



G-Cloud Service Definition

myCarepod Personal Health Record as a Service

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Proprietary and Confidential

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The document is publicly available in the Digital Marketplace however Excelicare does not give consent for the information to be copied, modified or reproduced in any other way rather than for the purpose of evaluating Excelicare's Excelicare myCarepod Personal Health Record offering as part of the Client's purchasing process.

The proposition in this document is subject to Excelicare Terms and Conditions which is also available to review in the Digital Marketplace and will not be binding until Excelicare and the Client have a signed and agreed a final agreement.

Introduction

This document has been produced as part of the G-Cloud procurement portal and will give you further information on the services which we provide.

Excelicare® myCarepod - personal health record overview

Excelicare has developed the myCarepod app to meet the needs of organisations in engaging with the people under their care based on research which shows that through this engagement better coordination of care can be achieved, outcomes can be improved and costs can be reduced.

myCarepod can help people understand their condition in more depth, capture their own data regarding their conditions and general wellbeing and to provide guidance from their healthcare provider. myCarepod connects to a provider's Excelicare electronic medical record to allow a single view of all relevant information captured from the person/patient in terms of medication compliance, Telehealth readings and trends, Activities of Daily Living trends as well as deliver alerts and messages to the person to encourage positive activities to keep them well.



The myCarepod app offers –

The ability for a person to **Monitor** their own care

Monitoring **Compliance** with medication and other therapies

Managing appointments across the care pathway

The ability to complete a **Health Diary**

An opportunity to send a **Message** to my care team, including GPs, specialist carers, etc

The chance to keep in touch with my **Support Group** and interact with them

The ability to respond to **Risk Assessments** based on my personalised care plan and specific conditions and requirements.

Utilising Excelicare as the engine for the coordination of care, the real potential of myCarepod can be unlocked by using population health data to engage with the right patients at the right time with its' ability to drive personalised care interventions through the use of evidence-based health rules,

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something that is known to motivate people at times when they are more likely to act on their health and wellbeing needs.

By utilising the Risk Assessment capabilities in conjunction with their existing health and wellbeing data, our solution can monitor key metrics in real-time and use pre-defined triggers to make myCarepod data actionable at scale. Dashboards also help in the discovery of gaps in care and compliance of both providers and patients to the care protocols that have been implemented. Combining the ability to manage personal and population health offers the opportunity to build and deliver an effective person-centred health care system.

By implementing this at scale and integrating with existing healthcare systems and EMRs, true Patient Centred Healthcare can be achieved to improve outcomes for the person and the area in which they live.



“My Health My Self”

My Health My Self is a Cloud based health and wellbeing maintenance system incorporating Excelicare and myCarepod.

We believe that by providing individuals with tools to achieve wellbeing and control over their healthcare they will transform their lives. “My Health My Self” constructs an individual’s healthcare profile based upon clinical assessments, for physical and mental health. This is combined with information from wellbeing programs such as exercise, stress management, and weight control, in order to facilitate in the management and control of the individual’s own healthcare requirements.

Personalised health and wellbeing programs that incorporate individual genetic, clinical, behavioural, cultural and environmental information to define individual prescriptions for health maintenance, disease prevention and tailored therapy fundamentally transform healthcare. “My Health My Self” goes further by the provision of circles of care where individuals can call on support from peers, friends, family and carers to be involved in their healthcare management. They can also seek information on medicines, seek advice from others with a similar clinical profile or search an on-line library for help on their condition.

Information Assurance

Excelicare have held ISO 9001 since 2004 for the provision of clinical information systems and are accredited to the latest 2015 version of the standard.

Under this comprehensive framework Excelicare undertakes monthly internal audits to ensure that all policies and procedures are adhered to. We also engage with our clients on a regular basis so that we can receive continuous feedback and take corrective action if required.

Excelicare appreciates the need for secure data sharing and as such have their own Health and Social Care Network Connection to support their client base and are also fully accredited against the Data Security and Protection Toolkit.

Excelicare have also held ISO 27001: 2013 since 2015 for the provision of clinical information systems.

Backup/Restore and Disaster Recovery

Our Tier 3 data centres will provide resilient backup and restore facilities, with the backup regime being carried out on a daily basis to protect the client’s data.

Our Disaster recovery options include Bronze, Silver and Gold service levels which will be discussed to meet your specific needs as part of any project planning.

On Boarding

- Clients will contact Excelicare to discuss specific requirements, e.g. interfacing and integration requirements into existing systems.
- Specification will be agreed between Client and Excelicare.
- Project initiation and planning will be agreed between Client and Excelicare and work can then begin.

