

Service Definition

Service Overview

Opto Health provides a cloud-based Digital Front Door and Triage Service for Urgent and Emergency Care (UEC). The service enables patients to self-check-in and complete structured digital triage, supporting early prioritisation, navigation, and streaming to the most appropriate care setting. It is designed for use in acute hospital environments, Urgent Treatment Centres and wider urgent care systems.

Service Description

The Opto Health service supports patient access, triage, and flow at the point of entry to urgent and emergency care. Patients interact with the service via tablets located in waiting areas or on their own devices. Structured, clinically governed pathways capture symptoms and risk factors, producing a triage outcome that is transmitted into existing clinical systems.

The service acts as an orchestration layer between patients, operational teams and clinical systems, improving visibility of demand and reducing early-stage congestion without replacing clinical decision-making.

Service Features

- Digital patient check-in and identity verification
- Symptom-led digital triage using clinically governed pathways
- Early risk stratification and prioritisation
- Navigation and streaming to ED, UTC, virtual care, or alternative services
- Real-time integration with clinical systems
- Operational dashboards and reporting
- Incident management and audit logging

Benefits

- Improved patient flow and reduced front-door congestion
- More efficient use of clinical and reception staff time
- Earlier identification of higher-risk patients
- Improved patient experience and clarity of access
- Structured data to support operational insight and planning

Users

- Patients attending urgent and emergency care
- Reception and front-of-house teams
- Triage nurses and clinicians
- Operational and service managers
- Informatics and digital teams

Deployment and Onboarding

Typical deployment takes 6–10 weeks, including:

- Discovery and pathway alignment
- Technical configuration and integration
- Clinical safety sign-off
- Staff training and communications
- Go-live and hypercare support

Technology

- Cloud-hosted service (AWS)
- Native iOS applications and web access
- Secure internet connectivity via Trust network
- API, HL7 and Integrated Urgent Care messaging
- No on premises servers required

Security and Compliance

- NHS clinical safety standards (DCB0129 / DCB0160)
- Secure data transmission using encryption in transit
- Role-based access controls
- Full audit logging
- GDPR and UK data protection compliance

Interoperability

Opto Health integrates with NHS clinical systems using:

- API
- HL7 v2 messaging
- Integrated Urgent Care (111 CDA) messaging
- Trust Integration Engines and HSCN connectivity

Service Levels and Support

- 365/24/7 support as standard
- Incident prioritisation and response SLAs
- Proactive monitoring and monthly service reporting

Service Levels and Support

The service is fully managed by Opto Health, including:

- Platform availability and maintenance
- Clinical pathway updates
- Security patching and upgrades
- Incident and change management

Pricing Model

Pricing is subscription-based on annual attendance and is fixed for the duration of the contract. Hardware costs are limited to standard tablets and accessories, which may be Customer or supplier provided.

Exit Management

On service termination, Opto Health will support secure data extraction and deletion in line with contractual and regulatory requirements. No proprietary hardware or on-premises infrastructure is left in place.

Service Constraints

- Requires Customer engagement for clinical governance and pathway sign-off
- Dependent on local integration readiness
- Requires network access for tablet devices

Service Roadmap

Ongoing enhancements focus on scalability, analytics, and pathway expansion. Core service functionality is stable and suitable for immediate deployment.

Requirements for Customer Data

Opto Health will provide Customer with such operational data as is reasonably requested by Customer to permit it to undertake a persistent clinical evaluation of the effectiveness of the Software (Clinical Evaluation Data).

Customer will provide Opto with such Customer Data as is required to generate the Clinical Evaluation Data. To the extent such Customer Data and the Clinical Evaluation Data is personal data, this shall be processed by Opto Health on Customer's behalf in accordance with Opto Health's Data Processing Terms. However, to the extent Clinical Evaluation Data is not personal data, Customer will grant Opto Health a non-exclusive, irrevocable license to use that data for Opto Health's own purposes.

The list of required Data fields from the Customer include;

- Age - Used to ensure pathway scoring performs appropriately across age groups, particularly for paediatric, working-age, and older adult populations where risk profiles differ.
- Sex - Enables validation that scoring does not under or over-estimate risk for sex-specific presentations (e.g. abdominal pain, cardiac symptoms).
- Gender - Where recorded, supports inclusive monitoring and ensures pathway performance is equitable across all patients.
- Reference Number (Pseudonymised Encounter ID) - Allows Opto Health to safely link pathway data with clinical outcomes without using identifiable patient information.
- Time to Clinical Assessment - Used to assess operational performance and identify whether pathway scoring correlates with delays to clinical assessment that could impact safety.
- Discharge Outcome (e.g. admitted / sent home / SDEC / UTC) - Actual clinical outcome, supporting validation of pathway accuracy and flow decisions.
- Was the Acuity Score Changed? (Yes / No) - Identifies cases where clinicians overrode or adjusted the pathway score, helping highlight potential over- or under-triage and areas for pathway refinement.
- Final Diagnosis - Acts as the clinical "gold standard" against which pathway scoring can be retrospectively assessed for appropriateness and safety.
- Clinical Incidents Related to Triage - Supports ongoing safety monitoring and helps identify any adverse events associated with pathway use.
- Serious Incident / Datix Reference (Pseudonymised) - Enables formal governance review and learning where significant safety concerns have been identified, without sharing patient-identifiable data.