

Flow Manager

THE COMPLETE OUTPATIENT PLATFORM

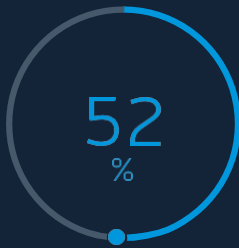
**Manage entire patient workflows
and optimise flow in outpatient care**

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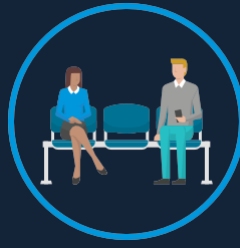
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An introduction

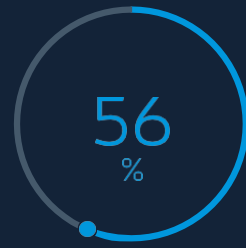
The award-winning Intouch Platform integrates with hospital systems to support coordinated and efficient patient flow.



The Intouch Platform is deployed in 52% of NHS Acute Trusts



The Intouch Platform processes over **55 million** outpatient appointments annually



Flow Manager processes approximately 56% of all NHS outpatient attendances

Patient flow management specialists

The award-winning Intouch Platform supports NHS Acute Trusts to manage entire patient journeys and optimise patient flow across Outpatient Services, Elective Care and Day Cases, and unplanned 'Walk-in' Services.

The platform integrates with the hospital's PAS / EPR, supporting a joined-up approach to patient-centred care and optimised workstreams, as previously isolated systems and processes become connected in a seamless manner. As a result of this integration, the entire patient journey can be mapped and recorded digitally from arrival to discharge, with all information visible and accessible across the hospital to relevant staff.

Improve Operational Efficiency

From one centralised dashboard, staff can manage all appointment types:

- face-to-face hospital appointments
- virtual appointments (video or telephone)
- remote appointments in the community

PAS / EPR integration enables the patient's identity to be checked and authenticated, helping to verify the patient and automatically direct them to their appointment.

Patient flow management specialists

Patients can also be flagged ahead of time to alert staff if they require additional support, such as chaperoning or translation services. Intouch's check-in kiosks have an average patient self-check-in rate of 80%, which reduce queues at reception, releasing staff time and saving patients an average 4.5 minutes during check-in. This process receives an average 85% positive feedback from patients. Patient activities and tests can be scheduled in advance of their appointment, helping to reduce any 'down time' in the hospital, supporting a reduction in the average appointment time by 35 minutes.



Intouch with Health
UK customers

The Intouch Platform

Patient Hub

A collection of eight intuitive solutions, simplifying the patient journey and elevating the patient experience by increasing patient choice and convenience, improving communication and improving information management.

Clinical Hub

A collection of five operational and analysis solutions designed specifically with clinicians and managers in mind, allowing clinicians to efficiently manage multiple care channels and maximise the utilisation of available resources.

Patient Hub Modules



Flow Manager

The patient flow dashboard at the heart of the Intouch Platform. Enable hospital staff to efficiently manage each stage of the patient journey from a single location.



Check-in

Enable patients to self-check-in for their pre-booked outpatient appointment using interactive kiosks, improving the patient experience with an efficient and coordinated arrival at hospital.



Mobile Appointment Manager

Enable patients to self-check-in and be called for their appointment without entering the hospital, improving social distancing measures and providing patients with greater convenience.



Walk-in

Arrive non-appointed patient attendances with interactive kiosks, improving the patient experience with an efficient and coordinated arrival at hospital for patients.



Wayfinding

A digital hospital map that improves the patient experience and delivers quality improvement by helping patients navigate their way easily and efficiently around hospital buildings.



iReceptionist

Connect patients and hospital visitors to your centrally organised reception team, extending your reception service reach to everywhere at anytime and improving the patient experience.



Calling

Enhance patient flow and clinic efficiency by calling forward patients via wall-mounted LCD screens, optimising staff time and improving clinic communication.



Wait Times

Support the delivery of efficient healthcare through improved wait time communication and management, whilst identifying clinic delays and improving patient experience.

Clinical Hub Modules



eOutcomes

Replace paper forms by digitally recording patient appointment outcomes, improving data capture and audit trails, supporting an increase in clinic efficiency.



Virtual Clinics

The fully integrated virtual and video consultations solution designed for hospital settings, consolidate the management of virtual patients alongside physical patients.



