NEW WEB DEPLOYED SERVICES

rapid, safe
assessment & advice

ODYSSEY CLINICAL DECISION SUPPORT SOFTWARE
FOR PATIENT TRIAGE AND ASSESSMENT IN URGENT AND PRIMARY CARE

**plain
healthcare**
clinical decision support

odyssey

For all your patient assessment needs...

Odyssey TeleAssess... Odyssey FaceToFace... Odyssey FirstAssess...

Odyssey Reception... Plus other specialist Odyssey products

Plain Healthcare provides rapid, safe assessment and advice for urgent and primary care through Odyssey, our clinical decision support software. Odyssey is fast, user friendly, clinically thorough and safe; it also improves record keeping.

Alongside our learning and development programmes, Odyssey products are proven to improve the efficiency of clinical resources, reduce risk and ultimately save money.

All Odyssey products operate either fully integrated from within most electronic patient record systems (e.g. *Adastra*, *EMIS*, *SystmOne* and others), or as stand-alone systems using Odyssey Demographics for flexible, bespoke patient administration.

Odyssey is now also available through web deployed services, making it even more accessible.

To see Odyssey clinical decision support products at your place of work or to arrange a meeting to discuss your needs, contact us on 0800 389 1780.

Supporting clinical decisions throughout primary and urgent care

Odyssey is used throughout primary and urgent care services to offer clinical decision support.

GP OUT OF HOURS SERVICES
- Over 60% of Primary Care Trusts commission OOH services that rely on Odyssey TeleAssess to support nurse telephone assessments
- Average assessment times of around 6 minutes, much less for potential emergencies

NURSE-LED CLINICS
- Odyssey FaceToFace designed for rapid, safe decision support for consultations in person
- Used in a wide variety of settings: NHS Walk-in centres, Polyclinics, GP-led Health Centres, Primary Care Centres, Minor Injury Units

AMBULANCE SERVICES
- Odyssey TeleAssess improves the efficiency of Cat C desks by effectively sorting caller priorities
- One Ambulance Trust alone saves over £2m per year, using nurses on the Cat C desk supported by Odyssey TeleAssess, not dispatching ambulances unless essential

PRISONS AND DETENTION CENTRES
- Odyssey FirstAssess specifically designed to meet the needs of HM Prison service, custody suites and other detention centres
- Supports rapid prioritisation, initial reception assessments, face-to-face examinations and meets or exceeds all of the requirements in part 1 of the Offender Health PHPQIs

GENERAL PRACTICE
- Improves patient access by using Odyssey to support receptionist prioritisation and practice nurse telephone triage
- Ensures clinical information given to patients is always up to date
- Frees up doctor time for those patients in most need

EXTENSIVE CLINICAL CONTENT
- Over 450 presenting complaints catered for
- All content gender- and age-specific
- Nearly 1 million words of clinical content
- Continuously updated by in-house team of experts, led by Prof. Jeremy Dale, supported by international panel of client users
- Updates issued around three times per year, with emergency releases as necessary (e.g. H1N1 Swine Flu update released within 5 days of WHO declaring pandemic status)
- All content is evidence-based where possible, otherwise peer-reviewed best practice; NICE compliant

Odyssey TeleAssess

Definitive clinical assessment by telephone, helping you to meet patients' needs safely and make significant savings in time, effort and money for your organisation.

"It takes away a lot of the guess work, it allows everyone to have that safety net there. It's evidence based, regularly updated and therefore from a clinical governance point of view it improves our safety and effectiveness"

Penny Nicholas, Clinical Nurse Lead, Wiltshire Medical Services

RAPID

- Average assessment times at around 6 minutes
- Call length always appropriate to the circumstances
- Seamless connectivity with most patient administration systems (*Adastra*, *EMIS*, *SystmOne* and others) for ease of use in familiar environments
- Swift access to new web-deployed services

