

Automate referral
management: better
pathway control,
lower cost, improved
patient experience

psHEALTH
Efficiency. Intelligently delivered.

AUTOMATE REFERRAL MANAGEMENT

better pathway control, lower cost, improved patient experience

How do you rein in the seemingly 'unstoppable' growth in secondary care referrals; ensure referrals are made to the correct secondary care consultant or most vitally, find a better out-of-hospital care solution for patients? How do you collect the data commissioners need to control current spend and forecast future demand?

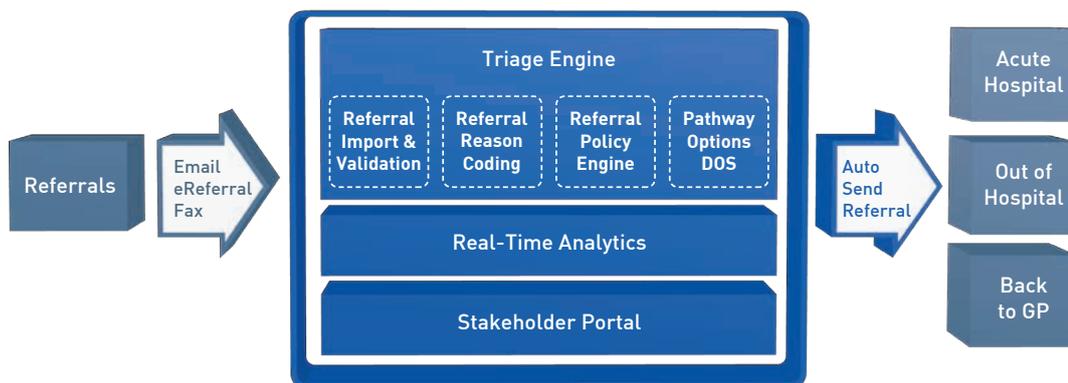
With psHEALTH's referral management system, most of the process can now be fully automated. We can help establish an improved Single-Point of Access capability, delivering a better, more

expedient service for patients, GPs and other stakeholders, while dramatically reducing operating costs.

Our unique triage engine fully automates the capture of referrals from a range of media (eReferrals, email or even fax/letters) and uses system intelligence to code referrals, remove most manual processes and help manage the patient referral along prescribed pathways based on locally determined rules.

Key benefits

- ✓ **Cost control**
Drive effective commissioning with referral to most appropriate, lowest-cost service.
- ✓ **Pathway control**
Ensure better use of out-of-hospital and local services.
- ✓ **Improved patient experience**
Ensure patients receive the right care in the right setting as expediently as possible.
- ✓ **Less admin cost**
Automation can reduce admin costs by over 50% while improving referral consistency and data collection.
- ✓ **Management information benefits**
Detailed real-time reports that will improve all aspects of delivery in the local health economy.



We help you automate and streamline the referral management process to reduce commissioning costs and improve care pathway effectiveness. Our solutions are flexible and can be customised to your CCG's specific requirements.

1 Digitise any referral

This means we can eliminate re-keying. Any incoming referral (email, letter or fax) can be automatically imported into the triage engine.

2 Automatic validation and coding

Our triage engine can interpret referral letters, validate referrals and assign appropriate codes for MI.

3 Improve local referral policies and Directory of Services

Automatic implementation of referral policies will ensure take up of local services and eliminate procedures of limited clinical value.

4 Comprehensive reports available to all stakeholders

Access detailed and intuitive management information to help GP practices, commissioners and providers understand how they can reduce referral variation and can build better local services.

Key features

- ✓ Create and build a Single-Point of Access.
- ✓ Automated import of all data.
- ✓ Natural Language Processing reviews all GP referral content.
- ✓ Data can be integrated to leverage existing systems.
- ✓ Configurable Directory of Services.
- ✓ N3 cloud hosting.
- ✓ Highest security / IG-Soc standards.
- ✓ Customisable, real-time MI via portal.

THE LOCAL HEALTH SYSTEM

Significant sustainable improvements

- Improve patient care by ensuring best pathway and service referral.
- Speed up referral management through greater use of automation.
- Substantially reduce the need for consultant to consultant referrals.
- Lower variation in referral practice between GPs through better information.
- Employ data to improve care pathway planning and refine local Directory of Services.



We enable people to receive the right care at the right time. As an innovator in the NHS our aim is to deliver higher quality and better outcomes at lower cost. By working with psHEALTH we have automated a number of steps within the referral management process.

Zoe Nicholson, CEO of Brighton & Hove Integrated Care Service (BICS)

Contact Emma Walker at info@pshealth.co.uk or call 0848 50 50 120 for more information or to arrange a demonstration.

psHEALTH

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