



## Advanced Clinical Patient Management

Our leading solution enables healthcare providers to manage episodes of care across demanding urgent care settings, including community pharmacies, out-of-hours and NHS 111 services. We have over 20 years' experience in this sector and, working in partnership with our team of skilled clinical staff, we have developed an ideal solution that works for you.

### Interoperability with other healthcare services

Our solution helps you to deliver integrated urgent care to your patients. Following an episode of care, clinicians can record the care and send further details to the patient's GP. Accurate, full records of the episode of care means that clinical handover is seamless, and each healthcare professional who sees the patient can base their diagnosis and treatment on having the patient's full medical record at their fingertips.

### Access to patient records

We help you deliver a consistent, safe approach to urgent, emergency and out-of-hours care. Our solution helps you to reduce clinical risk when treating a patient by allowing you access to the patient's Summary Care Record through the Medical Interoperability Gateway. This helps your clinicians see a complete view of a patient's medical record when recommending an appropriate course of care, reducing the risk of error.

### End-to-end patient journey

Our solution promotes data flow between clinicians and healthcare services by ensuring that when a patient arrives at a service, their full medical record – including prescription history – can be viewed instantly. For out-of-hours care providers, our solution allows clinicians to record the episode of care and transfer details to the in-hours GP, using a range of automatic and multi-method GP notifications.

### Prioritisation of cases

We realise the importance of smart, safe clinical triage when providing urgent and out-of-hours care. Our clinical decision support solution can integrate fully with this patient management technology to enable your clinicians to triage incoming patients, either face-to-face or on the phone. For community pharmacists using the minor ailments service, having confidence in prescribing is invaluable. For ambulance services, our integrated solution allows you to prioritise resources while dispatching ambulances for only the most serious and life-threatening cases.

### Client >

Urgent care providers

### Sector >

Health and care

### Project >

Advanced Clinical Patient Management

*"All our patients are now assessed quickly, accurately and efficiently, which is a 'win win' for both the patient and DHU."*

Debi Slack >  
Manager >  
RightCare

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## Support for NHS 111 services

Our solution can include the NHS 111 repeat caller service, support for NHS Pathways and sophisticated reporting and analytics tools – helping you to deliver seamless, integrated care. Our solution supports each of the core NHS 111 principles by enabling call handlers to:

- > Complete clinical assessments on the first call
- > Refer calls without being triaged
- > Transfer clinical assessment data to other providers
- > Dispatch ambulances without delay

## More from Advanced

Our NICE-accredited clinical decision support solution combines an intuitive layout with rich clinical content and an easy-to-use interface. This gives clinicians and call-handlers a unique approach to patient triage. When fully integrated with our clinical patient management solution, the system allows your urgent or emergency care service to prioritise cases based on need and recommends the safest and most appropriate care pathways, every time.

## Case study

Derbyshire Health United (DHU) introduced our clinical patient management solution to support growing demand from patients receiving out-of-hours care. Their RightCare scheme, introduced in 2005, helps ensure seamless delivery of out-of-hours care to patients with complex health needs. Since implementing our solution, DHU typically answers all calls within 60 seconds. The solution has also enabled DHU to share information more easily across other local healthcare providers.

Slack says, "This is a critical time for cost cutting amongst health organisations. This is why systems like Adastra are so crucial to DHU. Without it, we would struggle to provide our patients with such a quality and cost-effective service!"

We are the third largest software provider in the UK. We support over 70,000 healthcare professionals and believe that our comprehensive, easy-to-use solution is the best way to ensure your patients are receiving the care and support they deserve.

*"Adastra enables information stored in the database to be easily shared. This saves the patient time and energy as they no longer have to repeat information, such as their symptoms and medications."*

Debi Slack >  
Manager >  
RightCare

## More information

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