

Medicode Cloud Service Definition Document – G-Cloud15

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History of Solventum and Medicode

Solventum emerged as an independent healthcare technology company in **April 2024**, following its spin-off from **3M's Health Care Division**, which included the renowned **Medicode encoders**. This transition marked the beginning of a new era for a business with over **70 years of medical innovation**, **7,300 patents**, and a global workforce of approximately **22,000 employees** operating in more than **40 countries**. Solventum's mission is clear: *to enable better, smarter, safer healthcare to improve lives*. The company combines expertise in **data science**, **material science**, and **clinical research** to deliver advanced solutions that reduce administrative burden and improve patient care outcomes.

Solventum Health Information Systems (HIS) is a core segment of the organization, focused on clinical documentation, coding, and revenue integrity solutions. Today, Solventum supports **over 400,000 clinicians daily**, integrates with **350+ EHR systems**, and serves **4,000+ hospitals worldwide**, including a significant footprint across the NHS. Its cloud-first architecture, hosted on our UK Solventum **data centres**, ensures scalability, security, and compliance with GDPR and NHS Digital standards.

Evolution of the Medicode Platform

The Medicode platform has evolved from 3M's long-established leadership in clinical classification, terminology services, and UK-specific coding workflows. Originally designed to support accurate ICD-10 and OPCS-4 coding within on-premise environments, the platform has transformed into Medicode Cloud—a modern, cloud-native ecosystem that integrates seamlessly with EPRs, supports SNOMED CT-driven clinical data, and delivers real-time intelligence to improve coding quality, data completeness, and HRG accuracy.

Medicode Cloud represents the next generation of Solventum's clinical classification solutions: modular, scalable, interoperable, and built to meet the evolving needs of NHS Trusts as they shift to standardised terminology and more automated data pipelines.

Medicode Cloud:

Medicode Cloud modernises and expands the capabilities previously delivered in on-premise Medicode modules, providing browser-based, centrally managed tools that enhance productivity and data quality:

Medicode Modules:

- **Template Coding (TC)** - Enables Trusts to create and maintain predefined code sequences that standardise coding across specialties and teams. These templates streamline data entry, reduce variation, and improve accuracy.
- **HRG Assistant (HRGa)** - Real-time prompts guide coders to consider additional information that may impact HRG assignment. Delivered natively in the cloud encoder, HRGa ensures higher accuracy and protects Trust income through improved case-mix completeness and avoidance of ungroupable HRG's.
- **Medical History Assurance (MHA)** - Automatically identifies medical history previously recorded for a patient and prompts the coder to validate, apply, or omit it with rationale. This reduces missed comorbidities and supports accurate HRG derivation, often with significantly improved associated tariffs.
- **Data Quality Analytics (DQA)** - A validation engine that allows Trusts to revisit coded episodes at scale, identify patterns of coding error, highlight risk areas, and direct training or targeted audits.

- **Data Quality Analytics interactive (DQAI)** - Embedded directly into the coding workflow, DQAI provides immediate alerts and recommendations as coders work. This real-time feedback reduces downstream errors, accelerates data readiness, and ensures a higher proportion of activity is coded *Right First Time*.
- **Mortality Indexing** – Provides both Charlson and Elixhauser code labelling for easy coder identification, enabling efficiency in ensuring important comorbidities are included within benchmarking data sets. Charlson weightings for individual codes, as well as the overall episode Charlson scoring and calculation is also displayed in real time.
- **Integrity Plus (IP) for Audit** – An auditing solution aligned to NHS Digital audit methodology. It enables auditors to conduct end-to-end reviews within the same system coders use, improving efficiency, identifying training needs, and increasing the percentage of aligned, validated data.

Impact and Adoption

Medicode Cloud represents a major milestone in Solventum’s commitment to modernising clinical coding, data assurance, and activity management across the NHS. As Trusts move towards data driven pipelines and cloud-first digital strategies, Medicode Cloud provides the scalability, interoperability, and intelligence needed to support future models of care.

With an expanding footprint across UK Trusts, its cloud delivery model enables faster onboarding, reduced IT burden, continuous updates, and rapid rollout of new coding standards and national changes. By improving accuracy, speeding workflows, and reducing rework, Medicode Cloud empowers coding teams, supports financial resilience, and strengthens data quality for planning, benchmarking, and population health management.

