



Bringing Decisions to Life



face to face clinical encounters
- making access to healthcare
safe, easy and timely

IntefleCS™

Face to Face

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 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. Our telephone triage solution, IntefleCS™ Telephone Triage can enable PCT to promote the concept of the single access number as part of the urgent care strategy facilitating standardised assessment and sign posting of services.



IntefleCS™ is the underlying core software that all CS products are derived from, software that changes the way clinicians 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 out of hours triage and the service dispatch market.

IntefleCS™ Knowledge Management

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

IntefleCS™ Health Watch

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

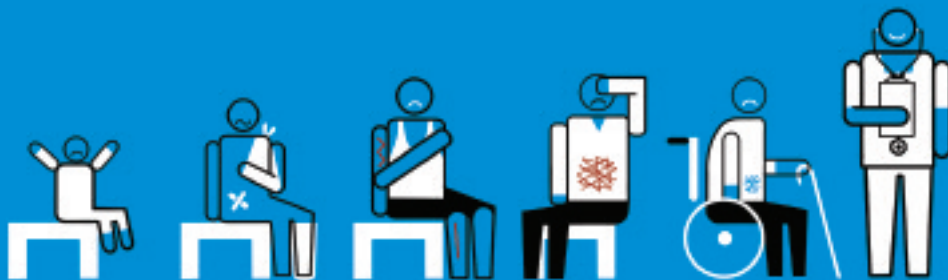
IntefleCS™ Web Solutions

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



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a patient's entire declared
medical history is available
for quick reference

Face to face clinical encounters - the growing demand in healthcare consumerism

With increasing patient driven demand and the rise in healthcare consumerism and choice, healthcare providers must find ways to provide greater access to health, social and community care services. In the same way that consumers set levels of expectation on other sectors such as banking and retail, they now expect the same levels of service and choice from the healthcare industry. The challenge is for healthcare providers to deliver these services within the constraints of limited resources and financial restrictions but ensuring the quality of service remains high.

In response to this demand for 24x7 access to healthcare and patient choice there has been a growth in the development of urgent care facilities, such as Walk-in Centres, that provide face to face patient encounters. These enable the delivery of a fast and convenient range of healthcare services including health information and advice and immediate treatment for a range of minor illnesses and minor injuries. But to support the growth of this type of service, healthcare organisations need to find solutions to ensure that clinical assessments and healthcare advice is being delivered within a safe and consistent environment whilst providing clinical and operational efficiencies.

It's about meeting the increasing expectations of patients to have access to the right healthcare resources at the right time.

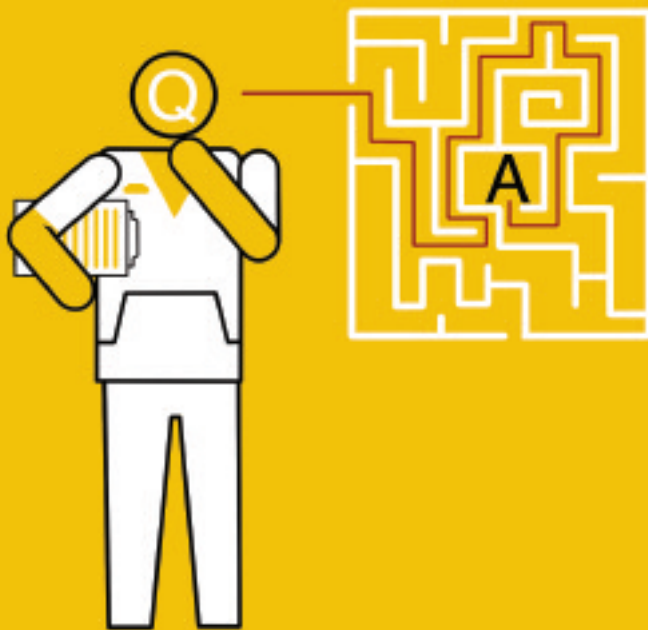
We develop and deliver innovative urgent care solutions that assist public and private health and community services organisations to manage the growing demand with their available resources.

Our solutions provide safe and precise assessments and consultation for face to face clinical encounters.



