

Service Definition - Isla Health - Acute

Isla is the UK's leading Digital Pathway Platform (DPP), purpose-built to support efficient, end-to-end digital clinical pathways. Designed in partnership with NHS clinicians and national specialist groups, it provides a scalable, remote-first infrastructure that supports patients seamlessly from initial triage through treatment, recovery, and long-term remote monitoring at home. Pathways are clinically validated and designed in collaboration with programmes such as GIRFT (Getting It Right First Time) to standardise best-practice digital pathways across regions and specialties.

With over 200 pathways deployed across more than 40 healthcare settings and 42+ specialties, Isla enables the NHS to deliver joined-up, patient-centred care while improving clinical efficiency. At its core, the platform creates a dynamic pathway for each patient, collecting structured data, communicating with patients, and automating the steps along the care journey. This timeline captures multimodal data in real time, including PROMs/PREMs, images, videos, audio, and structured forms, through automated workflows that prompt patients at clinically relevant points. Patients can "tell their story once," while clinicians access high-quality, structured data across teams and settings.

Isla supports automated, clinically designed pathways that replace manual, fragmented processes with a scalable, remote-first model of care. Patient submissions, such as symptom updates, wound images, or post-procedure check-ins, inform the clinical pathway throughout, enabling clinicians to review progress quickly, make informed triage decisions, and focus attention where it delivers the greatest value. Embedded decision support algorithms analyse patient data, flag deterioration, prioritise review, and guide escalation, supporting safer, more standardised care without replacing clinical judgment.

The platform operates as a secure digital layer over existing NHS infrastructure, with bi-directional integration into major EPR systems including Epic, Oracle Cerner, Meditech, Nervecentre, EMIS, SystmOne, the Federated Data Platform, and the NHS App. This ensures rapid deployment and minimal change management whilst making established workflows dramatically more efficient.

For patients, Isla delivers low-friction digital engagement. Information is submitted via secure, single-use links sent by SMS or email, with no app download or account creation required. Submissions typically take just four to five clicks, supporting high engagement (86%) and consistently strong satisfaction.

Key benefits in acute settings:

- **Capacity:**
 - 20-minute face-to-face appointments reduced to approximately 3-minute asynchronous reviews, supporting up to 400% throughput increase
 - 57% improvement in same day cancellations

- 15% reduction in follow ups
- **Readmissions:** six-fold reduction in readmissions
- **Waitlists:** 17,000+ patients removed within nine months
- **Return on investment:** 300–400% ROI within months, with approximately £1.3m annual savings
- **Patient experience:** reduced travel averaging 10 miles per patient, with 92–96% patient satisfaction

Available Pathways

Isla can be used in any clinical speciality or pathway, making it easier to manage patients and improve care at every stage of their journey. The table below highlights Isla's most established NHS pathways.

Specialty	Intervention	Impact
Allergy and immunology	Patients securely submit questionnaires which include symptom trackers and photos of their allergic reactions for review. Immunology patients are able to submit the serial numbers of their self-administered medication for record in case of adverse reactions. Used in paediatric and adult services.	• Reduction in MDT time by up to 15 min per patient • Reduced time to treatment for ad hoc allergic reactions • Patient care shifted to remote
Audiology	Patients submit photos of their implant sites alongside regular videos ahead of clinic appointments. Patients submit questionnaires reviewing the condition and use of their device.	• Improved patient communication • Ability to flag patients requiring more immediate care
Cardiac Surgery	A photo is taken of the patient's wound at discharge and a wound assessment form is filled out that generates bespoke advice for the patient on how to care for their wound. Patients submit images of their wound and fill out a form to check for symptoms of infection. Used in paediatric and adult services.	• Early detection of surgical site infection • Reduction in readmission • Time saved reviewing wound infection • Reduction in unnecessary follow up appointments
Colorectal	Stoma and colostomy monitoring and infection prevention is conducted through patient-submitted photos of sites and food storage environments. Used in paediatric and adult services.	• Reduced time to treatment • Remote review of ad hoc queries allow for immediate advice and guidance • Improved record keeping for recurring issues
Craniofacial	Parent-submitted videos and photos of head shape to support triage of craniofacial patients.	• Reduction in inappropriate referrals accepted into costly MDTs

