



# Alertive



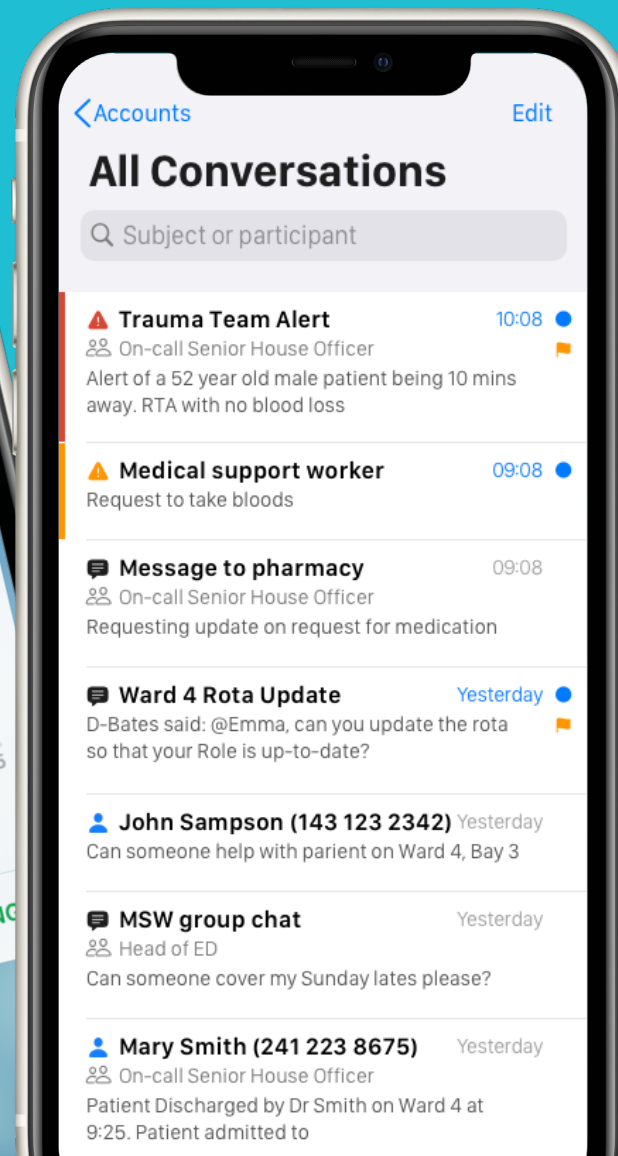
Saving clinical time



Supporting clinicians in their role



Better and faster patient outcomes

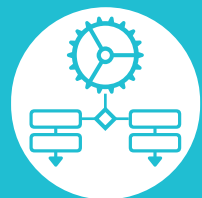


Clinical communication is high on the agenda right across the NHS and modern technology can facilitate dramatic transformation. Alertive supports this digital revolution by connecting people, processes and systems; simply using their mobile phone or tablet. Designed in partnership with leading NHS Trusts, Alertive improves essential day-to-day communication; resulting in better and faster patient outcomes.



