Lenus

Digital Outpatient Appointments

Storm ID, the developer of the Lenus Digital Health and Care Platform, has created a Digital Outpatient Appointments service. The service changes the current diagnosis on a single data point and by a real time appointment paradigm. Applicable to dermatology, ophthalmology, general psychiatry, endocrinology, diabetes, sleep, asthma and respiratory diseases.

Background

- The service goes beyond digitising the current face to face service model (i.e. Video Conferencing) to an asynchronous approach to data exchange between patient and clinician, removing the need for scheduling real time interaction.
- Following testing with health professionals, these types of clinical interactions can be completed in around 33% of the time of an average face to face outpatient appointment.
- Trialled to support a digitally enabled dermatology service in NHS Greater Glasgow and Clyde as well as NHS Forth Valley.

License / Pricing

- Annual license fee and fee per appointment. Cost depends on range of factors, including integrations with statutory systems, service design consultancy etc.

Benefits

- Removes the scheduling conflict – no real time interaction.
- Alternative care pathway for percentage of clinics and outpatient consultations.
- Improved patient experience and reduced reliance on oral histories.
- Integration to existing workflow management systems such as TrakCare® to support existing workflow and reporting.
- Increase control and ownership of health data - a patient focused longitudinal record.
- It meets the recommendations contained in the Royal College of Physicians Report in 2018 on 'Outpatients : the Future'.