

Service Definition

Patient Engagement Platform



DrDoctor Patient Engagement Platform

We believe the future is smart, data driven value-based healthcare systems, with patients at the centre and patient engagement as the driving force. We provide software and transformation services to support NHS organisations; to fundamentally change the way they work and make this future a reality.

The Patient Engagement Platform is made of three pillars:

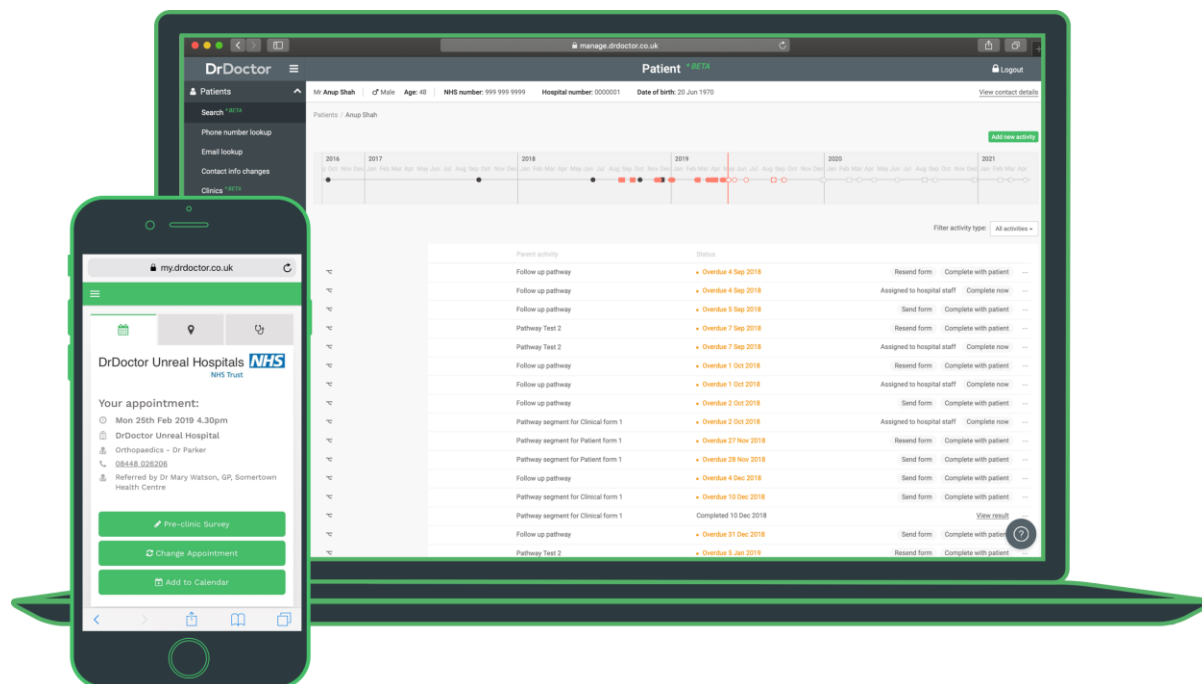
1. A patient portal and personal health record (PHR)
2. Patient self-booking and operational automation modules
3. Value-based healthcare, PROMs and clinical efficiency modules

The platform allows organisations to effectively manage communication and shift their population to digital channels. We provide patients with access to a range of tools to access and contribute to their care. Patients can choose their preferred channel e.g. email, SMS, portal, digital correspondence and interactive voice messaging (IVM).

Staff are given access to modern tools to manage relevant aspects of the platform, such as reporting and analytics, along with easy-to-use configuration features.

Together these tools allow new ways of working: fully digital outpatients services, reduction in face to face and unnecessary appointments, better attendance rates, closer monitoring of outcomes and risk, and a more patient centric service.

We pride ourselves on the digital transformation service we deliver alongside the technology platform. Our team partner with NHS organisations to design a solution that fits your needs, and to ensure each project is successful. We are committed to ensuring the success doesn't finish at the end of the project, and we work with you so that the benefits of the platform continue to be realised. We have expertise and experience which we use to provide knowledge and recommendations on how best to approach certain challenges and to deliver innovative, transformational projects to the NHS.



For the G-Cloud Digital Marketplace, the DrDoctor platform includes the following modules:

- Portals and Personal Health Record (PHR)
 - o Patient Portal
 - o Staff Portal
 - o Digital Correspondence
- Booking and Operational Automation
 - o Notifications
 - o Scheduling
 - o Patient-led Booking
- Value-based healthcare, PROMs and clinical efficiency
 - o Digital Patient Assessments

The platform is provided as a fully-managed cloud-based service and does not depend on manual input by reception staff or call centres. In the background, it is set up to tightly integrate with your existing systems.