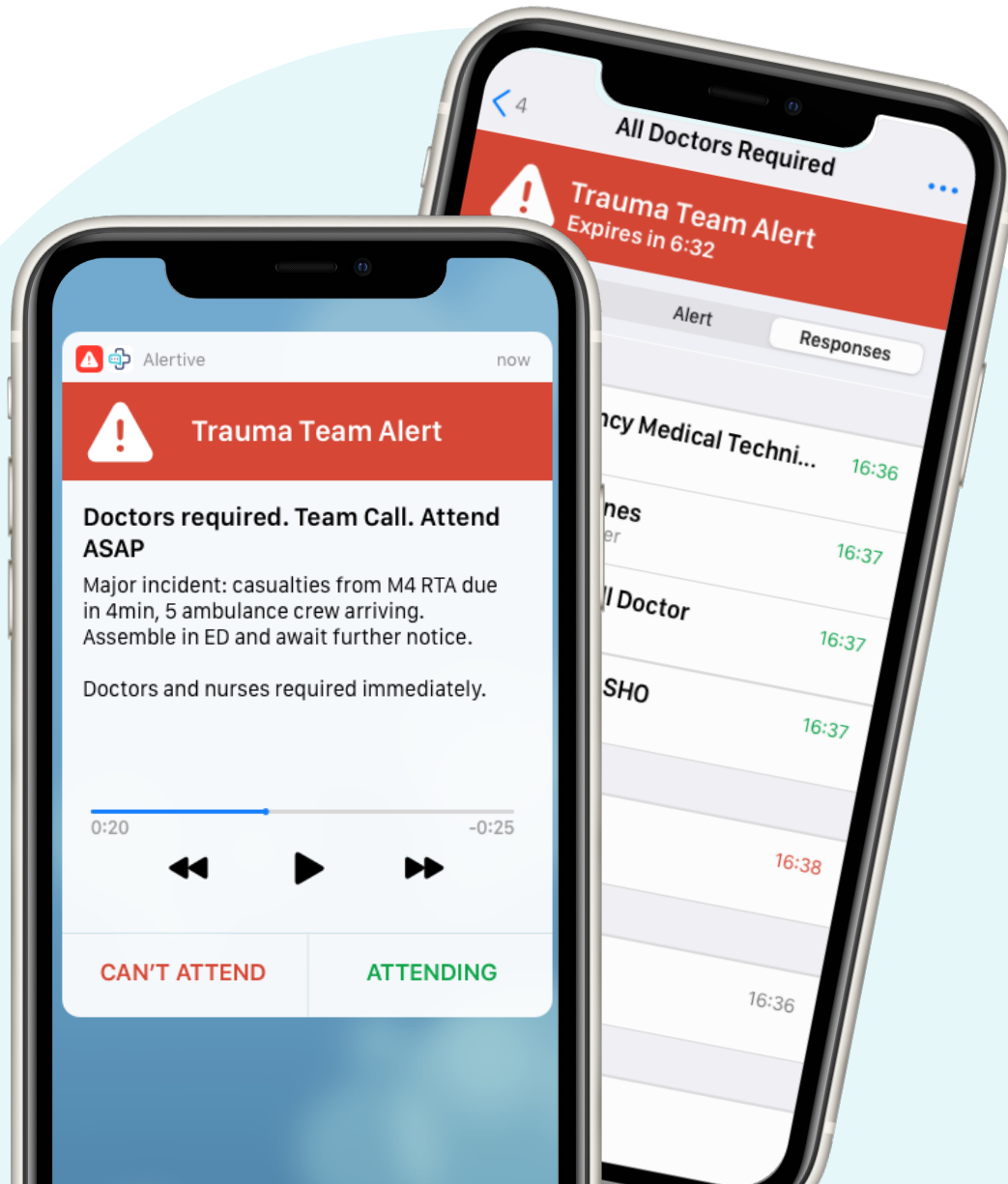
Alertive has demonstrated the ability to replace ageing bleep technology currently delivered by Pagers as well as providing a secure, compliant and integrated clinical messaging tool, providing real-time instant messaging for all staff.

Alertive understands the healthcare organisational structure and allows users to interact as individuals, groups or directly using their role or responsibility within a team.



Alertive's advanced features include automated workflows to hunt, escalate or divert any undelivered or unactioned messages. Users can interact with Alertive Chat Bots to look up test results from clinical systems and automate booking of beds and operating theatres.

# Critical Alerting



Alertive replaces pagers as the critical messaging tool, with the ability to:

