



## **Enabling Covid-19 vaccinations in Care Homes and the community with RIVIAM's proven mobile immunisations app and digital immunisations system**



- ✓ Available now
- ✓ Secure interfaces with clinical systems and able to update the National Immunisations Vaccination System
- ✓ 3 years-experience providing a digital immunisations service for Virgin Care & Somerset NHS Foundation Trust
- ✓ Secure hosting in England
- ✓ Compliance with NHS Information Governance requirements
- ✓ Configurable and flexible software-as-a-service
- ✓ Dashboards and reporting

For further information, contact Paul Targett on [Paul@riviam.com](mailto:Paul@riviam.com)

Visit [www.riviam.com](http://www.riviam.com)



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## Intelligent information for better lives

RIVIAM improves lives through enabling integrated digital information. We are focused on supporting services to deliver co-ordinated care across health, social care and third sector.

## RIVIAM gives Primary Care Networks (PCNs) a proven mobile platform for Covid-19 community vaccinations

RIVIAM's immunisations service (used since 2017 for delivering children's vaccinations across the South West) provides PCNs with a secure, digital system and mobile application (iPad or Android) that any authorised person can use in any location, whether this is a Care Home, a person's house or immunisation centre, to give people the Covid-19 vaccination.

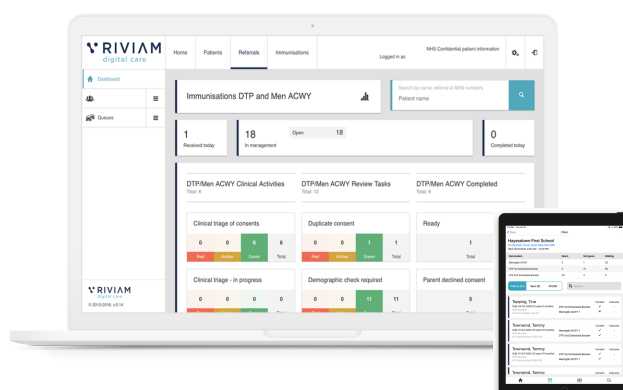
- ❖ Seamlessly and efficiently, clinicians can access all the patient's information and history securely on their mobile device.
- ❖ Clinics and appointments can be undertaken regardless of internet connection.
- ❖ It doesn't matter which GP system the person is registered on, RIVIAM will be able to digitally update their record. RIVIAM's interfaces with GP systems mean vaccination outcomes entered on the device by clinicians will automatically update in the person's GP record whether this is on TPP SystmOne™ or EMIS Web<sup>1</sup>.
- ❖ RIVIAM can generate the required outputs for the recently introduced NHS National Immunisations Vaccination System (NIVS) or file formats as required.

RIVIAM's immunisation service provides the following capabilities:

- 1. A customisable website and dynamic form for people to book an appointment –** Once a person receives a vaccination letter, they or their carer can visit a RIVIAM powered website customised to exact requirements using our standardised NHS design. Here the person enters their key details and RIVIAM identifies and validates their request using their NHS number. They complete a short form to book their appointment, updating RIVIAM and are sent a confirmation email with a unique reference number.
- 2. Alternatively, we can add a list of a cohort of people to RIVIAM's database –** Via an API, RIVIAM can link directly to a national database whereby a list of people to receive the Covid-19 vaccination will be added to RIVIAM's searchable database, creating a patient record on RIVIAM for each individual. The person's NHS number would be used as their unique identifier. Once in RIVIAM, it's easy to search for a person and view their record.
- 3. Efficient administration tools –** Once a referral is received via the website – or as a result of a record being created through a data upload or directly into the system – RIVIAM will automatically organise it into queues on a Covid-19 immunisation pathway. Events can be recorded for referrals such as phone calls to carers and an audit of all events is recorded in a timeline. Administrative tools make it easy to allocate people to clinics, schedule the clinics and allocate staff.
- 4. A mobile immunisations app for community clinic management, visits to Care Homes and to those who are housebound –** With the app, clinicians have secure access to clinic lists of patients with their triage history on their device. The app is easy to use by any authorised person, whether a nurse or member of the armed forces, at community clinics or during visits to Care Homes or people's homes. Importantly, it overcomes one of the obstacles of mobile working – a lost internet connection – because the app works online or offline. The app and RIVIAM's immunisation system support dual vaccinations required for the Covid-19 vaccination. RIVIAM can also provide clinic spreadsheets as an alternative to the app.

<sup>1</sup> RIVIAM currently directly interfaces with TPP SystmOne™ and also CHIS solutions. There is an option to integrate with EMIS Web/Community via commercial interfaces or NHS Digital.

