



Waiting List Prioritisation and Digital Transformation of Clinical Pathways

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

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1. Introduction

1.1 Problem Description

NHS clinical pathways commonly rely on multiple patient appointments, telephone calls, and manual processes to collect health information required for clinical assessment, prioritisation, and ongoing management. These approaches are resource intensive and often apply uniform processes to clinically diverse patient populations.

As a result, low-risk patients may attend unnecessary appointments, while higher-risk patients are not consistently identified for early review or intervention. This contributes to inefficiencies, delays to treatment, bottlenecks within elective pathways, and reduced productivity. Manual validation processes also limit the ability of services to proactively identify clinical deterioration or address health inequalities during prolonged waiting periods.

With sustained pressure on elective recovery and increasing waiting list volumes, traditional models are not scalable and provide limited visibility to support safe, risk-based prioritisation.

1.2 The solution

Remcare is a pathway agnostic digital solution which enables customisable remote data collection/monitoring through electronic clinical questionnaires and bespoke surveys. Patients can complete questionnaires remotely via the Remcare patient facing web app, with responses presented in a structured format for clinical review. The Remcare clinician dashboard assimilates patient responses and provides automated risk stratification. This enables services to redesign pathways around patient risk rather than appointment volume, supporting:

- Prioritisation of higher-risk patients for earlier clinical review or intervention
- Reduced-intensity pathways for lower-risk patients
- Fewer unnecessary appointments and contacts
- Improved visibility of patient status while on waiting lists
- More efficient use of clinical and administrative capacity

Remcare supports timely intervention using up-to-date patient-reported information and aligns with NHS objectives for outpatient transformation, elective recovery, and productivity improvement.

1.3. Service Capabilities and Use Cases

Remcare supports waiting list validation, prioritisation and pre-assessment pathway validation across a wide range of clinical specialties. The service is configurable to local requirements and can be implemented as part of pathway redesign initiatives, including outpatient transformation and Patient Initiated Follow-Up (PIFU) models.

Core capabilities include:

- Remote collection of patient-reported health information while on waiting lists
- Automated risk stratification to support prioritisation and pathway allocation
- Identification of patients who may require clinical review, optimisation, or alternative management
- Support for reduced-touch pathways for lower-risk patients
- Ongoing visibility of patient status to support safe waiting list oversight

Patient risk reassessment: Patient risk can be reassessed at configurable points during the waiting period, in line with locally defined clinical policies and national guidelines. Reassessment may be scheduled or informed by updated patient-reported information with automated reminders, allowing services to maintain oversight of patient status without routine manual validation of entire waiting lists.

Clinical escalation and local governance: Remcare supports the identification of patients who may require further clinical review or escalation. Escalation routes, thresholds, and actions are defined and governed locally in accordance with existing clinical governance frameworks. The service supports clinical decision-making and complements professional clinical judgment.

Remcare provides a horizontal, end-to-end digital service that can be adapted to the needs of individual organisations, specialties, or departments, without prescribing clinical thresholds or pathways.

1.4 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 face-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 administrative and clinical validation and pre-operative assessment can be completed remotely through the patient-facing web app
- Patients can update the hospital through questionnaires when their condition changes
- Secure direct and real time communication between patients and clinical teams through the platform when needed.
- All care-related materials are available 24/7 in the Remcare Patient Web App.
- Timed instructions and reminders support adherence to treatment plans
- Patients can submit questionnaires at a time and location of their choosing, with responses monitored in the clinician dashboard
- Supports health equality and offers alternative pathways for patients experiencing digital poverty

2.2 The impacts of Remcare are:

- Increased patient throughput without increasing 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 adherence to care plans
- Improved efficiency, staff productivity, and reduced administrative cost
- Improved access to care and reduced waiting times
- Supports transformation to digitally-enabled, smarter healthcare systems
- Supports sustainability and climate change goals through reduced travel and remote care delivery.

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)

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