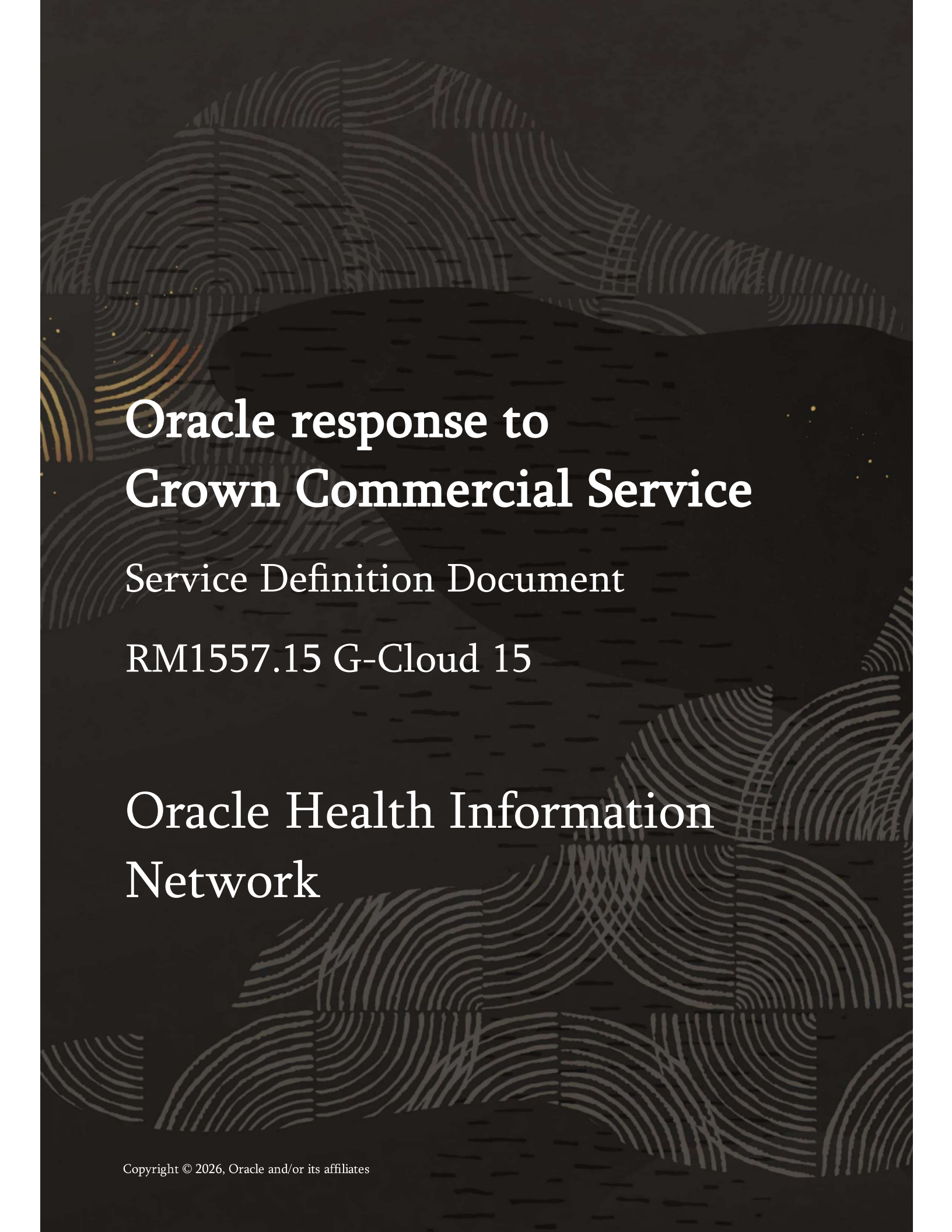




Oracle response to Crown Commercial Service

Service Definition Document

RM1557.15 G-Cloud 15

Oracle Health Information Network

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 includes deploying analytical solutions to continuously monitor population health, and enhancing interoperability between data sources and regional data sharing frameworks using Oracle Health Information Network (OHIN). These solutions support the optimisation of clinician and patient experience and outcomes at Integrated Care System (ICS) level to a national level when integrating shared care records.

