# CAPITA

Clinical Content
Safe, trusted clinical content
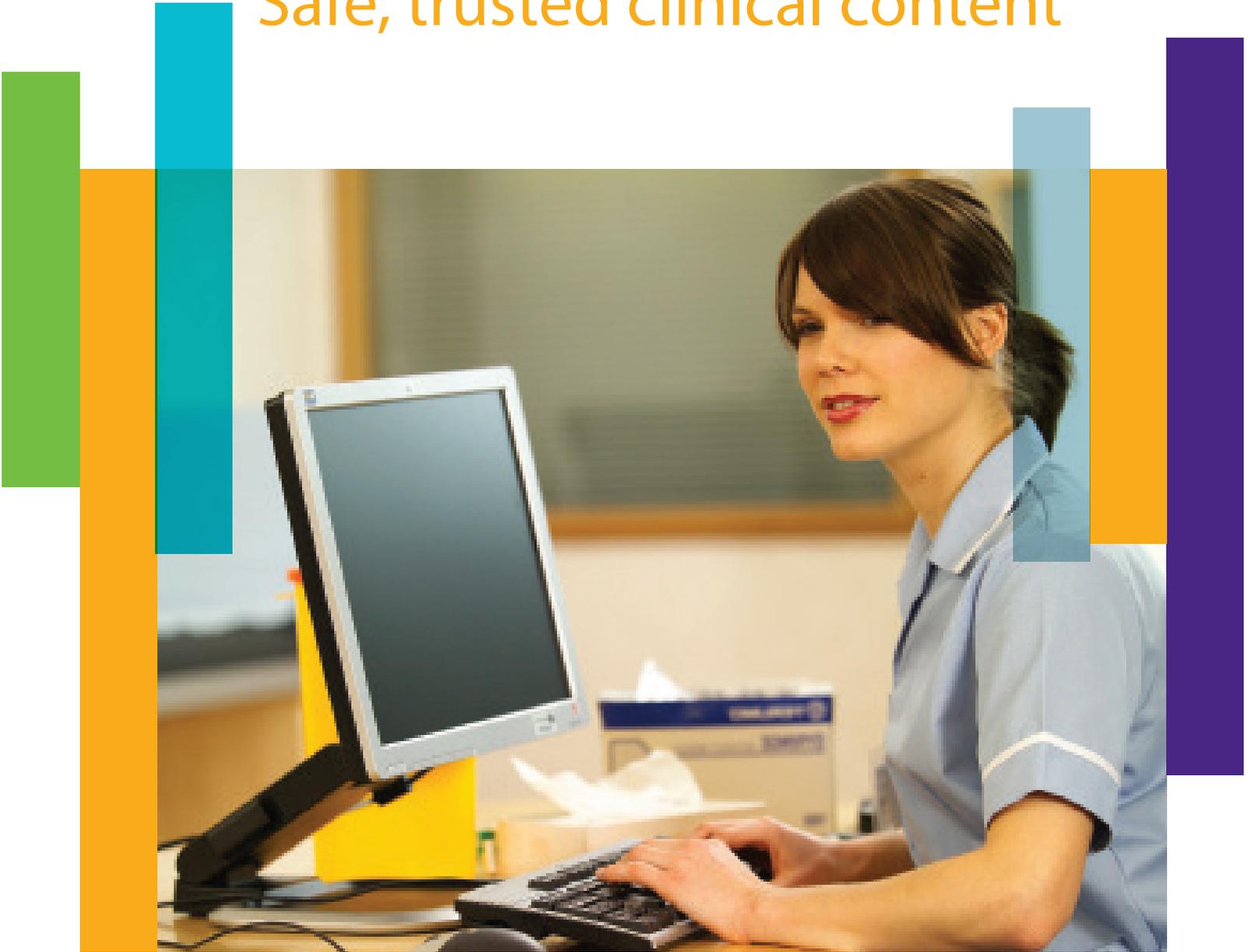
Healthcare Decisions
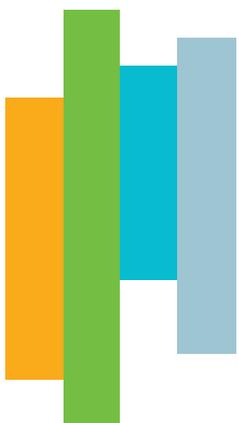
Safe, evidence based decision support.
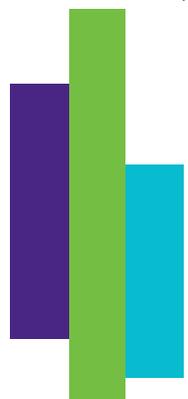
Capita's clinical content suite is a set of proven, symptom based algorithms developed by clinicians to support healthcare decisions.

What It Does

Accurate and up to date clinical information is the bedrock of safe healthcare applications.

Our content suite supports efficient and effective clinical assessment of a patient's presenting symptoms, and guides the user through questions and rationales to assess the severity of the situation. This leads to an evidence based outcome, and an efficient and timely referral to appropriate care for the patient.

Safe

All content is created and updated by our in-house clinical team.

We have a proven safety record in over 100 million patient encounters, and this standard is reinforced by our certified accreditations.

URAC Accredited

ISO Accredited

IS Accredited

Trusted

Based on over 15 years experience we have developed the suite to become an expert base-set of configurable clinical content for use in the delivery of multi-channel healthcare decision support.

