



Bringing Decisions to Life



innovative healthcare solutions
inspiring change

IntefleCS™

introducing IntefleCS™ - intelligent and flexible software systems, designed for clinicians by clinicians

Clinical Solutions are creators of intelligent and flexible clinical encounter and medical software solutions. Our ground-breaking NHS Direct software benefits over 50 million people in the England and is the largest telephone triage system in the world. Our products support public and private healthcare providers across the UK, Europe, the USA, Australia and New Zealand. We have never rested on our laurels but constantly improve the service we provide, by working closely with our customers to develop software that works in the real world.



IntefleCS™ is the underlying core software that all CS products are derived from, software that changes the way clinician and patients access health and social care services.

IntefleCS™ Telephone Triage

Quick, safe and consistent outcomes for telephony based clinical assessments.

IntefleCS™ Face to Face

Simple, safe and precise assessment and consultation for face to face clinical environments.

IntefleCS™ Long Term Conditions Management

A patient centric solution for managing patients with long term medical conditions.

IntefleCS™ Out of Hours

Simple, safe and precise assessment and consultation for after hours triage and the service dispatch market.

IntefleCS™ Knowledge Management

A knowledge management application for the storage and retrieval of information and data.

IntefleCS™ Bio Surveillance

A web-based dynamic triage tool to deal with pandemics, bio-threats and large scale emergencies.

IntefleCS™ Web Services

Web solutions that allow patients to self assess via a web-based triage and information portal.



IntefleCS™

Decision support software
solutions that redefine health
service delivery



IT problems are minimised with
our fully managed service

At Clinical Solutions we are committed to playing a role in the healthcare revolution

The revolution in healthcare delivery

Healthcare affects all of our lives regardless of age, nationality or culture and there is an ever increasing expectation of patients to have access to the right healthcare resources at the right time in the right place. As a result healthcare is going through a dynamic period of transformation. Demand for modern healthcare solutions are high as governments and healthcare provider organisations look for ways to improve financial, operational and clinical efficiency so they can deliver the highest standards of care now being demanded. The need for change is rapid and unprecedented.

Confronting the challenges

Despite the geographic, demographic, economic and cultural differences, there are many common issues and challenges that face modern economies in the delivery of healthcare. These include the rapidly rising cost of healthcare and service provision; increasing patient-driven demand and the rise in healthcare consumerism; reduced funding and limited resources. Current health and social service configurations will not be able to support the needs of users if demand rises as predicted.

At Clinical Solutions we are committed to playing a role in the healthcare revolution. By delivering solutions that answer the demands of healthcare providers our vision is to change the way the world accesses health and social care services. Today our solutions are helping to address the needs of healthcare participants across the globe and our commitment is to continue to develop innovative technology to support the rapid and unprecedented changes taking place.

Our Goal is to lead the market in developing and delivering innovative urgent care solutions to assist public and private health and community services organisations to manage the growing demand with their available resources, and empower patients to make easier informed decisions regarding their needs.

Clinical Solutions - at a glance

- World class supplier of information systems to healthcare providers and insurers
- Creators of flexible clinical encounter and medical software solutions.
- Over 225 employees operating from offices in the UK, USA and Australia
- Over 10 years experience of working with global healthcare organisations
- The only supplier with experience of delivering a national scale telephone triage solution
- Delivering clinical software that powers NHS Direct, the largest telephone triage system in the world, giving 50 million people in England 24 hour access to telephone healthcare advice
- Proven, time tested algorithms - used in more than 10 million healthcare events annually
- Track record of success with public and private sector customers in on time/on budget deployment of large scale, complex, innovative IT intensive services
- Scalable and extensible technology platform
- Ability to provide a full suite of planning, implementation, clinical support, field engineering and fully managed services
- A company focused on improving healthcare services through innovation, invention and information

We were the original creator of the ground-breaking NHS Direct software, the largest telephone triage system in the world, which now benefits over 100 million people in the UK, Portugal, Scandinavia and Australia.



