First Databank

FDB Multilex® Service Definition 2026

G-Cloud 15

Contents

1 Executive Summary
2 Solution Overview
3 Information Assurance
4 Disaster Recovery Provisions
5 On-boarding Process
6 Off-boarding Process
7 Service Management Details
8 Training
9 Ordering and Invoicing Process
10 Termination Terms
11 Customer Responsibilities
12 Technical Requirements
13 Trial Services

14 Executive Summary

FDB **Multilex®** is the UK's leading drug database and clinical decision support solution, trusted across more than 10,000 NHS and independent healthcare sites including primary care, secondary care, mental health, community services, out-of-hours providers and digital health platforms. Multilex provides the essential medicines knowledge and clinical decision support needed to underpin safe, consistent, and effective prescribing, dispensing and administration workflows.

Built and maintained by UK clinicians and a dedicated team of clinical informatics experts, Multilex delivers accurate, evidence-based and continuously updated medicines information. Integrated directly into electronic patient record (EPR) and e-prescribing systems, it ensures clinical users receive real-time alerts, warnings, dosing guidance and contextualised safety information at the point of care.

Now delivered through a modern, cloud-based architecture, Multilex provides healthcare organisations and system suppliers with faster deployment, automatic updates, elastic scalability, and enterprise-grade resilience powered by Microsoft Azure. This cloud delivery model reduces operational overhead, ensures continuous access to the latest content and NHS standards, and supports high-performance use across NHS environments.

FDB Multilex supports NHS organisations and suppliers to:

- Improve patient safety with active medicines checking clinical alerts and dosing support.
- Reduce prescribing errors through predefined dose sentences and intelligent, patient-specific dose algorithms.
- Enhance clinical and operational efficiency with continuously updated fully quality-checked drug knowledge.
- Ensure compliance with NHS standards including dm+d and DAPB4013.
- Adopt innovation more easily through cloud-based interoperability, faster deployment, and automatic content updates.

2. Solution Overview

FDB **Multilex** is a comprehensive medicines knowledge base and clinical decision support solution designed to support safer prescribing and medicines management across all care settings. For over 40 years, Multilex has been a trusted component of the UK's digital health infrastructure, supporting system vendors, NHS organisations, and clinicians with high-quality medicines intelligence.

Multilex integrates seamlessly within electronic patient record systems, e-prescribing workflows, and digital health platforms, providing essential real-time clinical checks at the point of care. Its functionality includes:

- Active clinical decision support including drug–drug interactions, therapeutic duplication, allergy checks, and contraindications.
- Intelligent dosing support using predefined dose order sentences and algorithms incorporating patient age, weight, and body surface area.
- Fully maintained, UK-specific medicines information, continuously reviewed and updated by FDB's in-house clinical pharmacists and researchers.
- Coverage across all major care settings including acute, mental health, primary care, pharmacy, community, and private healthcare.

Multilex also supports modern interoperability standards, including FHIR and DAPB4013, enabling consistent and safe transfer of medicines information between systems. Emerging innovations such as pharmacogenomic clinical decision support are incorporated to prepare organisations for future personalised-medicine workflows.

Cloud-Delivered Multilex

The recent transition of Multilex to a cloud-based platform introduces significant benefits for NHS Trusts and system suppliers:

- Automatic Updates – Always aligned to the latest clinical content, safety alerts, and NHS standards without manual intervention.
- Elastic Scalability – Easily expand usage across multiple sites without infrastructure constraints.
- High Availability and Reliability – Azure-powered resilience with built-in redundancy and failover mechanisms.
- Reduced Total Cost of Ownership – Hosting, monitoring, security, and performance are fully managed by FDB.
- Faster Deployment and Onboarding – Rapid provisioning accelerates implementation timelines.
- Data Security and Compliance – Encryption in transit and at rest with full alignment to NHS cybersecurity requirements.

This cloud-enabled model provides a frictionless way to integrate Multilex into NHS digital ecosystems, reducing operational burden while enabling faster innovation.

3. Information Assurance

Multilex Cloud is a cloud-based clinical decision support API service hosted within the United Kingdom and designed in accordance with the principles of data minimisation, security by design and proportional risk management.

The only Personal Data processed by FDB relates to authorised technical users of the Multilex Cloud Developer Portal and is limited to business contact and account administration information. This information is processed solely for the purposes of account setup and administration, access control, audit and security, support, and customer relationship management.

Multilex Cloud does not involve the processing of patient-identifiable personal data by FDB. Any clinical parameter values transmitted to FDB via API requests are received in a de-identified form which does not permit FDB to identify an individual. As a result, the service does not involve patient-level Personal Data processing by FDB.

FDB complies with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and applicable ICO guidance, and is registered with the Information Commissioner's Office (ICO Registration Number: ZA274627).