Room & Resource Manager

Intelligently book and manage office or clinic rooms and room resources with real-time visibility of availability, and dedicated communication channels, supporting optimal room utilisation.



Activity Manager

Plan, monitor and manage patient activities and tests with a digital dashboard, supporting informed decision making around the next stages in a patient's journey.



Performance Manager

Create and save digital data queries, supporting the monitoring and pro-active management of services in line with key drivers, displayed within a graphical dashboard.

Summary

'Flow Manager' from Vitalhub UK Limited (VHUK) is an application suite specifically designed for tracking and managing the needs of patients and staff when patients visit healthcare organisations for outpatient

attendances. Clinical requirements, such as identifying patients with infectious conditions, such as COVID19, can be readily configured and enable healthcare organisations to manage their patient pathways in real-time.

As well as optimising face-to-face appointment workflows, we also enable minimising the need for

face-to-face appointments through the use of voice and video technologies. Our approach leads to direct service improvements including:

- Efficient workflows in outpatient settings, freeing up more clinical capacity
- Reduced footfall in hospitals
- An improved patient experience
- Patient waiting areas do not exceed maximum capacity
- Virtual clinic functionality enables clinical resource(s) to meet patient demand

Summary service definition -Flow Manager from VHUK will:

- Enable patients to register and confirm their planned and unscheduled appointment attendance details on arrival.
- Ensure patients can utilise a wide variety of modern personal mobile devices and access services face-to-face, or remotely, using virtual communication technologies.
- Enable patients to select their preferred method of accessing the service, including their choice of language and provisions for people with visual impairments.
- Enable healthcare staff to monitor, manage, and reconfigure appointments as operational demands dictate, using an at-a-glance graphical dashboard. This includes the configuration of pathways for patients, and enables additional task and activity management in advance.
- Present patients with their personal details and offer the capability to view, update, or amend these as appropriate.
- Confirm appointment details with the patient and advise where they need to be, when, and how, to find their way there.
- Inform patients about waiting times for their appointment and advise special circumstances, such as unplanned delays.
- Call patients to the room where their healthcare professional can provide for their healthcare
- Enable clinicians to capture details of their consultation and consolidate these for onward processing.
- Provide better oversight of room and resource availability and utilisation, enabling healthcare professionals to plan and then book their room and resource requirements in advance of patient appointments.
- Enable digital communication between, provider services, clinicians and patients throughout their healthcare journey.
- Enable service and system agnostic digital management of clinical pathways.

Complementary services

Our solution (and costs) include everything needed to implement a comprehensive patient flow solution tailored to the specific needs of a healthcare organisation. For bespoke work associated but outside of scope we offer complementary services.

Detailed service definition

- Enable patients to register their planned and unscheduled appointment details on arrival

Flow Manager provides patients with access to their existing appointment details in a variety of manners including check-in kiosks, a mobile smartphone application and SMS messaging. This type of access provides patients with the opportunity to confirm their appointment attendance and manage these according to their healthcare needs. This includes options for patients to intimate health issues such as COVID19. For unscheduled appointments Flow Manager accesses existing healthcare systems and creates or confirms a patient's arrival at their location, for example, Radiology appointments.

- Ensure patients can utilise a wide variety of modern, personal, mobile devices and access services face-to-face, or remotely, using virtual communication technologies

Flow Manager utilises the power, flexibility, and ease of use, provided by all modern smart computer devices. These include Check-in Kiosks, PC's, Laptops, Smartphones and all manner of personal data devices. Face-to-face appointments are managed to ensure patients are streamed from public areas (e.g. car parks) through clinical areas, ensuring capacity requirements are not exceeded.

On arrival, through use of their smart devices, the patient experience is enhanced and increases the service choices available to patients.

- Remote face-to-face appointment support, when they need immediate extra/specialist help, is available for patients through access to virtual receptionists at the point of need.

Virtual appointments are managed to ensure clinical resource is informed and available to react to patient demand. No information is stored on the devices when patients access their appointments, and their data is solely accessed through the Cloud.

- Enable patients to select their preferred method of accessing the service, including their choice of language and provisions for people with visual impairments

When patients access Flow Manager they are offered choices to do so, which include their chosen language e.g. Urdu, Polish, etc, as the local population profile requires. People with visual impairments are offered screen formats which conform to recommendations defined by the Royal National Institute for the Blind e.g. Black on Yellow writing. The process to clarify their personal details are kept simple, graphic, and in a manner designed to make queries easy to comprehend and complete.

