

Improving diabetes care

Diabetes Care Management Solution

A single source of truth for multi-disciplinary care teams.

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Diamond - Diabetes patient management system

1. Overview

Diamond is a fully-integrated patient and clinical care system originally designed to meet the needs of the modern diabetes care services. Diamond provides support for the multi-disciplinary care team, enabling effective patient care to be delivered within a hospital, clinic or community setting.

VitalHub offer Diamond as a multi-specialty solution with the ability to support different conditions in a single system. Alongside diabetes, VitalHub can offer detailed clinical datasets for gastroenterology and rheumatology as well as being able to configure new datasets for other conditions on request.

2. Functional overview

2.1 Service features

- Comprehensive patient and clinical datasets (diabetes, gastroenterology, rheumatology plus others to be configured).
- Episodic care management.
- Clinic, appointment scheduling and patient attendance management.
- Disease specific regime management.
- Letter-writing tool incorporating letter templates.
- National audit extract functionality.
- Global coding standards compliant.
- Patient education and training facilities.
- Enhancing interoperability through patient demographic (PAS) and laboratory results interfaces.
- Role-based user access controls.

2.2 Service benefits

- Real-time access to patient and clinical data, enhancing care delivery.
- Improved outcomes from data access at point of patient care.
- Reduction in administrative workload and the elimination of transcription.
- Improved efficiency through process automation.
- Enhanced patient risk management assessments.
- Improved communication across the healthcare team.
- Supports paperless operations and diabetes care interoperability standards.
- Optimised delivery of clinical care pathways.
- Access operational and clinical reports supporting patient and administrative workflows.
- Reduction of risk through enhanced system integration.

3. Diamond components

Modular in structure, Diamond supports high quality clinical management across all areas of patient care.

3.1 Core components

- Annual review and clinic episodes.
- Education module, including education statements and reviews.
- Audit.
- Eye screening.
- Podiatry.
- Dietetics.
- Pregnancy.
- Sexual dysfunction.
- Digital image storage and retrieval.
- Contacts.

4. National audits and tariffs

4.1 National Diabetes Audit

Diamond supports the extract requirements for the National Diabetes Audit, National Paediatric Diabetes Audit, National Diabetes Foot Care Audit as well as the Best Practice Tariff for paediatrics.

4.2 Disease specific audits

Other disease specific audits will be added as required.

5. Fully integrated diabetes care

In addition to integrating with PAS and pathology, Diamond can be integrated with document management systems, data warehouses and other trust based systems using HL7 messaging meaning that clinical users have access to all relevant patient data and history in real-time. Access to this wealth of information at the point of care ensures informed decisions are being made and effective treatment is being given.

6. Licence terms

1. A single, non-exclusive, non-perpetual software licence is provided to the client permitting the system to be accessed by users employed by and working for the client.
2. The client is not permitted to sell, distribute or gift the system or to offer the system as a service to any other organisation or individual.
3. Access to the system is restricted to a specific number of registered users (as purchased) and, where applicable, a specific number of records or transactions.
4. Users of the system must be properly trained and proficient in its use. Support services may be suspended for inadequately trained users.
5. The licence to use the system includes access to the system, hosting services, system maintenance and technical and operational support.
6. The minimum duration of the licence is for two years.
7. The licence shall expire at the end of the agreed licence term.
8. Termination of the licence is not permitted by either party before the end of the agreed licence term unless either party are in breach of contract, in which case remedial action via established dispute procedures will be initiated.
9. At the end of the licence term, access to the system will be terminated and arrangements will be made to provide client data held on the system to the client in a suitable and secure format.
10. VitalHub retain the copyright and Intellectual Property Rights to the system and all associated modules.

7. Training

Training is delivered using a comprehensive library of videos, delivered in a structure manner according to the job role of the user. Follow up calls with our support team will allow specific question and answer sessions.

8. Service constraints

Access to our help desk is limited to the service hours defined within this document, although the core service hours can be extended on request (at an additional charge).

Systems are provided fully-configured and ready to use. There is no provision within the standard contract for the customisation of the System, the import of data from existing resources or integration with third-party software, but these services can be provided as a service option if required.

9. Hosting

We provide hosting services on the internet or the Health & Social Care Network (HSCN) through our own dedicated infrastructure. For all our systems we guarantee access to the system 24 hours a day, 365 days per year, excluding pre-planned time for system maintenance.

Two environments (production and UAT/test) are provided as standard. Availability and service level guarantees only apply to the production environment. Note that additional environments can be added as required.

All of our hosting services are governed and compliant to ISO/IEC 27001:2022 standards and include:

- A dedicated, highly secure and restricted physical environment.
- All data secured in transit and at rest based on National Cyber Security Centre standards.
- Regular vulnerability scans and security audits for all systems and services.
- Monitoring and logging of all online services and security, retained and audited for compliance.
- Complete hardware, power and connectivity redundancy.
- Dedicated Disaster Recovery (DR) sites for HSCN and cloud-based recovery for all other services.
- Fail-over guarantees of two hours or less.
- Near real-time replication of all virtualised hosting services.
- Encrypted, secure and fire safe off-site backups of all customer data.

10. Support Services

We provide a comprehensive Service Level Agreement (further details are available on request) with an option of either our Essential or Enhanced level of support that includes the following provisions:

- Telephone and email support services available between 09:00-17:00 UK time, Monday to Friday (excluding public holidays).
- Optional out-of-hours support for critical incidents (Enhanced Level only).
- Guaranteed response and resolution times for both Essential and Enhanced service levels.
- Dedicated online tools for logging and monitoring support issues, change requests and system updates.
- Incident logging, prioritisation and service performance reporting.
- Technical support to nominated system administrators.
- 2nd line operational support to trained and registered users.

11. Client requirements

To access our systems, we expect all clients to meet with following requirements:

- Use of HTML 5 compatible web browsers (Google Chrome, Mozilla Firefox, Safari (7 and above) or Microsoft Edge).
- Web browser settings with cookies, pop-ups and JavaScript enabled.
- Minimum screen resolution of 1200 x 800.
- No use of intrusive plugins affecting browser behaviour.

We expect the client to provide the following to ensure successful deployment and ongoing use of the System:

- A dedicated, trained and experienced project manager who will be our primary point of contact
- Participation in pre-planned project management events.
- Sufficient access to appropriate client stakeholders during the project planning, design, development and deployment phases.
- Commitment to providing training to all personnel who will be using the System.
- Support with the testing of the system prior to go-live and during subsequent system upgrades.
- Participation in design review meetings and approval of agreed delivery and development plans.
- A nominated system supervisor who will become an expert on the system with responsibility for co-ordinating communication with us during normal operational use.
- Technical support during the deployment of the System as may be required to provide access to the System to client users.

12. Commercial requirements

Standard pricing document is provided separately.

Consultancy, project management, design, development, implementation and training services are invoiced on completion. The software licence and any related support and hosting services are invoiced annually in advance.

Payment terms are strictly 30 days from the date of the invoice.