



**Zendra: Digital Health Platform for ADHD, Autism &
Neurodivergence**

Zendra Health

Service Definition

G-Cloud 15

Lot 2b – Software as a Service (SaaS)

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Introduction

Company Overview

Zendra Health is a UK and Ireland-based Medical Technology company that helps transform neurodevelopmental care (ADHD, Autism, and more) for health services. We combine evidence-based protocols with automation to drastically cut wait times, reduce admin, and adhere to clinical guidelines.

At Zendra Health, we recognize that excellent care is already provided as part of existing support systems. We help healthcare services transform these pathways to be more accessible and engaging. Our team has developed digital health solutions for world-renowned organisations such as Stanford University and the Icahn School of Medicine.

Our flagship software, Navigator, centralizes the entire neurodevelopmental pathway, connecting clinicians, adults, parents, and teachers within one platform. We don't just streamline workflows; we also offer deep technical capability. We are ISO 13485:2016 certified to develop software as a medical device, with technology already helping over 80,000 patients across the US, UK, and Ireland.

At Zendra Health, we are not just a solution, we're a partner. It is not just about technology; we accelerate digital transformation within healthcare organisations by supporting the four strands, people, strategy, data, and technology.

Value Proposition

Navigator is a software solution that brings clinicians, adults, parents, teachers into one place to deliver more efficient, effective and safer neurodevelopmental assessment and treatment at scale.

Navigator delivers measurable improvements in clinical efficiency, safety, service-user experience, and long-term cost savings, translating into better health outcomes for patients and families.

Key Benefits:

- **Waitlist Reduction ($\geq 33\%$):** Achieved through auto-calculated assessments, automated patient reminders, and automated screening based on clinically defined thresholds.
- **Reduced Clinical Risk:** Built on the validated evidenced-based ADHD protocol protocol (developed by Trinity College Dublin), Navigator is proven to reduce risk, ensure compliance with **NICE guidelines** for ADHD and provide embedded clinical

guard-rails.

- **Reclaiming Clinical Time:** The platform dramatically cuts administrative work, allowing clinicians to dedicate more time to patient care. It streamlines essential processes like physical health monitoring (blood pressure, heart rate) and automatically generates critical documentation, including reports, prescriptions, and patient letters. Additionally, 'Ambient Voice' technology automates clinical documentation by transcribing patient interviews in real-time. Combined with automated task management and stakeholder follow-ups, workflows are significantly enhanced, resulting in substantial savings in clinical time.
- **Standardisation & Governance:** Centralises care coordination and ensures scalable adherence to your locality's specific clinical guidelines.
- **Improved Patient Outcomes & Experience:** Enables 100% compliance with ADHD medication guidelines and physical monitoring. The Patient Portal facilitates secure communication and information sharing between adults, guardians, and young people.

What the Service Provides

Navigator is a scalable clinician-designed cloud-based solution that enables care teams to automate neurodevelopmental care pathway workflows and provide a birds-eye view of the patient's episode of care.

While optimised for neurodevelopmental conditions such as ADHD and Autism, Navigator is condition-agnostic, making it adaptable to a wide range of clinical needs. The solution is fully accessible via modern web browsers (Chrome, Edge, Safari) with no complex installation required.

Core Capabilities

1. Unified & Secure Collaboration

- **One Unified Touchpoint:** Replace scattered forms, emails, and phone calls. Navigator connects clinicians, patients (youth and adults), parents, and teachers on a single, secure platform.

- **Interoperability:** Integrates seamlessly with your existing Electronic Health Records (EHR) or works as a standalone solution. Information is stored using open healthcare standards making it highly interoperable with existing healthcare systems.

2. Intelligent Automation & Documentation

- **Ambient Voice Technology:** Automates clinical documentation by transcribing patient interviews in real-time. This allows providers to focus on the patient rather than manual note-taking.
- **Automated Data Collection:** Streamlines the gathering and scoring of ADHD rating scales, wait-list management, and real-time medication monitoring.
- **Unlimited Reporting:** Generate any documents/letters, including assessment reports, prescription/GP/patient letters, with complete customisation.
- **Enhanced Workflow Efficiency:** Combined with automated task management and stakeholder follow-ups, workflows are significantly enhanced, resulting in substantial savings in clinical time.

3. Clinical Safety & Optimisation

- **Medication Optimisation:** Features a clinically validated engine to support safer, data-driven prescribing.
- **Physical Health Monitoring:** Digitally captures height, weight, symptoms, cardiovascular and medication data to ensure holistic patient safety.
- **Medical-Grade Standards:** Currently in development as a **Class IIa medical device**, ensuring the highest standards of clinical safety and design.

