

AireFlow

Low-code workflow
management solution

Service definition



Introduction

AireFlow is a low-code workflow management solution designed specifically for health and care organisations. Built on 20 years of healthcare expertise, it enables teams to automate, streamline, and optimise business processes and care pathways. AireFlow improves operational efficiency, reduces manual effort and errors, and provides real-time visibility into tasks and caseloads, freeing staff to focus on patient care. Its event-driven, choreography-based approach ensures workflows adapt to real-world events, while seamless integration with existing systems delivers efficiencies at a fraction of the cost of traditional workflow management software.

Overview

AireFlow is proven at scale, managing over 1 million tasks across complex healthcare environments. It captures business processes and care pathways in a dynamic, low-code workflow engine. Workflows are composed of tasks, conditional logic, and triggers that respond to events—such as patient admissions, observations, or form submissions. Each workflow instance can behave differently depending on its context, enabling highly adaptable, real-world process automation.

By coordinating team activities while reducing organisational overhead, AireFlow:

- Increases efficiency by automating repetitive tasks and reducing human error
- Improves collaboration across departments and services
- Provides real-time visibility into workflow progress and bottlenecks
- Maintains a complete historical record of all workflow events for auditing and insight
- Supports rapid adaptation to changing processes through low-code configuration

AireFlow is designed to manage complex, long-running processes where human input and conditional decisions are essential. Teams can manage their own workflows independently while integrating with wider systems via AireGlu hooks and open APIs.

Benefits and outcomes

- Automate care pathways triggered by real-world events
- Reduce manual workload and operational bottlenecks
- Increase efficiency, accuracy, and staff productivity
- Improve visibility and oversight of complex workflows and caseloads
- Enable rapid adaptation to evolving healthcare needs
- Integrate easily with existing systems using open standards

Low-code management

AireFlow uses a low-code approach to allow rapid changes to workflows without code releases. Workflow logic, conditions, and routing are configured visually using expressive yet secure tools, allowing teams to quickly update processes to meet evolving needs. This reduces dependency on IT cycles, accelerates implementation, and ensures workflows remain aligned with operational requirements.

Event-Driven, Choreography-Based Design

Unlike traditional orchestrated workflows, AireFlow follows a choreography-based approach. Each workflow is triggered by an event, such as a patient record update or a form submission, and can execute independently of upstream or downstream activities. This reflects the reality of healthcare workflows—complex, asynchronous, and conditional—allowing organisations to automate processes without the rigidity or cognitive overhead of full orchestration.

Manual and Automated Task Types

AireFlow coordinates both manual and automated tasks. Manual tasks guide staff actions and approvals, while automated tasks can trigger notifications, updates, or external system events. This combination ensures workflows are flexible, comprehensive, and integrated, supporting care pathways while maintaining focus on process management.

AireFlow integrates seamlessly with other AireBlocks products, including AireGlu for system integration, allowing organisations to automate workflows without losing control over critical processes.

Real-World Impact

Portsmouth Hospitals NHS Trust uses AireFlow for interdepartmental referral processes, replacing partially manual workflows with automated, structured systems. The solution integrates with AireForms for data capture and feeds directly into the trust's EHR, processing over 140,000 form submissions per month.

Implementation

Managing change and requirements

Our first priority is to gather a comprehensive understanding of your organisation's requirements to implement AireFlow and manage change. Our team will be fully accessible and in regular contact with stakeholders across the organisation to meet the developing health and care needs and AireFlow requirements.

Depending on the scale of the implementation we can support/complement internal resources with our own business analysts, project managers and software engineers.

We can mobilise a skilled delivery team quickly when a contract has been awarded, experienced in implementation and change management. We'll work collaboratively with you to validate and confirm deployment requirements. This ensures that our team can work with teams as soon as possible to draw

on their practical experiences, raise awareness of AireFlow functionality and identify minimum delivery requirements that can be iterated on.

At the start of the project, we'll work with key stakeholders from the organisation to discuss the flexible deployment options and ensure we have captured the requirements.

Development of workflow definitions

Workflow requirements are studied on a case-by-case basis, and we produce a solution which is fitting to the technical landscape. With our long-term background in healthcare we are familiar with a wide range of healthcare systems standards and protocols and are often drawn upon to consult on how to best develop a holistic piece. We would seek to use the functionality within AireFlow to accelerate an otherwise complex integration effort and in such cases we may often undertake the pipeline development as a professional service.

Training

Our training can cover a number of elements of the deployment of AireFlow from the business process considerations for the deployment through, design requirements of the workflows through to maintenance and operation of the solution.

The aim of the training is to ensure that where a customer requires training in any of these items they understand how the solution can be utilised to meet their workflow and pathway requirements.

End user training is rarely needed as the resulting flows are easy to use and very intuitive by nature. However we can support any training that is required.

Hosting and technical requirements

AireFlow is delivered as a fully hosted solution through our trusted partner, AWS, providing the highest levels of security and compliance. The platform is browser-based and accessible via any modern browser, including Chrome, Edge, Safari, and Firefox, without the need for additional extensions.

It's also possible to host the solution on-premise, which is often required to allow access to local network services such as PAS, AD and local database servers. This also means information governance (IG) requirements for the data flow to remain internal can be fully accommodated.

In line with our open platform policy, AireFlow includes open APIs, allowing integration with a wide range of other systems and solutions. This flexibility ensures that clients can connect AireFlow with existing technology and adapt it to meet evolving local requirements.

Support

Aire Innovate provides comprehensive technical support for AireFlow following implementation. Our support team is available between 8:30am and 5:30pm, reachable by telephone or email. All support requests are logged and tracked through our JIRA-driven support desk, ensuring timely updates and resolution in line with agreed service level agreements.

Our approach is underpinned by a continuous improvement ethos, with AireFlow regularly updated to meet evolving requirements and to reflect new needs identified by clients. In addition to technical support, we offer dedicated account management to review system performance, discuss new features, and explore opportunities to extend the use of the platform, ensuring clients can make the most of AireFlow over time.

About us

Aire Innovate was founded to transform digital innovation in health and care. Drawing on the expertise of our sister company, **Aire Logic**, which has delivered over 1,000 IT projects across national programmes, regional initiatives, ad hoc innovations, and pro bono work, we bring deep knowledge of healthcare systems and digital transformation.

Our low-code platform, **AireBlocks**, allows teams to build, connect, and adapt solutions precisely to their needs. Unlike off-the-shelf software, it supports rapid innovation, flexible scaling across regions, and local configuration, enabling organisations to respond quickly to changing clinical, operational, and regulatory requirements.

Mission & Vision

We empower health and care teams to take control of digital transformation, turning plans into reality, accelerating innovation, and improving outcomes for patients and staff.

Values & Expertise

We focus on meaningful impact, supporting our people, and delivering trusted, reliable solutions. AireBlocks combines secure system integration, tailored workflows, and robust governance to deliver high-quality, scalable healthcare solutions efficiently.

