Inhealthcare Ltd

Patient Engagement Platform

Service Definition G-Cloud edition

inhealthcare

Public

Inhealthcare Ltd overview

Service Description

Overview

Inhealthcare's digital health platform forms the infrastructure for radical change in healthcare through enabling patients to be cared for outside of hospital walls. The cloud based technology is delivered from within a secure NHS data centre behind the NHS firewall allowing clinicians to monitor patients safely and securely.

The platform services and apps are built on the Business Process Model and Notation (BPMN) model which is designed to support rapid innovation and reduces the need for software coding and allows new services to be built in a matter of hours.

The platform is integrated with hospital and primary care systems, allowing data to be shared easily between healthcare professionals.

Our framework gives third party apps a secure environment into the NHS infrastructure. We ensure third party apps comply with information governance procedures, while allowing the secure transition of patient data into GP systems.

The platform services allow clinicians to provide regular monitoring of their patients at home or in care homes. The purpose of the services are to provide clinicians with better, more up to date information about their patients, and for patients to be more involved in their own treatment and care.

Services

Our services which have been designed by NHS clinicians are available to healthcare organisations through the adoption of the platform. These services include:

Service	Description
INR self-testing	This service allows patients on warfarin to self-test their INR at home instead of attending out-patient clinic, and then for them to receive their new warfarin dose at home.
Undernutrition Monitoring	This service assesses patient's risk of undernutrition at home and in care homes weekly, and identifies patients that no longer require ONS.
Weight Management	This service allows clinicians to set patients goals order to encourage weight loss. Patients respond to the goals from their own home and are followed up by a clinician where required.
Chronic Pain	This service uses apps designed using Cognitive Behavioural Therapy (CBT) to help patients understand and better self-manage their condition, and to provide regular updates to their care team.
My Possible Self	Using clinically proven content, this service supports real-time self-monitoring of mental health symptoms across three core areas - problem thoughts, feelings and behaviours - and provides 24/7 access to evidence bases, skill-building modules and other self-help resources.
Long Term Conditions	This includes services such as COPD, Diabetes, Heart Failure and asks patients questionnaires about their conditions. Clinicians are able to set patients' thresholds and if any readings are out of the thresholds they will be alerted and can follow up where necessary.
Patient Reported Outcome Measures (PROMS)	This service allows patients to answer questionnaires which are then sent back to the clinician.
Vital Signs (blood pressure, temperature, weight, heart rate and SP02)	This service allows patients vital signs reading to be sent remotely to the clinician
Falls	This service gathers information from patients who are at risk of falling. If any of the patient's responses are a cause for concern then the clinician is alerted.
Digital Care Home	The digital care allows clinicians to remotely monitor patients' in care homes. The carer fills in any tasks that are set for the patient and they are sent to the relevant clinician.
Medication Reminders	This service reminds patients to take their medication.
Surgical Outcome Tracker	This service contacts patients that have recently undergone surgery and informs the clinician of patients that are at high risk of readmission.
NHS Number Validation	This validates NHS numbers against the Spine.

Communication Methods

Method	Description
Telephone	The Inhealthcare platform calls the patient at an agreed time and the patient enters their results and/or answers questionnaires over the phone using the keys on the telephone handset.
Online	The Inhealthcare platform sends patients an email with a link to login to the Inhealthcare patient portal. The patient will have been sent a registration email prior to this where they will register for the Inhealthcare patient portal. The patient will then use this information to login to the Inhealthcare patient portal and submit any results to their health care professional.
App	The patient downloads the My Inhealthcare app and submits the requested information to their healthcare professional. The patient will have gone through a registration process to be able to access the Inhealthcare portal and is notified when a task becomes available. The app has a built in calendar so the patient can be reminded via app notification when they have medication to take.
SMS	The Inhealthcare platform sends text messages to the patient to gather the required information. The patient responds by replying to the text message.
Clinician & Care Worker App	A clinician or care home user can download the Inhealthcare professional app to allow them to submit patient readings back to the relevant when they may not be near a computer.
API Services	In addition to the web portal, the service also offers an API to allow other healthcare systems to query patient details.

Standard Workflow

Patient referral

Clinicians either refer patients to the service through the Inhealthcare portal, or through the GP system.

Patient Training

Patients are provided information about the service by their clinician and this is followed up with a patient leaflet that provides further information. On the occasion that the patient does require training a member of the Inhealthcare team can support the clinical staff in training the patients or providing a 'train the trainer' session.

Home monitoring

When the patient is referred to the service by the clinician, a monitoring regime is specified for each patient. The patient takes their measurements which are then uploaded to the Inhealthcare platform either using one of the above communication methods. If a patient does not submit readings when expected, the system will automatically generate a non-responder alert.

