



Bringing Decisions to Life



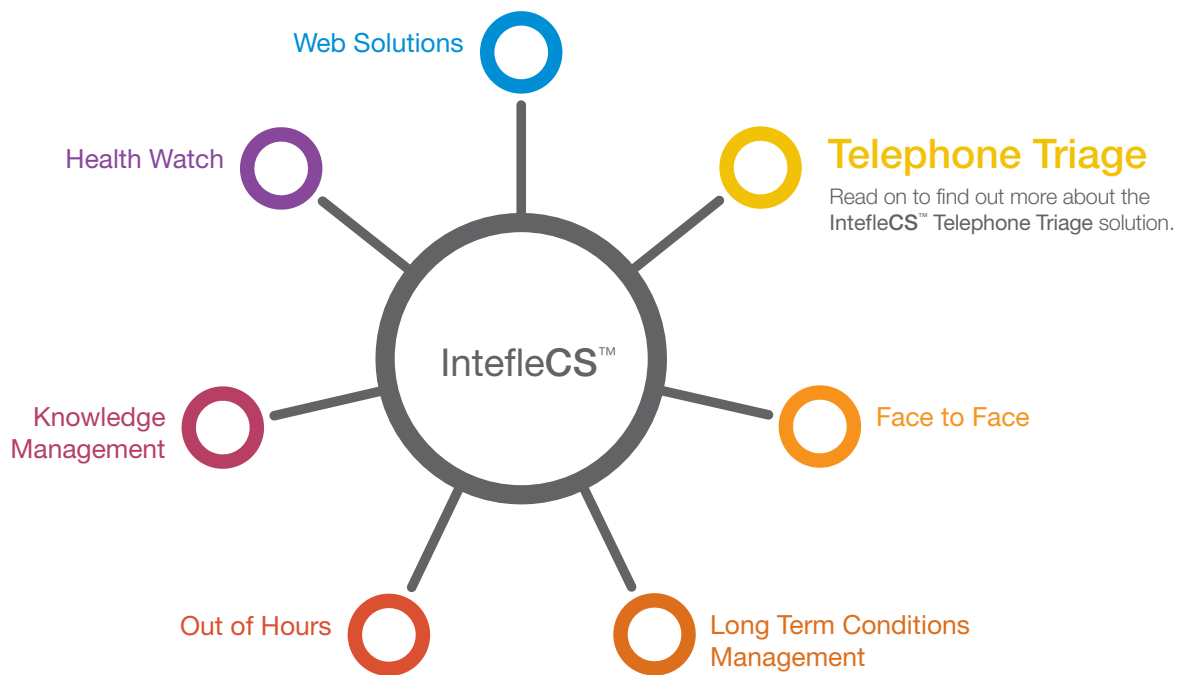
more than answering  
healthcare questions

IntefleCS™

# Telephone Triage

# 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.



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.



## Telephone Triage

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provides the user with a fully  
searchable, quick access  
resource directory

## IntefleCS™ Telephone Triage is recognised as a market leading patient encounter tracking and decision support system

### IntefleCS™ Telephone triage - supporting the healthcare revolution

Healthcare is undergoing a dynamic period of transformation and advances in technology are changing the industry and promoting alternatives as to how healthcare can be delivered. Telephone triage is becoming an important part of the healthcare revolution as technology has made it possible to get advice over the phone. It is important not only for medical related call centres, but also for healthcare as a whole and is considered as one of the most exciting developments in telehealth care.

Today telephone triage solutions are more than answering healthcare questions. Simply it means citizens who have specific health concerns or urgent medical needs can make a call and be assessed and guided to the appropriate level of care within a timely manner and safe environment. As telephone triage applications become more sophisticated the benefits to healthcare providers and for the patient are tenfold. There is no doubt that it has become part of today's modern healthcare provision and a critical element in assessing patients.

**Telephone triage is about delivering quick, safe and consistent outcomes for telephony based clinical encounters within a safe environment.**

### Clinical Solutions - Answering the call to your healthcare needs

IntefleCS™ Telephone Triage is recognised as a market leading patient encounter tracking and decision support system. It is already delivering flexible and scalable solutions to public and private healthcare providers in the UK and other developed nations.

