



itecho health

aQ

Medical-grade research platform to
facilitate data collection and insights

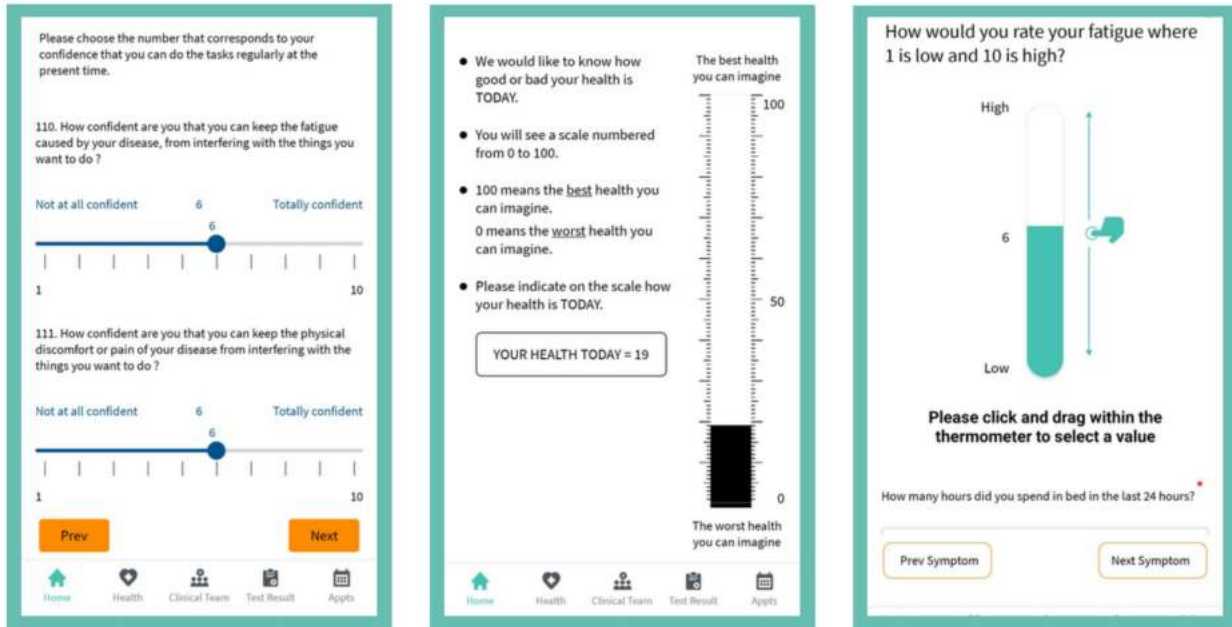
Service Definition G-Cloud



SERVICES

PATIENT / USER APPLICATION

A patient/user co-designed application for use on a smart phone, tablet or desktop computer. It also meets accessibility standards to engage users with diverse disabilities.

