



Visiba Triage

Service Definition

Service overview

Visiba Triage is a market-leading AI-enabled medical device designed as a clinical decision support tool that conducts patient assessments and surfaces clinical urgency and differential diagnoses to healthcare professionals.

The solution includes configurable levels of automation and live integration with core healthcare software systems, enabling healthcare providers to deliver efficient, safe and high-quality remote consultations and patient triage.

Quality assurance and certifications

Visiba Triage is a registered medical device adhering to the latest and most stringent regulatory requirements:

- CE-marked Medical Device (Class IIa)
- Digital Technology Assessment Criteria (DTAC) compliant
- ISO 27001:2013 certified
- Cyber Essentials Plus certified
- Data Security Protection Toolkit (DSPT)
- Annual penetration testing by independent third parties

Hosting and infrastructure

Hosting location : The Visiba platform is hosted with Microsoft Azure in the UK West datacentre. All patient data is stored within the United Kingdom, ensuring compliance with UK data protection regulations and NHS data security standards.

System architecture : The solution employs a modular and configuration-controlled code architecture with the following key components:

- Load-balanced web servers for redundancy and high availability
- Relational database for persistent data storage
- File storage for user-uploaded content
- Message broker using Advanced Message Queuing Protocol (AMQP) for asynchronous processing
- Medical Core engine running in Docker Swarm cluster for computational efficiency
- UTF-8 character encoding support with NTP time synchronisation

Technical requirements : End users access the service through standard web browsers or mobile applications. The system supports:



- Web browsers: Chrome, Firefox, Safari, Edge
- Mobile platforms: iOS and Android applications
- Secure HTTPS/TLS connections (TLS 1.2 or higher)
- WebRTC for real-time video consultations

Data backup and disaster recovery

Backup strategy : We implement a comprehensive backup strategy to protect customer data:

- Daily automated backups of all customer data
- Azure Recovery Service for cloud-based backup infrastructure
- Off-site backup storage using Restic with AES-256 encryption
- Backups scheduled during off-peak hours to minimise system disruption
- Secure data transfer over TLS for all backup operations

Disaster recovery : Our business continuity plan stipulates annual disaster recovery testing, documented and audited by third parties. Recovery procedures are regularly reviewed and updated to ensure rapid restoration of services in the event of a major incident.

Backup retention and recovery capabilities are configured based on data classification levels, with high-classification data subject to annual disaster recovery testing requirements.

Service levels

Availability : The service is available 99.5% of the time, calculated as an average over each calendar month. Availability is measured 24/7, excluding scheduled maintenance windows.

Service availability is monitored through automated tools. The service is deemed unavailable when users cannot access and interact with the platform outside of the maintenance window.

Support hours : Live help desk support is available during the following hours:

Working Hours: 07:00 to 18:00 UK time (BST or GMT), Monday through Friday, excluding bank holidays

Support channels include:

- Web chat support (for first-line support)
- Email: support@visibacare.com
- Phone: +44 (0)1865 502503



- Emergency phone support for Critical and Major errors outside working hours:
+46 10 551 77 43

Response and resolution times : Error severity levels and corresponding response times:

Critical: Complete loss of service

Response: 30 minutes | Temporary Resolution: 4 hours | Final Resolution: 7 days

Major: Severely degraded performance or major functionality unavailable

Response: 1 hour | Temporary Resolution: 8 hours | Final Resolution: 11 days

Minor: Minor functionality issues or cosmetic problems

Response: 2 hours | Final Resolution: 22 days

Scheduled maintenance

Regular scheduled maintenance is performed within the following window:

Maintenance Window: 01:00 to 04:00 UK time (BST or GMT), daily

Additional maintenance outside this window may be performed provided it does not cause more than minor and temporary disruption to service quality. Customers are notified in advance of any significant maintenance activities.

Service Credits

If we fail to meet the service levels specified in this document, customers may be eligible for service credits:

- 10% of monthly fee for each unmet error resolution time
- 10% of monthly fee if more than five errors exceed response times in a quarter
- Availability-based credits: 10% (95.0-99.49%), 25% (90.0-94.9%), 50% (80.0-89.9%), 100% (below 80%)

Service credit requests must be submitted within 30 calendar days of the end of the relevant month. Total credits in any month are capped at 100% of the monthly fee.

