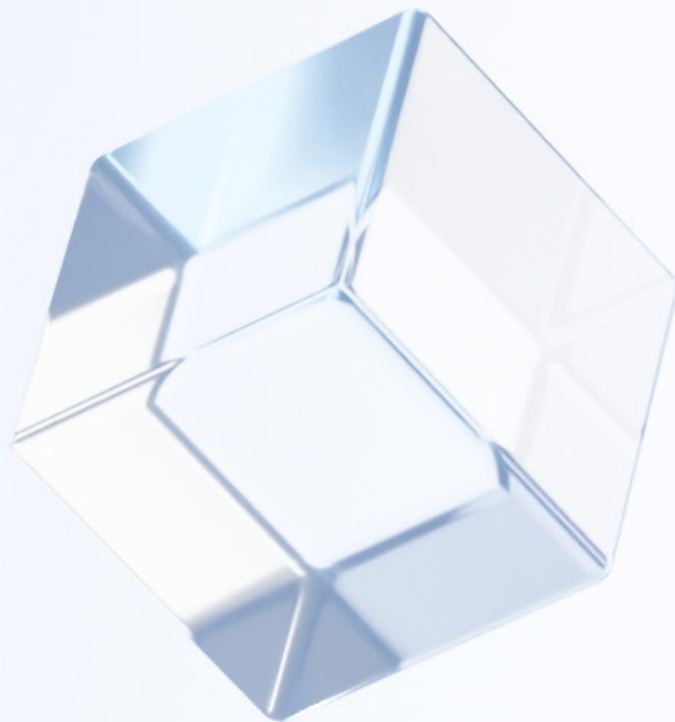


AireCase

A secure, low-code digital platform for referral, triage and end-to-end case management.

Service definition



Introduction

AireCase is a secure, low-code digital platform for referral, triage, and end-to-end case management. Designed for health and care and adaptable across other public sector services, it supports Single Points of Access (SPAs), Specialist Pathways, and family services.

Built on Aire Innovate's AireBlocks platform, the solution streamlines workflows, coordinates care, integrates with existing IT systems, and provides full auditability. By connecting patients, service users, and staff efficiently, AireCase improves access, reduces waiting times, and enhances both service quality and operational efficiency.

Overview

Health and care services face rising referral volumes, complex cases, and increasing pressure on waiting lists. Fragmented systems, manual processes, and inconsistent triage can delay access to care and increase administrative burden.

AireCase addresses these challenges by providing a flexible, low-code case management platform. Service users can submit referrals and enquiries via secure online forms, while staff can triage, manage, and track cases through customisable workflows. The platform provides real-time dashboards, automated notifications, and workflow automation to ensure patients and service users are directed to the right care at the right time.

Designed to integrate seamlessly with EPRs, CRMs, PAS, and other enterprise systems, AireCase allows organisations to modernise referral pathways, manage complex cases efficiently, and deliver a fully auditable service.

Key Features

Digital Referral and Triage

- Online forms for self-referral, registration, enquiries, and engagement
- Flexible, configurable to local workflows and pathways
- Automated routing to appropriate services or staff

Case Management

- End-to-end management of individual cases, including tasks, alerts, and notifications
- Customisable workflows to support complex, long-running processes
- Historical records of all form submissions, case activity, and decisions

Real-Time Visibility

- Dashboards showing caseloads, referral trends, service performance, and waiting times
- Analytics for operational insight and service optimisation
- Supports data-driven decision-making for planning and commissioning

Integration and Interoperability

- Open APIs to connect with EPR/EHR, PAS, document repositories, CRMs, and other third party systems
- Ensures data flows seamlessly across teams, departments, and organisations

Automation and Efficiency

- Automates routine tasks, alerts, and notifications
- Supports standardised triage, reducing inappropriate referrals
- Enables staff to focus on clinical and service delivery rather than administrative work

Security and Compliance

- Full audit trail of all user activity
- Enterprise-grade security, access controls, and encryption
- Hosted on AWS for scalability, reliability, and resilience

Benefits

- Reduce waiting times: Efficient triage and automated workflows ensure right care, first time
- Increase service user engagement: Accessible digital forms streamline access to services
- Improve staff efficiency: Automation and dashboards free staff from repetitive administrative work
- Enhance service quality: Standardised pathways and workflows reduce errors and improve consistency
- Enable data-driven insights: Real-time analytics support operational planning and commissioning decisions
- Scale across services: Suitable for community, mental health, family services, and wider health organisations
- Maintain governance: Secure, auditable platform with full visibility of processes and decisions

Proven Impact

Northpoint Mental Health Services:

- 62% reduction in referral-to-outcome times
- 73% decrease in inappropriate referrals
- Faster triage across 15 service pathways supporting 1,500+ patients per year

Staff report improved workflow visibility and reduced administrative burden

Features

- Flexible online forms for service access and self-referral
- Configurable triage and case management workflows
- Automated notifications, tasks, and alerts
- Real-time dashboards for caseload and service oversight
- Full audit trail of submissions and actions
- Open APIs for seamless integration with enterprise systems
- Low-code platform for iterative workflow optimisation

Summary

AireCase empowers organisations to streamline referrals, triage patients effectively, and manage cases end-to-end. By combining low-code flexibility, workflow automation, integration, and real-time insights, the platform reduces waiting times, improves outcomes, enhances staff efficiency, and delivers safer, faster, and more consistent care.

Implementation

Managing change and requirements

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

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

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

Wherever possible, we use an agile methodology and encourage our customers to work to a proof of concept, minimum viable product and refine as further detail becomes available.

Training

Our training can cover a number of elements of the deployment of AireCase from the business process considerations for the deployment through, design requirements, 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 solutions are easy to use and very intuitive by nature. However we can support any training that is required. For example, where complex forms need training support, this can be given locally to meet clinical safety requirements.

Hosting and technical Overview

AireCase 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.

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

Technical Support

Aire Innovate provides comprehensive technical support for AireCase 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 AireCase 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 AireCase 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.