

# EMIS Health

Our partner  
programme products



**We partner  
with 79 different  
companies**

### Why choose the EMIS Health partner programme?

We've developed our partner programme to provide you with a great choice of innovative, quality add-on products that complement and enhance EMIS Web.

Here you'll find more about a variety of our partner products – from mailing services to speech recognition, patient recall to medical equipment.



## About

Through our enterprise and market-focused solutions, **we positively impact millions of people's lives**. We continually invest in our people, partnerships and technologies – which helps us to stay focused on our customers and their stakeholders' needs.

We help our customers to **drive efficiencies, savings and growth opportunities** through right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

**True partnership** is the defining thing that makes us different from the competition. We pride ourselves on delivering focused software solutions that simplify complex business challenges and **deliver immediate value** for the public sector, enterprises, commercial organisations, and health and care organisations.

Advanced is a **Sunday Times Top Track 250 Company 2016** and was ranked in the **Deloitte UK Fast 50**, which recognises the 50 fastest-growing technology companies in the UK. **We also won the 'tech company of the year' award** at the UK tech awards in 2014.

Call 0845 160 5555

Visit [www.oneadvanced.com/products/adastra/](http://www.oneadvanced.com/products/adastra/)

Email [ahcmarketing@oneadvanced.com](mailto:ahcmarketing@oneadvanced.com)

Twitter [@adv\\_public](https://twitter.com/adv_public)

Integration between Adastra and EMIS Web allows out of hours (OOH) and NHS 111 services to book appointments from Adastra directly into EMIS Web.

When a referral is needed for an OOH service provider or GP using EMIS Web, **Direct EMIS Appointment Booking** in Adastra, uses an API to share available appointments and allows Adastra to book directly into EMIS Web. This supports services to operate a single conversation service and provide a seamless patient flow.

## Benefits

- **Seamless booking** from Adastra to the patient's own GP surgery.
- **111 and OOH services can book appointments directly into referral services** as part of the single telephone call.
- **Appointment diary availability can be mapped per pathways disposition as well as DOS service**, reducing clinical risk.
- **Increased efficiency.**

“**Adopting new ways of working is key for us and we believe the integration of Adastra and EMIS Web will blur the boundaries between urgent and primary care and streamline patients' care pathway.**”

Jane Pugh  
gtd healthcare



## About

Over 650 GP practices across the UK trust and recommend Crescendo's DigiScribe-XL to ease the load on their referral workflow. Suiting the needs of any environment with almost any budget, DigiScribe-XL has it all: real-time Digital Dictation, Transcription, and Advanced Specialty and Referral Reporting. EMIS Health accredited, it works with additional modules such as Speech Recognition and Outsourcing, and is backed up by five-star customer service.

Delivering end-to-end workflow solutions with low cost of ownership to healthcare professionals has been our core focus for the past 27 years. Working in real time across your network with zero impact on bandwidth, DigiScribe-XL lets users work efficiently and securely from any device and location.

Optimised for the Transition Network (formerly known as N3) and the new Health and Social Care Network, and IGSoC compliant, DigiScribe-XL ensures your patient information is kept safe and secure at your premises, rather than up in the cloud. Crescendo is also the only Digital Dictation supplier to be part of the new GP Systems of Choice (GPSoC) framework, which is yet another testament to the design, security and flexibility of our number one technology.

**Over 25 years of expertise**  
**Over 650 NHS practices**  
**One tailored solution**

Call 01932 789433

Visit [www.crescendosystems.co.uk](http://www.crescendosystems.co.uk)

Email [info@crescendosystems.co.uk](mailto:info@crescendosystems.co.uk)

Twitter [@CrescendoDDS](https://twitter.com/CrescendoDDS)

## Benefits

- **Digital Dictation** - easy to deploy and use, DigiScribe-XL speeds up the dictation process and reduces turnaround times. Dictate in the main practice, branch surgery or on the move using our smartphone app.
- **EMIS Web integration for DigiScribe-XL** - patient demographics are embedded into every dictation and are used to retrieve the correct patient records when typing up the dictation.
- **Advanced Referral Reporting** - track, analyse and control your referrals using the Referral Dashboard and Speciality Reports.

