Nymo Care Planning

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Care Planning is a cloud-based software solution designed to streamline the management of care plans, case management, and real-time updates for healthcare providers, social services, and local authorities. It allows care teams to create, update, and track personalized care plans, ensuring better patient outcomes, compliance with regulations, and efficient team collaboration.

1. KEY FEATURES

- **Real-Time Care Plan Updates:** Enables instant updates to care plans and case details.
- **Multi-User Access:** Supports role-based permissions for team collaboration and security.
- **Secure Data Storage:** Protects sensitive data through encryption and secure cloud storage.
- **Customizable Care Plans**: Allows for personalized care plans tailored to individual client needs.
- **Real-Time Reporting**: Provides actionable insights through reports on care plans, attendance, and more.
- **Integrated Notifications:** Sends alerts for task assignments, appointments, and changes to care plans.
- **Compliance Management:** Meets regulatory standards for data privacy and care documentation.
- **Mobile Access**: Allows care teams to access data on mobile devices for flexibility.
- **Audit Trails:** Tracks all changes made to care plans for accountability.
- **User-Friendly Interface:** Designed for ease of use, ensuring quick adoption by teams.

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3. SERVICE BENEFITS:

- Ensures timely, accurate care updates, enhancing coordination.
- Facilitates collaboration through secure, role-based access.
- Protects sensitive client data and ensures compliance.
- Offers flexible access via mobile for on-the-go management.
- Improves transparency and accountability with audit trails.
- Provides real-time insights through customizable reports.

4. SERVICE LEVEL AGREEMENTS (SLAS)

- Availability: 99.9% uptime guarantee, with proactive monitoring and support.
- Support: 9 AM - 5 PM (Monday to Friday) for standard support; 24/7 available with premium support.
- Response Times: Critical incidents addressed within 30 minutes; less urgent issues within 2 hours.

5. PRICING INFORMATION:

Pricing for Nymo Care Planning is based on the number of users and features selected. A tiered pricing model is available:

- Standard: £5.00 per user per month for up to 50 users.
- Professional: £4.50 per user per month for 51-100 users.
- Enterprise: £3.00 per user per month for 100+ users.

6. SUPPORT AND MAINTENANCE;

- Standard Support: Email and web-chat during business hours.
- Premium Support: 24/7 access, dedicated technical support, and custom integrations.
- Maintenance: Regular updates and patches to ensure continued performance and security.

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7. COMPLIANCE AND SECURITY:

- Compliant with GDPR and ISO 27001 for data protection.
- Uses multi-factor authentication (MFA) and role-based access control (RBAC) for secure access management.
- Regular security audits and vulnerability assessments.

8. USER RESPONSIBILITIES:

- Users are responsible for ensuring accurate data entry, maintaining secure access credentials, and adhering to the terms of use. Additionally, users must inform Nymo of any data breaches or security incidents promptly.

9. END-OF-CONTRACT PROCESS:

- At the end of the contract, users can export all their data via the built-in export tool, in formats such as CSV, Excel, or JSON. Additionally, all data can be securely deleted from our systems upon request, in compliance with GDPR.

AVAILABILITY OF FURTHER INFORMATION:

For any additional details regarding our service setup, security measures, or contract terms, please contact our support team at support@nymogroup.co.uk.

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