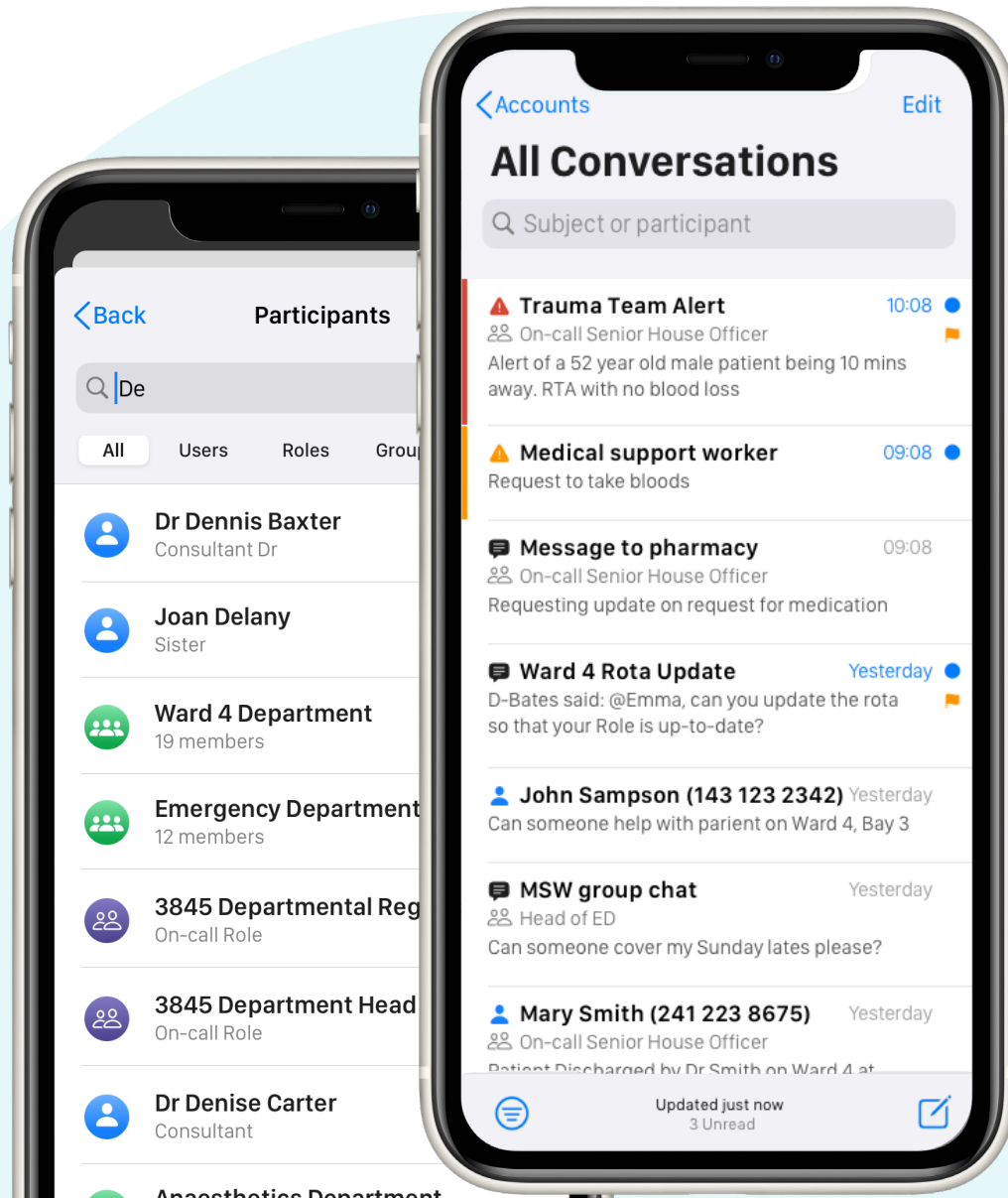
- Choose a message type and urgency
- Immediately view the message receipt and response
- Override the recipients' volume and do not disturb mode
- Accompany the 'bleep' sound with a message to give the recipient details or to ask a question
- Auto delivery retry and fail-over to SMS

Rather than a constant stream of pagers going off; junior doctors can receive simple, clear requests, messages and questions, with the ability to respond with one click, as well as hunt for relevant team members to divert or escalate the message. This enables them to prioritise their work for faster patient interventions, diagnosis and care.

Our partnership with Apple means we are able to override an iPhone set to silent mode with a critical message for the recipient.



# Clinical Messaging



Send messages with differing levels of urgency, in ways that suit you and the situation:

- To a specific on-call role
- To any individual in your healthcare community
- To your team
- Specifically about a patient or task

Speed up clinical decision making and save 17% of your junior doctor's time through direct, two-way conversation.

Build stronger teams with clear communication through group chats, direct to their phones.

Patient related conversations can automatically attach to the patient record. For safety and compliance, every conversation is stored in a secure auditable archive.