The groundbreaking triage solution powers NHS Direct in England, the largest telephone triage system in the world. This service gives over 50 million people in England 24 hour access to health support and advice and handles over 16,000 calls per day. It also drives Saúde 24, the Portuguese National Health Helpline; Norway's Norsk Helse Telefon 24 (NHT24) Service a nationwide telephone helpline 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.

Designed specifically for the call centre environment IntefleCS™ Telephone Triage is revolutionising public access to healthcare. Proof is in the fact that to date over 60 million calls have been made to centres powered by our systems supporting advisors in determining callers' needs, within a safe and consistent framework.

**“NHS Direct has symbolised the changing relationship between the NHS and patients, supporting patients to becoming more empowered, better informed and more able to exercise choices over their own health and healthcare.”** Developing NHS Direct, Department of Health, 2003

**To date over 60 million calls have been made to centres powered by our systems.**



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in our experience nearly 50 per cent  
of calls using a telephone triage service  
can be dealt with without needing to  
refer to other health services

## Our system improves financial performance, operational efficiency and clinical outcomes by providing safe clinically proven information to patients

### Clinical Solutions - transforming healthcare delivery

#### The proof...

As a market leader for decision support telephony systems, Clinical Solutions is delivering significant benefits to patients and other stakeholders involved in healthcare service delivery. These proven benefits include...

#### Proven clinical content

All clinical assessments use scripts which are clinically validated and fully adapted to reflect best evidence-based practice. This provides reassurance for the patient and promotes confidence in the encounter. It provides better quality and consistency in patient outcomes, minimises risk to help reduce medical errors and identifies symptoms so that patients can be directed to the best level of care.

#### Cost-effective and streamlined

The solution helps to minimise call time by streamlining calls and documenting each event. This frees advisers to answer calls rather than complete forms resulting in increased staff efficiencies and productivity whilst improving and standardising service delivery. Callers are always directed to the adviser most suited to assist them.

#### Improved workflow efficiencies

The highly customisable interface enables call centres to support their chosen workflow. Adhering to clinical documentation standards, all actions are recorded onto the system eliminating paper records, reducing 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 confidentiality of patient records.

#### Efficient reporting process

The system can produce a wide range of statistical reports which are customisable for the needs of each call centre or health provider organisation. It enables the completion of any necessary audit processes and reports such as ensuring compliance with corporate and clinical governance, reforms and industry regulations, and also promotes good working practices as well as increased professional accountability.

### Mandatory reporting and compliance

IntefleCS™ Telephone Triage can be configured to specifically generate information relevant for mandatory performance reports, such as those demanded by the UK Department of Health. These include the National Quality Requirements in the delivery of out of hours services, national performance framework standards and clinical assessment guidelines. Another major advantage is the system's compliance capability as it can be designed to comply with legislative requirements and communication standards.

### Accessibility of information at point of care

24x7 accessibility means that patients can obtain healthcare support at any time of the day or night. As the solution's powerful search interface provides such a rich source of healthcare information the adviser can review this information as required and refer them to the appropriate level of care. Efficient management of past medical history ensures that only new events need to be recorded and gives the adviser a comprehensive view of the caller. This patient record can easily be shared with other healthcare organisations.

### Benefits for the clinician

As patients are being directed to the right level of care, this has a positive impact on other healthcare services where resources are stretched. IntefleCS™ Telephone Triage helps to reduce unnecessary visits to GP surgeries and calls to out of hours services and reduces non-urgent use of Accident & Emergency (A&E). This results in time saving benefits for GPs and other healthcare professionals, improves the delivery, consistency and reliability of patient outcomes and delivers cost savings through enhanced clinical efficiencies.

### Flexible, multi-lingual, scalable and secure

IntefleCS™ Telephone Triage provides a very scalable, robust and reliable framework, capable of multi-language support for both clinical processes and interworking with other healthcare systems. It can cost effectively meet the needs of a small single centre as well as large multiple centres and supports growth and increased demands. The solution's centralised data centre configuration enables lower cost management, updates and expansion, while providing secure networks, fully duplicated to ensure entirely fail-safe operations.