5. **Ability to update clinical systems with vaccination outcomes** – Once the outcomes have been recorded on the app, on the spreadsheet or directly into RIVIAM, we can update the person's GP record in real time. RIVIAM interfaces directly with TPP SystmOne™ and we are an assured partner with EMIS Web so similar updates can be agreed.
6. **Reporting and dashboards** – Data on the Covid-19 immunisation programme is presented on a RIVIAM dashboard and we can support reporting to NHS NIVS.



## What benefits will RIVIAM provide?

1. **Enables Covid-19 vaccinations to be managed safely and efficiently in the community and in people's home** – RIVIAM's immunisation app enables the vaccine to be given to anyone in the community by any authorised person in any location. RIVIAM has been delivering a mobile community service since 2014 and our experience has translated into providing an immunisations app that is easy to use, works online and offline, gives clinicians the key data they need on their mobile device with automatic outcome updates to clinical systems.
2. **Links with existing NHS systems** – Our interfaces with GP systems deliver efficiency and integrated information. This is particularly helpful across areas where there is mixed use of clinical systems.
3. **Reporting locally and nationally** – Dashboards and data extracts show the number of people immunised. We can also report on specific events (we can agree what these are with you) related to the person or the referral using the NHS number as the specific key.
4. **Cost effective** – Provides a cost effective, digital means of delivering a Covid-19 immunisations programme in the community and Care Homes. Our customers tell us RIVIAM reduces the amount of time their teams spend on triage for delivering childhood immunisations by 90% saving hundreds of thousands of pounds versus a paper-based operation.
5. **RIVIAM is flexible and configurable** – Pathways can be designed to meet your exact triage and administration requirements and we can support multiple teams of authorised users.
6. **A focus on safety** – RIVIAM's Clinical Safety Officer ensures effective clinical risk management for all our services.

## Experienced in supporting immunisation programmes

RIVIAM can respond quickly and we have an operational immunisations service available now. Over the last 3 years, we have processed hundreds of thousands of eConsents for flu, HPV, DTP and Meningitis vaccinations supporting the delivery of children's immunisation programmes across 5 English counties for Virgin Care and Somerset NHS Foundation Trust.



*"Using RIVIAM has enabled us to reduce the amount of time our team spends triaging consents by over 90%. This is a significant saving that we can reinvest in our immunisations service."*

**Charlotte Forward, Professional Lead 5-19 Public Health Nursing & School Age Immunisations, Virgin Care Services Limited**



*"Our team of nurses are very pleased to be able to use the mobile application as it's much quicker and gives us that extra time to spend with children and schools. We've also found that the app is user friendly and our nurses find it easy to use. It's a really safe way of storing all the vital consent information about each child and has also reduced our triage and administration time."*

**Suzy Mason, Team Leader at Somerset NHS Foundation Trust's School Aged Immunisation Nursing Team**

## Experienced in supporting GP federations and PCNs

RIVIAM started working with GP federation BEMS+ 6 years ago. Since then, we have enabled them to deliver three different community care services including a home visiting service and Improved Access. With Improved Access, RIVIAM acts as the integration platform providing the capability to interconnect GP practices using EMIS Web with BEMS+ TPP SystmOne™ instance so appointments can be booked and records updated.



*"RIVIAM gives us a safe, digital and cost-saving solution without which our ability to deliver Improved Access for people of B&NES would have been much more difficult."*

**Dr Andrew Smith, BEMS+**

## Integration with EMIS Web and TPP SystmOne™

RIVIAM delivers into NHS digital services every day allowing data to flow and delivering efficiencies. RIVIAM can read and update a TPP SystmOne™ patient record in real-time, book and retrieve appointments as well provide access to other reference information. We can read and write coded clinical data directly into SystmOne™. RIVIAM is also an assured partner with EMIS Health and we use their GP Portal API and CRV (patient record API). We are currently working with EMIS to interface with EMIS Community. This service will allow RIVIAM to make searches of patients, retrieve and update patient clinical and non-clinical information and perform booking and cancellations. We provide CSV data for updating System C Care Plus™ and can respond to other data reporting requirements.

## Securely hosted in Wiltshire and Hampshire

RIVIAM is hosted with UK Cloud which operate 2 data centres based on military sites in England. These are government data centres and provide the highest level of security. All data is held in AES256 encrypted form as per NHS Information Governance requirements.

## Support and service management

RIVIAM is available 24/7 and we deliver 99.95% service availability. Our customers are assigned a Customer Success Manager and support is available 9.00-5.30pm Mon to Fri.

## Keen to make a difference and open to discussion

We are keen to understand how we can help the efficient roll-out of this critical vaccination.

RIVIAM is registered on G-Cloud 12. To contact us, get in touch with Paul Target on [Paul@riviam.com](mailto:Paul@riviam.com) or 01225 945020 and visit [www.riviam.com](http://www.riviam.com)