



# Why Capita Healthcare Decisions' Clinical Content should be the choice for your clients?

Capita Healthcare Decisions triage uses evidence-based decision support algorithms which accurately assess the severity of the patient's symptoms in as few steps as possible to signpost to the next level of care.

All content is created and updated by an in-house clinical team with a proven safety record in over 100 million patient encounters. It is reviewed by an external panel of medical experts and a patient panel formed of members of the public. Capita Healthcare Decisions is both ISO and IS accredited.

## Benefits to patients and healthcare organisations include:

Benefits	Capita Healthcare Decisions	Infermedica
Enhanced patient experience	✓	✓
Reduced waiting times	✓	✓
Placed on correct clinical pathways from the outset	✓	✓
Extensive number of symptoms covered	✓ Our clinical content is comprehensive and also includes medical device queries, social issues, mental health aspects as well as covering all presenting physical symptoms	✓
Access to safe self-care advice	✓	✓
Appropriate and comprehensive guidance provided in the event that presenting symptoms become worse	✓	✗
Level of validation	Medical and Peer Review Capita Clinical Governance Framework Internal Clinical authoring team of healthcare professionals	Medical and Peer Review
Level of accuracy	98.2%	93%
Patient interactions to date	>100 million	>8 million
Number of different endpoints for next level of care, ranging from ambulance, emergency room, doctor within varying timeframes, dentist, other healthcare professionals to self-care at home	40	5
Heritage	Over 27 years, including having been the creators of the NHS Direct software which was the largest telephone triage system in the world, benefiting over 50 million people in England, Wales and Scotland	Over 9 years and 44,000 hours of physician review for medical data

The above comparisons are based on our clinical content for our TeleGuides solution which utilises the same clinical content as used for WebGuides, which is integrated into Health Bot.

### Benefits of recommending Health Bot, particularly Capita Healthcare Decisions, to you:

- ACR is up to \$20K per month
- Drives consumption of Microsoft Health Cloud
- Consumes Microsoft Azure as a scalable, configurable solution
- Sales support from Capita Healthcare Decisions' Team for demo requests and post introduction meetings

### To arrange a demo for your accounts please contact:

**Rob Wake,**  
Business Development Director,  
Capita Healthcare Decisions

Mobile: **07704 293729**

Email: [rob.wake@capita.com](mailto:rob.wake@capita.com)