

AirePath

Digital referral and pathway management solution

Service definition

Introduction

AirePath is a digital referral and pathway management solution that provides clinicians with access to local and national guidance, self-populating referral templates, and patient information. By standardising referral processes and supporting correct decision-making, AirePath ensures patients receive the right care at the right time, reduces unwarranted variation, and improves efficiency across Practices, PCNs, and ICSs.

Overview

AirePath provides a validated, safe, and patient-centred approach to referral and pathway management. The system ensures referrals meet preset criteria, prioritises patients effectively, and offers non-referred patients tailored care information.

Integrated with primary care clinical systems via context launch, and with eRS for referral submission, AirePath saves clinicians time while ensuring complete, accurate referrals. Where referrals do not meet criteria, the browser-based Content Management System (CMS) guides patients with relevant care information and allows completion of surveys or questionnaires on any device, 24/7. Multi-language support ensures accessibility and reduces digital inequalities.

Configurable at Practice, PCN, or ICS level, AirePath automatically routes referrals and manages workflows according to local requirements. Management dashboards provide live visibility of service activity, patient demand, and key performance indicators, enabling evidence-based commissioning, workforce planning, and operational optimisation.

Key Features

- End-to-end referral management, device-agnostic and accessible 24/7
- Full integration with clinical systems via context launch, and eRS for referral routing
- Multi-language support and patient-friendly CMS for non-referred cases
- Preset, configurable referral criteria to reduce rejected or inappropriate referrals
- Browser-based, no downloads, plug-ins, or sign-up required
- Flexible configuration for Practices, PCNs, or ICSs
- Bespoke reporting and performance management dashboards

Benefits

- Reduces wasted and inappropriate referrals, improving efficiency and patient outcomes
- Ensures patients access the right care at the right time
- Reduces clinician administrative burden and saves time
- Provides clear visibility of referrals and resources across Practices, PCNs, and ICSs
- Supports workforce planning and integrated working
- Delivers value for money and sustainability

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 AirePath 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 AirePath 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

AirePath 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, AirePath 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.