Capita Healthcare Decisions are the creators of the NHS Direct software which has benefited over 50 million people in England, Wales and Scotland and was the largest telephone triage system in the world. Our clinical content is well established and is constantly updated.

Consistent and Accurate

Our structured clinical assessments help promote best practice within staff groups, provide reassurance to patients and consistency and quality in assessment and outcomes. Close working relationships with our customers has given us experience that has contributed to the continued development of the content and functionality within the algorithms to bring about constant improvements to the patient journey.

Customisable

Our clinical content algorithms are built within a customisable interface which allows for adaptation of the content to meet local needs, such as areas with instances of Malaria, Sickle Cell Anaemia or snake bites. Our content can be tailored for each customer, ensuring a best fit model, and enabling desired business outcomes to be reached.

User authority levels can be customised to ensure safe decision support for all system users. This flexibility means that our content can be used within many applications, such as teletriage and contact centres, web and mobile applications, face to face assessment and self assessment.

Benefits

- Safe
- Delivers consistently high quality health advice
- Improves patient experience and care
- Trusted-evidence based content minimises clinical risk
- Fast and easy to use & configure
- Enables quick responses to changes in practices and processes
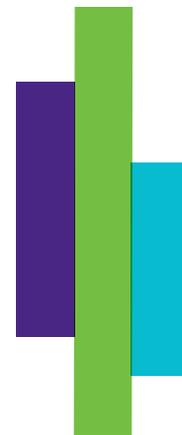
Evidence Based

Our evidence based content is referenced by medical research and credible literature sources. A huge amount of clinical evidence, together with many years of clinical expertise, have contributed to the construction of the base set of algorithms, offering complete peace of mind.

As the questions are asked, supporting evidence is displayed to the user, which aids understanding, and provides context, additionally serving as a learning resource.

Evidence based care advice is an integral part of each algorithm, each relevant to the presenting symptom.

Robust Clinical Governance

Robust clinical governance processes underpin our content management, and ensure that we deliver high quality, relevant and safe content.

Our internal clinical authoring team of doctors and nurses review relevant evidence and create or revise content as required. Proposed revisions are peer reviewed by a minimum of 2 qualified or allied health care providers.

The final recommendations are then submitted via the research and audit group to the Clinical Governance Board for final approval and sign off prior to an integrity test and publishing into live environments, so you can be sure of the quality of the content.

The Best Care

The algorithmic approach we use streamlines calls by having inbuilt logic, which takes into account the response to the preceeding question. This leads the call taker to the most appropriate next question and minimises call time, frees up advisers and reduces cost through improved staff efficiencies, whilst maintaining consistent and safe care for patients.

We can meet the needs of a small single call centre, or a national service, enabling you to reach out to your patients and provide them with a safe but active role in their own care.

Fast Facts

- Proven in over 100 million patient encounters
- URAC Accredited
- ISO 9001:2008 and ISO/IEC 27001:2005 Accredited
- IS Accredited
- Robust clinical governance process
- Customisable, enabling multi-channel delivery of care support and advice
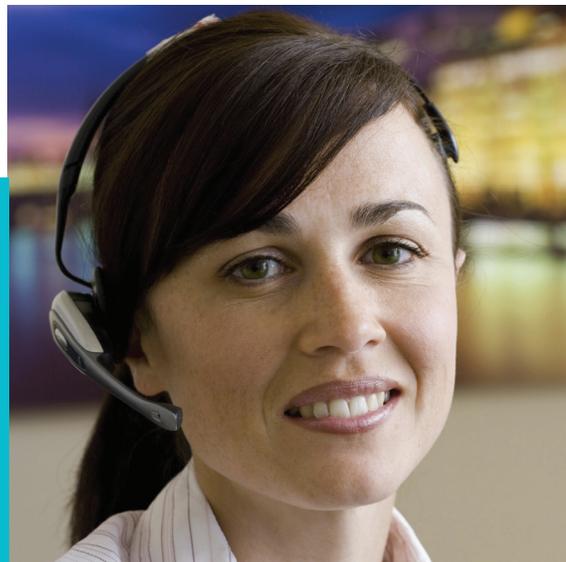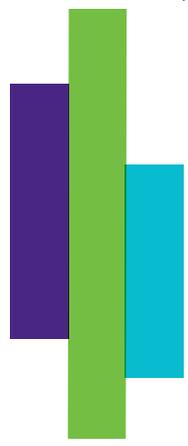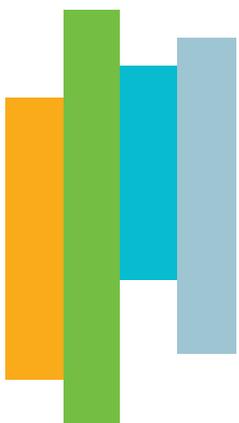
Our clinical content suite contains the following elements:

- TeleGuide Assessment: provides structured decision support for clinicians during telephone triage assessment.
- Self Assessment: provides self-care measures based on symptoms and enables patients to make informed healthcare choices and receive a recommendation on the best course of action to take.
- TeleGuide Public Health & Disease Management: provides support and advice for the early detection and effective management of an epidemic or pandemic outbreak of infectious disease.

Healthcare Decisions

We transform healthcare decision making.

Our solutions 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 17 years, our decision support software applications have been used by some of the world's leading healthcare providers to power 100 m patient transactions and are constantly updated by our in-house clinical team.

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.capitahealthcaredecisions.com

Or contact us at:

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