

CLASS

Professional

iCPG – Service definition document

iCPG is a digital version of the official JRCALC guidelines for ambulance service practitioners. It allows emergency services staff to access up-to-date guidance on medical conditions and drug dosages at all times and therefore helps to ensure best patient care. iCPG is available as a web app (icpgweb.co.uk). It can also be downloaded on Apple and Android devices.

JRCALC Plus Key Features

- **Updates are published in real time** as new guidance is issued and flagged to users
- Includes functionality to **filter drug dosages by age, condition and administration route**
- Fully **searchable**
- Designed in a **quick look view format** which highlights the most important algorithms, scales and diagrams that you need first
- Clinicians have the option to **bookmark** key guidelines and drugs
- **Off-line access** – no signal is no problem
- **Based on the approved JRCALC and AACE guidance** for ambulance clinicians.

A iCPG group subscription 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 iCPG 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: iCPG 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 iCPG 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 apps 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 iCPG are Salesforce, Amazon Web Services and Spanning. These are all located in the UK and Ireland.