

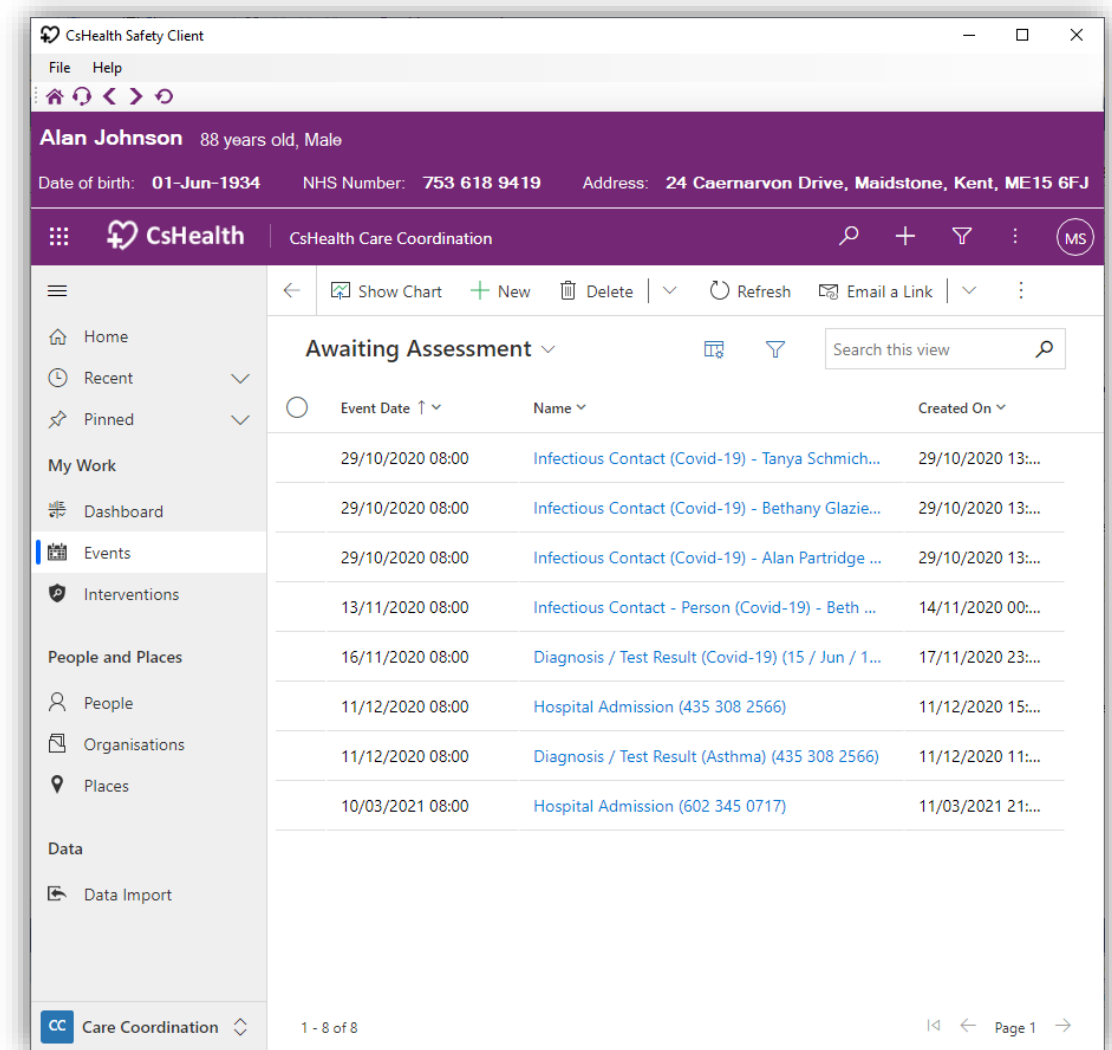


# Care Coordination

## Solution Overview

# CsHealth Care Coordination

- CsHealth is a cloud based Care Coordination system
- It combines the clinical features of a healthcare system with the usability, patient-centric design and capabilities of a best-in-class CRM system



The screenshot displays the CsHealth Safety Client interface. At the top, the patient profile for Alan Johnson is shown, including his date of birth (01-Jun-1934), NHS Number (753 618 9419), and address (24 Caernarvon Drive, Maidstone, Kent, ME15 6FJ). The main content area is titled 'Awaiting Assessment' and contains a table of events. The table has columns for Event Date, Name, and Created On. The events listed are:

Event Date	Name	Created On
29/10/2020 08:00	Infectious Contact (Covid-19) - Tanya Schmich...	29/10/2020 13:...
29/10/2020 08:00	Infectious Contact (Covid-19) - Bethany Glazie...	29/10/2020 13:...
29/10/2020 08:00	Infectious Contact (Covid-19) - Alan Partridge ...	29/10/2020 13:...
13/11/2020 08:00	Infectious Contact - Person (Covid-19) - Beth ...	14/11/2020 00:...
16/11/2020 08:00	Diagnosis / Test Result (Covid-19) (15 / Jun / 1...	17/11/2020 23:...
11/12/2020 08:00	Hospital Admission (435 308 2566)	11/12/2020 15:...
11/12/2020 08:00	Diagnosis / Test Result (Asthma) (435 308 2566)	11/12/2020 11:...
10/03/2021 08:00	Hospital Admission (602 345 0717)	11/03/2021 21:...

