

Service definition

DNV Imatis

Version 1.0
January 2026

Improve efficiency in healthcare operations

DNV Imatis helps healthcare organisations work more efficiently by sharing information in real-time and simplifying patient journeys. Our services support frontline staff, make care safer and improve the overall hospital experience.

Our vendor-neutral, scalable platform integrates seamlessly with existing hospital systems, providing real-time data to optimise mobile communication, clinical workflows, logistics, alarm-, task-, bed and resource management and command centre operations.

All services are built on DNV Imatis Fundamentum, a shared platform that provides the foundation for every module. The platform includes a web portal where applications are accessed. Each module can be used on its own or combined to achieve the desired outcome. When used together, the applications form an integrated service that supports more streamlined healthcare operations.

The platform is designed to connect information from existing systems, organise it effectively and support more efficient processes across the organisation. It is built on a role-based architecture that ensures a secure and stable environment. Users receive permissions based on predefined roles, giving them access only to the information and functions relevant to their work. This maintains confidentiality and supports the integrity of sensitive data.

In addition, the platform also supports rule-based automation. Data entered manually or received from connected systems can be used as triggers to optimise and automate processes where this is appropriate.

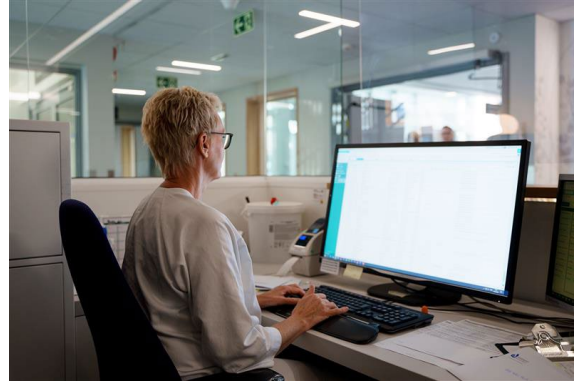
The DNV Imatis services are well proven across healthcare environments. With their built-in flexibility, they can be adapted to each organisation's workflows and system landscape.

Explore the services:

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Outpatient Flow Coordination System

DNV Imatis acts as the coordination engine for the Hospital of the Future. By getting the brilliant basics right, we enable the shift from reactive crisis management to proactive coordination, directly supporting the new health missions for increased productivity.



Intelligent clinic coordination

Outpatient scheduling is a high-stakes balancing act. Managing hundreds of appointments daily across various locations often leads to a lack of visibility over real-time clinic status. Staff are blind to delays and patients feel lost in the system.

- **End workflow bottlenecks:** Move from static data to intelligent action. Identify bottlenecks before they cause a backlog.
- **Close the coordination gap:** Bridge the gap between clinical schedules and support services. Ensure rooms are turned around the moment a patient leaves.
- **Reduce clinical risk:** Eliminate delays and ensure clear communication to protect diagnostic windows.
- **Reduce front-desk pressure:** Digital self-check-in removes the 8am rush, freeing administrative staff to support clinicians and patients with complex needs.

Core clinical and operational capabilities

The *brilliant basics starter kit* provides the digital foundations to manage your clinical flow:

- **Digital reception:** Register arrivals and see live patient status in one shared place.
- **Queue management:** View patients, available staff and appointment sequences in real-time.
- **Live status tracking:** Monitor who has arrived, who is in consultation and who is overdue.

Any required integrations

- **PAS/ EHR synchronisation:** This service acts as the execution layer for your existing PAS or EHR. We pull your static appointment data and turn it into actionable, real-time tasks for your frontline teams.
- **EntralD or similar** for user management.

Add-ons

Scale your digital outpatient service with specialised modules designed to further reduce administrative burden and future-proof your operations:

- **Self-service check-in:** Use tablet, kiosks or mobile devices for contactless arrival, including drop-in registration for labs.
- **Automate communication:** Send SMS reminders and live delay notifications directly to the patient's phone and to waiting area displays to keep patients informed.
- **Provide digital wayfinding:** Text-based navigation and waiting area displays to guide patients directly to their specific treatment room.
- **Integrate task management:** Automatically trigger room cleaning or equipment portering requests the moment a consultation ends to get the most use out of every room.
- **Additional integrations:** Additional value-adding integrations include connecting lab or RIS systems; 3rd party navigation systems; staff rostering systems; and others.

Real-Time Patient and Bed Management System

DNV Imatis provides the operational layer that connects patient movement directly to resource availability. By getting the Brilliant Basics of bed management right, we remove the friction between admission and discharge. This directly helps reduce waiting times, increase elective activity and support a more resilient clinical workforce.



Restoring operational control

Managing hospital capacity is a race against time. Manual updates and phone calls lead to operational blind spots. Beds sit empty while patients wait in the ED.

- **Gain full visibility of every bed:** Move beyond static bed counting. Let teams get a live map of the hospital's status, allowing them to spot where flow has stalled before it backs up into the emergency department.
- **Coordinate support services:** Close the communication gap between clinical staff and support teams. By automatically alerting housekeeping the moment a patient leaves, we cut bed turnaround times from hours to minutes.
- **Remove discharge barriers:** By flagging discharge hurdles early, help multidisciplinary teams plan complex exits ahead of time. This clears the afternoon logjam and opens capacity for elective surgery.

Core clinical and operational capabilities

The *brilliant basics starter kit* provides the practical, touch-screen tools needed to manage your ward-level flow:

- **Collaborative digital whiteboards:** Coordinate teams in real-time with a live map of bed status and responsible staff.
- **Real-time logistics:** Share live data across wards and clinics to support patient movement and resources.
- **Unified mobile app:** Update and stay informed about the patient's status at the bedside using a smartphone or tablet.

