

EPR and Digital Health Solutions Testing

Ideal Health provides comprehensive Testing and Quality Assurance (QA) services to support the implementation of digital health and Electronic Patient Record (EPR) systems across acute, community, mental health, and primary care settings. Our experienced consultants scope, plan, and deliver testing programmes to identify and resolve issues before go-live, ensuring safe, effective, and stable deployments. Testing outputs also inform optimisation activities and future system enhancements.

Service Features and Benefits

Service Features

- End-to-end management of testing programmes and projects, delivered by experienced NHS and digital health test professionals
- Test strategy and planning, including SIAM (Service Integration and Management) and supplier coordination
- Comprehensive functional testing, defect management, and test methodology design to ensure quality and traceability
- Test environment setup and data management, ensuring representative and controlled test conditions
- Operational Acceptance Testing, failure and resilience testing to validate operational readiness
- User Acceptance Testing (UAT) including UAT management, coordination, and test team support
- Usability, accessibility, and user experience testing to ensure system usability for clinical and administrative users
- Device, interface, and system integration testing to validate interoperability across EPR, EPMA, PAS, LIMS, RIS, and PACS environments
- Application and data migration testing to confirm accuracy, integrity, and reliability of transferred data
- Selection, configuration, and deployment of automated testing tools for efficiency and repeatability
- Mobilisation and readiness activities to prepare test teams, define scenarios, and validate workflows prior to go-live

Service Benefits

- Reduced risk of go-live delays through structured, early-stage testing and defect remediation

- Continuous or phased testing options adaptable to programme timelines and dependencies
- Scalable testing capacity with the ability to ramp up teams to meet peak project demand
- Platform-agnostic and vendor-neutral testing approach applicable across multiple digital health systems
- Early-phase defect identification reduces overall implementation cost and risk
- Comprehensive issue tracking and prioritisation for post go-live resolution and optimisation cycles
- Knowledge sharing and documentation developed from the end-user and clinical workflow perspective
- Enhanced training and change readiness through insights gained from testing activities
- Access to specialist test managers and certified testing professionals with experience across major NHS EPR and digital health systems
- Supported systems include: Oracle Health (Cerner), Epic, Meditech, Nervecentre, SystemOne, SystemC, Altera, and other key clinical applications including EPMA, PAS, LIMS, RIS, and PACS

Client-Side Responsibilities

- Access to the client-side stakeholders required for delivery of this service
- Access to equipment, domains and files required for delivery of this service