## Additional modules

- **Speech Recognition** - doctors can navigate EMIS Web by voice, speak consultations and generate their own referral letters with foreground recognition. Switch to background mode to have your dictations typed automatically for your secretaries to check over.
- **Outsourced Transcription** - pay-as-you-go typing resources are on hand to help during holidays, sickness or busy periods.



“**Does exactly what it's meant to. Reliable. Support are excellent, always helpful and clearly know the system.**”

Yvonne Merrick  
Abbottswood Medical Centre



## About

We're connecting the people, information and solutions that work together to drive continuous advancements in healthcare.

Our electronic health record (EHR) platforms are used at **over 25,000 facilities around the globe**, while our population health platform is enabling the shift from reactive care to proactive health for almost **100 million people worldwide**.

We're constantly building on our foundation of intelligent solutions for healthcare. Our partnership with EMIS Health began in 2013 - together, we've a shared drive to deliver real interoperability while supporting GPs and clinicians to provide safe, connected and informed patient care.

## A partnership with Cerner allows you to:



**Know**  
the population



**Engage**  
members



**Manage**  
outcomes

Call 020 7432 8100

Visit [www.cerner.co.uk](http://www.cerner.co.uk)

Email [population\\_health@cerner.com](mailto:population_health@cerner.com)

Twitter @CernerUK

## Connected care: Health Information Exchange (HIE)

Cerner HIE is a point-of-care solution for securely sharing information between EMIS Web primary care and community users and the wider health economy. This means you can access a patient's health record directly from EMIS Web without having to login to another system. We're already **connecting over 4 million health records in the UK**.

Users can access their patients' care records regardless of venue, allowing for informed and timely decisions that improve care coordination and patient safety - all while lowering costs.

Black Book Research's 2016 HIE user survey has recognised Cerner as the **market's top-performing open network HIE supplier for the last four consecutive years**.

## Benefits

- View the patient's consolidated care record as a click-through from EMIS Web.
- Real-time and secure access to patient data gives timely results.
- View a rich vein of patient data including clinical information, results, visits, future appointments, letters and more.
- Unlocks data silos to facilitate a joined up care system and better care coordination.
- Can be utilised by all health and care organisations.

**“Community View (HIE) has radically changed the way I practise and revolutionised how my colleagues work.”**

Dr. Osman Bhatti  
GP principal and Tower Hamlets CCG  
lead for informatics; Caldicott Guardian

## Supporting new models of care and integrating health systems: HealthIntent

The advanced intelligence within our **industry-leading** population health platform, HealthIntent, gives you visibility of your whole system at an organisational, population and citizen level - allowing you to shift from reactive acute care to proactive population health using best-practice clinical recommendations.

HealthIntent integrates with EMIS Web to collect your data into a single format for analysis. Our tools give you the ability to analyse, track and manage gaps in care, and identify at-risk patients within your population, so that you can implement recommended actions based on clinical pathways to reduce risk. HealthIntent also allows you to predict forthcoming increases in demand to your services, and make decisive and informed decisions.

Already supporting the success of our clients' population health programmes, HealthIntent is providing a single source of truth to help health systems shift to proactive models of care aligned to the NHS Five Year Forward View.

## Benefits of Cerner HealthIntent

- Near real-time actionable intelligence.
- Advanced population analytics.
- Programmable so that you can execute care programmes across your population.
- Identify gaps in care and provide recommendations into your workflow.
- Highly scalable, robust and reliable suite of solutions built for today and tomorrow.
- Normalise and aggregate data from any source - you don't need other Cerner solutions to use HealthIntent.

**“Working with Cerner on developing the registries for diabetes and respiratory care has really benefited the development of our future thinking. We have been able to see from the data already captured some real opportunities for more effective and efficient care.”**

Fiona Johnstone  
Director of health and wellbeing  
Healthy Wirral Partners







## About

Docmail is the number one provider of mailing services to the medical and health service sector. It offers a **secure print and mail system** which integrates with EMIS Web via our free virtual print driver.

It's the perfect tool for medical practices to send out patient letters and lets you print and post mail directly from your computer.

