



World class electronic healthcare solutions

What is iPROMs?

iPROMs is an innovative web-based platform designed to collect feedback from patients about the care and interventions they have received from healthcare providers.

Data is collected electronically through the completion of Patient Reported Outcome Measures (PROMs), and Patient Reported Experience Measures (PREMs).

iPROMs can manage automated follow-up processes for patients following discharge, identifying those at risk and alerting healthcare professionals supervising their care

iPROMs streamlines the collection and analysis of large amounts of data from validated outcome measures, such as Oxford Scores and Friends & Family Tests, or unvalidated measures based on best practice guidelines. iPROMs is unique in combining clinical data with patient and staff feedback and information entered by healthcare professionals, to provide a rich picture of a patient's experience throughout their care pathway

The web-based software provides detailed results and statistics, allowing healthcare providers to improve the quality, safety and efficiency of the services they provide. It also allows them to demonstrate their expertise with evidence from their clinical practice.



What is iPROMs?

Who is iPROMs for?

iPROMs is designed for doctors, private practices, NHS commissioners, NHS departments and hospitals looking to obtain a greater understanding of the outcomes they deliver to patients.

How does it work?

iPROMs allows healthcare professionals to create their own questionnaires and use validated tools such as Oxford Scores or best practice guidelines. Patients are then asked to fill out tailored PROMs and PREMs online, at home or in hospital.

iPROMs is optimised for use on touch screens and a variety of devices, including computers, tablets and phones. Data collected in these user-defined questionnaires is automatically analysed, producing detailed reports complete with figures, statistics and graphical representations.

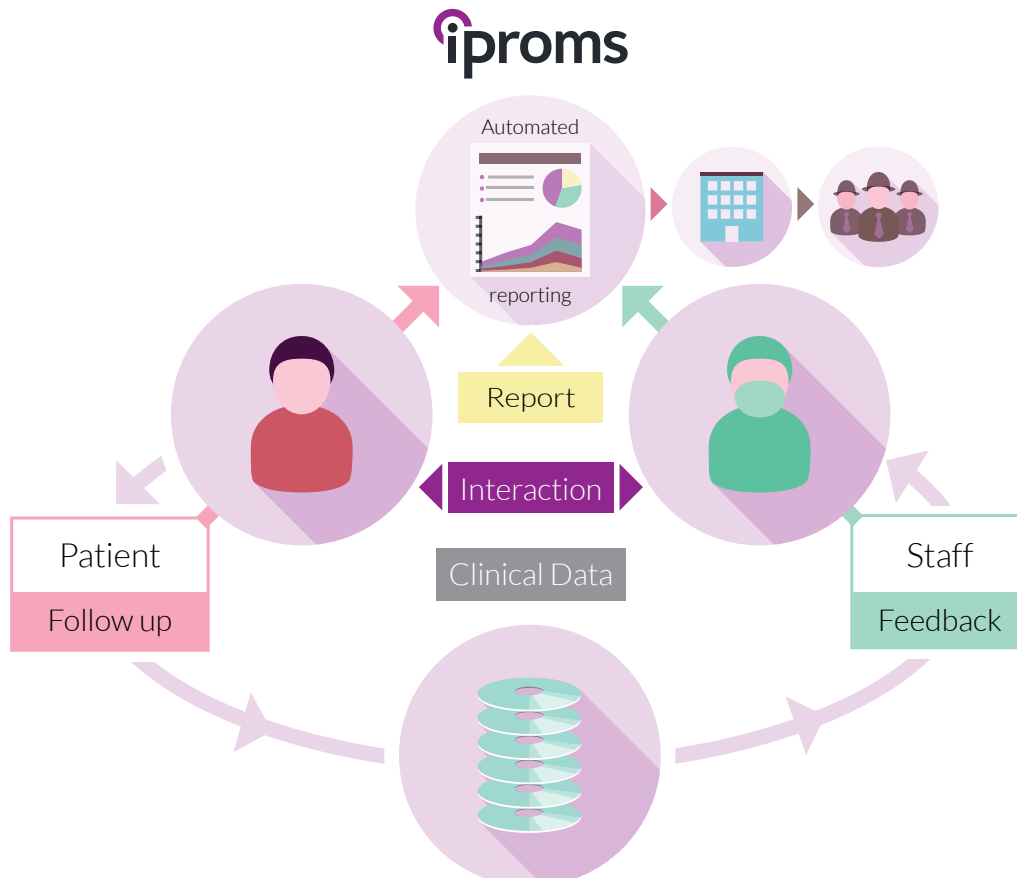
These reports can be used to monitor the progress of individual patients, demonstrate skills and expertise, and support contractual arrangements with commissioners. Information can be used to attract new business and increase patient confidence.

Why do you need it?

Patient feedback is receiving increasing attention from authorities across the healthcare industry and is a valuable tool to demonstrate the expertise and successful results of a doctor or healthcare provider.

iPROMs collects data from patients across single or multiple practices and departments, producing automated reports displayed on dashboards. Summaries of reports can be emailed to selected clinicians and managers on a daily, weekly or monthly basis, saving you time and boosting your efficiency. Data collection is streamlined, avoiding paper forms and hours of input, so that healthcare professionals can focus on the results, not the process.

iPROMs is developed by RioMed, a software company with over fifteen years' experience improving the quality, safety and efficiency of healthcare services. Our managers are trained clinicians. Our products are design by healthcare professionals, for healthcare professionals. We understand the needs and demands of clinics and provide a dedicated customer service team to support you.