		• Reduced time to treatment for appropriate referrals
C-Section	Patients who have been discharged post C-section require wound monitoring to check for signs of infections. Patients are able to submit wound images to care providers from the comfort of their own home to be used for clinical review. Patients showing signs of infection are brought back into clinic for treatment.	• Reduction in the average monthly reported SSI incidents from 15 to 6 • Decrease in patient travel time • Improved surveillance and early detection of infection
Burns	Clinicians use Isla to capture images of patients in clinic as baseline images. Once discharged, patients are put on remote monitoring pathways to assess their recovery from home and to facilitate timely intervention. Used in paediatric and adult services.	• 10% reduction in F2F appointments (680 avoided appointments yearly) • Increased clinical context in MDTs • Ability to make timely interventions as a result of readily available clinical data
Dermatology	2WW - medical photography or image capture devices upload all relevant high definition images into Isla for remote consultant review Routine - fully automated pathways prompt patients to submit photos of their skin ahead of their appointment allowing acne, vulval and other dermatology clinics to shift to remote telephonic consultations. Used in paediatric and adult services.	• 50% reduction in Medical Photography time • 15% reduction in number of minor operations • 75% of patients completing their assessment form in advance of Medical Photography appt • 2x increase in image quality reviewed • Reduction in duration of appointment for 55% of routine follow up appointments
Dietetics	Patients submit food diaries and images of allergic reactions for clinical review. In the case of an ad hoc query such as a feeding tube or infected stoma site, Isla is used to replace one face to face follow ups. Used in paediatric and adult services.	• Improved patient monitoring • Greater record of patient progress over time
Endocrinology	Clinicians request forms from chronic patients at regular intervals (6 months to a year) to assess the patients "Quality of Life". This will allow clinicians to better inform the prescriptions they write up for the patients based on how the patient is responding to the medication. Used in paediatric and adult services.	• Reduced need for virtual follow-ups • Increase ability for patients to communicate with clinicians
ENT	Patient-submitted sound recordings alongside symptom trackers and quality of life indexes are shared with clinicians to support analysis of voice quality and identify need for botox injections. Nurse captured sound recordings of voice along with patient questionnaires used in throat cancer pathways.	• Greater patient visibility • More efficient scheduling of patient treatments • Digitisation of burdensome forms • Improved patient response rate

Epilepsy	Patients/parents/guardians securely submit videos of patient seizures to support triage, diagnosis and monitoring of patients. Used in paediatric and adult services.	• Reduction in 2-4 unnecessary EEGs per month • 50% of Isla contacts resulting in a saved face-to-face contact • 80% reduction in in-person visit length (hours) • 50% reduction in pathway length
Gender affirmation	Patients who have undergone Gender Affirming surgery will receive photo requests to submit images of their surgical sites to assist clinical teams in monitoring their recovery.	• Reduction in need for F2F follow-up appointments • Increased patient assurance that their wounds is being attended to • Improved clinical context in MDTs
Genetics	Isla is used by clinicians during face-to-face appointments to capture photos of a patient's face (from various profiles), hands, and feet. This information is used to track the patient's progress over time and to support referral into other services. Used in paediatric and adult services.	• Improved secure record keeping used to support long term care of patients • Efficient referrals and MDTs
Gynaecology	Patients submit Early Pregnancy questionnaires, which are automatically sent to patients as appointments are booked. These questionnaires provide clinical context ahead of appointments and help save admin and clinical time.	• 5-10 minutes saved per patient in clinic time • Increased efficiency in clinics due to less paperwork related admin
MSK	Complex physio teams use Isla to build up a longitudinal view of how patients are progressing over time. Using videos of a patient's posture, gait, and mobility, clinicians are able to baseline a patient's condition and review how it changes over time. This is supported by the use of forms for new equipment and for patient reported outcomes. Used in paediatric and adult services.	• 50% reduction in time taken to manage equipment queries • 50% reduction in the time taken to conduct Precht assessments • Reduction in waiting time of 7 weeks
Neurology	Across a number of pathways (including MS and muscular dystrophy), patients and clinical teams use Isla to capture videos or photos of patients to support the baselining and monitoring of patients. Patients and families additionally submit relevant data to support triage and the updating of patient treatment plans. Used in paediatric and adult services.	• Reduction in time to treatment • Baselines completed to measure degeneration • Improved clinician to clinician communication including second opinions and MDTs
Occupational therapy	OT teams use Isla to collect photos of patients' home environments for resource allocation and planning of OT resources.	• 90 minutes of OT time is saved from prevented visit • Reduction in fuel costs for up to 50 miles per patient.
Ophthalmology	Patient-submitted and clinician captured images of watery eye, sticky eye, inflamed eyelids, eyelid lacerations, misaligned eyes, eye-movement	• 35% shift remote appointment or avoiding an unnecessary appointment entirely