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efficient allocation of resources enables  
specialised staff to focus on their  
respective areas

## It's about getting the right patient to the right place at the right time for the right level of care

### The demands and the challenges in healthcare provision

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, limited resources and financial constraints.

### Why telephone triage is the answer

Today enlightened healthcare organisations are realising the benefits of telephone triage and how it can help to overcome the current challenges and demands. Providers now see triage as a key element in their strategy to assist patients in facilitating access to the right level of support to address their needs.

Telephone triage aims to reduce incorrect use of healthcare services; increase information about alternatives; provide information for self management of the condition where appropriate; alleviate uncertainty of how to access care; reduce unnecessary delays in appropriate treatment and reduce the potential for complications through early intervention. Telephone triage is done at many levels and with the event of new technologies many new forms of triage are developing such as GP surgeries offering nurse advice helplines.

Through triage we have also witnessed the growing importance of call centres as they create an environment that can deliver cost effective healthcare services that are safe, timely and consistent and encourages patients to become more proactive in terms of their own self care.

**It must be recognised that not doing triage is no longer an option because as long as the phone keeps ringing, telephone triage will continue to occur.**

### Making telephone triage a reality

With this in mind Clinical Solutions has developed IntefleCS™ Telephone Triage to make these services a reality. By understanding the healthcare market and by listening to our customers we know that the issues and challenges can be addressed through the application of our solution.

Developed by our team of front-line clinicians and software developers, IntefleCS™ Telephone Triage is built on our algorithm based modules called Teleguides™ which are all clinically validated and fully adapted to reflect best practice. It empowers nurses and other healthcare professionals of varying levels of experience to safely and consistently make accurate speedy assessments of a patient's symptoms, directing them to the most appropriate level of care.

As IntefleCS™ Telephone Triage was designed specifically for the call centre environment it provides a cost effective solution which can be customised to suit chosen workflows. The flexibility and scalability of our application also means we can work with healthcare providers, whatever their size, to suit their needs and requirements.

**Our solutions provide complete visibility of a patient encounter from personal details through to final outcome using tried and tested evidence-based algorithms.**

### Supporting national objectives

Government reforms are a key driver for change and IntefleCS™ Telephone Triage supports these initiatives, for example Creating a Patient-led NHS: Delivering the NHS Improvement Plan 2005 and the NHS Direct Commissioning Framework April 2006-March 2007. In the UK NHS Direct has become an integral part of the wider NHS and the IntefleCS™ suite of applications is now facilitating a number of objectives such as:

- Supporting the integration and sharing of services with Primary Care Trusts and Strategic Health Authorities including call handling and/or clinical assessment for out of hours care, Choose and Book Appointment Line, urgent/unscheduled care services and support for self care
- Development of a multi-channel approach to how patients can access the services – Digital TV and Internet
- Creation of a national patient database plus a national database of information on local services



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flexible reporting allows the easy  
creation of statistical data

## Clinical Solutions has worked with NHS Direct to establish a world leading model for healthcare advice and telephone triage that is being replicated around the world

### Proven track record

Our customers are testimony to the fact that our solutions are delivering real and proven benefits. Here are some examples...

### England - NHS Direct – the largest single e-health service in the world

At the forefront of 24 hour healthcare, NHS Direct is delivering telephone and e-health information services to over 50 million people in England and is now the largest triage system in the world handling around six million telephone calls a year.

NHS Direct is actively enabling people to look after themselves at home, where this is appropriate and currently 47 per cent of all calls to the service are dealt with without needing to be referred on to other NHS services.

The benefits include: minimisation of call time; documentation of each encounter; critical time savings through elimination in paper work; a reduction in demand for out of hours services and reduced load on clinician's time and facilities. The service has also enabled the creation of a National Patient Database which provides a single source of patient data that can be shared between the 23 call centre sites.

