

Salutare:

ONE Referral

Product Specification
January 2026

Healthcareful® software is
designed by clinicians for
clinicians

Safely. Effectively. Efficiently.

PRODUCT SPECIFICATION OVERVIEW

The ONE Referral product from Salutare Group Ltd is a cloud-based patient-centred application for discussing patient cases amongst multiple clinical professionals in a multi-disciplinary team (MDT) meeting and to perform follow up monitoring for cancer and chronic patients, and the safety of medicines that require blood test monitoring. Salutare Group Ltd is a UK-registered software company based in London.

The overall aim of ONE Referral is to simplify how to refer a patient to an MDT, improve the quality of referrals overall, and reduce the time from referral to an MDT discussion and recommendation. This improves the quality of the MDT discussions by providing all panel members with the key information needed to discuss and contribute to the MDT decision making. It keeps patients safe through tracking and reduces reliance on email as the collaboration mechanism for complex decisions in their care. Our goal is that patients are never lost in the system.

The Salutare ONE Referral solution can either be a cloud-based application running either on the internal private cloud tenant of the Trust, on the Microsoft Azure tenant of the Trust, or the Microsoft Azure tenant of Salutare Group LTD.

No data or processing will be performed outside the borders of the UK.

BENEFITS

- Multiple clinicians on a single referral can contribute with ease
- Reduces the time from referral to treatment
- Never lose track of a patient referral
- Reduce effort and time collecting data on investigations
- Quickly triage referrals and process them more easily
- Reduce medical errors and delay with simple, controlled forms
- Keep patients in the loop on their progress
- Manage referrals and monitoring in a single place
- Beautiful, simple design reduces staff training time
- Monitor borderline safety medicines in the community, effectively

FEATURES

- Integrates with national and hospital systems for input and output
- Automated investigations transfers request
- Proforma customization and data control per MDT
- Generation of summary case report and MDT triage lists
- Local, Regional, and National directory of MDTs for search
- Tracking and alerts for follow up on referrals and monitors
- Multiple views and modes for review and MDT collaboration
- Ad-hoc virtual team creation around specific cases
- Automated monitoring and Digital Blood Forms to patients
- Simple, automated reporting of adverse events to Yellow Card Service

MAIN PRODUCT CAPABILITIES

SIMPLE, FAST REFERRALS TO MDTs BY CLINICIANS

ONE Referral simplifies the referral process for MDTs across a range of NHS Trusts and other healthcare providers, and it collects the key information required. The MDT panel takes in hand all the relevant information needed for a clinical discussion to improve decisions.

- **Integration with NHS and hospital applications**
ONE Referral communicates with HL7 and FHIR to connect with PAS and EPR systems, and it integrates with national NHS services like SPINE, SCR, and CIS2 in order to access information already available. This saves times for clinicians and keeps patient details consistent.
- **Short, mandatory proforma for critical information**
Every MDT Panel has a set of information that is critical to review the case and make a recommendation. To improve the quality and timeliness of the preparation, ONE Referral uses a clean UI, standard and limited custom questions, and validation to make sure the necessary information is in place before a review starts.
- **Quick first assessment for streamlining**
Once the referral proforma is completed, the referrer is asked whether the case for discussion is in their opinion considered complex or simple to allow stratification of referrals to triage with national guidelines.
- **Simplified and faster access for NHS staff**
Access to the referral service can be given across NHS staff at hospitals for direct access. That means clinicians can quickly find MDTs and submit their referrals in a few minutes instead of spending time finding an MDT chair.
- **Simple, clean reports for export, review, and EPR upload**
Once data entry is complete, a PDF of all information is created and electronically sent to the MDT coordinators to be uploaded to the patient's Electronic Health Record or filed as a paper copy.
- **Report on and audit your process**
Standard reports are available out of the box and these can be tailored to local needs. Keep track of MDT performance, lagging referrals, incomplete drafts, and late actions. KPIs and OKRs can be customized according to the team, and administrators can track and review progress across multiple MDT teams.

DASHBOARD TRACKS REFERRALS AND PANEL DISCUSSIONS

ONE Referral makes it simple for MDT coordinators, chairs, and clinicians on the MDT Panel to process and review incoming referrals. They are kept in a single, visible list with several criteria which coordinators use to categorize and filter referrals for quick reference. All MDT Panel members and guests can view the referrals at any time to review or comment, and they can follow on their own device during the meeting.