### Docmail allows you to securely:

- mail individual documents by downloading the free print driver
- send bulk mail by uploading a list and a mail pack of documents to our web service.

Docmail's mailing and printing services have already been **used by over 3,000 medical and healthcare providers** across the UK to send more than **15 million documents**.

Call 01761 409701  
Visit [docmail.co.uk](http://docmail.co.uk)  
Email [docmailsales@cfh.com](mailto:docmailsales@cfh.com)  
Twitter @CFH\_Docmail

## Benefits

- **Docmail saves you time and precious resources**, and costs less than the price of a stamp. Our price includes one letter printed in black, the envelope, sorting and second class postage.
- **Docmail also has a new service – Dotpost** – which supports NHS e-delivery targets by offering NHS approved online document delivery for your patients. You can now send copies of your patient letters directly to their computer, tablet or smartphone securely. This isn't email – the patient elects to use this service and it saves you money on print and delivery.
- The patient is invited to register for a secure Dotpost account – Docmail then pays for the invitation letter and your practice account to be set up. You pay 10p for a communication document to be sent electronically and securely to your patient's Dotpost account, **saving more than 75% on postage costs**.



## About

Graphnet is the **UK's leading provider of shared care record solutions** for integrating services across whole health and care communities.

Our CareCentric software allows comprehensive clinical and social care information to be shared between disciplines and across organisations. It supports the delivery of integrated health and social care services, and helps shape the radical new models of care that are central to national NHS strategy.

CareCentric software combines a shared record with community-wide assessment, workflow, care planning, and specialist apps for long-term conditions. It also supports patient engagement through the use of the myCareCentric Patient Portal and population health management.

We connect to most major health and social care IT systems in the UK and are **used by over 50,000 care professionals**, with **48 CCGs** using our shared record solutions in their area.

**“It's invaluable when triaging or seeing a patient. I believe it gives me security to help make an informed decision and it provides the patient with confidence.”**

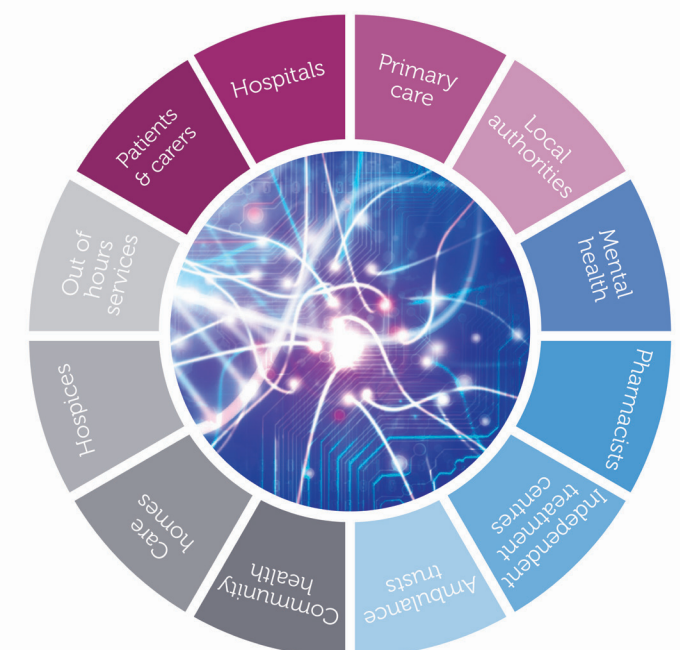
GP  
Hampshire

Graphnet is part of the System C & Graphnet Care Alliance - delivering market-leading health and social care solutions.

Call 0333 077 1988  
Visit [www.graphnethealth.com](http://www.graphnethealth.com)  
Email [info@graphnethealth.com](mailto:info@graphnethealth.com)  
Twitter @GraphnetHealth

## Benefits

- **CareCentric shares data across health and social care** - GPs and other care professionals have immediate access to a full patient record at every point of care, without having to request information from other providers. This information is available within EMIS Web via single sign-on, with no need for additional logins.
- **Provides a platform for multi-disciplinary and multi-provider care** - this makes it easier for professionals to work together on a care pathway, increasing patient safety and eliminating duplicate data entry.
- **myCareCentric Patient Portal actively involves patients** - patients can access their own records, help shape plans, control access to information and influence their care, which means they're more engaged in managing their own health.
- **Shared care records can deliver financial savings and efficiency gains including:**
  - reduced length of stay
  - reduced A&E attendances
  - reduced repeat tests.