4. Rapid Deployment

Navigator enables you to digitalise and centralize your care team's workflow rapidly to facilitate smooth change management.

- **Scalable Architecture:** Execute a "lift-and-shift" of authorised deployments to new care teams instantly.

- **Customisable Workflows:** Easily configure forms for referrals, triage, assessment, intervention, and discharge with minimal technical effort.

Social Value

Wellness

Zendra Health prioritises employee well-being, satisfaction, and productivity through our comprehensive wellness initiatives:

1. Monthly Wellness Day: Recognizing the importance of work-life balance, we provide one wellness day per month for employees to prioritise family and friends.

2. Flexible Work Options: Staff can work remotely, adjust hours, or opt for compressed workweeks to support their work-life balance.

3. Wellbeing Support: We offer counselling, mental health services, and meditation classes to enhance overall well-being.

4. Wellbeing Benefits: Our benefits package includes life insurance, income protection, and a cycle-to-work scheme to promote physical and financial health.

5. Social Events: Team-building activities and social events are organised to foster camaraderie and connection among staff.

6. Continuous Feedback: We regularly gather employee feedback through surveys, focus groups, and suggestion boxes to evaluate initiatives and make improvements.

These initiatives create a supportive and healthy work environment where staff can thrive personally and professionally.

Covid-19 Recovery

Zendra Health won a national award for the Covid-19 response category for rapidly leveraging its expertise and technology to help staff manage and triage COVID-19 within nursing homes. In addition, we have taken steps towards COVID-19 recovery by providing solutions that streamline processes and improve patient care, ultimately contributing to the overall well-being of individuals.

Fighting Climate Change

As an ISO 13845:2016 certified company specialising in the Design, Development, and Manufacturing of Software Platforms for Digital Health Applications, we prioritise

sustainability in our operations. We continuously assess our suppliers, integrating their environmentally conscious choices into our review process.

Our cloud infrastructure supplier is committed to transitioning to 100% renewable energy by 2025, aligning with our goal to minimise our carbon footprint.

To further mitigate our environmental impact, we have implemented the following measures:

- Offering hybrid working options, enabling employees to work remotely and reducing unnecessary travel.
- Prioritising remote meetings over in-person visits to minimise carbon emissions.
- Encouraging the use of our cycle-to-work scheme, promoting eco-friendly commuting methods among employees.
- Promoting recycling throughout our facilities, including the implementation of food composting stations.

In addition, environmental sustainability is one of the many key benefits of Zendra Health's products as they accelerate the replacement paper-based care pathways and reduce unnecessary travel burden on the patient through clinician and patient led-technology.

These initiatives reflect our dedication to sustainability and tackling climate change.

Tackling Economic Inequality

Navigator reduces costs and waiting lists, making healthcare more accessible to all.

Equal opportunity

Zendra Health has an unwavering commitment to employee growth and inclusivity. Our employees benefit from external training opportunities and mentoring programs, fully backed by our steadfast support for professional development. Within our employee handbook, every staff member has access to our comprehensive "Recruitment" policy and "Equality, Diversity, and Inclusion" policy, ensuring clarity and alignment with our values across the organisation.

Overview of the G-Cloud Service

At Zendra Health, we believe that technology is just a means to an end. Technology's key purpose in healthcare should be to help care teams make their patient care pathways more accessible, streamlined, and engaging.

Navigator is a cloud-based digital health platform that has been co-designed from the ground up with care teams in integrated care services across regions for over five years.

Core Components

- **Clinician Dashboard:** A web-based application designed to automate neurodevelopmental workflows, improving the speed, safety, and effectiveness of care.
- **Parent/Patient Portal:** A web-based portal that facilitates information sharing and communication between the care team and parents/guardians or young people throughout the episode of care.
- **Orchestrator:** A real-time form editor that empowers clinicians to configure data capture and forms to suit specific service needs.

It enables the capture and collaboration across care teams of information on a patient's episode of care that is not captured in healthcare systems or is being handled via paper or spreadsheet-based processes.

Workflow and Administration Capabilities

- **Workflow Digitalisation:** The platform can digitalise existing protocols and forms, replicating waitlist, workflow, and case management views in a centralised system.
- **Automated Follow-up at Prescreening:** Configure timely reminders for parents/patients/teachers to complete preassessment information.
- **Form Configuration:** Using the Orchestrator tool, users can build forms that accept inputs from other forms and perform auto-calculations (e.g., scoring).
- **Scheduling and Communication:** The system handles appointment scheduling and includes communication triggers for SMS and Email.
- **Referral Management:** Administrators can create new episodes of care, capture referral information using configurable logic, and manage patient records.