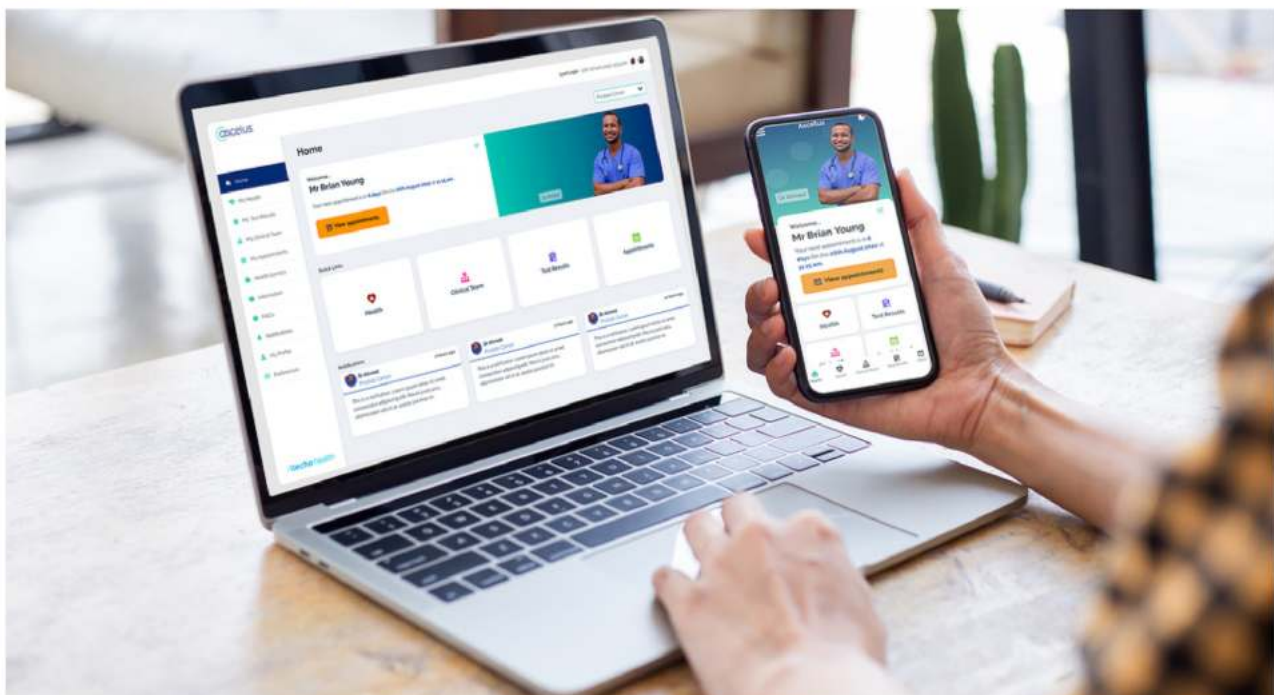


QUESTIONNAIRES / SURVEYS

The service allows users to provide feedback through dynamically designed and delivered questionnaires, where the branch logic embedded within the platform selects the most appropriate question pathways based on answers provided.

CLINICIAN / RESEARCH USER APPLICATION

An application co-designed with clinicians and academics to provide solutions to multiple challenges faced in data collection for research and patient monitoring. The application can use pre-built or customisable questionnaires with programmable scoring. It incorporates an easy-to-use interface to enrol and manage users plus informative dashboards to review and analyse results.



PATIENT REPORTED OUTCOME MEASURES (PROMS)

aQ allows patients to answer PROM questionnaires which are then sent to the platform and are available for review by the research team. The platform can be configured with either generic or condition-specific PROM questionnaires.



DASHBOARDS

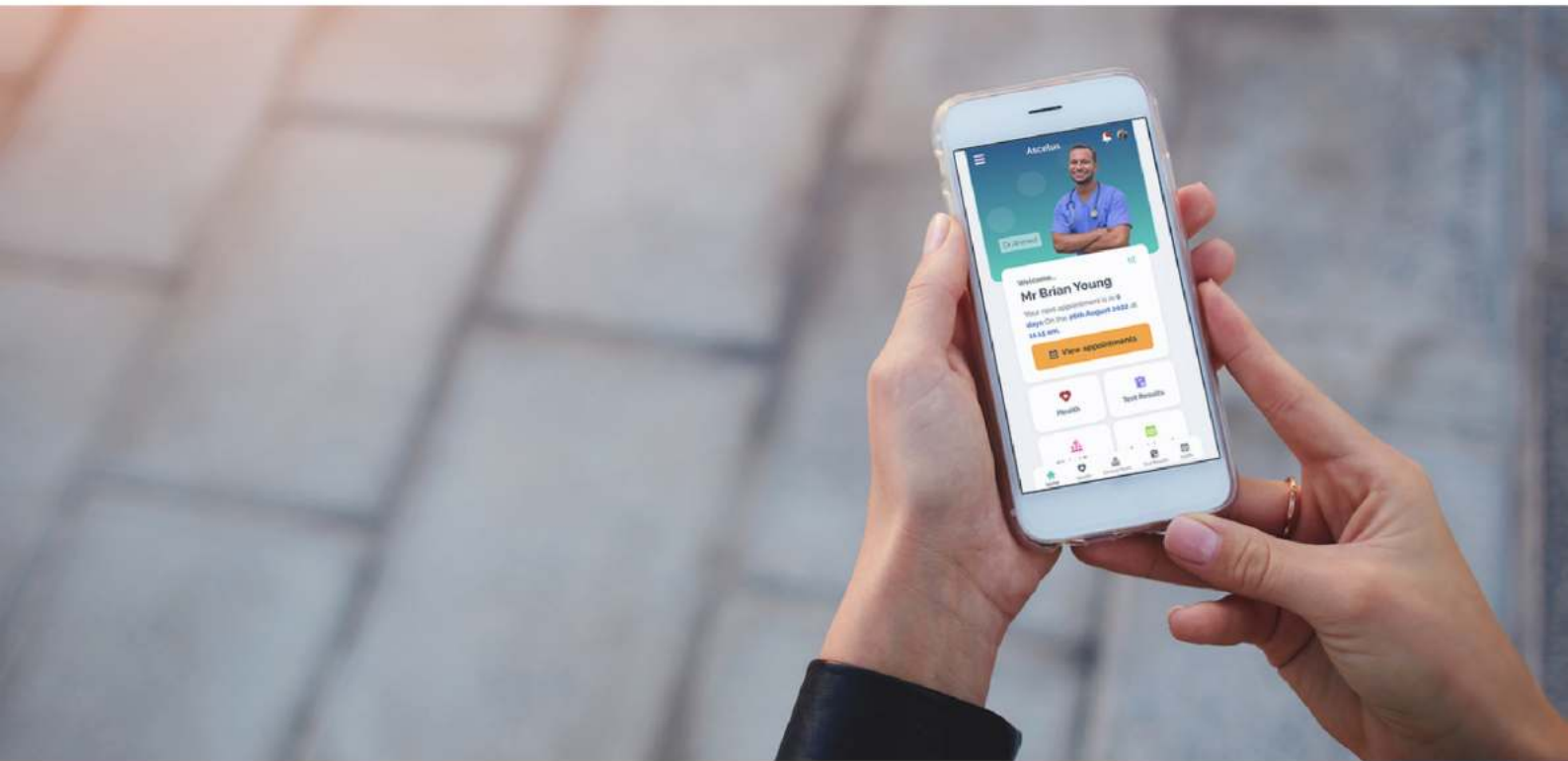
The aQ dashboard view can be customised to suit the needs and objectives of the research project.

