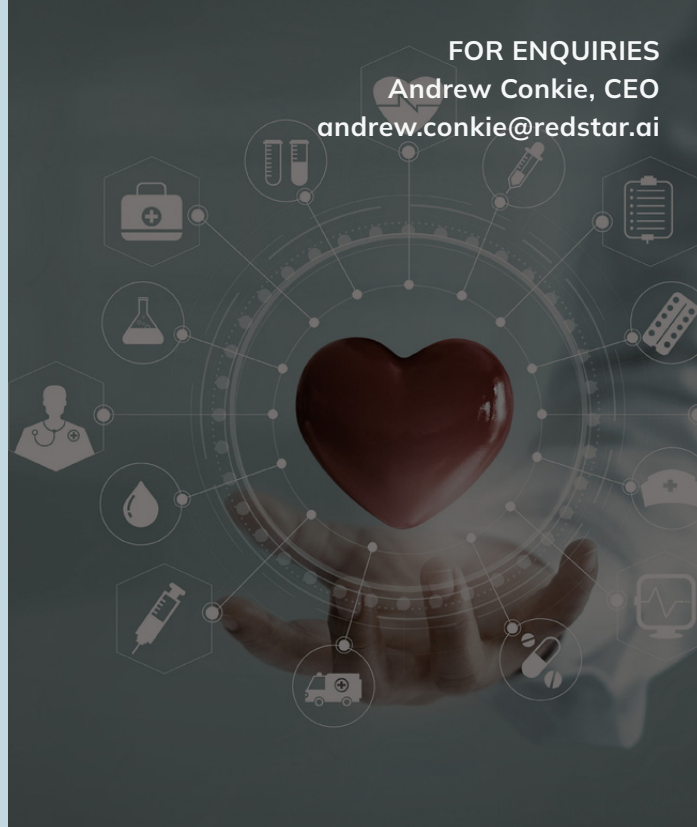




HEART FAILURE PLATFORM

SERVICE DEFINITION

FOR ENQUIRIES
Andrew Conkie, CEO
andrew.conkie@redstar.ai



RED STAR HEART FAILURE PLATFORM - PRODUCT SPECIFICATION

Red Star Heart Failure Platform is a cloud-hosted solution designed to support NHS organisations in the identification, treatment optimisation and audit of heart failure patients. The platform uses AI-powered analysis to identify heart failure with reduced ejection fraction (HFrEF) from echocardiogram reports and compares current treatments against clinical guidelines.

The service addresses a significant gap in heart failure management: diagnosis of HFrEF is often embedded within broader echocardiogram reports rather than being explicitly recorded in medical records. The platform enables earlier identification and intervention, helping clinicians optimise treatment before patients deteriorate and require hospital admission.

KEY FEATURES

AI-POWERED ECHO REPORT ANALYSIS

A sophisticated AI algorithm validated to achieve 98.1% accuracy in detecting heart failure with reduced ejection fraction (HFrEF) from echocardiogram reports, ensuring patients at risk are identified quickly and accurately.

AUTOMATED PATIENT IDENTIFICATION

Rapid identification of heart failure patients from electronic health records using machine-learning algorithms, eliminating the need for time-consuming manual searches of patient records.

GUIDELINE-BASED TREATMENT REVIEW

Automatic comparison of patients' current treatments against evidence-based clinical guidelines, identifying those not on optimal therapy and highlighting discrepancies for clinical review.

TREATMENT OPTIMISATION ALERTS

Identification of patients not on guideline-directed therapy, empowering clinicians to make necessary adjustments and enabling earlier intervention before condition deterioration.

COMPREHENSIVE OUTCOME AUDIT

Continuous monitoring and analysis of patient outcomes using routinely collected data, supporting clinicians in ensuring treatments align with the latest clinical guidelines

COMPLIANCE MONITORING

Tracking of compliance with clinical best practices and guidelines, providing visibility of service performance against national standards.

REAL-TIME DATA INTEGRATION

Seamless integration with existing electronic health records providing a comprehensive and up-to-date view of each patient's cardiac health for informed clinical decision-making

PHONE
+44 07853 599317

EMAIL
SUPPORT@REDSTAR.AI

WEBSITE
WWW.REDSTAR.AI

BENEFITS

- ✓ Identify heart failure patients automatically from EHR data
- ✓ Detect HFrEF from echo reports with 98.1% accuracy
- ✓ Review treatments against guidelines to optimise therapy
- ✓ Intervene earlier before patient condition deteriorates
- ✓ Audit patient outcomes using routinely collected data
- ✓ Reduce manual searching of patient records
- ✓ Scale across clinics and large hospital systems
- ✓ Monitor compliance with clinical best practices

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

EMAIL: SUPPORT@REDSTAR.AI
PHONE +44 07853 599317

FOR ENQUIRIES
Andrew Conkie, CEO
andrew.conkie@redstar.ai

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.

FOR ENQUIRIES

Andrew Conkie, CEO

andrew.conkie@redstar.ai

EMAIL: SUPPORT@REDSTAR.AI

PHONE +44 07853 599317