

Healthcare Scheduling

**Cutting-edge software in healthcare
and corporate scheduling**

Streamline bookings, resource management and appointments
to optimise efficiency and improve user experience.

TABLE OF CONTENTS

BookWise Elements.....	1
Introduction	1
Our service	1
Implementation plan	3
Service levels	3
After-sales support	4
Additions to your package	4
Development work	4
BookWise OPD.....	7
Introduction	7
Our service	7
Implementation plan	9
Service levels	10
After-sales support	10
Additions to your package	10
Development work	10

Introduction

VitalHub's BookWise portfolio provides leading-edge software designed to simplify room and resource scheduling, and save our customers time and money.

We create specialist scheduling software for healthcare and corporate organisations ranging from general room booking software to more specialist scheduling systems. The BookWise suite of products have been developed to allow users to easily manage their resources at a click of a button.

Our service

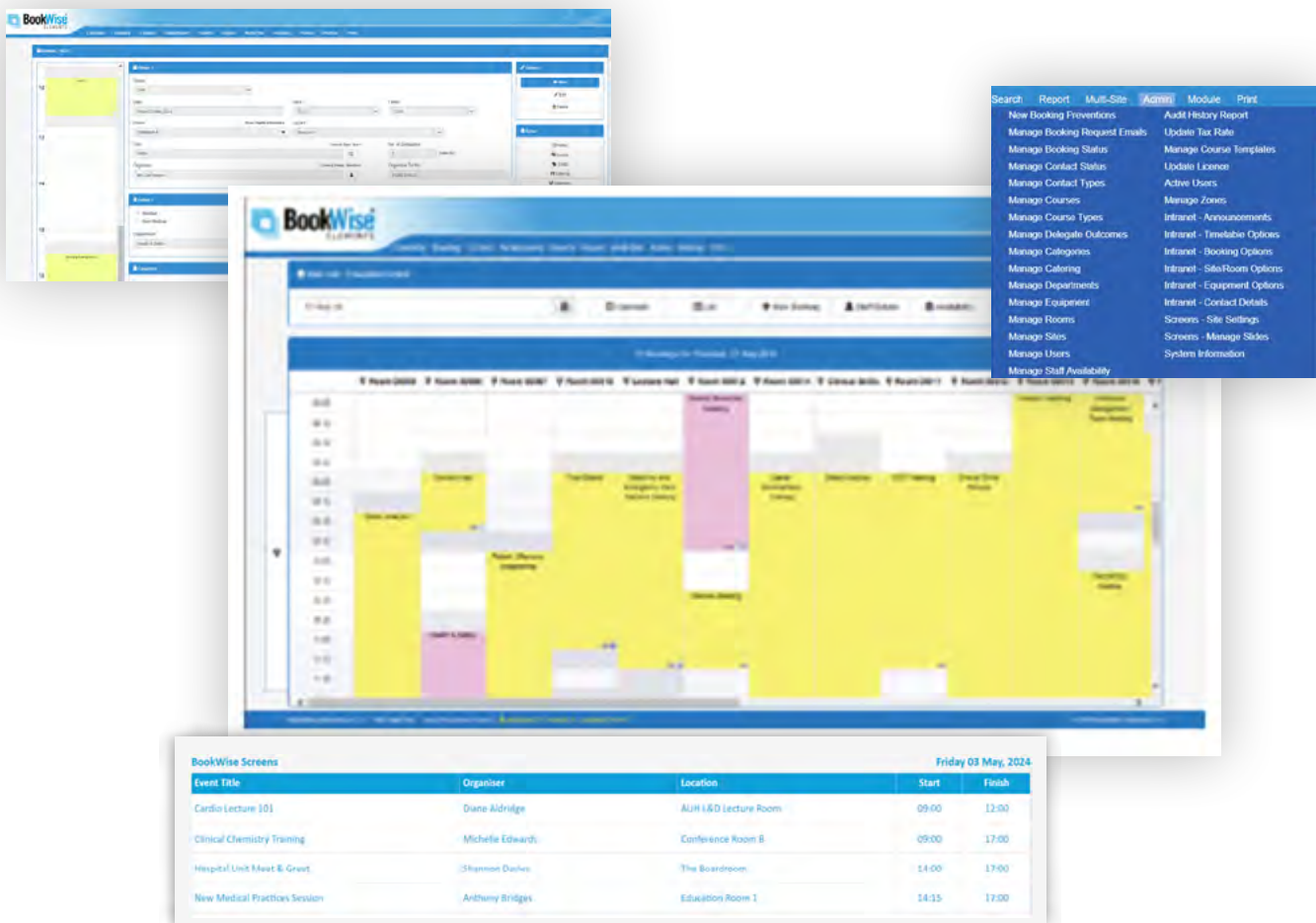
BookWise Elements is a scheduling system that has been developed as a web-based application allowing users to easily manage meeting rooms, training rooms and resources at a click of a button. It enables real-time room availability and transparency across NHS Trusts, guaranteeing improved efficiency and cost savings.