SAFE

- Over 10 million calls have been supported since 1995 with no enforced withdrawal of content necessary
- Designed by clinicians for clinicians
- Emulates a natural consultation process designed on the principles of Bayesian logic, avoids feeling like interrogation to the patient
- Evaluation of multiple symptoms concurrently through a mix of open and closed questioning styles

ASSESSMENTS

- Expect around 50% of Odyssey telephone assessments to be triaged to routine appointments or self care advice (based on independent analysis of results)
- Extensive, intuitive reporting tools empower administrators and reduce time spent compiling reports

ADVICE

- Always appropriate, always up to date
- Offers rationales for lines of enquiry and differential diagnoses
- Self care and first aid advice
- Educational information
- Detailed decision support in an unobtrusive, flexible manner
- Locally configurable referral pathways for total relevance to your needs
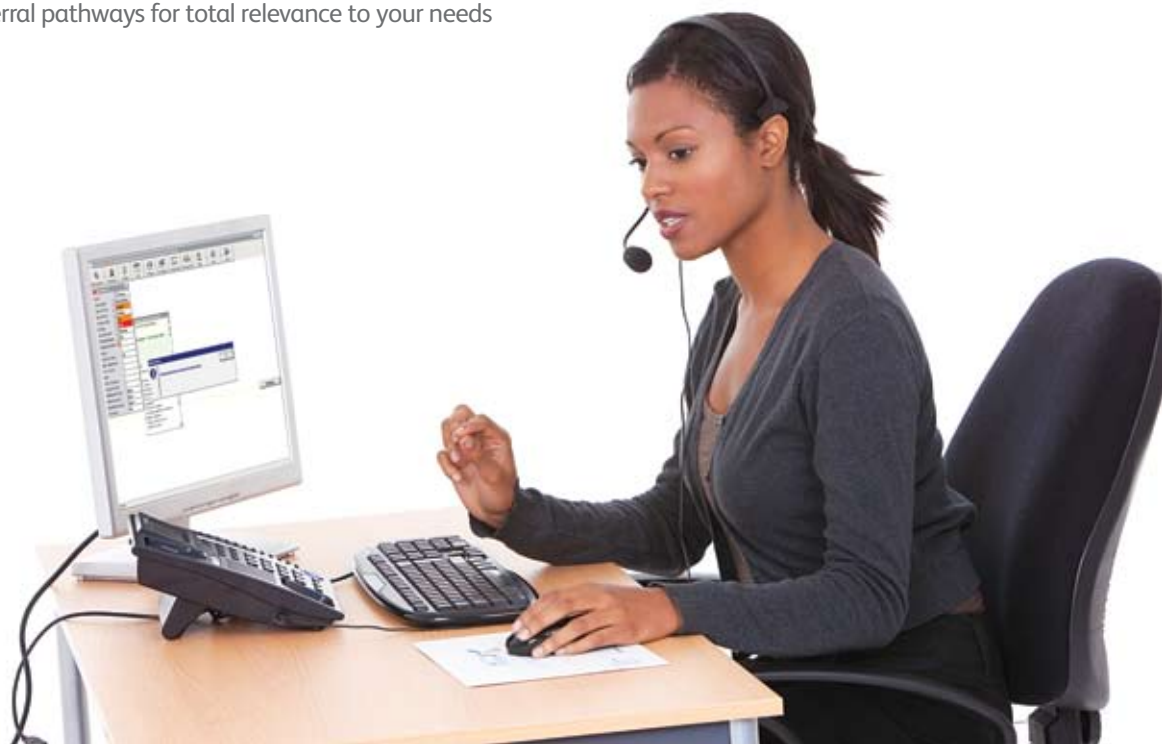
Odyssey FaceToFace

Comprehensive decision support system for face-to-face consultation in emergency or primary care settings. Varying levels of support ranging from an electronic record of the consultation to a sophisticated guide to history taking, examination, diagnosis and treatment, depending on the needs and experience of the user.

The latest express version ensures rapid, safe assessments and advice are always possible, along with robust documentation, all visible on a single screen.