ADDITIONAL SERVICES

We can provide the following additional, bespoke services to support aQ research projects as required;

- Assistance with sourcing pre-built questionnaires
- Setting up alerts for the research team linked to specific participant responses
- Developing and loading bespoke questionnaires onto aQ
- Support with in-built survey calculations and data analytics





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OVERVIEW OF aQ

Itecho Health is a dynamic company, led by healthcare leaders and technology experts, established to develop digital applications for health and wellbeing. Powered by academic and patient collaborations, Itecho Health has developed a medical-grade research platform called aQ, which contains unique features to facilitate bespoke data collection for broad health and social care applications.

aQ improves the quality of research and makes data collection more straightforward, cheaper and more flexible. aQ can be used for purposes ranging from PROMS, small and large studies, drug and new therapy development and continuous monitoring. Surveys can be one-off, multiple or ongoing as part of a long-term engagement programme.

Its innovative branching logic allows you to design and build customised surveys with multiple question pathways. Uncover nuanced opinions, tailor experiences and gain a deeper understanding of your cohorts. aQ is a digitally inclusive platform with a Mobile App and Web Compatibility. Its user interface makes it more intuitive, resulting in higher completion rates and richer data.

aQ allows dynamic data collection through its advanced scheduling capability. Send particular question sets to specified cohorts on a chosen date or event-based triggers such as user event or action. The platform allows you to not only customise what data you collect but also how and when you collect it.

aQ goes beyond a conventional survey tool. The aQ dashboard displays data collection, progress and insights to help you to analyse required information and to ensure that you get a tailored data set with identifiable trends to uncover the insights that you need. aQ meets the highest industry encryption standards.

COMMUNICATION METHOD



Participants are invited by the research team to download and use the aQ mobile App from the App Store / Google Play (or use web-browser). Participants will securely login to see a specific version of the aQ App that meets the requirements of the research study.

Patients or participants are prompted (through notifications) to complete questionnaires. The type and timing of the prompts are selected by the research team (via the researcher portal) according to data collection requirements of the study.

This web-based portal allows staff to design very simple and complex questionnaires which can then be assigned to multiple research cohorts. Staff can select the timeframe that each questionnaire will be available to participants, when the participants are notified and how frequently they are reminded/ notified to complete a questionnaire. The team can also assign specific calculations to participant responses and set multiple alerts based on how different questions are answered. All participant responses can be viewed within the researcher portal or downloaded via to a CSV file.

aQ has functionality to notifications, alerts, SMS messages and emails based on participant communication preferences.

SYSTEM FEATURES

INCLUDED?

Secure Accredited Cloud Hosting No hardware requirements	
In-Platform Questionnaire Design Import questionnaires or design your own using aQ	
Access Level Management Define who sees what by assigning staff different permission levels	
Dedicated Account Management Direct access to support from a senior technician	
Email Support Support mailbox operates 24hrs / 7 days	
Online User Guides Digital guidance and 'how-to' training videos	

ONBOARDING

Requirements – We require the customer to identify a 'research lead' who can provide specific details and study requirements to enable the set-up aQ for each study.

