



OPPORTUNITY

To provide the UK NHS and its partners a virtual, asynchronous service to improve access, focus and productivity.

INNOVATION

Creation of a Digital Outpatient Platform with seamless integration into existing workflows, improving outpatient access and focus on select specialties.

SOLUTION

A portal for consultation, assessment, and administration — accessible to patients, NHS Trusts, and consultants built on **InterSystems IRIS for Health**.

IMPACT

HBS UK's digital platform improves accuracy, reduces errors and delays, accelerates data sharing, and makes for far easier outpatient access to NHS.

Healthcare Business Solutions UK Revolutionizes Patient Care with a Digital Outpatient Platform

A new digital outpatient platform, implemented by HBSUK and based on **InterSystems IRIS for Health**, has profoundly transformed patient care and significantly reduced administrative burdens within the UK National Health Service (NHS). Patients can log into the platform from their smartphones or computers, providing detailed information and even upload photographs of their conditions. This asynchronous approach ensures consultants receive comprehensive and accurate patient histories, enabling them to make informed clinical decisions.

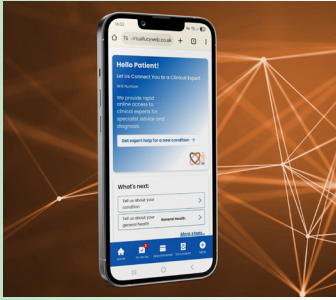
The platform has been particularly effective in managing long waiting lists, with some patients receiving assessments and outcomes within three days instead of waiting up to a year. This rapid response not only improves patient satisfaction but also alleviates anxiety and uncertainty, especially for those worried about serious conditions.

Moreover, the service has a broader impact on patient care and staff well-being. By providing faster and more accurate assessments, the platform helps patients avoid the distress of prolonged waiting times. The platform's ability to handle a large volume of patients efficiently has also improved the working conditions of NHS staff, especially those in administrative roles. The reduction in manual data entry and automation of patient information transfer allows staff to focus on more critical tasks, enhancing overall productivity and resource efficiency.

Comprehensive and Secure Platform Functionality

Telephone, Video & Face-to-Face Consultations: The digital outpatient platform supports various types of consultations, with patients directed based on their needs and preferences. Clinicians have access to all relevant patient history, enabling accurate diagnoses and treatment plans. The platform also generates and shares appointment letters with the patient, GP, and local hospital in real-time, ensuring everyone is informed.





Pre-Assessment Feature: The platform includes robust pre-assessment, prompting patients to answer general and problem-specific health questions before their consultation and helping clinicians better understand the patient's condition and prepare for the consultation.

Patient-Initiated Follow-ups (PIFU): Additionally, the platform supports Patient-Initiated Follow-ups, allowing patients to manage their own follow-up appointments and treatment as needed.

Secure & Rich with Tools: The platform is fully secure and compatible with NHS IT systems. Patients use their NHS login for registration and authentication. The platform supports FHIR/HL7 interoperability and provides an integrated PACS viewer for medical imaging. It also includes a rich set of tools such as a clinician performance dashboard and Quality Assurance (QA) tools.

About the Winner: Healthcare Business Solutions UK Ltd.

Healthcare Business Solutions (UK) Limited (HBSUK) is a leading healthcare provider dedicated to transforming patient care. HBSUK's innovative digital outpatient platform helps both National Health Service (NHS) and private healthcare providers significantly boost clinician productivity, reduce patient waiting lists, and lower overall service costs.

About the InterSystems Impact Awards, Selected by an MIT Panel

Each year select client organizations are recognized at the InterSystems READY conference for projects driving positive change. Nominations are evaluated by independent judges from MIT on three criteria:

- **Makes a significant difference**
- **Breaks new ground**
- **Sets an example**

To learn more about the InterSystems Impact Awards visit

<https://www.intersystems.com/intersystems-impact-awards/>.