

## CASE STUDY

# Open Medical

Open Medical used UKCloud Health's secure and HSCN connected platform to improve efficiency by 46% through digitally enabling patient pathways

## About Open Medical:

Open Medical was founded in 2011 and is predominantly focused on the NHS. Their current product portfolio includes; a modern trauma management system (eTrauma), which is trusted by hundreds of orthopaedic surgeons; a digital virtual fracture clinic system which includes robust end-to-end digital tracking of virtual referrals from remote locations; and a dermatology platform (eDerma) which enhances the teledermatology model by combining a complete patient pathway workflow. Open Medical systems have managed over 350,000 patients, are used by over 5,000 clinicians and their products are deployed in over 45 hospitals, including 17 NHS trusts.

A few of their customers include:

- London North West University Healthcare NHS Trust
- West Hertfordshire Hospitals NHS Trust
- Imperial College Healthcare NHS Trust
- Manchester University NHS Foundation Trust
- Luton and Dunstable University Hospital NHS Foundation Trust

## The Challenge:

Open Medical needed a cloud-based enterprise level service infrastructure within the UK to host its data. They also wanted that data solution to be UK sovereign and for the data to be governed by UK Law. Open Medical needed to be able to scale rapidly, with access to HSCN connection alongside compliance with the NHS Data Security and Protection Toolkit (DSPT).

## Sovereignty is important

Data sovereignty is critical to Open Medical as data needed to be UK-based, due to the sensitive and confidential nature of NHS patient data that it stores and processes.

Scalability was very important due to the sheer volumes of data that Open Medical need to manage. Within the NHS, some data needs to be stored for as long as 20 years and, in some cases, such as dermatology, high quality photos need to be attached to patient records which require a lot of capacity. Open Medical also needed the ability to expand through multiple specialities.

## UKCloud Products and Solutions: UKCloud for OpenStack with HSCN

Powered by OpenStack®, UKCloud for OpenStack provides a full suite of modern, highly scalable and flexible IaaS services that address the needs of DevOps and WebOps communities. OpenStack has established itself as the open standard cloud platform on which developers are able to build agile and elastic digital solutions that are not locked into any single cloud service provider, unlike most multi-national public cloud services.

## Results Achieved:

46%

Reduced workload and improved efficiency by 46%

50,000

Processing 50,000 patient pathways a month, and increasing

15+

Deployed over 15 implementations in the last year

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**Michael Shenouda**  
Medical Director

**'Due to the nature of data held by the NHS, we needed a solution that would provide security, assurance and UK sovereignty, while also giving us the ability to scale our services. UKCloud Health ticked all the boxes and being solely focused on the Health and Care Sector and governed by UK jurisdiction further helped enhance the decision.'**

**Great Customer Service is key to our relationship.**

We've had a very close working relationship, with immediate access to support specialists and account managers – we didn't think we would get that from the competition.

**Versatility and Sovereignty are key.**

The customised pathways are crucial to allow Open Medical to expand across specialties. It is critical to our customers to know where their data is stored. "All Open Medical services are UK based – we share the same values and ethos as UKCloud Health"

### The Solution:

Open Medical had two goals for its cloud-based solution: ensuring data remained sovereign in the UK and providing a versatile service for their customers. UKCloud Health provided a UK sovereign cloud data solution through UKCloud for OpenStack with HSCN.

Open Medical is not just selling a product, it is selling a service, one that is fully customizable. They take time to understand the pain points and needs of each potential customer, and while the base system functionality remains the same, every trust and service has its own nuance. It is not a one size fits all solution.

Dermatology and Orthopedics were the ideal place to start, and through UKCloud Health, Open Medical was also introduced to an Ophthalmology opportunity at Moorfield's Eye Hospital. One key benefit of working with UKCloud Health is the opportunity to network with the community and to engage with other organisations who would benefit from Open Medical's solutions.

From a scalability perspective, there is potentially a limitless amount of data that Open Medical need to manage, govern, access and control making a cloud service the ideal solution.

**'The security to know that what is going to limit our scalability will never be our cloud solution is very reassuring. Our only limiting factor is time.'**

Implementing this data within the cloud meant minimising the space that data storage takes up, as the infrastructure is there for them. This resulted in the ability to rapidly expand their pathway solutions through multiple different hospitals, and across multiple specialties without being constrained by capacity.

Open Medical solutions enable patients to be virtually triaged very efficiently, putting them in to the appropriate clinic, starting the appropriate treatment, or discharging them safely and efficiently, thus improving the patient experience of their digitally enabled pathway.