To get an idea of how DrDoctor works, try our mini-demo by texting APPDEMO to 07860 026 344 or visit <https://nhs.my/demo>.

Portal and Personal Health Record

Patient Portal

The patient portal is the foundation of the DrDoctor platform. It provides users with real-time information in an easily accessible way.

The portal is designed to be a seamless part of the health and care journey, so that it's not "another system" that patients need to manage. Patients access detailed information about their care through the web-based and device-responsive application.

DrDoctor portal includes secure two-factor authentication and full audit history which is accessible to authorised staff members.

Within the portal, patients can:

- View a list of past and future appointments across care-providers and settings (if enabled and integrated)
- Update their demographics and messaging preferences
- Read and send secure messages with their care teams
- See information about upcoming appointments, such as
 - o Date, time, clinician, speciality etc.
 - o Location, including internal and external mapping and wayfinding and travel information
 - o Specific details about their clinic e.g. what to prepare for their appointment
- Access their correspondence (with appropriate module)
- Change, cancel and book appointments (with Booking modules)
- Complete forms and assessments (with Digital Patient Assessments module)
- Monitor symptoms over time
- View past assessments
- Import and view data from their party apps and devices such as FitBit and Apple Watch (if enabled and integrated)
- Update their personal health record, where appropriate and integrated

The portal is white-labelled, and will be branded using Trust colours and logos.

Staff Portal

Staff are given access to tools to manage relevant aspects of the platform and care journey, such as up to date outcomes scores, access to the patient's history, reporting and analytics, along with easy-to-use configuration tools.

The staff portal includes role-based access control (RBAC) so that control is given to the organisations to restrict access to only the information that is required. Integration with Active Directory is available on request.

Integration

The foundational portals module also includes one integration to your primary administration system. In hospitals, this is typically the Patient Administration System (PAS). The specifics of the integration approach and dataflows will be agreed between DrDoctor and the client as part of the scoping phase. Integration to additional systems can be included at an extra charge.

Digital Correspondence

As the world becomes increasingly digital, an obvious improvement for NHS organisations is to move patient correspondence online. This solution delivers immediate cash savings for organisations as they stop spending on post. Using digital letters in conjunction with portal and notification modules, allows us to deliver market leading conversion to digital.

DrDoctor provides a secure solution for accessing correspondence including appointment and clinical letters. The solution allows patients to choose their preferred method (paper or digital) and are prompted to go paperless to encourage adoption and drive down costs.

Organisations can choose their adoption model:

- Paper-by-default: send a paper letter unless the patient opts into digital communication.
- Digital-by-default: send a digital letter unless the patient opts into paper communication

Even where a patient has chosen to go paperless, the solution includes a fall-back option if they haven't managed to read their document. Organisations can include a print-by-date so that if the patient does not access their digital letter before their appointment, a paper letter is sent.

Correspondence is sent to the portal via an API developed by DrDoctor. This allows two-way integration with the sending system e.g. outsource print suppliers. The API specification can be provided on request or we can provide a list of approved and tested partners to provide a complete digital and physical correspondence solution.

Read more: <https://www.drdoctor.co.uk/resources/digital-communication-in-the-nhs-lets-not-forget-patient-safety>

Booking and Operational Automation

Notifications

Notifications enables organisations to achieve the basic requirement in digital patient engagement: automation of appointment confirmations and reminders. Organisations can also send ad-hoc SMS messages, to patients e.g. to inform a patient group of cancelled clinics, or secure messaging for clinical correspondence. This entry-level module enhances communication with patients with minimal organisational change or training for staff.

A substantial amount of research has been done to show the impact of SMS communications on DNA rate. Sending timely automated messages to patients is a straightforward way to improve the likelihood that they will show up for their appointment.

The module allows users to access information in a way that is relevant to them. Patients can choose their preferred method of communication, such as SMS, email or Interactive Voice Messaging (IVM). Staff are sent information by email or can access the information in the online portal.

Read more: <https://www.drdoctor.co.uk/resources/ignore-the-stigma-going-digital-can-help-all-of-us>

Scheduling

Appointment management automates and enhances the processes associated with appointment booking in the NHS. It enables patients to change and cancel

their appointments themselves, via an online portal, smartphone or 2-way SMS service, with email, SMS and Interactive Voice Messaging (IVM) notifications. Patients can also access tailored information about their care.

The product builds on the communication channels established using the Notifications module, and specifically targets improvements in clinic utilisation. This is achieved through the use of smart algorithms that allow patients to book into slots which have become free at short notice.