BookWise Elements scheduling software will:

- Provide real-time availability and transparency of resources
- Guarantee improved efficiency and cost savings
- Simplify processes through technology
- Help you exceed your business targets

Our logical and user-friendly system will revolutionise your scheduling process by:

- Controlling all of your resources from one screen
- Empowering requesters to see real-time room availability
- Management of room bookings and cancellations by appointed administrators
- Maximisation of room utilisation
- Improvement of departmental communication
- Reducing emails and telephone calls, vastly decreasing administration time
- Avoiding missed appointments with automated reminders
- Identifying under-utilised resources



The easy-to-navigate user interface includes request forms and calendars that make booking and cancelling rooms simple, in addition to a calendar view that shows all daily activity for each site, zone and room.

The system offers real-time room availability and transparency by controlling resources from one screen. The booking form captures information regarding the room, the usage, the type of booking and who is using it, alongside functionality to track invoicing, catering and sponsorship.

Additional modules allow for requesters to see room availability, automatic reminders to be sent to reduce non-attendance, live link to a screen to show bookings for the day, and delegates to be tracked on courses that are attended.

An administration area gives full control of the system, including adding and editing.

Users can edit the system to meet the bespoke nature of their own organisation, ensuring all the room, booking and associated detail are all accurately reflected during use. The service usage metrics available on the BookWise Elements system include a full audit trail of user activity. This is in addition to being able to export data through 27 different reports in Excel CSV format.

Implementation plan

Our market-leading knowledge gained from developing a portfolio of healthcare scheduling products enables us to create bespoke, agile solutions tailored to your business needs. We would welcome the opportunity to discuss any requirements you have where our scheduling expertise could save you time and money. We would be delighted to provide you with a product demonstration to illustrate what BookWise scheduling software can do for you.

BookWise Elements requires no special hardware or software to operate and is a web-based service accessible with standard browsers such as Chrome, Edge and Firefox. Upon signup, a dedicated BookWise Technical Account Manager and Cloud Support Engineer will guide customers through the initiation phase and training in how to use the system to its full potential for their own, bespoke purposes.

The full Project Schedule for the service can be visualised as per below:

Task	Week
Project Launch Meeting	Week 1
Email project schedule and pre-install document	Week 1
Email system requirements to Client IT	Week 1
Agree project schedule	Week 2
Client Project Lead to arrange comms	Week 2
Receive document templates back from the client	Week 4
BookWise to receive completed pre-install document	Week 5
Build data into the system	Week 7
Liaise with client regarding data amends	Week 7
Deadline for Client to confirm validity of data	Week 7
Agree and implement how Elements will be accessed	Week 8
Online meeting with Client to go over build	Week 8
Client Project Lead to arrange comms	Week 9
System checks with Client Project Lead	Week 10
Half day training	Week 12
BookWise Elements goes live	Week 12
Transfer over bookings from old system to Elements	Week 12 - Week14
Review meeting	Week 20

Service levels

BookWise provide one level of support and so can guarantee the same high level of service for every customer. As part of this service, all customers receive the services of a BookWise Technical Account Manager and Cloud Support Engineer. Email and phone support is available during the hours of 9:00am to 5:30pm, Monday to Friday excluding Saturday, Sunday, and public holidays.