Specific on-call role



Individual Colleagues

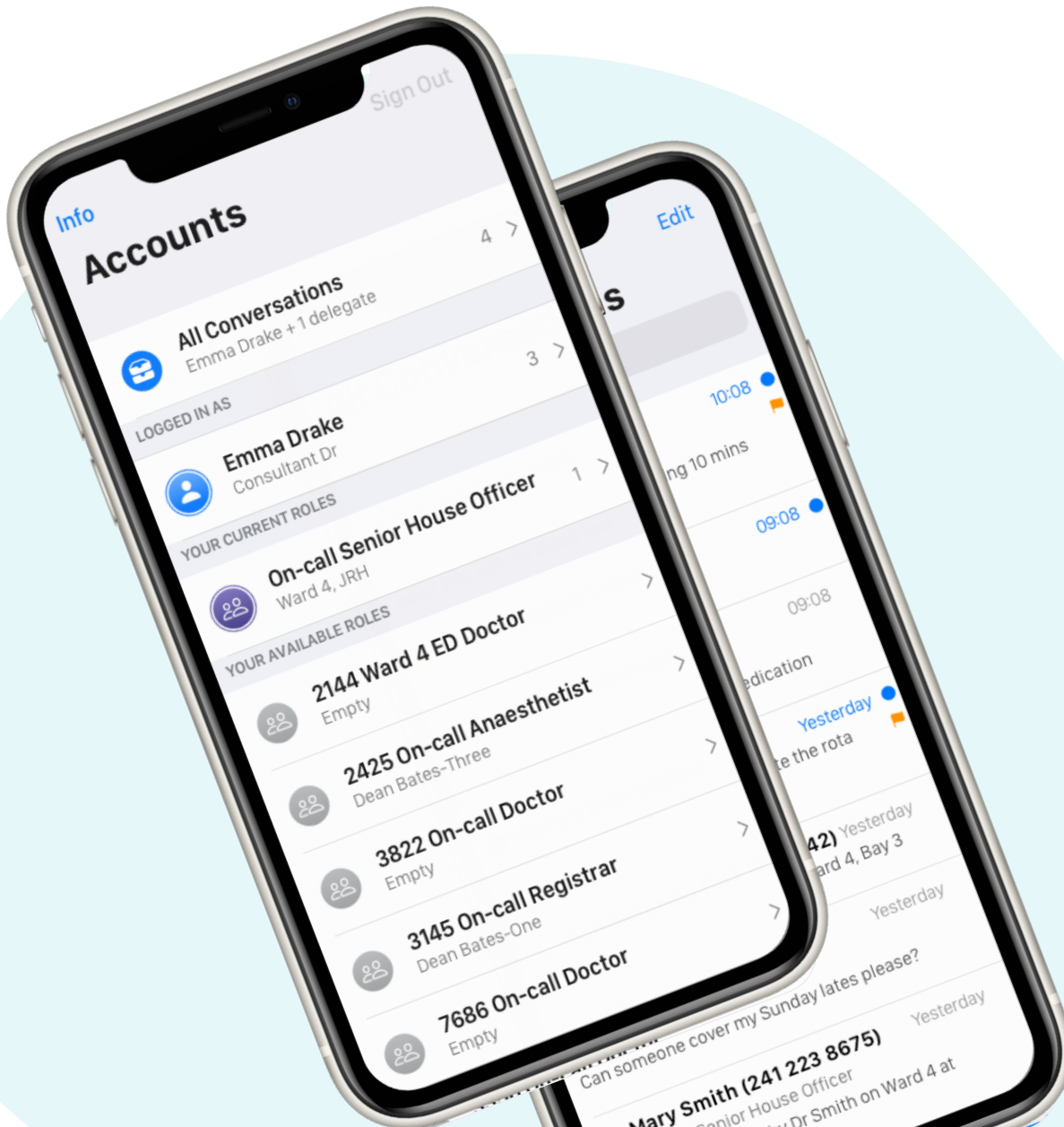


Teams & Groups



Patient / Task Specific

# Clinical Personas



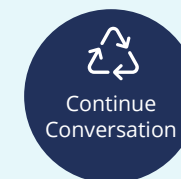
Alertive allows clinicians to hold different roles at any given time. So whether they are being contacted personally, or for a particular role, they can communicate and respond as that persona. This allows staff to:

- Give & take on-call roles, through a digital hand-over
- Continue conversations started by the previous person in the role
- Create, manage and assign roles centrally
- Create conversations with both individuals and roles present

Individuals throughout the Trust can now have the confidence to know that the right person gets the message every time. Through this, and the vastly improved hand-over process, the administrative burden for maintaining rotas is significantly reduced, resulting in further time saved.



