



CliniBooks Endoscopy Management System (EMS)

Service Definition – G-Cloud 15

Contents

1. Overview and service solution.....	4
2. Service Description.....	5
3. Roles and Responsibilities.....	6
4. Security	6
5. Service Developments.....	7
6. Hours of Coverage, Response Times and Escalation.....	8
7. On-Boarding and Off-Boarding	8
8. Training and Documentation	9
9. Reporting and Review	9
10. System Integration	9
11. Hosting.....	10
12. Pricing	10

1. Overview and service solution

Responsive Healthcare Solutions Ltd. (RHS) has developed its own framework to enable rapid development of clinical applications. The client front end is designed to be compatible with the latest web browsers as well as providing dedicated apps for mobile, tablet and desktop devices.

Service Description

CliniBooks EMS is a cloud-based reporting and management solution, designed with clinicians working in the field of Endoscopy. With its integrated image capture the system documents a complete endoscopy pathway, from referral to discharge and where appropriate recalls surveillance patients to a pre-prescribed appointment period. Image and video capture is delivered via a compact capture device supplied, installed and supported by RHS as part of the service.

EMS has the capability to standalone in a community setting or integrate with patient administration systems (PAS) in hospitals and other health organisations.

EMS is accessible via desktop, tablet and mobile devices ensuring users can access the information they require, when they need it.

Nursing forms (such as Pre, Peri and Post-Operative) are fully integrated into EMS and designed to work on handheld computers so that clinical information is captured in real-time.

Details of surveillance patients are captured, fully automating patient call-back and ensuring patients are brought back at the right time and not missed.

Automated reports, configured with the client, produces great analytics and reduces hours of data manipulation to manage services effectively

CliniBooks provides the perfect opportunity to go paperless, reducing cost and increasing IG safety.

Features

- High performance image and video capture
- Simple workflow design, supporting local practice
- Dashboards for all users
- Electronic triage from any location
- Schedules patients using the JAG recommended point system
- Supports electronic order of bowel prep
- Text reminding
- Complete capture of the nursing pathway
- Pathway tracking – histology review and surveillance
- Automated letter and label printing
- Automated coding of procedures using SNOMED, OPCS and HRG, EMS displays predetermined list of Snomed procures.
- Audit and reporting tools, including compatibility to JAG and NED

Benefits

- Seamless reporting
- Fast implementation with zero installation
- Intuitive system, based on workflow, reducing training time
- System built on our own CliniBooks framework allows individual customisation not forcing organisations into one size fits all
- Tracking of the patient throughout the endoscopy pathway in “real time” reducing clinical risk
- Information entered once, avoiding duplication and reducing risk
- Automated scheduling to JAG point system maximising productivity and flow of patients through the rooms
- Automated letter generation and label and wrist band printing, reducing admin time and improving patient safety
- Cloud based system supporting remote working, clinicians triaging away from work base
- Integrated reporting, configured to meet commissioner and national requirements

2. Service Description

Objective	Deliver an intuitive system with integrated image capture, managing the end to end pathway of endoscopy, one record in one place, eliminating the need for paper records and maximising productivity and patient safety throughput
Scope	EMS works on a standalone basis or integrates with an organisation's patient administration system. It can cover one or multiple sites. It follows the patient from registration to discharge.
User Requirements	Users must have a internet connection, a compatible browser - Microsoft Edge, Firefox, Safari or Chrome
Access Boundaries	• CliniBooks EMS is available to organisations through a software as a service (SAAS) contract • Contracts can cover one or multiple sites • Once a contract is in place users are provisioned with Microsoft Entra ID accounts (single sign-on and multi-factor authentication supported) • Users are approved by the customer and notified to RHS • CliniBooks EMS is role based. Roles defined by the customer • Documents can be uploaded e.g. referral letters, etc
Supported from	All support and management are delivered remotely from within the United Kingdom
Service Level Performance	Through our cloud partner, Microsoft Azure, we are able to offer 99.95% up-time on our application services and 99.99% on our databases.
Training	RHS offer onsite training and 1 day (2 half days) "floor walking" as part of deployment. CliniBooks EMS has a training module to enable end users to put their skills and knowledge into practice in a non-live environment. Documentation is available in PDF format. For development and version changes, guidance is provided
Engagement	Customer engagement is undertaken in a number of ways: • Initial set up and project meetings • Ongoing performance/quarterly meetings. Frequency determined by client • Help Desk – integrated portal, telephone or email • Development meetings as and when required
Help Desk (technical)	• 08:00 – 18:00 hours Monday to Friday, excluding bank holidays • Weekends and bank holidays can be provided at additional cost • Handles queries and incidents relating to EMS via integrated portal, dedicated telephone line or email