	disorders, A&E traumas, 9 gazes to plan surgery and eye movement video eg nystagmus. Used in paediatric and adult services.	91% of cases showed a reduced time-to-treatment where Isla used 10% of appointments were reduced in duration time
Oral and maxillofacial surgery	Isla is used to support the monitoring of cleft patients and patients undergoing botox and other TMJ treatments through patient-submitted photos, videos and forms including a face map. Used in paediatric and adult services.	- Improved MDTs across acute and community providers overcoming the challenges associated with sharing data securely between orgs - Streamlined patient data capture - Digitisation of patient questionnaires
Pain management	Patients are sent a digital questionnaire ahead of their appointments. Prior to Isla they would be sent a physical copy of the questionnaire for the patient to bring back with them to their appointment.	~3 minutes of admin time is saved per request - Postage, envelopes and printing costs saved per patient - Form return time is now 1.5 days, down from 8 days
Plastics	Nurses running dressings clinics use Isla to securely capture a photo at point of discharge. For patients recovering at home, they are placed on a schedule which automatically requests for images of the wound at specified intervals. This enables early detection of infections and avoids attending face-to-face appointments to review wounds. Used in paediatric and adult services.	15% reduction in follow up appointments 15 - 30 minute savings in clinical time
Rheumatology	Patients submitted photos at regular intervals supports continuous monitoring of chronic conditions. Digital questionnaire used to gather direct feedback from patients to inform treatment pathways and aspects of services such as pharmacy service and medicine review.	- Improved patient monitoring - Greater record of patient progress over time
Sexual health	Patients are able to opt into remote telephonic clinics in which images that have been securely submitted to Isla are used to triage and diagnose the patient.	- Improved data privacy - Reduced patient travel - Improved access to sexual health services
Speech and language therapy	Patients or carers are able to submit videos of speech therapy activities at home. This provides additional clinical context ahead of patient appointment. Video recording of therapy exercises can also be sent to patients as a resource through Isla, e.g. Top Tips for Home Practice. Used in paediatric and adult services.	- Improved visibility of patient's condition over time - Enhanced patient authority over self care and resources available to support self treatment exercises - Appointment time reduced or avoided due to clinical information available
Surgery	Waitlist validation - questionnaires sent to patients on elective surgical pathways to	86% complete the DHQ within 6 days

	validate that they still require surgery and confirm availability. Preoperative assessments - to regularly capture patient risk indicators and flag to clinical teams how they are changing over time to support remote pre-op screening. Preoperative information - resources sent to patients via Isla on how to prepare for their surgery including videos and electronic info packs. Discharge - clinician capture of wound photos at the point of discharge. Post-op monitoring - patients submit photos of wound and rehab exercises from their homes for clinical review. Used in paediatric and adult services.	• ~30% patients triaged as appropriate for remote pre-op assessment • Removal of all patients that no longer require surgery for waitlist • £80K+ savings from prevented readmissions and reduced bed days • Improved surgical site infection monitoring • Improved patient communication
Surgical Site surveillance	A photo is taken of the patient's wound at discharge and a wound assessment form is filled out that generates bespoke advice for the patient on how to care for their wound. Patients submit images of their wound and fill out a form to check for symptoms of infection. Used in paediatric and adult services.	• Early detection of surgical site infection • Reduction in readmission • Time saved reviewing wound infection • Reduction in unnecessary follow up appointments
Urology	Patients submit the sensitive images required for the triage diagnosis of Peyronie's disease & PSA Surveillance pathways.	• Reduction in unnecessary follow up appointments • Enabled remote diagnosis clinic • Improved information governance and patient privacy

