

Heart Rhythm International

Service Definition

Cardiac Rhythm Management Platform

1. Service Overview

Heart Rhythm International (HRI) provides a secure, cloud-based Cardiac Rhythm Management (CRM) platform designed to support NHS Trusts, cardiac departments, consultants, and cardiac physiologists in the management of patients with implantable cardiac devices.

The HRI platform automates the capture, storage, and management of cardiac device data from implant procedures and follow-up clinics. It improves device traceability, reduces manual data entry, and supports clinical workflows while ensuring compliance with UK healthcare regulations and data protection standards.

2. Service Description

The HRI Cardiac Rhythm Management platform enables efficient end-to-end management of cardiac device patients through automated implant and follow-up reporting, structured data capture, and secure cloud storage.

The service supports:

- Implant recording and follow-up management
- Automated report generation
- Device traceability and regulatory compliance
- Integration with manufacturer systems and hospital workflows

The platform is delivered as a Software as a Service (SaaS) solution and accessed via a secure web interface. No specialist local infrastructure is required beyond standard internet connectivity and supported browsers.

3. Intended Users

The service is designed for use by:

- NHS Trusts
- Cardiac departments
- Cardiac consultants
- Cardiac physiologists
- Authorised clinical and administrative staff involved in cardiac device management

Role-based access controls ensure users only access information relevant to their responsibilities.

4. Key Features and Benefits

ProLink Automation

Automated transfer and processing of cardiac device data from implant and follow-up procedures into structured clinical reports. This reduces manual data entry, improves data accuracy, and saves clinical time.

Barcode Scanning

Capture of Unique Device Identification (UDI) data through barcode scanning at implant. This ensures accurate device traceability and supports compliance with Medical Device Regulation (MDR) requirements.

Implant and Follow-Up Reporting

Automated generation of standardised implant and follow-up reports, supporting consistent documentation and clinical audit requirements.

Remote Monitoring Integration

Integration with supported cardiac device remote monitoring systems to enable secure ingestion of remote follow-up data where applicable.

Customisable Dashboards

Configurable dashboards providing operational and clinical insights such as device volumes, follow-up activity, and service performance metrics.

Field Safety Notice Management

Manufacturer FSN management delivered within the platform to support device safety monitoring and clinical awareness.

Cloud-Based Architecture

A fully managed cloud service that reduces local IT burden and ensures scalability, resilience, and high availability.

5. Service Scope

Included

- Secure access to the HRI CRM platform
- Core implant and follow-up management functionality
- Automated reporting
- Barcode scanning functionality (where licensed)
- Role-based user management
- Standard dashboards and reporting
- Ongoing platform updates and maintenance
- Technical support as defined in SLAs

Not Included

- Clinical decision-making or diagnosis
- Direct patient-facing clinical advice
- Real-time monitoring or automated clinical alerts from remote monitoring data
- Replacement of core EPR or PAS systems
- Medical device programming or control

HRI supports integration with existing hospital systems where appropriate but does not replace them.

6. Security and Data Protection

HRI is committed to maintaining high standards of information security and data protection.

Data Protection

- Full compliance with UK GDPR and the UK Data Protection Act 2018
- Data processed strictly for agreed clinical and operational purposes
- Clear data controller and processor roles defined contractually

Security Controls

- Secure cloud hosting with encryption in transit and at rest
- Role-based access control and authentication
- Audit logging and monitoring
- Endpoint protection and vulnerability management
- SIEM monitoring for security events

Certifications and Standards

- HRI aligns with NHS data security principles
 - ISO 27001:2022 certification is in progress
 - Processes aligned with best practice for healthcare information governance
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7. Service Availability and Resilience

The HRI platform is designed for high availability and resilience, with monitored infrastructure and regular backups.

Planned maintenance is communicated in advance where possible and scheduled to minimise service disruption.

8. Support and Service Levels

Support Hours

- Standard support during UK business hours
- Enhanced support options available, including 24/7 support where contracted

Incident Response Targets

- Critical issues: initial response within 15 minutes
- High priority issues: initial response within 1 hour
- Routine issues: initial response within 4 business hours

Support Channels

- Email support
- Online support portal
- Telephone support (where applicable)

Clear escalation paths and regular status updates are provided during incident resolution.

9. Onboarding and Implementation

HRI provides structured onboarding to ensure smooth adoption of the platform, including:

- Initial setup and configuration
- User account creation and role assignment
- Training sessions for clinical and administrative users
- Support during early live usage

Implementation is designed to minimise disruption to existing workflows.

10. Service Management and Updates

HRI operates a continuous improvement model. Platform updates are deployed regularly and included as part of the service, ensuring customers benefit from enhancements, security updates, and regulatory changes without additional upgrade projects.

11. Exit Management

Upon contract termination, HRI will support secure data export in an agreed format and ensure customer data is deleted in accordance with contractual and regulatory requirements.

12. Contact and Support

- Service Provider: G Pace Limited trading as Heart Rhythm International
- Phone - +353 (0) 41 6871457
- Support Email: support@heartrhythmintl.com
- Security Contact: security@heartrhythmintl.com
- Help Desk Portal within the HRI Platform
- Website: www.heartrhythmintl.com