Hand-over Roles



Continue Conversation

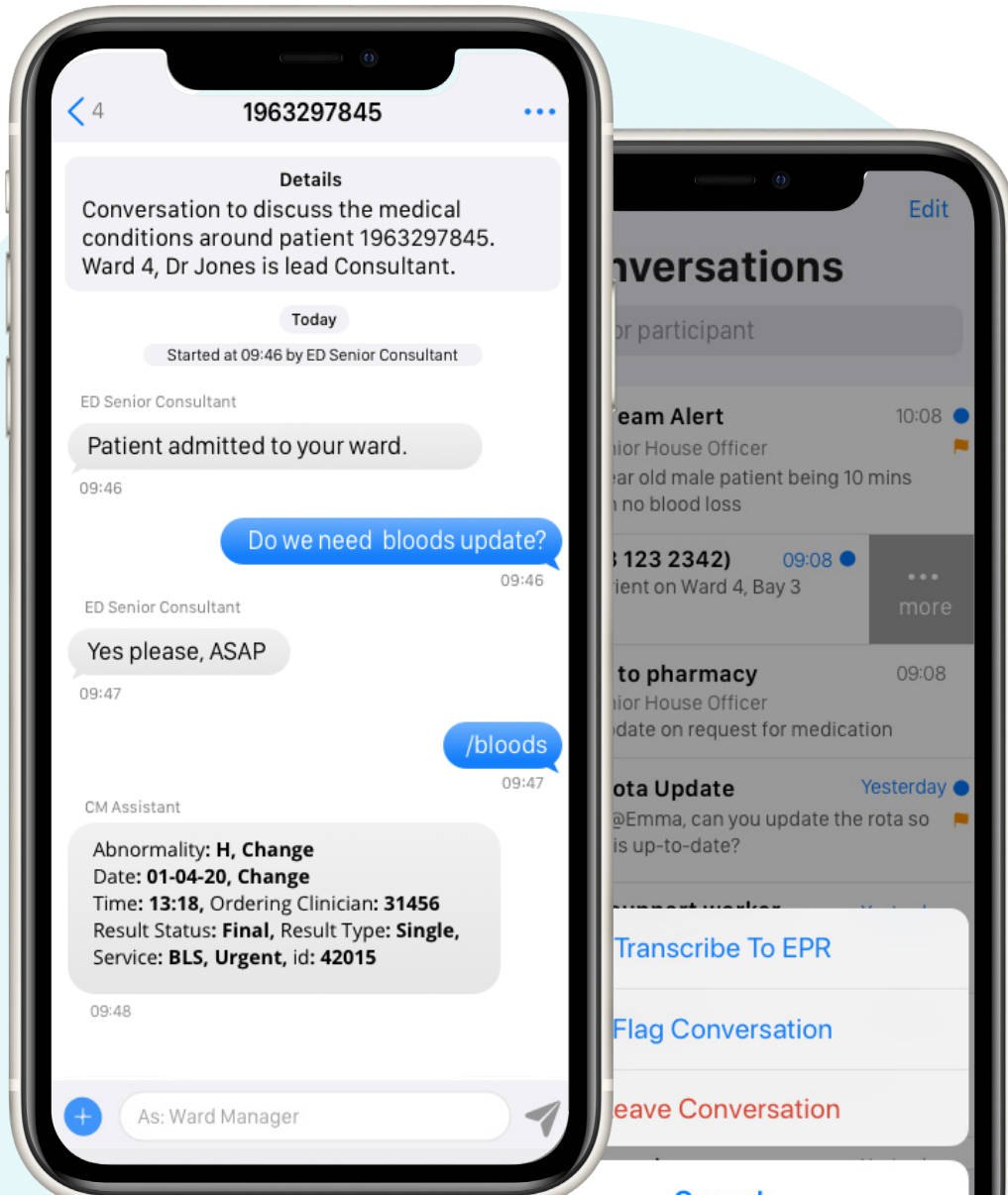


General Role Management



Role & User Conversation

# Integration & Automation



The system provides practically unlimited integration and automation capabilities. Trusts can use this to drive the transformation that is unique to them through:

