



IQVIA Patient Finder

GCloud 15 Service Definition

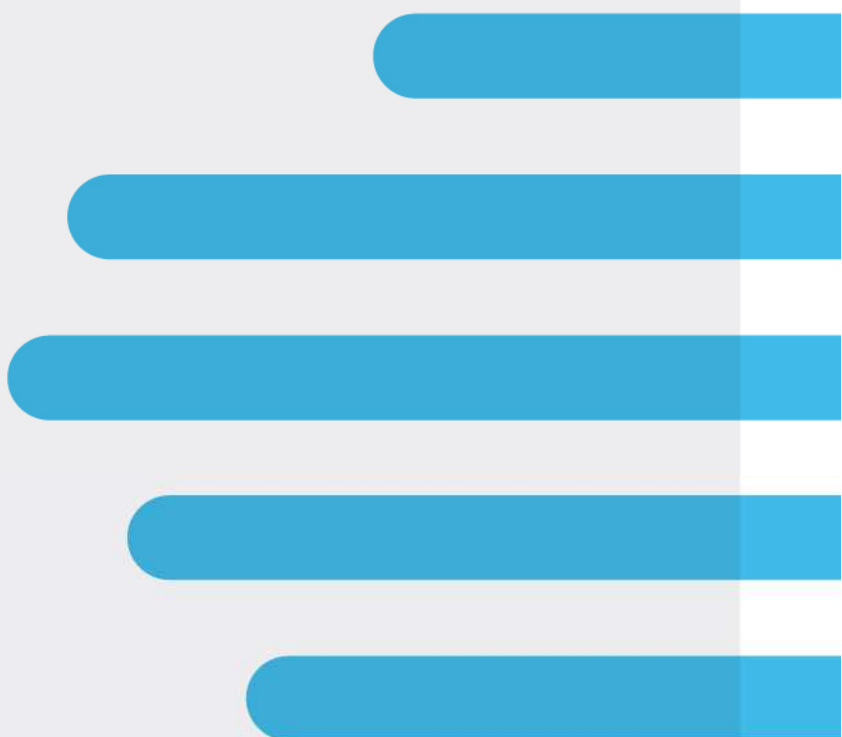


Table of Contents

IQVIA Patient Finder Service Overview	3
IQVIA Patient Finder Solution Benefits	3
Software Licence.....	4

IQVIA Patient Finder Service Overview

From patient search and recruitment for clinical trials, to value-based healthcare, to optimising medical guidelines, to reporting on patient outcomes: all these initiatives require actionable clinical data to derive insights from. **IQVIA Patient Finder** is a privacy by design data solution that gives healthcare professionals direct access to the data they need and empowers them to answer research questions themselves.

The IQVIA Patient Finder relies on a **cached data model** turning siloed medical datasets into harmonised datasets, and with **extended NLP capabilities** empowers the hospital with **accurate, complete, and consistent data**, which are essential for necessary use cases. Thus, IQVIA Patient Finder searches patients quickly across structured and unstructured clinical data within the EMR/EHR and other hospital systems.

IQVIA Patient Finder platform has two modules with which end users will interact. The **Patient Finder module** facilitates the patient's cohort building based on specific inclusion and exclusion criteria; whereas the **Clinical Dataset Builder** makes it possible to define an enriched population dataset and support fast and efficient data visualisation and extraction.

IQVIA Patient Finder Solution Benefits

- **Single source of truth:** Once established, the single source of truth comprehensively integrates different data sources as required by Client.
- **Breadth of data visibility:** Search ALL possible patients and address multiple related questions; it will provide a comprehensive analysis of patient profiles, faster and better.
- **Build patients cohorts (Patient Finder Module):** build patient cohorts based on inclusion and exclusion criteria, getting insights from structured and unstructured data.
- **Build dashboards to improve quality of care (Clinical Dataset Builder):** Derive insights from patient data to support, for example, improved patient outcomes and to drive efficiency / improvements in associated costs.
- **Natural Language Processing (NLP):** extracting data and enriching the pool of data from which patient insights can be derived because of IQVIA's extensive NLP capabilities.
- **Ease of use:** Solution embedded into site workflows to ensure ease of use for researchers; once created, repeat searches can be automated to support rapid patient identification.
- **Conform to GDPR policies:** to interact with patient identifiable data for research, care, and statistics while preserving the Data minimisation principles applied while ensuring insights can be derived from patient level data.
- **Data within your control:** deployment 'Behind the Firewall' addresses GDPR, no PID leaving the hospital-managed environment.
- **Collaboration made easy:** Between and across users/department and hospitals (i.e., users can share a query with another hospital or department).