Benefits

Patient benefits:

Remote access to care

- Patients can submit images, videos, digital forms and sound recordings from any smart device, without coming into clinic.
- No app download and sign-in credentials, leading to market leading patient response rates of 78%.
- Reduced travel and time away from work/school via remote reviews.

Improved patient safety

- Patients are risk stratified in real time, improving triage and ensuring prioritised patients are seen most urgently.
- 4x more likely for cases of SSI to be diagnosed within the early postoperative period using Isla.

Patient empowerment

- Patients receive personalised instructional resources and automated guidance letters.

Accessibility and inclusion

- Platform supports screen readers and assistive technologies.
- Digital forms are available in multiple languages to support diverse and underserved populations.

Clinical benefits:**Better informed decision making**

- Clinicians receive structured information via patient-submitted multi-media at all parts of the patient pathway.
- Clinicians review patient submissions asynchronously, enabling quicker assessment and decision making.

Improved caseload oversight and prioritisation

- Real-time data flow and automated risk stratification supports rapid identification of clinically complex/ deteriorating cases.

Reduced clinical time per case

- Asynchronous review enables faster decision making compared to traditional appointment-based models.
- Demonstrated reductions in average consultation length (e.g. 10-15 minute time saving in Routine Dermatology) and up to 15% of patient cohort shifted to a completely remote pathway.
- Contextual patient information captured prior to first appointment.
- 2x referral processing speed via eRS integration.

Enhanced patient review capability

- Advanced tools for image zoom, annotation, and side-by-side comparison to support longitudinal assessment.

Faster access to specialist input and MDT working

- A single, shared patient record supports secure collaboration across teams and organisations.
- Reduces delays caused by fragmented systems and manual information sharing.

Scalable monitoring of patients

- Automated follow-up workflows allow clinicians to maintain oversight of patients, without face-to-face clinics.

Operational benefits:**Accelerated RTT performance**

- Digital pathways enable rapid assessment and treatment of patients whilst releasing clinical capacity.
- Proven reduction in RTT performance - RCHT reduced RTT from 57 days to 12 days within the Dermatology service

Automated waitlist validation at scale

- Timely discharge of patients no longer requiring treatment - 17,000 patients removed from waitlist at Chelsea & Westminster within 9 months of implementation
- Automated validation cycles confirming patient needs without manual outreach.

Improved hospital flow and bed utilisation

- Remote, post-operative surveillance supports oversight of patients - 3 bed days saved per month within surgical specialties

Significant administrative cost reduction

- Automated document handling and system integration removes manual download and upload tasks.

Scaleable, digital pathways

- Unlimited cloud-based storage for high-resolution multimedia at a substantially lower cost than traditional EPR storage
- Specialty agnostic software - Chelsea & Westminster use Isla in 65 digital pathways.

Environmental benefits:

NHS Net Zero targets

- Asynchronous digital pathways significantly reduce patient and staff travel requirements - 3.6 million miles of travel avoided and ~672.2 tonnes of CO2 emissions avoided
- Replacement of paper-based forms with digital PROMs eliminates printing, scanning, and storage - ~22,663 tonnes of CO2 avoided through digital forms
- Early digital identification of SSI prevents high-emission interventions (5–2,615 kg CO₂) later on in the patient pathway
- Reduced reliance on physical outpatient facilities lowers energy, heating, and water usage.
- Fewer in-person visits reduces parking demand and vehicles idling around hospital sites, contributing to improved air quality and reduced local environmental impact.
- Certified B Corporation status independently validates Isla's environmental performance and transparency.

