

AireConsult

A Digital Front Door for Patient
Access to Healthcare
and Administrative Services

Service definition

Introduction

AireConsult is a flexible, low code online and video consultation platform built on the AireBlocks platform. It provides a configurable patient portal that acts as a digital front door, enabling patients to access healthcare and administrative services quickly and conveniently without waiting on phone lines.

Designed to support digital working across multiple healthcare settings, AireConsult is easy to use, simple to manage, and helps reduce inbound call volumes while improving access to care. The platform supports seamless integration with existing clinical and administrative systems and can be extended with optional capabilities such as vital signs capture via webcam.

Overview

AireConsult provides a safe and effective way for patients to access services digitally and seek non-urgent medical advice. The system can be configured at practice, PCN, or ICS level, offering the flexibility to adapt to local pathways, operational models, and changing healthcare requirements.

The platform includes a comprehensive set of pre-configured, clinically validated forms, each containing red flags, signposting, and self-help guidance to direct patients to the most appropriate care setting. This includes support for redirection to community pharmacy services in line with Pharmacy First.

All forms are designed to work across multiple devices, allowing patients to access services from smartphones, tablets, or desktops. AireConsult supports pre-set and in-flight language translation, as well as completion by a patient or proxy, helping to reduce digital exclusion.

Additional forms can be created quickly using the platform's low code form builder, either by Aire Innovate's or your team following training.

Incoming requests can be managed at practice, PCN, or ICS level, with fully configurable role-based access controls to support cross-organisational working. Management dashboards provide real-time visibility, performance insights, and aggregated reporting to support service planning, targeted health campaigns, and demand management.

AireConsult integrates seamlessly with major clinical systems and national services, supporting efficient end-to-end workflows.

Key Features

- Digital reception for administrative and clinical requests
- Online and video consultations via a patient portal
- Seamless integration with clinical and national systems
- Multi-language support, including patient-language to English translation
- Clinically validated forms with red flags, signposting, and self-help
- Pharmacy First and alternative care pathway signposting
- Device-agnostic, browser-based access with no downloads or plugins

- Flexible workflow and triage engine
- Fully configurable pathways to suit local needs and demographics
- Optional webcam-based vital signs capture
- Comprehensive reporting and performance dashboards

Benefits

- Reduces avoidable appointments and unnecessary referrals
- Improves access to the right care at the right time
- Reduces digital inequalities through inclusive design
- Provides clear visibility of demand across practices, PCNs, and ICSs
- Supports workforce planning and integrated working
- Increases efficiency, productivity, and service sustainability
- Delivers strong value for money through low-code configurability

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 AireConsult 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.

Hosting and technical Overview

AireConsult is a fully hosted solution on Amazon Web Services (AWS), providing high levels of security, resilience, and availability. The platform is browser-based and accessible via modern browsers such as Chrome, Edge, Safari, and Firefox, with no extensions required.

Developed using a mobile first approach, AireConsult delivers a responsive experience across smartphones, tablets, and desktops. The platform operates an open API model, enabling integration with a wide range of third-party systems.

Technical Support

Post-implementation technical support is provided during standard business hours (8:30am–5:30pm) via phone or email, with optional enhanced support packages available. All support requests are managed through a JIRA based service desk with agreed SLAs.

Aire Innovate follows a continuous improvement approach, regularly enhancing AireConsult to meet new requirements, including recent improvements in language support and interoperability aligned with FHIR standards. Dedicated account management and regular service reviews ensure ongoing optimisation and opportunities to extend platform use.

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.