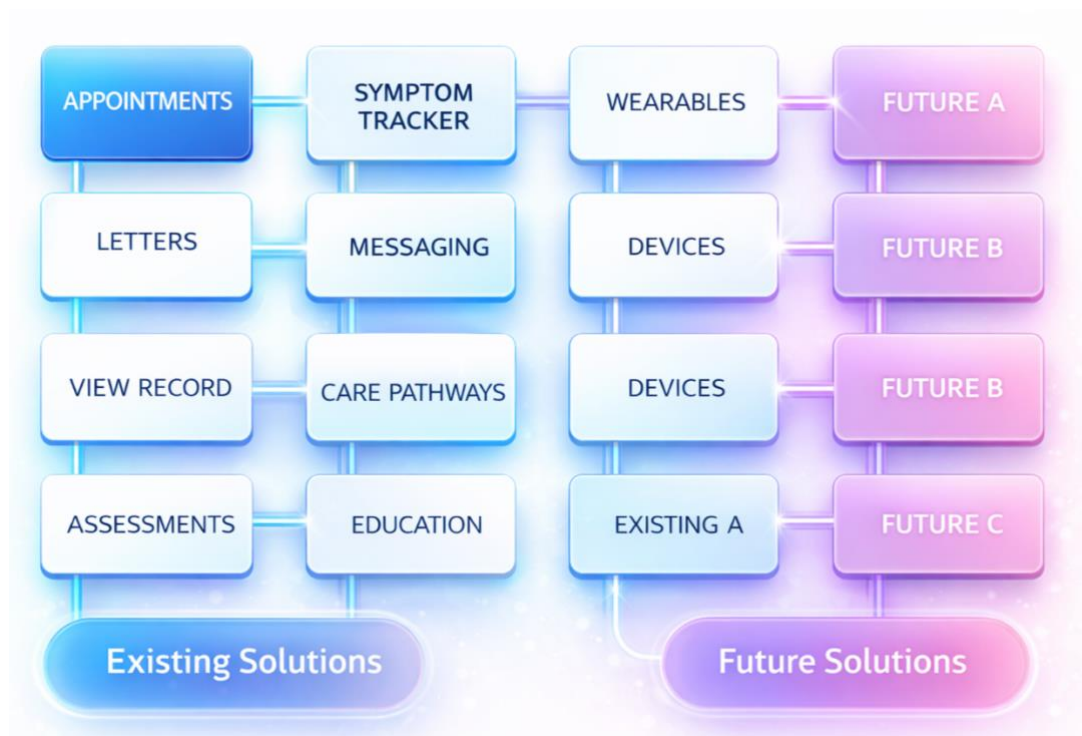
How Portasana® integrates with PPM+

- **Patient Authentication:** Patients log in securely via NHS Login, ensuring strong identity verification. Authentication is directly linked to their PPM+ record, so data always aligns safely.
- **Staff Authentication & Single Sign-On in Patient Context:** Clinicians and administrators use Active Directory/MS Entra ID for access, with role-based control aligned to LTHT's IT strategy. Contextual launch is supported, enabling clinicians to move seamlessly from PPM+ into Portasana® without re-entering credentials.
- **Online Forms:** Patients can complete assessments and health questionnaires in Portasana®, with results written back into PPM+ for staff to review and act upon.
- **Educational Resources:** Patients access a curated library of trusted educational content, linked to their condition or care plan, helping them stay informed and engaged.
- **GIRFT Care Pathways:** Clinicians can create structured digital care pathways in Portasana® that guide patients step by step through treatment, recovery, or self-management. Pathways combine resources, assessments, and tasks, giving both patients and clinicians better visibility and supporting care outside of hospital walls.

5. Non-Functional Considerations

5.1 Portasana® As Aggregator of Patient-Facing Services

Whilst Portasana® offers eleven purpose-built modules, Wellola recognises that many of our customers already have very sophisticated, working, point solutions in place to care for and communicate digitally with their service users. In recognition of this, Portasana® excels as a sophisticated aggregator of patient-facing digital tools at a given customer site, significantly enhancing the functionality and efficiency of healthcare organizations by integrating disparate, siloed software systems into a unified platform that faces the patient. This aggregation function stands as a cornerstone of Portasana®'s offering, designed to future-proof the digital communication needs of healthcare providers by offering a centralized, coherent, and comprehensive digital environment.



