



Pricing Document

Automated Digital Musculoskeletal (MSK) Triage/service

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About Remcare

Remcare has been designed and led by NHS clinicians and the West Midlands Surgery in Children Operational Delivery Network. The product has been designed with clinical safety at the heart of our agile development methodology. The uptime has remained at 99.99% since the launch of the product and customer support response times have been within half an hour for 95% of requests.

We have an agile team geared to provide quick response times in terms of customer support and further bespoke customisation of the platform with quick turnaround times.

The platform has already won several grants and awards and has gained regional and national recognition within a year.

We have close links with the East and West Midlands AHSNs, Yorkshire and Humber AHSN and the Institute of Data Science and AI, University of Manchester for independent evaluation of outcomes of our deployments.

Costs

The pricing structure for Remcare entails a tiered approach, where the license fee is determined by the number of patients included in the contract. This structure allows for a flexible pricing model, with the per-patient cost decreasing as the number of patients increases. The license fee ranges from £4.00 to £24.00 per patient per annum, depending on the scale of the contract.

Additionally, SMS costs are billed at £0.05 + VAT per fragment. For clients opting for Data Analysis Power BI Charts, customisation fees vary based on bespoke requirements, ranging from £5000 to £15000 per annum.

The license fee and Set up costs covers the following services:

- Unlimited number of preassessment episodes per patient per annum
- Bespoke customisation of the Remcare platform according to individual clinical specialty needs – up to 5 days of work included
- UK-based Customer support for staff and patients (through email and phone with a quick response time during normal business hours) – 9 am to 5 pm Monday to Friday excluding bank holidays. The price for out-of-hours support can be negotiated.
- Ongoing product maintenance, bug fixes, updates, etc. – updates are provided as required and necessary. Bug fixes are deployed as reported according to the Incident priority time frames defined in the SLA.

- Cloud hosting (UK-based AWS servers), with daily data backup and failover servers included.
- Data storage on cloud for 5 years .
- Business continuity management and consultancy for the digital transformation of clinical pathways
- Staff training either in person or online (up to 5 days of training included in the above price list. Cost of additional days will be £350 per session).
- Costs for data migration is excluded
- Price does not include – integration with Trust in house systems or third-party supplier integration

Functional specifications

Overview

The Remcare platform comprises a progressive web application (PWA) and a cloud interface. The platform has been co-designed and produced following consultations with clinical/admin staff and patients.

Features and functionalities

- User-friendly dashboard for viewing patients on the system stratified according to risk and MSK triage.
- Input patient details on platform (bulk upload of data possible)
- Delete patient data
- Send text notifications to patients
- Create codes to validate patients
- Create sub-users
- Users with admin and clinical roles with varying data
- access rights
- Create and change secure password functionality
- Generate bespoke questionnaires and surveys
- Build risk stratification in questionnaires depending on local
- clinical thresholds
- Automated scoring systems
- Create schedules for questionnaires (one-off or recurring
- schedules)
- Template of questionnaires readily available on platform
- Send notifications to patients with questionnaires
- View patient data stratified in various risk categories according to a traffic light pattern

- Add useful information for patients to view on the 'advice and education' section
- Sort patients according to pre-populated clinical thresholds
- Search functionality based on patient data
- Notifications for easy communication between clinicians and administrators on the dashboard
- Download patient data in Excel, CSV and pdf formats for uploading to EPRs
- Graphical representation of patient outcomes on dashboard
- The total score for any questionnaires with a numerical scoring system will be performed automatically on the system
- Automated advice and guidance for clinicians depending on patient health status information

Patient-facing Web Application

- Tailored self help advice and exercise videos sent to patient automatically to help with self management of MSK conditions
- Patient friendly questionnaires to help patients submit MSK related status and health status information for early anaesthetic risk stratification (for patients on planned care waiting lists)
- Remcare provides a simple way for patients to update the hospital through questionnaires when there are changes in their condition
- All care-related materials are available 24/7 in the Remcare Web App.
- Timed instructions and reminders guide through the patient treatment plan process.
- Patients in a location and at a time of their choosing can submit questionnaires from their mobile device, as this is monitored and managed in the Clinical Dashboard.
- Patients and clinical teams can send secure two-way messages through the platform when needed.
- Improve Health Equality and supports patients with digital poverty

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
- FHIR/ HL7 compliant APIs available for inter-operability and data transfer
- Compliant with GDPR

- DSP toolkit compliant
- 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)

Interoperability Features

Remcare can work very well as a stand-alone platform. However, Remcare is also fully interoperable with local Trust IT systems through FHIR APIs and HL7 messaging. It provides features to exchange data from external sources in various formats.

Remcare App is integrated with NHS Login and PDS (Patient Demographic Service) using FHIR API.

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