

Keystone

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Enlivio Health

About your service

Service description

Keystone is a simple, reliable clinical data administration system that helps healthcare teams send, receive and track clinical information. It automatically processes test results and other data, alerts users to issues, and supports easy configuration for different partners and message types—making secure, accurate data sharing effortless across NHS services.

Multi cloud support

No

Service features

- Web-based system for healthcare data messaging and transfer.
- Supports multiple NHS messaging standards and formats.
- Automated translation of clinical data into national formats.
- Scheduled actions for importing, processing, and sending data.
- Real-time monitoring of system status and processing activity.
- Tracker tool for detailed message search and auditing.
- Configurable Partners, Senders, Formats, and Code Sets.
- Local-to-national clinical code mapping functionality.
- User access control with role-based permissions.
- Error logging with email alerts for critical events.

Service Benefits

- Ensures accurate, consistent data transfer between healthcare systems.
- Reduces manual processing and administration workload.
- Improves reliability of clinical result delivery to recipients.
- Enhances patient safety via validation and error detection.
- Provides full audit trail for investigations and compliance.
- Minimises delays with automated scheduling and processing.
- Supports interoperability across varied NHS systems.
- Reduces data quality issues through code mapping controls.
- Enables rapid troubleshooting via detailed error logs.
- Ensures secure access through authentication and permissions.

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Service scope

Add-ons and extensions

Software add-on or extension
No

Cloud deployment model

Type of cloud

AWS

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

System requirements Windows 10 or Windows 11

Reselling

Supplier type

I’m not a reseller

User support

Email or ticketing support

Email or online ticketing support
Yes
Support response times

User can manage status and priority of support tickets
Yes
Online ticketing support accessibility, leave the correct one in
WCAG 2.2 AAA
WCAG 2.2 AA
WCAG 2.2 A

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EN 301 549

Phone support

Phone support
Yes

Phone support availability
Mon – Fri 8.30am – 5.30pm

Web chat support

Web chat support
No

Web chat support availability

AI chatbot
No

Web chat support accessibility standard
N/A

Onsite support

Yes, at extra cost

Support levels, describe in less than 100 words

Support available to third parties

No

How users work with your service

Browsers

Web browser interface
Yes

Supported browsers, leave in as necessary
Edge running in IE Compatibility Mode

Installation

Application to install
No

Compatible operating systems, leave in as necessary

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Windows

Other

Mobile

Designed for use on mobile devices
No

Service interface

Service interface
No

User support

User support accessibility
None or don’t know

API

Is there an API for your service?
No
What users can and can't do using the API

API documentation
No
API documentation formats
N/A
API sandbox or test environment
No

Customisation

Customisation available
No

Onboarding and offboarding

Getting started
To be advised on application

Documentation

Service documentation
Yes
Documentation formats
PDF

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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
Typically, csv or pdf formats

Data import formats

Data import formats
CSV
Other

Analytics

Metrics

Service usage metrics
Yes
Metrics types

Reporting types

Real-time dashboards
Regular reports
Reports on request

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Scaling

Independence of resources

Public sector networks

Connection to public sector networks
Yes/No
Connected networks
Health and Social Care Network (HSCN)

Other public sector networks
TLS (Version 1.2 or above)

Data-in-transit protection

Protection between networks
Data protection between buyer and supplier networks
TLS (Version 1.2 or above)
Protection within your network
TLS (Version 1.2 or above)

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

Penetration testing

At least once a year

Penetration testing approach

'IT Health Check' performed by a CREST-approved service provider

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Protection of data at rest, delete as necessary

Physical access control, complying with CSA CCM v4.0
Physical access control, complying with SSAE-18 / ISAE 3402

Data sanitisation process

Data sanitisation process
Yes/No
Data sanitisation type
Deleted data can't be directly accessed / Cryptographic Erasure

Equipment disposal approach

Complying with a recognised standard, for example CSA CCM v4.0, CAS (Sanitisation) or ISO/IEC 27001
In-house destruction process
A third-party destruction service
Availability and resilience

Guaranteed availability

Service 99% Uptime

Approach to resilience

To be supplied on application

Outage reporting

Alerts to System Administrators
Dashboard Access

Identity and authentication

User authentication

User authentication needed
Yes

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

Access restrictions in management interfaces and support channels

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Access restriction testing frequency

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
User-defined

Audit for suppliers' users' actions

Users receive audit information on a regular basis
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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