Alert Administration

Clinical alerts are sent to a named administrator at the clinical site who then assigns alerts to an available clinician. This avoids alerts being sent to clinicians who are unavailable to follow-up the alert.

Consultation

When a clinician is assigned an alert they automatically receive an email notification. The clinician then logs into the portal where they can review the reason for the alert, the patient's latest and historical readings, the patient's responses to questionnaires, and any supplemental notes made on the patient's record by other clinicians.

Once the clinician has assessed the alert and is ready to close it, the system directs the clinician through a procedure which is specific to that alert to ensure the necessary steps are taken and reasons are documented. It may also include information which can be sent back to the patient as part of their treatment.

On-boarding

Requirements

Inhealthcare can allocate a product specialist to discuss the product requirements of your project and map out the service that is required. Inhealthcare will work with you to meet any information Governance requirements and produce any documentation such as a proposal document and a contract.

Project Management

When the project requirements and the contract have been completed, Inhealthcare can allocate a project manager to the project. The Inhealthcare project manager will assist the customer in the roll out and provide on-going support to the project. The following documentation is created to support the delivery of the service:

1. Project plan
2. Stakeholder engagement matrix
3. Stakeholder communication plan
4. Risk and issue log
5. Patient information leaflets
6. Patient consent form
7. Clinician user guides
8. Standard Operating Procedures
9. Information Governance and Clinical Governance
10. Patient awareness posters for use within practices
11. Customer Support Plan (CSP)

Service Management

Raising a support query
Logging a support query during business hours

The Inhealthcare support team is staffed between 9.00am and 5.00pm, Monday to Friday, excluding bank holidays. You can log a query by either calling the support line or by email. Inhealthcare will then identify the call priority and assign a unique ticket number which will be provided to the caller.

If the query is a change request, Inhealthcare will also require an email from an authorised user detailing the change and providing written authorisation. The Inhealthcare system keeps a record of the details of authorised users.

Support priorities

The following table defines examples of the priorities to be used by the customer and Inhealthcare when logging support calls.

Priority	Priority Type	Possible Scenarios

1	**Service Fault**	A service fault on the system may include: • One or more communications not being received by patients • Faults with the system affecting one or more users • Complete system failure
2	**Change Request**	Examples of a change request may include: • Adding/editing/removing a user, admin centre, care home • Password resets • Request for existing reports
3	**Information Request**	This priority will be allocated to information requests only that do not require any sensitive information. Examples of these may include: • Advice and guidance requests • Information requests • Update of an open ticket

Enhancements and improvements

Planned events

Inhealthcare is committed to continuously improving its software and features. In order to enable new improvements and features to be implemented, the development team may need to take the system offline. We aim to inform our customers a minimum of ten days prior to the downtime at which time we will provide an overview of the changes/improvements being made during that release which affect users of the portal.

Unplanned events

In rare instances, there may be incidents which require the Inhealthcare portal to be taken offline for emergency maintenance. At such time an urgent notification will be sent to customers detailing the reason for and the expected duration of the maintenance.

Information Assurance

Impact Level (IL)

Inhealthcare's services are not currently certified against a formal BIL level but operate in line with BIL3 requirements. BIL4 is the target level to which Inhealthcare is seeking to certify the service within Q1 2014. Inhealthcare's Data Centre services and supporting operations (SyOps) are certified to a BIL4 standard. Advent-IT are our chosen CESG Government approved assurance partners for BIL assets and services.

Inhealthcare are progressing "PGA" certification for all services, to be completed within calendar year 2014. As part of this certification Inhealthcare's service is targeted to be certified to a BIL4 "Confidential" classification.

Compliance

Inhealthcare can confirm that they hold an ISO27001 certificate for this G-Cloud Service.
The below formal business certifications demonstrate the capability and alignment with Information Assurance requirements as mandated by the Public Sector.

- ISO27001:2013
- ISO9001:2015
- Authorised to process HM Government data protectively marked "Confidential" (BIL4)
- PCI/DSS Compliant for hosting services
- NHS Health & Social Care (H&SC) accreditation – "N3 ISP" (Network Access Agreement 0740)
- Compliance with NHS Connecting for Health Information Governance Statement of Compliance (IGSoC) – compliant Commercial Third Party (NACS Code 8GY91)

Exit Management

Termination Terms & Service Migration

At the end of the contract with the customer, and if the customer does not wish to renew their service, Inhealthcare will provide assistance where possible to facilitate a transition to any replacement service.

Inhealthcare will not be obliged to disclose any confidential information to the customer or replacement supplier, or to transfer any assets, contracts, employees or third party licences.