After-sales support

VitalHub charges include provision for support, which means we will resolve problems relating to our product. Upgrades as released are available including training notes outlining changes involved. We do not support issues relating to third-party suppliers, such as those relating to network provision.

A BookWise customer may wish to make changes to the nature of the application they require. This section outlines the process and options available.

Additions to your package

There are a number of optional additions you can choose to supplement the base package. This additional functionality can be ordered at any time. Additional functions carry a charge, this covers our time to develop the additional functionality, install it and if requested, provide training on the new functions.

Development work

Developments and modifications to the software, once the installation has been completed, must be negotiated, developed and all appropriate charges agreed. The updates will then be scheduled and implemented following agreed timescales. No development or modification work can be undertaken outside of this process.

BookWise OPD

Introduction

VitalHub's BookWise portfolio provides leading edge software designed to simplify room and resource scheduling, and save our customers time and money.

We create specialist scheduling software for healthcare and corporate organisations ranging from general room booking software to more specialist scheduling systems. The BookWise suite of products have been developed to allow users to easily manage their resources at a click of a button.

Our service

BookWise Outpatients has been developed as a web-based healthcare scheduling application allowing users to easily visualise room and resources. It enables real-time room and resource availability and transparency across NHS Trusts, guaranteeing improved efficiency and cost savings. With the ability to check for room availability the system allows the user to maximise resource utilisation centrally.

BookWise scheduling software will:

- Provide real-time availability and transparency of resources
- Guarantee improved efficiency and cost savings
- Simplify your processes through technology
- Help our clients exceed their business targets

Our logical and user-friendly systems will revolutionise your scheduling process by:

- Controlling all of your resources centrally
- Improving departmental communication
- Reducing emails and telephone calls, vastly decreasing administration time
- Maximising efficiency of current staff saving time and money
- Increasing capacity by being able to clearly see resources available
- Producing powerful management reports

The screenshot displays the BookWise Outpatients system interface. On the left is a sidebar menu with options: Audit Log, Clinic Types, Cancellation Reasons, Clinic Reasons, Clinic Leads, Data Import, Divisions, Equipment, Licence Config, Mail Templates, Occupancy Restrictions, Old Audit Log, Request Form Options, Room Types, Sites, Screens - Settings, Screens - Slides, Specialities, Staff Requirements, and a User icon. The main area shows a 'Weekly View' calendar for the week of May 17-23, 2021. It includes filters for Site (All Sites), Department (All Departments), Zone (All Zones), Active/Cancelled (View Active Clinics), and Start Date (17/05/2021). The calendar shows various rooms and their booking status (e.g., Booked, Cancelled, Pending). A detailed view of Room 1 (Consultation) is shown, listing booking details like 'Consultation (Consultation)', 'Room 1 (Consultation)', 'Room 2 (Consultation)', 'Room 3 (Consultation)', 'Room 4 (Consultation)', and 'Room 5 (Consultation)'. A 'BookWise Computer Booking System' window is also visible, showing a table of bookings with columns for Start, Finish, Clinic Name, Department, Zone, Room, Clinic Lead, and Speciality.

Start	Finish	Clinic Name	Department	Zone	Room	Clinic Lead	Speciality
08:00	12:00	PLASTICS HAND	Outpatients 3	Suite 15	S15 - (Rm 15) W&A S15 - (Rm 15B) W S15 - (Rm 15A) W	Mr L J Currie Mr L J Currie Mr L J Currie	Plastic Surgery - H. Plastic Surgery - H. Plastic Surgery - H.
09:00	12:00	PLASTIC SURGERY	Outpatients 3	Suite 14	S14 - (Rm 14A) W S14 - (Rm 14B) W S14 - (Rm 14) W&A	Mr M V K Kumar Mr M V K Kumar Mr M V K Kumar	Plastic Surgery Plastic Surgery Plastic Surgery
08:00	12:00	Dr Alder	Outpatients 3	Suite 17	S17 - (Rm 17A) W S17 - (Rm 17) W&A	Dr S Alder Dr S Alder	Neurology Neurology
08:00	12:00	Orthopaedics	Outpatients 3	Area 3	Minor Op 1	Dr A Bostel	Neurology
12:00	17:00	Debbie Cohen	Outpatients 3	Area 6	Red (Rm 18) W&A	Mrs D Cohen	Neurology