Off Boarding

- Clients must provide 30 days’ notice of termination via normal communication lines.
- Excelicare will work with the client to extract any data that they require from the service. If termination is given before the contract ends there will be an additional charge for this service.
- After contract termination the right to user Excelicare ceases, all live client data will be deleted and specific backups will be destroyed. All relevant accounts will also be decommissioned.

Support Subscription

We provide Support Services to the Client as agreed determined by the Support Subscription Tier selected by the Client. We offer three subscription tiers: Silver, Gold and Platinum.

Updates shall be provided to the Client at no additional charge, however installation services for such Updates, if any, shall be provided at applicable discounts in effect for the tiered subscription that the Client has purchased. All such Updates shall be considered part of the Products and shall be subject to the Software Usage Rights and our provision of support services set forth in the supply agreement.

We release new major versions of our Software and Products approximately every (30-36) months. We will offer to Clients the opportunity to purchase a license to use and deploy the new Software version as part of a Software Upgrade ("Upgrade") from the prior supported major version of the Software in use by the Client. Upgrades shall be offered to the Client at the prices in effect for the Software version inclusive of any agreed discounts or promotions at that time. Installation services for such Upgrades shall be provided at applicable discounts in effect for the tiered subscription that the Client has purchased.

	SILVER	GOLD	PLATINUM
Weekday Support	Mon - Fri (9AM - 5PM)	Mon - Fri (8AM - 8PM)	N/A
24 x 7 Support	-	-	✓
Holiday Support	-	✓	✓
Maintenance Window	During Support Hours	During Support Hours	As Requested
Maintenance Updates	Included	Included	Included
Minor Release Updates	Included	Included	Included
Update Deployment	Standard Charge	20% Discount	Included
Major Release Upgrades	Standard Charge	10% Discount	20% Discount
Change Requests	Standard Charge	10% Discount	20% Discount
Upgrade Deployment	Standard Charge	10% Discount	20% Discount
Training	Standard Charge	20% Discount	3 Free Sessions Annually
Target Initial Response Time	Critical - 4 hours High - 1 day Medium - 2 days Low - 5 days	Critical - 2 hours High - 4 hours Medium - 1 day Low - 3 days	Critical - 1 hour High - 2 hours Medium - 4 hours Low - 1 day
Target Resolution (Critical)	Work-around - 48 hours Final Resolution - 10 days	Work-around - 36 hours Final Resolution - 7 days	Work-around - 24 hours Final Resolution - 5 days

Target Resolution (High)	Work-around - 5 days Final Resolution - 20 days	Work-around - 3 days Final Resolution - 15 days	Work-around - 2 days Final Resolution - 10 days
Target Resolution (Medium)	Work-around - 15 days Config Issues - 30 days Bug Fix in future Minor	Work-around - 10 days Config Issues - 20 days Bug Fix in next Minor	Work-around - 5 days Config Issues - 10 days Bug Fix in next Maint.
Target Resolution (Low)	Bug fix in future Minor	Bug fix in future Minor	Bug Fix in next Minor
Priority Case Routing	-	-	✓
Login access to Support Portal	1	3	10
SLA Reports	Semi-Annual	Quarterly	Monthly
Available Online Real Time Reports	-	-	✓
Technical Account Manager	-	✓	✓
Account Review	Annually	Semi-Annual	Quarterly
Minimum Term	3 Year	3 Year	3 Year
Maximum Term	5 Year	5 Year	5 Year
Multi-Year Renewal	✓	✓	✓

We provide this service based on ITIL principles, complying with defined and Client agreed service levels which will cover all support response times, maintenance updates and change controls.

The Excelicare Electronic Medical Record will be supported under our Support Subscription Tiers Service Level Agreements, which can be tailored to suit the requirements of the Client and will be finalised as part of the project implementation planning.

Managed Cloud Service

In addition to our Support Subscription services we offer clients a Managed Cloud Service with Excelicare deployed and managed on Microsoft Azure infrastructure.

Below are the attributes associated with the Excelicare Managed Cloud Services Subscriptions for clients whose deployments are hosted and managed by us.

