



Business benefits:

- Efficient digital services that streamline referral management
- End-to-end encryption that protects patient data
- A secure, reliable cloud platform supported by accessible experts

RIVIAM delivers innovation in the cloud for health and social care organisations

RIVIAM enables health and social care organisations to move to more digital and mobile ways of working by providing a bridge between the internet and the NHS N3 network. Relying on UKCloud for an accredited cloud platform and an aggregated N3 connection, RIVIAM took services live in under a month to support a forward-thinking GP federation.

Bath and North East Somerset Enhanced Medical Services (BEMS) brings together a federated network of GPs from 26 local practices to improve vulnerable patients' access to GPs at the weekend. The entire patient referral, session and discharge process is managed digitally, using RIVIAM's Pathway Hub.

When a patient's GP judges that a weekend appointment is needed, he or she refers the patient to the BEMS service on the Friday. The referral process is efficient and cost effective, with no paper forms to fill in: the RIVIAM solution simply imports the referral information directly from the GP's clinical system, securing it through encryption techniques that meet NHS standards.

A BEMS administrator uses a web interface to schedule a weekend appointment for the patient. Clinicians receive appointments on their tablet, along with supporting referral and care plan information about the patients booked to see them. Following an appointment, the clinician updates the patient's information in the RIVIAM system and discharges them back to the referring GP practice — all done on their tablet.

"The system enables mobile working and delivers the outcomes we were looking for in terms of speed of transaction, transparency of information and responsive care," says Amanda Simpson, Project Director at BEMS.

Support for an urgent launch date

RIVIAM hosts the Patient Hub on the UKCloud platform. "We chose UKCloud because it's an assured UK-based platform that's accredited to host sensitive patient data, and is connected to the NHS N3 network," says Paul Targett, Director at RIVIAM.

UKCloud could also meet the tight timeframes RIVIAM found itself working to, in order to help BEMS meet its target launch date. "UKCloud didn't bat an eyelid: the effort they put in, and the security and architecture advice we received, helped us go live with a full Pathway Hub service in less than a month," says Targett. "The lead time for an N3 connection is typically three months, but as an N3 aggregator, UKCloud could bring that right down to make sure we met the deadline."

Using UKCloud services meant RIVIAM didn't have to invest CAPEX in its own infrastructure: Targett estimates the resulting savings at around £17,000. "Beyond that, we get great support from UKCloud," he says. "I can phone up at any time of the day or night and get really good help and advice."

“Partnering with UKCloud helps us deliver the services that progressive health and social care organisations like BEMS and Beacon UK want to use. UKCloud provides us with a secure, scalable and highly available platform, and support from real, capable people when we need it.”

Paul Targett, Director, RIVIAM

More efficient referrals to mental health services

Since launching the Patient Hub, RIVIAM has rolled out further services on the UKCloud platform, including Secure Referral Forms. These are configurable microsites which present patient referrals in a standardised template, enabling rapid completion and secure sharing with NHS systems.

Beacon UK, a managed healthcare company working with the NHS, uses RIVIAM's Secure Referral Forms to support the mental health needs of more than 700,000 children and young adults in two areas of England. Beacon UK's objective is to enable mental health services and care providers to work together better, to deliver a more integrated experience for patients and help improve outcomes.

GPs, social workers, school nurses and, in some cases, parents and individuals can access and complete the Secure Referral Forms online, capturing what may be complex information in a consistent way. Clinicians then access, triage and assess the referrals using the dashboard-style RIVIAM Secure Portal.

“Using RIVIAM has meant we have a secure way of enabling everyone who needs to make a referral to us to be able to do so quickly, easily and safely,” says Beacon UK's Deputy Clinical Director, Stuart Chuan.

As well as making the referral process more efficient, the RIVIAM solution helps take the pressure off GP appointments and empowers people to take control of their own care. And as a secure, encrypted online service, it cuts out paper-based referrals and mitigates potential information governance issues relating to loss or misuse of patient data.

Driving better outcomes with digital services

Faced with increased funding pressures, the needs of an ageing population and the changing burden of disease, health and social care organisations in the UK are having to think differently about the way they manage and deliver services.

Increasingly, they're looking to digital services to help them increase efficiencies and improve collaboration, to deliver better outcomes for patients. RIVIAM is ready to support them with secure, flexible referral management and pathway solutions that integrate with existing IT systems and networks.

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About RIVIAM Digital Care

RIVIAM is part of a new age of digital services that is revolutionising the way information technology supports those delivering and receiving health and social care. We help our customers improve care for people and respond to the demands of today's challenging care environment. We do this by providing them with the right secure digital environment so they can innovate, provide a better quality of service and deliver new models of care.

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