Benefits of Portasana®'s Aggregator Function:

Unified Patient Experience:

By consolidating all patient-facing applications into one platform, Portasana® offers a singular, seamless user experience for patients. This integration simplifies how patients interact with healthcare systems, from scheduling appointments to accessing medical records and educational materials, thereby reducing confusion and improving user satisfaction and adoption of digital engagement.

Scalability and Flexibility:

Portasana® is designed to integrate new technologies and scale according to the growing needs of the healthcare provider. This flexibility ensures that the platform can adapt to

future advancements in healthcare technology without requiring complete system overhauls, thereby protecting the long-term investment of the organization.

Enhanced Data Integration:

The aggregator function ensures that all patient information is up-to-date and accessible from a single point, reducing data redundancies and minimizing the risk of errors. Healthcare providers benefit from having a holistic view of patient information, which enhances decision-making and patient care planning.

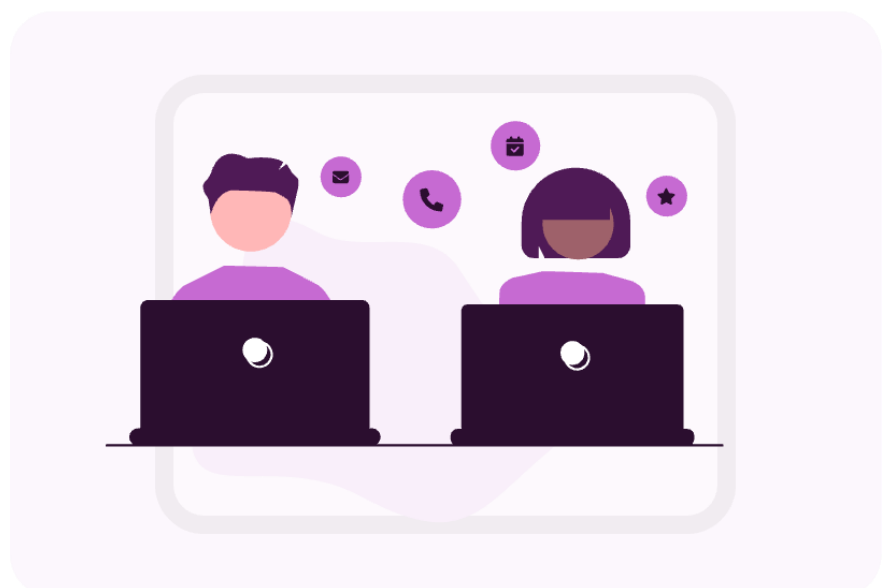
Increased Operational Efficiency:

For healthcare organizations, the ability to manage multiple patient-facing tools through one platform eliminates the need for multiple interfaces, which can be costly and complex to maintain. This consolidation leads to significant reductions in administrative overhead and IT maintenance costs, allowing resources to be redirected towards improving patient care.

Streamlined Communication:

Aggregating different tools into one platform enhances the communication flow between patients and healthcare providers. This streamlined communication improves the efficiency of care delivery and increases patient engagement and adherence to treatment plans.

By serving as an aggregator, Portasana® not only optimises the management of digital tools within healthcare settings but also transforms how patients and providers interact with technology. This approach not only meets the current needs of healthcare organisations but also sets the stage for future innovations in patient care and management.



6. Standards, Assurance & Compliance

Wellola is built for regulated healthcare environments and meets the key national standards required to safely deploy digital solutions across NHS and public sector settings. (all certificates, information governance and clinical safety documentation is available on request). Please read more about our policies and compliance at <https://wellola.com/security>.

Clinical Safety & NHS Standards

- **DCB0129 – Clinical Risk Management:** Wellola has formally assessed and mitigated clinical risks arising from the design, development and deployment of Portasana®. This ensures patient safety is embedded throughout the product lifecycle, with documented hazard logs, safety cases and clinical oversight.
- **DAPB3051- Identity Verification and Authentication Standard:** Portasana® follows a consistent, NHS-approved standard to identity verification and authentication for digital health and care services.