3. Roles and Responsibilities

Responsive Healthcare Solutions Ltd	• Will provide the software, the technology and support staff necessary for the effective and safe use of CliniBooks EMS 24/7, 365 days per annum • Provide secure hosting in the UK by a 3rd party provider using Microsoft Azure • Participate in quarterly contract review meetings • Notify the customer of any scheduled maintenance and will ensure that any downtime is agreed with the customer and avoids peak periods of activity • Work with clients to continuously improve the software to meet business need in a constantly changing environment
Customer Responsibilities	• Ensure end users all receive training and familiarisation with the software to optimise usage • Notification of new users and leavers to the provider • Ensure end users report incidents, issues and outages to the Help Desk • Notify RHS of any changes in operational delivery that may adversely affect the smooth running of CliniBooks EMS • Restrict access to only those who have a legitimate use of the software (e.g. delivery of healthcare)

4. Security

Data transfer	CliniBooks EMS transfers all data via HTTPS (TLS 1.2 or above).
Access	CliniBooks EMS uses Microsoft Entra ID to support (single-sign-on) SSO and (multifactor authentication) MFA – this includes NHS.net login. Should your organisation not have an Entra ID or NHS.net accounts we can set up an Entra ID tenant on your behalf.
Roles	Role-based Access – the system uses role-based access (RBAC) to manage permissions on the server. A user can be a member of 1 or more of the following roles: • Admissions - will have access to add/edit referrals, manage appointments, view lists of patients awaiting triage, awaiting appointment, awaiting procedure and awaiting histology report. Can search for the patient by demographics, NHS number and booking reference. Users will be able to see the whole patient pathway appropriate to their need • Management – all of the above plus able to run management reports such as DM01 and DID returns • Nursing - can view lists of patients due to come in by room/date. Can search for the patient by demographics, NHS number and booking reference. Can enter data for Pre, Peri and Postoperative. Can review histology and surveillance. Can complete customised assessments e.g. telephone follow-up

	• Endoscopists – have their own worklists and can undertake triage, reporting, record clinic consultations, review histology reports, book rescopes and order bowel preparation. • Receptionists – can review lists of patients to come in by room/date. Can notify that the patient has arrived and view/edit demographic information.
Rules	All computerised management systems are founded on rules. This can significantly enhance patient safety where clinical staff are working in real time. Some of the rules in CliniBooks EMS include: • Mandatory fields on the endoscopist and nursing pathway • Patients that will be presented to clinicians in terms of triage • Patients that will be presented to clinicians in terms of histology
IG Governance	RHS completes the Data Security and Protection Toolkit year on year and systems undergo external penetration testing. We hold Cyber Essentials.
RHS	All RHS staff are trained in data security and undergo annual training as part of evidence for the Toolkit. All staff are recruited using strong HR practices.
CliniBooks Estate	• Hosted in Microsoft Azure UK data centres, with geo-redundant document storage across UK South and UK West • Application Services available over the internet to allow for remote working/tablet/mobile access • All data transferred via HTTPS TLS1.2 • CliniBooks EMS uses Microsoft Entra ID to support (single-sign-on) SSO and (multifactor authentication (MFA – this includes NHS.net login. Should your organisation not have an Entra ID or NHS.net accounts we can set up an Entra ID tenant on your behalf.