**“Clinical Solutions telephone triage is enabling NHS Direct to deliver against its mission to give people information and advice about health, illness and services, to help them make informed decisions about their own care and that of their families while taking the strain off other parts of the health service.”** Murray Bain, Director of ICT, NHS Direct

**“The volume of calls that we take demonstrates the popularity of this type of healthcare system. People like having a service that fits in with their lifestyle and helps them to choose how best to handle their healthcare situation. Working with Clinical Solutions we have also introduced resilient integrated networks, a single national patient database and IP Telephony, creating a virtual contact centre. This has given people greater accessibility to the service”** Murray Bain, Director of ICT, NHS Direct



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### NHS 24 – Scotland

Launched in 2002, NHS 24 provides an e-healthcare service for the population of Scotland. Powered by the IntefleCS™ Telephone Triage solution NHS 24 provides 24 hour access to healthcare information and advice to 5.1 million people. It receives 30,000 calls per week with 99% of calls being answered within 30 seconds. The service has increased accessibility by introducing a language line including 120 languages and a text phone service for people who are deaf, hard of hearing or speech impaired. Clinical Solutions has worked with NHS 24 to make continuous improvements and recent upgrades have achieved additional functionality, enhanced clinical content and greater efficiencies in the use of resources which has resulted in improvements in patient care.

### Portugal - Saúde 24 (S24)

Saúde 24, the Portuguese National Health Helpline - a service which offers clinical encounters, health advice and health information to the people of Portugal, is now powered by IntefleCS™ Telephone Triage. The helpline directs callers to the most appropriate level of care to ease pressure on more traditional branches of the healthcare services.

Clinical Solutions working closely with Linha de Cidadãos de Saúde SA (LCS) and the Portuguese Health Ministry have customised the application to suit their workflow and have introduced specialised and localised content to meet the needs of the Portuguese Public Health System.

**“The Public Health system is under great pressure to provide healthcare with limited resources. The national helpline will provide a valuable means of support and reference for the Portuguese people and enable the Public Health System to allocate its resources more efficiently making sure that the right level of care meets the right people. Clinical Solutions were the ideal partner with the right experience and expertise for delivering this service.”** Ramiro Martins, CEO, LCS

## Based on the IntefleCS™ Telephone Triage solution NHS 24 provides 24 hour access to healthcare information and advice to 5.1 million in Scotland

### Norway - Norsk Helse telefon 24

Norway's Norsk Helse telefon 24 (NHT24) service provides a nationwide telephone helpline offering health advice and support for its subscribed members in all Scandinavian countries. NHT24, a private company, utilising IntefleCS™ Telephone Triage can now offer its customers a 24 hour clinical triage service wherever they are located in the world.

**“The service will provide a new and valuable resource for our members by providing 24 hour health assistance and advice from wherever they may be. We selected Clinical Solutions based on its track record in the UK, its understanding of our needs and their forward thinking approach.”** Jan Einer Vaage, Chief Executive, NHT24

### IntefleCS™ Telephone Triage some facts...

- The only solution providing national scale telephone triage supported by clinical content and a fully managed service to over 2,000 workstations
- Powering the largest telephone triage system in the world
- Based on Teleguides™ which are clinically validated by the NHS and peer reviewed by the Royal College of Medicine and Royal College of Nursing
- Highly customisable interface to match chosen workflow
- Competitively priced streamlined solution, minimising call times, ensuring that higher cost resources are used only when needed without compromise to level of service
- Flexible, multi-lingual and scalable architecture which allows integration to legacy and third party systems
- Over 60 million calls made to the solution with no litigious events



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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. These offer advanced decision support in either a telephony, web or in-person environment. Recognised as a market leading solution **IntefleCS™** 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, 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 organisation's 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.

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

**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 quickly become highly skilled in the use of the Clinical Solutions applications.

**Support services** - Our service centre is second to none and provides support 24/7, 365 days a year to customers around the world. We answer all calls within three seconds on average. 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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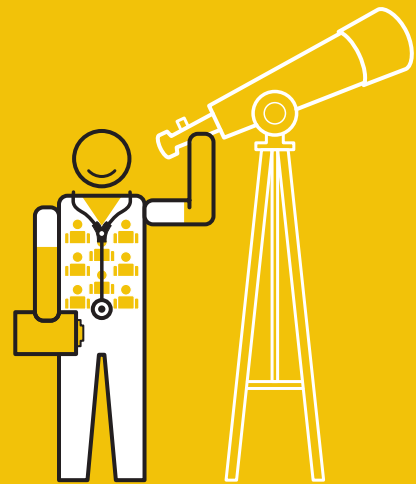
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## Delivering better healthcare, for a better future

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  
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