

AireMoS

Digital Medication Optimisation System

Service definition



Introduction

AireMOS is a digital Medication Optimisation System that streamlines medication ordering across practices, PCNs, and ICSs. The platform reduces medicines waste, improves patient safety, and enables patients to order prescriptions digitally at any time using any device. Configurable at practice, PCN, or ICS level, AireMOS integrates with clinical systems, automates workflows, and provides performance dashboards to support efficient, evidence-based medicines management.

Overview

Effective medicines management is essential for patient safety, cost reduction, and operational efficiency. AireMOS (Aire Innovate's Medication Optimisation System) digitises and automates the end-to-end medication ordering process, providing patients and healthcare teams with a secure, flexible, and accessible platform.

Patients can order medications 24/7 through an easy-to-use online form, accessible via mobile phones, tablets, and desktops. Forms can be completed directly by patients or via a proxy, supporting inclusivity and reducing digital inequalities. Multi-language support and the ability to upload images of medications simplify requests, particularly for patients managing multiple prescriptions.

AireMOS is configurable at practice, PCN, or ICS level, with forms automatically routed to the appropriate Medication Ordering Agent. Automated notifications keep patients informed, while management dashboards provide a comprehensive overview of local needs, service delivery, and key performance indicators. The system enables evidence-based decisions, reduces administrative burden, and supports integrated working.

Proven Impact – Derbyshire Prescription Service

- The service now handles approximately 90,000 medication requests per month, with around 9,000 submitted via AireMOS forms and growing.
- Staff productivity increased by 115%: previously 140–200 calls processed per day; now approximately 300 digital requests processed daily.
- 24/7 patient access has alleviated pressure on phone lines and improved service continuity.
- The system is embedded within the Business Continuity plan, ensuring uninterrupted medication ordering during IT system outages.

Key Benefits

- Reduces medicines waste and delivers cost savings
- Improves patient safety and access to medications
- Enables patients to order prescriptions flexibly and conveniently
- Increases workforce efficiency and productivity

- Provides transparent performance data and dashboards for commissioners and managers
- Supports scalable deployment across practices, PCNs, and ICSs
- Integrates seamlessly with existing clinical systems

Key Features

- Patient-facing digital medication order forms, device-agnostic and accessible 24/7
- Multi-language support and proxy ordering functionality
- Automatic routing to the appropriate Medication Ordering Agent
- Integration with clinical systems for accurate record-keeping
- Performance management dashboards and reporting tools
- Browser-based; no downloads, plugins, or sign-up required
- Flexible configuration to meet the needs of practices, PCNs, or ICSs

AireMOS empowers healthcare organisations to optimise medication ordering, reduce waste, improve patient experience, and enhance operational efficiency while maintaining a safe, transparent, and fully auditable workflow.

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 AireMoS 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 AireMoS 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 requirements

AireMoS 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, AireMoS 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.

Support

Aire Innovate provides comprehensive technical support for AireVitals 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 AireBlocks 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 AireBlocks 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.