

Doc Abode Intelligent Care Coordination and Scheduling

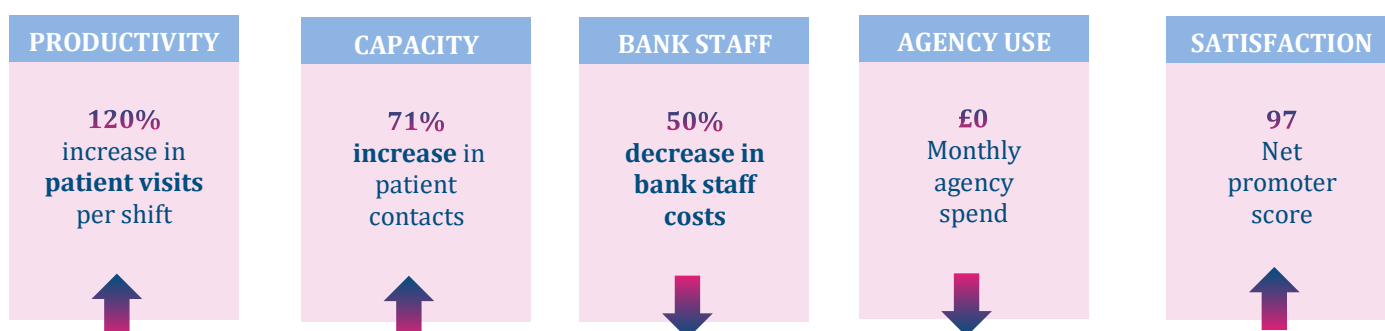
Service Definition

Introduction

Designed specifically to reduce the burden of workforce scheduling for NHS teams, Doc Abode generates team schedules for out of hospital pathways, creating optimal staff allocations, minimizing travel time, aligning to staff availability and capacity and continuity of care for patients. The application is designed to support multi-disciplinary teams where a rapid response is required.

Key Features and Benefits

Features	Benefits
Automated allocation for staff scheduling	Improved productivity and reduced cost per contact
Reporting in real time and with pre-configured dashboards	Service improvement and management information
Real-time staff location	Lone worker safety
Built-in staff & patient emergency alerts	Improvements to staff and patient safety
EPR integrations	Reduce data entry and improves data quality
Automated route planning using mobile app	Faster time to response
Optimised route planning based on proximity and patient location	Supports net zero agenda
Live status updates of assigned jobs	Clear view of the status of service delivery
Secure access to patient information through a secure mobile interface	Access for community-based clinicians to key information at their fingertips
Live calculation of service capacity	Better align demand and capacity to maximise utilisation of out of hospital pathways



ONBOARDING

Clients have a nominated client success manager during the on-boarding period. The objective of this role is to ensure the Doc Abode service meets the expectations of the client.

Clients have a range of materials to support the on-boarding and adoption of Doc Abode service. Onsite and remote training - training for both administrators and field-based users can be conducted on-site and/or via remote training sessions.

Training materials are available online via a secure area in PDF and video format. These are accessible by all team members and made available for the training of any new staff members. The library of materials is maintained and updated on an ongoing basis.

SUPPORT AND MAINTENANCE

The Service is subject to a planned maintenance strategy. Planned maintenance where possible will be accommodated outside of peak service periods to minimise impacting the availability of the Service to users.

All planned maintenance will be subject to agreed change control procedures and will be communicated to the Customer within a reasonable notice period. A copy of change control procedures can be provided on the request of the Customer.

CUSTOMISATION

Following an initial requirement gathering exercise the service can be customised to the unique requirements of a provider's needs. These are typically the rules applied by the provider to deliver commissioned services e.g. time to respond, clinical safety requirements. The service can be customised prior to service launch and through a change request process "in life". Requirements for customisation are led by the engagement of a Doc Abode Business Analyst with the provider's service operational lead. In-life changes can be made by nominated "Super-Users" via an agreed change management process.

SERVICE LEVELS

Hours of Business (In-Hours Support): Doc Abode Helpdesk is open and contactable on working days between 09:00 and 17:00 (Service Hours) for all helpdesk calls.



Doc Abode also offers client support to suit healthcare providers through extended hours 08:00 to 20:00, seven days a week.

TECHNICAL REQUIREMENTS

WEB APPLICATION

In order to use the Doc Abode webservice, you will require an internet connection.

Although there is no specified minimum requirement in terms of bandwidth, as with any other web app the faster the connection, the faster the pages will load within the system. Access to the web application requires Microsoft Edge (most up to date version) or Chrome (most up to date version). No additional plug ins are required.

MOBILE APPLICATION

The mobile app can be run on devices running iOS 11+ and Android 10+.

A detailed technical specification is available upon request.