



An Electronic Pre-Endoscopy Assessment And Management Platform

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1. Introduction

1.1 Problem Description

Traditional preendoscopy assessment pathways are very manual and resource intensive. These pathways typically involve routine face-to-face/ telephone appointment for everyone regardless of patient risk profile. This leads to unnecessary appointments for low-risk patients, resource deficit for high-risk patients, bottlenecks and loss of productivity.

1.2 The solution

Remcare is a pathway-agnostic digital solution which enables the digital transformation of clinical pathways so healthcare settings become smart hospitals. Remcare is a progressive web application that allows healthcare providers to collect patient health status information remotely through bespoke surveys and customisable questionnaires which incorporate complex decision trees and risk stratification tools. Patients answer these questionnaires from the comfort of their homes on the Remcare app. The app assimilates this data to permit automated risk stratification. This allows clinicians to customise care for every patient according to their individual risk profile and allows healthcare providers to intelligently allocate resources according to the risk profile of the patient leading to improved efficiencies.

1.3 Digital support for the endoscopy pathway

Remcare provides a configurable digital solution that supports the endoscopy pathway, including pre-endoscopy assessment, patient engagement, and clinical workflow coordination. The service is designed to support safe, efficient, and standardised delivery of care while enabling organisations to optimise existing resources.

1.3.1 Increased capacity for pre-endoscopy assessment services

Remcare supports pre-endoscopy assessment through digital health data collection, workflow support, and automated triage functionality aligned to local clinical requirements.

The solution enables services to:

- Support appropriate allocation of patients within pre-assessment pathways based on clinical need and risk profile
- Reduce reliance on manual data collection and administrative processes
- Support consistent and standardised assessment approaches across teams
- Identify patients who may require further clinical review in line with local governance
- Reduce consultation time to 20 – 30 minutes where clinically appropriate

The service is designed to operate within existing staffing models and to support improved use of available clinical capacity, subject to local configuration and demand.

1.3.2 Patient engagement and experience

Remcare supports patient engagement throughout the pre-endoscopy pathway using digital communication and information delivery tools.

This includes:

- Digital capture of patient-provided information to support earlier clinical visibility
- Access to procedure preparation and bowel preparation information through digital channels
- Secure communication between patients and clinical teams, subject to local enablement
- Support tracking of patients' bowel preparation collection to support improved readiness

The service is intended to support patient understanding, preparedness, and engagement while minimising avoidable disruption.

1.3.3 Clinical workflow support and staff efficiency

Remcare supports clinical teams by reducing administrative overhead and providing structured access to patient information.

Key capabilities include:

- Presentation of patient-provided information in a structured format
- Automated triage and workflow support aligned to local clinical processes
- Tools to support consistency of assessment while preserving clinical judgement
- Support for generation of structured clinical outputs in line with local documentation standards
- Automated validation of waiting lists and identification of patients no longer wishing to proceed

The service is designed to integrate into existing clinical workflows without requiring prescriptive pathway design.

1.3.4 Alignment with National guidance

Remcare supports compliance with national guidance and strategic priorities, including:

- **NHS long term plan** - which calls for digitally empowering patients with self-management tools.
- **GIRFT** – Getting the right patient to the right care at the right time, every time
- **Net Zero agenda** – easily identifying patients who can be dealt with by telephone/video appointments thus saving carbon emissions.

1.3.5 Outcomes and value

Remcare is designed to support:

- Increased throughput with the same or fewer staffing resources
- Reduced administrative burden for clinical and administrative staff
- Reduced unnecessary face-to-face appointments and reduced consultation times for low-risk patients
- Standardised and auditable pre-endoscopy assessment processes
- Improved patient preparedness and engagement
- Reduction in cancellations and DNAs through better preparation, validation and triage

Any operational, financial, or productivity benefits are dependent on local configuration, pathway design, and adoption and are subject to local evaluation.

