

PATCHS Product Specification



Feature	Included	Description
Accessibility	Yes	PATCHS meets WCAG 2.0 AA requirements
Appointment Bookings and Reminders	Yes	<p>Patients can book appointments using:</p> <ul style="list-style-type: none"> • Patient Facing Services • Self-Book via invitation from the practice [Available February 2023 (TPP) and March 2023 (EMIS)] <p>Patients will receive appointment reminders with the ability to cancel. [Available on TPP now and EMIS in March 2023]</p>
Clinical System Integration	Yes	<p>PATCHS connects with the PDS FIHR API to verify patient details for auto-registration.</p> <p>PATCHS integrates with EMIS and TPP using the IM1 API. It provides features such as:</p> <ul style="list-style-type: none"> • Saving information to the clinical system • Opening patient records in the clinical system and PATCHS (via Toolbar) • Single Sign On (SSO) [Available February 2023]
Demand Control	Yes	Limits can be set on patient requests by type (clinical/admin) by time of day and day of week.
eHubs/Federated Working	Yes	Enables staff to work across group practices and PCNs and eHub services.
Language Translation	Yes	Translates patient requests from over 30 languages
Messaging	Yes	PATCHS provides practice initiated, patient initiated, 2-way and bulk messaging capabilities. Messages can be sent via SMS and/or email. Users can send text, advice links, questionnaires and images/documents.
NHS App and Login	Yes	These are both available
Online Consultations	Yes	Patients can submit requests online via the GP practice website or the NHS App. They can submit admin and clinical requests. They submit requests using free-text to describe the problem in their own words and can be configured to ask clinical templates get collect additional information. Once complete consultations can be saved to the clinical system with associated codes.
Patient Facing Services	Yes	<p>PFS registered patients can use:</p> <ul style="list-style-type: none"> • Electronic Prescription Service • Appointment Booking • Medical Record View [Available February 2023]
Proxy Users	Yes	Carers can submit requests for people they care for with all the standard functionality. This can also be used by care homes.
Remote Monitoring	Yes	Patients can use the MyHealth section to submit readings such as blood pressure, and submit questionnaires that have been approved for the patient to allow regular monitoring.
Reporting Dashboard	Yes	Provides a detailed breakdown of patient activity and allows for the exporting of data for further in-depth analysis. There is also a CCG view.

Signposting	Yes	<p>PATCHS provides links to nearby services on the landing page and the NHS Symptom Checker.</p> <p>The Signpost AI will recommend NHS Self-Help links to encourage self-care for routine requests.</p>
SMS Services	Yes	<p>PATCHS will connect into existing SMS gateways or can provide SMS services. SMS fragments will be charged by the gateway provider.</p>
Templates	Yes	<p>PATCHS has a library of pre-built questionnaires/templates and a custom builder so users build their own. The templates are Snomed coded and allow for scores to be added.</p>
Toolbar	Yes	<p>The PATCHS toolbar allows users to open patient medical records in the clinical system and quickly message patients or start video calls.</p>
Triage	Yes	<p>PATCHS allows for manual and automated triage.</p> <p>Automated triage is done by the PATCHS Artificial Intelligence (AI) which is a Class I UKCA marked medical device.</p> <p>The AI can determine:</p> <ul style="list-style-type: none"> • the urgency of a request, • if it is clinical/non-clinical and assign it accordingly • the topic of the request and ask the patient to complete relevant templates for additional information • whether a request requires a face-to-face consultation
Video Consultations	Yes	<p>Fully integrated with both immediate (1-click via SMS) and scheduled video consultations. There is also group video consultations for up to 10 guests.</p>