

Advanced Referral & Triage (ART) Standard Service Design

Reference: ART-SD

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2 Key Contacts

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3 Service Overview

This document sets out the core Service Definition for psHEALTH's Advanced Referral & Triage (ART) software ("the Solution").

ART is a workflow-based solution (unlike many clinical systems) designed to support organisations with the management and triage of referrals. The workflow can be automated and managed through the use of the Rules Engine (a configurable application within The Solution that can be used to drive workflow logic).

When fully deployed;

- The Solution can import referrals from various sources
- Referral information can be automatically extracted, and subsequently checked and validated in ART
- Triage can be manually completed by a Clinician in ART or auto-triaged (/skipped) via configuration of the Rules-Engine
- The Solution can then book referrals or register the patient as required into the relevant systems
- Reporting and Monitoring will be provided to support Contract Management and to track the Efficiency and Safety of the process

ART will also from time to time release software updates to improve/ update functionality. The customer will be notified of these updates.

4 Inbound Process (Import)

The Solution can import referrals from various sources including eRS, email, webform

5 Referral Validation

Referral information can be automatically extracted, and subsequently checked and validated in ART

Referrals can be directed automatically onto the next stage of the workflow or, if service criteria not met, can be rejected or sent to GP to ask for more information

6 Triage

Triage options will be configured according to customer requirements.

ART functionality allows you to

- Skip Triage/Auto-triage: define particular combinations of input data that automate a booking outcome
- Complete Clinical Triage manually: Clinicians will be able to assess and direct referrals to a variety of different services by selecting triage outcomes. Triage outcomes will decide the service(s) a referral is booked into and which booking workflow should be initiated

7 Booking

Booking may be completed in a number of ways including directly booking into slots, registering the patient on an internal system or sending the referral onto to an external provider.

Booking options are configured according to Customer requirements.

8 Reporting

ART will support the Customer to deliver valuable reporting.

Reporting will focus on the following objectives:

- 1) **Service delivery and outcomes:** what outcomes the service is delivering

- 2) **Efficient delivery:** where the process is taking operator time and how we can improve
- 3) **Safe processing:** system checks that every referral has been processed correctly and in a timely manner

9 Additional Features

There are a number of other features in ART that support clinical and operational decision-making and efficiency.

ART will also from time to time release software updates to improve/ update functionality. The customer will be notified of these updates.

10 Pricing

Contracts for full ART functionality start from £30,000 license fee per annum and are based on size (number of referrals) and complexity of the service / group of services.

Cost per referral ranges from £0.75 to £1.50