Project Management - Itecho Health can provide a full project management service to facilitate roll-out of aQ within a research project. Our team have considerable experience leading substantial applied health research programmes.

SERVICE MANAGEMENT - SUPPORT

Raising a support query

Logging a support query during business hours - Itecho Health support team is operational between 8.00am and 6.00pm, Monday to Friday, excluding bank holidays.

You can log a query by either calling the support line or by email. Itecho Health will then identify the call priority and assign a unique ticket number which will be provided to the caller. If the query is a change request, Itecho Health will also require an email from an authorised user detailing the change and providing written authorisation. The Itecho Health system keeps a record of the details of authorised users.

SERVICE LEVEL AGREEMENT MODEL

SERVICE	STANDARD	SERVICE PACKAGE
Platform Availability	24/7 (365)	24/7 (365)
Business Support Hours	8am-6pm Mon-Fri (Except bank Holidays)	24/7
Planned Maintenance Downtime	Notified 24hours in advance per service	Schedule agreed in advance
Feature Release Schedule (other than critical incidents)	Notified in advance	Agreed release schedule
Availability (during business support hours)	99%	99.9%
Service Reporting	Monthly	Weekly
Disaster Recovery	Weekly	Daily



INCIDENCE ACKNOWLEDGEMENT TIMES

(WITHIN BUSINESS SUPPORT HOURS)

SEVERITY	STANDARD	SERVICE PACKAGE
Critical	8 hours	2 hours
High	24 hours	4 hours
Medium	48 hours	8 hours
Low	1 week	24 hours
Lowest	1 month	1 week

PROBLEM FIX TIMES

(WITHIN BUSINESS SUPPORT HOURS)

SEVERITY	STANDARD	SERVICE PACKAGE
Critical	8 hours	2 hours
High	24 hours	4 hours
Medium	48 hours	8 hours
Low	1 week	24 hours
Lowest	1 month	1 week

CHANGE AND RELEASE MANAGEMENT

Itecho Health works within a DevOps and Agile environment, which allows for feature developments that can be applied to the product on a regular basis. Regular changes, fixes and releases enables the aQ product to evolve to continuously support our stakeholders.

The cycle of releases is not fixed but follows a pattern that is controlled by the delivery of capability within Agile development. Our current development format is a two-week cycle that aims to deliver feature updates on a weekly basis.

The supporting process and communication to customers is as follows:

- Features that are in consideration for each development Agile sprint are communicated to customers before the sprint commences.
- Customers and patients are informed when there are major changes that have an impact on them, and these will be made available to test against the relevant integration environment.
- The contents of each release are made available on our service updates page before each release.
- The aQ platform is updated.
- Note: The duration of each step described above is subject to assurance approval.



INFORMATION GOVERNANCE

Compliance

We have a comprehensive set of policies covering implementation and management controls across the following aspects:

- Access and Authorisation Control
- Network and Data Encryption
- Network Ingress/Egress
- Centralised Event
- Logging and Alerting
- Systems Hardening
- Data Protection and Retention
- Intrusion Protection/Detection
- Malware and Virus Protection
- PatchManagement
- Solution Design Assurance
- Vulnerability Assessment

INCIDENT MANAGEMENT

Incident Management and Solution and Systems Development Systems design and implementation documentation is delivered to the standard required for effective realisation of security controls. Security Controls implemented in the technical domain are unit and integration tested for impact and effectiveness. The IT Operations Manager is responsible for ongoing monitoring of systems and procedural aspects relating to security policy enforcement and or detection of exceptions and/or violations. An ISO-compliant Documentation Control System is used. Internal Policy Approvals are the responsibility of the Senior Management team including the CTO and CEO. Itecho Health is Cyber Essential certified.

REGULATION

aQ is registered as a Class I medical device with MHRA. Therefore, we operate under the Medical Devices Directive and report any patient safety concerns directly to the MHRA.



EXIT MANAGEMENT

Termination Terms and Service Migration

On contract expiry participant entered data can be downloaded in CSV format for up to 30 days following contract expiration. This can then be migrated to an alternative supplier.

Extraction of data, any support needed for transition and any queries in the transition period are included in the price. Any request over and above standard data extraction will be at an additional cost Terms and Conditions - please see separate document.

Enquiries: info@itechohealth.com

Pricing: Please see separate Pricing Document

Further Information: Please visit www.itechohealth.com