Clinical Journey Support

- **Triage and Screening:** Clinicians can invite parents to the portal to complete consent forms and pre-assessment questionnaires.
- **Assessment Automation:**
 - Assessment forms are auto-populated with prescreening scores.

- The platform supports the creation of appointments for assessments and allows for third-party inputs (e.g., teachers) via the portal.
- **Document Generation:** Specific documents, such as GP letters during triage or Assessment Reports, can be auto-generated with data embedded from prior assessments.
- **Intervention and Monitoring:**
 - **Medication Management:** The service facilitates medication start-up, titration, and follow-up, including the generation of prescription letters.
 - **Visual Data:** It provides visual monitoring tools, such as centile charts for tracking vitals (blood pressure, pulse, weight) against age.
 - **Non-Pharmacological Care:** It supports the delivery of educational content and observations via the patient portal.

Technical and Regulatory Features

- **Interoperability:** Zendra uses open healthcare standards (HL7 FHIR V4, SNOMED CT) to ensure interoperability with existing and future healthcare systems. Partners and third-party systems can integrate with Zendra Health's partner API
- **Medical Device Classification:** Navigator is being developed as a Class IIa medical device to ensure high standards of safety and clinical validation.
- **Cloud-Based Security:** The solution supports multiple neurodevelopment pathways within a single secure cloud-based system.
- **ISO 13485:2016 certified:** Zendra Health is ISO 13485:2016 to Design, Develop and Manufacture Software Platforms that enable the generation of Digital Health Applications.

Associated Services

At Zendra Health, we believe that getting the solution implemented is only the beginning of the journey. We are with you all the way from ideation to post-launch to ensure that the solution remains a success. Included as part of the Navigator service and licence fees are:

- Access to the Navigator digital health platform.
- A dedicated account management manager.
- Design-thinking workshops to map out the patient journey and define key requirements.

- Free product updates.
- Onboarding Training - both online or in-person.
- Refresher Training - both online or in-person.
- Knowledge Base with all the training materials required for staff.
- Customer support via email or phone: <https://www.zendrahealth.com/helpdesk>
- Cloud-based IT infrastructure hosting, maintenance and monitoring.
- Data storage and backup.

Configuration of the digitalised care pathway workflows, report dashboards and case management are covered by one-off onboarding set-up fees outlined in the pricing document.

If a client requires a feature that is not available in the Navigator, the client will be charged separately for it and invoiced accordingly. To learn more about the services that are not included in the above scope, please refer to the Navigator Pricing and Skills Framework for the Information Age rate card documents for further information.

Additional fees apply if a client requires consultancy on Strategy and Architecture, Change and Transformation, Development and implementation, Delivery and Operation, People and Skills, Relationships and engagement. Please refer to Navigator's Skills Framework for the Information Age rate card document for further information.

Data Protection

Information Assurance

As an ISO-13485 certified company, Zendra Health is certified to design, develop, maintain and support Digital Health applications, which encompasses a vast array of standards including risk management (ISO 14971), Cyber Security (ISO 27001), Usability Engineering (IEC 62366), software as a medical device (IEC 62366) and strict qualification & validation of all tools, along with stringent Supplier Management protocols in place.

Zendra Health's Navigator service prioritises the security and confidentiality of sensitive information. Zendra Health implements robust data security measures to protect user data. These measures include encryption of data in transit and at rest, access controls to ensure authorised access, regular security audits and assessments, and adherence to industry best practices. Zendra Health also complies with relevant data protection regulations, such as GDPR. These security measures and policies ensure the safe management of information and safeguard the privacy of users.

Data Back-Up and Restoration

Full backups are executed daily, complemented by periodic backup of database transaction logs, thereby ensuring a Recovery Point Objective (RPO) of 5 minutes. The backup tool undergoes rigorous testing through a medical-grade Qualification & Validation process, employing a risk-based methodology to ascertain its suitability for intended use. Adequate training on the backup tool is provided to relevant personnel, coupled with routine exercises to evaluate data recovery protocols. In addition, specific client requirements can be discussed prior to placing an order, and these requirements will be documented in the Order Form as agreed between both parties. These measures ensure that data is safeguarded and can be restored in the event of any unforeseen incidents.

Business continuity statement/plan

Our business continuity plan for the Navigator service incorporates the following fundamental components:

- Scope Definition: Encompassing all critical functions and pertinent business domains associated with the service, ensuring comprehensive coverage.
- Key Business Area Identification: Meticulous identification and prioritisation of essential areas imperative for sustaining operational integrity.
- Critical Function Determination: Rigorous assessment to pinpoint functions pivotal for seamless continuity of the service.
- Dependency Mapping: Thorough delineation of interdependencies among diverse business areas and functions to mitigate risks effectively.
- Acceptable Downtime Specification: Precise establishment of acceptable downtime parameters for each critical function, ensuring operational resilience.
- Plan Overview: Detailed delineation of sequential steps and measures meticulously designed to safeguard uninterrupted service operation.