In summary, the transition to Medicode Cloud reflects Solventum’s evolution from traditional encoder technology to a modern, AI-enabled, cloud-based platform. It ensures Trusts are equipped with the tools they need to capture, process, and validate clinical information with accuracy and reliability—delivering better data, better insights, and ultimately, better patient care.

Service Overview

Service Name:

Solventum™ Medicode Cloud – Cloud-native Clinical Coding, Data Quality & Audit Platform

Summary:

Medicode Cloud is a secure, **cloud-hosted (SaaS)** clinical coding platform that improves **accuracy, speed, and compliance** across end-to-end NHS coding workflows. It integrates with PAS/EPR systems via **live interfaces** to exchange patient episode details, supports **multi-search** for clinical terms/codes, and provides **real-time prompts, HRG production and assistance, Template Coding, Medical History Assurance, Data Quality Analytics (DQA/DQAI), and Integrity Plus audit**—all delivered through a modern, **browser-based** experience with **centralised updates** and minimal IT burden.

Features & Benefits

Key Features

- **Cloud-based SaaS architecture**
Scalable, resilient, and secure multi-tenant platform with centralised updates to coding standards, grouping logic, and functionality; reduces infrastructure overhead for Trusts and greatly increases efficiency in keeping up to date with developments.
- **Live PAS/EPR integration**
Bidirectional interface passes patient episode details to and from EPRs; Solventum works with all major EPR providers. Supports HL7 and FHIR scheduling/feeds.
- **Multi-search & streamlined workflows**
Powerful search for clinical terms and codes with prompting and simple navigation to speed accurate assignment of ICD-10/OPCS-4 and derivation of HRGs.
- **Template Coding (TC)**
Deploy predefined code sequences to standardise practice and accelerate throughput across specialties and teams.
- **Medical History Assurance (MHA)**
Structured prompts support comorbidity recording and rationale for omissions, improving depth and case-mix accuracy and maximising tariff allocation.
- **Data Quality Analytics (DQA) & interactive (DQAI)**
Validation rules and in-workflow user prompting highlight potential errors and capture resolution notes; supports revisits and targeted QA at scale.
- **Integrity Plus (IP) for Audit**
End-to-end clinical coding audit aligned to NHS Digital methodology, with error key assignment and report generation—directly within the platform.

- **Security & Compliance by design**

EEA data residency, TLS 1.2+ in transit, controls aligned to ISO/IEC 27001 and Cyber Essentials (Plus); annual pen-testing, RBAC, MFA, and structured incident/change management aligned to NHS DTAC.

- **User access & environment**

Web browser interface (Edge/Chrome/Firefox/Safari) with a Windows desktop component where required; no public API exposure; optional onsite support.

Benefits

- **Faster, more accurate coding**

Efficient searching, intelligent prompting, and templated code sequences increase coder throughput and accuracy, speeding departmental productivity.

- **Improved HRG & financial integrity**

Accurate HRGs and better comorbidity capture via MHA help ensure maximised and correct reimbursement and a true reflection of case mix.

- **Continuous data quality**

DQA/DQAI reduce errors and promote clinical documentation improvement using real-time, actionable validation with clear audit trails and rationale.

- **Lower IT burden & rapid change adoption**

SaaS delivery centralises upgrades for classifications, standards, and functionality—minimising local maintenance and accelerating national update cycles.

- **Assured governance & compliance**

Alignment to ISO 27001, Cyber Essentials (Plus), GDPR, and NHS DTAC with EEA hosting, encryption, and audited processes supports Trust information governance.

- **Flexible deployment & reporting**

Browser access for coders, validators, and auditors, with CSV export and management reporting to track throughput, coding depth and code output.

Solventum™ Medicode Cloud™ Platform

The Challenge

Moving to a Cloud-Based Solution

Healthcare organisations need to modernise technology to improve efficiency and reduce costs, yet cloud adoption can be complex.

Concerns around security, reliability, and the resources required to manage the transition often slow progress without the right expertise and support in place.

The Solution

A Flexible, Secure Cloud Approach

Solventum enables a safe and efficient transition to the cloud, prioritising **security, performance, and reliability** while reducing operational burden.

Our cloud solutions deliver the same functionality as on-premises systems with **improved availability and reduced downtime**.

