



OCM tQuest

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About your service

Service description

tQuest provides integrated online test requesting directly from a GP's Practice Management System, enabling fast, flexible ordering of pathology and radiology tests. It supports patient demographics, protocols, sample collection workflows, result checks, and administrative tools to streamline clinical processes and improve accuracy across primary care.

Multi cloud support

No

Service features

- Seamless access via PMS with automatic patient data population.
- Configurable tabs tailored to Trust and clinical requirements.
- Common Orderables allow quick selection of frequent tests.
- Test Groups bundle routinely co-ordered items efficiently.
- Orderable Tree View enables structured navigation and search.
- Protocols enforce mandatory questions before ordering tests.
- Alerts for previous results or outstanding requests prevent duplication.
- Flexible sample collection options for varied workflows.
- Comprehensive admin tools for users, requests, and reporting.
- Advanced printing configuration for accurate forms and labels.

Service benefits

- Saves time by reducing manual data entry.
- Minimises ordering errors through mandatory fields and protocols.
- Ensures clinical appropriateness with age and gender safeguards.
- Supports diverse workflows with adaptable sampling options.
- Improves accountability via clear requester identification.
- Enhances patient safety with consistent label and form output.
- Provides full visibility of request and sample status.
- Reduces rework using saved comments and templates.
- Avoids unnecessary testing with real-time result checks.
- Simplifies administration through centralised practice controls.

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Service scope

Add-ons and extensions

Software add-on or extension
Yes

Cloud deployment model

Type of cloud
AWS UK

Service constraints

The system differentiates between clinical users and administrators in what data they can see.

Organisations which wish to share data will need appropriate data sharing agreements in place.

System requirements

Service provided from instanced Cloud Hosted Application in AWS

Reselling

Supplier type

I'm not a reseller

How users work with your service

Browsers

Web browser interface

Yes

Supported browsers

Windows

Edge running IE Compatibility Mode

Edge (Native)

Installation

Application to install

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No

Mobile

Designed for use on mobile devices

No

Service interface

Service interface

Yes

User support

User support accessibility

None or don't know

API

Is there an API for your service?

No

API documentation

No

API documentation formats

API sandbox or test environment

No

Customisation

Customisation available

No

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Egton Medical Information Systems Ltd (t/a Enlivio Health), a company registered in England and Wales (registered number 02117205) with a registered office at Fulford Grange, Mickelfield Lane, Rawdon, Leeds, LS19 6BA.

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Onboarding and offboarding

Getting started

To be advised on application.

Documentation

Service documentation

Yes

Documentation formats, leave in as necessary

PDF

Documentation accessibility standard

WCAG 2.2 AA

End-of-contract data extraction

To be advised on application.

End-of-contract process

To be advised on application

Data importing and exporting

Data export approach

To be advised following defined requirements from customer

Typically, csv or pdf formats

Data export formats

Data export formats

Data import formats

Data import formats

CSV

Other

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Analytics

Metrics

Service usage metrics

Yes

Metrics types,

Reporting types

Real-time dashboards

Regular reports

Reports on request

Scaling

Public sector networks

Public sector networks

Connection to public sector networks

No

Connected networks

Health and Social Care Network (HSCN)

Other

Other public sector networks, delete as necessary

TLS (Version 1.2 or above)

IPsec or TLS VPN gateway

Data-in-transit protection

Protection between networks

Data protection between buyer and supplier networks

TLS (Version 1.2 or above)

IPsec or TLS VPN gateway

Protection within your network

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TLS (Version 1.2 or above)
IPsec or TLS VPN gateway

Asset protection

Data storage and processing locations

Knowledge of data storage and processing locations

Yes

Data storage and processing locations

United Kingdom

User control over data storage and processing locations

No

Datacentre security standards

Complies with a recognised standard, for example CSA CCM v4.0 or SSAE-18 / ISAE 3402

Guaranteed availability,

Service Availability to be agreed through SLA Contract at the time.

Target availability of service

99% availability

24hrs/day

365 days per year

Approach to resilience,

Outage reporting,

Alert notifications

Email to administrators

Identity and authentication

User authentication

User authentication needed

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Yes

Multi-Factor Authentication (MFA)
Public key authentication (including by TLS client certificate)
Username or password
Other

Access restrictions in management interfaces and support channels

To be defined

Access restriction testing frequency, delete as necessary

At least once a year

Management access

Multi-Factor Authentication (MFA)
Public key authentication (including by TLS client certificate)
Username or password

Audit information for users

Audit for buyers' users' actions

Access to user activity audit information,
Users contact the support team to get audit information

How long user audit data is stored for, delete as necessary
User-defined

Audit for suppliers' users' actions, delete as necessary

Users contact the support team to get audit information

How long supplier audit data is stored for
User defined

How long system logs are stored for.
User-defined

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