What can your patients expect?

Patients will be able to access a user-friendly application which allows them to track their progress over time.

Doctors will be given iPROMs Tickets to hand out to their patients, with simple written instructions explaining how to access the iPROMs website. iPROMs is web-based and can be accessed from any computer or device with an Internet connection, so patients can register and log in from home. Healthcare providers can add a link to their existing websites for patients to access iPROMs.

After self-registering and completing their first assessment, patients will be notified of future PROMs by text or email, at time points defined by you.

Once logged in to the iPROMs website, patients will be able to:

- Complete any pending assessments
- View their completed assessments
- Monitor their progress, by comparing their scores to benchmark scores from patients undergoing similar procedures
- Provide feedback on their doctor(s)
- Have the option to request contact with their doctor(s)
- Access healthcare news and information specific to their needs

With over two million patients on our databases, we take privacy very seriously and your patients can expect a high level of confidentiality and discretion. Our encryption equals the security of online banking, to ensure maximum data protection.

The number of people aged 65 and over using the Internet daily has quadrupled over the last seven years, and over 80% of UK households now have internet access. There are twice as many people using the Internet to find health information than buying groceries online.*

iPROMs is taking advantage of this increase in Internet use: a simple and easy-to-use interface is used to collect feedback, and our powerful processing tool is used to automatically deliver the results.



What can you expect?



- Customised PROMs solution
- Patient driven
- Access to your data anywhere, at any time
- Automated reports, paperless and instant
- Patient follow-up and risk identification
- Support during the revalidation of medical staff
- Evidence to demonstrate medical performance
- A company that understands healthcare
- Competitive advantage
- Pricing to suit you
- Seamless integration with Cellma and other clinical applications



Features of iPROMs



- Customised PROMs solution

iPROMs can be customised to fit your requirements. It collects data from validated or customised assessments. You can choose clinical and non-clinical questions specific to the services you provide.

- Patient driven

iPROMs is easy to set up and use, even for patients with little computer knowledge. We provide an iPROMs Ticket for doctors to give to each patient, with personalised instructions for the first time they log in. Once you define how often the patient should be followed up, iPROMs sends email and text alerts to remind them when their next assessment is due.

iPROMs caters to all patients, so even those with no internet access can have their feedback added to your database from a barcoded paper form. You can also monitor your patients' health remotely – iPROMs can alert you via email or text if a patient's answers are of concern.

- Paperless and instant

iPROMs will consolidate your entire patient feedback in seconds, avoiding piles of forms and questionnaires. Managing the data collection and analysis process is made simple with our ready-to-go solution, which is easily adapted to your practice.

- Automated follow-ups

iPROMs can be used to automate patient follow-up following discharge. A risk assessment tool can be embedded in the questions being asked, so a clinician can be alerted by email or text if the patient's responses suggest they might be at risk. This reduces the chances of complications and the need for unscheduled care.

- Support your staff during revalidation

The majority of licensed doctors will be revalidated by 2016. iPROMs supports your practice during this process, by providing an accurate picture of medical performance supported by evidence and feedback. It allows risk adjustment scores to be factored in, and can also be used as a log-book to record a doctor's workload.

The GMC defines safety, quality and communication as key areas of the revalidation process*. iPROMs can contribute directly to these, ensuring patient safety, responding to risks and keeping patients informed about the progress of their care.

- Access your data anywhere

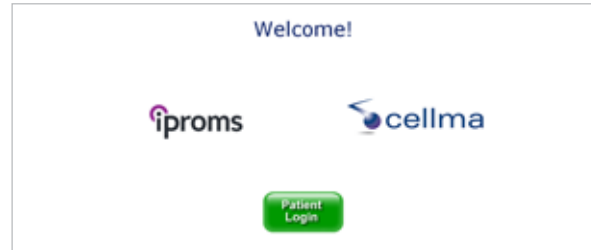
iPROMs is a web-based solution, and your information will be stored securely on our cloud server, allowing you to access your patient records and data across several clinical practices, at any time, from any device.

- Automated data reports

Our various reporting options allow you to generate information based on your specific requirements, allowing fast and efficient analysis of large amounts of collected data. You can automatically receive reports on a weekly or monthly basis.

*The Good medical practice framework for appraisal and revalidation, available from the General Medical Council.

Features of iPROMs



- **Competitive advantage**

iPROMs provides the evidence for healthcare providers to demonstrate their expertise in the services they offer. This evidence can be made available to insurance, commissioners and patients.

- **Pricing to suit you**

We offer you competitive prices for the software requirements you select from the variety of options available.

- **Seamless integration with Cellma and other clinical applications**

iPROMs is designed to fully integrate with Cellma, a modular health information system from RioMed used to run entire health networks, hospitals, departments and private practices. You can request our Cellma brochure for more details.

Existing Cellma users will gain an insightful performance evaluation from a patient's perspective combined with in-depth analysis of existing clinical data.

iPROMs will also easily integrate with other applications used to manage healthcare systems.



World class electronic healthcare solutions

RioMed Ltd
113 Winchester Road
Chandlers Ford
Eastleigh
SO53 2GH

enquiry@riomed.com
www.iproms.co.uk
www.riomed.com

Tel.: +44 (0) 2380 277044
Fax.: +44 (0) 2380 277055