



## Advanced Clinical Decision Support

**Our market-leading, NICE-accredited solution for clinical decision support enables healthcare providers to deliver accurate triage, either face-to-face or by telephone, across a wide variety of demanding care settings, including ambulance services and NHS 111 providers.**

We have over 20 years' experience in this sector, and working in partnership with our team of experienced clinical staff, we have strived to develop an ideal solution that works for you.

### **Flexible decision support**

Our solution helps deliver appropriate outcomes for patients and the service, and can be used by clinically-qualified staff or for non-clinical users, with minimal training requirements. Users will only be allowed access to the appropriate areas of the solution to match their level of knowledge and expertise. This ensures that all users can feel confident when undertaking assessments that they are consistently acting in the patient's best interest.

Our clinical content can be integrated into host applications via a web control or a locally installable solution that delivers assessments in a fast, safe way.

### **Prioritisation of cases**

We realise the importance of smart, safe clinical triage when providing urgent and out-of-hours care. Our solution combines an intuitive layout with rich clinical content and an easy-to-use

interface. For community pharmacists using the minor ailments service, our technology gives more accurate outcomes helping the clinician make more informed decisions. For ambulance services, our integrated solution allows you to prioritise resources while dispatching ambulances only for the most serious and life-threatening cases.

The solution can be used in the initial assessment of a patient's condition, ensuring that serious illness is ruled out and only appropriate presentations are treated.

The clinical content engine within our solution delivers the most appropriate response that allows for outcomes that best meet the patient's needs.

### **Improved assessments**

Our online and self-assessment tools allow patients who are looking for support or guidance to make their own informed decisions. If your service provides telephone assessments, our solution has been proven to support consistent best practice by reducing call length, enabling you to save money and resources, while providing good quality treatment advice.

### **Client >**

Urgent care providers

### **Sector >**

Health and care

### **Project >**

Advanced Clinical Decision Support

*"Saving ambulance journeys for those most in need is obviously a massive benefit for those in a serious situation."*

Neil Spencer >  
Service Improvement Manager >  
EMAS

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## Reliable clinical content

Our solution integrates with a large number of patient management systems, to ensure accurate, clinically sound patient triage across a variety of healthcare settings. With content under thorough, continuous review by our clinical knowledge team, our NICE-accredited solution features the following:

- > Over 1200 presenting complaints
- > Over 450 specific question sets
- > Age and gender differentiation of questions and answers
- > Clinical and non-clinical language mirror-image versions
- > Locally configured destination outcomes linked to clinical urgencies

## More from Advanced

Our clinical decision support solution fully integrates with Advanced Adastra, our solution for patient management. This helps you to promote data flow between clinicians and healthcare services by ensuring that when a patient arrives at a service, their full medical record can be viewed instantly. For out-of-hours care providers, our solution allows clinicians to record the episode of care and transfer details to the in-hours GP, using a range of automatic and electronic GP notifications.

## Case study

East Midlands Ambulance Service (EMAS) receives over 2,000 emergency calls each day, with a responsibility to respond to 75% of the most life-threatening calls within 8 minutes. Before implementing Advanced Odyssey, EMAS had no clinical decision support system in place, meaning an ambulance was dispatched to every 999 call received. They were looking for a solution to reduce reliance on ambulance resources, without affecting the provision of front-line services. Since implementing our solution, EMAS is saving 320 ambulance services each day and has saved £40m.

Spencer says, "Advanced's software has made a huge impact, enabling us to boost performance dramatically by increasing efficiency. Without it we would not be able to save the amount of lives we do because we would have vehicles tied up on non-emergency calls."

We are the third largest software provider in the UK. We support over 70,000 healthcare professionals and believe that our comprehensive, easy-to-use solution is the best way to ensure your patients are receiving the care and support they deserve.

*"Systems like Odyssey provide us with all the support and information we need to be able to make decisions safely for our patients. Without them more patients would be unnecessarily taken to hospital, which is inconvenient for them and the wider NHS."*

Neil Spencer >  
Service Improvement  
Manager >  
EMAS

## More information

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