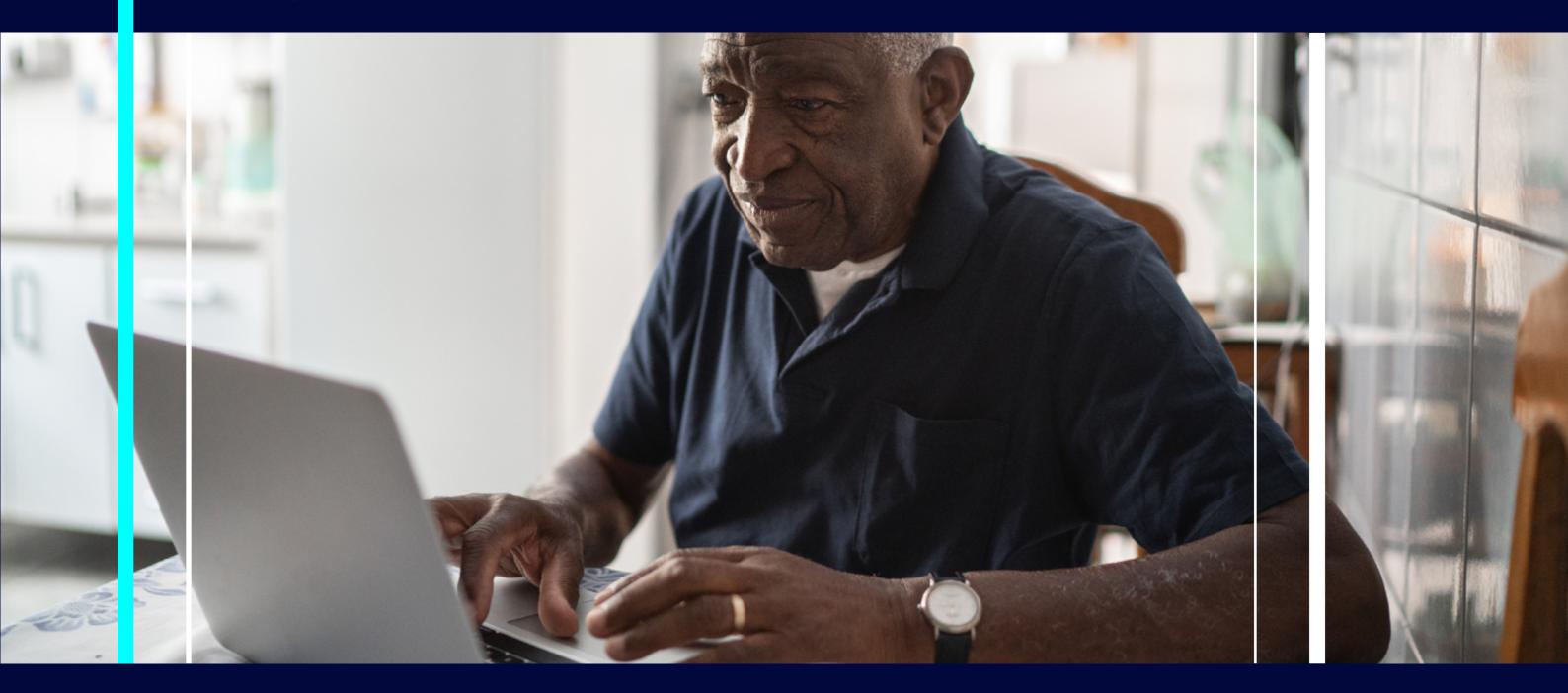# Salus Content WebGuides

Online health self-assessment

Capita

Safe multi-channel health assessments and advice

Salus Content: WebGuides provides an intuitive multi-channel health 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, WebGuides 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, safe online symptom-assessment solution empowers them to take care of their own health.

Easy-to-understand advice for patients to follow

Clear and concise questioning helps patients assess whether their symptoms require immediate medical attention, or if they can be managed through self-care.

Salus Content: WebGuides is built by clinicians but written for patients, avoiding medical jargon and giving practical care advice which can be followed easily.

WebGuides can be delivered to any platform; website, chat, mobile app, messenger, even fax and SMS.

How does it work?

WebGuides automates the type of health assessment and triage traditionally done by a doctor or nurse. Patients enter their age, gender, and symptoms, and are guided through a series of questions to determine the next level of care e.g. urgent instructions, such as call for an   ambulance or go to the emergency department, an appointment with a doctor or nurse, an urgent care setting visit, consultation with a pharmacist, or self-care.

During the assessment helpful links and explanations provide further information.