## About

Hearst Health International offers **independent, unbiased, and evidence-based** care guidance solutions for healthcare organisations.

- We support safe, optimal medication decisions.
- We help direct the ideal patient journey.
- We drive high-quality clinical performance.
- We help you develop and implement informed care strategies.

**Our mission** is to guide the most important care moments by delivering vital information into the hands of everyone who touches a person's health journey. We have over 30 years' experience in delivering clinical decision support to the NHS.

## Benefits

Our market-leading prescribing decision support solution is FDB OptimiseRx.

### Safe, optimal medication decisions

- Delivers patient-specific prescribing guidance to drive medicines optimisation in primary care.
- Provides best practice and prescribing budget guidance at the point of care.

### Ideal patient journey

- Integrated into the prescribing workflow of EMIS Web, FDB OptimiseRx provides patient-specific guidance at acute, reauthorisation and repeat prescribing points in a patient pathway.

### Used across the NHS

- FDB OptimiseRx is used in more than 100 NHS CCGs by thousands of prescribers every day.

## Trusted, patient-specific guidance that is valued by prescribers

FDB OptimiseRx from Hearst Health International is the only solution that delivers patient-specific prescribing guidance to drive medicines optimisation at the point of care.

Innovative and intelligent, FDB OptimiseRx seamlessly integrates with the prescribing workflow of your clinical system, providing healthcare professionals with guidance based on individual patient records in EMIS Web.

It also combines evidence-based best practice, safety and cost-effective prescribing messages, and delivers them in real time at the point of care during the prescribing workflow.

Tailored to the patient medical record and taking into consideration current and previous medications, morbidities, observations and measurements, FDB OptimiseRx supports prescribers to make the safest, most clinically appropriate prescribing decisions.

## Benefits

- Patient-specific and clinically relevant messages.
- Seamlessly integrates as part of the prescribing workflow in EMIS Web.
- Evidence-based best practice and safety messages.
- Localised to include CCG formulary and cost initiatives.
- Proven financial returns.
- Simple and cost-effective profile management.
- Low impact on medicines management resource.
- Monitor local prescribing activity across GP practices and your CCG.

“FDB OptimiseRx entirely meets the requirements of our medicine optimisation strategy.”

Jon Hayhurst  
Head of medicines management at NHS Bristol CCG

Call 020 7492 6300  
Visit [hearsthealthinternational.com](https://hearsthealthinternational.com)  
Email [HHIcontact@hearst.com](mailto:HHIcontact@hearst.com)  
Twitter [@HearstHealthInt](https://twitter.com/HearstHealthInt)







## About

The insurance industry is making the change to **electronic reporting** in line with the targets for a paperless NHS.

iGPR™ allows practices to receive and respond to insurance report requests **securely and electronically**, saving time and resources when providing necessary medical evidence – and giving patients a faster life insurance decision.

iGPR's redaction engine **screens patient** records to remove unnecessary, third-party and sensitive information from reports as per ICO requirements.

Currently available to more than **70% of UK practices**, iGPR is also used by the following providers – with more soon to follow:



Call 01527 570 005  
Visit [www.igpr.co.uk](http://www.igpr.co.uk)  
Email [support@nichehealth.co.uk](mailto:support@nichehealth.co.uk)  
Twitter @i\_GPR

## Benefits

- iGPR is fully compliant with the **updated BMA guidance** for access to medical reports and the new principles of electronic reporting.
- iGPR for electronic insurance reporting is free – and as an EMIS Web practice, you already have the software.
- Additional, licensable functions include a patient record screening tool for Patient Online Access and a Create Report function for solicitor 'copy notes' requests.
- Remote training is free of charge.
- Fully electronic, end-to-end process.
- iGPR automatically redacts non-permitted information.
- Practices **as data controllers** remain in full control of information included in reports.
- Save time and greatly reduce workload, allowing staff to focus on other priorities.

