



Electronic pre-operative pre-assessment platform

*to improve patient care, address health inequalities,
reduce staff burden and increase productivity*

RUMI Medtech Limited
Company no: 12118658
Registered offices: 34-40 High Street,
Wanstead, London, England, E11 2RJ
www.remcare.co.uk

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1. Introduction

1.1 Problem Description

Traditional pre-anaesthetic assessment pathways are very manual and resource intensive. These pathways typically involve routine 60-minute face-to-face appointments for all patients regardless of risk profile, resulting in unnecessary appointments for low-risk patients, resource deficits for high-risk patients, bottlenecks, and reduced productivity. This can lead to delays, longer waiting lists, and reduced theatre efficiency.

1.2 The solution

Remcare is a pathway-agnostic digital solution which enables the digital transformation of clinical pathways. It 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 complete questionnaires remotely via the Remcare patient-facing 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 End-to-end digital support for the surgical pathway

Remcare provides a configurable digital solution that supports the surgical pathway, including pre-operative assessment (POA), 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-operative assessment (POA) services

Remcare supports POA services through digital health data collection, workflow support, and configurable triage functionality aligned to local clinical requirements.

The solution enables services to:

- Support appropriate allocation of patients within POA pathways based on clinical need
- 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

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-operative pathway using digital communication and information delivery tools.

This includes:

- Digital capture of patient-provided information to support earlier clinical visibility
- Access to preparation and procedure-related information through digital channels
- Secure communication between patients and clinical teams, subject to local enablement
- Support for remote interaction where clinically appropriate, reducing unnecessary attendances

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
- 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

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

1.3.4 Outcomes and value

Remcare is designed to support:

- Improved use of existing clinical capacity
- Reduced administrative burden for clinical and administrative staff
- Consistent and auditable pre-operative assessment processes
- Improved patient preparedness and engagement

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

1.3.5 Alignment with National guidance

Remcare supports alignment with national guidance and policy by enabling:

- Standardised assessment across the region and within hospitals and early risk stratification using cloud based technology ([APAGBI guidelines](#))
- sharing of work and capacity modelling ([NHS operational guidance](#))
- Ensuring the “Get the right patient to the right place at the right time every time” ([GIRFT](#))
- Digital empowerment of patients and clinicians to allow care to be provided closer to home ([NHS long-term plan](#))
- Minimising ace-to-face appointments ([Net zero targets](#))
- Reducing disruption to families ([cost of living crisis](#))
- Establishing pre-assessment pathways with reduced cost and improved value ([better value in the NHS](#))

2. Patient Impact

2.1 Benefits with Remcare

- Electronic pre-operative assessment can be completed remotely through the patient facing web app
- Patients can update the hospital when their condition changes via questionnaires and secure messaging
- Care-related materials are available 24/7 in the Remcare web app\
- Timed instructions and reminders support adherence to the treatment plan
- Patients can submit questionnaires from their mobile device at their convenience
- Direct and real time communication between the patients and clinical teams
- Supports health equity and patients experiencing digital poverty

2.2 The impacts of Remcare are:

- Increased patient throughput without increase in staffing levels
- improved data-driven clinical decision-making in that the clinician sees how a patient's symptoms change over time, allowing them to identify trends or alter the patient's care plan accordingly leading to clinical prioritisation.
- improved patient's self-management and care plan adherence
- Improved efficiencies, enhanced staff productivity, and reduced administrative costs.
- Improved access to care
- Allows transformation of healthcare systems to smarter organisations
- Supports sustainability and climate goals through care delivered closer to home

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

