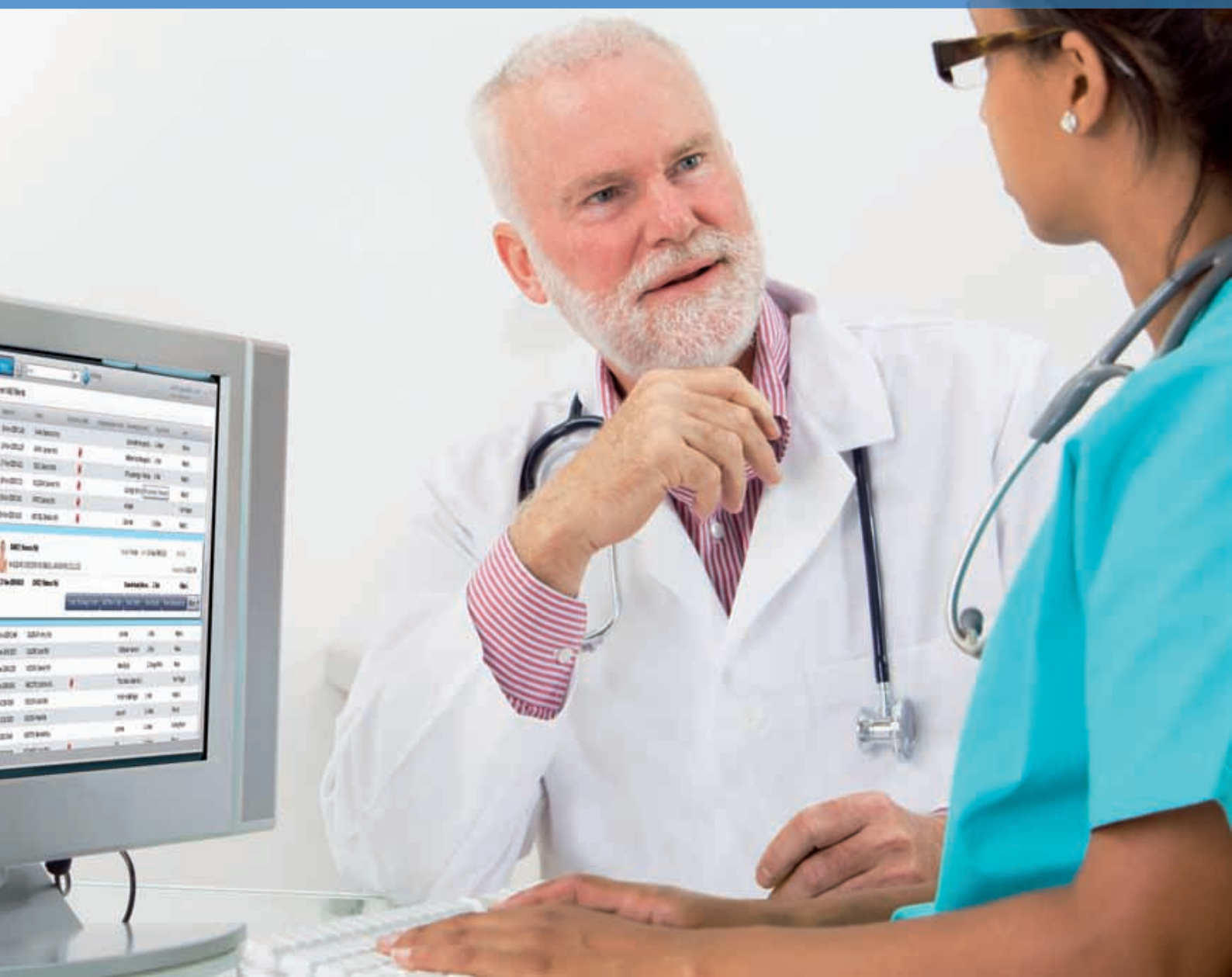




system C
connected care



Advanced clinical PAS/EPR system from the UK's leading health and social care software and services company



About System C

System C Healthcare specialises in the provision of health and social care information systems, implementation services and consulting. Founded in 1983, we have installed systems successfully at over 200 organisations around the UK. Our aim is to help improve care through the effective use of IT solutions and innovative consulting services.

