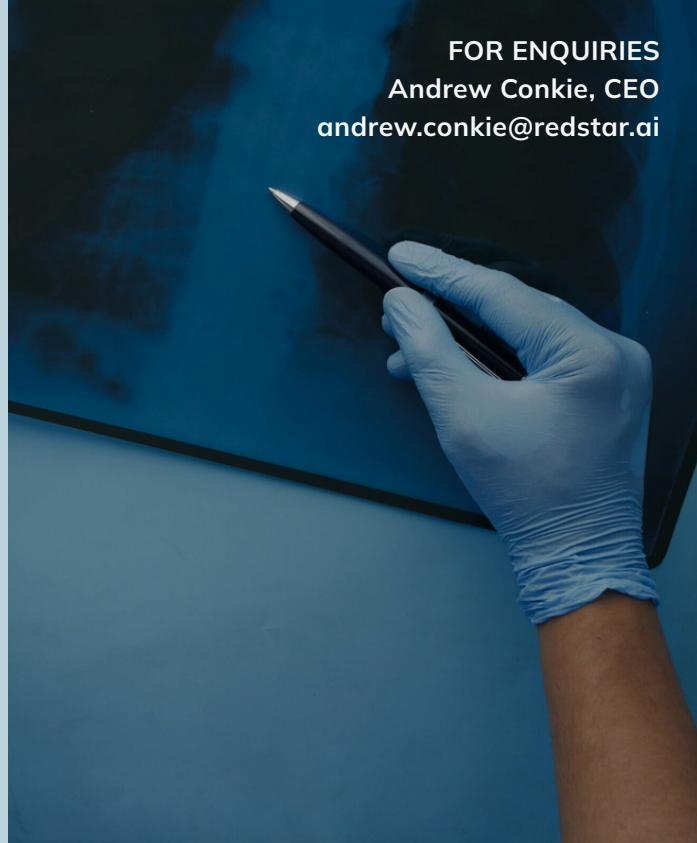




FRACTURE LIAISON SERVICE

SERVICE DEFINITION

FOR ENQUIRIES
Andrew Conkie, CEO
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RED STAR FLS - PRODUCT SPECIFICATION

Red Star FLS is a cloud-hosted Fracture Liaison Service management system designed to support NHS organisations in the identification, tracking and follow-up of patients at risk of fragility fracture.

The service provides structured workflows and digital tools to support Fracture Liaison Service teams in case finding, managing referrals, coordinating assessments and maintaining oversight of patient progress across the pathway. The system is intended to support clinical care, service delivery and operational management.

KEY FEATURES

CASE IDENTIFICATION AND WORKLISTS

The service supports identification of potential fragility fracture cases through configured case finding, referral routes and integration with radiology and clinical data sources where available. Identified cases are presented to clinical teams via prioritised worklists.

PATIENT RECORD MANAGEMENT

The platform provides a consolidated patient view, including demographic information, clinical history, lab results, prescribing and DXA results presented on a single screen.

CARE PLANNING AND FOLLOW-UP

Configurable care plans with personalised risk factors, lifestyle and medication recommendations and follow-up activities can be recorded within the system. The service supports scheduling and tracking of follow-up activity in line with local Fracture Liaison Service pathways.

CORRESPONDENCE MANAGEMENT

Standard letter templates can be configured and generated within the system. Letters may be issued electronically to patients, GPs and secondary care.

REPORTING AND AUDIT

The service includes real-time reporting and auditing dashboard functionality to support operational monitoring, service management and audit activity.

SYSTEM ACCESS AND SECURITY

The service is delivered through a secure UK-hosted cloud platform with role-based access controls and audit logging to support information governance requirements.