SERVICE	BASIC	STANDARD	PREMIUM
Managed Infrastructure Services	Included	Included	Included
DB Administration Services	Included	Included	Included

MSFT Windows Server License	Included	Included	Included
MSFT SQL Server License	Included	Included	Included
OS Patching (Quarterly)	Included	Included	Included
Security Patching (Immediate)	Included	Included	Included
Platform Update Deployment	Included	Included	Included
Platform Upgrade Deployment*	Standard Charge	20% Discount	Included
Regulatory Compliance (HIPAA / PHIPA / GDPR)	Included	Included	Included
Anti-Virus Protection	Included	Included	Included
DDoS Protection	Included	Included	Included
Data Backup	Included	Included	Included
High Availability*	-	Standard Charge	20% Discount
Site Recovery (Recovery Point Objective – RPO)	-	4 hours	1 hour
Site Recovery (Recovery Time Objective – RTO)	-	24 hours	4 hours
Quarterly PEN Testing	Included	Included	Included
Annual PEN/TRA Testing & Certification*	Standard Charge	20% Discount	Included
24x7 Monitoring (Performance, Security, Infrastructure)	Basic	Enhanced	Enhanced
Platform Alerts	-	-	Included
Data Sovereignty	-	Included	Included
GEO-IP Access Rules / Whitelist IP*	-	Standard Charge	Included
Managed UAT Environment*	-	Standard Charge	Included
Auto Scale	-	Standard Charge	Included
Reports*	-	Basic	Enhanced
Application Management (user, acl, pcp, ICD10, etc.)*	-	Standard Charge	20% Discount

* Optional service available to some tiers at a charge. The **Standard Charge** reflects the prevailing charge in effect with Practive at the time an optional service is requested.

DEPLOYMENT CONFIGURATIONS

Below are the attributes available to Excelicare Cloud Deployments for clients whose deployments are hosted and managed by us.

DEPLOYMENT ATTRIBUTE	BASIC	STANDARD
Web Server	1	2
Integration Server	0	1
Config Console	1	1
DB / Reporting Server	1	2
UAT Server	Optional Charge	1
Application Gateway (Firewall)	1	1
Management Server	1	1
Available Managed Cloud Service Tier	Basic	Standard/Premium

The Basic deployment configuration is available to clients for whom there are no SLA requirements for system availability and recovery, and for whom Basic services meets their business continuity and support requirements. Excelicare highly recommends that clients always adopt a minimum deployment of the Standard configuration and services.

Clients with additional deployment requirements beyond those specified for a Standard deployment configuration, are requested to contact their Excelicare representative to discuss these needs.

Service Constraints

- Excelicare will perform updates on a pre-agreed schedule, working with the Client to minimise any service downtime.
- Excelicare will perform certain customisation to the service dependent upon the Client requirements and these will be provided as part of our offering with no extra charge. Should the Client wish additional customisation this can be offered on agreement.

Service Levels

In general terms these are what we can offer:

- Response time for accessing screens of our Excelicare Electronic Medical Record should be within 3 seconds (at minimum) 99% of the time.
- Response time target for simple searching of information and displaying the results should be within 5 seconds 95% of the time.
- The system availability target of the online service is 99.9%.
- Excelicare offer Service Level Agreements, which are in accordance with our Support Subscription Tiers providing the Client with options to suit their requirements. The selection of the required Support Subscription Tier by the Client will be finalised as part of the project implementation planning.
- Excelicare provides Clients with an online Support portal for raising and tracking tickets
- All calls logged will be responded to with a ticket number for tracking purposes.

Training

Excelicare offers a 'Train-the-Trainer' approach to training and as such will create a tailored training package which will match the project requirements and provide the Clients with a fully comprehensive course.

Training can be delivered on site at Excelicare premises, on the Client site or via technologies such as Webex. The trainees will also be provided completed training manuals which they can take away with them after the training has been completed.

Ordering and Invoice Process

- Clients must contact sales@excelicare.com and provide the following information:
 - Client details
 - Number of registered users and concurrent users
 - Number of interfaces to third party solutions required
 - Specification of customisations (if required)
- On receipt of the order and all clarification questions having been answered, confirmation of the order will be sent to the Client including detailed cost breakdown.
- Client must then confirm acceptance of order, costs and associated terms and condition.
- Clients will be invoiced on a monthly basis and payment must be made within 30 days.

Termination Terms

Please see the Excelicare Terms and Conditions document uploaded to the G-Cloud portal for full details.

Data Restoration / Service Migration

In the event of service migration, the primary concern of any Client will be to have an effective exit transition which focuses on the protection of service continuity during the termination period. As such Excelicare will provide a plan which details our approach to a controlled exit or transfer of services from Excelicare back to the Client or their representative.

Technical Requirements

myCarepod is designed to work with mobile devices supporting iOS and Android operating systems and supports integration to Internet of Things (IoT), medical devices and wearables

*****END OF DOCUMENT*****