Multilex Cloud is hosted exclusively within UK-based Microsoft Azure regions. Microsoft Azure operates a mature security and assurance framework and holds internationally recognised certifications including ISO/IEC 27001 and ISO/IEC 27017. These certifications apply to the underlying hosting environment and infrastructure supporting the service. FDB's use of cloud hosting services is governed by contractual arrangements which require the hosting provider to maintain appropriate technical and organisational measures to protect information and ensure confidentiality, integrity and availability.

FDB implements proportionate technical and organisational measures to protect information processed in connection with Multilex Cloud, including:

- encryption of data in transit and at rest;
- role-based access controls and multi-factor authentication for administrative access;
- secure API gateway management;
- logging and monitoring of access and system activity to support audit and security oversight.
- Access to production environments is strictly limited to authorised personnel, all of whom are subject to confidentiality obligations.

FDB maintains an established information governance and security framework aligned with NHS and UK public-sector expectations, including defined accountability roles such as Senior Information Risk Owner (SIRO), Data Protection Officer (DPO) and Information Governance management.

FDB holds current Cyber Essentials and Cyber Essentials Plus certifications, providing independent assurance of its baseline cyber-security controls.

FDB can provide evidence of relevant certifications, policies and assurance documentation upon request.

4. Disaster Recovery Provisions

Multilex Cloud operates within FDB's organisational Business Continuity and Disaster Recovery framework, which applies across all hosted and API-based services. This includes reactive and proactive processes for managing service interruptions, incident response, and customer communications.

FDB uses four primary internal processes to support service restoration in the event of an outage:

- Handling customer queries
- Technical support and engineering response
- Managing non-conformities
- Out-of-hours escalation where required
- These processes enable timely and coordinated recovery actions.

Although Multilex Cloud is a stateless API that does not store patient-identifiable data, it relies on scheduled production of Multilex drug files. Under FDB's Business Continuity Plan, the Monthly Data Production (Drug Files) – Multilex process is classified as Medium Priority with:

- Recovery Time Objective (RTO): 24 hours
- Recovery Point Objective (RPO): aligned with last successful file delivery

This reflects the maximum tolerable downtime before Multilex content delivery would be affected.

Multilex Cloud is hosted entirely within Microsoft Azure UK regions, which provide built-in high availability, redundancy, and automatic failover capabilities at the infrastructure layer. Azure's availability zones help ensure continuity in the event of localised hardware or data centre failures.

FDB uses Azure-native monitoring, alerting, and logging to identify service issues quickly. Any service degradation triggers automated alerts to engineering teams, allowing rapid diagnosis and remediation.

FDB applies a consistent organisational security and continuity framework applicable to Multilex Cloud, including:

- Encryption of all data in transit and at rest
- Strict role-based access controls and multi-factor authentication
- Azure API Management for secure endpoint access
- Network security groups and firewalls to prevent unauthorised access
- Annual third-party penetration testing
- Regular information asset risk assessments
- Encrypted backups of system configuration and relevant operational data

Should an outage impact customers, FDB issues timely service notifications in line with its Incident Management Procedure, including updates on investigation status and expected restoration time.

5. On-boarding Process

FDB's optional Multilex onboarding process includes two main services:

1. Licensing for pre-go live activities provided by the clinical system vendor including system deployment, configuration, and training.
2. A review of a trust or hospital's pharmacy stock list or formulary to determine if there are any gaps in product coverage or clinical decision support. An additional service is available to work collaboratively with FDB to prioritise the authoring and delivery of any additional products and clinical decision support ready for go live.

6. Off-boarding Process

FDB Multilex solution is an integral (deeply integrated) component of the clinical system and can therefore only be de-activated by the clinical system vendor.

7. Service Management Details

FDB provides a structured and robust service management framework for Multilex Cloud, underpinned by the service levels and support processes set out in the Multilex Cloud Service Level Agreement (SLA). Key elements are summarised below.

- **Support Hours and Access**

Support is delivered by FDB's Customer Services team and is available during Contracted Support Hours, being:

09:00–17:30 (GMT), Monday to Friday, excluding public holidays in England.

Support requests may be raised by email or telephone. Voicemail and email inboxes are monitored to ensure that any queries submitted outside Contracted Support Hours are logged automatically and actioned from the start of the next Support Hours period.

All support cases are recorded in FDB's internal case management system and assigned a unique reference number for full traceability from receipt to resolution. Activity logs and status updates can be provided to the customer on request.

- **Authorised Support Contacts**

To ensure secure and effective case triage, support queries must be submitted by the customer's nominated Designated Contacts. On receipt of a support request, FDB acknowledges the query by email and begins triage in accordance with the SLA.

- **Incident Management and Prioritisation**

All incidents and support cases are categorised jointly with the customer by reference to priority level. Each priority level has a corresponding target response time, consistent with the Multilex Cloud SLA. Examples include:

- Priority 1: critical or total loss of service; target response within 1 hour
- Priority 2: significant functionality degradation; target response within 2 hours
- Priority 3–5: non-critical issues, configuration queries or information requests

FDB provides ongoing updates during investigation, notifies the customer upon resolution, and seeks confirmation prior to closure.