“Medway offers us an innovative and cost-effective solution and Systems C’s people have the domain skills that matter. We are very pleased to have them as a partner.”

Richard Atkinson, Chief Technology Officer, Circle Health

Software Applications

System C offers a range of modern UK developed software applications designed to support the effective delivery of health and social care services. Our products include advanced PAS/EPR systems for hospitals and treatment centres and healthcare business intelligence and clinical dashboard solutions. We also develop a range of clinical applications for order communications, A&E, maternity, diabetes care and other clinical specialties/conditions. Finally, we provide a range of social and multi-agency care solutions.

Implementation and Consulting Services

System C has one of the UK’s largest teams of health and social care informatics domain experts. Our people have an average of 15 years’ experience across all care settings and all kinds of clinical and administrative patient management computer systems. System C has helped to implement both its own and other vendors’ systems at hundreds of trusts and hospitals. Our experienced staff have also worked in a trouble-shooting and interim management capacity across multiple organisations and projects.

System C also has a dedicated consultancy group which helps healthcare teams to manage change within their organisations to improve the quality of patient care.



Medway EPR

Taking hospital solutions to the next level



Medway EPR is a family of products, built specifically for the UK health sector, which covers all aspects of patient management and patient care. The products can be deployed as stand-alone modules or be fully integrated with both third party and other Medway systems.

The Medway EPR is built on our 17 years' experience in developing software for the NHS. It brings together all the best features of our previous PAS/EPR products - breadth of functionality, robustness, speed, and usability. To these we have applied the latest Microsoft™ architecture and technologies and enhanced the solution to better meet today's healthcare challenges.

Medway is today used in over 40 NHS Trusts and hospitals. Full EPRs are deployed at a number of large acute Trusts, including Aintree University Hospitals NHS Foundation Trust and leading cancer specialist The Christie NHS Foundation Trust. The Isle of Man government has deployed the Medway EPR as part of an integrated health and social care solution.

Modular design to suit your individual needs

The Medway products can be bought individually or be fully integrated with both third party and other Medway systems.

The Medway EPR includes:

- Advanced patient management and electronic patient record systems for acute, mental health and out of hospital diagnostic and treatment centres
- Clinical systems for orders, results, A&E, maternity, diabetes, theatres, document management, integrated PACS viewing, prescribing and many other specialist areas
- An integrated reporting and management information system configured specifically to support the healthcare sector

Medway is modern and easy to use. All of the workflows have been designed for the NHS, so Medway integrates well with working practices.

- UK PAS built to support NHS processes such as 18 week RTT and other health improvement initiatives
- Fully integrated EPR solution incorporating clinical modules such as results, order requesting and clinical timeline with the PAS and departmental modules such as A&E and maternity
- Modern technology based on integrated Microsoft platform. Uses the NHS/Microsoft Common User Interface (CUI)
- Supports touch screens, patient kiosks, text message alerting, photo-IDs, active and passive RFID technology.
- Includes advanced business intelligence tools such as clinical dashboards, with gauges and graphs that can be zoomed in for more detailed information
- Patient tracking throughout – eg through an A&E attendance or an 18 week pathway
- Ensures data quality – designed to collect data as a by-product of normal operational use; workflows designed to ensure that key details are not missed. Integrated business intelligence module produces statutory reports as well as ad hoc analyses and queries



Clinician's Desktop

Bringing Medway functionality to your existing PAS

Medway Clinician's Desktop is a sub-set of the full Medway product suite, and provides a clinical "layer" on top of an existing/third party PAS system. It uses patient, episodic and event data sent to it via HL7 messaging from the PAS, and provides a range of clinical functions such as advanced order communications, results reporting, patient timelines, clinical portal and clinical document management.