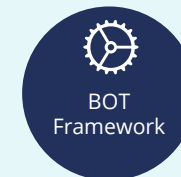
- Flexible API framework to monitor and update other systems
- Bot framework to enable staff to self serve data from clinical systems
- Robotic Process Automation to alert staff automatically of events

Our customers have utilised these features to:

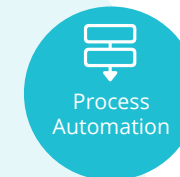
- Alert specific teams based on an admission in the EPR
- Look up patient allergies and subscribe to new blood results as they become available for any patient
- Monitor changes to patient acuity scores
- Transcribe patient conversations to EPR and EDMS
- Maintain a traditional telephone interface to raise calls



Flexible  
Integration API



BOT  
Framework

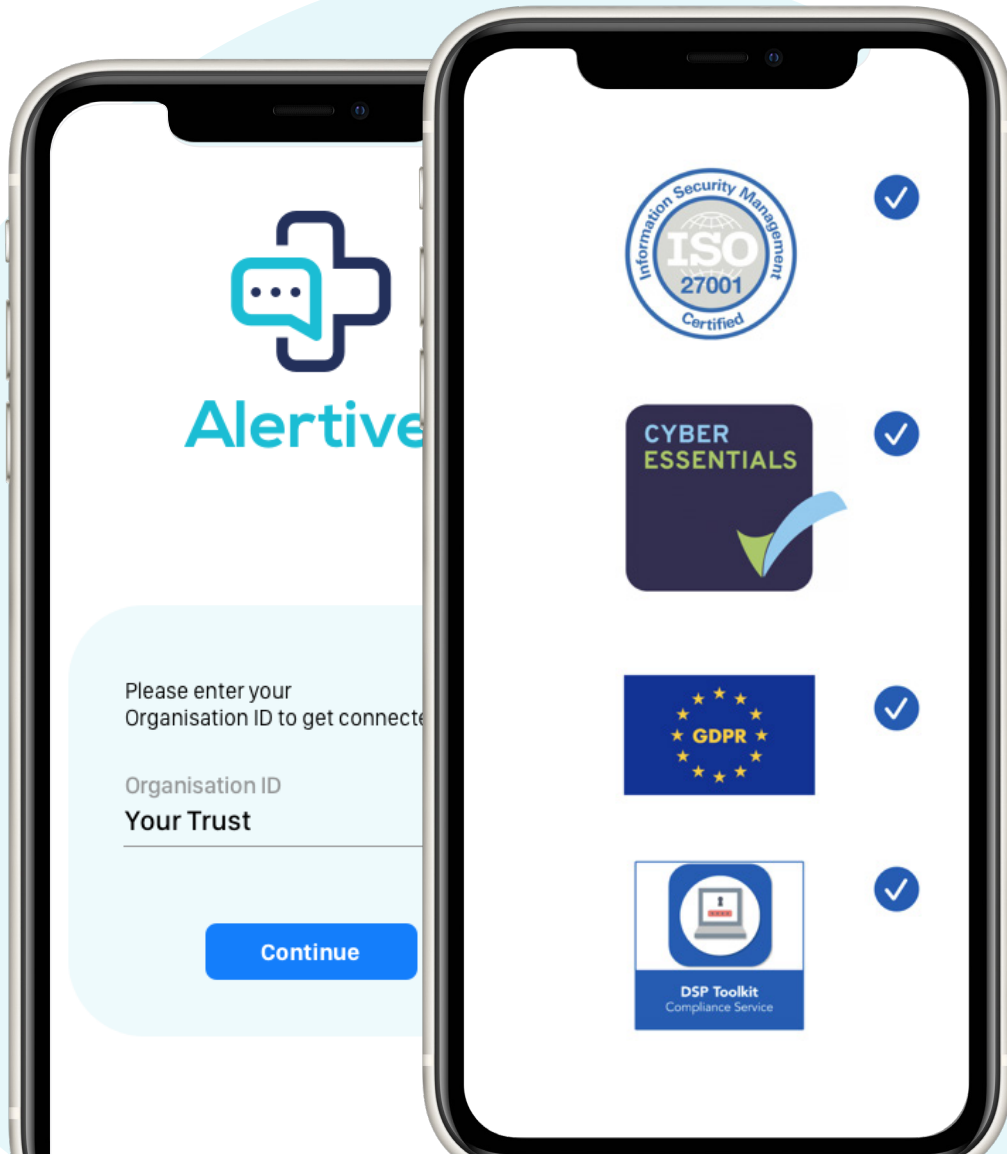


Process  
Automation



Infrastructure  
Integration

# Our secure foundation



- ISO27001 and Cyber Essentials Compliant
- All records are auditable and stored securely
- Enterprise grade authentication through Active Directory, so every member of staff is on the platform; this reduces the risk of unauthorised access
- Can be used on Phone, Tablet or Desktop (Any Device) with any connection (WiFi or Data)
- Alertive is designed to meet both NCSC and NHS security standards.
- Alertive can be Cloud based or on premise



## We make transformation smooth and easy:

With over 20 years of experience in designing, delivering and supporting change through mobile technology, we understand the challenges and pride ourselves on having a team that build strong partnerships with our customers to achieve success. By working together, we engage with all key stakeholders to boost positive staff engagement, so that the transformation is implemented successfully, whilst minimising any interruption of current processes and patient care.



### **Discovery:**

Live review of current processes, identify key team, resources and success criteria.



### **Installation & Configuration:**

Technical implementation phase.