2. About Oracle Health Information Network

Oracle Health Information Network (OHIN) is a cloud-based, centralised platform designed to facilitate supplier-agnostic healthcare data sharing across the UK. Building on Oracle Health's Health Information Exchange (HIE) platform, OHIN provides a single point of data connectivity for centralised data exchange between healthcare organisations, social care entities, and their partners by leveraging direct system connections, connected frameworks, and/or localised exchanges.

By supporting a wide range of internationally recognized interoperability standards, including but not limited to IHE, HL7v2, HL7v3, and FHIR, as well as standard and proprietary APIs, OHIN provides interoperability across systems and platforms. This broad support of standards enables rapid onboarding and integration of diverse data sets from clinical systems across varied care settings.

OHIN enables near real-time, secure data exchange at scale, making critical health information available to clinicians at the point of care, regardless of where the care was initially delivered. The platform consolidates patient data, including structured and unstructured records, diagnostics, images, care team members, and more, into a unified, longitudinal patient view accessible through intuitive, embedded workflow viewers and web portals.

With customer-directed information governance, OHIN maintains data partitioning and access controls, ensuring participant-level compliance with international and local regulations (such as UK GDPR, EU GDPR, and DPA). A rules-based Master Patient Index supports person-level identification of records from across connected networks, while robust reporting supports operations and utilisation of OHIN.

By digitising and simplifying the movement of patient data across the care continuum, OHIN reduces administrative burdens for patients and staff, enhances care continuity, and delivers a future-proof framework for regional and national health data exchange.

Real-World Success – an example of Oracle Health success in enabling cross-organisation data sharing can be studied with the OneLondon Health Information Exchange (HIE), which combines the data flows from HIEs in each of the London region 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 Oracle Health HIE provides the option to start small and grow slowly with regional deployments, and/or rapidly scale in response to the demands and appetite of the healthcare ecosystem – to a national scale with OHIN.

While OHIN uses standards-based technology to enable rapid onboarding of diverse data sets, we can also flexibly develop features and capabilities to meet customers' unique requirements. We continually innovate our solutions to push for greater value-realisation. By leveraging standards and innovations, the underpinning Oracle Health HIE platform has cumulatively connected health and care records around the world with over 1,400 connections spanning nearly 150 different vendors, employing a variety of architectures and strategies to provide our customers with maximum data exchange to support their data sharing needs.

3. Product Overview

Service features:

- Aggregates clinical/care data from multiple sources
- Longitudinal patient view, embeddable in native workflows
- Web portal access for cross-organisational users
- Frictionless, supplier-agnostic data exchange using international interoperability standards (including but not limited to HL7, FHIR, and IHE)
- Record locator, master patient index (MPI), and advanced MPI reporting
- 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.

OHIN is hosted in Oracle Cloud Infrastructure (OCI) Data Centre.

Oracle Health Corporation's Business Resilience program 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 through guides, videos, eLearning, as well as 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, as well as provide secure data deletion per contract and regulations.

Service constraints:

- Data completeness depends on source system capabilities and data governance (e.g., quality, completeness)
- 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

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) may be required, depending on data sharing arrangements
- Modern web browser required for OHIN Portal users; no local installation of the Oracle Health product required.

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 OCI
- Patient data is stored and processed in the 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)

N.B. *These Service Descriptions are subject to change from time-to-time but shall not materially reduce the level of performance, security or availability of the Services for the duration of the Services Period. The Services are subject to eligibility requirements.*

Please visit our Supplier Portal for all G-Cloud 15 information from Oracle.

https://oracle.sharepoint.com/sites/External-g-cloud15_framework

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