



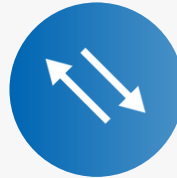
Health Diagnostics[®]

SERVICE DEFINITION DOCUMENTATION:

Overview of Health Options[®] CS
and associated support services



TARGETED INVITES



SEAMLESS DATA TRANSFER



INTERACTIVE CONSULTATIONS



**PERSONALISED HEALTH
REPORTING**



**DATA ANALYTICS AND
REPORTING**



DEDICATED BACK OFFICE



Digital solution components

Descriptions of Health Options® CS - the health check cloud suite - designed to support providers and patients through every stage of the health check pathway. It delivers a seamless, end-to-end experience that ensures efficiency, engagement, and measurable outcomes.



Targeted Invites

Find, target and invite people for a health check

Establish the local cohort eligible for your programme by running specialist queries on clinical systems. Our queries are run remotely to eliminate the admin burden on GPs.

Operators can stratify their cohort and prioritise those in need by using an advanced range of predictive algorithms.

Having refined the cohort, automated SMS and postal invites can be sent from our NHS-approved mailing house with the click of a button.

All invites are tracked and reported on, enabling the effective management of the local call and recall process.



Interactive Consultations

Deliver empowering consultations that inspire lifestyle change

During in-person consultations, providers use this module to communicate health information clearly and powerfully. Individuals are supported to fully understand what their health status means for them through personalised advice and dynamic data visualisations.

Whether health checks are delivered remotely, in-person, or both, the system has been designed to support all methods of provision. Regardless of the contact method used, motivating behaviour change is universally hard-wired into the system's design.

Thanks to the process automation pathways that underpin our technology, complete and accurate datasets are guaranteed.

Automated e-referrals can be sent to commissioned lifestyle services, ensuring that your programme's referral pathways are joined-up and streamlined.



Seamless Data Transfer

Securely transfer health data and e-referrals

Electronically integrate with different clinical systems, regardless of whether your project is based in general practices, the community, or both.

Our SNOMED-compatible system enables coded health data to be automatically filed against individual patient records. All data is electronically transferred at the granular level.

Transfers are tracked and clear audit trails are available to commissioners and providers.



Real-time Data Analytics

Bring your data to life with Dynamic online dashboards

With Intelligent Data Analytics, project leads can access real-time analysis of provider performance and local health trends.

Both raw data and engaging visualisations on all aspects of programme provision are displayed online within Power BI dashboards.

Access all the insights necessary to produce robust epidemiological and health economic evidence for your project, as well as the data required to continually optimise your programme.

Configurable options

Outcomes: Comprehensive outcome data can be made available. This ensures that the long-term real-world impacts of your programme are accessible via your online dashboard.

Performance reports: Accurate reports based on validated delivery volumes can be generated for participating providers.



Personalised Health Reporting

Give people the knowledge to change their lifestyles

This module enables providers to grant patients access to their personal health results via a secure online portal.

Individuals receive content based on their health profiles, with all information communicated in easy-to-understand terms.

Plans for change can be created and a full range of ongoing lifestyle support resources are available.

Configurable options

My Well Record: Grant individuals access to their health results via a secure online portal. My Well Record is a digital platform that supports people to engage in lifestyle change.



Optional plug-ins

Self-assessment

Self-assessment lets people complete established questionnaires at home, offering insight into how their lifestyle affects their health and wellbeing. It also supports more open consultations by giving providers advance notice of key health factors such as smoking status, alcohol use, and activity levels.

Offline consultation template

This template allows providers to record consultations without internet access, ensuring business continuity. Downloaded in advance onto a laptop/PC, it delivers the same user experience and consistent service.

My Well Record (MWR)

MWR enables providers to grant patients access to their personal health results via a secure online portal. The individuals receive content based on their profiles, with all information communicated in easy-to-understand terms. Plans for lifestyle improvements can be created and a full range of ongoing lifestyle support resources available.



Support

Health Diagnostics' has over 15 years of expertise in delivering comprehensive support services for health check programmes across England and Wales. Our experience spans every stage of programme delivery—from initial planning and implementation to ongoing operational support and performance monitoring.

Support services

Health Diagnostics provide a Help Desk function, where authorised remote diagnostic facilities will operate between 08:45 – 17:00 Monday to Friday excluding bank/public holidays for the reporting of:

- service availability
- potential faults
- requests for information
- user support
- general queries in relation to the Products & Services only

Calls received outside of the above timeframe will be forwarded to an answerphone service. As the Chat Bot does not use AI answers, any chat on this service outside of the timeframe stated above will not receive an immediate response. All requests received outside of the above timeframe will be actioned the following Business Day.

Service levels

Health Diagnostics will respond to service-related incidents and notify the Patient/Service User of the level of classification. A helpdesk ticket number will be submitted to the Client with the service level classification as follows:

- Critical fault: First response (2) normal business hours. Addressed (2) business days
- Major fault: First response (1) business day. Addressed (5) business days
- Important fault: First response (2) business days. Addressed (15) business days
- User issue: First response (3) business days. Addressed (15) business days

Remote assistance will be provided in line with the above timescales depending on the priority of the support request and if allowed by the Practice/Provider system.



Health check training course

Health Diagnostics' comprehensive Health Check training course is expertly designed to align with the NHS HC Competence Framework, ensuring that health professionals are fully equipped to deliver effective and impactful cardiovascular disease (CVD) prevention services.

Course highlights

- **Proven impact:** Over 6,000 health professionals trained nationwide, with consistently positive feedback from both participants and commissioners. Supported over 75 Local Authorities with health check training requirements.
- **Tailored delivery:** Training can be adapted to meet local needs and is suitable for both new and refresher staff.
- **Certification:** Participants receive a certificate of attendance and participatory training qualifies the health professional for CPD points.
- **Evidence-Based:** A three-year study shows significant improvements in competency levels across a wide range of health professionals – including those already experienced in delivering.
- **9/10 average participant satisfaction rating:** Participants highlight the clarity, structure, and hands-on practicality of the sessions, with techniques immediately applicable to day-to-day work.

Key learnings

- **Health Options® Cloud Suite:** Ensuring providers have the knowledge needed to deliver effective consultations, explore functionality, understand assessment screens, onward referrals and completing a health check. Tailored towards the projects configuration.
- **Understanding the health check programme:** Covers best practice guidelines, the NHS HC Competence Framework, and local implementation context.
- **CVD risk factors & QRISK:** Smoking habits, alcohol consumption, physical activity, pulse checks, obesity, diabetes risk, cholesterol, dementia awareness. Includes guidance on QRISK® scoring and effective risk communication.
- **Practical skills:** Live demonstrations on the use of certified point-of-care equipment and accurate fingerstick demonstration.
- **Behaviour change & motivational interviewing:** Introduction to key principles of behaviour change and motivational interviewing to enhance patient engagement and support lifestyle improvements.



Our commitment to quality

Quality is at the heart of everything we do. We comply with all relevant industry standards and regulatory requirements to ensure our solutions are safe, secure, and effective.



ISO/IEC 27001:2022



CYBER ESSENTIALS CERTIFIED PLUS



NHS DATA SECURITY AND PROTECTION TOOLKIT. STANDARDS EXCEEDED



GDPR COMPLIANT



PRSB PARTNER - PROFESSIONALS RECORDS STANDARDS BODY



ICO - INFORMATION COMMISSIONER'S OFFICE



DCB0129 COMPLIANT



QRISK LICENCED CONSUMER



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