Isla Key Functionality

Feature Category	Capability	Functional Description
Data Capture	Multimedia Support	High-res capture of images (JPEG/PNG), videos (MP4/MOV), and audio (MP3/WAV).
	No-App Access	Progressive Web App (PWA) allows patient submission via browser without downloads.

	Companion Mode	QR-sync allows clinicians to use mobile cameras with zero local data storage.
	Large File Support	Handling of large clinical files: 2GB for clinicians and 500MB for patients.
Clinical Forms	Digital PROMs	Configurable forms with conditional logic, scoring, and interactive body maps. Over 900 existing clinical forms available and no charge for additional forms.
	Visual Analytics	Quantitative form data automatically plotted to visualize patient trends/progress.
	Accessibility	Multi-language support to ensure equitable access across diverse patient groups.
Workflows	Automated Pathways	Schedule data requests based on clinical milestones (e.g., Day 7, 14, 28 post-op).
	Waitlist Validation	Bulk SMS and NHS App functionality to identify deterioration, lifestyle optimisation or remove patients no longer needing care.
	Digital PIFU	Support for Patient Initiated Follow-Up to reduce unnecessary routine appointments.

	Digital CIFU	Support for Clinician Initiated Follow-Up to collect information that is typically collected at F2F appointments.
	Smart Alerts	Real-time "red-flag" tagging and clinician notifications based on form responses.
	AI module integration	Isla digital pathways enable services to build AI workflows and solutions directly into their digital pathways, leveraging powerful solutions at lower cost and without fragmenting the clinical workflow.
Review Tools	Visual Timeline	Chronological view of all media to monitor condition trajectory at a glance.
	Analysis Tools	In-browser image manipulation (zoom, rotate, crop) and side-by-side comparison.
	Privacy Controls	"Blur" features for sensitive images to protect privacy until active clinical review.
	AI	Assessing the risk of Surgical Site Infections (SSI)
Integration	EPR Connectivity	Native bi-directional integration with EMIS, SystmOne, Rio, Nervecentre, Epic, and Cerner.
	Standards-Based	Full support for HL7, FHIR, and SDO for seamless contextual launching.

	National Systems	Integration with NHS PDS for demographics and NHS e-RS for referrals.
Governance	Security & Audit	Role-Based Access Control (RBAC), enforced 2FA, and full activity audit trails.
	Consent Tracking	Integrated workflows for direct care, research, and teaching consent capture.
Future State	End to end automation of nationally standardised pathways	Isla is working towards providing digital pathways which will be standardised across the UK, these support new models of care currently being piloted through national programmes.

Reporting

Isla provides a comprehensive reporting and analytics capability designed to deliver real-time operational visibility and actionable insight for clinical, operational, and digital teams. The reporting suite enables organisations to understand system usage, patient engagement, and clinical outcomes, supporting both day-to-day operational management and longer-term service evaluation.

In-Platform Reporting and Data Export

Authorised users can access structured clinical data and full audit trails directly within the Isla platform. Reports can be dynamically filtered by patient, user, team, service, or time period, enabling immediate oversight of activity and performance.

All report outputs can be exported instantly in .csv format, allowing local analysis, sharing with stakeholders, or incorporation into Trust reporting processes.

Advanced Business Intelligence (BI) Integration

For more sophisticated analytics and population-level insight, Isla's reporting infrastructure is underpinned by Google BigQuery, providing a secure, scalable, and high-performance data environment.

This architecture enables:

- **Native BI integration**
Seamless connectivity with **Looker Studio**, supporting the creation and scheduling of interactive, near real-time dashboards and reports.
- **Third-party BI connectivity**
Secure integration with industry-standard BI tools such as **Power BI, Tableau, and QlikView**, allowing Isla data to be embedded into wider organisational reporting and digital maturity frameworks.

