

Connected Critical Care, Designed for Decisions that can't Wait

The benefits of managing intensive care within one unified InterSystems electronic patient record



It is not simply an ICU system. It is critical care as part of one connected patient record

Critical care teams make life-changing decisions in minutes. They need immediate access to a complete picture of the patient, not scattered information spread across multiple systems.

But when ICU operates on a standalone system outside the wider electronic patient record, vital patient data can become fragmented. Teams may need to switch between systems, re-enter data, chase updates or rely on partial views of care delivered before, during and after an ICU admission.

InterSystems TrakCare® and InterSystems IntelliCare™ Intensive Care capabilities help remove these barriers.

As part of the unified EPR, it connects intensive care with emergency departments, theatres, wards, diagnostics, pharmacy and hospital management. Information is documented once and available wherever it is needed throughout the patient journey.

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The challenge: critical care depends on connected information

ICU teams manage patients whose condition can change rapidly, often drawing on information from across the hospital and beyond. At the same time, organisations are under pressure to improve patient flow, reduce avoidable delays, support governance and make better use of scarce specialist capacity.

Disconnected information leads to:

InterSystems
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an ICU episode

- Clinicians spending valuable time searching across multiple systems
- Time-critical decisions being made without a complete patient view
- Handover risks as patients move between emergency care, theatres, ICU and wards
- Pressure on beds, staffing and specialist resources
- Growing documentation, audit and reporting requirements
- The need for safe, coordinated multidisciplinary working.

When information is fragmented, teams lose time and context. A unified record helps ensure the right people can see the right information at the right point in care.

Why a unified EPR changes the model of critical care

Critical care is never isolated from the rest of the hospital.

An ICU admission may depend on diagnostics requested in the emergency department, medicines reconciliation from pharmacy, procedures performed in theatre, specialist reviews from clinical teams and discharge planning with wards and community services.

InterSystems Intensive Care brings these touchpoints together within the wider EPR, supporting a continuous record of care rather than a departmental view of an ICU episode.

That means clinicians can work with richer context, operational teams can see activity and capacity more clearly, and organisations can strengthen governance without adding unnecessary administrative burden.

Key benefits

Safer, more informed clinical decisions

With ICU embedded in the patient record, clinicians can access relevant history, observations, medications, allergies, investigations, treatment plans and previous clinical decisions in one place. This supports faster, more informed decision-making in time-critical situations.

Better continuity across the patient journey

Information follows the patient from admission through intensive care and onward to step-down, ward-based care or discharge. This helps reduce gaps at handover and gives teams outside ICU the context they need to continue safe, coordinated care.

Less duplication, more time for care

Documenting information once and reusing it across workflows helps reduce duplicate documentation, manual re-entry and avoidable administrative effort. Clinical teams spend less time reconciling information and more time focused on patients.

Clearer operational visibility

Real-time information about ICU activity, patient status and capacity helps organisations understand demand, manage resources and support patient flow across the hospital.

Stronger governance and accountability

Structured documentation, audit trails and role-based access support clinical governance, compliance, review and learning. Organisations gain better oversight of critical care activity while maintaining appropriate controls around sensitive patient information.

Connected multi-disciplinary working

ICU clinicians, pharmacists, diagnostics teams, theatre staff, ward teams and specialist services can work from the same record. This supports shared understanding, more efficient communication and more coordinated care planning.

Creating a foundation for future innovation

Critical care teams already face growing volumes of clinical and operational data. The next step is not simply to collect more information, but to help teams find, interpret and act on it more effectively.

Because ICU is part of the wider patient record, organisations are well positioned to adopt AI-enabled capabilities through InterSystems IntelliCare that help clinicians retrieve information faster, reduce cognitive burden, optimise workflows and support informed clinical decisions.

One patient. One record. One connected critical care journey

Whether deployed through TrakCare or IntelliCare, InterSystems' ICU capability brings critical care into one connected patient record, helping teams access the information they need, reduce avoidable delays and make confident decisions when every moment matters.

Find out more

To learn more, please visit www.intersystems.com/uk/products/trakcare/departments-documentation-extensions/

About InterSystems

As a global leader in digital healthcare, InterSystems brings over 45 years' experience supporting healthcare transformation and is trusted by more than 60% of NHS organisations in England. Its solutions support over 95% of hospital and clinic activity in Scotland, power a single national laboratory information management system across Wales, and play a central role in community care systems in Ireland. InterSystems enables more connected, data-driven care at scale, helping health systems improve productivity and outcomes. By harnessing trusted AI and data as strategic assets, InterSystems embeds intelligence into everyday clinical and operational workflows – turning data into insight, reducing complexity, and supporting more coordinated, patient-centred care across settings.

Its unified AI-native platform is medical device certified to provide a secure digital backbone for end-to-end data, workflow, and governance – enabling safer decisions, greater efficiency, and sustained transformation at scale.

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