The module can significantly increase productivity and reduce the cost of service provision or increase income under Payment by Results (PbR). The financial value of cancelled slots that don't get refilled is as large as DNAs for most NHS organisations.

By putting appointments online, we can reduce the administrative workload for your teams and give patients choice, control and convenience by allowing them to pick their preferred contact method.

Read more: <https://www.drdoctor.co.uk/resources/late-cancellations-the-hidden-opportunity/>

Patient-Led Booking

Patient-led booking is a fundamental shift towards patient ownership of their appointments and their care. This approach is strongly advocated by the Five Year Forward View but can be challenging for Trusts to implement as it requires more administrative overhead.

DrDoctor solves this problem by placing patients on a wait list and automatically contacting them closer to the date of their appointment. This helps to make the process both patient-driven and efficient for booking teams and admin staff. It also reduces the clinical risks around patients being 'lost' without appropriate follow up care.

In order to reduce calls to the booking team, patients are notified that they have been added to a waitlist and gives them an estimated wait time. When they become eligible, the platform then automatically sends them a range of slots to choose from. Choosing a convenient time closer to the appointment date means patients are less likely to DNA.

DrDoctor also works with organisations to cleanse their waitlist data. We help to reduce waiting lists by messaging every patient to find out if they still require the appointment they are waiting for.

Read more: <https://www.drdoctor.co.uk/resources/partial-booking-outpatient-clinics-what-are-the-benefits>

Value-based healthcare, PROMs and clinical efficiency

Digital Patient Assessments

NHS organisations use these digital tools to collect insights from their patients and clinicians. Online forms can be attached to an appointment in order to better understand expectations and outcomes. The module supports one of four key uses:

- Pre-clinic assessments
- Patient Reported Outcome Measures (PROMs)
- Patient Reported Experience Measures (PREMs)
- Clinically Reported Outcome Measures (CROMs)

DrDoctor has been proven to improve outcome measurement, compared to paper forms. Furthermore, automation of form delivery reduces the administrative workload.

The module will provide organisations with access to the form builder to create custom questionnaires. This allows them to collect the data that matters whilst driving consistency across the organisation.

This is an area of active product development. Please contact us if you're working on use cases where it may be helpful e.g. follow-up management, appointment triage.

Read more: <https://www.drdoctor.co.uk/resources/reducing-unnecessary-follow-ups-lets-schedule-with-need-not-time>

Transformation Services

Integration

DrDoctor is intended to be tightly integrated with your existing systems to reduce the workload on your staff. Our expert technical team will work alongside your IT resource to ensure that all data integrations are secure, reliable and pave the way for improved dataflows across the health system.

On-boarding Process

We will tailor a deployment package to your needs. This will include staff training, governance set up, project management, operational & technical support, system tailoring by our product experts.

By default, the DrDoctor Transformation Services includes full implementation resource, and on-going user and technical support. A 'light'-version of implementation resource is available subject to a discussion with the DrDoctor team regarding suitability for your requirements and organisation.

Timescales

Service deployment normally takes between two weeks and six months (from initial scoping to full deployment). The exact details are determined following detailed discussions about your requirements.

Support & Success Services

DrDoctor appointment management is provided as a fully managed service and requires relatively little ongoing support. Support channels are telephone, email, web chat and onsite as appropriate.

Post-onboarding, our service package includes ongoing KPI and benefits tracking with coaching and support for management teams to maximise their benefits.

Other Information

Roadmap

At DrDoctor we are always thinking about what's coming next. We focus on innovating and tackling key challenges. If there is an area of your organisation which can be improved by use of technology or better communications, please get in touch. To see what's currently on our roadmap, contact labs@drdoctor.co.uk

Data Extraction/removal Process

Organisations can extract all data by exporting to CSV. Access to data contained in DrDoctor is available via a set of APIs.

Backup and Disaster Recovery

All data is stored in a fully hosted data centre with automatic backups and recovery. In addition, much of the data used by DrDoctor is transient - a replica of data stored in other systems, and as such those systems act as a live master at all times.

Information Assurance

All our systems that handle patient data are connected to the HSCN network and are hosted in ISO 27001 compliant data centres. All data storage is encrypted by default using AES 256. Transmitted data is secured using TLS. DrDoctor is certified IGSoc L3 at 100% on the IG Toolkit.

Termination

You can terminate the service at any time – we don't require you to lock-in to our services for an extended period. We will normally terminate the service 30 days after providing notice, or at a mutually agreed future date.

If we remove a service from G-Cloud, you can still use the service for the duration of the period of the services you have purchased. You will have to procure the item via another route for subsequent access to the services.

Screenshots