HISTORY

- Questions are prompted with pre-set common responses
- Responses are selected rather than typed, for faster consultations and access to detailed decision and examination support, differential diagnoses and rationales for lines of enquiry
- Complex patient presentations handled in a clear, intuitive manner
- Clinician retains full control of the assessment at all times, with ability to add free text at will

EXAMINATION

- Clinicians choose how to progress through examinations
- Capacity to accept or change Odyssey's recommended tests using own reasoning
- Examination methodologies available as required
- Full range of body maps available for annotation
- Captures and annotates digital photographs and x-ray images
- Extensive examinations guidance ensures clinicians are led to likely conclusions rapidly without compromising safety

MANAGEMENT PLAN

- A prompted care plan is generated - clinician may choose to accept all or some
- Expect consultation times of around 10 minutes, including detailed documentation

RECORD

- Permanent, contemporaneous record created of every aspect of every consultation for audit purposes
- Patients, clinicians and healthcare organisations protected

"All nurse practitioners and nurses need help from time to time and using the software you can look at the rationale for doing the examination and it tells you differential diagnoses. It also highlights red flags and makes sure that you're safe in your consultation and you won't miss anything"

Louise Drewett, Emergency Nurse Practitioner, Swindon PCT

Odyssey FirstAssess

Developed specifically for use in HM Prison Service and other detention centres to help improve healthcare in challenging environments and drastically reduce the costs of onward referral (e.g. to hospital emergency departments).

CHALLENGE

- Reducing the cost of prison healthcare and the incidence of referral
- Measurably improving health outcomes, documentation and ease of reporting
- Assessing an often complex group of physical and mental health conditions
- Operating within a secure environment, exaggerated symptoms may be described
- Less experienced staff need even more decision support

SOLUTION

- Odyssey FirstAssess provides enhanced functionality for use in HMP environment and other detention centres
- Meets or exceeds all of the part 1 clinical requirements of the Offender Health PHPQIs
- Supports rapid triage of patients and face-to-face assessments, with detailed documentation
- Extensive and intuitive reporting capabilities empower administrators to quickly and easily produce any data and reports required
- Available embedded into TPP's SystmOne - the first national clinical IT system for prisons
- Also has connectivity to other patient administration systems, such as EMIS, or available as a stand-alone product with advanced, configurable demographics for sites without patient administration systems
- Letters and PDFs arranged like the current paper forms used in the prison environment
  - Templates for illicit drug use, medication and past history
  - Gender specific configuration to match your sites population
  - Prison and Detention Centre specific outcomes

EVIDENCE

- Odyssey has been successfully implemented in a prison environment since April 2009
- Working with our clients and senior managers in the service, we have designed further improvements, now available as Odyssey FirstAssess
- Plain Healthcare has been appointed to four Framework Contracts by NHS Connecting for Health on behalf of the wider NHS. All relate to the delivery of clinical IT systems; the service categories include Prison Health. The approval process involved detailed verification of the product and its appropriateness to the sector

"Using Odyssey gives our nurses a clinical decision making tool for assessing our young people's conditions, as well as allowing us to monitor and report on the conditions and any emerging needs of the population.

Since using Odyssey we, as a management team, are confident all the right questions are being asked by nurses and are recorded with accuracy"

George Dodds, Healthcare Operational Manager, HMYOI Hindley

0800 389 1780   www.plain.co.uk

Odyssey Reception

Rapid, safe and easy-to-use patient sorting tool designed especially for non-clinicians; call handlers and receptionists at any service dealing with patients on the telephone or presenting in person.

SAVE TIME
- Adds less than 1 minute to the patient encounter, yet improves operational efficiency
- Improves management of doctor/nurse time as well as patient access

QUALITY CARE
- Ensures patients are seen by clinical priority; not just 'first come, first seen', so reducing clinical risk
- Assists UK out of hours service providers to meet Department of Health quality standard; that potential emergencies should be responded to within 60 seconds of a patient contacting the service
- Presents short sets of age-sex specific questions, linked to the patient's problem, as well as a single, general triage question

URGENCY
- Helps determine how urgent a request for clinician attention is and what priority to give
- Automatic alerts help the non-clinician to identify potentially serious complaints safely and quickly
- Locally configurable outcomes for each urgency level

Specialist Odyssey Products

Odyssey is adaptable for different needs, all providing rapid, safe patient assessments and up to date clinical advice.