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our systems ensure effective
knowledge sharing

We work closely with our customers to share ideas, knowledge and expertise

IntefleCS™ - Decision support software solutions that redefine health service delivery

Clinical Solutions has developed IntefleCS™, a suite of software applications that provide healthcare organisations with the ability to improve the accessibility of healthcare support and advice to patients. Recognised as market leaders our solutions are being used to help healthcare professionals safely and consistently determine a patient's symptoms, directing them to the most appropriate level of care, within a range of environments including nurse triage and urgent care provision through to those involved in the management of patients with long term conditions. Our applications, developed by an experienced team of front-line clinicians and expert software developers, are now providing flexible scalable solutions for the world's healthcare markets.

IntefleCS™ provides the underlying framework software for all of our solutions. It uses flexible, rules-based programmes which offer clinicians advanced decision support in either a telephony or in-person environment which has been shown to significantly improve the utilisation and efficiencies of primary care services whilst alleviating pressure on emergency resources.

With customers across the globe, our applications are providing flexible and scalable solutions to public and private healthcare providers who are now realising significant benefits such as improvements in financial, operational and clinical efficiencies; reduction in patient waiting times; greater consistency in patient encounters; improved standards of patient care and patient satisfaction and the ability to share patient information within a secure, save environment.

We work closely with our customers to share ideas, knowledge and expertise. It is through this partnership approach that we can ensure our solutions match the needs of real world healthcare professionals. We operate a proactive service approach, identifying issues so they do not become issues for our customers. We have never rested on our laurels and work consistently to improve the products and services we offer.

Because we understand the challenges we know our solutions support reform, enable change, encourage innovation and support the achievement of government targets.

Our solutions get the right patient to the right place at the right time for the right level of care.

It's simple - technology must make a direct contribution, otherwise it has no place in healthcare.



IntefleCS™

Decision support software
solutions that redefine health
service delivery



our systems support healthcare
professionals to make accurate
assessments consistently

Our solutions are based on international standards and open technologies

Serving the global healthcare community

Today there are over 2,000 users, serving over 100 million people worldwide, benefiting from the application of our solutions. With offices and customers in the UK, Europe, United States, and Asia Pacific we can demonstrate our worldwide reach and experience of diverse national healthcare markets. We offer customers a comprehensive knowledge of local market requirements in terms of culture, language, working practice, healthcare regulation and organisational structure. Our customers include: NHS Direct in England and Wales; NHS 24 in Scotland and many of the Walk-in-Centres across England as well as customers in Portugal, Norway, Australia and New Zealand.

At a time of great change and investment by the world's leading healthcare economies we are seeing increasing new market opportunities unfolding within the international healthcare IT markets. With our collective talent of healthcare IT experts around the globe we are now at the forefront of enabling improvements on a worldwide scale.

Working with an extensive global partner network this ensures that our customers benefit from our international experience and local market knowledge. Our ability to deliver innovative solutions is built upon our dialogue with individuals who are involved in delivering performance improvements within their own healthcare communities and through this dialogue we are able to respond to their needs.

Our solutions are based on international standards and open technologies and we offer a complete end-to-end ISO accredited service which means we can span international boundaries and deliver against specific local market requirements and national targets.

Our proven track record – delivering results and benefits

Clinical Solutions' flexible and scalable applications are able to meet the needs of a wide variety of healthcare organisations offering a broad range of services from telephony based nurse led triage, to in-person consultation and assessments, to out of hours assessment and referrals.

Here is the proof...



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Today IntefleCS™ Telephone Triage, our ground-breaking software, powers NHS Direct in England, the largest telephone system in the world giving 50 million people 24 hour access to health support and advice and handles over 16,000 calls per day. IntefleCS™ Telephone Triage also drives Saúde 24, the Portuguese National Health Helpline; Norway's Norsk Helse Telefon 24 (NHT24) Service a nation wide telephone helpline giving health support and advice and NHS 24 which provides 24 hour access to health support and advice to 5.1 million people living across Scotland handling 30,000 calls per week.

