

ORACLE

# Oracle response to Crown Commercial Service

Service Definition Document

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## Oracle Health's Health Information Exchange

DISCLAIMER, if any

## 1. Oracle Health

Oracle Health is dedicated to helping people live healthier lives and improve healthcare by connecting clinical, operational, and financial data across the healthcare system. This integration facilitates better patient outcomes, cost reduction, and encourages innovation. Our approach involves deploying population health solutions to continuously monitor population health, enhancing interoperability between clinical systems using Health Information Exchange (HIE) and optimising clinical pathways within and between Integrated Care Systems (ICSs) to improve outcomes across the continuum of care.

## 2. About HIE

**Oracle Health's Health Information Exchange (HIE)** – is a single, standards-based digital technology platform that supports the sharing of clinical data across a care continuum that may span multiple care systems or geographies, with numerous clinical and administrative systems. It joins together data from multiple clinical systems, enabling a longitudinal view of patient data, available at the point of care, in multiple care settings. As a result, the HIE is able to support each patient's care journey wherever it takes them, while reducing the burden for both patients and staff in requesting access to clinical records.

Digitising and easing the movement of patient data between clinicians that use disparate medical records and software supports many of the UK's national health and wellbeing outcomes and digital health and care strategies such as population health, research, learning health systems, and digital front door. These same strategies are seen elsewhere around the world, where the HIE is leveraged to support data sharing strategies from local health systems to state/provincial/territorial authorities and on up to national ministries and bodies.

Clinician Experience – the HIE provides clinicians with access to the shared care record through an intuitive viewer that is available embedded in the clinician's native system workflow (e.g. within the Electronic Patient Record, EPR) or via the HIE's web-based portal. Regardless of access point, the HIE viewer consolidates the patient's unified record into a single view that includes both structured and unstructured data, including images and other diagnostics, observations, care team members, alerts, and hyperlinks to external applications where desired. The HIE viewer provides an intuitive user interface, enabling clinicians and other support staff to quickly find the information they need from across the connected care continuum with minimal training for effective and safe use.

Real-World Success – an example of Oracle Health HIE's success can be studied with the OneLondon HIE, which combines data flows from other disparate HIEs in each of the health boards and outlier systems into a single, centralised London Care Record. Similar models are used also with the Great North Care Record and other Shared Care Records across England, collectively connecting the records of nearly 40 million patients. The scalability of the HIE provides the option to start small and grow slowly, and/or rapidly scale in response to the demands and appetite of the healthcare ecosystem.

The Oracle Health HIE supports a wide range of internationally recognised health data transmission standards. Using standards-based technology enables the rapid onboarding of diverse data sets into the HIE's scalable technology infrastructure. We continually innovate our HIE to push for greater value-realisation. Leveraging standards and innovations, the Oracle Health HIE has scaled to the point of seamlessly connecting health and care records spanning over 1,000 connections across nearly 150 different vendors around the world with a variety of architectures and strategies.

### **3. Product Overview**

Oracle Health HIE is a secure, cloud-hosted SaaS solution, purpose-built for aggregating and exchanging clinical and care data across connected sources, regardless of IT vendor. The platform provides an intuitive viewer (web portal or EPR-embedded) for a longitudinal patient view, enabling data sharing and care coordination across organisations. The service is hosted exclusively on Oracle Cloud Infrastructure (OCI), which delivers industry-leading reliability, scalability, and compliance.

#### **Service features:**

- Aggregates clinical/care data from multiple sources
- Longitudinal patient view, embeddable in native workflows
- Web portal access for cross-organisational users
- Frictionless exchange using HL7, FHIR, IHE, PDF, and images
- Record locator, master patient index (MPI), and advanced reporting
- Vendor-agnostic data sharing built to international standards
- Customisable data viewer and access controls
- Robust audit, usage, and activity reporting
- Accessible via major browsers without additional installation
- Secure API access for integration, extraction, and automation

#### **Data backup, restore, and disaster recovery:**

Full redundancy and failover are provided by Oracle Cloud data centres (tier 3+), supporting business continuity and disaster recovery. Routine backups and rapid restore capabilities mitigate data loss. Disaster recovery and business continuity plans are in place and regularly tested.

Oracle Health's HIE is hosted in Oracle Cloud Infrastructure Data Centres.

Oracle Health Corporation's Business Resilience programme validates the continued performance of essential technology functions which support internal and external client functions during any incident, including a situation that might be, or could lead to, a disruption, loss, emergency, or crisis. This plan details responsibility, defines recovery planning standards, and outlines implementation requirements of a recovery plan.

**Onboarding and offboarding support:**

Customers receive comprehensive onboarding, including end-user training (guides, videos, eLearning), technical documentation, and system configuration assistance. At contract end, Oracle can provide secure data extraction in open formats as part of a costed exit plan and ensures secure data deletion per contract and regulations.

**Service constraints:**

- Data completeness depends on source system quality
- Reliable network connectivity is required
- Hosted only on Oracle Cloud Infrastructure (OCI)
- Customisation is available for integrations, workflows, and viewer layouts, but core features remain standardised for security and compliance
- Planned maintenance may require customer testing; advanced notice and engagement are provided
- The Services are subject to eligibility requirements

**Service levels:**

- 24/7/365 phone and online ticketing support for critical incidents
- Non-urgent support via online portal with prioritisation

**After sales support:**

All customers have ongoing access to documentation, help portal, and technical support. Oracle Health's Immediate Response Centre (IRC) handles critical service needs.

**Technical requirements:**

- Interfacing systems must support modern health data standards
- Access to Health and Social Care Network (HSCN)
- Modern web browser required, no local installation

**Outage and maintenance management:**

- Proactive monitoring and automated notifications
- Planned maintenance communicated in advance
- On-demand reporting of service availability and events

**Hosting options and locations:**

- Exclusively hosted on Oracle Cloud Infrastructure
- Patient data is stored and processed in UK.

**Access to data upon exit:**

- Secure export of data in open, industry-standard formats as part of costed exit plan
- Verified data deletion following contract conclusion

**Security:**

- Identity Management Support, access controls, and encrypted data in transit and at rest
- Compliance with ISO/IEC 27001
- Regular penetration testing, vulnerability management, and incident response
- Named board-level CISO responsible for information security
- All security policies align with international and local data protection laws (e.g., GDPR)







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