Odyssey eCover... Odyssey SelfAssess... Odyssey ParaMedic

odyssey *eCover*

- Enables health services to provide increased cover during any public health emergency
- Intuitive, presented in plain English, requiring minimal instruction and no training for usage
- Can be configured to support telephone triage of patients by doctors, nurses, paramedics or even non-clinicians

odyssey SelfAssess

- Allows patients to self assess their symptoms prior to consultation with clinical services
- May be accessed over the web or via booths in the waiting room
- Early trial results show strong patient acceptance and significantly shorter patient consultations when the data is used by physicians

odyssey ParaMedic

- Initially trialled to empower paramedics to make safe assessments of elderly patients that have fallen
- Reduces inappropriate transfers to hospital and ensures effective referral
- Offers comprehensive decision support for paramedic consultations

Connected for Health

All Odyssey products link together to offer your patients a seamless service. In addition, they may be integrated with numerous other healthcare systems or connected to bespoke patient administration systems.

Connectivity is via an API with standard messaging including XML and HL7v3, for industry standard interoperability.

WEB DEPLOYED

- Odyssey has been recently re-engineered to be more easily implemented via a simple web download
- User navigation training via interactive video is also available as a download with the product

SERVICE ORIENTED ARCHITECTURE (SOA)

- Design of Odyssey v3.0 onwards has separated each function into distinct 'web services'
- The client application is delivered via 'ClickOnce' using Windows Presentation Foundation based software
- Underlying the services are a series of Microsoft SQL databases, accessed via the Entity Framework

HOSTING

- An organization wishing to utilise our SOA may choose to host the services and databases on their own premises (requires web and database servers)
- Off-site hosting is also available and requires less hardware, staff support, space and often less cost
- Off-site hosting generally more scalable for services with fluctuating or unpredictable demand levels

ODYSSEY AND 'THE CLOUD'

- Where available and providing that regulatory compliance is met, there could be real benefits to utilising Cloud Computing
- Plain Healthcare's preferred partner for this service is Microsoft's Windows Azure platform
- Benefits include availability, scalability, cost and support
- Ask us for more details about hosting Odyssey in 'The Cloud'

Client Service & Support

Odyssey is known to be extremely reliable with a near 100% up-time. Nevertheless, 24/7 technical support is available to all clients, 52 weeks a year. Clients tell us we're approachable, helpful and friendly; the envy of our competitors.

FACTS & FIGURES
- Sub-four-minute average response time to all client pager enquiries
- Average 25 minute resolution time for Priority 1 cases from the initial request to completion

SUPPORT
- All client sites are supported via remote application software, either through a RAS or directly to the server
- If preferred, UK customers may choose to have Plain Healthcare connect via N3
- Strict authentication processes always initiated

SERVICE
- Demonstrably strong customer service ethos
- Regular review meetings and calls scheduled with all clients
- We host user group meetings for clients to come together and share experiences

UPGRADES
- Occur around three times per year at no additional cost to licence holders
- Includes technical improvements and clinical data enhancements, to ensure Odyssey users always have the latest, state of the art decision support

"The staff at Plain are friendly, committed, patient and professional. I wish more companies adopted the same approach and standards as you do"

Saleema Simmons, Nurse Manager, Go To Doc Ltd

0800 389 1780   www.plain.co.uk

Implementation & Training

From the moment you place your order we will allocate you a dedicated project manager and an experienced learning and development facilitator. They will help you identify and co-ordinate all implementation and training activities. If required, consultancy support is also available to help you address organisational issues.