“It is much safer than our current paper process. The software's redaction feature takes out non-permitted information automatically and it's easy to make further redactions.”

Dr Cooper  
The Old Machar Medical Practice  
Aberdeen



## About

Lexacom is the UK's leading provider of document creation software, offering multiple selections to quickly create accurate documents, referrals and securely record clinical notes.

Used by over 50% of GPs in the UK, Lexacom 3 incorporates EMIS Health accredited clinical integration and digital dictation with additional modules, including speech recognition and secure outsourced transcription, and brings them together into a single product. This, combined with our partnership with EMIS Health, means that we're the system of choice for healthcare providers.

Lexacom 3 is the ideal solution for primary care, allowing practices to benefit from seamless clinical system integration which improves patient safety. It also allows federations and CCGs to share their workload across multiple sites using our secure cloud-based solution, Lexacom Connect.

## Benefits

- \* Lexacom 3 is fully integrated with your EMIS Health clinical system to ensure patient safety and accurate patient referrals.
- \* Lexacom Echo allows Lexacom 3 users to access speech recognition as and when they need it, in a cost-effective way.

Call 01295 236910  
Visit [www.lexacom.co.uk](http://www.lexacom.co.uk)  
Email [sales@lexacom.co.uk](mailto:sales@lexacom.co.uk)  
Twitter @lexacomdictate

- \* Dictate at your desk or on the move with Lexacom Mobile for the iPhone, iPad or Android phones and tablets.
- \* The Lexacom software has the ability to use secure outsourced transcription services to maximise efficiency.
- \* Support federated working and use Lexacom Connect to share work across multiple sites using our secure cloud-based server.
- \* Lexacom 3 integrates exclusively with PCTI Docman, the number one supplier of advanced electronic document management.
- \* Dictate, transcribe, print and post documents, all through Lexacom 3 software using Docmail's 'print to post' services.
- \* Lexacom 3 is compatible with all leading dictation hardware.
- \* Lexacom's onsite engineers will work with you to provide a hassle-free installation, ensuring a smooth transition to using your new software.
- \* Our in-house team are on hand to provide ongoing support post installation via email, phone or through our support pages on our website.
- \* Monitor referrals and workload through detailed reporting and a real-time dashboard.
- \* Lexacom 3 software is automatically kept up to date with the latest innovations, delivered directly to your desktop.







## About

MJog is the **leading provider of patient messaging services in the primary healthcare sector**. We provide secure and cost-effective multi-channel digital communications that integrate with EMIS Web to ensure a complete record of communications between you and your patients.

With **over 15 years' experience**, we work with thousands of healthcare providers across the UK to deliver more than **100 million healthcare messages** annually. MJog offers the most comprehensive digital communication platform to reach a wide cross section of your patients through paper-free channels.

We work with CCGs and Scottish Health Boards to help commissioners and providers deliver the most relevant and appropriate health advice across a diverse patient population, providing greater access to healthcare and services.

“The benefits offered by MJog are much wider apart from DNAs – the savings made to resources and external costs are immense. Increasing access to the wider patient audience, quickly and efficiently, proved to be helpful.”

Grant Burford  
IT lead  
Clapham Park Group Practice

Call 01353 741641  
Visit [www.mjog.com/smart](http://www.mjog.com/smart)  
Email [smart@mjog.com](mailto:smart@mjog.com)  
Twitter @MJogLtd

## Benefits

MJog's Patient Messaging Services automatically deliver appointment reminders, recalls, health campaign messages and surveys through SMS, email, voice and our latest service, MJog Smart.

By ensuring greater patient engagement and participation in health management, our services **can reduce DNA rates by 50%** and can deliver substantial cost-saving benefits to healthcare providers. Health campaign messages are easily scheduled too, **increasing service awareness** and uptake, and **reducing postal costs**. Meanwhile, all outbound and inbound communications are automatically recorded into EMIS Web using Read Codes.

MJog Smart makes healthcare communication smarter without message delivery costs to you or patients. It's flexible and easy to use with rich and in-depth messaging to patients, as well as a ready-to-use message library, app integration and end-to-end message encryption to the MJog Messenger app.



