NYMO

Nymo Care & Clinical

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Care & Clinical is a comprehensive, cloud-based care planning and electronic health-recording platform designed for healthcare providers, including residential and nursing care homes. It allows for seamless management of resident data, care plans, and medication records, providing end-to-end visibility and compliance with healthcare standards. Delivered via a web portal and mobile app (online/offline), it eliminates the need for paper documentation, ensuring quality, safety, and compliance.

Service Features

- Comprehensive electronic records through real-time care plans and progress notes.
- Fully customisable care plans and forms to suit specific needs.
- Access via web portal and mobile app (online/offline), for real-time updates.
- Customisable workflow rules with automated triggers for tasks and alerts.
- Mobile application with offline functionality for uninterrupted care.
- Real-time alerts for at-risk residents and critical changes.
- Data reporting and export for comprehensive analysis and audits.
- Resident profile management, including medical and personal details.

Service Benefits

- Improved care quality and compliance with healthcare standards.
- Proactive management of residents' well-being using real-time data and insights.
- Reduced duplication, errors, and safety risks across care processes.
- Single version of truth with unified patient records.
- Accurate point-of-care recording via the mobile app.
- Operational efficiency through automated workflows.
- Continuous data sync ensuring up-to-date care plans and resident information.
- Customisable alerts for managing high-risk situations.
- Easy customisation of workflows and care plans by users.
- Actionable insights through configurable data reports.

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ONBOARDING

Nymo Care & Clinical offers a remote-first onboarding process to ensure a smooth implementation. Our FlightPath implementation approach allows for easy setup with minimal disruption, providing expert guidance throughout the process. We utilize video conferencing and e-learning resources, ensuring that users can train at their own pace. Our onboarding process includes detailed role-based responsibilities and key milestones for a successful launch.

ADDITIONAL SERVICE OPTIONS

Super User Training: Tailored training sessions for key users to manage and configure the system.
End-User Training: Focused on system basics and user-specific functionalities.
Management Reporting Training: Both basic and full remote training for reporting and data auditing.
Remote Go Live Support: Expert consultation to help staff during the go-live phase and ensure best practices are followed.
Custom Care Plan Configuration: Dedicated configuration of care plans based on organizational needs.

SERVICE & SUPPORT MANAGEMENT DETAILS

We provide efficient service and support to ensure continuous operational capability. Our support team is dedicated to resolving most issues on first contact. Nymo Care & Clinical offers Standard and Premium Support Plans, which include access to a dedicated Customer Success Manager (CSM) and advanced support options for priority response times.

ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

The Nymo Care & Clinical team includes a dedicated Customer Success Manager for each client, helping organizations maximize their return on investment. Our team works with clients to ensure continuous adoption of best practices and to address emerging needs. Regular performance reviews and success webinars are provided to ensure effective use of the system.

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OUTAGE AND MAINTENANCE MANAGEMENT

Nymo Care & Clinical operates with minimal downtime for maintenance. We notify clients in advance of scheduled maintenance and provide access to a live status dashboard for real-time updates. Outages are promptly reported and resolved, ensuring system availability at 99.7% uptime.

BACKUP AND DISASTER RECOVERY

All client data is securely backed up in geographically redundant data centers. Nymo Care & Clinical ensures data integrity with daily backups and a comprehensive disaster recovery plan. Our RPO (Recovery Point Objective) is 12 hours, and our RTO (Recovery Time Objective) is 6 hours, ensuring rapid recovery in the event of a failure.

BUSINESS CONTINUITY STATEMENT

Our business continuity plan is designed to ensure that in the event of a disaster or data breach, the services remain operational, and data remains secure. We have implemented processes for maintaining services with minimal disruption and regular testing of our disaster recovery protocols.

ISO27001 ACCREDITATION

Nymo Group Ltd is working towards ISO27001 accreditation for information security management. This certification will align our systems and processes with international best practices for managing sensitive data and protecting client information.

DEVELOPMENT LIFE CYCLE

We regularly update Nymo Care & Clinical based on customer feedback and evolving market needs. New features are released every quarter, with detailed roadmaps for enhancements. Our development process includes thorough testing and user feedback, ensuring that all updates meet the highest standards of quality and compliance.

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TECHNICAL REQUIREMENTS

Nymo Care & Clinical is compatible with any computer or mobile device that has internet access and supports modern web browsers such as Google Chrome and Microsoft Edge. The mobile app supports both iOS and Android devices.

SERVICE CONSTRAINTS

Customisation is not available beyond standard configuration options, although the platform can be tailored to meet basic setup requirements.
Maintenance windows are minimal, and we aim to ensure the service is available 99.7% of the time.

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