Solventum Medicode 360 in the cloud

Solventum provides secure, cloud-based solutions for a range of clinical coding products, enabling organisations to move to the cloud with confidence.

These solutions include the Solventum Medicode 360 System in the cloud, delivering:

- All the same functionality as Solventum Medicode 360 on-premises
- Access to the full suite of Solventum Medicode 360 products
- Deployment through the Solventum™ Cloud™ Platform, ensuring security, performance, and reliability



2. Technical Architecture & Disaster Recovery (Medicode Cloud)

- **Cloud-first, resilient SaaS architecture with EEA data residency supporting NHS cloud-first strategy.**
- **End-to-end encryption and strict compliance with NHS DTAC, UK GDPR, ISO 27001, and Cyber Essentials Plus standards.**
- **Robust Disaster Recovery (DR) and Business Continuity (BC) capabilities delivering high availability, minimal downtime, and near-zero data loss.**
- **Continuous monitoring, proactive incident management, and dedicated adoption and support services to maintain operational continuity.**
- **Scalable and future-proof multi-tenant architecture aligned to NHS digital transformation and increasing service demand.**

1. Hosting & Infrastructure

Cloud-Based SaaS Model: Solventum Medicode Cloud is delivered as a fully managed, public-cloud SaaS solution hosted within Solventum’s secure cloud environment. The service is designed to meet UK GDPR, NHS Digital DTAC, and ISO 27001 requirements, providing high assurance with minimal local IT overhead.

Multi-Tenant Architecture: Medicode Cloud uses a logically isolated, multi-tenant architecture, enabling elastic scalability, consistent performance, and high availability across multiple NHS Trusts without cross-tenant data access.

Data Residency: All data is stored and processed within the European Economic Area (EEA), with strict role-based access controls, logical tenant separation, and encryption applied at all layers.

2. Disaster Recovery (DR)

Fully Managed Service: Medicode Cloud is provided as a fully hosted and fully managed service, operating off-premises to support the NHS cloud-first strategy and reduce infrastructure management overhead for Trusts.

Redundancy & Failover: Cloud infrastructure is deployed across redundant data-centre availability zones.

- Automated failover mechanisms protect against hardware, network, or service-level failures
- Continuous monitoring enables rapid detection and response to incidents.

Recovery Objectives:

- RTO (Recovery Time Objective): Services are designed to resume within hours, depending on incident severity.
 - RPO (Recovery Point Objective): Near-zero data loss, supported by continuous replication and resilient storage mechanisms.
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3. Backup Strategy

Encryption:

- All data in transit is protected using TLS 1.2 or higher.
- Data at rest is protected through AES-256 encryption and secured physical access controls aligned to recognised cloud security standards.

Retention:

- Clinical and operational data is retained in accordance with customer agreement and NHS information governance requirements.
- At contract end, secure data extraction is supported in interoperable formats (e.g. CSV, HL7 CDA, FHIR objects), followed by secure data erasure and certification of destruction.

Secure Storage & Assurance:

- Hosted in Solventum cloud environments compliant with ISO 27001, Cyber Essentials Plus, and recognised datacentre security standards.
 - Annual penetration testing is conducted, with assurance reports available under NDA.
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4. Business Continuity (BC)

High Availability:

Medicode Cloud is engineered for 24/7/365 operation, supported by proactive monitoring, automated resilience controls, and clearly defined service-level commitments (99.9% uptime excluding scheduled maintenance).

Operational Continuity:

- Automated updates and controlled change management minimise disruption to clinical coding workflows.
 - Severity-based incident response ensures rapid restoration of service for critical issues.
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Support Model

UK Technical Support Overview

Availability:

- Monday–Friday, 9am–5pm (UK time) support for standard operations.

- Severity-based response times, including:
 - Severity 1 (Critical): Response within 30 minutes, resolution within 4 hours
 - Severity 2 (High): Rapid same-day response during business hours

Support Channels:

- Telephone support
- Email and secure ticketing system
- Managed escalation through defined SLAs

Dedicated Roles:

- Named Key Account Manager / Solution Advisor for the duration of the contract.
- Adoption and subject-matter experts monitor usage, provide optimisation recommendations, and support sustained adoption across clinical coding teams.