- **Share the same view with the entire Panel**

The dashboard shows all the incoming referrals and is accessible by the team members sitting on that specific MDT panel, such as the MDT chair, coordinator, CNS, and other clinicians. Clinicians can see the referral and details at any time, before or after the Panel, and on their own device.

- **Collect and summarize Panel input**

ONE Referral directly captures in the referral all relevant information and puts it in the same place. The whole clinician team can see everything that is going on. Any clinician on the referral or in the Panel can comment on the referral – ask questions, point out issues, or mention other clinicians and data.

- **Take next actions from the dashboard directly**

The panel team members can open a referral, and the Chair and Coordinator can clear it with an active decision to palliate, treat, monitor, or other next actions. All panelists and guests to a referral can comment or respond in a comment thread at any time. That means a discussion can follow before, during, and after a Panel meeting.

- **Manage incomplete and draft referrals**

Incomplete referrals are minimised by the platform as all essential information is complete before being made available to the MDT team or specialist centre. Mandatory fields in the referral proforma reduce incomplete referrals missing critical information such as requiring the referrer to ask a specific MDT question or to include fitness for surgery information.

- **Clarify and ask investigations before the MDT Panel**

Save clinician time and reduce the wait for a decision for a patient by handling the problems up front. In the event that the panel is not satisfied with the information provided on the referral, the panel team member can send a comment to the referrer asking for further information or clarification. The referral remains in draft until the information is ready. That

means patients are seen faster and only once.

- **Keep to deadlines**

Referrals capture the important dates on creation to make sure the team keeps to 2WW and 62 day timelines. The Dashboard displays them according to RTT deadlines for reporting within the Cancer network, as well as sorted by referrer and any other criteria the Chair deems important.

- **Export referrals, summaries, and data**

After review and a summary recommendation is complete, a PDF of all information is created and electronically sent to the MDT coordinators and referring clinician. Staff can easily upload it to the patient's Electronic Health Record, a document management system, or file it as a paper copy. Further data export and updates are possible through HL7 and FHIR interfaces. Referrals may also be directed towards third-party NHS services such as NHS DigiTrials for new drug trials.

AUTOMATICALLY MONITOR PATIENTS AND OUTCOMES

Usually the outcome of a referral review leads to a treatment, a further investigation, a referral to another specialist consultant or team, or a long-term monitor. Coordinators set the next actions on referrals for these and other outcomes using ONE Referral, and the product notifies clinicians according to a schedule or guideline. Automated updates and dashboard views make it easy to see what patients need attention and helps everyone keep an eye on patients' outcomes so that no patient is ever lost to the system.

- **Follow up monitoring assigned to a referral**
After review, referrals are flagged with the recommendation and assigned next actions for follow up. The product keeps track of commitments and makes updates on the dashboard. Specific guidelines or reminders can be set by administrators.
- **A single dashboard to see all referrals and monitors**
An email and a text message is sent simultaneously notifying them that a blood test has been requested by their doctor, and they should click on the link or go to SwiftQueue directly to register or sign-in and make an appointment for their blood test. Test Clearing clearly shows missing contact details and helps staff make quick updates for automated sending to patients.
- **Automate investigations for patients and follow up**
ONE Referral can send patients a Digital Blood Form for further or regular testing so that it's easy for them to book and attend phlebotomy. It can send emails and SMS with link to book appointments directly. [*requires deployment of Salutare Test Clearinghouse and a third-party appointment booking app]
- **Ease of use and flexibility for staff**
Anyone invited to view the referral or working in the MDT Panel can see patients who are in monitoring. They can quickly see their status and any required actions.

PHARMACIES CAN MONITOR PATIENTS AND OUTCOMES

Pharmacists can self-refer a patient with a specific problem which lead to a pharmacist-led prescription in the community. They use ONE Referral to record the encounter digitally that creates a PDF that can be uploaded to any GP's Primary Care Record system, e.g. EMIS or SystmOne. Automated updates and dashboard views make

it easy to see what patients need attention and helps everyone keep an eye on patients' outcomes so that no patient is ever lost to the system.

