

Clinical Content Powered by Capita Healthcare Decisions

Our clinical content algorithms empower patients to take care of their own health. An exceptional patient experience which helps reduce the pressure on healthcare providers.

About our Clinical Content

We provide quick, easy access to accurate, safe and reliable health advice on any device, **24 hours a day, 7 days a week.**





Our clinical content extends public access to healthcare services, levelling out any inequalities in service provision.

We 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 patients.

Easily 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 journey.

Our clinical content is not a diagnostic tool, any diagnosis should always be carried out by a healthcare professional,

Exceptional Patient Experience

-  **Continuously updated** to reflect current medical evidence and best practice.
-  **Alternative and convenient way** for patients to access quality health advice and support whilst **reducing** unnecessary emergency department visits and GP appointments.
-  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**, in turn reducing misconceptions and anxiety.
-  Our evidence-based algorithms **safely, accurately** and **completely** assess the severity of the patient's symptoms, in as few steps as possible, to signpost to the next appropriate step in the care pathway.



Key Benefits

- ✓ **100m+ assessments globally** - exemplary safety record.
- ✓ **98.2% concurrency with a Physician assessment** (remaining 1.8% of instances determined a higher level of onward care recommendation).
- ✓ **Everyday language**, easy to understand.
- ✓ **Localised** to regional healthcare needs & practices.
- ✓ **Tailored, comprehensive** and **evidence based** care advice.
- ✓ **Differential Diagnosis approach.**
- ✓ **All symptoms covered.**
 - ✓ Medical device queries included.
 - ✓ Social issues included.
 - ✓ Mental health included.
 - ✓ Musculoskeletal included.
- ✓ **Continuously updated.**
- ✓ **Multiple languages.**

Capita Healthcare Decisions' breadth and depth of experience as a clinical content provider for over 25 years makes us one of the most trusted sources of guidance for clinical decision support globally.