The easy-to-navigate user interface includes request forms and calendars that make booking and cancelling rooms simple, in addition to a home view that shows all daily activity for each department, area, room, level and Clinical Lead.

The user interface quickly highlights information regarding the booking, identifies the booking period, records all clinic and consultant codes, identifies clinic types, records the numbers of face-to-face and virtual patients, records Clinic Lead and speciality. The user can also access additional information about the room (room type, room speciality, fixed and mobile equipment).

There is also the option to display to visitors via an automatic feed which clinics are taking place in each allocated room.

An administration area gives full control of the system, including adding and editing:

- Cancellation reasons
- Clinic Leads
- Mail templates,
- Sites, departments and rooms
- User accounts
- Company branding

Users can edit the BookWise scheduling system to meet the bespoke nature of their own organisation, ensuring room layouts, clinics, personnel and equipment are all accurately reflected during use. The service usage metrics available on the BookWise scheduling system include the user being able to audit who has accessed the system, when they accessed it, and where from. This is in addition to being able to export data through 17 different reports in Excel CSV format.

Implementation plan

Our market-leading knowledge gained from developing a portfolio of healthcare scheduling products enables us to create bespoke, agile solutions tailored to your business needs. We would welcome the opportunity to discuss any requirements you have where our scheduling expertise could save you time and money. We would be delighted to provide you with a product demonstration to illustrate what BookWise scheduling software can do for you.

BookWise scheduling software requires no special hardware or software to operate and is a webbased service accessible with standard browsers such as Chrome, Edge and Firefox. Upon signup, a dedicated BookWise Technical Account Manager and Cloud Support Engineer will guide customers through the initiation phase and training in how to use the system to its full potential for their own, bespoke purposes.

The full Project Schedule for the service can be visualised as per below:

Task	Week
Project Launch Meeting	Week 1
Email project schedule and pre-install document	Week 1
Email system requirements to Client IT	Week 1
Agree project schedule	Week 2
Client Project Lead to arrange comms	Week 2
Receive document templates back from the client	Week 4
BookWise to receive completed pre-install document	Week 5
Build data into the system	Week 7
Liaise with client regarding data amends	Week 7
Deadline for Client to confirm validity of data	Week 7
Agree and implement how Elements will be accessed	Week 8
Online meeting with Client to go over build	Week 8
Client Project Lead to arrange comms	Week 9
System checks with Client Project Lead	Week 10
Half day training	Week 12
BookWise Elements goes live	Week 12
Transfer over bookings from old system to Elements	Week 12 - Week14
Review meeting	Week 20

Service levels

BookWise provide one level of support and so can guarantee the same high level of service for every customer. As part of this service, all customers receive the services of a BookWise Technical Account Manager and Cloud Support Engineer. Email and phone support is available during the hours of 9:00am to 5:30pm, Monday to Friday excluding Saturday, Sunday, and public holidays.

After-sales support

VitalHub charges include provision for support, which means we will resolve problems relating to our product. Upgrades as released are available including training notes outlining changes involved. We do not support issues relating to third-party suppliers, such as those relating to network provision.

A BookWise customer may wish to make changes to the nature of the application they require. This section outlines the process and options available:

Additions to your package

There are a number of optional additions you can choose to supplement the base package. This additional functionality can be ordered at any time. Additional functions carry a charge, this covers our time to develop the additional functionality, install it and if requested, provide training on the new functions.

Development work

Developments and modifications to the software, once the installation has been completed, must be negotiated, developed and all appropriate charges agreed. The updates will then be scheduled and implemented following agreed timescales. No development or modification work can be undertaken outside of this process.