The interface also includes a sidebar with navigation options such as Home, Recent, Pinned, My Work, Dashboard, Events, Interventions, People and Places, and Data. The bottom of the screen shows 'Care Coordination' and '1 - 8 of 8'.

# CsHealth Modules

Module	Features Overview
CsHealth Care Coordination	<ul style="list-style-type: none"><li>• Summary Care Record</li><li>• Event and Intervention Management</li><li>• Services, Care Pathways and Care Plans</li><li>• Service scheduling</li><li>• CsHealth Integration Agent</li><li>• Patient Portal</li></ul>
CsHealth Safety Client	<ul style="list-style-type: none"><li>• Clinical Safety Experience and DCB0129 certification</li></ul>
CsHealth Financial	<ul style="list-style-type: none"><li>• Cost centres and Budget management</li><li>• Products and Pricing</li><li>• Supplier and Purchase Order management</li><li>• Self Billing and Invoice management</li></ul>

# CsHealth Care Coordination

**Alan Johnson** 86 years old, Male  
Date of birth: 01-Jun-1934 NHS Number: 652 248 5422 Address: 15 Apple Tree Grove, Telford, TF5 3BN

CsHealth > CsHealth > Contact Tracing > Interventions > Contact Tracing - Alan Johnson (652 248 5422)

Save Save & Close + New Deactivate Delete Refresh Process

Consent status Unknown.

### Contact Tracing - Alan Johnson (652 248 5422)

Intervention

**Event Intervention Conta...** Active for 41 hours

Assess Intervene (41 Hrs)

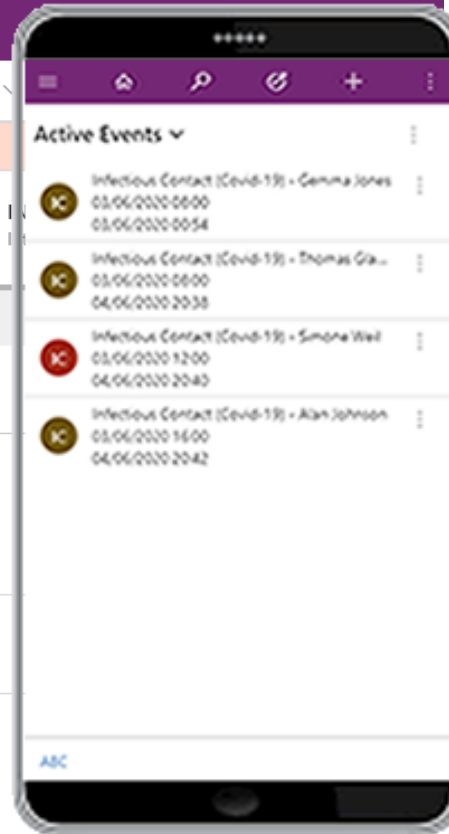
General Mapping Related

**Intervention**

Intervention Type	* Contact Tracing
Person	* Alan John...
Status Reason	Active
Owner	* Mark Sissens

**Health Status**

Condition*	Covid-19
Risk	2 - Medium
Condition Status*	



- Patient Safety Compliant
- Any Browser, Any Device (PC, Android, iOS)
- Integrates with Office 365
- Supports Offline mode for limited internet access
- Microsoft Azure Hosted

# Summary Care Record

CsHealth Safety Client

File Help

Alan Johnson 88 years old, Male

Date of birth: 01-Jun-1934 NHS Number: 753 618 9419 Address: 24 Caermarvon Drive, Maidstone, Kent, ME15 6FJ

CsHealth CsHealth Care Coordination

Search

Save Save & Close + New Case Note Assessment Deactivate Connect Assign Email a Link Delete Refresh Check Access Process Share

You have 2 notifications. Select to view.