Please note that a more intricate plan can be furnished to prospective buyers upon request, providing further insights into our robust continuity strategies.

Privacy by Design

At Zendra Health, we are committed to privacy by design and ensuring compliance with the EU General Data Protection Regulation (GDPR). Our Navigator service has been designed with privacy as a top priority from the start. We have implemented robust security measures to protect citizens' data throughout the design process. Our service adheres to GDPR requirements by incorporating privacy controls, data encryption, and access restrictions. As an ISO 13484-certified company, stringent Supplier Management controls are in place. We also provide transparency and control to users, allowing them to manage their data and consent preferences. With Zendra Health's Navigator service, you can trust

that your patients' data is handled with the utmost care and in compliance with GDPR regulations.

Using the service

Ordering and Invoicing

To order Navigator, please email us at sales@zendrahealth.com or by telephone at +44 7700140358.

Our team will provide you with the necessary information and guide you through the ordering process. Once your requirements are finalised, our team is happy to assist you in completing the Call-off contract.

Pricing Overview

Our pricing is based on:

1. **Platform annual licence fee:** Based on the number of care pathways (e.g. ADHD, Autism) configured on Navigator.
2. **Patient Portal Usage fee:** Based on the number of monthly active patients on the Patient Portal component of Navigator.
3. **One-off onboarding set-up fees:** Based on the number of the Care Pathways required to be configured on Navigator.

For example, when a CAMHS service leverages Navigator for their ADHD pathway and Autism pathway, the number of Care Pathways to configure would be two in total.

4. **Optional services:**
 - a. SMS messages
 - b. Ambient Voice - automates clinical documentation by transcribing patient interviews in real time, allowing providers to focus on care instead of manual note-taking.

Pricing is ex-VAT (or any other relevant taxes on supplies) unless expressly stated otherwise in the Statement of Work, and (subject to presentation of an appropriate VAT invoice) Client must pay VAT (or other relevant taxes) in addition to the amounts concerned.

Availability of Trial Service

We offer trial services or discretionary/introductory usage of our Navigator service. A demo version of Navigator is available for trial purposes.

Contact hello@zendrahealth.com for further information.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

At Zendra Health, we are committed to providing clients with a comprehensive onboarding experience and ongoing support.

Onboarding process

- Assign a dedicated Account Manager to the client and a dedicated contact to Zendra Health.
- Conduct a kick-off meeting with all key stakeholders to understand their requirements, goals, system integration needs, data migration needs, KPIs, and success criteria and capture the information in an onboarding document.
- Zendra Health will require a formal introduction if integration with a third-party vendor is required.
- Configuration Kick-off: Configure the digital care pathways, case management, reports, and other features provided by Navigator based on the requirements captured on the onboarding document. Zendra provides weekly updates to key stakeholders as part of the configuration phase.
- Deploy the solution in the demo environment so the client can interact with early versions of the solution and provide feedback.
- Conduct a validation session of the solution in the demo environment with key stakeholders to review feedback.
- Incorporate changes from feedback provided in the validation session.
- Client acceptance testing.
- Conduct on-site and off-site training for staff.
- Update knowledge base with training materials required for staff.
- If data migration is required, perform data migration according to Zendra Health's standard operating procedure. Zendra Health or the client can perform the

migration. Training is included as part of Zendra's data migration standard operating procedure.

- Solution go-live.
- Ongoing training & support as required

Offboarding process

When users decide to stop using our service, we have an off-boarding process in place to ensure a smooth transition.

- Zendra will issue an exit survey with client representatives. This approach allows Zendra Health to delve deeper into the care team's experiences and perspectives, enabling Zendra Health to comprehend the nuances that led to the decision to discontinue the use of Navigator.
- Zendra will liaise with the DPO to establish appropriate measures for handling data removal. Given the sensitivity of medical data under GDPR, discussions will take place to ensure compliance with regulations regarding the retention and removal of such information. This collaboration aims to address any legal and ethical considerations associated with the data management process.
- As a security mitigation measure, immediate removal of access to both demo and production environments will be executed for all users exclusively linked to the client service. A comprehensive list of such users must be furnished to Zendra Health. It is crucial to note that access will only be available until the expiration of the client's Service's annual Navigator licence. Beyond this date, users solely associated with the client will no longer have access to the Navigator.
- In situations requiring data transfer or migration, this task will be distinctly scoped out and costed accordingly. Please refer to Navigator's pricing document and SFIA rate card for further information.

