

Patienteer Service Definition

This document describes the services available within Patienteer. Please contact our team to discuss our offerings in more detail.

Patienteer Integrated Neighbourhoods (INT)

Supporting multi-disciplinary teams that work together within a local community (or "neighbourhood") to provide coordinated, person-centred health and social care.

Patienteer INT integrates data from primary, community, and secondary care to deliver a single, shared view of the patient journey. It simplifies coordination across multidisciplinary teams by centralising tasks and workflows into one portal—accessible by both professionals and patients. The platform supports individuals to remain safe and independent in their own homes, while automated capacity assignment ensures resources are allocated efficiently. A built-in performance dashboard provides real-time oversight of caseload management, helping teams monitor delivery and outcomes.

End-to-end care coordination, communication and task management is enabled via an integrated care framework covering:

- Multifactor identification
- MDT Planning
- Person Centred Care Planning
- Coordination and MD delivery support
- Step Down / Monitoring

Patienteer Flow

Patienteer flow provides a unified view of the patient journey, highlighting delays, enabling data-driven discharge planning.

Patienteer's real-time, interoperable platform connects hospital, community, GP, and social care systems to coordinate the discharge process and support the Discharge to Assess (D2A) model of care. It provides a unified view of the patient journey, highlights delays, and enables data-driven discharge planning.

Each team continues to work within its own familiar software in and out of the hospital, while Patienteer integrates and synchronises updates in real-time,

ensuring all stakeholders are instantly aware of the patient's current status, next required actions, and responsibilities. It also highlights delays and bottlenecks, enabling rapid resolution and smoother flow.

At a hospital site and bed management level, Patienteer displays real-time bed availability and supports informed, appropriate bed allocation by removing guesswork around discharge timing. Instead, it uses live data to provide clarity on likely discharge times and outstanding tasks, promoting efficient patient flow and optimal use of hospital capacity.

This results in:

- Faster, safer hospital discharges
- Better coordination across care settings
- Assessments carried out in the most appropriate environments
- Improved patient outcomes
- Reduced bed pressures and enhanced hospital flow
- Transparent, data-driven bed and discharge planning

Patienteer directly supports and enhances all D2A pathways by making the discharge process visible, accountable, and responsive across the entire out-of-hospital ecosystem.

Patienteer Service Manager

Patienteer Service Management utilises real-time data from your electronic medical record, patient administration system and rostering solution to provide customisable patient lists and service tools designed to support a wide range of care delivery both within the hospital and in community settings.

Tight integration across the platform and with source clinical systems provides transparency of task delivery and ensures instant visibility of any change to a patient's status.

Each team can configure views that match their clinical workflow. These tailored views ensure that teams see only the most relevant information for their role, improving focus, efficiency, and cross-team collaboration. Base / standard configurations are available for the following services:

- **Specialty Take:** Speeds up the process from initial medical assessment in ED to ward admission by tracking clinical decision-making, highlighting key clinical indicators, and making outstanding tasks visible in real time.

- **eRefer:** provides a solution for managing referral process across healthcare settings and associated patient pathways.
- **Bed Manager:** a platform to plan and allocate beds to patients then provides enterprise-wide transparency on the delivery of clinical tasks and activities required to complete each bed transfer or discharge.
- **Rapid Response:** Used to coordinate, prioritise, and manage patients receiving urgent care in the community. The platform provides a real-time view of patient referrals, assessment status, clinical risks, and outstanding tasks, enabling the team to respond within two hours and ensure timely, appropriate interventions.
- **Porter Management:** Streamlines the coordination of hospital porter tasks in real time. It allows clinical and operational teams to request, assign, and track porter jobs, such as patient transfers, equipment moves, or specimen delivery through a centralised interface.