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outcomes are based on processes
created entirely by doctors and nurses

IntefleCS™ Face to Face - making healthcare delivery accessible, safe and convenient

To help meet the growing expectations of the healthcare consumer and growth in demand for urgent care services, Clinical Solutions has developed IntefleCS™ Face to Face, a flexible solution configured to provide a community-wide electronic patient record and nurse/medical led consultation system. Developed by our team of front-line clinicians and expert software developers, it has been designed specifically for face to face patient encounters within clinical practice. It empowers nurses and other health professionals of varying levels of experience, to make accurate, speedy assessments within a confidential and secure framework. As a result IntefleCS™ Face to Face helps healthcare organisations to deliver flexible healthcare services for patients and provides the basis for agile medical facilities such as Walk-in Centres, Urgent Care Centres, Poly Clinics and Minor Injury Units. In addition, the application can bring similar benefits in GP surgeries and Accident & Emergency (A&E).

Used as a clinical and management and documentation tool for performing triage consultations, allocating a diagnosis and treating patients, IntefleCS™ Face to Face assists the healthcare provider to streamline their clinical and operational processes. By enabling the healthcare professional to work through a set process of assessment it enables them to instantly document and capture data from a patient encounter, thereby improving productivity and improving accuracy and clinical documentation. The applications highly customisable interface also means that it can be designed to meet the specific workflow needs of the healthcare setting.

By using IntefleCS™ Face to Face, healthcare organisations are now able to deliver a flexible and convenient range of healthcare services within an urgent care environment meaning patients can get 24x7 access to health information and advice and receive immediate treatment.

IntefleCS™ Face to Face supports the clinical and operational activity within the urgent care setting facilitating the aims of your urgent care strategy in providing access to treatments and services.

A flexible tool to help clinicians manage planned and unplanned face to face patient encounters cost effectively.

At a glance - IntefleCS™ Face to Face:

- Empowers nurses and other health professionals of varying levels of experience to make accurate, timely assessments in a confidential secure framework
- Conforms to guidelines and legislation including clinical governance and information governance principles
- Maintains evidence based practice and facilitates high clinical standards promoting consistency in the delivery of healthcare
- Has a highly customisable interface to match chosen workflow
- Provides a set of clinical workflow data capture functions utilised to document the patient care process in the face to face setting
- Promotes accurate reporting and quality data capture
- Facilitates sharing of information across health and social care boundaries
- Facilitates 24x7 access to healthcare services
- Promotes electronic prescribing
- The ability to make appointments
- Enhanced clinical documentation through use of body images that can be annotated
- Ability to attach digital images to the patient record
- Ability to attach patient referral documentation to the electronic record
- Promotes electronic storage of Patient Group Directions (PGDs)
- Promotes electronic signing of the patients record following completion
- Provides referral and general letters
- Promotes the capture of social and medical history

Developed for face to face patient encounters, our solution supports clinical activity promoting productivity and efficient front-line assessments and clinical documentation which can be used both in and out of hours.



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The proven benefits of delivering face to face clinical assessments

Developed in response to the growing demand for fast, convenient, safe access to healthcare services IntefleCS™ Face to Face is now making 24x7, face to face urgent care a reality. Not only is our solution providing the healthcare consumer with greater choice but it is also giving the healthcare provider an ability to deliver these services while improving financial, operational and clinical efficiencies. The benefits are real and some of these are outlined below.

The benefits...

Safe, concise, effective clinical care

All clinical assessments use scripts which are clinically validated and fully adapted to reflect best evidence based practice. This provides re-assurance for the clinician and patient and promotes a confidence within the consultation and delivering improved quality and promoting consistency in patient outcomes. Also the flexibility of the application allows decision support algorithms to be used by clinicians for pre-triage and referral to other levels of care. This assessment process minimises risk and reduces the potential for clinical errors by ensuring that life threatening symptoms are responded to quickly.