Training

On-site and off-site onboarding support and user documentation is provided to configure the Navigator for the care team's needs and post-launch support. Training protocols are in place to ensure staff are adequately trained, and a knowledge base provided within Navigator contains information and guides to Navigator functionality.

The Service has an Onboarding Standard Operating Procedure that outlines instructions as follows:

1. Determine if integration with existing healthcare systems is required and liaise accordingly.
2. Capture the information required for the patient's episode of care, from referral, triage, intervention/assessment, to discharge.
3. Capture the required clinical and operational KPIs.
4. Capture the case management views required.
5. Capture the documents that need to be auto generated (e.g. discharge summary, appointment letters)
6. Determine if other modules within the Navigator (e.g. scheduling, alerts) are required and configure accordingly.
7. Governance and access control requirements are captured.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request.

Service Management

Zendra Health is an ISO-13485 certified company, Zendra Health is certified to design, develop, maintain and support Digital Health applications and has standard operation produces in place to design, plan, deliver, operate, continually improve and control information technology (IT) services offered to customers to meet service needs.

As an ISO-13845 certified, Zendra has several standard operating procedures in place to handle Service Management activities using risk-based approach:

1. Feedback - All feedback is triaged by the dedicated service desk team. The feedback may be incorporated as part of the new features going forward, improving training/documentation.
2. Complaints - Any support issues or queries are handled by the service desk team and are effectively triaged using Zendra's Complaints Standard Operating Procedure. Zendra has strict Quality Objectives in place to ensure that complaints are handled and resolved in a timely manner in accordance with the service level agreement in place.
3. Resource Management - Resource management standard operating procedures are in place to ensure that adequate resources in place to meet service needs, including personnel (service desk, IT Development, project management) and IT infrastructure, ensure that it has sufficient capacity to meet service needs.

4. Maintenance - Cloud IT infrastructure is regularly maintained by trained staff and all maintenance activities are documented. Security patching is performed at regular intervals and several security tools are in place to monitor IT infrastructure for vulnerabilities and anomaly detection

Service Constraints

24/7 support is available through email and phone. Zendra Health ensure the Services are available 24 hours a day, seven days a week, except for:

- (a) planned maintenance carried out during the maintenance window of 2.00 am to 5.00 am UK time.
- (b) unscheduled maintenance performed outside Business Hours, provided that Zendra Health has used reasonable endeavours to give the client at least one working hour notice in advance.

Service Levels

The Zendra Health shall use commercially reasonable endeavours to make the Services available 24 hours a day, seven days a week, except for:

- (a) planned maintenance carried out during the maintenance window of 2.00 am to 5.00 am Irish time and
- (b) unscheduled maintenance performed outside Business Hours, provided that the Zendra Health has used reasonable endeavours to give the Customer at least 1 Business Hour notice in advance.

24/7 support is available through email and phone.

Zendra Health includes all customer support services in our rates.

Zendra's estimated Response Time for each priority level for any support issues raised are as follows:

Priority	Days / Hours of Coverage	Target Response Time	Target Resolution / Workaround
P1, Critical Fault	7 x 365 x 24	2 hours	12 hours
P2, High	7 x 365 x 24	4 hours	24 hours
P3, Medium	Normal Business Hours	2 working days	3 working days
P4, Low	Normal Business Hours	3 working days	5 working days
Query	7 x 365 x 24	1 working day during Normal Business Hours,	N/A

- (a) The priority level of an issue shall initially be determined by the Zendra. In the circumstances where the Customer does not agree with the priority level assigned to an issue, the Zendra Health shall consider revising the assigned priority level if deemed fit.
- (b) The Zendra Health determines the priority level for an issue is based on the IMPACT of the problem and the perceived URGENCY as conveyed by the Customer.

Urgency	High Impact	Medium Impact	Low Impact
High	P1	P2	P3
Medium	P2	P3	P4
Low	P3	P4	P4

The following definitions shall apply:

High Impact: Major business operations are stopped.

High Urgency: 50% of either Customers OR End Users affected.

Medium Impact: A medium number of Customer or End Users affected.

Medium Urgency: Work functions impaired, work around in place.

Low Impact: Inconvenient

Low Urgency: A small number Customer and End Users affected.

Zendra Health does not guarantee that any support issue will be resolved within a particular period of time.

Depending on the volume and severity of issues submitted, response times may vary. Zendra Health shall use commercially reasonable endeavours to respond within the estimated response time, however if resolution of an issue relies on a third-party, the target resolution times shall not apply.

