

Health Infoshare - Service Definition

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Product Description

A solution that takes part of a health, clinical and functional history from an applicant for government support/benefits. Accessed anywhere and anytime by its users. The Decisions-trees that underpin the interaction can be evolved to ensure ever improving user experience and quality of information for the buyer.

Patient Interface

Health Infoshare is a web based application that supports any web enabled device using modern web browsers. Utilising user friendly UX and UI to ensure the user can easily navigate the platform and provide detailed and accurate information. The platform delivers human-like interaction in the form of an interactive chatbot interface allowing the user to quickly provide relevant clinical information.

The image displays three sequential screens of the Infoshare mobile application interface:

- Screen 1 (Registration):** Features the 'Infoshare.' logo and the heading 'Before we start your session we need to collect some details.' Below this is a form titled 'Your Details' with input fields for 'First Name *', 'Last Name *', 'National Insurance Number *', and 'Date of Birth *'. A 'SUBMIT' button is at the bottom. Footer text includes 'Need help? See our [Frequently Asked Questions](#).', 'Read about how we manage your information in our [Privacy Policy](#) or how we use Cookies to improve your experience in our [Cookie Policy](#).'
- Screen 2 (Confirmation):** Features the 'Infoshare.' logo and a hamburger menu icon. The main text reads: 'Thank you for agreeing to complete Health Information Share. The aim of Health Information Share is to help our Health Care Professional to understand more about you. Please note that your responses are not monitored by a medical professional. If you have any concerns about your health, or think you may have a medical emergency, please call your doctor, 111, or 999 immediately.' Below this is an 'OK, I understand' button. Further down, it asks 'Can you please confirm if you are completing these questions for your own claim?' with a 'Yes' button. It then asks for a phone number: 'What is your phone number, in case we need to contact you? (please enter none if you don't have a phone)' with an 'EDIT' button and the number '07123456789'. A text block follows: 'In your "How your disability affects you" form you told us you have difficulties interacting with other people due to your mental health condition.' Below this is a question: 'Is interacting with other people difficult because of ... (select all that apply)' with buttons for 'Anxiety', 'Understanding', 'Vision', 'Hearing', 'Other', and a 'Done' button.
- Screen 3 (Completion):** Features the 'Infoshare.' logo and a checkmark icon. The heading is 'Thank you for completing Health Information Share!'. The text states: 'All your answers have been saved.', 'A member of our team may be in touch in the coming weeks to explain any next steps.', 'Don't worry, if you need to attend an assessment we will let you know.', and 'Our team of health professionals shall review all the information you've provided in the coming days.' At the bottom, it says: 'Need help? See our [Frequently Asked Questions](#).', 'Read about how we manage your information in our [Privacy Policy](#) or how we use Cookies to improve your experience in our [Cookie Policy](#).'

Integration Routes

EQL supports a number of integration options for Infoshare. Customers have the opportunity to select the integration that best suits their business operational processes and technical support.

The main routes a customer can instruct Infoshare are:

- Customer Admin Portal - Registration
- API Integration

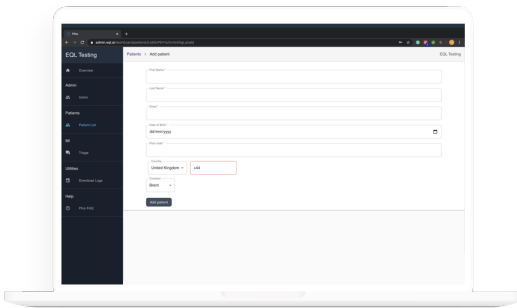
- Registration Landing Page

The main routes a customer can receive completed Infoshare data are:

- Admin Portal - Report Downloader (PDF)
- API Integration

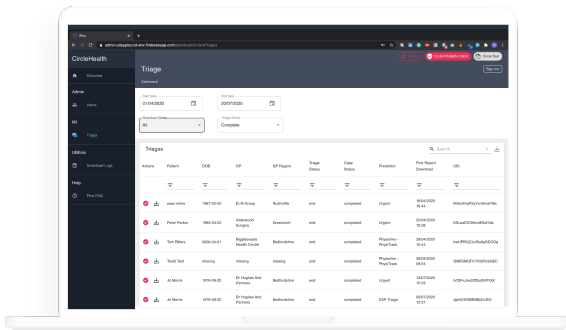
Customer Admin Portal - Registration

The Health Infoshare Customer Admin Portal is user friendly and has been designed to facilitate rapid instruction on a patient by patient basis. Customers are able to key in patient details in order for Infoshare to engage in a personalised communication and prompt usage of the Infoshare platform.