At the end of the assessment, patients receive clear guidance on the most appropriate care and self-care information on how to treat or relieve symptoms, as well as what to do if symptoms worsen.

WebGuides can also show the nearest care provider (hospitals, doctor surgeries, pharmacies etc.) offering the services they need.

Benefits

- Immediate access to safe health advice
- Fewer unnecessary appointments
- Urgent care is sought quickly
- Minimises clinical risk
- Empowers patients to take care of their health
- Easy to understand health information and advice

Exceptional experience

Exceptional patient experience

WebGuides 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 WebGuides as part of your online patient experience provides an alternative and convenient

way for your patients to access quality health advice and support whilst reducing unnecessary emergency department visits and GP appointments.

Reducing demand and costs

In the UK, unnecessary A&E attendances and missed appointments account for a staggering £1 billion of total healthcare costs every year. WebGuides addresses this by directing patients to the most appropriate service and often empowering them to self-care safely. **WebGuides has been shown to relieve pressure on GP services, accident and emergency departments and ambulance services.**

In addition to generating substantial capacity savings in primary care, increased self-care allows GPs to spend more time assisting patients with more complex health needs. An 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.

Safe, proven clinical advice

More and more of us are seeking health advice online. However, inaccurate and irrelevant medical information puts patient lives at risk every day.

WebGuides takes the guesswork and risk out of searching for health advice in an unregulated environment and provides authoritative medical information, written by expert clinicians, reviewed by a patient panel, and reflecting the latest medical evidence. A well-informed patient is less likely to seek out potentially harmful alternatives.

A diagnosis should always be carried out by a healthcare professional, which is why WebGuides is not a diagnostic tool. Evidence-based decision support algorithms accurately assess the severity of the patient's symptoms in as few steps as possible, to signpost to the next step of care.

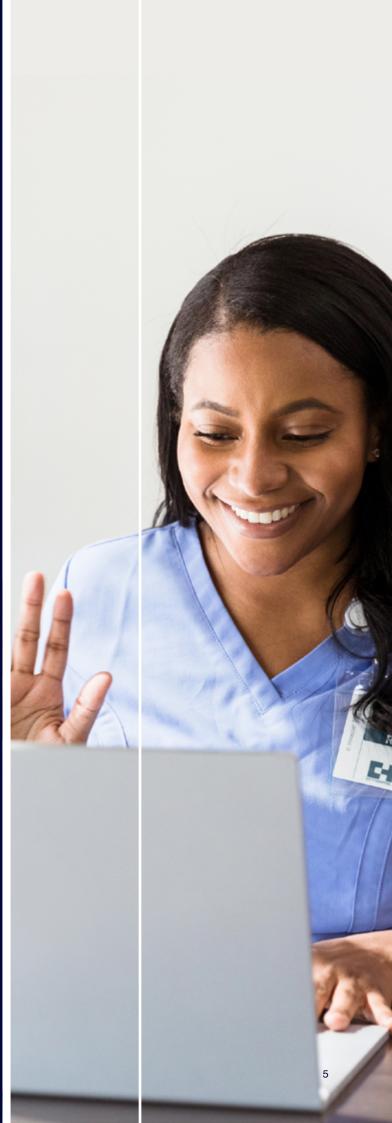## Approved by medical experts and lay reviewers

Our health content is created and maintained by our in-house clinical editorial team before being reviewed by an external panel of medical experts and a patient panel formed of members of the public.

WebGuides is continuously updated to reflect current medical evidence and best practice.

Our breadth and depth of experience as a producer of health content makes 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 100 million patient assessments, making it the most extensively used and trusted health assessment solution in the world.

Global content to suit your needs

The clinical content algorithms within WebGuides can be quickly and easily adapted to meet specific requirements such as local diseases, languages or patient demographics. We can also provide packages that support and augment your services, such as musculoskeletal packages with exercise videos for physiotherapist services. Our clinical team will work with you to ensure the 'best fit' model for your organisation while maintaining consistent and safe care for your patients.

Access anywhere, anytime

As a web-based solution, WebGuides provides quick, easy access to safe, authoritative, reliable health advice on whichever device your patients choose to access medical information, 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

WebGuides can be quickly and easily integrated 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 electronic patient record so healthcare providers can be better informed about a patient's symptom history in advance of their appointment, reducing consultancy time and 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 solution can also pull in data from other sources to assist in the decision process such as medical device readings, location and availability of health services to create a richer and more personalised 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 17 years, our decision support software applications have been used by some of the world's leading healthcare providers and insurers to power over 100m 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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