- **Fully supported by IQVIA experts:** IQVIA resource supporting deployment/data integration solution already deployed across > 40 hospitals in The Netherlands, Belgium, Italy.

Software Licence

IQVIA will provide to the Hospital non-exclusive, non-transferable, non-sublicensable, annual licenses to use the software solutions, including:

- **Patient Finder Module** for a minimum of 3 years, renewable
- **Clinical Dataset Builder**
- **NLP algorithms embedded within IQVIA Patient Finder modules**

Licenses are intended for an unlimited number of users within the Hospital setting (Healthcare Organisation)

Licenses do not include any IP transfer, coding, or classification system.

The hospital shall ensure that its users of the Software will, comply with the Terms of Use of the Software.

Hardware Deployment

- The solution will be deployed within the agreed cloud environment; that environment can be AWS or AZURE; it can be own and managed by the client or by IQVIA.
- IQVIA will provide the relevant specifications for virtual machines (VMs) and related connectivity. (Specification below)

Server (virtual)	No. of Serv.	vCPU	RAM (GB)	Storage	Licensed Software / Notes
SQL Server	1	8	64	2 TB SSD	Windows Server ≥ 2016 * MS SQL Standard ≥ 2017 *
Application Server	1	4	16	500 GB SSD	Windows Server ≥ 2016 *
Search Engine	1	8	64	750 GB SSD	Windows Server ≥ 2016 *
AI Inference Server	1	4	16	50 GB SSD	Windows Server ≥ 2016 *
Data Integration Server – Live	1	8	32	2 TB	Windows Server ≥ 2016 * MS SQL Standard ≥ 2017 *
Data Integration Server – Test	1	4	16	150 GB	Windows Server ≥ 2016 * MS SQL Standard ≥ 2017 *
TOTALS	6	36	208	5.45 TB	* Latest version preferred

- IQVIA personnel will perform the system installation and configuration including the connection with source systems to access data (in a read-only approach).
- The solution will need integration with the existing Data Warehouse (DWH) and other data sources Client are willing to provide to support enhanced patient finding capabilities within the broader Client environment.
- IQVIA will require access to all the source systems that are going to be integrated for IQVIA to perform data mapping in preparation for data integration and ETL processes.

- IQVIA will provide data integration personnel to integrate source systems into the Patient Finder Solution and its related common data model, working with hospital IT as necessary.
- IQVIA will need access to relevant IT systems and data to allow IQVIA and/or any authorised representatives to improve the AI NLP model or to solve any reported defects.

Hosting Options and Locations

All data and servers are owned and managed by the client at the client site, or software is installed on VMs (Virtual Machines) that run on a clients existing IT infrastructure.

Access to Data upon Exiting the Patient Finder Solution

As all data resides on the client's own servers/infrastructure, the client would already have access to the data and if required could extract it again from their EMR (electronic medical record).

The Patient Finder software is deployed on the clients own IT Infrastructure behind a firewall and no data is held by IQVIA.

IQVIA Service Desk Introduction

The IQVIA Service Team has a robust incident management system that includes corrective/preventative actions, root cause analysis, and a final report. Our experience of designing, transitioning, and operating established services to over 240 NHS organisations, and we have provided Service Design, Transition and Service Operation support for national services to NHS Digital.

The IQVIA Service Team comprises, a Helpdesk, Customer Support Agents, and a Client Manager. The Service Team's mission is to provide a great service experience and to resolve any issues or requests in an effective and efficient manner, within the agreed service levels and to the satisfaction of the client.

The IQVIA Service Team operate IT Service Management (ITSM) within an Information Technology Infrastructure Library (ITIL) framework to provide reliable, robust, and quality services.

The IQVIA Service Team members are technically qualified on the software we support and the platforms they reside upon.

The IQVIA Client Service Manager and the IQVIA Service Team will work with the client to monitor all aspects of service, manage communications, governance, risk, performance reporting, change and release processes including standard changes and we will continually review and recommend service improvements.

The IQVIA Service Team will provide and manage:

- A Single Point of Contact Helpdesk
- Twenty-four-hour online Customer Support Portal
- Incident Management

- Major Incident / Crisis Management
- Request Fulfilment
- Event / Problem Management
- Service Level Management
- Service Reporting
- Information Security Management
- Service Improvement Planning

Support Desk Availability

The support desk will be available between 09:00 and 17:00 hours Monday – Friday contactable via email or through the CSH (depending on the user's level of access). The support desk is operated by native speaking team members and problems are logged, managed, documented, and followed up using our ITSM system: Salesforce, Customer Service Management (CSM).

