



# Electronic Healthcare Record Management System Service Definition Document

## System Description

The Electronic Healthcare Record (EHR) Management System offers a suite of tools for managing your EHRs. Analytics enable organizations to assess the impact and effectiveness of their EHRs. Our Audit tool provides assurance by enabling swift tracking of patient record views and clinician activities.

### Service features

- Provides quickly, record viewing data within a Electronic Healthcare Record (EHR).
- Combines records from all systems participating in your Electronic Healthcare Record (EHR).
- Offers insights into user behaviours, detailing who views what content, where, and at what times.
- Provides evidence to support delivery of system benefits.
- Provides information and insights to demonstrate user adoption and success.
- Offers assurance to owners of data assets and controllers of data.
- Our system is capable of centralising data from various Electronic Healthcare Records (EHRs) to offer a comprehensive view of your healthcare ecosystem.
- Simple and clear user interface.
- All report data can be exported to excel.
- System will work with any IHE based record exchange.
- A unified view of all viewing activities within a Electronic Healthcare Record (EHR).

## Implementation

A dedicated account manager would be assigned upon receipt of a purchase order and a bespoke implementation plan created. This would include an ongoing business continuity plan including backup schedule and disaster recover procedures. Training would be provided on a train-the-trainer basis.

Any existing customer data would initially be imported into the system, wherever possible, at the start of the contract. All data created throughout the contract can be extracted and made available to the customer in the form of CSV files at the end of the contract without any additional charges to the customer.

Implementation, project management and training would be charged at our standard day rate of £550 (ex VAT). The scope of work carried out varies with customer requirements and this would be agreed at commencement of the contract.

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### Maywoods Ltd

t. 01253 290490

e. [info@maywoods.co.uk](mailto:info@maywoods.co.uk)

w. [maywoods.co.uk](http://maywoods.co.uk)

154-158 Church Street, Blackpool, Lancashire, FY1 3PS.

Registered in England and Wales no. 6490759

VAT Registration no. 983 0661 04

Registered office: Suite 6, Bourne Gate, 25 Bourne Valley Road, Poole, Dorset, BH12 1DY

## Service Level Agreement

Maywoods will be the single point-of-contact for all support issues and an SLA with fixed incident response times will be established

- Standard helpdesk support will be provided throughout normal business hours of 09:00 to 17:00, Monday to Friday excluding UK bank holidays
- Regular SLA performance reviews will be scheduled
- An SLA dashboard will be made available showing real-time incident status
- 24hr support can be arranged upon request
- Maintenance windows will be agreed between both parties to minimise disruption

### Service Response Times

Level	Response Time	Target Resolution Time	Description
1 - High	4 hours	1 Day	An entire system is not useable.
2 - Medium	1 Day	4 Days	The system is available but disrupting the customers normal operational procedure
3 - Low	2 Days	8 Days	The problem is not urgent or information is required.

## Procurement

The contact would begin upon receipt of a purchase order and Maywoods would invoice the customer for the entire contract sum on commencement of the contract. Either Party may terminate the contract by giving written notice to the other party. This must be provided 1 month prior to the proposed contract end date and no earlier than 6 months after the original contract start date.