LEARNING & DEVELOPMENT

- A learning and development plan is tailored to the needs of each organisation
- This plan is based on initial appraisal of organisational and workforce needs
- A structured programme will be suggested, relevant to your requirements
- The programme may be delivered via e-learning, at your site, or through a blended approach that encompasses all forms of delivery
- Hands-on training and facilitation available from our experienced in-house team
- Ongoing training and support is always available - by telephone, email, web conference, on-site or through our new eLearning systems and resources

CASCADE TRAINERS

- Can be developed for those customers wishing to control their own training on Odyssey
- Selected candidates introduced to optimal training techniques and documents
- Cascade training usually possible after 3 months experience of using Odyssey

IMPLEMENTATION

- Thorough checking procedure pre- and post-installation
- Systems administrator training
- Configuration of Odyssey to your site's requirements
- Both live and training databases are provided

GO-LIVE

- Occurs once technical implementation completed and staff fully trained
- Engineer and trainer can be provided for a rehearsal day
- Engineer and trainer can be provided for the actual Go-Live day

Training Workshops & Seminars

Our learning and development team specialises in tailoring and customising the right training package for your site, to help you identify and meet ongoing professional and organisational needs. They will support your team's learning in many ways.

WORKSHOPS, TRAINING AND MENTORING

- Telephone consultation and communication skills
- Professional issues, clinical governance and risk management
- Data gathering and reporting
- Cascade trainer validation / revalidation
- Online assessments

Contact us now for a demonstration online or at your place of work;
see how Odyssey can help you to deliver rapid, safe assessments & advice

LifeBot® is the sales agency in the U. S. for Plain Healthcare and Odyssey.

For more information please contact us toll-free at: 877-466-1422
Or visit our web site at : http://www.lifebot.us.com

LifeBot® EMS Broadband Telemedicine Communications Workstation

- **TelePresence**: Video conferencing, video recording, instant messaging and data transfers may all be performed between hospital facilities, hospital departments, and ambulances.

- **P25 700MHz**: Add wireless broadband capacity and redundacy to 700 MHz P25 deployments enabling EMS telemedicine.

- **Ambulance Telemedicine**: Fully deployable with LifeBot® prehospital ambulance based telemedicine systems.

- **STEMI 12-lead ECG**: High capacity broadband compatible with ALL manufacturer's 12-lead and ePCR software systems.

- **Multicast**: Instantly group multicast or conference using voice or video teleconferencing during major emergencies.

- **ED Security**: May include site security management with video displays of ambulance bay, heliport, etc. and manage remote door access directly from the communications systems display.

- **Grants**: Qualifies for existing rural broadband, interoperative State, Homeland Security and HRSA grant proposals.

- **Rapid Information Access**: Includes custom private portal system for fast access to protocols, SOPs, and any critical information sharing for emergency preparedness.

- **Instant Messaging and Paging**: Send instant messaging e-mail alerts and mass file or data distribution to hospitals or providers directly from private secure portal display.

- **TeleTrauma**: Send live or recorded video or images directly from the scene to hospital and surgeons or neurologists.

- **TeleStroke**: Perform live or recorded stroke assessments in the field and/or from the home with videoconferencing.

- **Upgrade Path**: Upgradeable to future LifeBot® patented technologies for ED teletriage and telehealth home care.

About Us : Our Mission Statement

LifeBot® provides exclusive patented telemedicine and telehealth solutions and digital collaborative systems to eliminate disparate communications issues during emergencies with full interoperability. We also integrate next generation broadband capabilities not inherent in todays interoperative digital radio communications so the benefits of achieving telemedicine, telehealth, and emergency preparedness objectives may all be fully realized.

R. Lee Heath, the founder of LifeBot®, is best known as the inventor making possible the modern Automatic Heart Defibrillator (AED). He has installed and/or managed emergency life support communications and telemedicine deployments for more public safety and health care institutions than any other organization nation-wide during the last 37 years. His new and essential patented technologies, now under development for more than eight years, and life-saving systems are expected to save hospitals, emergency providers and law enforcement millions in the near future. about us..

Connect. Communicate. Collaborate. Save Lives℠