Reduced patient waiting times

The system enables the capture of patient information on arrival at the urgent care facility and leverages technology to support four hour wait targets. As well as capturing patient demographic details it can promote a simple prioritisation scale which can be configured to meet local guidelines. It also means that patients can then be directed to the most appropriate service for clinical assessment within the centre and pre-set alerts will inform the clinician when it is time to call the patient through to the consultation room. In addition to capturing patient history, the application allows the nurse to alert other users to any special requirements or arrangements which helps to significantly reduce waiting times for the next stage of care for the patient.

Creation of a patient record

IntefleCS™ Face to Face provides efficient clinical workflow data capture of patient details. This creates a permanent and easily transferable patient record which can be easily updated and reviewed. It can also be shared with other healthcare providers necessary to expedite the patient journey through the healthcare process.

Instant audit trail

As the system enables the patient's notes to be recorded in real-time this saves time for the healthcare professionals enabling them to see more patients. As an instant audit trail allows patient focused reporting this eliminates duplication of records, minimises the risk of mistaken patient identity and reduces the chance of human error and breach of confidentiality. This has the benefit of protecting both the patient and the clinician and adheres to clinical and information governance standards.

Accurate reporting

As the system records every patient encounter it is able to produce a wide range of statistical reports which are customisable to match the requirements of each urgent care centre. It enables the completion of any necessary audit processes and reports such as ensuring compliance with clinical governance, reforms and industry regulations and also promotes good working practices as well as increased accountability. The system's reporting functions can also highlight improvements in efficiency, such as how many patients were seen, how long they had to wait and the outcome.

Mandatory reporting and compliance

The application can be configured to specifically generate information relevant for mandatory reports such as those demanded by the UK Department of Health and can record against pre-agreed coded categories, such as ICD 10, Read Codes and SNOMED CT which will shortly replace Read Codes. Using the system clinicians can collate information relevant for practice based commissioning and payment by results and future planning can be facilitated by the delivery of reliable statistics. Another major advantage is the system's compliance capability as it can be designed to comply with legislative requirements such as the Gender Equality Duty for England and Wales and communication standards such as the e-Government Interoperability Framework.

The highly customisable interface enables each urgent care facility to support their chosen workflow

Improved workflow efficiencies

The highly customisable interface enables each urgent care facility to support their chosen workflow. As all actions are recorded onto the system the elimination of paper records reduces processing times and cost of storage. It improves the flow and management of information, meaning faster more accurate care for the patient, within a secure environment that protects the privacy and confidentiality of patient records.

Comprehensive assessment process

Specifically designed to support the assessment process, **IntefleCS™** Face to Face includes a clinical charting evaluation system and the ability to record vital signs observations. This provides critical information to the clinician enabling them to make a comprehensive assessment of the patient. This means that clinicians are able to make more informed decisions regarding patient treatment and the appropriate level of care required.

Flexible, scalable and secure

IntefleCS™ Face to Face provides a very scaleable, robust and reliable framework to support the clinical processes. It can cost effectively meet the needs of a small single urgent care facility as well as larger multiple care facilities. If required all data can be stored and managed within one central data centre, which enables lower cost management, updates and expansion, while providing secure networks, fully duplicated to ensure entirely fail-safe operations.

Financial, operational and clinical efficiencies

The key benefit that **IntefleCS™** Face to Face brings is an increase in efficiency as essentially, it helps healthcare services operate like a business. As it streamlines processes this in turn promotes increased performance, efficiency and cost effectiveness. More patients are able to be seen and it can enable healthcare providers to reduce the number of visitors to healthcare services. Overall this brings a long term cost-benefit, which can have a significant impact on the entire primary care services community.

The benefits at a glance...

- Financial, operational and clinical efficiencies
- 24x7 access to healthcare support
- Clinical decision support bringing value to patient consultations
- Creation of a patient electronic record
- Reporting facility for clinical and operational audit trail
- Reduced waiting times and quicker treatment of patients
- Increased security of patient information
- Faster access to patient records across multiple centres
- Enables services that are a flexible alternative to A&E
- Ability to configure work flow needs to meet the service requirements

By creating a 'virtual waiting room' this streamlines patients' assessments.

Our solutions improve productivity and create cost effective working practice which are scaleable to support future growth and demand.

We understand the need to operate at the highest levels of safety and confidentiality whilst following best practice guidelines.