Data Protection & NHS Digital Assurance

- **GDPR Compliant:** Wellola processes personal and health data lawfully, transparently and securely, with strong controls around consent, data minimisation, retention and patient rights.
- **NHS DTAC (Digital Technology Assessment Criteria):** Wellola is assured to DTAC, which provides reassurance that Portasana® meets NHS England requirements across clinical safety, data protection, technical security, interoperability and usability — enabling Trusts and ICSs to procure with confidence.
- **DSPT (Data Security and Protection Toolkit):** Wellola confirms alignment with the National Data Guardian's 10 Data Security Standards, demonstrating robust governance, secure handling of patient data and clear accountability. Our Organisation is listed on the DSPT site under organisation code S9G8V.

Information Security & Cyber Resilience

- **ISO 27001:2022 Certified:** The ISO certification we have, an internationally recognised standard for information security management, confirms that Wellola operates a structured, independently audited approach to protecting data confidentiality, integrity and availability.
- **Cyber Essentials & Cyber Essentials Plus:** Wellola is certified to these UK Government-backed certifications verifying strong protection against common cyber threats. Cyber Essentials Plus includes independent technical testing, providing additional assurance of security controls in practice.



7. Wellola's Commitment to Sustainability:

At Wellola, we are deeply committed to innovation, social justice, environmental responsibility, and sustainable business practices. In response to the pressing need for organizations to consider their environmental and societal impact, as mandated by regulations like the EU Green Deal, Green Public Procurement Guidelines, and the Climate Action Bill, we have taken decisive steps towards sustainability.

Our overarching goal is to achieve Net Zero status by 2040, and to guide our journey, we conducted a comprehensive review in December 2022, aligning with the United Nations Sustainable Development Goals (SDGs). This review assessed the impact of our activities on all 17 SDGs and laid the foundation for our sustainability initiatives.

Wellola's Environmental Initiatives for Sustainability:

- **Energy Efficiency:** We've enhanced energy efficiency at our headquarters through retrofits, including heat-efficient windows, a new heat pump system, and smart lighting. Our culture of sustainability ensures that appliances are used sparingly.
- **Sustainable Computing:** Cloud-based AWS data storage and infrastructure usage, coupled with resource deprecation and data streaming optimization, actively reduce our carbon footprint.
- **Capacity Development and Sustainability Upskilling:** We've invested in upskilling our staff and leverage resources like SEAI Online Academy to bolster our sustainability efforts.
- **Supply Chain Sustainability:** We evaluate our partnerships for their environmental and social responsibility commitments, working to mitigate supply chain risks. We encourage suppliers to provide clarity on sustainability through our Supply Chain Form.

Wellola Carbon Reduction Plan 2026:

As a digital healthcare business, our environmental impact primarily stems from our technology stack and digital environment. Transitioning to a cloud-based AWS system, deprecating unused resources, and optimising data streaming have made our platform more sustainable, reducing our carbon footprint through reduction roadmaps and offsetting programs.

We are committed to promoting sustainability, especially given that healthcare-related travel accounts for approximately 5% of all UK travel. We consult with sustainability experts to develop a comprehensive sustainability and decarbonisation strategy, including performance measures, KPIs, and targets.

- Phase 1 of our sustainability project involved mapping internal activities, supply, and value chains, developing SDG content frameworks, crafting social and environmental policy documentation, and establishing a Supplier Engagement Process for Scope 3 sustainability measurement.
- In Phase 2, we are expanding our efforts with GHG standard carbon calculation, , supply chain and tech stack mapping, carbon reduction roadmap design, and certification of our carbon reduction plan.

Our policies reflect our commitment to social values and our dedication to making a positive impact on society. We continuously review and improve our policies to align with the SDGs and minimise our environmental impact throughout the contract's lifetime. At Wellola, sustainability is a key priority, and we are taking active steps to reduce our footprint and contribute to a greener, more sustainable future.

