



Nymo Patient Flow Manager

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo Patient Flow Manager is a comprehensive solution designed to streamline patient management within healthcare facilities. The service enhances patient flow by providing real-time tracking, appointment scheduling, and resource management. It supports improved operational efficiency, better coordination between clinical teams, and ensures safer patient care by providing accurate, real-time data at the point of care.

Key Benefits:

- Improved patient safety and experience
- Optimized resource allocation and bed management
- Real-time updates on patient status and care needs
- Seamless integration with existing hospital management systems

2. ONBOARDING

The onboarding process for Nymo Patient Flow Manager is simple and designed for quick deployment:

1. **Initial Consultation:** A needs assessment with the healthcare team to customize the setup.
2. **Solution Demonstration:** Tailored to the specific requirements of the healthcare institution.
3. **System Configuration:** Configuration of the solution based on the institution's needs and workflows.
4. **User Training:** Comprehensive training for all users, from administrators to clinical staff.
5. **Go Live:** A smooth transition to live usage with ongoing support.

3. ADDITIONAL SERVICE OPTIONS

Additional services available upon request:

- Custom Integration: Tailored integrations with existing hospital information systems (HIS).
- Extended Training: Advanced training sessions for power users or system administrators.
- Dedicated Support: Premium support packages with faster response times and 24/7 availability.

4. SERVICE & SUPPORT MANAGEMENT DETAILS

Support Services:

- Standard Support: Email and ticket-based support during business hours.
- Premium Support: 24/7 support with prioritized response for critical incidents.
- Dedicated Account Manager: Available for Premium and Enterprise customers, assisting with proactive system improvements.

Service Availability:

99.9% uptime guaranteed, with proactive monitoring and incident management to ensure high service availability.

5. ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

We provide a dedicated account manager for ongoing customer engagement and support. The Customer Success Team ensures you maximize the value of the service through:

- Regular check-ins and updates
- Best practices for using the system
- Support with troubleshooting and optimization

6. BACKUP AND DISASTER RECOVERY

Nymo Patient Flow Manager ensures data protection through regular backups and disaster recovery procedures:

- **Daily Backups:** Data is backed up daily with a retention period of 30 days.
- **Disaster Recovery:** In case of a data centre outage, failover mechanisms ensure service continuity with minimal downtime.
- **RPO and RTO:** A Recovery Point Objective (RPO) of 12 hours and Recovery Time Objective (RTO) of 6 hours.

7. BUSINESS CONTINUITY PLAN

Our Business Continuity Plan ensures that service is maintained during disruptions. This includes:

- **Redundant Data Centres:** Services are replicated across geographically separated data centres.
- **Real-time Monitoring:** 24/7 monitoring of system health, performance, and security to preemptively identify and address issues.

8. ISO27001:13 ACCREDITATION

Nymo Patient Flow Manager complies with ISO 27001:2013 for information security management, ensuring that your data is securely managed in line with international best practices. The solution is certified for the protection of patient data and operational security.

9. DEVELOPMENT LIFE CYCLE

Our development lifecycle includes:

- **Continuous Improvement:** Regular updates to introduce new features and enhancements.
- **User Feedback:** Regular customer involvement in product testing and feedback sessions.
- **Roadmap Transparency:** A publicly available roadmap to keep customers informed of upcoming updates.

10. TECHNICAL REQUIREMENTS

- Browser Support: Compatible with modern browsers (Chrome, Firefox, Edge) on Windows and macOS.
- Mobile Devices: Supports Android and iOS for mobile access to patient data.
- Hardware: Recommended devices for electronic whiteboards are 49-inch screens with 4K resolution for optimal display.

11. SERVICE CONSTRAINTS

- Service Availability: Guaranteed 99.9% uptime.
- Customizations: Limited to the standard configuration of the platform.
- Maintenance Windows: Regular, scheduled maintenance with minimal service disruption.