

EPR and Digital Health Cutover, Go-Live, Adoption and Early Life Support

Service Overview

Successful go-live support is essential for the effective adoption and long-term benefits of Electronic Patient Record (EPR) and digital health system implementations. Ideal Health is a trusted partner for NHS Trusts and private healthcare organisations, offering expert-led go-live services that include floorwalkers, command centre teams and helpdesk support, all coordinated through a tailored management framework. Our proven methodology fosters confidence, builds trust, and ensures a smooth transition to Business-as-Usual (BAU) operations.

Service Features and Benefits

Service Features

- **Go-Live Strategy & Planning**
 - Onsite scoping and rehearsals (for resource and rota construction recommendations)
 - Big bang, phased, and pilot approaches
- **Go-Live Execution**
 - Command centre setup and operations
 - Escalation and triage processes
 - Ticketing systems and helpdesk support
 - Floorwalking, issue capture and issue logging
- **Deployment Scope**
 - Acute, community and mental health settings
 - NHS and private healthcare organisations
- **Support Modalities**
 - Remote, onsite, and at-the-elbow support
 - Blended go-live capabilities
- **Cutover & Command Centre Management**
 - Operational oversight and support
 - Regular reporting on key EPR-related themes and issues
 - Scalable ramp-up/down strategies
 - Transition planning to BAU
- **Governance & Risk Management**
 - Escalation process design
 - Risk identification and mitigation
 - Maintenance of risk registers

- **Resource Management**
 - Super user and floorwalker recruitment, training, and oversight
 - Resource modelling, scheduling, and reallocation
 - Screening, vetting, training, and assessment of all personnel

Service Benefits

- **Proven Methodology**
 - Integrated approach based on numerous successful go-live projects
- **Fully Managed Service**
 - Reduces pressure on client programme teams during go-live
- **Collaborative Partnership**
 - Ensures alignment with client goals and objectives
- **Broad EPR Expertise**
 - Experience with systems including Oracle Health, Epic, MEDITECH Expanse, Nervecentre, SystmOne, System C, Altera Sunrise, BadgerNet, RiO, Better Meds, Lorenzo, IMS Maxims etc
- **Versatile System Support**
 - Covers healthcare IT and clinical modules such as pathology, maternity, ePMA, theatres, anaesthesia & critical care, ED, and bespoke digital functionalities
- **Responsive & Scalable Support**
 - Highly engaged floorwalkers
 - Comprehensive coverage and efficient escalation
- **Cost-Effective Delivery**
 - Optimised support and implementation for EPR systems
- **Stakeholder Satisfaction**
 - Meets expectations of clinical, operational and executive stakeholders
 - Programme team feels supported for the duration
- **Post Go-Live Assurance**
 - Ensures continuity through robust post-go-live processes
- **Digital Oversight**
 - QR-based monitoring of floorwalker shift times
- **Sustainable Transition**
 - Knowledge transfer to BAU teams for long-term adoption success

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.