## About

GP practices are using Oak's **award-winning Patient Connect software** to handle millions of calls a year with improved efficiency and an enhanced service to patients.

Uniquely, Patient Connect doesn't provide a simplistic and inflexible plug-in into your EMIS Health clinical system, but is a mature middleware solution that utilises extracted patient demographic information.

The ability to manipulate and utilise this data means the software copes with real-world situations, such as patients using temporary numbers, sharing phones and receptionists not always capturing numbers or taking note of clinical alerts.

Our latest Practice Manager edition brings together three years of enhancements with advanced reporting, giving practice managers details on who has captured new telephone numbers for patients who ring in, as well as information on when priority alerts are actioned.

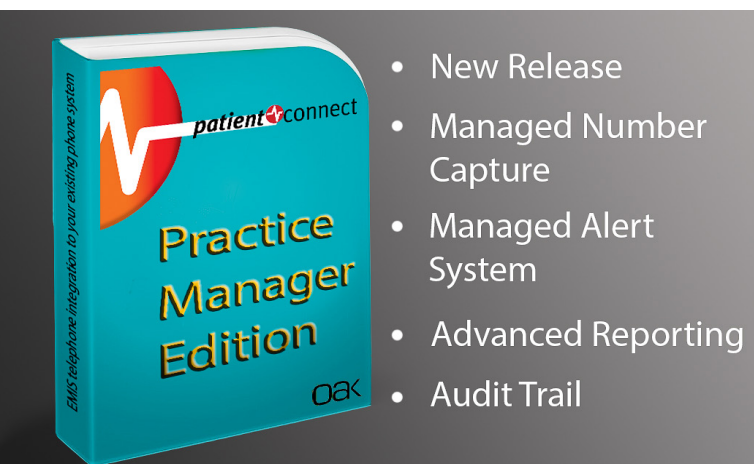
“Patient Connect has made a huge difference to the length of time spent on calls. The facility that allows us to capture numbers cuts the time down dramatically and the human error is reduced.”

Jayne Comer  
Reception manager  
The Maples Medical Centre

Call 0800 988 9625  
Visit [oak.co.uk](http://oak.co.uk)  
Email [simon.colledge@oak.co.uk](mailto:simon.colledge@oak.co.uk)  
Twitter @oakinnovationuk

## Benefits

- Works with your existing phone system, including hosted and Cisco Call Manager.
- Save time on every call and improve the patient experience.
- Have a consistent view of patient records.
- Automatically capture new telephone numbers with a full audit trail and reporting available for practice managers.
- Optional patient alerts – like at risk, vulnerable and housebound – display when you answer calls.
- Maximise dealing with QOF alerts and practice income.
- Enhances GPs' communication with patients with a simple on-screen click to dial and SMS.
- Coordinate all non-patient contact details – and local knowledge – in a centralised directory solution.
- Potential for deployment in hubs/call centres for combined call answering.







## About

**PatientChase** gives you a watertight, methodical and easy-to-run call/recall system. We've been helping practices for **10 years** and have taken into consideration and adapted all the methods practices use to invite their patients.

PatientChase significantly simplifies and automates all aspects of patient call/recall for your practice. Specialising in chronic disease call/recall, it will also manage all your other call/recall requirements.

**It's far more than just a tool for contacting patients.** As well as being a multi-method communication application – which can send letters, texts and emails – it's also a very clever search tool which finds patients needing contact in the fewest times necessary.

Let PatientChase do the hard work for you. Not only will it instantly cross-reference multiple-condition patients, it can also automatically personalise messages to patients and is smart enough to work out all the coding back to your EMIS Health clinical system. PatientChase also batches codes into your clinical system for each condition the patient has and cleverly determines whether to insert first, second or third 'letter/SMS/email sent' Read Codes.

All inclusive pricing from 8p+VAT per patient per year (based on your registered population).