**AJ** Alan Johnson - Saved  
Person · Person Form

Mark Sissens Owner PID-000001 Person Number Yes Managed 17/08/2022 Managed From

Summary Preferences Map Related

### Personal Information

Record Type	Personal
NHS Number	753 618 9419
First Name	Alan
Last Name	Johnson
Date of Birth	01/06/1934
Gender	Male
Date of Death	---
Security Answer	---

### Summary Care Record

Event Date	Name
05/05/2022 08:00	Referral (Stop Smoking) - Alan Johnson (753 618 9419)
18/08/2022 08:00	Referral (Smoke Free) - Alan Johnson (753 618 9419)

1 - 2 of 2 Page 1

### Case Notes

Active Case Notes

- Ti This is the case note for PL Demo  
Mark Sissens  
18/08/2022 13:27
- Pf Potential family issues and support req...  
Mark Sissens  
30/06/2022 21:32
- Co Change of Daily Schedule - Mobility  
Mark Sissens  
18/06/2022 21:57
- BP Blood Pressure Readings are high  
Mark Sissens  
18/06/2022 18:22
- Mi Mobility issues are worsening  
Mark Sissens  
17/06/2022 17:16
- FR Financial Review Required  
Mark Sissens  
16/06/2022 20:03

1 - 6 of 7 Page 1

### GP Surgery

GP Practice	Singleton Health Centre
GP / Doctor	Di Davies

### Activity

Timeline

# 360° View of the Patient

Lazenby (450 557 6505)      INT-0001001      Active      ---

Intervention No.      Status Reason      On Hold Time (Minutes)

Assess      Intervene (10 Min)      Trace      Monitor

ed

data available.

No

No

---

### Activity

Timeline      +      ⌵      ⋮

Enter a note...      📎

- TS**      📧 Email from Terry Smith  
Thank you for taking my call  
Active      21:40
- TS**      📞 Phone Call from Terry Smith  
Initial Contact  
Active      21:38

**Activity is captured in one place:**

- **Single view of the person**
- **Timeline captures Tasks, Emails, Phone Calls, Letters, SMS messages in one place**
- **Case Notes and Assessments can be accessed from the care plan or person record**

# Event & Intervention

CsHealth Safety Client

File Help

Home Recent Pinned My Work Dashboard Events Interventions People and Places Data Data Import

Alan Johnson 88 years old, Male

Date of birth: 01-Jun-1934 NHS Number: 753 618 9419 Address: 24 Caernarvon Drive, Maidstone, Kent, ME15 6FJ

CsHealth CsHealth Care Coordination

Search

Save Save & Close New Case Note Assessment Deactivate Delete Refresh Check Access Process Add to Queue Queue Item Details Assign Share

You have 2 notifications. Select to view.

Referral Processing - Alan Johnson (753 618 9419) - Saved Intervention

INT-0001044 Intervention No. --- Risk Completed Status Reason --- On Hold Time (Minutes)

Event Intervention Refer... Completed in 1 hour Assess Eligibility And Consent Register

General Mapping Related

Referral Process

Intervention Type	* Referral Processing
Person	* Alan Johnson
Service	+ Smoke Free
Service Registration	Smoke Free - 15-Jun-2022

Status Reason **Completed**

Service Eligibility

All Criteria Met?	Yes
Eligibility Summary	Not Met: HealthStatus: Uses tobacco products - Alan Johnson (753 618 9419)

Name ↑	Criteria Met ↓
Age Greater Than: 18	Yes
HealthStatus: Uses tobacco products	Yes

1 - 2 of 2 Page 1

Activity Timeline

Event Elapsed Time

Person

Consent Status	Consented
NHS Number	+ 753 618 9419
First Name	+ Alan
Last Name	* Johnson
Date of Birth	01/06/1934
Gender	Male
Email	alan@johnson.loc...
Mobile Phone	+44 7747 806929

# Care Plans

CsHealth Safety Client

File Help

Home Recent Pinned My Work Dashboard Events Interventions People and Places People Organisations Places Data Data Import

Alan Johnson 88 years old, Male

Date of birth: 01-Jun-1934 NHS Number: 753 618 9419 Address: 24 Caermarvon Drive, Maidstone, Kent, ME15 6FJ

CsHealth CsHealth Care Coordination

Care Plan - Stop Smoking Pathway - Saved

CP-001001 Care Plan Number Key Target Date Objectives Assessed Active Status Reason

Care Plan - Process Active for 82 days Design Deliver (80 D) Evaluate

General Objectives Activities Related

Summary

Person \* Alan Johnson

Care Plan Trigger \* Service

Service \* Smoke Free - 15-Jun-2022

Care Pathway Smoke Free Pathway

Owner \* Mark Sissens

Episode + Smoking Intervention

Timeline

Search timeline

Enter a note...