Severity Levels & Response Times

Solventum categorizes incidents into severity levels to prioritize resolution:

Severity Level	Description	Initial Response Time	Resolution Target	Support Hours
Severity 1 – Critical Impact	System down, business outage, immediate work stoppage threatening production.	30 minutes	4 hours	24/7
Severity 2 – High Impact	Production proceeding but significantly impaired; time-sensitive issue impacting productivity.	1 hour	Next business day	24/7
Severity 3 – Medium Impact	Non-critical issue; workaround available; minimal impact on productivity.	4 hours	3 business days	Mon–Fri
Severity 4 – Low Impact	Cosmetic issues or general inquiries; no impact on operations.	Next business day	5 business days	Mon–Fri

Escalation: Critical and high-impact issues are handled after hours; lower severity issues are managed during standard business hours.

Additional Features

- **Proactive Monitoring:** System performance and adoption metrics tracked monthly and quarterly.
- **Training & Adoption Support:** Includes “Train the Trainer” model and at-the-elbow support during go-live.
- **Security Alerts:** Compliance with NHS Cyber Alert response within 14 days.

Local Hardware Requirements

Minimum Workstation Specifications for Medicode Cloud

- **Operating System:**
 - o Microsoft Windows 11
 - o 64-bit architecture
- **Processor (CPU):**
 - o Intel Core i5 or higher recommended
 - o Equivalent AMD processors supported
- **Memory (RAM):**
 - o Minimum: 8 GB
 - o Recommended: 16 GB for optimal performance in high-volume coding workflows
- **Storage:**
 - o Minimum 10 GB free disk space for application components and temporary files
 - o SSD recommended to support responsiveness and reporting performance
- **Network:**
 - o Reliable LAN and internet connectivity to support cloud-hosted SaaS access
 - o Bandwidth sufficient for real-time interaction with EPR/PAS integrations
- **Graphics:**
 - o Standard integrated graphics sufficient
 - o No specialist GPU required
- **Browser Support:**
 - o Microsoft Edge
 - o Google Chrome
 - o Mozilla Firefox
 - o Safari
- **Application Installation:**
 - o Desktop application required for Windows-based workflows
 - o Web browser access used for supporting functions and reporting
- **Authentication & Access:**
 - o Multi-Factor Authentication (MFA) available
 - o Role-based access control (RBAC) enforced
- **Virtualised Environments:**
 - o Supported in Citrix and other virtual desktop environments
 - o Designed for multi-tenant, cloud-hosted deployment with logical tenant isolation
- **Supported Mobile Devices:**
 - o Not designed for mobile or tablet use
 - o Primary usage is desktop-based for clinical coding and audit workflows
- **Integration Standards:**

HL7 and FHIR interfaces for integration with PAS/EPR systems and scheduling feeds, with compatibility across all major EPR providers.

Performance Notes

- Medicode Cloud is designed to operate efficiently on standard NHS desktop and virtual workstation builds, with no requirement for specialist hardware.
 - As a cloud-hosted SaaS platform, processing and scalability are managed centrally within Solventum's cloud infrastructure, minimising local compute requirements.
 - Elastic scaling and load balancing ensure consistent performance during peak coding periods without local configuration changes.
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3. Adoption and Monitoring Strategy

Solventum's adoption and monitoring strategy for Medicode Cloud is designed to ensure rapid onboarding, sustained use, and demonstrable improvements in clinical coding quality and productivity. Our approach combines structured training, ongoing usage monitoring, and proactive optimisation to deliver measurable value throughout the contract lifecycle for NHS organisations.

1. Structured Onboarding and Training

Medicode Cloud onboarding can be adapted to customer need. It can follow a Train-the-Trainer model or full department training sessions in-person or over group video calls, supported by Solventum's implementation and adoption specialists. This approach enables local coding managers and senior coders to cascade knowledge efficiently across teams and specialties.

Training activities include:

- Structured onsite training during implementation and go-live, including floor-walking support.
- Interactive eLearning modules and video tutorials to support self-paced learning.
- Role-specific training tailored to coders, auditors, and coding managers, aligned to their system permissions and workflows.

Implementation is delivered using a controlled, phased approach, aligned with recognised project management principles, ensuring governance while allowing flexibility to meet local operational needs.

2. Continuous Monitoring and Reporting

Following deployment, Solventum works collaboratively with Trusts to monitor user feedback and performance through regular reporting and structured reviews.