All users can email the Service Team using a dedicated email address. This address utilises the Email2Case function within the CSM, which automatically creates and logs new support tickets against the client's account. Where applicable, clients are encouraged to log new cases or service requests via the IQVIA Customer Service Hub (CSH) as this offers additional functionality and reporting and aids quicker resolution to their query.

The CSH and Email2Case functionality is available 24/7 365 and provides a self-service portal where tickets can be created, viewed, and updated. The CSH also has powerful dashboard tool (optional).

All Service targets will be documented in a Service Level Agreement (SLA). The SLA will be monitored, measured, and reported on by the IQVIA Service Team and a Service Improvement Plan will underpin the activity needed to maintain and improve the levels of service to meet your needs.

Data Back up and Disaster Recovery

The client is responsible for back up and disaster recovery, as IQVIA utilise their IT infrastructure. IQVIA will restore the software should a release be deployed that causes a major software issue, this covers the software only and the client's own database backup would be restored, if data has been corrupted.

The software goes through rigorous testing to ensure these kinds of occurrences do not happen and as part of the deployment process we initially upgrade several acceptance servers in order that clients can evaluate the software using their own internal processes. Once accepted, only then will IQVIA upgrade the live 'Production' server.

Software Maintenance & Updates

Software releases are split into three main categories, Product Release, Maintenance Release and Hotfix/Support Patch. Each release type has its own scope, release duration,

and reference dates. The type of release depends on the nature, urgency and impact of the issue encountered. The below tables summarise the three release types.

Product Release

Scope eligibility	1) All major enhancements, roadmap scope etc shall be delivered here. 2) All maintenance patches and hotfixes preceding this release at the time of dev close date shall be considered as a roll-forward scope for this release
Release duration	Quarterly (3 months), 6 dev sprints (each sprint shall last 2 weeks) and one integration test sprint (1 week)
Reference dates	Scope closure - Friday preceding each sprint start date Release start date - 1st Monday of the period Beta Customer Release General Availability - As decided by the release team. Consider 4 weeks from Beta/1st customer release

Maintenance release

Scope eligibility	1) Planned issue fixes (P3, P4) and roll-forward of hotfixes 2) Minor enhancements to existing functionality that are deemed to have a business priority 3) Customer/Milestone specific upgrade that cannot wait until Product Baseline
Release duration	1 month with 3 dev sprints and 1 sprint for integration testing (each sprint shall last 1 week)
Reference dates	Release start date (1st Monday of the period) Scope closure (Friday preceding each sprint start date)

Hotfix/Support patch release

Scope eligibility	1) P1 and P2 issues to be patched immediately only
Release duration	Usually lasts from a day to a week, depending on priority

Reference dates	Ad-hoc / As required
------------------------	----------------------

Support Ticket Escalation & Prioritisation

Each support request must be prioritised to reflect the urgency and impact of the support request raised. The below provides a brief overview including a matrix.

Impact / Urgency	HIGH	MEDIUM	LOW
SIGNIFICANT	Priority 1	Priority 2	Priority 3
Moderate	Priority 2	Priority 3	Priority 4
LOW	Priority 3	Priority 4	Priority 4

Urgency

Urgency measures the amount of time until an incident, problem, or change has an impact on business operations. There are three urgency levels:

- **High:** Incidents or changes that are very time sensitive. For example, incidents that cause outages to financial systems
- **Medium:** Incidents, problems, or changes that need to be addressed in a timely manner, but do not have an immediate impact on business operations
- **Low:** Incidents, problems, or changes that have minor or no time sensitivity

Impact

Impact is the measure of the effect of an incident, problem, or change on business operations. There are three impact levels:

- **Significant:** Incidents, problems, or changes that have high potential to cause major, negative impacts to critical business operations, Workarounds do not exist.
- **Moderate:** Incidents, problems, or changes that affect more than one stakeholder, have the potential to delay key business process outcomes. Workaround may or may not exist.
- **Low:** Incidents, problems, or changes that affect one stakeholder, or a small group, that do have a material impact on business operations. Workarounds exist.

Initial Incident Response Time

- **Priority 1 (P1):** 2 business hours
- **Priority 2 (P2):** 4 business hours
- **Priority 3 (P3):** 6 business hours
- **Priority 4 (P4):** b business hours

Ticket Resolution Plan for Priority Incidents

- **Priority 1:** 1 business day / Update: 1 day
- **Priority 2:** 3 business days / Update: 2 days
- **Priority 3:** 10 business day / Update: 5 days
- **Priority 4:** 15 business days / Update: 10 days

Contact IQVIA

For further information about this service please contact us at:

email: hss_salesenablement@iqvia.com

visit: www.iqvia.com/uk-nhs-solutions