

ALLIED HEALTH PROFESSIONAL APPRAISAL SOLUTION

SERVICE DEFINITION



Contents

1. Access Levels & Pricing
 - Free Access
 - SLA Plans
2. Service Overview
3. Key Features
 - + Administrative Features
4. Service Management Details
5. Service Constraints
6. Training
7. Ordering & Invoicing Process
8. Onboarding / Offboarding
9. Client Responsibilities
10. Technical Requirements
11. Trial Service
12. About MEDSU
13. Accreditations
14. Contact

1. Access Levels + Pricing

Two levels of access to the MEDSU system are available:

FREE ACCESS:

Means completely free in perpetuity access to individual professional users - with restricted access to some functionality

SLA PLANS:

The charge for the MEDSU Allied Healthcare Professional Appraisal system ranges from £9 - £50 per user per annum depending on the volume of users, professional group, specific functionality and length of contract.

The minimum contract length is 12 months.

Discounts for bulk licence purchases and terms longer than 1 year are available.

*Full trial system access is available to organisations on request

***For more info visit our AHPs Appraisal website:
<https://medsu.info/hcpc/>**

2. Service Overview

MEDSU offer an online Appraisal solution, developed to support and administrate the requirements of healthcare professional Appraisal and Revalidation pathways for organisations and individual doctors, nurses and allied healthcare professionals.

The MEDSU solution is an intuitive and robust web-based application, accessible anywhere and anytime through a single log-in to our secure portal using an internet browser.

Our system is accessible anywhere and anytime, to provide a cost-effective, innovative SaaS web-based platform.

***For more info visit our websites:**

<https://medsu.info> <https://medsu.info/hcpc/>

3. Key Features

- Web based Digital Portfolio
- Intuitive Design with Smart Interface
- Appraisal Management Dashboard for Administrators
- Patient and Colleague Feedback Toolkit
- Appraiser Dashboard
- Supervisor Dashboard and reporting
- Synchronous Apps on Android/iOS
- Inbuilt video conference for Appraisals
- No upload limits – Drag and Drop File Handling
- Advanced Autosave
- In-system File Rendering

Administration Features:

- Unlock and Revert Appraisals
- Deferral of Appraisal + Deferral plan management
- Built in Reminders
- Nuanced Appraisal sign off, to motivate and guide behaviour
- Certification
- Automated meeting scheduling
- Payment Gateway if required
- Appraisal service if required
- Quality Assurance service
- Update Training
- Automated Reporting & Stats
- Built in Feedback Administration
- Integrates with MAP Revalidation
- Administrative Dashboard
- MEDSU Notes Electronic Practitioner Record

***For more info visit our AHP Appraisal website:
<https://medsu.info/hcpc/>**

4. Service Management Details

MEDSU has a highly experience team of product developers, account managers and revalidation administration professionals.

A dedicated freephone helpdesk is available between the business hours of 09.00 – 17.00 Monday – Friday.

24/7 system support is provided via the UK-based data centre with robust back-up and disaster recovery procedures.

Development is carried out within a secure development environment, and the MEDSU cloud is subject to regular penetration testing

All MEDSU personnel are in-house, no elements of the service is outsourced to third parties.

5. Service Constraints

SLA plans do not include:

- Code level modifications to the software
- Integration with existing internal systems such as HR software/ applications

Maintenance periods are kept to a minimum and 99.99% uptime is guaranteed. Maintenance releases to the system as part of a programme of routine maintenance and development to new areas of the system will be conducted out of business hours.

6. Training

Onsite training can be arranged on request.

The system utilises in-built help guides and video tutorials should end users require familiarisation, although the system has been designed with intuitive functionality, in a clean, familiar MAG-based format to ensure that end user training is not required.

MEDSU provides a freephone helpline for additional help and support of doctors, along with Appraisal Coaching and PA/Concierge support if required* at an additional hourly rate, although it would be expected that trust administrators provide the first line of assistance.

7. Ordering and Invoicing Process

MEDSU will create a Service Level Agreement once contractual terms and pricing are agreed. Once the SLA is accepted the service will commence according to the schedule and details set out in the SLA

Payment terms are no later than 30 days after receipt of invoice.

Subject to the period of an agreed contract, payment can be made annually in advance of the ongoing provision, or upfront for the entire contract duration.

If annual payment is made, new users will be added at pro-rata charge and added in full the following year to ensure the SLA is maintained at the appropriate level

8. Onboarding/Offboarding

MEDSU will assist in the migration including key elements of service implementation, data import, training and support processes.

Off-boarding is not a regular requirement but we commit to assisting with any migration of data and subsequent removal of data from our systems. We will liaise with any new supplier to ensure adequate transfer of data. It is also straightforward to disable individual users when they leave the organisation.

9. Client Responsibilities

Clients have the option of running the system inhouse with their own personnel or, alternatively outsource elements of their administration to the MEDSU administration and governance teams.

10. Technical Requirements

An internet connection and modern web-browser is all that is required. MEDSU recommend the following browsers: Chrome, Firefox, New Edge.

MEDSU cannot be held accountable for the quality and availability of a client's own network, computers and virus protection.

11. Trial Services

Access to a full trial system is available on request.

12. About MEDSU

We are an independent Healthcare Governance organisation, facilitating programs of Healthcare Governance, Continuing Professional Competence, Revalidation and Relicensing since 2011.

We provide administration, training, technology, support and expertise to empower all healthcare professionals and organisations to meet regulatory requirements.

More information is available on our public facing website:
<https://medsu.info/>

13. Quality Assurance

We are committed to a program of continuous quality assurance and improvement as an organisation. MEDSU is an ISO 9001, 27001, 45001, 22301 and 14001 quality assured organisation. Accredited via the British Assessment Bureau BAB and the UK Accreditation Services UKAS.

14. Contact

MEDSU is an experienced partner in the delivery of technology and services for Healthcare Governance.

In addition to our standard products and services we are available to discuss bespoke requirements and provide consultation.

If you have an enquiry regarding our services and support for healthcare professionals and organisations, please reach out and get in touch with us. We're here to help.

Email – contact@medsu.org

Telephone - 0800 689 9434