“Working with Clinical Solutions we have also introduced resilient integrated networks, a single national patient database and IP Telephony, creating a virtual contact centre giving people greater accessibility to the service.” Murray Bain, Director of ICT, NHS Direct

Throughout England deployment of the face to face nurse encounter solution for Walk-in-Centres has been widespread. To date over 40 Centres are benefiting from the implementation of our IntefleCS™ platform, Clinical Solutions community-wide electronic patient record and nurse led consultation systems. They have realised: reductions in paper records; better patient outcomes; reduced waiting times; reduced pressure on primary care and GP resources; faster access to patient records; patient confidentiality and a reduction in patient visits to Accident & Emergency (A&E).

“The technology improves the availability and speed of access of information enabling staff rotation. The decision support element provides a valuable resource for triage nursing staff and along with the electronic records will help us to reduce queuing time by directing patients to where they will be seen quickly.” Caroline Rand, Head of Information Management and Technology, Liverpool PCT

In Australia Clinical Solutions delivers a nurse triage and telephone advice line designed to provide workforce relief to General Practitioners in after hours patient care. Today our out of hours application powers GP Assist which serves over 500,000 citizens in Tasmania giving them 24 hour access to medical professionals. It has enabled GPs to divert their out of hours calls to the dedicated nurse triage centre and experience has shown that more than 90% of calls require no GP callout.

Today IntefleCS™ Telephone Triage, our ground-breaking software, powers NHS Direct in England

Providing over 500,000 citizens in Tasmania with out of hours access to healthcare professionals.

Our real time Bio Surveillance solution, based on the IntefleCS™ platform, has been utilised to power a national exercise called Exercise Cumpston '06, Australia's largest ever health simulation exercise. Conducted by the Australian Government's Department of Health, the aim was to assess the effectiveness of Australia's planning, surveillance and response capability for a pandemic involving human to human transmission of an infectious virus. The simulation involved 1,500 participants and control staff from a range of government and non-government agencies and their private sector partners. Our solution was used to power the exercise and determine if a person had been infected, exposed or was simply concerned, which then directed them to the most appropriate point of care. Also from the data collected patterns could be determined of virus origination and spread.

“The approach used provides a valuable model for future exercises of a similar scale. Australia is better prepared than ever to respond effectively to a pandemic. The outcomes have also been invaluable in improving Australia's preparation for a range of other large-scale health emergencies.” Australian Government Department of Health and Ageing

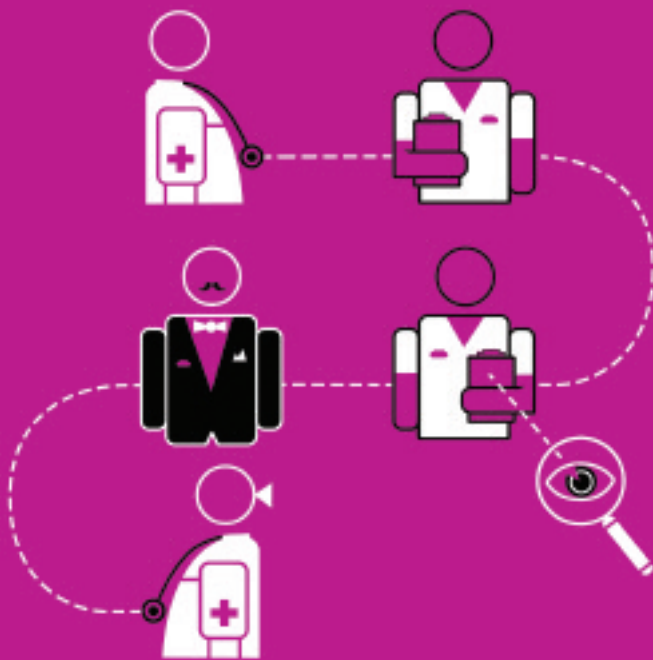
In the USA the Children's Hospital of Atlanta is one of Clinical Solutions longest standing customers and provides one of the leading pediatric healthcare systems in United States. It uses IntefleCS™ to support its 404 250 KIDS line. The system, the first of its kind in Georgia, minimises administration, empowers the centre to support a higher number of incoming calls from patients; improves call back times and improves resource utilisation.