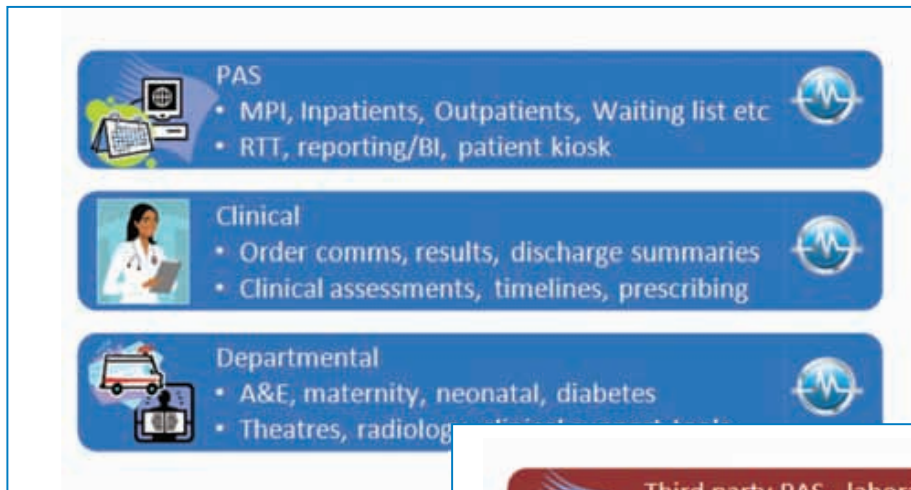
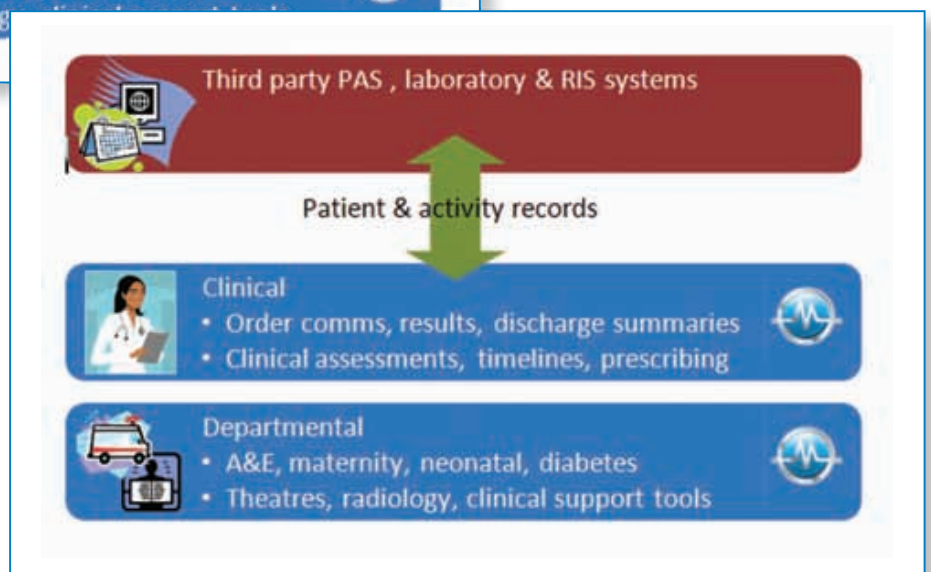


Figure 1: Medway can provide PAS, clinical and departmental functionality in a single integrated product

Figure 2: Medway Clinician's Desktop is a sub-set of the full product-set which provides a clinical layer on top of an existing PAS



Interoperability:

- Medway has been designed with interoperability in mind and is able to interface and integrate with third party departmental systems in a number of ways;
- System C has a large team of interfacing experts who have developed and installed over eighty different interfaces at Medway and third party sites. They have worked on the majority of integration engines, including Microsoft Biztalk, Orion Rhapsody, Sun Java Caps and Intersystems Ensemble;
- We are a benefactor of the UK Health Language 7 (HL7) group and support the NHS Connecting for Health Interoperability Toolkit (ITK) pilot programme.