Monitoring focuses on:

- Usage metrics: active users, coding throughput, and utilisation of Advanced modules (e.g. Data Quality Analytics, Medical History Assurance).
- Performance indicators: episode turnaround times, coding depth, and system availability.
- Quality insights: audit outcomes, validation flags, and trends identified through embedded analytics.

These insights can be reviewed jointly with Trust stakeholders to identify improvement opportunities, track progress against objectives, and address any adoption barriers in a timely manner.

3. Proactive Optimisation

Solventum's subject-matter experts use system analytics and operational insight to recommend targeted optimisation actions, including:

- Workflow configuration adjustments to improve efficiency or align with local coding practices.
- Configuration of prompts, templates, and analytics thresholds to reflect Trust-specific requirements.
- Subject matter expert contact availability for support, queries and suggestions.

Optimisation activity is delivered without disruption to live services, ensuring coding teams benefit from continuous improvement while maintaining productivity.

4. Governance and Engagement

Adoption is underpinned by a joint governance framework, providing transparency and accountability throughout the engagement. This includes:

- Regular review meetings with operational and managerial stakeholders.
- User feedback sessions to capture practical experience and improvement suggestions.
- Iterative product updates and configuration refinements informed by customer feedback and evolving national requirements.

This collaborative approach ensures Medicode Cloud continues to align with Trust priorities and NHS clinical coding standards.

5. Long-Term Success

Beyond initial rollout, Solventum provides ongoing adoption and optimisation support for the duration of the contract. Dedicated account management and subject-matter expertise help ensure Medicode Cloud becomes embedded within day-to-day coding operations.

The long-term objective is to:

- Improve consistency, accuracy, and timeliness of clinical coding.
- Support audit readiness and data quality assurance.
- Enable reliable activity reporting, service planning, and financial forecasting.
- Provide a platform for seamless autocoding integration

By combining structured onboarding, transparent monitoring, and continuous optimisation, Solventum ensures Medicode Cloud adoption is not only achieved but sustained and continuously enhanced over time.

4. Compliance & Governance

Solventum's compliance and governance framework for Medicode Cloud is designed to meet strong standards for data security, information governance, and regulatory adherence. The service is delivered in line with NHS-specific requirements and internationally recognised security frameworks, enabling NHS organisations to deploy Medicode Cloud with confidence while maintaining data integrity and operational assurance.

1. Regulatory Compliance

Medicode Cloud complies with relevant UK regulations and NHS governance requirements applicable to cloud-hosted clinical coding platforms, including:

- **UK GDPR and Data Protection Act 2018:**
All personal and clinical data processed by Medicode Cloud is handled in accordance with UK data protection legislation, ensuring lawful, fair, and transparent processing. Data minimisation, access controls, encryption, and secure data erasure processes are embedded throughout the service lifecycle.
 - **NHS Digital Standards:**
Medicode Cloud aligns with the **Digital Technology Assessment Criteria (DTAC)**, NHS Data Security and Protection Toolkit (DSPT), and associated information governance expectations. Security, resilience, and operational controls are documented and reviewed as part of ongoing compliance activities.
 - **Clinical Safety Governance:**
Where applicable, clinical safety risk management is supported by defined governance processes, including hazard identification, risk assessment, and controlled change management aligned with NHS best practice for health IT systems.
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2. Security Framework

Solventum applies a defence-in-depth security model to Medicode Cloud, aligned with recognised industry and NHS standards:

- **ISO 27001 Certification:**
Solventum maintains an ISO 27001-certified Information Security Management System (ISMS), demonstrating robust controls for the confidentiality, integrity, and availability of data.
- **Cyber Essentials Plus:**
Certification is maintained and reviewed annually to ensure protection against common cyber threats.
- **Encryption Standards:**
All data in transit is protected using TLS 1.2 or higher. Data at rest is protected using AES-256 encryption, supported by strict physical and logical access controls within Solventum's cloud hosting environment.

- **Penetration Testing and Vulnerability Management:**

At least annual penetration testing is performed, supported by continuous vulnerability monitoring. Findings are reviewed at senior governance level, with remediation prioritised based on risk. Assurance reports are available under NDA.

