



Magentus Software Limited

eConsent - Service Definition Document



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Document Control

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eConsent – Service Definition Document

Overview

Digitising the patient consent to treatment process by using eConsent enables nationally recognised procedure consent forms to be created dynamically, pre-populated with individual patient demographics and presented to the patient in the context of the proposed procedure, along with associated information leaflet(s), annotated diagrams and resource links.

Coded clinical risks and benefits are automatically populated from a pre-determined and clinically approved library to provide agreed, standardised and relevant clinical information. Forms can be printed locally or sent electronically and support digital signing. Confirmation or cancellation of the procedure is also recorded.

The service is provided primarily as a UK based private cloud service with connectivity required via site-to-site VPN.

Backup / Restore and Disaster Recovery

The service has automated backups built into the service to allow point in time recovery. Multiple backups are held across UK based data centres to enable multiple points of recovery.

Onboarding and Offboarding

On completion of the supplied software agreement (contract) a project contact will be assigned and collaborate on a Project Initiation Document (PID) to establish the scope and detail of the complete project. Magentus will use PRINCE2 methodologies to undertake the project.

Upon notification of termination of the contract a transition to the new service provider will be agreed in line with the contract. This would normally include provision for a limited number of test data extractions (platform independent) prior to a final extraction to enable data and service migration.

Service Management

Once the technical installation and data setup is complete, the Customer is handed over to the service desk for any ongoing support. The standard support model for eConsent is 8am to 6pm Monday to Friday; 24hr support is available subject to further agreement. Tickets can be logged with severity levels 1 (highest) to 4 (lower). The project/account manager will remain in contact to assist with any issues.



Severity Level Description

Priority	Description	Fix Target
1	Software not available	4 hours
2	Software preventing normal day-to-day use - major impact on the users	8 hours
3	Inconvenient but Software is available	7 Business days
4	Little or no impact on performance or functionality	Next available release

Training

Training is provided on a train the trainer basis. The application is designed from the ground up to be intuitive and user friendly based on user experience design principles of modern 'apps' which require minimal formal training before use. The administration of the application requires further training for system administrators but remains very straightforward. Training will be agreed as part of the contract. Training resources and SCORM compliant e-learning modules can be provided for integration with an existing LMS

Termination Terms

Please refer to our terms and conditions document

Data Restoration / Service Migration

A PAS bulk upload should be followed by an HL7 feed to continue the service. Service migration will be handled using PRINCE2 methodologies to ensure a smooth transition.

Customer Responsibilities

The Customer must provide a project contact for the technical implementation, usually in the IT department and a 'domain' or system administrator contact. The domain expert will act on behalf of the Trust to ensure that the project delivers the required functionality and benefits as agreed in the project plan.

Depending upon the size of the implementation, the Customer should provide a dedicated internal Project Manager.



Technical Requirements

As a web-based solution, eConsent can run from any device supporting a modern web browser. The electronic signature for the forms is a native feature of the application and utilises existing mobile device technology, meaning the Trust can use existing equipment without the need to purchase additional hardware for signatures. Support for input from selected digital signature devices is also provided.

eConsent is provided as a Cloud service out of secure UK based data centres.

To connect to eConsent Cloud services the Customer needs a browser for access and the ability to create a site to site VPN to secure any HL7 interface traffic.

Trial Service Available

Due to the deployment effort of eConsent, a trial service is not usually applicable. Customer references and comprehensive demonstrations of eConsent are available on request and as part of the framework processes.