- (c) The Customer will manage first line support issues internally such as login queries, new passwords etc.
- (d) The Customer will make themselves available to work with Zendra Health to resolve the issue.
- (e) Zendra Health will log information from the Client required to establish contact information, document the nature of the problem and carry out Corrective Action.
- (f) Zendra Health will obtain the Client's approval before support ticket closure.

Contact Procedure

Zendra Health will have a support team available by Email and Telephone. Support Contact Details are available on: <https://www.zendrahealth.com/helpdesk>

Outage and Maintenance Management

Zendra Navigator is built for resiliency. The system scales horizontally at every layer (API, database, separate availability zones within the data centre) to provide a highly scalable, resilient solution. Zendra Navigator system provides several health beacons that monitor critical infrastructure. Several separate third-party uptime monitoring tools are deployed to monitor these health beacons and pages the IT Support team if deterioration of a service is detected. These uptime monitoring tools provide statistics for Uptime which are reviewed as part of Quality Objectives set by Zendra Health.

All maintenance activities are logged and require approval prior to conducting the activity, along with providing a risk assessment on the impact of the change. Maintenance activities are performed at out-of-office hours and Services are notified in advance of the maintenance activities being conducted.

Financial Recompense Model for not Meeting Service Levels

If there is unscheduled downtime, clients will be eligible to receive Service Credits against their subsequent payment obligations. Service Credits will be given as follows:

Service Availability Credit as a Percentage of Monthly Billing:

- 90.0-99.9% - 2%
- 95.0-99.0% - 3%
- 90.0-95.0% - 4%
- <90% - 5%

To receive a service credit, the client must contact their dedicated account manager within thirty (30) days from the last day of the calendar month in which the expectation of uptime was not met.

Please note that the maximum amount of Service Credits that we will issue to the client for Unscheduled Downtime in a single calendar month will not exceed five percent (5%) of the monthly billing for such month.

Provision of the service

Customer Responsibilities

Customer responsibilities will be outlined in each customer's Master Service Agreement and include:

- Provide access and sufficient time to key team members who will be involved in the co-design, implementation, and ongoing use of the service.
- Following training guidelines and standard operating procedures provided by Zendra Health.
- Follow the support procedures provided by Zendra Health.
- Collaborate with Zendra Health to diagnose and resolve a support issue.
- Assist Zendra Health in its efforts to diagnose and resolve a reported issue.
- Have IT systems in place that meet Navigator's system requirements.

Technical Requirements and Client-Side Requirements

Navigator requires network connectivity as it is entirely cloud-based. The platform has no hardware requirements and is supported on all modern internet browsers including:

- Chrome (latest version)
- MS Edge 15+
- Firefox (latest version)
- Safari 10+

Outcomes/Deliverables

This service will deliver:

- Automation of workflows: Navigator rapidly digitalises information captured throughout a patient's episode of care around the care team's needs so it's familiar but more accessible and centralised. This will help to improve efficiency and reduce costs.
- By integrating with existing systems such as EHRs and practice management systems, our service will provide a holistic view of the patient journey. This will enable healthcare providers to have all the necessary information at their fingertips, leading to better decision-making and improved patient care.
- Reduction of waiting lists: By optimising workflows, timely appointment reminders and improving coordination among healthcare providers, our service will help to reduce waiting lists and ensure timely access to care for patients.
- Reduction of staff burden: Our service will help to alleviate the burden on healthcare staff by automating administrative tasks and providing easy access to patient information. This will free up time for healthcare professionals to focus on delivering quality care.

Navigator reduces waiting lists, reduces costs and reduces staff burden for our clients.

Development life cycle of the solution

At Zendra Health, we follow a medical-grade Agile software development methodology for our Navigator solution. Our development life cycle consists of several stages:

1. Identify problems/needs: We work closely with our clients to understand their specific requirements and challenges in the Navigator. Zendra employs service-based design principles from IEC 62336 Usability Engineering to ensure that all usability-factors are taken into consideration as part of requirements gathering.
2. Plan using a Risk-based approach: Based on the identified needs, we create a detailed plan outlining the scope, timeline, and resources required for the development of the solution using a risk-based approach, taking in principles of risk management ISO 14971 into consideration.
3. Design: Our team of experts designs the solution, taking into consideration the integration with existing systems and the user experience.
4. Build: Using our agile development approach using principles from Secure Software Development LifeCycle, we iteratively build the solution, focusing on delivering incremental value and incorporating feedback from stakeholders.

5. Test: We conduct rigorous testing to ensure the quality and functionality of the solution. This includes both manual and automated testing processes.