- Enable healthcare staff to monitor, manage and reconfigure appointments as operational demands dictate, in real-time, using an easy to use, at-a-glance graphical dashboard

The Flow Manager solution has a central graphic dashboard which enables all types of staff to view a patient's appointment, specific to their needs. For example, a receptionist may be configured to view

- Present patients with their personal details and offer the capability to view, update or amend these as appropriate

Patients are offered the opportunity to view their personal data such as their address, phone numbers and all manner of additional details as their healthcare provider may require. This includes the opportunity to view sensitive information (if desired by the healthcare provider) e.g. their nationality, sexual orientation, etc. The process of updating their details is also a decision of the healthcare provider and may include manual updating, semi-automatic, automatic or updating via reporting mechanisms as desired. This approach helps keep patient details up-to-date and avoids DNA's (did not attend).

- Confirm their appointment details with the patient and advise where they need to be, when, and how to find their way there

When patients complete confirmation of their attendance, they are supplied further information which is designed to ensure their timely arrival at the correct location. This information may include textual, pictorial or graphic, way-finding information which helps them find their way from the current location to their appointment. Additionally, they are supplied with details of any delays (wait times) at their clinic.

- Inform patients about waiting times for their appointment and advise special circumstances, such as unplanned delays

The patient experience is enhanced, and stress reduced, if they are informed about waiting times and potential delays applicable to their appointment. Flow Manager provides this type of information and offers patients greater flexibility when deciding what to do whilst attending their appointment. For example, if delays occur, patients can then access facilities to help reduce the impact of delays, e.g. attending complementary services and facilities such as shops, cafés, etc. This type of information is available in a variety of manners through static LCD screens and their smart devices as desired by the healthcare organisation.

- Call patients to the room where their healthcare professional can provide for their healthcare needs

When healthcare professionals are ready to see patients, they can call patients to their location through the Flow Manager digital dashboard. This helps avoid people being called vocally and enables patients to be called, regardless of their physical location, at any time. Most often calling is done by patient name but this is configurable by the healthcare organisation e.g. use of pseudo-nym, random number, etc. should the patient not wish their name to be shown.

- Enable clinicians to capture details of their consultation and consolidate these for onward processing

Flow Manager offers eOutcome forms which are available to healthcare clinicians following their patient consultation. This is an efficient and effective process that enables complete accuracy in outcome reporting and ensures healthcare providers have complete detail about the services provided, the next steps to be followed, and much more, whilst memories are fresh (some healthcare providers insist that VHUK configure the solution so that clinicians cannot call further patients until the outcome process is complete). Most importantly this process avoids outcome errors and ensures revenue generation is optimal.

- Provide a calendar facility enabling healthcare professionals to plan and then book their room and resource requirements in advance of patient appointments

The Flow Manager solution offers a calendar function that enables staff to pre-book and configure rooms and resources aligned to the needs of their specialty. The easy to view user interface enables users to view available facilities/estates and make firm or provisional bookings (e.g. provisional bookings need to be confirmed/signed off by an appropriate administrator) to maximise the use of the available facilities of the healthcare provider.

The approach is designed to ensure the regular requirements for rooms and resources are easily configured and readily viewable, but also providing the opportunity for rooms and resource gaps to be easily made available to staff, as their operational needs dictate.

Complementary services

It often becomes necessary to help our clients with professional services within their organisation. We offer these in a variety of formats and tailored to the specific needs of our client. For project work these services in-line with proven project management standards, aligned to the needs of our healthcare clients e.g. Prince 2.

IT Hardware

Implementing the Flow Manager solution often requires the installation of products such as self-service kiosks, media players and LCD screens (hardware is not included in the SaaS costs). We can provide costs for hardware on application. In addition, VHUK provides services to deploy these devices and offers on-site maintenance services (not included in SaaS costs).

IT Training

Training will be necessary for users to manage and deploy the functions of the performance dashboard and Flow Manager solution (essential training is included in the SaaS costs).

Additional training can be provided as required. VHUK also provides the required range of training materials, eLearning tools and on-line help.

Support

VHUK provides a comprehensive service (included in the SaaS costs) to ensure the smooth running of the SaaS solution. Support services are provided under the terms of a Service Level Agreement (SLA) which typically offers client support from Monday-Friday between 08:00-17:30. Details of the SLA including the contact reporting procedures, escalation process, and extended hours cover will be issued prior to system deployment.