5. Service Developments

All software development will:

- Have a written requirement detailing the change/development (from the customer)
- Be subject to a data privacy impact assessment (undertaken with the customer)
- Be approved by the Technical Director of RHS
- Supported by a project plan for development and implementation
- End user testing will form part of all development work
- Be signed off by the customer before deployment

Development within in the SAAS contract	Where a development enhances the product and can be achieved within the CliniBooks framework, this will be included within the annual contract at no extra cost
Development outside the SAAS contract	Where a development is of benefit to an individual customer alone and can be achieved within the CliniBooks framework, RHS reserve the right to provide a quote for the development work

6. Hours of Coverage, Response Times and Escalation

Hours of Coverage	CliniBooks EMS is available to its users 24/7, 365 days. Levels of support to the end user are outlined above
Response Times	RHS will use all reasonable endeavours to provide technical support services in accordance with the following services levels: (a) Critical issue resolution time – 4 business hours (b) Serious issue resolution time – 6 business hours (c) Moderate issue resolution time – 1 business day (d) Minor issue resolution time – 3 business days
Incidents	Incidents should be notified through the Help Desk. The incident will be assessed by the call-handler and investigated. If necessary, the incident will be escalated in line with RHS Incident Policy
Escalation	Once an incident has been investigated it will, if required, be escalated to one of the directors according to the nature and severity of the incident itself. RHS has a business continuity policy in place which is reviewed annually or more frequently where a change is required
Other Requests	Requests for development or support should be directed to the Technical Director or the Director of Business Development

7. On-Boarding and Off-Boarding

On-Boarding	The period for on-boarding varies but will usually take approximately 7 – 10 working days. Variables include: • The complexity of customer requirements (including reporting, hosting and integration) • Work with customer to undertake a gap analysis between current and future practices which will inform the implementation phase and identify benefits which can be driven through with deployment e.g. • The number of users • The number of sites • Level of training • Access to a dedicated lead for implementation (customer)
Off-Boarding	Leading up to the point of termination a date will be agreed between RHS and the customer. RHS will work with the customer prior to the expiry of the agreement to agree a method by which the data can be transferred to enable them to move to a different supplier. RHS reserve the right to charge for this service. At termination: • Users will be unable to use the software • The customer's rights to receive services will cease • RHS will no longer be able to access data previously held on behalf of the customer and will purge and destroy consumer data from any storage devices and media agreed with the customer

8. Training and Documentation

RHS offer on-site training (1-2 sessions) at the point of initial deployment and can include a “floor walking capacity” to support “go live”. CliniBooks EMS has a training module which enables users to put skills learnt into practice and build confidence. Guidance by user in PDF format is provided.

Any large new development of the system will always be supported by guidance. Training the trainer is also available where this meets customer requirements.

9. Reporting and Review

Reporting EMS has a variety of integrated reports from internal reports to help manage the flow of patients within the department to national dataset returns. All reports can be exported to various formats including PDF and Excel. Reports include:

- DM01
 - DID Return
 - Referral Report
 - Waiting List/PTL
 - Utilisation
 - DNA
- NEDi2 compliant

Dashboards

Dashboards are configured to customer requirement and provide a “live” view of activity with traffic light indicators. This will include:

- No. of patients waiting for triage/appointment/procedure
- No. of histologies waiting for report/waiting for review
- No. of patients awaiting outcome
- No of patients awaiting rescope/surveillance

Quarterly Monitoring RHS is happy to participate in quarterly monitoring meetings with the client. Monitoring will include:

- Client usability
- System availability and performance
- Support time and effectiveness
- Any new developments

10. System Integration

EMS can work stand-alone or be integrated with a PAS/EPR system. The level of integration can be tailored to suit organisational needs. Modules within EMS can be switched to ensure that integration with your PAS/EPR is seamless, avoid duplicate data entry and potential governance issues.

EMS conforms to the NHS Diagnostic Imaging Dataset (DID) and can be automatically exported for uploading. EMS uses the NHS Spine Organisation data to ensure that all GP, Practice and CCG information is up to date. In addition to the integrated reporting within EMS we can provide data extracts to your data-warehouse or reporting environment. EMS is HL7 compliant. Integration features include:

- Supports HL7 v2x, v3 x messaging
- NHS Diagnostic Imaging Dataset
- Spine Organisation Dataset
- Snomed, OPCS, HRG Coding

11. Hosting

RHS use Microsoft Azure as our cloud partner The CliniBooks application is currently load-balanced on 2 servers stored in 2 separate data centres in the UK – if required we could ramp up to 100s of servers.

12. Pricing

The pricing document sets out the details of our software which is based on an annual perpetual license structure.

Prices are variable and are based on the number of sites and the number of referrals.

Implementation, training and any interfacing work are one off fees.