2. Patient Impact

2.1 Benefits with Remcare

- Reduction in need for routine pre endoscopy assessment appointments
- Reduction in time needed to assess patients
- Increase in patient throughput by 25-40% (with no increase in clinical staffing)
- Ability to preorder tests and minimise footfall in the department
- Reduction in DNAs due to validation of waiting lists
- Reduction in repeat endoscopies due to improved bowel preparation (bowel prep videos and information available on Remcare app)

2.2 The impacts of Remcare are:

Patients

- Minimised disruption to patients' lives by reducing unnecessary appointments
- Improved access to information and support for informed consent
- Improved bowel preparation compliance
- Early identification of co-morbidities allowing better pre-optimisation
- Improved patient outcomes and self-management
- High patient satisfaction with the app and digital service

Clinicians

- Reduced staff burden and administrative workload
- Improved workflow efficiency and clinical prioritisation
- Increased confidence in pathway consistency and auditability

3. Our Service

Remcare is provided as a Software as a Service (SaaS) solution. The service is designed to support the digital transformation of pre-anaesthetic pathways through configurable, patient-centred digital tools and clinical workflow support. The service is

delivered in a way that integrates into existing staffing models and local governance arrangements.

3.1 Service delivery and implementation

Remcare implementation begins with staff and patient engagement to understand local pathway pain points and expected outcomes. We provide consultation to identify the most effective route to digital transformation and align delivery with national priorities.

The solution is configured to customer requirements and staff are upskilled before deployment. The service is then monitored and iteratively improved through ongoing outcome evaluation.

The service enables organisations to:

- Understand pathway pain points and expected outcomes
- Define an appropriate digital transformation approach aligned to local needs
- Configure the solution to local clinical pathways and governance
- Upskill staff prior to go-live
- Monitor outcomes and iterate for continuous improvement

3.2 Maintenance and Support

Remcare provides remote maintenance and support to resolve faults or defects and a customer service desk to support users.

Support features include:

- Remote customer service desk for patients, clinical, and administrative staff
- Support for log-in and day-to-day functionality queries
- Remote maintenance to resolve identified faults or defects

3.3 Accessing support

Support is provided remotely via email and telephone between 8am and 4pm Monday to Friday through UK-based customer support.

3.4 Support response times

95% of calls will be responded immediately. Most common support requests will be dealt with during the initial phone call or within half a day.

3.5 Logging support calls

All incidents will be logged and assigned to a member of the support team and will be dealt with in the priority set out below. We aim for the abandonment rate of phone support to be less than 5%.

3.5.1 What happens after a support call or email has been logged

Once the support request has been logged, we will assess the severity of the request and the level of work required and then report back. The types of incidents and response times are set out below.

3.5.2 Types of incidents, severity and response times

Our response times are clearly defined in our SLA. Once a support request is logged, severity and required work are assessed, and the customer is informed of the next steps. Most issues are resolved within half a day, with other incidents are attended to immediately with a turnaround time of 1–5 days depending on severity.

3.6 Business Continuity Arrangements

Remcare operates on AWS with daily backups. Data can be recovered within one hour. In the event of primary server failure, load balancers switch to disaster recovery servers to maintain continuity with no loss of service.

3.7 Change management including Enhancements

We are flexible in accommodating any proposed changes to the scope of the service and if it is a major change we will come to an agreement with the customer to define the price and timelines of the changes proposed and further details of this process will be in line with our SLA.

3.8 Acceptance Testing

Enhancements are agreed with the customer, including User Acceptance Testing (UAT) scope and dates. UAT is performed in the development environment, followed by user testing. Once signed off, changes are implemented in the production environment.

3.9 Remcare availability and performance

Remcare is available 24 hours a day, 365 days a year, apart from essential maintenance, with a service uptime of 99.99%. System availability metrics and response time statistics are reported quarterly.

3.10 Interoperability Features

Remcare can operate as a stand-alone platform or integrate with local Trust IT systems via FHIR APIs and HL7 messaging. It supports data exchange in various formats and integrates with NHS Login and PDS using FHIR API.

4. Compliance

- UKCA Marked-Software as a medical device
- Clinical safety built in by design underpinned by DCB 0129 framework
- All data is encrypted in transit and at rest
- Hosting on secure UK-based AWS cloud servers with daily backups
- Log in to PWA and the cloud through a high-level password

- Patient validation of demographic details
- Cyber Essential plus compliant
- Penetration testing compliant
- Compliant with GDPR
- DSP toolkit compliant
- FHIR/ HL7 compliant APIs available for inter-operability and data transfer
- Robust business continuity plans with a 99.99% uptime
- Quality Management system in line with ISO13485 (awaiting full certification)
- Information Security Management System in line with ISO27001 (awaiting full certification)

For further information please contact: sales@remcare.co.uk

