

Patient Engagement Portal



HEALTH CALL

INNOVATE • DIGITISE • TRANSFORM

MyHealthCall PEP, created for the NHS by the NHS. Manage appointments and communicate with patients through the NHS App.



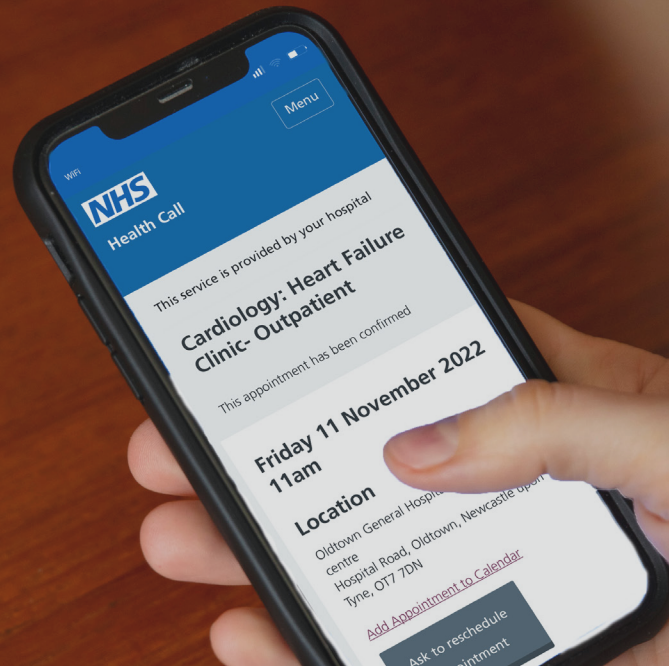
Reduce DNA Rates with flexibility to manage care



Save money & resources



Support Net Zero by reducing printing & postage



MyHealthCall PEP

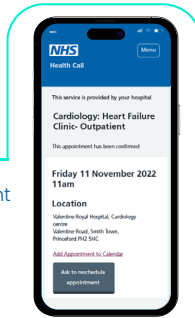
Our Patient Engagement Platform has been specially developed by NHS professionals with clinicians and patients in mind.

Patient Functionality

Seamless integration, consistent look and feel with the NHS App
Patients have the ability to:



Receive appointment reminders through in-app notifications and SMS



Access a single point of contact for their care



Amend, accept and cancel appointments



Receive updates about their appointment such as potential delays or cancellations



View letters and correspondence digitally and resources such as hospital maps and parking info.

Management Functionality

- Integrated with NHS APP to NHS UX UI Standards
- Download clinical outcome letters
- Extract patient data
- Content Management Portal
- Secured using Role Based Access Controls
- Send patient alerts, in-app notifications, SMS and emails
- Broadcast messages can be sent to all patients or specific patient cohorts

Extensions

- Waiting List Validation
- eMeet & Greet
- ViewCare Video Consultations
- Questionnaires: pre-assessments, Patient Initiated Follow up (PIFU) and Patient-Reported Outcome Measures (PROMS) and more

Features

- Integrated with NHS App to NHS UX standards
- Integrates with all EPR and PAS systems
- Consistent look and feel with the NHS App for a seamless experience
- Digitally inclusive with in app notifications, SMS & email communications
- Designed to Government Design Standards

“ Our research shows patients find the system really easy to use and it's also reduced our number of missed appointments by an average of ten per month. Each missed appointment costs around £150 so that's £1,500 saved every month. ”

- Kath Tarn, Head of Outpatients and place based care at North Tees and Hartlepool NHS Foundation Trust NHS FT



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Used by 2.5 million patients

Clinician led technology

Proudly in 73 NHS Organisations

PEP Benefits

- Reduce letters, printing, and postage costs
- Reduce carbon emissions
- Patient transparency with regards to appointments and correspondence
- Integrated within the NHS App – no extra logins or requests for patients to download or register on a new platform
- Fully supported by patients: research showed 83% patients would use PEP to speed up their care

PEP Integration in 8 weeks

Full integration and setup in just 8 weeks with full wrap around support:

- Program & project management
- System integration
- Localisation
- Simplified integration
- Clinical safety



www.nhshealthcall.co.uk

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