Security-related incidents are flagged accordingly and receive accelerated triage. Temporary mitigations may be applied where necessary to protect the cloud environment.

- **Availability and Performance**

FDB uses reasonable endeavours to ensure that the Multilex Cloud API is available not less than 99.9% of the time, measured monthly across all API endpoints. Availability excludes scheduled maintenance, emergency security work, customer-side issues, and other standard categories of excluded downtime as defined in the SLA.

- **Maintenance**

Scheduled maintenance is ordinarily carried out outside business hours with at least 48 hours' notice.

Emergency maintenance may be performed without notice where required to address urgent security or operational issues; notice is provided as soon as reasonably practicable.

Both scheduled and emergency maintenance are treated as excluded downtime for uptime calculation purposes.

- **Call Logging and Out-of-Hours Handling**

Calls or emails received outside Contracted Support Hours are automatically date- and time-stamped and queued for action at the start of the next Support Hours period.

- **Escalation**

The SLA includes a formal escalation pathway enabling customers to raise issues to FDB senior management where required. Escalation contact details are provided within the customer's contract documentation.

8. Training

Training is specific to how Multilex has been implemented into the clinical system, so training is clinical system specific and provided by the clinical system vendor as a part of the deployment or onboarding process.

Detailed Multilex implementation guides will be made available upon request.

9. Ordering and Invoicing Process

Invoices for the License Fees and any other applicable charges shall be issued in accordance with the Call-Off Contract. All invoices shall be payable within thirty (30) days of receipt of a valid invoice. All payments shall be made in pounds sterling.

10. Termination Terms

Termination terms are set out in the Call-Off Contract.

Upon termination or expiry, each party shall, within fourteen (14) days, return or securely destroy all Confidential Information belonging to the other party. Where destruction is requested, written confirmation shall be provided within seven (7) days of completion.

11. Customer Responsibilities

The customer shall:

- promptly submit End User Declarations in accordance with the Agreement between the parties;
- ensure that FDB Multilex users are in compliance with all reasonable specifications and other reasonable instructions given by First Databank UK Limited from time to time and notified to Licensee in writing and are otherwise in accordance with the provisions of this Agreement;
- provide reasonable cooperation and information to enable FDB to verify compliance with the licence terms, primarily through usage logs and telemetry available within the cloud environment;
- ensure that all authorised End Users comply with the applicable licence terms and conditions and are appropriately trained in the use of the service. The customer remains responsible for the acts and omissions of its End Users;
- use the service in accordance with fair and reasonable usage principles and refrain from excessive, abnormal or inappropriate usage, including unauthorised load testing, stress testing, or high-frequency API calls
- ensure that the following disclaimer is communicated to End Users:

Disclaimer

IMPORTANT NOTICE:

First Databank UK Ltd is proud of the extensive editorial and quality control procedures which it has developed over many years. However, since every patient's history is different, and even the most exhaustive sources of information cannot cover every possible eventuality, you should be aware that all information is provided from the Licensed Solutions on the basis that the healthcare professionals responsible for patient care will retain **FULL** and **SOLE** responsibility for deciding what treatment to prescribe or dispense for all patients and, in particular whether the use of any drug or other Licensed Solutions is safe, appropriate or effective for any particular patient or in any particular circumstances.

This is because (and all healthcare professionals should bear in mind):

1. The Licensed Solutions are intended to supplement, not substitute for, the expertise and judgment of physicians, pharmacists or other healthcare professionals.
2. The Licensed Solutions and those who are responsible for their construction, operation and maintenance do not know the particular circumstances, condition or medical history of particular patients or groups of patients and so cannot advise as to particular cases.
3. While the Licensed Solutions use reputable sources of information, such as published data of pharmaceutical manufacturers, it does not validate or verify the information received from third parties.
4. The information stored on the Licensed Solutions is not exhaustive. It therefore cannot be relied upon as complete.
5. Although the information stored on the Licensed Solutions is updated on a regular basis, healthcare professionals should ensure that they are satisfied that the information they have is current.

12. Technical Requirements

The customer will require the following to use the FDB Multilex Cloud Service:

· Internet connection

Each customer will require:

· FDB Multilex Cloud

· Compatible clinical system

FDB shall outline full technical requirements as part of the onboarding process (Multilex in the cloud development portal and documents)

13. Trial Service

Access to FDB's Multilex Cloud Service can be provided upon request.

For more information please contact:

David Howard
Account Manager
Call: +44 (0) 7900588712
Email: david.howard@fdbhealth.com
First Databank UK Ltd
Stratus House, Emperor Way, Exeter, EX1 3QS
www.fdbhealth.co.uk