- **Download patient demographics and summary care**
Records from the national Spine, edit in ONE Referral. Standardized format with integrated customizable questions.
- **Capture the core information**
Edit Patient preferences, safe-guarding issues, language (need for translator), mobility issues. Assessment of referrer on overall fitness (WHO or Rockwell score). Consent for contact for research.
- **Interactive diagrams and quick copy/insert**
Show site of area of interest, e.g. site of a rash. Copy and Paste functionality for reports and blood results from external EPRs into labelled panel boxes for review during discussion.
- **Share and record updates easily**
Copy referral to NHS colleagues (NHS email only). Record observations such as blood pressure, weight, temperature, and to electronically record comments to update GP records
- **Send updates to EPR and letters out for good governance**
Downloads PDF of encounter with date and time stamp directly into GP record. Sends PDF of encounter details for their record in addition to the platform. Provides good clinical governance framework for Pharmacy Prescribing.

PRODUCT VIEWS

Simple Dashboard gives a clinician, a coordinator, an MDT Chair or any NHS staff working on a referral a quick view of the referrals they are working on. At the top, clinicians can quickly create a new Referral or a new Monitor.

S

Search for a patient

Welcome Mr. Moore

New Referral

New Monitor

Sort by

Not yet submitted

Sergio Cabrera

DOB: 27/12/1978 43M

NHS N°: 555 553 4664

Days to target: 5 days

MDT: NET

INCOMPLETE

Russel Thomas

DOB: 22/12/1988 32M

NHS N°: 533 333 4334

Days to target: 13 days

MDT: NET

INCOMPLETE

Sam Smith

DOB: 15/03/1981 40M

NHS N°: 333 333 4664

Days to target: 24 days

MDT: NET

INCOMPLETE

Diane Gray

DOB: 15/03/1981 40F

NHS N°: 444 443 4444

Days to target: 6 days

MDT: NET

INCOMPLETE

Carl Olsson

DOB: 31/10/1984 37M

NHS N°: 555 553 4664

Days to target: 20 days

MDT: NET

INCOMPLETE

Submitted

Alister Woods

DOB: 31/10/1984 37F

NHS N°: 536 333 3333

Days to target: 12 days

MDT: NET

NEEDS ACTION

Allan Paul

DOB: 07/01/1992 20M

NHS N°: 555 553 2222

Days to target: 16 days

MDT: NET

NEEDS ACTION

Andrew Butler

DOB: 21/04/1995 23M

NHS N°: 536 333 1111

Days to target: 10 days

MDT: NET

NEEDS ACTION

Andrea Ward

DOB: 11/01/2000 21F

NHS N°: 234 100 8888

Days to target: 24 days

MDT: NET

NEEDS ACTION

Completed referrals

From

To

Sort by

Sort by

VIEW ALL

Dashboard views for coordinators and staff to more easily manage a lot of referrals or monitors at the same time.

S

Search for a patient

Welcome Mr. Moore

New Referral

New Monitor

Sort by

Not yet submitted

Patient	DOB	NHS N°	Days of target	MDT	Status
SERGIO CABRERA	27/12/1978 43M	555 553 4664	5 DAYS	NET	INCOMPLETE
RUSSEL THOMAS	22/12/1988 32M	533 333 4334	13 DAYS	NET	INCOMPLETE
SAM SMITH	15/03/1981 40M	333 333 4664	24 DAYS	NET	INCOMPLETE
DIANE GRAY	15/03/1981 40F	444 443 4444	6 DAYS	NET	INCOMPLETE
CARL OLSSON	31/10/1984 37M	555 553 4664	20 DAYS	NET	INCOMPLETE

Submitted

Patient	DOB	NHS N°	Days of target	MDT	Status
ALISTER WOODS	31/10/1984 37F	536 333 3333	12 days	NET	NEEDS ACTION
ALLAN PAUL	07/01/1992 20M	555 553 2222	16 days	NET	NEEDS ACTION
ANDREW BUTLER	21/04/1995 23M	536 333 1111	10 days	NET	NEEDS ACTION
ANDREA WARD	11/01/2000 21F	234 100 8888	24 DAYS	NET	NEEDS ACTION

Completed referrals

From

To

Sort by

Sort by

VIEW ALL

Simple three-step guide to a referral means that clinicians are led to find a patient, find an MDT, and enter the critical dates to start a referral in a few moments.

Dialogue.