Key Reporting Capabilities

- **Activity Monitoring**
Visibility of total and weekly submissions (images and forms), referral volumes, and active user metrics across services, teams, and organisations.
- **Patient Engagement and Safety**
Dedicated dashboards highlight patients who have not responded to remote requests, supporting proactive follow-up and ensuring robust safety-netting processes.
- **Clinical Outcomes and Impact**
Configurable reporting to capture and quantify clinical outcomes (for example, hospital admissions avoided, early discharge, or advice-and-guidance outcomes), enabling Trusts to evidence the clinical and operational value of digital pathways.
- **Audit and Governance**
Comprehensive audit trails record all user actions, including data submission, sharing, and access history. These are accessible via the admin console and support information governance, clinical safety, and regulatory requirements.

API Connectivity

Isla provides a secure, RESTful API that enables structured data to be automatically pushed into external client systems, such as Trust-owned SQL databases. This supports the development of bespoke reports and dashboards aligned to local priorities, without manual data handling.

Integration

Active Directory: Isla supports an Active Directory based authentication process to allow clinicians to seamlessly log in to the Isla system with existing credentials.

EPR: Isla's Digital Pathway Platform offers extensive integration capabilities to function as a powerful layer on top of existing Electronic Patient Record (EPR) systems. By utilising standards

such as HL7 and FHIR, Isla ensures seamless, bi-directional data flows that eliminate data silos and manual administrative tasks. Isla can connect with all major EPR systems, including Oracle Cerner, Nervecentre, EPIC, Meditech, Allscripts, System C, Cito, EMIS and SystmOne (TPP). Key functionality includes:

- Contextual Launch, Embedded iFrame and Single Sign-On (SSO)
 - Clinicians can access Isla seamlessly from within their EPR, maintaining patient context and clinical workflow. Images, videos, forms and sound recordings can be accessed and captured without leaving the EPR,
 - No separate login is required, ensuring continuity of clinical context and a streamlined user experience.
- Native Bi-Directional Data Flow
 - Data captured within Isla (images, videos, structured forms and sound recordings) is automatically pushed back to the patient's EPR record.
 - Isla can ingest demographic, appointment, and scheduling data from PAS/EPR systems to automatically create patient records and workflows.
- Structured Data & Coding
 - Isla includes an HL7 outbound engine that enables structured data (e.g. clinical tags, form responses, pathway outcomes) to be coded and transmitted to Trust systems.
 - Information is searchable, reportable, and embedded within the core clinical record.

NHS e-Referral Service (e-RS): Isla provides a native integration with the NHS e-Referral Service (e-RS), supporting both Referral Assessment Service (RAS) and Advice and Guidance (A&G) workflows. The integration automates the ingestion of referral documents and associated attachments directly into Isla, enabling clinicians to efficiently review and triage referrals. Isla also supports the rejection of inappropriate referrals, clinical notes, decisions, and outcomes to be written back to e-RS, ensuring end-to-end referral management without duplicate data entry.

FDP: Isla is a "Certified Live" partner for the FDP. This integration allows the FDP to query Isla for available pathways and patient submission data, and includes an embedded iFrame widget to launch patients onto digital pathways directly from the FDP.

NHS App: Through the NHS Notify API, Isla can send requests for information, messages, and resources to patients via the NHS App, providing a unified digital experience

NHS Spine / Personal Demographics Service (PDS): Isla integrates with the NHS Spine through the Personal Demographics Service (PDS), enabling clinicians to quickly locate and retrieve patient demographic information using an NHS number. This integration ensures accurate patient identification, reduces manual data entry, and supports safe, efficient onboarding of patients into digital pathways while maintaining alignment with national NHS data standards.

Information Assurance

Isla is committed to maintaining the highest standards of data integrity, security, and operational quality. Our Information Governance (IG) framework is designed to ensure compliance with statutory requirements while fostering a culture of continuous improvement.

Key IG Pillars

Our approach to governance is built upon several core principles:

- **Data Protection by Design:** Integrating privacy into the development lifecycle of all products and services.
- **Regulatory Compliance:** Adherence to UK GDPR, the Data Protection Act 2018, and relevant industry-specific frameworks.
- **Risk Mitigation:** Regular internal audits and robust incident management protocols to identify and neutralise potential data threats.
- **Accountability:** Clear organisational structures with defined roles for data oversight and reporting.