6. Deploy: Once the solution has been thoroughly tested and approved, we deploy it in the client's environment, ensuring a smooth transition and minimal disruption.

7. Maintain: We provide ongoing maintenance and support for the solution, addressing any issues or enhancements that may arise using the maintenance standard operating procedures in place.

By following this development life cycle, we ensure that our Navigator solution is tailored to the specific needs of our clients and delivers the desired outcomes.

After-sales Account Management

At Zendra Health, we prioritise building and maintaining strong customer relationships. We achieve this through effective account management practices. Our approach includes:

1. Relationship management: We actively manage the communication and relationship between our customers and our team. We ensure regular and open lines of communication to address any concerns, provide updates, and gather feedback.

2. Customer satisfaction: We strive to ensure customer satisfaction by delivering high-quality services and solutions. We actively seek feedback from our customers and take necessary actions to address any issues or concerns promptly. The feedback is reviewed as part of Zendra Management Review meetings.

3. Long-term partnership: We focus on building long-term partnerships with our customers. We work closely with them to understand their evolving needs and provide tailored solutions to meet those needs. Our goal is to grow together and support their success.

4. Continuous improvement: We are committed to continuously improving our services and solutions. We actively seek customer feedback and use it to enhance our offerings. We also stay updated with industry trends and best practices to provide innovative solutions to our customers.

Termination Process

Zendra Health's contract has a termination clause which includes a 30-day no-fault termination clause which can be enacted either by the client or Zendra Health should either party choose to terminate the contract.

In the event that the client wishes to terminate the service, the client shall immediately pay to Zendra Health all of outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, Zendra Health may submit an invoice, which shall be payable immediately on receipt.

Our experience

Zendra Health's expertise and technology are already being used to help healthcare organisations coordinate care and empower service users to better self-manage their care for over 80,000 patients in the US, UK and Ireland.

Zendra has developed digital health solutions in Mental Health Services to Children, Young People and Adults on a national and local level. Examples of functionalities tailored to mental health services are the following case studies.

Testimonials

	"Zendra Health's Navigator solution enables our teams to manage patients, cases and real-time reporting on our national and local metrics in one easy-to-use centralised location. Zendra's commitment to our needs is exceptional, and they rapidly helped ease the burden for my team." Administrator, Integrated Care for Older Persons Team Care, HSE
	"Zendra Health's commitment to building a simple solution at speed was exceptional and helped ease the burden for health care providers dealing with crisis." General Manager, Primary Care, HSE

Case Studies

Case Study 1 - Ireland's first specialist ADHD service ADMiRE

Zendra Health helps Ireland's first specialist ADHD service to streamline their entire ADHD pathway for young people.

Background

ADMiRE (which stands for ADHD Assessment, Diagnosis, Management initiation, Research, and Education) is a specialist public health service in Ireland designed to streamline care for children and adolescents with Attention Deficit Hyperactivity Disorder (ADHD).

Operated within the Linn Dara Child and Adolescent Mental Health Services (CAMHS) in Dublin, the service functions as a "fast-track" pathway to reduce waiting times for routine ADHD assessments. Its primary role is to provide rapid, evidence-based diagnosis and to stabilize initial treatment (such as medication and psychoeducation) before returning the patient to their local CAMHS team for ongoing care.

Challenge

In Ireland, 1 in 3 children in child mental health services have ADHD. Children with ADHD have impaired levels of inattention, hyperactivity and impulsivity. It is very important to treat ADHD because untreated ADHD is associated with many negative consequences

Medication for ADHD is very effective, and significantly reduces these negative outcomes. Set up in 2018, ADMiRE is the first public specialist service for young people with Attention Deficit Hyperactivity Disorder (ADHD) in Ireland. The ADMiRE model of care involves a standardised assessment/intervention protocol; it has pioneered the development of effective, efficient, safe and scalable ADHD service provision in the public health service in Ireland. **Note:** The ADMiRE model caters for ASD too and can be utilised for any mental health condition that requires physical health monitoring.

While the ADMiRE model is clinically very effective, there are problems with a paper-based system.

- It is not efficient. It is difficult to adhere to physical health monitoring, and the team struggles to collect good quality data from parents and teachers.

- Paper based information processing is onerous.
- There's a huge administrative overhead on clinicians in copy data collected into forms associated with the protocol.

Solution

ADMiRE ADHD Navigator translates the ADMiRE standardised clinical protocol for assessment and treatment of Attention Deficit Hyperactivity Disorder into a digital process, providing one system for effective assessment and treatment of young people with ADHD.