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our solution streamlines your
process enabling more patients
to be seen

Today IntefleCS™ Face to Face is delivering real results within urgent care facilities

IntefleCS™ Face to Face – already delivering results

Clinical Solutions has played a vital role in UK Government's modernisation plans to reform primary care services. This process began in early 2001 with the opening of Walk-in Centres which had the primary objective to improve timely access to primary care services for patients. All of the initial centres opened were powered by our advanced consultation software solution.

Today the modernisation continues with the development of Poly Clinics and Urgent Care Centres, and the IntefleCS™ Face to Face solution is at the core of delivering real results within these facilities. Managed by Primary Care Trusts or Independent Treatment Services, they offer convenient access to a range of NHS services, including health information, advice and treatment for minor illnesses and minor injuries. Predominantly nurse-led, most centres are open 365 days a year and are situated in convenient locations that give patients access to services even beyond regular office hours and are available to everyone without making an appointment or requiring patients to register.

This initiative represents a radically innovative attempt to improve access to healthcare and Clinical Solutions is a driving force in enabling this initiative to happen. Over 90 WiCs are now being deployed across England, treating around three million patients a year and to date over 40 of these Centres are benefiting from the implementation of IntefleCS™ based solutions.

Some examples...

NHS Liverpool Primary Care Trust – Walk-in Centres
The Trust has created four Walk-in Centres across the City of Liverpool which provides treatment to around 330 patients daily. The centres are supported by IntefleCS™ Face to Face which now provides a single integrated patient management and clinical consultation system. This means that all data is stored into one central database allowing patient data to be viewed and accessed by all four sites across the multi campus. This integrated system has given the PCT an holistic view of its resources which means the centres can identify when there is capacity to treat more patients therefore relieving the pressure on emergency services. In addition it has facilitated greater synergy between the different locations of care, providing support and enhanced skill deployment when higher ratios of staff are required or when staff resources are low due to leave or sickness.

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.

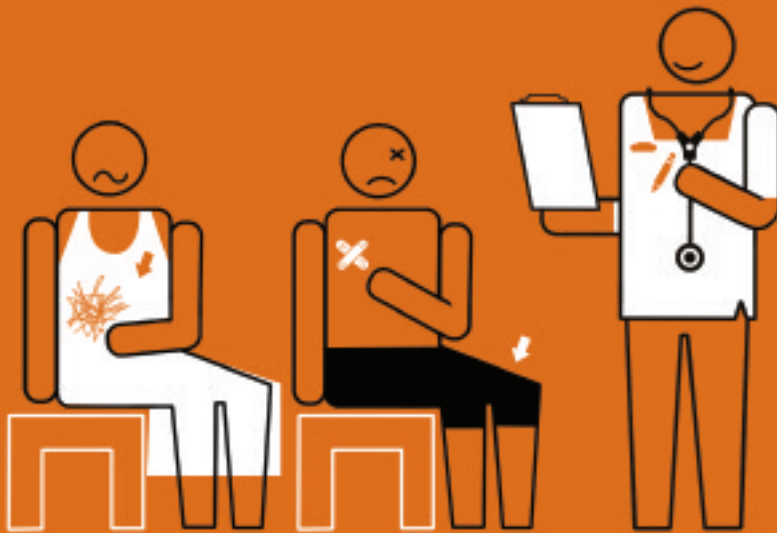
“The system is robust and scalable by design, with technical support being offered on a 365day/24hours a day basis. In addition it provides an audit trail to facilitate clinical governance. The reporting facilities and option to key data warehousing are also crucial.”

Caroline Rand, Head of Information Management and Technology, Liverpool PCT



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waiting times for next-stage care
are significantly reduced

The healthcare consumer wants fast and convenient access to a range of healthcare services

NHS Southampton Primary Care Trust - Walk-in Centres

IntefleCS™ Face to Face is now being used across Southampton's three NHS Walk-in Centres providing them with a community-wide electronic patient record and nurse-led consultation system. It means the centres can now store and share patient and staff information so they can operate as one 'virtual care' centre. The system has improved operational and staff efficiencies and has reduced the burden on other primary care services and health professionals. Some of the benefits include: quicker patient treatment processes; value to patient consultations through clinical decision support and more efficient reporting and auditing processes.