### **Support & Adoption:**

Staff engagement, system rollout, launch events, familiarisation & adoption.



### **Measure & Monitor:**

Capture measurements against the core success criteria & analyse end user behaviour patterns.



### **Evaluate:**

Data analysis to demonstrate the success criteria and generate ROI statement.



Our team:

A blend of tech and healthcare/public service professionals, supporting our customers through transformation to success



**Tim Foulkes**  
**Product Specialist**

Tim leads on the delivery of our product demo's, articulating the boundaries of its technical capabilities and how they translate in to a clinical setting.

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**Poppy Sanders**  
**Customer Success Manager**

With years of experience driving change in the NHS, Poppy is our staff engagement, adoption & transformation specialist. Seeing the customer through from kick-off to success.

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**Paul Lawrie**  
**Head of Operations**

Paul's knowledge & experience spans customer support, deep product knowledge and best practice implementation.

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**Joe Hurd**  
**Project Manager**

Joe plays a key role in project management, bridging the gap between our customers and our technical team.

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# Alertive

Designed with and for our customers:



**Norfolk and Norwich  
University Hospitals**  
NHS Foundation Trust



**NHS**  
**South Central  
Ambulance Service**  
NHS Foundation Trust



**Oxford University Hospitals**  
NHS Foundation Trust



**Dartford and Gravesham**  
NHS Trust



**OXFORDSHIRE**  
FIRE & RESCUE SERVICE



**University Hospitals of  
Derby and Burton**  
NHS Foundation Trust



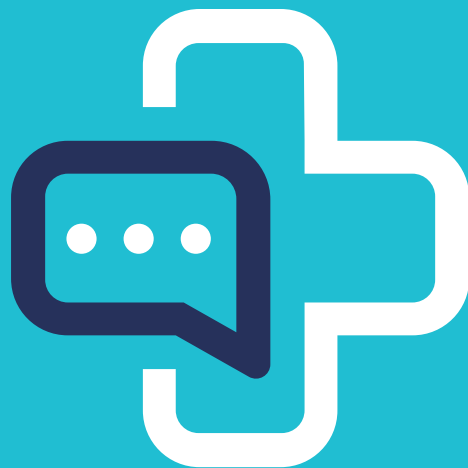
**Belfast Health and  
Social Care Trust**  
caring supporting improving together



**Walsall Healthcare**  
NHS Trust



**Isle of Wight**  
NHS Trust



[alertive.co.uk](http://alertive.co.uk)