Supporting our customers

By following the below approach, we can enable our customers to assess, quantify, and evidence a reduction in carbon emissions resulting from the implementation of Portasana®.

- **Initial Carbon Footprint Assessment:** Wellola would commence by support the Trust to conduct a thorough assessment of its existing carbon footprint, particularly in relation to healthcare processes and patient interactions. This would include quantifying emissions associated with paper-based workflows, in-person appointments, and other carbon-intensive activities.
- **Customized Patient Engagement Solution:** We would deploy Portasana®, tailored to the Trust's specific needs and goals for carbon reduction. This might include features such as digital appointment scheduling, and secure messaging to reduce the need for physical visits and paper-based communication.
- **Data Tracking and Reporting:** Portasana® incorporates data tracking capabilities to monitor and record key metrics related to carbon emissions. This would include tracking the number of appointments managed, digital letters sent.
- **Education and Training:** Wellola offers training and educational resources to Trust staff, patients, and stakeholders to encourage sustainable practices and maximise the use of carbon-reducing features within the platform.
- **Continuous Improvement:** Wellola would work closely with the Trust to continuously refine the platform solution, identifying additional opportunities for emissions reduction and enhancing reporting mechanisms.



8. Sample Use Cases

Benefits of the platform include those secured from the administrative side (e.g., reduced paper, post, no-shows), but our core focus is supporting alternative methods of care delivery for staff and service users (namely supported self-management); benefits here include reduced in-person care, waiting list validation, pre-op peri optimisation, support for the waiting well, reduce length of stay, post-op supports etc.

A study from the Health Foundation suggests that if patients who currently feel least able to manage their conditions were supported to manage them as well as those who feel most able, this could prevent 436,000 emergency admissions to hospital and 690,000 attendances at A&E each year.

There is additional evidence that supported self-management has a positive impact on the health and care system. An independent evaluation found that people who had the highest knowledge, skills and confidence had 19% fewer GP appointments and 38% fewer A&E attendances than those with the lowest levels of activation ¹. This finding was corroborated by a Health Foundation study which tracked 9,000 people across a health and care system [2²].

Some of our most recent deployments, exhibiting various use cases, integrations and modules delivered at scale in complex healthcare settings are our outlined below: -

Berkshire Healthcare NHS Foundation Trust- Patient Portal

Berkshire Healthcare NHS Foundation Trust (BHFT) provides a wide range of community mental health and specialist healthcare services for people of all ages, over 100 locations across Berkshire and neighbouring areas. The trust focuses on delivering high-quality care in community settings, including clinics, health centers, and patient homes, to improve health outcomes and reduce hospital admissions.

Portasana® has demonstrated its capability to enhance patient care and operational efficiency through its implementation at the Berkshire Healthcare NHS Foundation Trust (BHFT). Serving a locality with 1,000,000 patients, the patient portal designed, developed, serviced, and maintained solely by Wellola showcases Portasana®'s robust functionality, deeply integrated with read/write-back facility with NHS App and Rio EPR. Key features include appointment management, digital letters, educational materials, online forms, and proxy access support, all integrated seamlessly with NHS systems like NHS Smartcard, NHSLogin, and Rio EPR. This integration ensures a streamlined experience for both patients and healthcare providers.

¹ [1] Barker, I. et al. (2017), Patient activation is associated with fewer visits to both general practice and emergency departments: a cross-sectional study of patients with long-term conditions, *Clinical Medicine*, 17(3), p.15

² Deeny, S., Thorlby, R., Steventon, A. (2018), Briefing: Reducing emergency admissions: unlocking the potential of people to better manage their long-term conditions. London: Health Foundation

Leeds Teaching Hospitals NHS Trust- Personal Health Record

Leeds Teaching Hospitals NHS Trust is one of the largest and busiest Acute hospital trusts in the UK, offering a comprehensive range of general and specialist medical services. It operates several hospitals, including Leeds General Infirmary and St. James's University Hospital, and serves a diverse population across Leeds and the surrounding areas. The trust is renowned for its excellence in clinical care, research, and education, providing cutting-edge treatments and participating in numerous clinical trials. It is committed to improving patient outcomes and healthcare delivery through innovation and collaboration.