Having access to real-time information at the touch of a button and experiencing the benefits of sharing information is a major advantage.

"It's the convenience of coming to the Walk-in Centre if you cannot get an appointment at your doctor's surgery. It is even open unsociable hours allowing us to bring the children or ourselves whenever we want." A Walk-in Centre patient

Helping to manage your urgent care facility

The key benefit that IntefleCS™ Face to Face brings to your facility is an increase in efficiency as essentially it helps your healthcare services operate like a business. It streamlines your processes, enabling your Walk-in Centre or urgent care facility to see more patients, reducing the number of visitors to emergency departments and GPs, and brings long term cost-benefits, which has an impact on the entire Primary Care Trust or healthcare authority.

Benefit highlights include:

- A reduction in paper records
- Patient focused assessments
- Better patient outcomes
- Reduced waiting times
- Reduced pressure on GP resources
- Faster access to patient records
- Higher security of patient information
- A reduction in patient visits to A&E

Meeting the demand of the healthcare consumer

There is no doubt that the concept of face to face clinical encounters through urgent care facilities is growing in popularity. The healthcare consumer wants fast and convenient access to a range of healthcare services where and whenever they need it. However along with this they also want the reassurances that the treatment and advice they receive is safe and consistent.

They want care facilities that have extensive opening hours, a convenient location, with the opportunity to consult a health professional without the need for an appointment.

Healthcare organisations need solutions to enable them to deliver these services and IntefleCS™ Face to Face can provide the technology to help them achieve this.

Today's healthcare consumer demands high quality patient focused healthcare that is accessible and safe and healthcare organisations need to respond to these demand.



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our e-learning programmes eliminate
the need for employees to leave the
health centre for training

We take, on average, **less than 10 seconds to answer a call** and help our customers maintain 99.97% availability.

Our solutions

Clinical Solutions has developed a suite of software applications that provide healthcare organisations with the ability to improve the accessibility of healthcare support and advice to patients. The underlying framework to our software has been developed using our **IntefleCS™** platform which provides specialist content and assessment processes using flexible rules-based and algorithm driven models and clinical consultation scripts. The algorithms offer advanced decision support in either a telephony, web or face to face environment. Recognised as a market leading solution **IntefleCS™** Face to Face is now providing the platform for Clinical Solutions to deliver a range of flexible scalable solutions for the world's healthcare markets.

Lasting technology - agile, scaleable, manageable, secure

Based on Microsoft technologies, **IntefleCS™** Face to Face ensures 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.

IntefleCS™ Face to Face features include:

- Flexible, multi-lingual and expandable industry standard architecture
- Quick-Access searchable resource directory – utilising our integrated knowledge management system
- Capture of patient's past medical history
- Fully customisable reports
- Flexible centralised queuing – set up to reflect the organisations workflow
- Unified messaging using Microsoft BizTalk technology – to integrate with other critical medical systems
- Robust failover function

Our extensive support offering 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 hardware with relevant applications such as Microsoft Office, Internet Explorer and Microsoft Exchange
- Training all users in line with their specific requirements and their roles including e-learning programmes
- Protecting their security
- Ensuring confidentiality of patient information
- Providing on-site assistance and a 24/7 helpline

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.



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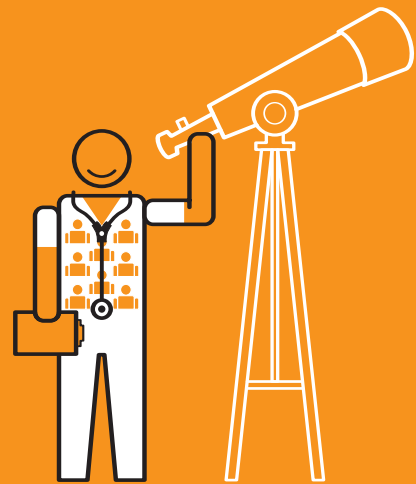
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Delivering better healthcare, for a better future

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