Medway and the 'Clinical 5'

The Department of Health has highlighted five features as central to clinicians' requirements of a strategic hospital IT system. System C has ensured that the 'Clinical 5' are fully supported within the Medway product set.

These features are:

- **A PAS with sophisticated reporting.** Medway has full PAS functionality, designed for the UK and supported by a comprehensive reporting toolset. The PAS is fully integrated with the Medway clinical and departmental solutions and is interoperable with third party clinical applications.
- **Order Communications and Diagnostics Reporting.** Our modules allow you to electronically order and receive results from any compliant departmental system, including radiology, pathology and other services. They also include links to primary care.
- **Letters with coding.** Medway supports coded and free format documentation of all types including A&E letters, discharge summaries, clinic letters and referral letters.
- **Scheduling.** Medway supports multi-resource scheduling which allows patients, orders and services to be scheduled together.
- **e-Prescribing.** Medway supports prescribing and medicine administration using either integrated Medway functionality or third party applications such as Ascribe and JAC

Contributing towards organisational efficiency and cost benefits

Medway provides its user organisations with the capability to reduce costs, by improving process efficiency, strengthening resource management and eliminating costs. These benefits allow user organisations to do significantly more for less, either reducing overall costs or releasing cash for other priorities.

Additionally, Medway provides seamless integration with industry standard Microsoft Office applications such as Word and Excel, and leverages other business applications such as SQL, SharePoint and PerformancePoint.

Finally, Medway's proven interoperability, whether through its messaging layer or via an interface engine, prevents the need to "rip and replace", allowing you to maximise your investment on specialist best of breed clinical and other systems.

Patient Safety

Medway Sigma has been designed with patient safety principles at the forefront.

This includes ensuring:

- Patients are correctly and accurately identified from their first registration and then throughout their journey through the health system;
- Detailed, accurate and timely clinical information is available to healthcare professionals whilst protecting the privacy and confidentiality of sensitive information;
- Clinical data received from third party systems, such as test results, is accurately matched to the correct patient record using robust and reliable algorithms;
- Only one patient record can be open at any one time, minimising the risk of mistakes or confusion;
- The Common User Interface (CUI) for health guidance, designed to ensure patient safety in a number of areas, is adhered to.
- System C's KICS infection control software, developed with Kings College Hospital London, provides cost-effective patient infection control surveillance and reporting;
- Medway RFID allows users to locate, monitor and track assets, patients, staff, medical equipment, blood products and casenotes using both active and passive RFID technology. It automates and audits processes to deliver efficiency savings and increased patient safety

The Future Today: enhanced features of Medway.

- Patient kiosks. These provide information for patients and allow them to check themselves in to clinics
- RFID technology. Medway uses RFID to track people, patients and equipment
- Digital pens. Medway's clinical applications can support the use of digital pens as data capture devices
- Touch screen technology for familiarity and ease of use
- SMS texting for appointment reminders and clinical alerts

Part of the Medway product family

Medway EPR is part of the wider Medway product family, all of which can be supplied as fully integrated modules of the EPR:

The Medway PAS

The Medway PAS, developed specifically for the UK market, can either stand alone or be fully integrated with clinical systems from System C or third parties. It comes complete with integrated management, operational and statistical reporting. Core modules include: MPI - comprehensive patient demographic record; RTT pathway monitoring; outpatient referral (choose & book enabled) and clinic management; waiting list management; multi-resource scheduling; inpatient and bed management; document management; casenote tracking; clinical coding; patient alerts.

Medway Orders and Results

Medway allows you to electronically order and receive results from any compliant provider system, including those in radiology, pathology and service departments. Investigations and services can be ordered and results viewed from any point in the system where a patient is selected; from an A&E or ward screen, at an outpatient consultation, from dynamic patient work lists or simply when viewing demographic information.