Quality Management (ISO 9001)

We are currently in the final stages of aligning our internal processes with the ISO 9001:2015 standard. This focus on Quality Management Systems (QMS) ensures that our services consistently meet customer and regulatory requirements.

- **Status:** Implementation phase.
- **Target:** Full accreditation expected by April 2026.

Information Security (ISO 27001)

Although already aligned with ISO27001 principles, to complement our quality standards, Isla is actively working towards ISO 27001 certification. This involves the systematic examination of our information security risks, taking account of threats, vulnerabilities, and impacts.

Implementation Support

At Isla Health, we don't just deliver software; we embed a sustainable digital ecosystem. Every site is paired with a dedicated Technical Programme Manager (TPM) who serves as your strategic partner, bridging the gap between technical complexity and clinical workflow from day one to business-as-usual. Our end-to-end delivery framework is defined below:

- **Governance & Strategy:** We take the lead on the "heavy lifting" of compliance. Our team co-designs your rollout strategy and manages critical documentation, including DPIAs, Clinical Safety Cases (DCB0129/0160), and Data Processing Agreements.

- **Technical Integration:** Your TPM speaks the language of IT. We coordinate directly with Trust technical teams to manage HL7/FHIR interfaces, ensuring seamless connectivity with your EPR and PAS systems with minimal internal friction.
- **Rapid Mobilisation:** We build clinical confidence through a tiered training model. From **live online onboarding** and "train-the-trainer" sessions to a comprehensive digital library of guides, we ensure your staff are ready. On-site support is available to smooth the transition during go-live.
- **Continuous Optimisation:** Our commitment doesn't end at launch. We provide ongoing troubleshooting and annual impact evaluations to track KPIs, ensuring your investment delivers measurable clinical and operational benefits.

A Multi-Disciplinary Safety Net

Your deployment is backed by a specialist squad of Clinical Safety Officers, Product Designers, and Engineers. This ensures that every Isla implementation is not only technically robust but inherently safe and designed around the real-world needs of clinicians.

Service Level Agreement

1. Response and Fix Times

SLA Level	Response Time	Remote Diagnosis Time	Level Description
1	2 hours	8 hours	Access to the System is unobtainable or severely limited (or is deemed unusable).
2	4 hours	1 working day	The System is malfunctioning but is still accessible and a workaround is not available.
3	12 hours	3 working days	There is disruption to the operation of the System for which a workaround is available so that the Trust is able to fulfil its obligations to stakeholders.
4	24 hours	5 working days	Intermittent and minor operational inconveniences which do not affect the Trust's ability to fulfil its obligations to stakeholders.

2. User Support desk contact and hours

Service Desk Opening hours	9am-5pm Mon-Fri
Telephone Number	07956 943014
Email	support@isla.health

Support outside these hours is available through escalation contacts. The time at which a ticket is created on the support system will be the Initial Logging Time.

3. Escalation

Isla Health is committed to provide the highest level of customer service to users, ensuring that all issues are progressed and resolved in the most effective way possible, while at the same time making all efforts to minimise the disruption caused to the end user.

Where a customer is unhappy with the progress of an outstanding incident/request, or feels the level of service received was not of a high standard, the matter can be escalated within Isla Health through the following channels:

Escalation level	Name	Role	Email Address
1	(Assigned on contract signature)	Delivery Lead	
2	Gabi Cohen	Director of Delivery	gabi@isla.health
3	Peter Hansell	CEO	pete@isla.health

During project setup Isla Health will provide named individuals along with their mobile numbers and email addresses that can be used in emergencies. One of these people will be your 'Delivery Lead' whose responsibility it is to manage any escalations made by you.

4. Service commitment

For all production ready code, Isla endeavours to maintain a 99.9% uptime (excluding scheduled upgrades)

Isla operates zero-downtime deployments.