Welcome Mr. Moore

1

SELECT A PATIENT AND LEAD CLINICIAN

Q Patient

SEARCH

Q Lead clinician

SEARCH

Create a new patient

Advanced search

2

FIND A MDT

Q

DIAGNOSE AND TREAT

ADVICE ONLY

OTHER

3

REFERRAL DATE

Q

GP REFERRAL

HOSPITAL REFERRAL

NOT KNOWN

NOT APPLICABLE

Patient lookup on standard systems to find and import patient details from known sources like a PAS, EPR, or the NHS SPINE. The SPINE is the preferred source for patient demographics.

Dialogue.

Welcome Mr. Moore

1

SELECT A PATIENT AND LEAD CLINICIAN

Q Benny I

SEARCH

Q Lead clinician

SEARCH

Create a new patient

Advanced search

2

FIND A MDT

Q

DIAGNOSE AND TREAT

ADVICE ONLY

OTHER

3

REFERRAL DATE

Q

GP REFERRAL

HOSPITAL REFERRAL

NOT KNOWN

NOT APPLICABLE

SEARCH RESULTS

Patient	DOB	NHS N°
BENNY OMAR	27/12/1978	333 333 4444
BENNY B.	00/00/0000	000 000 0000
BENNY WILSON	00/00/0000	000 000 0000
BENNY PETER	00/00/0000	000 000 0000
BENNY DIAL	00/00/0000	000 000 0000
BENNY C.	00/00/0000	000 000 0000
BENNY M.	00/00/0000	000 000 0000
BENNY WILLSON	00/00/0000	000 000 0000
BENNY SMITH	00/00/0000	000 000 0000

Simple, clean proforma for referrals keeps the clinician focused on the right information, and its validation rules capture the important data before it submits a new referral.

Dialogue.

Welcome Mr. Moore

Benny Omar

Lead clinician
Prof K Moore

GP
Dr M Simpson

BOB 27/12/1978 43M

MRN 1234567

NHS N° 33 333 4444

WEITH 80 KG

BMI 24.6

Medical history 7

Stroke
Heart attack
Asthma
Arthritis
Avian Influenza
Diabetes
...

Medications 7

Atorcastatin
Bisprololol
Metalozone
Atorcastatin
Lexapro
Naloxone
...

Important information

Fitness 9/TERM..

Clinical research

Patient goals

Walk more than 10m a day
Sleep better and more consistently
...

Referral Date: Lorem 00 Lorem 0000

MDT HCC NET

PATIENT SUMMARY

This 40 year old man has a month history of haematuria, multiple urinary UTIs, and eGFR 38 ml/min with a complex cystic lesion on upper pole of right kidney. No H/O polycystic disease. Heavy smoker, known ischaemic heart disease.

Previous MDT discussions and treatments

An MDT in September 2020 recommended 3 monthly liver MRI and the latest MRI shows likely increase in size of the lesion — please advise and treat.

Is the patient aware of the referral?

YES NO NOT KNOWN

Questions to the MDT

What is this lesion likely to be? Does it look benign or malignant, and does it need resection?
What is the proposed treatment or follow up, and what further investigations are needed?

Please enter the T N M Staging if known

T1 N2 M2a

Assessment of Renal Function

Important investigations 2 Items

ADD

Copy and paste relevant results

Request transfer 0 Items

Radiology

Pathology

Comments

MR. Moore Wed 10 Mar at 11:00

Note that the CT shows clearly...

ADD

CANCEL

UPDATE

Request transfers of radiology and histopathology in a few clicks and track the progress with the coordinator and source hospital.

Salutare:


Welcome Mr. Moore


RADIOLOGY
Request Image Transfer

Benny Omar

Lead clinician
Prof K Moore
GP
Dr M Simpson

BOB 27/12/1978 43M

MRN 1234567

NHS N° 33 333 4444

WEITH 80 KG

BMI 24.6

1 DATE RANGE (OF SCANS)

From

To

01/01/2020

01/06/2020

2 WHERE ARE YOU SENDING TO AND FROM?

Transfer From Hospital

Castle Hill Hospital

Cellular pathology serv.

Central Middlesex

Charing Cross Hospital

Chelsea and Westminster

Cheltenham Hospital

Transfer To Hospital

Castle Hill Hospital

Cellular pathology serv.

Central Middlesex

Charing Cross Hospital

Chelsea and Westminster

Cheltenham Hospital

Charing Cross H.