3. Governance and Risk Management

Medicode Cloud is governed through a structured framework that ensures accountability, transparency, and continuous oversight:

- **Board-Level Oversight:**

Information security and compliance strategies are reviewed at board level, with named senior responsibility for service security.

- **Internal Governance Structures:**

Dedicated teams oversee information security, operational risk, and regulatory compliance, supported by documented policies covering access control, incident management, secure development, and change control.

- **Audit Trails and Reporting:**

Comprehensive system logging captures user access, administrative actions, and configuration changes. These logs support governance reviews, audit activity, and forensic analysis where required.

4. Business Continuity and Resilience

Medicode Cloud is delivered as a **fully hosted, fully managed SaaS service**, consistent with NHS cloud-first strategy.

- The service is hosted in EEA-based cloud environments, designed for high availability and resilience.
- Redundant infrastructure, automated monitoring, and defined incident response processes support service continuity.
- At contract termination, Solventum supports secure data extraction followed by certified data erasure, ensuring compliance with GDPR and NHS data governance requirements.

Summary

Solventum's compliance and governance framework for Medicode Cloud delivers strong information security, regulatory alignment, and operational resilience. By combining recognised certifications, NHS-specific standards, and structured governance and risk management processes, Medicode Cloud provides a secure and trustworthy platform for clinical coding, audit, and data quality assurance—supporting NHS organisations with confidence throughout the service lifecycle.

5. Service Options & Pricing

See pricing sheet (available within the G-Cloud portal) for details on user licence pricing.

Description of Optional Modules:

- **Medical History Assurance (MHA)** - Automatically identifies medical history previously recorded for a patient and prompts the coder to validate, apply, or omit it with rationale. This reduces missed comorbidities and supports accurate HRG derivation, often with significantly improved associated tariffs.
- **Data Quality Analytics (DQA)** - A validation engine that allows Trusts to revisit coded episodes at scale, identify patterns of coding error, highlight risk areas, and direct training or targeted audits.
- **Solventum's Clinical Documentation Integrity (CDI) programme** is a technology enabled and consultancy supported approach designed to ensure that clinical documentation accurately, completely, and compliantly reflects the patient's clinical story, supporting care quality, clinical coding accuracy, and appropriate reimbursement. It combines:

AI driven CDI software

Clinician facing documentation support

Back end CDI and coding workflows

Expert clinical content and consulting services

Solventum's CDI programme helps clinicians document the right clinical detail at the right time, and helps CDI and coding teams identify, prioritise, and resolve documentation gaps using AI assisted workflows — before coding, HRG submission, and reporting are finalised.

6. Implementation & Support

Implementation and Support Strategy

Solventum's implementation and support strategy for Medicode Cloud is designed to deliver a secure, efficient, and low-disruption deployment across NHS environments, while enabling clinical coding teams and information management staff to achieve rapid proficiency and sustained operational benefit. The approach combines structured project delivery, clear governance, and comprehensive support services to minimise risk and maximise value.

1. Structured Implementation Approach

Solventum applies a proven, structured implementation methodology aligned to recognised project management and healthcare delivery best practice. This ensures appropriate governance while retaining flexibility to meet local Trust requirements.

Key phases include:

- **Mobilisation and Planning:**
Establishment of a joint project governance structure, including named Trust stakeholders and Solventum project leadership. A detailed implementation plan is agreed, covering milestones, dependencies, risks, and assurance activities.
- **Workflow Discovery:**
Collaborative sessions with clinical coding and information teams to understand current coding processes, identify integration points with PAS/EPR systems, and define site-specific workflows and configuration requirements.
- **System Configuration and Integration:**
Configuration of Medicode Cloud as a cloud-hosted SaaS platform, including user roles, permissions, prompts, templates, and analytics settings. Integration with PAS/EPR systems is delivered using HL7 and FHIR standards, supporting interoperability with all major EPR vendors.
- **Testing and Validation:**
Structured testing activities, including functional validation, security verification, and performance checks, are completed prior to go-live to ensure readiness for operational use.
- **Go-Live and Stabilisation:**
A phased go-live approach is adopted, prioritising early adopter teams where appropriate. Onsite support, floor-walking, and remote assistance are provided during initial operational periods to address issues rapidly and support user confidence.

This structured approach ensures continuity of service, preserves access to existing systems, and enables a controlled transition to Medicode Cloud.