Call 0845 402 5161  
Visit [www.patientchase.com](http://www.patientchase.com)  
Email [enquiries@patientchase.com](mailto:enquiries@patientchase.com)  
Twitter [@patientchase](https://twitter.com/patientchase)

## Benefits

- Quickly identify call/recall patients using birth month filters, QOF targets, review codes, diary entries, child immunisations and LES/DES searches.
- Handles flu recall, NHS health checks and any other campaigns.
- Ensures all your recall is in one place.
- Save well over £1 per patient per year through reduced admin recall time and postage – as well as through more efficient clinics, and better-informed patients and receptionists.
- Enhances your EMIS Health clinical system with a more visual and automated view of your patients needing contact.
- Ensures administration staff have full control of managing invitations, so no patients slip through the net.
- Searches are quicker and easier – as is training.
- Use at any time of year – PatientChase will instantly address your current recall needs.

**“ This call/recall system allows us to streamline our chronic disease management, avoiding multi-condition separate recall. We can contact patients effectively by email, letter or text – and it records the appropriate Read Codes in EMIS Web. Superb service and support. ”**

Caroline  
GP in Tyne & Wear



Simply connecting people, systems, organisations

## About

**SymI DynaForms+ (DF+)** is a dynamic solution for all EMIS Web users to revolutionise their information gathering and access to historical patient records by using smart digital platforms – especially while visiting patients.

Clinicians spend a considerable proportion of their time on paperwork, administration and duplication. DF+ allows them to carry selected patient records securely on a laptop or a tablet to access these records on demand, providing them with essential information to support faster decision-making, prioritisation and implementation of preventative measures.

Collect data on intelligent forms that are auto-populated with existing demographics and contain pop-up reminders with threshold alerts.

DF+ improves the quality of the clinical time at the point of care, increasing patient satisfaction. Additionally, it eliminates avoidable time delays when searching for information, removes the concern of handwriting notes and eradicates human errors associated with duplication.

Relevant Read Coded data is mapped to the appropriate EMIS Health patient record with seamless uploading at the practice. DF+ replaces all types of paper forms and can be used by staff across GP practices.

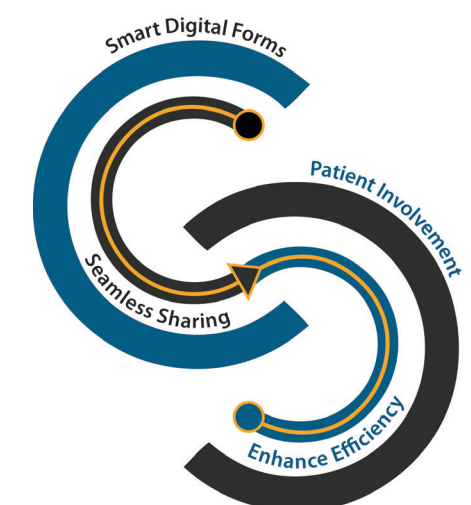
Call 01792 606525  
Visit [www.symiconnect.com](http://www.symiconnect.com)  
Email [info@symiconnect.com](mailto:info@symiconnect.com)  
Twitter [@SymIConnect](https://twitter.com/SymIConnect)

## Benefits

- **Improve clinical time and efficiency**
  - Choose paper forms for digitisation and access the forms library at a touch of a button – ideal for home visits, care homes or chronic condition monitoring.
  - Reduce avoidable home and clinic visits by making consultations more effective during each visit.
  - Allow patients to complete forms electronically at the practice or at home.
  - Generate better-quality data for seamless sharing.
  - Upload directly to the patient record.
- **Save time, save costs**
  - Save on operational costs, as well as on costs for printing, duplicating, scanning, and postage.
  - Most importantly, reduce wasted professional time and human errors – as well as time delays in manual handling, litigation and administration.

**“ The simple and easy-to-learn interface of this versatile tool substantially reduces data entry time in a wide range of primary care settings ”**

Dr O. Banerjee  
London



Our partners

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We've developed our partner programme to provide you with a great choice of innovative, quality add-on products to complement and enhance EMIS Web.

Here you'll find more about a variety of our partner products – from mailing services to speech recognition, patient recall to medical equipment.

**Call** 0330 024 1268

**Visit** [emishealth.com](http://emishealth.com)

**Email** [partnerenquiries.pcc@emishealth.com](mailto:partnerenquiries.pcc@emishealth.com)