Royal Free Hospital

3 DEFAULT IMAGE REQUESTS

CT HEAD

CT-PET BODY

MIRI CERVICAL

4 SPECIAL IMAGE REQUESTS

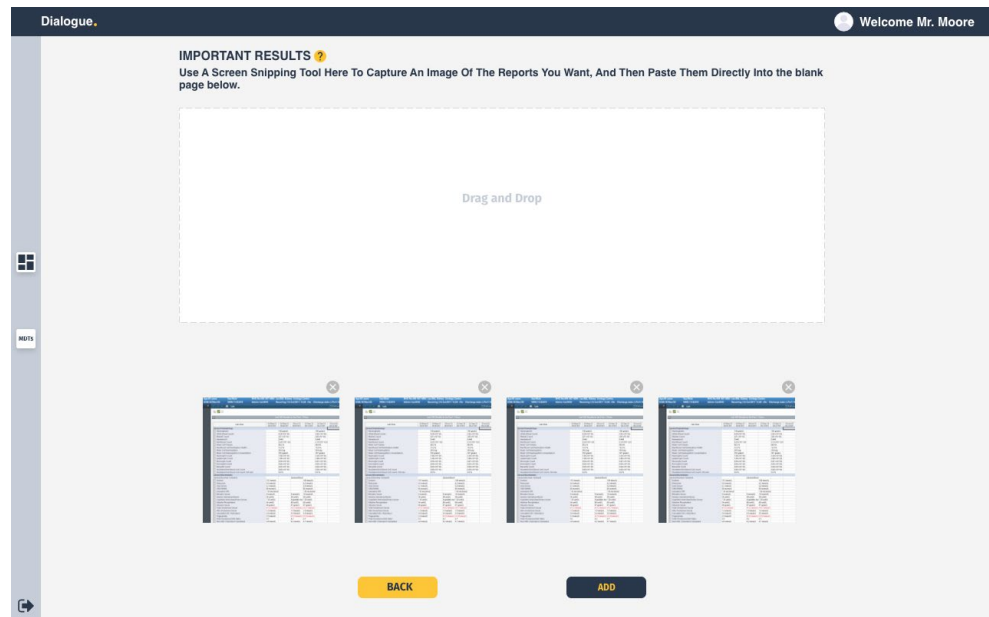
Note: There is a limit of 5 studies that can be transferred in a single request. If more are required, please specify in the box below.

CT scans should be three months or earlier. If not, indicate in transfer.
Include any other scans related but not requested.

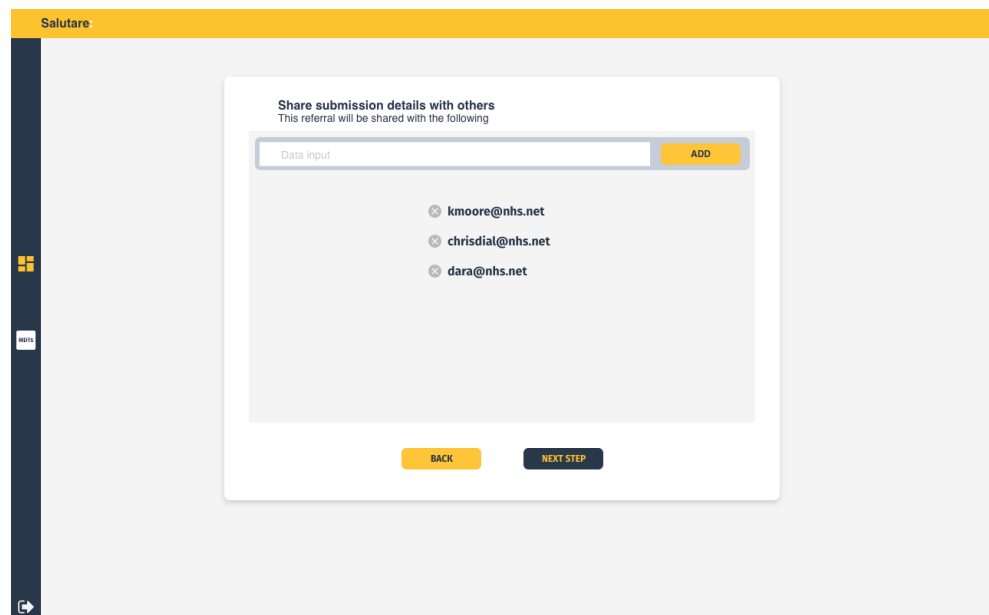
BACK

SEND

Easily add important data using screengrabs and image uploads.