ADMiRE ADHD Navigator consists of the following key components:

- **ADMiRE Clinician Portal:** A web-based Clinician Portal that empowers the ADMiRE team staff to easily track patient progress, reduce patient risk, and lifestyle intervention reminders and service KPIs through:
 - Providing centralised storage for the digitalised version of the ADMiRE Protocol (e.g. templates, patient information capture required throughout the workflow)
 - Automated communication touchpoints to key stakeholders throughout the patient journey.
 - Centralised care coordination tools that provide interactive workflows, alerts and supports to reduce risk of patient harm by removing onerous paper based information processing.
 - A Digital Dashboard that shows what stage of the care workflow journey patients are at in the service and provides indicators as to when their next review is due to facilitate patient monitoring and follow-up.
 - Provide automated communication touchpoints to key stakeholders throughout the patient journey.
 - A Content Management System that enables 95% of the Patient Portal content to be changed instantly by authorised users.

- Record contacts when a care team member has seen a patient/patient has CNA/DNA'd.
- Shared calendar to facilitate appointment bookings.
- Document Management to upload documents at patient/episode of care.
- Medical-grade template Letter and e-Prescription generation developed to software-as-a-medical device standards
- Reports dashboard to:
 - Track patient clinical outcomes using medical-grade standards using Symptoms and Height, Weight and Blood Pressure centile charts captured throughout the patient journey from start-up and follow-up medication review.
 - Track service KPIs (i.e. # contacts, # contacts seen, , # contacts CNA/DNA).
 - Facilitate audits

● **ADMIRE Parent Web Portal:** A web-based Workflow-specific Parent Portal that facilitates communication and information sharing between parents/guardians and young persons and the care team for at least the following initial stages of the ADMiRE care workflow.

- Referral
- Pre-assessment questionnaires
- Initial assessment
- Assessment Feedback
- Referral for management of co-occurring difficulties
- Follow up reviews when optimising and maintaining optimal ADHD treatment

The web portal provides a centralised touchpoint for tasks for the parent/guardian to complete (primarily form completion which may vary

from being a file upload, file post or digital form) to expedite the initial stages of the care page. The web portal is also used all the time during optimisation and maintenance of optimised treatment (i.e. parents, teachers and YP will be asked to fill in questionnaires online about their ADHD symptoms as well as side effects.

Results

The solution highlights significant improvements in both clinical safety and efficiency. Specifically, the platform increased the completion rate for physical health monitoring on medication optimisation (height, weight, and blood pressure centiles) from 38% to 100%.

On the efficiency side, we observed a saving of nearly 3 hours in assessments and a 61% reduction in time spent on medication follow-up reviews.

The platform demonstrates significant enhancements in both clinical safety and operational efficiency. Specifically, the completion rate for physical health monitoring associated with medication optimisation (centiles for height, weight, and blood pressure) increased from 38% to 100%.

Regarding efficiency, we noted a saving of approximately three hours in assessment time and a 61% reduction in the duration required for medication follow-up reviews. The solution will experience further improvement as workflows undergo optimisation.

Case Study 2 - Psychiatry of Old Age Care

Zendra Health helps the Psychiatry of Old Age Care service in Sligo/Leitrim centralise Navigator.

Background

The Health Service Executive (HSE) provides a broad range of services for older people in our community, including home care, home helps, respite, day services, in-patient acute services, step down and convalescent care, rehabilitation, and community services in Ireland. Included in those services is the Psychiatry of Old Age Care service (POA) in Sligo and Leitrim, Ireland.

Challenge

With an ageing population and a rise in chronic conditions, coordinating care across conditions, services, and communities is difficult to navigate. To answer simple questions such as "how is my patient doing?", "Who last saw them?", POA had to use several different systems, which were time-consuming and more challenging to maintain as the demand for the service grew. In addition, the generation of KPIs for POA was an uphill task.

Approach

Zendra Health Navigator automates workflows and provides a birds-eye view of the patient journey to reduce costs, reduce staff burden, and reduce waiting lists at the most competitive price.

Using Zendra Health's Navigator, POA and Zendra Health collaborated, codesigned and built a centralised Navigator solution around healthcare service and patient needs, keeping patients central to all their design elements. In addition, POA also visibility of patients and other services they interact with that are also using Navigator (e.g. discharge to/refer from).

Results

POA can now answer simple questions regarding Navigator in one glance through Zendra Navigator. Less time is spent answering simple everyday questions reducing operating costs. Staff burden is reduced as they no longer have to fight different systems to answer simple questions. Waiting lists are reduced by freeing up clinician's precious time.

Client List

Zendra Health is helping over 80,000 patients in UK, US and Irish healthcare services to enhance the patient journey, improve patient compliance and decrease waiting times.



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