Inhealthcare will provide an inventory of all data relating to the services that is under the control of the Inhealthcare and details of the data structures in which the customer data is stored.

Inhealthcare will transfer all the customer data relating to the services to the customer.

Note that there are no additional charges for storing patient data other than the service charges listed. If, at the end of the contract, the customer decides that Inhealthcare will continue to store data for archiving purposes instead of being transferred to the customer, this will be covered in a subsequent Service Agreement and the commercials will be agreed at the time of that Service Agreement.

Terms and Conditions for supply of Roche CoaguChek meters

Meters supplied shall be leased by the customer at a cost of £5 per month per Meter. Each Meter shall be leased for a minimum period of 12 months ("Initial Term"). The customer may terminate the lease of a Meter by giving Inhealthcare not less than 3 months' written notice to Inhealthcare, such notice to expire at any time at or after the end of the Initial Term. This price has been calculated on the basis of a 5-year rental period. Annual meter cost of £60 will continue for 5 years or until the rental is terminated if earlier. Inhealthcare will replace a Meter free of charge after it has been leased for 60 months. Should it fail to do so the warranty referred to below will

be extended until the Meter is replaced. To receive the benefit of such extended warranty or the use of the replacement Meter the customer shall continue to pay the monthly rental of £5.

The pricing is based on an initial minimum supply of 100 CoaguChek meters, followed by subsequent minimum shipments of 50 Meters, per customer.

Illustrated as follows for 100 Meters:

Contract Year	**Charge per meter, per annum**	**Contract charge per annum (ex VAT)**	**VAT (@ 20%)**
1	£60	£6,000	£1,200
2	£60	£6,000	£1,200
3	£60	£6,000	£1,200
4	£60	£6,000	£1,200
5	£60	£6,000	£1,200
Total charge over 5yrs		**£30,000**	**£6,000**

Charged via a consolidated monthly invoice, with supporting detail (showing Meter serial numbers supplied to each customer).

The CoaguChek meters will remain the property of Roche for the duration of the lease and any extension period. Ownership will not pass to the customer.

The CoaguChek meters will be delivered direct to the NHS premises once the correct address details are supplied by the customer.

Roche Diagnostics Limited warrants the CoaguChek meter against defects in materials and workmanship from the date of purchase for a period of 5 years, or if, later until the date of replacement by Roche. This warranty does not cover supplies and accessories, including but not limited to, strips, batteries. During the warranty period, Roche will repair or replace, in its sole discretion, any CoaguChek meter that does not work properly because of a defect in materials or workmanship. The warranty applies only to new devices supplied under this agreement. This warranty is valid only if the CoaguChek meter is used in accordance with the user instructions. The warranty will not apply:

1) If damage results from changes or modifications made to the system by the user or third persons after the date of manufacture
2) If damage results from service or repairs performed by any person or entity other than Roche
3) If damage results from a force majeure or other event beyond the control of Roche
4) If damage results from negligence or improper use, including but not limited to improper storage, physical abuse such as dropping, or otherwise

In the case of faulty Meters please contact via the Roche Careline on 0808 100 7666 and a replacement device will be despatched. Roche will repair or replace faulty Equipment within 2 calendar weeks.

A minimum of 6 weeks' notice to be given by the customer for all new CoaguChek meter orders.

Roche to supply additional CoaguChek meters to each new site as 2% of the order, i.e. 100 Meters ordered then 2 given free of charge as spares.

Roche may give not less than 3 months' written notice to terminate the lease of a Meter, such notice to expire at or after the end of 60 months leasing. If terminated during the initial 5-year lease term the customer shall be responsible for ensuring the Meters is identified and returned to Roche if required.

Invoices for CoaguChek meters delivered shall be submitted to the customer following delivery of the equipment and ongoing invoices issued monthly in arrears thereafter.

The parties shall hold a quarterly review in relation to invoicing, asset management and performance.

The express terms stated above override the standard Conditions of Quotation attached hereto.

Conditions of Supply

1. All prices shown exclude VAT, which will be charged at the prevailing rate at time of invoice.
2. Unless otherwise stated herein, reagent prices are based upon anticipated purchase volumes and are derived as discounts from the prevailing Roche Diagnostics Limited List Price. Roche Diagnostics Limited reserve the right to amend these list prices at any time (although not typically more than once every twelve months) at which point any agreed discounts will be applied against the revised List Price.
3. Unless otherwise stated, instrument lead-time from receipt of an official order number is six weeks.
4. Warranty periods, where applicable, commence on instrument acceptance or 30 days from delivery, whichever is the sooner.