“By improving the technology we use to process and respond to calls, our staff will have the tools they need to maintain a high level of patient care. Benefits include enhanced user interface; increased efficiency of call handling and resolution; improved security of information; interoperability with third-party applications and reduced paper records.” Robin Pajot, Director Children's Healthcare of Atlanta



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our solutions give you accurate audit
trails, limiting the risk of error and
improving legal protection

Clinical Solutions IntefleCS™ products - Solutions for the real world

IntefleCS™ Telephone Triage

Clinical Solutions' IntefleCS™ for telephone triage solution is recognised as a market leading patient encounter tracking and decision support system and provides a flexible scalable solution for the world's healthcare markets.

Designed specifically for call centre telephony environments, the solution combines the best features of precision, rules-based and algorithm-based models used in telephone triage applications. By providing specialist content and encounter processes the system can closely support advisors in determining callers' needs within a safe and consistent framework. The highly customisable interface also allows call centres to support their chosen workflow.

IntefleCS™ Face to Face

With the growth in demand for urgent care services and Walk-in-Centres, IntefleCS™ has been specifically developed to enable primary care organisations to deliver flexible healthcare services for patients in a face to face setting. It empowers nurses and other health professionals of varying levels of experience to make accurate and fast determinations in a confidential secure framework. The benefits of this type of healthcare delivery include:

- Financial, operational and clinical efficiencies
- 24x7 access to healthcare support
- Clinical decision support bringing value to patient consultations
- Reporting facility for audit trail
- Reduced waiting times and quicker treatment of patients
- Increased security of patient information
- Faster access to patient records across multiple centres
- Flexible alternative to A&E

IntefleCS™ Long Term Conditions Management

Clinical Solutions has developed a patient outreach solution based on our world-class IntefleCS™ medical technology. It is a telephony based consultation and case management solution that allows healthcare professionals to support and advise patients with long term conditions thereby avoiding unnecessary, time consuming appointments and in-patient admissions. The management solution combines clinical expertise with telephone communications and tailored software. It gives patients autonomy over their own care by educating and supporting them through a personalised programme designed to help them manage their specific condition.

IntefleCS™ Bio Surveillance

Our telephony, web based real time bio surveillance solution provides for the early detection and containment of an epidemic or pandemic and for the effective means of managing medical resources following an outbreak of disease, or after a large scale emergency. It provides the public with access to immediate clinical expertise and facilitates the collection and analysis of vital information empowering decision makers to help contain the situation and minimise risk. Through a series of concise and comprehensive algorithms, IntefleCS™ helps clinicians and non-clinicians steer their way through the complex healthcare delivery process of a pandemic or emergency situation. It enables them to deal with patient encounters and determine the most appropriate action ensuring the patient is directed to the most appropriate level of care

IntefleCS™ Out of Hours

Clinical Solutions' out of hours solution is designed specifically for use to assist in out of hours (OOH) care delivery services. It is based on the market leading Teleguide™ Algorithms used by health professionals around the world in face to face, telephone triage and consultation services and allows providers assisting with OOH healthcare queries to prioritise incoming patient calls quickly, gather patient details and dispatch the most appropriate level of care required.



