



ASTHMA PLATFORM

SERVICE DEFINITION

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



RED STAR ASTHMA PLATFORM - PRODUCT SPECIFICATION

Red Star Asthma is a cloud-based remote monitoring platform for managing asthma in children and young people. Combining a patient-facing mobile app with a clinical dashboard, the service enables proactive identification of high-risk patients before attacks occur, shifting care from reactive to preventative and reducing emergency admissions.

The platform addresses a significant gap in current asthma care: attacks typically occur after weeks of poor control, yet care remains largely reactive. The service provides a continuous, data-driven system that monitors risk across the patient population, flags high-risk patients before attacks occur, and enables targeted, timely intervention while empowering patients and families to self-manage effectively.

KEY FEATURES

PATIENT RISK STRATIFICATION

Risk model based on symptoms, medication adherence, nighttime coughs, activity levels, comorbidities and deprivation index, enabling clinical teams to prioritise patients most at risk.

CLINICAL WORKLIST AND DASHBOARD

Searchable patient population view with risk stratification, allowing clinicians to view where patients sit in their risk profile and respond through structured clinical pathways.

REAL-TIME SYMPTOM AND ENVIRONMENTAL DATA

Visualisation of patient-reported symptoms alongside environmental factors including grass pollen, traffic pollution, wind and temperature to identify triggers and patterns.

AUTOMATED NIGHTTIME COUGH MONITORING

AI-powered cough detection (powered by Hyfe) enables objective tracking of nighttime coughing patterns, detecting changes earlier than patient-reported symptoms alone.

ELECTRONIC ASTHMA ACTION PLAN

Clinician-provided asthma action plans accessible on the patient's phone, with personalised triggers, medications and step-by-step guidance for different symptom levels.

PATIENT MEDICATION TRACKING

View of patient medications and dispensing history, including steroid-reliever ratio monitoring to identify patients with poor preventer adherence.

STRUCTURED CLINICAL PATHWAYS

Pre-agreed clinical pathways for responding to patients at increased risk of asthma attack, ensuring consistent and timely intervention.

IN-APP EDUCATION AND ASTHMA CONTROL TEST

Educational videos on inhaler technique and asthma management, plus integrated Asthma Control Test with tracked results over time.

GAMIFICATION FOR ENGAGEMENT

Points and rewards system to motivate children and young people to log symptoms, use cough monitoring, and engage with their asthma action plan.

TWO-WAY MESSAGING AND NHS INTEGRATION

Secure messaging between clinicians and patients, with integration to NHS systems and health records.

PHONE
+44 07853 599317

EMAIL
SUPPORT@REDSTAR.AI

WEBSITE
WWW.REDSTAR.AI

BENEFITS

- ✓ Flag high-risk patients before asthma attacks occur
- ✓ Intervene proactively rather than reactively after deterioration
- ✓ Monitor patient populations continuously using remote data
- ✓ Detect cough pattern changes earlier with objective tracking
- ✓ Reduce emergency admissions and oral steroid prescriptions
- ✓ Empower patients and families to self-manage effectively
- ✓ Improve medication adherence through app engagement tools
- ✓ Replace static paper plans with dynamic digital versions
- ✓ Motivate children with gamified symptom logging
- ✓ Prioritise clinical time for highest-risk patients

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

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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.

Asthma – native mobile applications

For the Asthma service, native mobile applications are available for Android and Apple iOS devices. These applications connect securely to the same UK-hosted cloud platform as the web service and are used to support patient data capture and monitoring.

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