



CliniBooks Ultrasound Management System

Service Definition

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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 Ultrasound streamlines every stage of imaging and reporting by bringing integrated image capture, customisable templates and seamless IEP (Image Exchange Portal) connectivity into one intuitive system.

CliniBooks is a cloud-based solution which enables swift deployment with zero installation. Application in hospital, community or private settings with functionality to integrate with patient administration systems (PAS) in the NHS or seamlessly connect to booking and billing systems

The system is accessible via desktop, tablet and mobile devices

Worklists in place for different users e.g. admin team for booking, sonographers to triage and document their cases and management for monitoring purposes.

Intuitive, flexible scheduling systems maximise ultrasound lists, each scan linked to a pre-prescribed time slot.

Automated letters, ensuring that once an appointment is booked or changed, the user will receive an email.

Automated management reports, configured locally, produces great analytics reducing hours of data manipulation to meet data requirements

Features

- Simple workflow design, supporting local practice
- Dashboards for all users
- Electronic triage
- Scheduling- linking appt time to procedure type
- Text reminding
- Safe and secure image capture, integrating with IEP
- Automated letters and reports
- Audit and reporting tools
- Peer Review – clinicians can provide second opinion or review of sonographers work with ease
- Secure, UK based, cloud hosting infrastructure

Benefits

- Intuitive system, based on workflow, reducing admin time and increasing safety
- Integration with other systems – no need for USB image transfer, images stored automatically and uploaded
- System allows individual customisation not forcing organisations into one size fits all
- Tracking of the patient throughout the ultrasound pathway in “real time” reducing clinical risk
- Information entered once, avoiding duplication and reducing risk
- Automated scheduling maximising productivity
- Automated letter generation reducing admin time and supporting correct preparation first time
- Cloud based system with remote working, clinicians triaging away from work base
- Peer review – second opinion or monitoring by a reviewer
- Capability to images and reports to referrers, patients and other providers
- Comprehensive suite of reports, tailored to meet individual client needs

Service Description

Objective	Deliver an intuitive system which manages the end-to-end ultrasound pathway, eliminating the need for paper records and maximising productivity, smoothing out the patient pathway with inbuilt safety throughout
Scope	The system works on a standalone basis or in the case of the NHS/hospital setting integrate with patient administration systems. It can cover one or multiple sites. It follows the patient from registration to discharge.
User Requirements	Users must have an internet connection, a compatible browser Microsoft Edge, Firefox, Safari or Chrome
Access Boundaries	• CliniBooks Ultrasound 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 all users are provided with a username and password • Users are approved by the customer and notified to RHS • CliniBooks is role based. Roles defined by the customer • Documents can be uploaded e.g. referral letters, etc All support and management 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 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 the system via integrated portal, dedicated telephone line or email

Roles and Responsibilities

Responsive Healthcare Solutions Ltd	• Will provide the software, the technology and support staff necessary for the effective, safe use of CliniBooks Ultrasound 24/7, 365 days p.a. • Provide secure hosting in the UK using Microsoft Azure • Participate in quarterly contract review meetings • Notify the customer of any scheduled maintenance ensuring that any downtime is agreed with the customer avoiding peak periods • 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 Ultrasound • Restrict access to only those who have a legitimate use of the software (e.g. delivery of ultrasound service)

Security

Data transfer	CliniBooks Ultrasound transfers data via the HTTP protocol. It is recommended that HTTPS via SSL is used to encrypt data.
Access	CliniBooks Ultrasound 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 for patients awaiting triage, awaiting appointment and scan. 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. Billing when installed in a private setting. Management only have restricted view of patient information.

	• Sonographers – can review all patients awaiting triage and accept or reject as appropriate. They can report directly into CliniBooks Ultrasound and once reports are signed off, they will automatically email to the GP/referrer/patient using secure email. • Peer / Radiologist review – can be undertaken within the system. Sonographers flag a case to be reviewed and this will appear on the Radiologist review list. The images can be reviewed and addendum added. • 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 Ultrasound include: • Mandatory fields on the sonographer and admin pathway • Patients that will be presented to clinicians in terms of triage
IG Governance	RHS completes the Data Security and Protection Toolkit year on year and systems undergo external penetration testing. RHS 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	• Authentication App Services geo-replicated across 2 sites located UK South and UK West • Ultrasound App Services geo-replicated across 2 sites located 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 US 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.

Service Developments

All software development will:

- Have a written requirement detailing the change/development (from the customer)
- Be subject to a 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

Hours of Coverage, Response Times and Escalation

Hours of Coverage	CliniBooks Ultrasound 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

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)
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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

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 Ultrasound 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.

Reporting and Review

Management Reporting Ultrasound 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:

- DMO1 (national return for the NHS)
- DID Return (national return for the NHS)
- Referral Report
- Billing Reports
- DNA's

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 patients pending outcome

- No of patients urgent patients waiting and those for planned follow-up
- Patient's awaiting radiologist review

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

Quarterly
Monitoring

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

System Integration

CliniBooks Ultrasound can work stand-alone or be integrated with a PAS/EPR system. The level of integration can be tailored to suit organisational needs. RHS has also integrated with the Image Exchange Portal (IEP) ensuring that images can be safely shared with other providers with a contract with IEP.

For NHS providers - Ultrasound conforms to the NHS Diagnostic Imaging Dataset (DID) and can be automatically exported for uploading. It 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 the system and we can provide data extracts to your data-warehouse or reporting environment. CliniBooks Ultrasound is HL7 compliant. Integration features include:

- Supports HL7 v2x, v3 x messaging
- NHS Diagnostic Imaging Dataset
- Spine Organisation Dataset for private providers integration can be achieved with booking and billing systems.

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.

Pricing

The pricing document sets out the details of our software.

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.