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flexible support: on-site assistance
and 24/7 telephone support

Based on experience and knowledge we have expanded our product portfolio to meet the demands of today's healthcare delivery services

Maximising your investment

All of our solutions have been developed using flexible rules-based programmes. They are user-friendly, so every step is clear and audited and to minimise exposure to risk and are fully customisable to genuinely reflect how individual clinicians perform their job. Because we are partnered with Microsoft and work on the most up-to-date technology platforms, whichever solution you choose can be adapted to suit your current IT infrastructure and aligned with your future technology requirements. Our aim is to ensure maximisation of your investment in healthcare IT solutions.

From the very beginning, Clinical Solutions has consistently predicted trends in healthcare reform, and in doing so, has built products and solutions that have been well ahead of the curve.

Commitment to our customers and service delivery

At Clinical Solutions we are able to provide total support for all our customers. It begins with our account managers and extends right through to our ongoing around the clock maintenance of our solutions.

We support our customers by:

- Managing the project from start to finish
- Delivering and configuring the software and hardware needed to run the system
- Managing and configuring the users' desktop applications
- Training all users in line with your specific requirements and their roles
- Protecting your security
- Ensuring confidentiality of patient information
- Providing on-site assistance and a 24/7 helpline
- Operating a proactive service approach

Our helpdesk support will take, on average, less than 10 seconds to answer a call and help our customers maintain 99.97% availability.

Our Services

At Clinical Solutions we are able to provide a range of other services to suit the needs of all our customers. These include:

Managed services - In order to give our customers the freedom to focus on their operations, we've developed a full suite of managed services which includes delivering and managing all hardware and software required for full operation of our solutions with 24/7 support.

Consultancy - We provide clinical, business process and project management consultancy so that we can recommend the best solution to suit your needs. Our experienced consultants and account managers can guide you from concept through to implementation and ongoing evolution of your system.

Training - Our highly skilled trainers, both clinicians and non-clinicians, have developed training programmes to guide users through every aspect of our applications. Through our unique combination of hands-on training, e-learning and role plays, users will become highly skilled in the use of the Clinical Solutions applications.

Support services - Our service centre provides support 24/7, 365 days a year. It is operated by highly trained and qualified professionals who can deal with complex and in-depth issues quickly and efficiently. The centre provides help desk support, second line support, hotline technical support and design support.

Lasting technology - agile, scalable, manageable, secure

Based on Microsoft technologies, our solutions ensure the necessary levels of agility, enterprise scalability, manageability and reliability. As the application is built on a Microsoft.NET platform with a flexible, modular framework, this makes it adaptable to suit an organisations needs, regardless of size or focus. Also being based on Microsoft and SQL technology the application is intuitive, user-friendly, inherently stable and will integrate with existing software applications. This adaptability ensures that the application can be configured to conform to compliance standards and regulations that are relevant within each country where healthcare organisations are based.



Microsoft
GOLD CERTIFIED
Partner



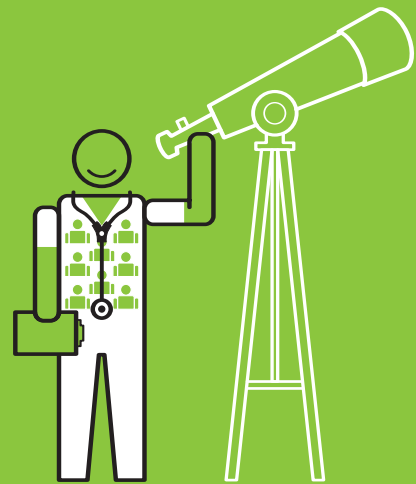
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Delivering better healthcare, for a better future

We are seeing a revolution in healthcare and we intend to be at the forefront. We want to put our solutions at the heart of healthcare reform. Change is momentous at the frontline of healthcare delivery and our solutions can support that change.

To find out more or to obtain
a free consultation talk to one
of our Business Managers on:

t. +44 (0) 1256 337300
or visit www.csdss.com



Clinical Solutions

Scott House, Alencon Link
Basingstoke, Hampshire
RG21 7PP UK

T +44 (0) 1256 337300
F +44 (0) 1256 337399