

CLASS

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JRCALC Plus – Service definition document

The JRCALC Plus app allows individual ambulance services to combine the national guidelines with their regional information. The app detects which Ambulance Trust a user is affiliated with based on their email address. JRCALC Plus is available as a web app (jrcalcplus.co.uk). It can also be downloaded on Apple and Android devices.

JRCALC Plus Key Features

- Contains the complete JRCALC Guidelines
- Contains regional and local guidance for individual Ambulance Trusts
- Updates are published in real-time as new guidance is issued
- Clinical Notices/Bulletins put out in real-time by the Ambulance Trust themselves to their users
- Includes all drug tables, algorithms and advice
- Works offline: No signal? No problem!

A bespoke, organisational version of JRCALC Plus comes with access to our Trust Assistant reporting platform. This platform is web-based and is specifically designed for organisations to review their user's usage of the app. Trust Assistant can report on the most viewed guidelines for their users, which users have acknowledged which PGDs as well as when users last accessed the app, among other things. For more information regarding Trust Assistant please get in touch.

Our Customer Support team are available 9 a.m. to 5 p.m., Monday to Friday. Our Customer Support team also support organisations with managing user lists and guidelines/PGD permissions.

Our Technical Development team continues to ensure JRCALC Plus is kept up-to-date with app store requirements and ensures the app is suitable for all new versions of iOS and Android devices.

The system requirements are as follows: JRCALC PLUS can be deployed in 4 environments, iOS, Android, Web and Windows Desktop. IOS distribution is controlled via Apple App Store, Android via Google Play store. The Web version has been tested on the latest versions of Chrome, Safari, and Edge. The lowest versions JRCALC Plus can currently run on are iOS 15.6 and Android 10 (as of October 2025). Our team aim to maintain the app to run on at least 2 or 3 of older versions.

For details of the JRCALC Plus app update workflow please see our website:

<https://www.classprofessional.co.uk/terms-of-use/apps-release-testing/>

Our business continuity plan is available upon request. This includes details of how we offer a static HTML back-up site to all customers in case of an app failure. The sub-processors for JRCALC Plus are Salesforce, Amazon Web Services and Spanning. These are all located in the UK and Ireland.