

CAPITA

Salus

Knowledge driven healthcare



Healthcare Decisions

Safe, trusted, accessible.

Healthcare providers across the world face the same challenges of improving access to quality care while managing rising demand and costs.

From national health services and multi-national insurers, to private medical institutions and public hospitals, *Salus* is delivering improved cost efficiency, productivity and patient care.

Built on Microsoft Dynamics CRM, *Salus* is a powerful patient relationship management solution that utilises accredited clinical content to facilitate best clinical practice, record keeping and auditing, as well as assisting in decision making, for improved efficiency and safe, appropriate outcomes for patients.

Salus connects people, information and systems, enabling healthcare institutions to move away from isolated legacy applications and paper-based processes. It helps physicians, nurses and administrators to work as a single integrated team to improve clinical decision making and co-ordinate the delivery of patient care.

Benefits

- Deliver consistently high quality health advice
- Improve patient care and compliance
- Minimise clinical risk
- Fast, intuitive and easy to use
- Respond quickly to changes in practices and processes
- Gain business insight

Single Solution for Public and Private Health Organisations

Salus offers a broad, deep solution for all organisations that are involved in the delivery of healthcare services.

For public, national health institutions, *Salus* facilitates collaborative care and effective, robust case management across the patient pathway.

For private health insurers, *Salus* manages the complex relationships and interactions between members, providers and the services they offer, improving service efficiency, member loyalty and providing proactive campaign management to promote health and wellness.

Point-Of-Care Support

Whether you are a doctor at a clinic or hospital, a mobile care worker, or nurse giving advice over the phone, *Salus* provides decision making information, data capture and information delivery at the point of patient contact.

The intuitive interface guides the user through the process of accurately documenting each patient encounter, preventing missed information and ensuring adherence to procedure. All information relating to the encounter and patient is fully auditable.

Accurate, Extensive Patient Information

Salus provides a single, accurate source of patient, referrer, provider and services information. From the intuitive interface users can create and edit identification, domestic, social and contact information about the patient. This rich data can be utilised for outreach campaigns such as smoking cessation, and for identifying and analysing trends.

Clinical users are also provided with comprehensive medical information like allergies, injury, treatment and prescriptions, test results, observation notes etc. Secure access to this information at point-of-care enables clinicians to make informed, timely decisions.

Integrated Decision Support

Salus' integrated clinical decision support seamlessly delivers evidence based knowledge into care delivery, improving medical outcomes, quality and safety. Our decision support system is designed and developed to recommend an appropriate care pathway, through to providing multi-channel access to evidence based health advice.

Contact Centre Health Assessments

There will always be situations in which people need medical advice but cannot get in to see, or get in contact with a doctor. A telephone triage service is becoming a popular solution to improving access to health advice and reducing unnecessary visits to expensive, over-stretched emergency departments.

In a contact centre triage or telephone consultation scenario, Salus employs sophisticated, computerised decision support algorithms to enable both clinicians and non-clinicians to quickly and accurately assess the urgency and severity of the patients symptoms.

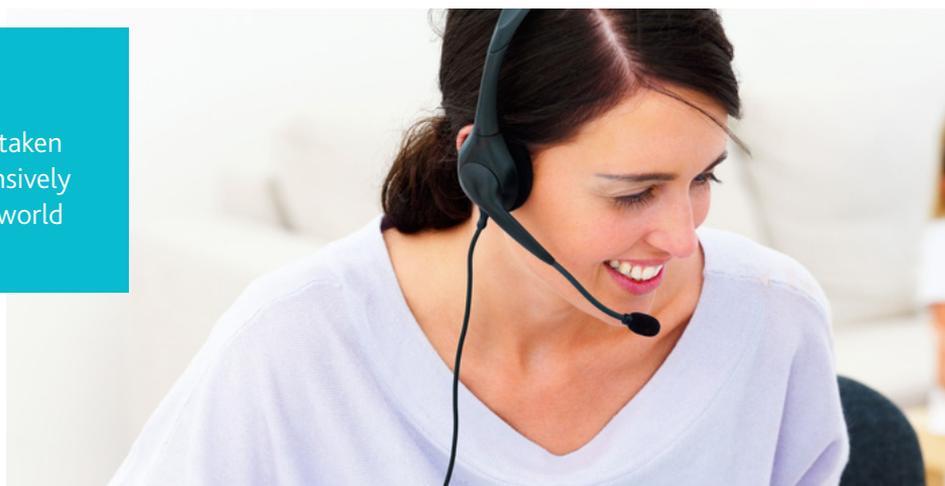
Assessments can be initiated from a patient's record or dynamically if the caller does not exist within the system. The solution then guides the call handler through a series of questions to quickly reach a recommended outcome appropriate to the presenting symptoms and answers given.

