

IntefleCS

111

Ensuring NHS 111 enquiries go to the right place, at the right time



NHS 111 is a new telephone service for those people that need access to health services urgently, but the situation is not life threatening. It is available 24 hours a day, 365 days a year and will address the 300-400million urgent care calls the NHS receive from patients each year. NHS 111 will be available throughout England by April 2013. Pilot sites have been in existence from 2010.

NHS 111 is redefining healthcare service delivery. It will improve public access to urgent healthcare services, increasing public satisfaction through more effective and productive healthcare services that are tuned to meet peoples' needs. It will also help increase the efficiency of the NHS by ensuring that people are able to quickly and easily access the healthcare services they need first time.

The delivery of NHS 111 requires specialised and innovative technology to manage technical and clinical workflows and to make the service a success from the outset.

Clinical Solutions IntefleCS 111 is a patient relationship solution consisting of patient management software and clinical triage content, delivered through a managed service that helps effectively manage the demand for clinical care, health related advice, and information from patients using the NHS 111 service.

IntefleCS 111 is designed to effectively assess, handle and refer NHS 111 enquiries to the right place, at the right time. It offers immediate entrance and traction into the NHS 111 market, adapting to the various GP Consortia models and managing demand across multi-channels.

IntefleCS 111 features include:

- Ability to register and search for the caller's record
- Assessment of the nature and urgency of the call
- Automatic despatch and update to Ambulance service systems

- Automatic referral to Out-of-Hours, GPs and other service providers
- Facility to capture and review past history and contacts
- Warm transfer of calls to a clinician for further assessment if needed
- Search a service directory for local resource availability
- Ability to transmit patient data to the next provider when continuation of care is required

IntefleCS 111 enables you to manage calls and workflow efficiently and dynamically to avoid queueing of patients. You can configure call types and patient information, based on the type of service that is being offered.

In addition, IntefleCS 111 enables you to keep your staff fully informed via staff information notices.

The Clinical Solutions IntefleCS 111 solution is fit for NHS 111 purpose today. IntefleCS 111 is based on the very same technology currently used by the NHS to safely and efficiently take millions of calls every year in England, Scotland and Wales. This gives you peace of mind for a tried and tested system, backed by clinical and technical expertise.




Benefits

- Specifically for NHS 111
- Rapid set up and deployment
- Scalable
- Adapts to local workflows
- Economical
- Proven
- Trusted
- Peace of mind, managed service

Features

- Clinical and Non-Clinical Triage
- Rapid response assessment
- Extreme precision in service configuration
- Automatic Despatch and Update to Ambulance Service
- Automatic Referral to Out-of-Hours, GPs and other Service Providers
- Reception and sorting of incoming electronic transfers
- Search Directory of Services
- NHS 111 messaging specification compliant
- Supports triage and assessment with a variety of clinical contents:
 - Pathways trial content
 - CS TeleGuide 111 content
- Dedicated N3 connectivity and hosting services

Skills based features

 <p>Contact Centre</p>	Receive a web referral	 <p>Non Clinician or Clinician</p>
	Set up an encounter record	
	Search for matching patient record	
	Record demographic details	
	Create, Edit or View Special note	
	Assess level of urgency using call taker protocols	
	Transfer call and record to a clinician for clinical assessment without the need for a call back	
	Search the directory of services	
	Transfer call to a call back queue	
	Add a note to a call in the queue	
	Search for and add patient GP and care provider	
	Search patient history	
	View encounter report and print or Fax	
	Automatic Referral to Out-of-Hours, GPs and other Service Providers	
	Send record on to the patients own GP	
	Automatically despatch Ambulance and Update to Ambulance Service	
	Receive a warm transfer call with the electronic record	 <p>Clinician</p>
	View patient queues	
Select a call from the queue		
View past medical records		
Triage of symptomatic callers using TeleGuide algorithms, Pathways or other third party content		
Close the call with a disposition		

Why us?

The best track record

Only technology across multiple NHS 111 pilots 60m encounters, less than 0.1% incident rate, 18m patients records

A long term, holistic approach to supporting NHS 111

Extending to an integration with the other care delivery channels

Technological and clinical breakthroughs

Created and supported by industry experts

Proven scalable technology, infrastructure and content

Resilient N3 data centre

Clinical safety and support

24/365 expert clinical support available

Unique multi-channel offering

To engage and educate patients more directly

Enter the market now and be ready to provide local care supply services!

Want to find out more, or arrange an IntefleCS 111 demonstration?

Call us: **+44 (0) 1256 337 300**

Email us: **enquiries@clinicalolutions.com**

Visit us: **www.clinicalolutions.com**

Follow us: **www.twitter.com/CS_news**