Invite other clinicians to the referral such as the CNS, other specialists, or junior doctors who have been treating the patient. This makes it easy for everyone with insight to the patient to contribute to the referral. They will follow the referral to the end.



Summarize with and export clean, clear reports that attach all relevant information to the referral, including the Comments stream from the Panel and Clinicians. Reports are amended after MDT Panel reviews so that changes and Summary Recommendations are included.

Dialogue

BACK

PLEASE CONFIRM THE FOLLOWING INFORMATION IN YOUR REFERRAL. CLICK "GO BACK" TO MAKE ANY EDITS. CLICK "SUBMIT" TO SEND.

SUBMIT

Benny Omar

DOB 27/12/1978 42F
MRN 1234567
NHS N° 333 333 4444
WEIGHT 80 Kg
BMI 24.6

Referral information
Urology - Renal
PATIENT AWARE OF REFERRAL
Referral Date: Friday 12 May 2021

Medical history
Stroke, Heart attack, Asthma.
Medications
Atorvastatin , bisoprolol.

Ask clinicians to make a first triage to indicate if the referral is complex or simple. This speeds up the processing for the coordinator and shows where the Chair can review patients in a streamlining meeting.

Dialogue

Your initial assessment
Identify potential patient candidates for medical research programs or new treatments

1. COMPLEX

2. SIMPLE

3. UNKNOWN

BACK

NEXT STEP

Salutare Group

SALUTARE Group Ltd – 2022 – ONE REFERRAL

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Create and send Digital Blood Forms to patients using PAS and SPINE connections for patient demographics and contact info.

 You have been scheduled for a blood test - Message (HTML)

File

Message

Help

Account




















You have been scheduled for a blood test

 Salutire

 Chris Dial

 test-receipt.pdf
14 KB

 Reply

 Reply all

Dear Mr. Dial,

You have been scheduled for a blood test by Dr Kevin Moore. Please see the attached receipt.

Please bring your confirmation text/email - you will not be able to enter the hospital without this.

[Royal Free Hampstead Patients](#)
[Click here](#) to book your test if you are an outpatient and your consultant / nurse has referred you to have a test. You can also call us on 020 7443 9757 between 8am-5pm
 Clinic opening hours: Monday to Friday from 7.30am-5pm





Finchley Memorial Hospital
 Granville Road
 London
 N12 0JE
 Telephone: 020 8349 7500

Clinician Requesting
 Dr Kevin Moore

Medical Record Number: F112223344
 Title: Mr
 Surname: Dial
 Forename: Chris

Date of Birth: 24/03/1970
 Date: 09/05/2022

Pathology Request Form

Clinical Details

N/A

Test Requests

- Urea and Electrolytes
- Liver function tests
- Full Blood count
- Thyroid Function Tests (T4 & TSH)
- C Reactive protein
- Lipids

PRICING

The product is priced according to a base platform service price plus the usage of the service according to the number of patient cases and monitored patients over time. There are yearly charges for integration maintenance. For medium and large Trusts we can create specialized packages to cover the requirements based on multi-year commitments. Generally the number of MDTs included and the range of patients monitored according to number of patients per month is assessed to size the base platform and expected monthly costs.

As a cloud-based product, Salutare ONE Referral is priced on a monthly basis with an annual commitment and upfront payment.

Implementation fees cover the set-up and training for the service before the Commencement Date. This includes the following activities: Project Design and Management, Technical Implementation, Training, and Launch.

Integration fees are to cover regular maintenance of connections to third-party EPR and LIMS systems, changes to data sources, and others.

Support via email, phone, and chat is included in the annual subscription.

PRICE LIST*

	Pricing	Unit	Time
Base platform	To assess	Per site	Per month
Patient case** [submission of one case through to completion]	£45	Per patient	Per case
Patient monitoring**	£10	Per patient	Per month
Implementation Fee	To assess	Per site	One time
Integration Services	£6000	Per site	Per year
Daily staff rates			
Senior consultant or developer	£1200	Per person	Per day
Developer	£900	Per person	Per day
Project or account manager	£900	Per person	Per day

*All fees are excluding but subject to VAT.

**Appointment booking and SMS fees charged separately.

HOW TO CONTACT US

You can email Salutare for more information at:

info@salutare.co.uk