Check Cloud Overview

Solution description & Key Features -
Check Cloud is a cutting-edge cloud-based system, designed to revolutionise patient access and enhance organisational efficiency. With an ever-evolving range of features designed specifically for the NHS, it provides powerful collaboration tools for individual Practices, PCNs, ICBs. Check Cloud can be used either with a Softphone only, a handset, our secure Mobile app or a combination of all three. Here's a snapshot:

Patient Access – tools to allow Patients unrivalled access to primary care.

- ✓ Seamless patient experience with better, faster access to the surgery.
- ✓ Advanced Patient Ringback, with auto-scheduling & re-queuing.
- ✓ Unlimited lines, call queuing and distribution.
- ✓ VIP Lane treatment for vulnerable patients.
- ✓ Texts from queue – provide quick access to info like repeat prescriptions.
- ✓ Ai based web-chat that can answer surgery information.
- ✓ Patients can check or cancel appoints (pipeline q3 2023).

Multi-Site Working – PCNs and ICB scalability.

- ✓ Check Cloud can easily scale across multiple sites or whole PCNs seamlessly, allowing as much or as little collaboration as required.
- ✓ Staff can move across sites/surgeries and
- ✓ Perfect in a Call Centre style environment where staff are taking calls for multiple practices. Uniquely, multiple PRS (such as EMIS) instances can be accessed from a single workstation with Check Cloud integration.
- ✓ Calls can be moved between sites with a few clicks.
- ✓ Check's PCN working is perfect for Disaster Recovery.

Reception & Management Tools

- ✓ Efficient call management with real-time queue statistics and cloud call queuing. Change call routing in real time.
- ✓ HELP! button for receptionists, with live call assistance from management.
- ✓ Comprehensive performance monitoring with live wallboards.
- ✓ Reports - Detailed statistics that are easy to understand and manage.
- ✓ Schedule Changes with just a few clicks.
- ✓ Text to Speech or Real-Voice messages that can be changed easily.
- ✓ Full Management Portal.
- ✓ Internal Teams Chat with additional Digital Channels, such as Patient Chat, WhatsApp, Facebook & Twitter.
- ✓ Call Recording – Encrypted Internal and/or External GDPR & PCI Compliant.
- ✓ Full AI based On-hold messaging.

Tools for clinicians.

- ✓ Multi-site/home working/Hot Desking. Seamlessly move rooms, sites or home without any patient disruption.
- ✓ Mobile Apps for remote working when visiting patients, in a way that's secure, recorded and tracked.
- ✓ Patient Record Integration – Click to dial, search for patients and easily manage telephone appointments.

Interoperability

Patient Record System Integration brings features such as Real-Time Patient Information, Screen Popping, Click-to-dial, Information Capture, Patient Search, Appointments booking, QOF Alerts and Priority (vulnerable) Patient Alerts to name a few.

Check Cloud provides immersive integration with: EMIS Web, TPP SystmOne, and Cegedim Vision (once full integration access has been released).
Check have an open Ai policy for integration into new healthcare products. Our 2023 roadmap brings several new integrations into third party apps.

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Implementation

When moving your medical centre to Check Cloud, the process needs to be seamless, so Patients and Staff feel its positive impact from day 1. Our dedicated onboarding team will take you from 'signing' stage, through to go-live and beyond. Additionally, the Account Manager who worked with you on the initial proposal becomes your lead contact for the life of your contract. You are also assigned an engineering 'cluster' – members of our technical team who know you best, and can advise on future developments, alterations and fixes.

A typical Implementation period is 6-8 weeks from go-ahead. We use this time to sure up your exact requirements, migrate you from your existing supplier, install any new infrastructure required (such as fibre broadband), build your new Check Cloud system and train your team in its use. Installation work is carried out by our own highly skilled engineers. During go-live, this team, alongside a Check Cloud Trainer are on-site to support you through the whole process. Post install is where our job really starts, and over the following weeks we will support you in fine tuning the setup to your exact requirements.

Training is possibly the most vital element of the onboarding process, as it sets the foundations for your team to get the most out of your new Cloud system. We provide unlimited training, both on-site, via Teams and via videos/documentation for the life of the contract. We can even be a conscious part of your on-boarding team for new members of staff.

Service Level Agreements

High end support is at the heart of what we do. For over 30 years we've been looking after systems for the NHS, and understand that rapid response times, even for minor issues, are vital in Primary Care.

We provide one main service level in our packages: Check Cloud Complete. This includes:

- 2 Hour Response to Minor Faults
- 15 mins rapid response to major incidents
- Helpdesk Access, Mon-Fri 8am - 6.30pm
- 24/7/365 Access for major faults.
- Fully Inclusive of Parts & Labour
- Access to our Customer Support Portal

- Remote & On-Site Assistance.
- Standard Virtual Moves, Shifts & Changes.
- Dedicated Support Account Manager.
- Monthly Technical Account Reviews.
- Additional Staff Training as and when you need it.

Introductory video – https://youtu.be/D1A4Do61Bg8