2. Comprehensive Support Model

Medicode Cloud is delivered as a **fully hosted, fully managed SaaS service**, consistent with the NHS cloud-first strategy.

The support model includes:

- **UK-Based Technical Support:**
Telephone and email support available Monday to Friday, 9am–5pm (UK time), supported by a secure ticketing process.
- **Severity-Based Response Times:**
 - o **Severity 1 – Critical Impact:** Response within 30 minutes; resolution within 4 hours
 - o **Severity 2 – High Impact:** Response within 30 minutes; resolution typically same business day
 - o **Severity 3 – Moderate Impact:** Initial response within 2 hours; resolution within 4 working days
 - o **Severity 4 – Minor Impact:** Initial response within 8 hours; resolution within 6 working days
 - o **Severity 5 – Low / Enhancement:** Initial response within 24 hours
- **Proactive Monitoring:**
Continuous monitoring of system availability and performance, supported by defined incident and escalation procedures.
- **Security and Compliance:**
Support services operate within Solventum’s certified security framework, including TLS 1.2+ encryption in transit, strong access controls, ISO 27001-aligned processes, and compliance with NHS information governance requirements.

3. Adoption and Optimisation

Following implementation, Solventum provides ongoing adoption and optimisation support for Medicode Cloud throughout the contract term.

This includes:

- Regular engagement with Trust stakeholders to review usage, performance, and data quality trends.
- Targeted refresher training or configuration adjustments where required.
- Continuous optimisation of workflows, prompts, and analytics to reflect evolving local and national requirements.

Dedicated account management and subject-matter expertise ensure that Medicode Cloud continues to deliver sustained value beyond initial rollout.

Summary

By combining structured implementation, clear governance, and comprehensive support, Solventum ensures a smooth and controlled deployment of Medicode Cloud within NHS organisations. This approach minimises risk, supports rapid user enablement, and delivers measurable improvements in clinical coding efficiency, data quality, and audit readiness—providing long-term value throughout the service lifecycle.

7. Social Value & Sustainability

Solventum is committed to creating a positive impact on society and the environment while delivering innovative healthcare solutions. Our corporate social value (CSV) and sustainability strategy is embedded in our mission to enable better, smarter, safer healthcare to improve lives. We align our approach with NHS priorities, the UK Government's Social Value Model, and global ESG standards to ensure measurable benefits for patients, clinicians, and communities.

1. Commitment to Net Zero and Environmental Stewardship

Solventum has pledged to achieve **net-zero greenhouse gas emissions by 2050**, with science-based interim targets for 2030. We are transitioning all global operations to **100% renewable electricity by 2030**, and as of 2024, we have already sourced **47.4% of our electricity from renewable sources**. Our manufacturing sites are moving toward zero landfill status, with **56.5% of sites already achieving this goal**. These actions reduce our carbon footprint and align with NHS sustainability objectives under the Greener NHS program.

2. Social Impact and Community Engagement

Solventum prioritizes people and communities through initiatives that foster inclusion, well-being, and resilience. In 2024, we:

- **Donated over \$1.2 million** to charitable organizations globally.
- Launched the **Solventum Cares Assistance Fund**, providing grants to employees affected by natural disasters or personal hardship.
- Introduced an **employee matching gifts program** to amplify charitable contributions.
- Established an **Inclusion and Belonging Council** to promote diversity and equity across our workforce.

These programs demonstrate our commitment to improving lives beyond healthcare delivery, supporting both local and global communities.

3. Ethical Governance and Transparency

Our sustainability strategy is governed by robust internal structures, including a dedicated ESG leadership team and board-level oversight. We adhere to internationally recognized frameworks such as **ISO 14001**, **ISO 27001**, and NHS Digital's **DCB0129 Clinical Safety Standard**, ensuring compliance and accountability. Annual sustainability reports provide transparent disclosure of progress against our goals, including environmental metrics verified by independent third-party auditors.

4. Responsible Procurement and Product Stewardship

Solventum integrates sustainability into product design and supply chain management. We prioritize:

- **Reduced packaging waste** and increased recyclability.
- Sustainable sourcing practices aligned with NHS procurement standards.
- Continuous innovation to minimize environmental impact while maintaining clinical excellence.

Our solutions, including the Fluency Suite, are delivered via **cloud-based SaaS architecture**, reducing reliance on on-premise hardware and lowering energy consumption across NHS estates.

