SymptomCheck.me
Online Self-Assessment

Safe, trusted, online health assessments and advice.

SymptomCheck.me provides an intuitive online service to patients, allowing them to check their symptoms and receive advice about what to do next.

By directing patients to the right care at the right time, SymptomCheck. me offers a proven, cost effective solution for reducing waiting times and unnecessary appointments while improving outcomes for patients.

There will always be situations in which people are concerned about their health but are unsure whether they need to see a doctor.

Giving your patients access to an easy to use, yet highly sophisticated online symptom assessment solution empowers them to take care of their own health. Clear, concise medical advice helps them understand when a medical issue is serious and requires immediate attention, or when it can be managed through self-care.

SymptomCheck.me was built by clinicians but written for patients, avoiding medical jargon and giving practical care advice that can be easily followed.

How Does It Work?

SymptomCheck.me automates the health assessment and triage process that would have traditionally been done by a doctor or nurse. Patients enter their age, gender, and symptoms, and are guided through a series questions to determine severity and possible causes. During the assessment process help links and rationales give further information, aiding understanding..

At the end of the assessment, patients receive clear guidance on the care they need and instructions on what to do next, such as:

- Self care information about how to look after themselves and manage their symptoms
- Advice to visit their GP or another healthcare professional within a specified time
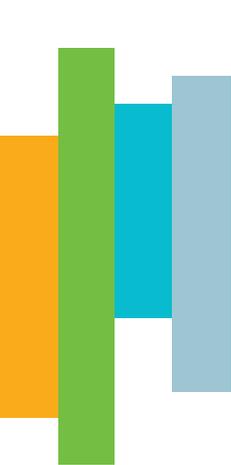- Urgent instructions, such as call for an ambulance or go to the emergency department

These outcomes are accompanied by care advice on how to treat or relieve symptoms and what to do if symptoms are not resolved within an anticipated time frame.

SymptomCheck.me can also advise on the nearest care provider to the patient's location that offers the services they need.

Benefits

- Gives immediate access to safe health advice
- Reduces unnecessary appointments
- Ensures urgent care is sought quickly
- Provides reassurance and peace of mind
- Minimises clinical risk
- Empowers patients to take care of their health
- Easy to understand health information and advice
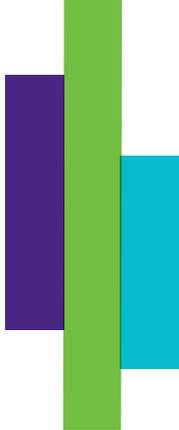
Exceptional Patient Experience

Feeling well informed correlates strongly with patients overall rating of their healthcare experience. SymptomCheck.me supports patients in making informed decisions about their care and where to access the services they need, enabling them to take control and greater responsibility for their own health which in turn helps reduce misconceptions and anxiety.

Offering SymptomCheck.me as part of your online patient experience provides an alternative and convenient way for your patients to access quality health advice and support without needing to attend an Emergency Department or wait for an appointment with their GP.

Reducing Demand and Costs

Unnecessary appointments account for a staggering 27% of total healthcare costs every year. Part of the problem is that it's hard for patients to know how serious their condition is or how to treat it without an expert opinion. SymptomCheck.me directs patients to the most appropriate service and empowers them to self-care, relieving pressure on hard-pressed GPs and accident and emergency departments.

In addition to generating substantial capacity savings in primary care, increased self-care allows clinicians to spend more time assisting patients with more complex health needs. One analysis from NHS England suggests that if 10% of GP attendances for minor ailments could be avoided through online self care advice, annual savings would be around £830m.

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Safe, Proven Clinical Advice

More and more of us are seeking health advice online, however, when it comes to medical information, inaccurate or irrelevant information puts patients lives at risk every day.

SymptomCheck.me takes the guess work and risk out of searching for health advice in an unregulated environment. A well informed patient is less likely to seek out potentially harmful alternative therapies.

A diagnosis should always be carried out by a healthcare professional, which is why SymptomCheck.me is not a diagnostic tool. Evidence-based decision support algorithms accurately assess the severity of the patients symptoms in as few steps as possible, to reach a defined clinical end-point which defines the level of care recommended according to best medical practice.

Our health content is created, and maintained by our team of expert clinicians and is founded on current evidence-based practice. Because it is web-based, SymptomCheck.me can be quickly updated to react to changing medical research and on-going best practice.

We are certified as a producer of reliable health content by The Information Standard and URAC, making us one of the most trusted sources of guidance for clinical decision making globally.

Trusted Health Advice

Globally our decision support technology has handled over 85 million patient assessments, making it the most extensively used and trusted health assessment solution in the world

Content To Suit Your Needs

The clinical content algorithms within SymptomCheck.me can be quickly and easily adapted to meet specific requirements such as local diseases, languages and demographics. We can also provide content packages that support and augment your services such as Mental Health for employee assistance programmes or Muscular Skeletal for physio networks. Whatever your requirements we will work with you to ensure a best fit model for your business while maintaining consistent and safe care for your patients.

Access Anywhere, Anytime

People look first to their own devices—smart phones, laptops, tablets—for reliable information about their symptoms. The main benefits are convenience, coverage and anonymity.

As web-based solution, SymptomCheck.me provides quick, easy access to safe, reliable health advice on whichever device your patients choose, 24 hours a day, 7 days a week. It extends public access to healthcare services, ironing out regional inequalities in service provision.

Integrate and Innovate

SymptomCheck.me quickly and easily integrates into your website and automatically picks up the style design of your site, looking like a native application.

The solution can integrate with third party applications, such as electronic patient record systems, CRMs and booking systems, to utilise and share data. For example, assessment data can be automatically stored against a patient's record so healthcare providers can be better informed about a patient's symptom history in advance of their appointment reducing superfluous visits and consultancy time, and greatly improving the patient experience.

Assessment data can also be used to monitor and identify trends, making it a valuable tool for the detection of emerging health problems and against the spread of disease.

The system can also pull in data from external sources to assist in the decision process such as existing health conditions, medications, medical device readings, location and availability health services etc. to create a safer pathway and richer experience for the patient.

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 15 years, our decision support software applications have been used by some of the world's leading healthcare providers to power over 85m 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

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