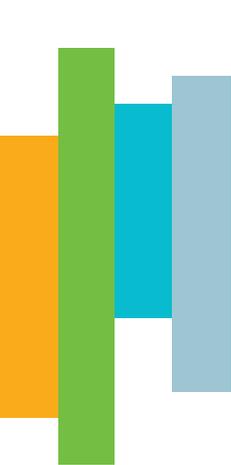
This could be self-care advice, referral to local services or to initiate emergency dispatch.

Salus maintains a full audit trail of the assessment process including questions offered, answers given, redirections, script listings, session creation and user role changes. Analysis of this information provides the basis for a program of performance and data improvement.

Telephone Triage

Globally our decision support technology has taken over 85 million calls, making it the most extensively used and trusted health triage solution in the world





Performance Driven Results

Delivering real-time, accurate and actionable information via graphical dashboards enables users to quickly assimilate the most important information relevant to their role. Key performance indicators showcasing current trends and trajectories enable front-line staff, administrators and managers alike to make quick decisions to improve service levels.

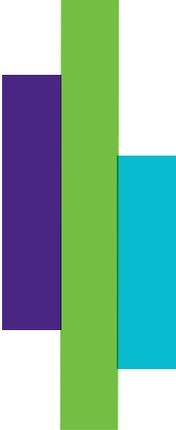
Users can also quickly and easily create sophisticated reports to analyse the extensive data captured by the system. Analysis of performance by individual departments, units, or services is possible to find efficiencies and eliminate unnecessary steps. Users can gain insight into emerging marketing trends and customer expectations to streamline processes and improve patient satisfaction.

Familiar, Robust Technology

Salus is specifically designed for healthcare, on flexible technology that can be implemented quickly and inexpensively without complicated customisations and lengthy implementation lead times.

As a Microsoft Dynamics CRM based solution, Salus works like and with familiar products clinicians may already use, such as Microsoft Office Outlook. The familiar and intuitive work environment reduces training requirements and helps to improve efficiency and drive user adoption.

In addition to realising a fast time-to-value and low total cost of ownership, Salus also interoperates easily with multiple systems and provides the tools to quickly adjust internal processes and workflows to adapt to changing needs and demands.



Healthcare Decisions

We transform healthcare decision making.

Our SaaS and PaaS products support healthcare providers to make better decisions about their patients, and empower individuals to make better decisions about their own health and wellbeing.

Over the past 15 years, our decision support software applications have been used by some of the world's leading healthcare providers to power over 80m patient transactions and are constantly updated by our in-house clinical team. Our state-of-the-art dedicated UK Healthcare Platform provides security, resilience and N3 accessibility for over 20m patient records, our decision support software applications, and over 70 clinical applications.

Healthcare decisions brings together clinical expertise and Silicon Valley innovation to power decision support which delivers more for less and is underpinned by three principles: **Safe, Connected, Useful.**

Find out more at

www.capita.co.uk/healthcaredecisions

Or contact us at:

healthcaredecisions@capita.co.uk

+44 (0)1256 337 300