5. Alignment with NHS Social Value Priorities

Solventum's approach supports key NHS objectives:

- **Tackling climate change** through carbon reduction and renewable energy adoption.
 - **Improving health and well-being** by reducing clinician burnout with digital tools and supporting community health initiatives.
 - **Promoting equal opportunity** through inclusive hiring and workforce development programs.
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Summary

Solventum's corporate social value and sustainability offering reflects a holistic commitment to environmental responsibility, social equity, and ethical governance. By embedding these principles into our operations and solutions, we deliver measurable benefits for the NHS, its workforce, and the communities it serves—creating a healthier, more sustainable future for all.

8. Exit Strategy

Solventum's exit strategy for Medicode Cloud is designed to ensure a controlled, secure, and transparent transition for NHS organisations at the end of a contract term or in the event of early termination. The approach prioritises data integrity, information governance compliance, and continuity of business operations, while minimising disruption to clinical coding and information management workflows.

1. Principles of Exit Management

The Medicode Cloud exit process is governed by the following principles:

- **Data Security and Compliance:**
All exit activities are carried out in compliance with UK GDPR, the NHS Data Security and Protection Toolkit (DSPT), and Solventum's ISO 27001-aligned security controls.
 - **Transparency and Collaboration:**
A jointly agreed exit plan is established with the Trust, clearly defining timelines, responsibilities, data handover requirements, and assurance points throughout the exit lifecycle.
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2. Data Extraction and Handover

Solventum ensures that all customer data held within Medicode Cloud can be securely extracted and provided in open, interoperable formats, supporting continuity and minimising vendor lock-in.

- **Data Scope:**
Customer data may include coded episode data, audit records, analytics outputs, configuration settings, templates, and user-related information relevant to the Trust.
 - **Export Formats:**
Data can be provided in suitable formats including CSV, and—where required and agreed—HL7 CDA, FHIR objects, ensuring compatibility with downstream systems and EPR environments.
 - **Secure Transfer:**
All data transfers are performed using encrypted channels (TLS 1.2 or higher) and secure transfer mechanisms approved by the Trust, such as secure file transfer services or encrypted physical media if required.
 - **Audit and Assurance:**
Comprehensive audit logs of data extraction activities are maintained and can be provided to support information governance and compliance requirements.
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3. Decommissioning of Services

Following confirmation that data extraction has been successfully completed:

- **Service Decommissioning:**
Solventum will decommission the Trust's Medicode Cloud tenant and associated services within its cloud environment, ensuring logical separation and removal of customer data.
 - **Secure Data Erasure:**
All retained data is securely erased in line with GDPR, NHS DSPT, and ISO 27001-aligned processes.
 - **Certificate of Destruction:**
A formal certificate of data destruction is issued to confirm secure deletion and completion of exit obligations.
 - **Integration Disconnection:**
Any PAS/EPR integrations (e.g. HL7 or FHIR interfaces) are cleanly disabled and removed to avoid residual dependencies or data flows.
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4. Knowledge Transfer and Exit Support

To support a smooth transition, Solventum provides:

- **Exit Planning Workshops:**
Collaborative sessions with Trust IT, information governance, and coding management teams to review exit steps, confirm data delivery, and address technical queries.
 - **Optional Transitional Support:**
Time-limited support may be provided post-contract, by agreement, to assist Trusts during migration or parallel-run periods.
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5. Cost and Governance

Exit arrangements are governed by clear contractual terms:

- **Transparent Costs:**
Standard data extraction and exit activities are included as defined in the contract, with no hidden charges.
 - **Defined Timescales:**
Exit activities are typically completed within 30–90 days, depending on data volume, complexity, and local requirements, supported by agreed SLAs and governance checkpoints.
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Summary

Solventum's exit strategy for Medicode Cloud provides NHS organisations with a structured, secure, and fully compliant approach to service transition. By combining robust data handling, transparent governance, and collaborative planning, Solventum ensures business continuity, protects patient-related information, and supports confident transition at the end of the contract lifecycle.

- **Contact Us**

Please contact: sales.his.uk@solventum.com for more details and a conversation about how Medicode Cloud can meet your needs, or fill in this form: <https://www.solventum.com/en-gb/home/our-company/contact-us/>