Any required integrations

- **PAS/ EHR synchronisation:** This service is layered on top of your existing Patient Administrative System. We take your static ward lists and turn them into live, actionable tasks for your frontline teams.
- **EntralID or similar** for user management.

Add-ons

You can expand your digital hospital with specific modules designed to manage flow across different departments:

- **Route tasks automatically:** Send cleaning or portering requests the moment a bed status changes.
- **View live dashboards:** Track waiting times and bottlenecks across the whole Trust to help with staffing and capacity planning.
- **Empower patients:** MyStay inpatient app shows patients their daily schedule, test results and other important information, and allows direct contact with the care team which reduces the number of simple enquiries handled by nurses.
- **Coordinate theatre flow:** Extend real-time tracking into surgical suites to reduce delays and increase the number of operations per day.
- **Manage smart alarms:** Route clinical alerts and nurse calls directly to the right person's mobile device to reduce ward noise and speed up response times.
- **Additional integrations:** Additional value-adding integrations include extended EHR information exchange; connecting lab or radiology systems; staff rostering systems; and others.

Coordinated Task Management System

In many Trusts, clinical flow is stalled by fragmented support services, where portering and cleaning rely on paper or ad-hoc phone calls. DNV Imatis acts as the operational bridge between clinical and support teams. By getting the Brilliant Basics of task coordination right, we remove the bottlenecks that delay discharge and elective activity, directly supporting national targets for hospital throughput.



Enabling smarter coordination of support services

Support services are often invisible until they become the reason for a delay. When teams lack real-time data, empty beds sit uncleaned and patients wait longer for transport. This slows down the entire hospital and adds to the administrative burden of nursing staff.

- **Bridge the communication gap:** Connect clinical wards directly with cleaning, portering and catering teams through shared digital boards.
- **Visualise bottlenecks:** Move beyond manual follow-ups. Use real-time data to identify systemic delays and adjust staff schedules to match actual patient flow.
- **Digitise service requests:** Replace manual forms and phone calls with one-tap requests for patient transport or room disinfection.
- **Reduce food waste:** Automate patient meal orders directly from the ward to the kitchen, accounting for dietary needs and fasting status in real time.
- **Streamline facility maintenance:** Report estate issues, from clogged sinks to broken lights, instantly and track them through to completion.

Core clinical and operational capabilities

The *brilliant basics* Starter Kit provides the digital tools to synchronise your hospital teams:

- **Submit task requests:** Send portering or housekeeping requests directly from digital whiteboards or mobile devices.
- **Coordinate resources:** Allocate tasks to the appropriate support staff member based on real-time availability and location.
- **Access the mobile portal:** Receive, accept and complete work orders on the go via smartphone or tablet.
- **Track task status:** Monitor the live progress of all requests to ensure clinical and support teams are always in sync.

Required integrations

- **EntralID or similar** for user management.

Add-ons

- **Automate task dispatch:** Use pre-defined rules to assign tasks automatically to the correct role as soon as a bed status changes.
- **View performance dashboards:** Identify waiting times and task durations across the Trust to improve long-term resource planning.
- **Request in-context:** Link portering and cleaning tasks directly to a specific patient or bed for full traceability.
- **Additional task type:** Extend the service with additional, configurable task types.
- **Additional integrations:** Connect building technology systems, AGVs or other systems to create tasks directly from events.

Smart Alarm Management and Event Notifications

Alarm fatigue is a major driver of clinical risk and staff burnout in the NHS. DNV Imatis transforms the high-stress ward environment into a 'Silent Hospital'. By getting the Brilliant Basics of alert routing right, we eliminate the noise that distracts clinicians, ensuring critical signals are heard and acted upon immediately to protect both patients and staff.



Managing alarms without chaos

In a busy hospital, everything feels urgent. When teams rely on shared signals or phones that ring endlessly, critical alerts get lost in the noise. This creates stress for staff and disrupts patient recovery.

- **Route alerts by role:** Send alarms only to the staff currently responsible for that patient or area.
- **Turn alarms into tasks:** Assign, accept and complete workflows automatically triggered by alerts.
- **Establish a Silent Hospital:** Mute audible bedside alerts and redirect them to role-based mobile devices.
- **Escalate automatically:** Forward unanswered alarms to the next available person or team to ensure a response.
- **Increase clinical precision:** Identify exactly which bed and patient trigger an alert to remove guesswork.
- **Synchronise support teams:** Inform staff of medication or supply arrivals in advance to improve shift planning.

Core clinical and operational capabilities

The *brilliant basics* starter kit provides the mobile foundations for a quieter, safer ward:

- **Manage alarms:** Assign resources to specific beds and monitor alert status in real time.
- **Access the mobile portal:** Receive alarms, notifications and worklists on any handheld device.
- **View patient status:** See names, clinical status and responsible staff from your pocket.
- **Message by role:** Use secure chat to collaborate within and across departments.

Required integrations

- **Nurse call system:** Connect existing bedside call buttons to the digital routing engine.
- **EntralD or similar** for user management.

Add-ons

- **View ward dashboards:** Monitor aggregated alarm status across the Trust for a safety overview.
- **Empower patients (MyStay):** Reduce nurse call interruptions by providing patients with digital schedules, test results and other important information.
- **Close the lab loop:** Track blood samples and receive results instantly via mobile notification.
- **Create safe information loops:** Make sure the right patient is at the right place for the right procedure
- **Additional integrations:** Connect staff alert; building systems; logistics systems; fire panels; sensors; or other systems to a unified notification hub.