

Service Definition – Medii Platform

Version: 1.0 | Date: 23 Jan 2026

Supplier: Tritone Health Ltd

Service type: Software as a Service (SaaS) – Patient & carer applications with clinical dashboard

Service name: **Medii Platform**



1. Service overview

Medii is a clinically informed, accessible platform designed to support patients with complex care needs across the pathway of care, including admission avoidance, inpatient care and safer discharge. The platform is specifically designed to support frontline staff and multi-disciplinary teams by bringing key behavioural health and physical health information into one place, reducing reliance on fragmented documentation and improving consistency in day-to-day monitoring.

Medii provides a patient app, a linked carer app and a clinical analytics dashboard, enabling shared visibility of risks, routines, observations and progress. This supports faster, more coordinated decision-making across services, strengthens continuity of care and helps teams intervene earlier to prevent unnecessary escalation.

Medii can be used to support a wide range of populations with complex needs, including people with learning disabilities, autism, rare diseases, severe mental illnesses, and elderly patients.

2. Intended users and settings

Medii is suitable for NHS and public sector organisations supporting people with complex care needs, including:

- Community Learning Disability and Autism services
- Psychiatry services supporting people with complex needs (including community mental health, forensic and liaison psychiatry teams)
- Intensive Support Teams (IST) and Dynamic Support Register (DSR) cohorts
- Specialist inpatient learning disability services
- Hospital discharge and step-down monitoring pathways
- Special Educational Needs (SEN) schools working in partnership with families and health teams

- Paediatric services supporting children and young people with complex needs (including community paediatrics)

3. Core components

Medii consists of the following components:

- Clinical analytics dashboard – a web-based dashboard combining behavioural health and physical health information to support proactive oversight, risk monitoring and coordinated care across multi-disciplinary teams.
- Medii App (patient) – accessible personal diary to capture social, medical and mental health information and support self-management.
- Carer App – linked carer access to support monitoring, reminders and shared care activities. Up to three carers can be linked to an App User licence.

4. Key capabilities

The platform supports a range of structured workflows, including:

- Digital Hospital Passport – a consolidated repository of critical personal, medical and communication needs for hospital encounters.
- Routine observations and progress notes – time-stamped recording of sleep, appetite, bowel patterns, seizures, mood/behaviour and physical health checks.
- ABC behaviour charts (LD nursing) – antecedent, behaviour and consequence recording alongside triggers, de-escalation strategies and outcomes.
- Community Treatment Reviews (CTRs/CETRs) support – longitudinal evidence of community monitoring, risk, protective factors and escalation actions.
- STOMP and medicines optimisation – monitoring medication changes, side effects, behaviour and physical health indicators to support safer reviews.
- Telemedicine – secure video calling between families, carers and clinical teams (where enabled).
- Discharge planning and step-down monitoring – shared baseline, inpatient progress record and post-discharge monitoring to reduce avoidable readmission.
- Preventive health support such as notifications and prompts to encourage routine health checks (where configured).

5. Accessibility and inclusion

Medii is designed for accessibility and has been developed through a co-production model with people with lived experience and families. The platform supports inclusive design principles to reduce digital exclusion and improve confidence in using digital health tools.

6. Onboarding and implementation

Implementation is typically delivered in the following stages:

- Discovery and configuration – confirm pathways, user groups, data fields and reporting needs.

- Tenant setup – create the organisation environment and configure roles and permissions.
- Training and go-live – train-the-trainer sessions and onboarding materials (training priced separately).
- Operational support – stabilisation period and service review check-ins as agreed.

7. Service management and support

Support is provided during business hours (UK) and includes:

- User access support via nominated local leads within the customer organisation.
- Incident and defect management with prioritisation based on severity.
- Planned maintenance and feature updates scheduled to minimise disruption.

8. Data, security and information governance

Medii is a secure cloud-hosted service. Access is controlled through role-based permissions and organisational tenancy. Data is encrypted in transit and at rest. Audit trails and time-stamped records support clinical governance and assurance activities. Medii is DTAC compliant.

9. Integrations

Integration with external systems (for example identity management, clinical systems or interoperability standards such as APIs/FHIR) can be delivered as an optional service. Integration is scoped and priced separately.

10. Service constraints and responsibilities

Customer responsibilities typically include:

- Appointing a service owner and local administrators.
- Ensuring appropriate clinical governance and operational processes are in place.
- Maintaining end-user devices and local connectivity for app access.

Supplier responsibilities typically include:

- Provisioning and maintaining the Medii service environment.
- Delivering agreed configuration, updates and fixes.
- Providing support and service reporting as agreed.

11. Service outcomes

Medii supports system priorities by strengthening the ability of staff to deliver coordinated care. It helps reduce avoidable escalation and admissions, strengthens community alternatives, improves discharge confidence through step-down monitoring, and generates structured evidence to support clinical review processes and multi-disciplinary working.

Medii also aligns with the direction of the NHS 10 Year Plan by supporting neighbourhood and community-based care, enabling digital ways of working, and strengthening a prevention-first approach.