Medway Maternity

A fully integrated maternity information system (MIS) which has been developed to provide an all embracing complete solution to documenting a woman's complete obstetric career, from referral of her first pregnancy right through to her most recent obstetric event.

Medway Diabetes

A single electronic solution for recording the health records of diabetes patients. It presents the user with instant access to a patient's complete medical history, tagged using timelines.

Medway Portal

The Medway Portal allows users to set up home pages which mix data from all sorts of systems and sources. So for example a user can see new test results as they come in, track patients, and view content from external sites such as Google geo-mapping, the BBC, Map of Medicine and BMJ news - all on the same page. Medway Portal supports single sign on so that users can login once with a single set of credentials. The portal will then automatically log them into the other specified sites and services.

Medway RFID

Medway RFID is a single system for both active, passive and GPRS tracking in real-time. The system has been specifically developed for the healthcare sector by healthcare professionals. The easy to use interface allows users to locate, monitor, track and alert/automate many processes. The system delivers efficiency and increases patient safety across the entire healthcare spectrum.

Medway e-Prescribing

The Medway EPR has built-in prescribing and medicines management for both inpatients and outpatients. Designed by clinicians, Medway electronic prescribing offers comprehensive clinical decision support. This includes drug interactions, warnings, checks against pathology results and access to full prescribing guidance either through the First DataBank Multilex drugs knowledge base or directly within Medway. The Medway EPR can also operate with prescribing software from third parties, including JAC and Ascribe.

Medway IG Toolbox

Medway IG Toolbox is a web-enabled information governance tool which helps organisations more easily collect and manage details of regular flows of Person Identifiable Data. Medway IG Toolbox enables staff access to up-to-date procedures, minimising the risk of breaches of confidentiality and security.

KICS

System C's Infection Control system (Kings Infection Control System) provides cost effective patient infection control surveillance and reporting that allows NHS Trusts to comply with the Hygiene Code. Developed in conjunction with Kings College Hospital London, the system supports the infection control team's work controlling the acquisition and spread of multiple-resistant organisms.



Medway Emergency Care

Medway Emergency Care is a specialist A&E module which supports the patient journey from registration and triage through to eventual admission or discharge. It can either operate stand-alone, or integrated with Medway or a third party PAS.

The system collects clinical data throughout the A&E episode including medical history, incident triage details, diagnoses, medications, investigations and treatments. It integrates with other Medway clinical modules to support Trust-wide applications such as order communications, PACS viewing and prescribing.

Out of Hospital Care

The Medway suite of hospital software can be deployed as a solution specifically to support the treatment of patients away from the traditional acute hospital setting – in polyclinics, diagnostic and treatment centres, elective centres, GP-led centres and clinical assessment services.

Medway BI

Medway BI is a local Business Intelligence solution which allows Trusts to integrate, store, analyse and present information according to their individual requirements.

Medway BI can be loaded with data from most PAS, departmental and clinical products, including data-centre hosted LSP solutions such as iPM and the Medway suite of PAS/EPR products. Medway BI is a Microsoft-based product using SQL Server 2008 and SharePoint.

Clinical Dashboards

The Medway BI solution can be expanded to incorporate Clinical Dashboards. This is a flexible toolkit designed and developed with clinicians in mind, offering a single viewpoint for the information they need to see, how they want to see it, and when they need it.

Healthcare data, drawn from a multitude of existing sources, feeds into the Clinical Dashboard, which encapsulates and rationalises the various formats into easy-to-view, meaningful, real-time information displays.

The visually appealing indicators, gauges and charts can be used to support a number of purposes including the measurement of:

- quality of patient care
- performance monitoring
- operational effectiveness
- clinical outcomes
- the patient experience





system C
connected care

System C Healthcare plc
Brenchley House
Week Street
Maidstone
Kent ME14 1RF
01622 691616
www.systemc.com
info@systemc.com



INVESTOR IN PEOPLE



Institute of IT Training
Accredited Training Provider

