

**Product
Information**
August 2011

NHS Pathways

Purpose

Unscheduled care providers can now access the NHS Pathways suite of clinical assessment content from within Adastra as an integrated part of their case flow. NHS Pathways provides decision support for triaging telephone calls from the public, based on the symptoms they report when they call. AHC is licensed to embed it within Adastra for use by any organisation delivering care against an NHS contract.

Features

NHS Pathways sets out to deliver a single clinical assessment tool that provides effective triage over the telephone in 999, GP OoH, NHS 111 and any other Single Point of Access setting. There is one version of content which can be configured to support these different services. The SPA configuration is required for NHS 111 as it supports a direct dispatch to ambulance services.

NHS Pathways enables a specially designed clinical assessment to be carried out by a trained person answering a call. The Call Handler progresses through the clinical assessment, with each answer determining the next question to be asked by them and leads to a pre-determined level of care for the patient based on the information provided. Each disposition can be mapped as per individual customer requirements.

Licences

There are no AHC license fees to use NHS Pathways within Adastra, however organisations must be licensed to use NHS Pathways by CfH. Initial interest in implementation should be expressed to the NHS Pathways team on nhspathwayscms@nhs.net.

Implementation Costs

AHC implementation services are chargeable covering:

- Project Management
- Development Support - To upgrade to pre-requisite version and installation of the NHS Pathways dataset
- Consultancy - The standard implementation service includes on-site consultation to identify appropriate mapping of dispositions to operational case flow, and creation of documentation to support case flow. Configuration of the training system for customer review, and then transfer of the configuration to live system. On-site support for go live, and off-site follow-up following live use of the system. This excludes creation of Adastra Decision Support Templates.
- Reporting - Up-to-date report pack to incorporate QR9

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- Annual Upgrade - NHS Pathways upgrades will be released on a periodical basis by CfH (typically twice per annum). New releases will require testing, installation and can contain DX code changes which will need to be configured on a local basis.
- Training - AHC is an NHS Pathways training service provider and would be happy to discuss your training requirements. Training services are chargeable.

Pre-requisites

Adastra v3.15.28 is a minimum requirement.

NHS 111 Interoperability Specification

Adastra fully supports the 111 Interoperability Standard which allows seamless interactions with other 111-compatible systems. Further pricing and implementation pricing is available on request.

For more information

About Advanced Health & Care

Advanced Health & Care is a leading supplier of IT management systems for urgent & unplanned care, homecare, residential care, hospices, mobile information for community carers and back-office management systems for NHS trusts, local authorities and care providers.

Working with partners in the NHS, local government and the private sector, Advanced Health & Care is delivering IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.

The Advanced Health & Care suite of products includes: Adastra, CareSys, Crosscare, eFinancials Smart Business Suite, iConnect, iNurse, Odyssey CareAssess, Saturn & StaffPlan.

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