

Digital Health and Care Apps & Services Portal for Commissioners and Providers

Introduction to Our Mobile Health

Our Mobile Health (OMH) specialises in identifying and assessing relevant health and medical apps and digital solutions. We enable healthcare organisations and local authorities easily to identify good health and care apps and services, and provide them with confidence to recommend, deploy and socially prescribe digital solutions to their community of patients, staff and public.

Clients include:

- NHS England
- Public Health England
- NHS Digital
- Parkinson's UK
- EMIS Health
- Janssen UK (pharma subsidiary of Johnson & Johnson)
- British Association of Sports and Exercise Science
- MSD Healthcare Services
- London CCG's

Product	Digital Health and Care Apps & Services Portal for Commissioners and Providers
Description	A portal solution offering a database of high quality health and care apps/digital services that have been assessed against the latest NHS guidelines and regulations. Mobile apps that have been peer reviewed suitable for your community of patients, staff or public; you can confidently select, recommend, deploy and socially prescribe.
Benefits	<p>For service providers:</p> <ol style="list-style-type: none"> 1. Confidence your apps/services best suit your users' needs; 2. Ensure compliance with all relevant laws, regulations and standards; 3. Avoids need to conduct own app reviews and due diligence 4. Raise digital literacy by involving own community in assessment 5. Provide co-branded database of relevant assessed apps 6. Minimise risk with white list of suitable services 7. Keep up to date with latest innovation and health-app developments 8. Assessment includes expert review 9. Ensure compliance with all relevant laws, regulations and standards

Features	<ol style="list-style-type: none"> 1. Assessment to highest NHS Digital-approved standards; 2. Usable remotely, from anywhere; 3. Always up-to-date with current/upcoming regulation, standards & best practice; 4. Additional apps/wearables reviewed on request; 5. Portal can include apps, digital services and wearables; 6. Configurable portfolio and categories, see the health apps/wearables required; 7. Highly experienced team always on call.
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Additional Service Information

Ordering and Invoicing	Ordering can be done via the web site, via email or the phone. The order includes an annual maintenance fee. An invoice can be sent by email, on placement of the order. Bespoke arrangements can be discussed on an individual contract basis. Upon receipt of an order, a relationship manager will confirm the details and commence the assessment process.
On Boarding /Off Boarding	When contract is placed, your relationship manager is allocated and will commence the process for your app assessment.
Back-up /restore & disaster recovery	All relevant data will be continuously backed up, ensuring that, the agreed service will be maintained to the customer.
Service Management Details	The app assessment process is continually monitored to ensure that it remains relevant and up to date. Customers will be consulted on all changes.
Subcontractors	Our Mobile Health uses a number of specialist subcontractors and freelancers from time to time in order to be able to offer a sustainable and up to date service. These are subject to change as the service is improved. Expert reviews are conducted by experts in their field and Information governance professionals, health professionals, clinicians, academics and policy experts.
Service constraints	This service is only applicable for health, care and medical apps and digital services.
Service Levels	<p>Service Support is available between 09.00-17.00, Monday to Friday, excluding bank holidays and the period between Christmas and New Year.</p> <p>Issues can be reported via email via the portal or phone as detailed on the website www.ourmobilehealth.com</p> <p>Our Mobile Health has an escalation procedure, if customers feel that an issue is not being appropriately addressed.</p> <p>App Publishers can access the service 24 hours a day, 7 days a week. Where occasional service outages are planned, users will be contacted in advance.</p>

Training	The services are designed to be self-explanatory. Training can be set up if required. Please contact Jill.Riley@ourmobilehealth.com
Termination terms	Termination can be given at any time prior to the commencement of the assessment of the app. If the app has been assessed and is then withdrawn, please let us know by email at Jill.Riley@ourmobilehealth.com
Data restoration & Service Migration	Customers will be contacted in the event the service is migrated, with sufficient notice to ensure any necessary action can be taken. This is managed in line with the NHS Digital IG Toolkit, ITIL and ISO 27001 best practice.

Customer Responsibilities	<p>It is the customer's responsibility to ensure that Our Mobile Health</p> <ul style="list-style-type: none"> • Receives full disclosure of relevant facts at the beginning of the assessment; • Is informed of material changes to the app that are made during the period when OMH are showing the app on their recommendation platform, and that may impact the assessment.
Technical Requirements	We focus primarily on mobile apps made available for iOS or android. We will need to be able to download a copy of the app/service in order to be able to review it.