

Service Definition: Medloop Clinical Coding & Workflow Management

1. Service Overview

Medloop provides a CQC-regulated, fully managed clinical coding and workflow service designed to alleviate the administrative burden on primary care. The service combines proprietary advanced automation software with a team of senior clinical coders to process, code, and task all incoming clinical correspondence.

2. Key Service Features

- Fully Managed Document Processing: End-to-end management of document filing, clinical coding, and task assignment.
- AI-Enhanced Coding Guardrails: Software-assisted coding that ensures 100% accuracy in SNOMED CT capture while preventing duplicate entries.
- QOF & Income Optimization: Proactive identification and attachment of vital Quality and Outcomes Framework (QOF) codes to maximize practice funding.
- Clinical System Integration: Seamless, bi-directional integration with major clinical systems, including EMIS Web and SystmOne.
- Bespoke Workflow Customization: Services are tailored to individual practice protocols and local SOPs (Standard Operating Procedures).

3. Key Service Benefits

- Increased Capacity: Guaranteed turnaround of clinical correspondence in less than 3 working days, providing resilience against staff leave or retirement.
- Cost Efficiency: Delivers up to 50% cost savings compared to in-house processing by clinicians or administrative staff.
- Clinical Focus: Reduces GP "admin burnout" by filtering unnecessary tasks, ensuring clinicians only see letters requiring direct medical intervention.
- Quality Assurance: Led by senior, trained clinical coders to ensure high-fidelity patient records and improved patient safety.

4. Technical Requirements & Standards

- Information Governance: Fully GDPR compliant with a current NHS Data Security and Protection Toolkit (DSPT) submission.
- Clinical Safety: Operates under CQC regulation and aligns with DCB0129 clinical safety standards.
- Cyber Security: Certified to Cyber Essentials and ISO 27001 standards.
- Accessibility: Web-based interfaces conform to WCAG 2.1 AA standards for ease of use by practice staff.

5. Onboarding and Support

- Seamless Set-up: A dedicated implementation manager oversees the transition with no disruption to daily practice operations.
- Support Level Agreement (SLA): Standard support is provided via email (info@medloop.co) and telephone (+44 7867947780), with dedicated account management for PCNs and large practice groups.
- Training: Remote training sessions for practice staff on how to review and audit the Medloop tasking outputs.