At Leeds Teaching Hospitals NHS Trust (LTHT), Portasana®'s Personal Health Record system caters to up to 3,500,000 patients, underscoring its scalability and adaptability in an acute health setting. The platform allows patients to set up accounts, access educational materials, complete forms online, and engage in virtual care pathways. Integration with the hospital's existing system (PPM+) ensures a cohesive patient experience and efficient clinical information sharing.

Andy Webster, Chief Clinical Information Officer and Consultant in Emergency Medicine at LTHT, praised the project for enhancing patient communication, facilitating two-way information sharing, and involving patients more actively in their healthcare. This partnership demonstrates Portasana®'s commitment to providing the best digital experience and improving patient outcomes through technology.

North East London NHS Foundation Trust (NELFT)- eDischarge to Virtual Wards

North East London NHS Foundation Trust (NELFT) provides an extensive range of community and mental health services for people of all ages in north east London, Essex, Kent, and Medway. It offers integrated care services, including community nursing, therapy, mental health support, and specialist care for children and adults. NELFT focuses on delivering high-quality, compassionate care to enhance patient well-being and promote recovery. The trust also engages in innovative projects to improve healthcare delivery and patient outcomes.

Portasana® is also in use as the e-discharge module on the virtual wards at North East London NHS Foundation Trust (NELFT), as part of a joint project with The Access Group. This integrated care platform streamlines patient flow, supports virtual wards, and manages patient discharge from hospital to home. By digitizing the patient flow and discharge process, clinicians can view real-time bed availability, speed up patient referrals, and discharge services. Remote patient support devices provide vital statistics directly into health records, allowing proactive care while patients remain at home.

Umesh Gadhvi, Chief Digital Information Officer at NELFT, emphasized the importance of virtual wards in providing care to patients at home, reducing hospital admissions, and freeing up clinical time. This project illustrates Portasana®'s ability to integrate acute and community health and social care, demonstrating its flexibility and effectiveness in different healthcare settings.

9. Sample Business Case

Taking Year 1 as an example below of 50% uptake at a site availing of the core modules for 500,000 Trust service users with an appointment each and 15,000 availing of the virtual care pathway module. The associated ROI is £6,800,000 in both cash releasing and non-cash releasing benefits. Patient and staff experience, alongside health outcomes and net zero goals also standing to benefit.

Project Benefits- Per Annum Return on Investment with Wellola

Breakdown	Drawn From	Average Rate	Cost- Example	Target with Wellola	Potential Savings
Cash Releasing	Post	£1.40 per letter	Assumption/ Example: Site cares for 500,000 patients p.a. Each requires at least 1 appointment letter Cost of ~£700,000	50% of patients choose digital alternative	£350,000
Either Cash Releasing or Non-Cash-releasing	Admin Staff	£40,000 salary	Assumption/ Example: Site: 15 staff members manage admin related to bookings, patient forms, documentation at a wages cost of £600,000	Admin burden reduced by 50%, freeing staff to work in other aspects of the system	£300,000
Non-Cash-Releasing	No-Shows	14.5% per annum	Assumption/ Example: 500,000 OPD appointments p.a. No-show rate: 14.5% At £120 per appointment, no-shows cost Site £8.7M per annum	50% improvement in no-shows (reminders, appointment self-management and online consultation alternatives)	£4,350,000
Virtual Care Pathway	Reduced Follow-ups	£120 per visit	50,000 OPD- 30% reductions in low complexity- high volume follow-ups (e.g., 15,000 on a Virtual Care Pathway)	Increase through-put, return time to care	£1,800,000
Quality	Patient Experience & Health Outcomes		• Maintain patient experience outcomes • Patient/ Parent Education • Self-Management • +/- NOK Involvement • Remove Barriers to Care		
	Staff Experience	National average staff turnover: 12%	National average staff turnover: 12% • Return Time-To-Care • Reduce Admin • Remove Barriers to Care		
Sustainability	Reduced Travel	5% of all travel in UK attributable to healthcare	Supports Sustainability Strategy		
			Potential Savings		£6,800,000 Per Annum

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