Customer Admin Portal - Report Downloader (PDF)

The Health Infoshare Customer Admin Portal also enables immediate real-time access to all clinical information captured by Health Infoshare. Customers can view and filter incoming user information and render/download reports in PDF format.



API Integration

Health Infoshare offers an API integration to customers enabling both referral of users to the platform and also providing immediate return of all clinical data collected following completion of Infoshare.

HealthInfoshare's APIs are open allowing customers to easily attach with Public Key Authentication and token management to ensure security.

Onboarding Support

EQL provides onboarding support for the Health Infoshare Platform with a designated integration manager. Integration options will be discussed with guidance as to the most appropriate route to best support the customers needs. Integration manager will remain on hand throughout the onboarding process to provide staff training, governance set up, project management, operational & technical support.

EQL also provides a qualified clinical representative as part of the onboarding process. This clinical representative will provide guidance regarding the configuration of Infoshare, who remains available throughout the duration of the contract to facilitate amendments and revisions where appropriate.

To ensure the onboarding process runs smoothly EQL also provides all customers with a test environment of their unique instance of Health Infoshare in order to gain a real-world experience ahead of deployment to a live environment.

Health Infoshare configuration normally takes between four to eight weeks (from initial scoping to full deployment). The exact time frames are subject to detailed scoping discussions regarding the specific requirements.

Service Levels

Availability

Health Infoshare is available 24 hours a day, 7 days a week. Infoshare sits within the Google Cloud Platform (GCP) and uses Firestore for its database and Cloud Functions, both of which carry an SLA's of 99.95% uptime. As a business we commit to an SLA of 95% uptime for our technology.

Bugs and Issues

EQLs thorough technical testing protocols mean bugs and issues are unlikely, however where identified the SLAs in place ensure issues are resolved in a timely manner. Should an issue or bug be identified a ticket is raised, investigated and assigned a corresponding severity score.

SLA, priority and development type as determined by the severity:

<u>Severity</u>	<u>Priority</u>	<u>SLA*</u>	<u>Deployment Type</u>
Sev 1	Highest Priority	2 Hours	Hot Fix
Sev 2	High Priority	6 Hours	Hot Fix
Sev 3	Medium Severity	24 Hours	Hot Fix
Sev 4	Low Severity	1 weeks	Deployment Release Cycle
Sev 5	Lowest Severity	4 weeks	Deployment Release Cycle

*SLA refers to the response time and acknowledgement of a bug and the ability to provide an estimated time to fix.

Support

Health Infoshare is provided as a fully managed service requiring little ongoing support. EQLs post-onboarding service includes personal account management support and adherence to ongoing KPI's. Online support is also provided to end users of the platform should any technical query arise.

Other Information

Backup and Disaster Recovery

Data is stored via a 3rd party service provider; Google Cloud Platform (GCP) with automatic backups and comprehensive disaster recovery processes.

Information Security

Information Security and governance is inherent to EQL as a business thanks to a "Data Protection by Design" approach. Data Protection is considered throughout all aspects of the business from operational processes to software development. All representatives of EQL must follow strict internal information security policies and complete mandatory training.

Stored data is subject to further enhanced security features thanks to the native benefits of Google Cloud Platform's data security policies and processes which include having all data encrypted in both rest and transit.

EQL is compliant with both the General Data Protection Regulation (GDPR), ISO27001, Cyber Essentials Plus and Data Security & Protection Toolkit (DSPT).

Contract Termination

In the rare event that a customer decides to terminate services, EQL will ensure a swift transition and minimum disruption. work professionally with the customer to transition its arrangements with the minimum of disruption. Where a substantial commitment is required EQL reserves the right to charge for this service.