



Referral Management Platform

**An intelligent referral management
platform improving visibility, flow, and
access to care**

Helping health systems reduce wait times and optimise
patient pathways.

TABLE OF CONTENTS

Service Overview	1
Service Details	1
Novari ATC	1
Novari eRequest	1
Novari Medical Imaging Requisition Management.....	1
Novari Mental Health and Addictions	2
Novari Cardiac Services Referral Management.....	2
Novari Centralised Regional Surgical Wait List Management HUB.....	2
Implementation and Support	2
Novari Health Implementation Framework.....	2
Pricing and Licensing	3
Service Levels	3

Service Overview

The Novari Access to Care Platform™ includes a series of integrated software modules providing surgical wait list management, eReferral, referral management, and care coordination. Health systems, hospitals, regional health authorities leverage our cloud-based technologies, to drive down wait times and ensure that the right patients get treated at the right time and by the right provider. Novari's enterprise-scale Access to Care Platform uses Microsoft cloud technologies to improve workflows for patients, physicians, and administrators. Our robust integration capabilities and experience ensures that patient information can be exchanged with a variety of other healthcare IT systems.

Service Details

Novari ATC

Surgical eBooking, operating theatre utilisation, pre-operative standardisation, & waiting list management.

The Novari ATC module is widely used by hospitals and across trusts, integrated care systems, and regions to increase elective surgery throughput by improved operating theatre utilisation, enhanced surgical wait list management, and the paperless eBooking of cases from the surgeon offices to the hospital's booking offices. In real time, Novari ATC complements and integrates with each hospitals' surgical information system (e.g., Oracle Cerner, Meditech, Picis, SIS, etc.).

Novari eRequest

Central intake, workflow management, referral management, and care coordination

Novari eRequest™ can be configured to route and manage any type of healthcare request or referral for any type of healthcare service (i.e., endoscopy, diabetes, surgical, GP to specialist, ambulatory clinics, palliative care, diagnostic imaging, mental health, addiction services, long-term care, etc.). It is highly configurable software, supporting the coordination of care for various referral workflow use cases at individual hospital trusts, across ICS's, or clinical networks. The scalability and flexibility allows for each instance of the system to be configured to meet local needs and workflows.

Novari Medical Imaging Requisition Management

eRequisition management, workflow management, eProtocolling, and wait list management

The Novari Medical Imaging Requisition Management (MIRM) software module eliminates paper and dramatically improves the department's requisition workflows for radiologists, technologists, clerical staff, and department leadership.

Novari Mental Health and Addictions

Supporting mental health trusts and ICS's in improving and coordinating access to care for mental health and addiction services.

System and trust central intake models have demonstrated they improve access to care for patients seeking mental health and addiction services. The Novari Mental Health & Addictions™ (Novari MHA) software improves the intake, triage, routing, receiving, and processing of referrals. The system recognises the complexity of providing coordinated access to mental health services and is scalable to manage high referral volumes with complex workflows across acute and community-based services.

Novari Cardiac Services Referral Management

Intake, referral, and workflow management for all cardiac services.

The Novari Cardiac Services Referral Management™ software module allows secondary care cardiac teams to eliminate paper and improve the referral workflows for cardiologists, clerical staff, hospital management, leadership, etc. The system is highly configurable and can be customised to meet a variety of workflows (e.g., cath lab, heart rhythm, electrophysiology, etc.).

Novari Centralised Regional Surgical Wait List Management HUB

Regional coordination, wait list management, analytics, patient transfer, and interactive mapping

The Novari Centralised Regional Surgical Wait List Management HUB™ consolidates real-time surgical waiting list case information from hospitals across a region enabling regional coordination of surgical services. Using waiting list management, analytics, digital patient transfer, and interactive mapping, this innovative software supports ICSs, clinical network leads, trusts, leadership, service managers, division directors and individual clinicians to manage and coordinate surgical services.

Implementation

Novari Health Implementation Framework

With an assigned project management team, we are in constant communication to ensure transparency throughout the entire implementation process from start to finish.

We assign an experienced application specialist who is a subject matter expert with regard to not only our software solutions, but also administrative and clinical workflows to every implementation project.

Our teams supports every implementation with technical resources capable of configuring our software solutions to each client's specific requirements. Our integration specialists work with our clients and other vendors to enable integration between our solutions and a wide variety of third-party systems, leveraging a host of providers (e.g., FHIR, HL7, APIs, etc.).

Changing workflows and technologies can be daunting for some – but acknowledging and recognising this upfront as a risk to the project is important. Our implementation teams mitigate this risk through a six-step process: check readiness, align old and new processes, define change, engage, educate, and enlist users, alignment of processes and organisation, and evaluate.

Novari Health partners with our clients to fully understand their organisation's goals and desired outcomes for every project. Together, we set outcomes and metrics for success, and create an agreed upon plan to work together to implement our software to meet those desired outcomes and metrics, on schedule.

Privacy and Licensing

Novari Health pricing and licensing is outlined in in our pricing and terms and conditions documentation.

Service Levels

Novari Health maintains a 99.99% uptime level in alignment with Microsoft Azure availability. In the event that we need to perform some form of maintenance or system updates, clients will be notified several weeks in advance. There is no default refund for failure to meet SLA in our baseline agreement.