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BENEFITS

- ✓ Reduced effort involved in case finding and gathering data for triaging purposes
- ✓ Reduced reliance on local spreadsheets and standalone databases by providing a secure, auditable system
- ✓ Automation of audit reporting aligned to Scottish and English/Welsh (i.e. FLS-DB) standards
- ✓ Improved visibility of patients across the fracture prevention pathway through centralised digital tracking
- ✓ Support for consistent delivery of secondary fracture prevention pathways aligned to local service models
- ✓ Improved oversight of follow-up activity through structured worklists and reminders
- ✓ Support for service governance through accessible reporting and audit functionality
- ✓ Improved continuity when staff change or services expand, through standardised workflows and documentation
- ✓ Improved data quality for local reporting, audit submissions and service evaluation
- ✓ Reduced administrative burden associated with manual tracking and correspondence processes
- ✓ Support for safer service management through role-based access controls and audit logging

IMPLEMENTATION APPROACH



1. Agree terms

Red Star produces a proposal for key stakeholders to agree or negotiate. Small amount of time required from budget holder.

2. Agree details across IT, IG, clinical leads and Red Star

Clinical leads confirm data integration requirements. Red Star manages discussions with IT and IG teams.

3. Sign contract

Once terms and details are agreed, all parties sign the contract.

4. Schedule the work with IT

Red Star creates and manages a project plan for technical, IG, and clinical aspects. No clinical time required.



5. IG Documentation

Red Star produces all relevant IG documentation including DPIA and SSP. No clinical time required.

6. Technical integration

Red Star works with IT team to integrate with NHS systems. No clinical time required

7. Agree specific configuration for your FLS

Users and clinical leads agree specific configuration including treatment recommendations and letter templates.

8. Training

Red Star provides training (2 hours per user usually sufficient) supported by documentation and system manual

9. Go live

Red Star manages all technical approvals. Enhanced support provided for 3 months post go-live.

POST-IMPLEMENTATION SUPPORT

Launch includes active training and support, with continued training and support offered for the duration of the subscription.

Licence subscription includes:

- Business-as-usual: phone and email support available
- Support requests are acknowledged within two hours during standard UK business hours (Monday to Friday, 9am–5pm)
- 24/7/365 support can be arranged but subject to additional charges
- Enhanced support for 3 months following go-live for user queries and system issues

CONTACT US

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TECHNICAL SPECIFICATION

Hosting and deployment model

The service is hosted in a secure UK-based cloud environment using industry-standard infrastructure. Data is logically segregated between customer organisations. The service is accessed via a web browser and does not require local installation.

Data backup, restore and disaster recovery

Data is backed up regularly using encrypted backups. Backups are retained in accordance with defined retention policies. Disaster recovery arrangements are in place to support service restoration in the event of a major incident.

Service availability and resilience

The service is designed to be highly available and resilient. Red Star targets 99.9% availability measured monthly, excluding planned maintenance. Resilience is supported through redundant infrastructure and continuous monitoring.

Offboarding and exit management

At contract end, customers can request an export of their data in commonly used formats such as CSV. Data extraction is supported by Red Star subject to information governance approval. Customer data is securely deleted following confirmation of successful export.

Service constraints

The service requires internet access and a supported web browser. Configuration changes are managed through agreed change control processes. Planned maintenance may occasionally require very limited service disruption.

Support and service management

Support is provided via email or phone during UK business hours (Monday to Friday, 9am–5pm). Requests are acknowledged within two hours and prioritised based on severity. Escalation procedures are in place for high-priority issues.

Security and information governance

The service applies role-based access controls, encryption in transit and at rest, and audit logging. Security governance aligns with recognised good practice, including Cyber Essentials Plus certification. ISO/IEC 27001 certification is planned, with implementation underway.

Maintenance and outage management

Planned maintenance is scheduled to minimise operational impact and is normally conducted outside standard working hours. Customers are notified in advance where possible. Emergency maintenance may be carried out to maintain service security or stability.

Technical requirements

Users require a modern web browser and an internet connection. The service is compatible with standard NHS desktop environments. No specialist hardware or software installation is required. The service is designed in line with WCAG 2.2 AA accessibility standards.

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