Onboarding and offboarding

Onboarding support : During the first 12 months of service, customers receive comprehensive first, second, and third-line support. This includes:

- Implementation planning and configuration
- User training and documentation
- Integration setup with existing healthcare systems



- Configuration of data retention policies and security settings
- Dedicated support for initial rollout and adoption

After the first 12 months, customers continue to receive second and third-line support, including assistance with end-user questions that the customer is unable to resolve.

Offboarding and data access : Upon service termination, customers can request export of their data. Data will be provided in standard formats compatible with common healthcare systems. The specific retention period following termination is defined in the service agreement.

Customers are responsible for ensuring compliance with applicable data retention requirements, such as medical records legislation, which may require retaining patient data outside the service for periods exceeding our standard retention policies.

Integration capabilities

Visiba Triage supports integration with various healthcare IT systems to enable seamless workflows:

- GP Connect for appointment booking and consultation reports
- IM1 for direct journal entry and consultation export
- NHS pairing for journal entry integration
- Active Directory (AD) for user management and single sign-on
- Various electronic identity verification systems (e.g., NHS login)
- Calendar systems (Microsoft Outlook, Google Calendar)
- RESTful APIs for custom integration requirements

Security measures

Data encryption : All data is encrypted both in transit and at rest:

- TLS 1.2 or higher for data in transit
- AES-256 encryption for data at rest
- Secure cryptographic key management throughout the data lifecycle

Access control : Access to systems and data is controlled through:

- Role-based access control (RBAC) for users and administrators
- Multi-factor authentication for administrative access
- Principle of least privilege for all user accounts
- Regular access reviews and audit logging

Security testing : We maintain a rigorous security testing program:



- Annual penetration testing by independent third parties
- Regular vulnerability scanning and security assessments
- Continuous threat intelligence monitoring
- Systems hardening according to industry best practices
- Malware protection on all systems

Security monitoring : The platform implements comprehensive security logging and monitoring:

- 24/7 infrastructure monitoring for CPU, RAM, and disk usage
- Network monitoring for stable, high-capacity connections
- Security event logging and analysis
- Automated alerting for security incidents

Incident management : We maintain formal processes for managing security and safety incidents, including escalation procedures, communication protocols, and root cause analysis. All incidents are documented, investigated, and reviewed to prevent recurrence.

Data protection and privacy

GDPR and UK data protection compliance : Visiba is fully compliant with UK GDPR and Data Protection Act 2018. We act as a data processor, with healthcare providers maintaining data controller responsibilities. Our Data Protection Officer can be contacted regarding any data protection matters.

Data retention and anonymisation : Configured according to customer requirements as the data controller:

- Patient Profile Data: Includes name, contact details, and basic demographics. Configurable retention period (typically up to one year of inactivity).
- Patient Clinical Data: Includes consultation records, form answers, and uploaded files. Automatically anonymised per individual case (booking, visit, or message) after a configurable period (typically 30 days).
- Patient-Triggered Deletion: Patients can request account deletion through the service. The profile is removed within a configurable period (default 30 days to comply with GDPR).

Healthcare providers are responsible for ensuring compliance with medical records legislation, which may require retention outside the service for periods such as ten years for patient journals or seven years for accounting purposes.

Data subject rights : The service supports data subject rights including access, rectification, erasure, and data portability. Requests are processed in accordance with GDPR requirements, typically within 30 days.



Service constraints

Customisation : The service offers configurable functionality to meet customer-specific requirements while maintaining a common code base. Customisation includes:

- Workflow configuration and triage protocols
- Branding and user interface customisation
- Integration setup with existing systems
- Data retention policy configuration
- User access rights and organisational structure

Significant custom development beyond standard configuration may require additional project scoping and is subject to agreement.

Capacity management : The service infrastructure is designed to scale dynamically based on demand. Load balancing distributes traffic across multiple servers to maintain performance during peak usage periods. Capacity is regularly reviewed and adjusted to ensure optimal service delivery.

Change management

Updates and changes to the service follow a controlled deployment process:

- Continuous deployment of updates while maintaining customised functionality
- Comprehensive verification and regression testing before deployment
- Rollback procedures to restore service to latest stable release if issues occur
- Communication of significant changes to customers in advance
- Change management processes are traceable and auditable

After-sales support

Ongoing support includes:

- User training and refresher sessions
- Technical support for professional users
- System configuration and optimisation assistance
- Documentation and knowledge base access
- Regular service reviews and performance reporting
- Availability reports provided within 15 calendar days upon request

Support is provided in English. Customers are responsible for first-line support to their end users (patients), with Visiba providing second and third-line support for issues that cannot be resolved by the customer.

For more information, please visit www.visibagroup.com