Care Plan Activities

Group By: (no grouping)

Target Date	Name	Scheduled	Completed
15/06/2022	Appointment: Welcome Call - 15 Jun 2022	Yes	Yes
22/06/2022	Appointment: Week 2 - 22 Jun 2022	Yes	Yes
29/06/2022	Appointment: Week 3 - 29 Jun 2022	Yes	Yes
06/07/2022	Appointment: Week 4 - 06 Jul 2022	Yes	Yes
13/07/2022	Appointment: Week 5 - 13 Jul 2022	Yes	No
20/07/2022	Appointment: Week 6 - 20 Jul 2022	No	No
27/07/2022	Appointment: Final Week - 27 Jul 2022	No	No

Page 1



# Scheduling

The screenshot shows the CsHealth Scheduling interface for a consultation titled "Alan Johnson - Stop Smoking (F2F) Consultation". The interface includes a top navigation bar with the CsHealth logo, a search bar, and utility icons. A left sidebar contains navigation options like Home, Recent, Pinned, My Work, Dashboards, Events, Interventions, People and Places, and Data. The main content area is divided into several sections:

- Service Details:** A form showing the service as "Stop Smoking (F2F) Consultation", the person as "Alan Johnson", the appointment as "Appointment: Week 03 - Quit Week - 02 Sep 2...", and the owner as "Mark Sissens".
- Timeline:** A section for capturing and managing records, with a search bar and a note entry field.
- Scheduling Options:** A section for selecting a date (06/09/2022), location, resources, and access type. The "Step Free Access" option is selected.
- Available Times:** A table listing available appointment slots with columns for Date, Time, Location, Distance (miles), and a Book link.

Date	Time	Location	Distance (miles)	Link
06-Sep-2022	10:00	Folkestone Health Centre - Folkestone - CT20 1JY	31.26	<a href="#">Book</a>
06-Sep-2022	10:30	Folkestone Health Centre - Folkestone - CT20 1JY	31.26	<a href="#">Book</a>
06-Sep-2022	11:00	One You Shop - Ashford - Ashford - TN24 8RY	17.09	<a href="#">Book</a>
06-Sep-2022	11:00	Folkestone Health Centre - Folkestone - CT20 1JY	31.26	<a href="#">Book</a>
06-Sep-2022	11:30	One You Shop - Ashford - Ashford - TN24 8RY	17.09	<a href="#">Book</a>
06-Sep-2022	11:30	Folkestone Health Centre - Folkestone - CT20 1JY	31.26	<a href="#">Book</a>

# Assessments

CsHealth Safety Client

File Help



**Alan Johnson** 88 years old, Male

Date of birth: **01-Jun-1934** NHS Number: **753 618 9419** Address: **24 Caernarvon Drive, Maidstone, Kent, ME15 6FJ**

CsHealth | CsHealth Care Coordination

Search



## Smoke Free Assessment - Appointment: Week 01 - Introduction - 19 Aug 2022

Save Save & Close + New Deactivate Delete Refresh Check Access Add to Queue Queue Item Details Assign Share Email a Link Flow Word Templates

### Smoke Free Assessment - Appointment: Week 01 - Introduction - 19 Aug 2022 - Saved

Mark Sissens Created By 04/09/2022 21:40 Created On Mark Sissens Modified By 04/09/2022 21:40 Modified On

General Related

Assessment Type	* <b>Smoke Free Assessment</b>
Assessment Date	* 19/08/2022  08:00
Care Plan Activity	* <b>Appointment: Week 01 - Introduction - 19 Aug 2022</b>

### Stop Smoking Assessment

Currently Smoking	<input checked="" type="checkbox"/> Yes	Quit Date	+ 09/09/2022
Carbon Monoxide Tested	<input checked="" type="checkbox"/> Yes	Carbon Monoxide Reading	+ 9

Quit Method	<b>Medication</b>		
Medication Reviewed	+ <input checked="" type="checkbox"/> Yes	Medication	+ <b>Nicorette - Nicotine 2mg sublingual tablets (microtab) sugar free - (quantity 100)</b>
Medication Adjusted	+ <input checked="" type="checkbox"/> Yes	Pharmacy	+ <b>Singleton Health Centre</b>

Care Coordination

Consented  No

## SURVEY

### Service Review

---

OVERALL HOW WOULD YOU RATE THE QUALITY OF THE SERVICE YOU HAVE RECEIVED?

POOR  FAIR  GOOD  VERY GOOD  EXCELLENT  DON'T KNOW

ARE THERE ANY COMMENTS OR SUGGESTIONS YOU WOULD LIKE TO MAKE ABOUT THE SERVICE?

PLEASE COULD WE CONTACT YOU TO DISCUSS YOUR RESPONSES?

HOW LIKELY ARE YOU TO RECOMMEND THIS SERVICE TO FRIENDS AND FAMILY IF THEY NEEDED SIMILAR CARE OR TREATMENT?

EXTREMELY UNLIKELY  UNLIKELY  NEITHER LIKELY OR UNLIKELY  LIKELY  EXTREMELY LIKELY  DON'T KNOW

PLEASE TELL US WHY YOU GAVE THAT RESPONSE

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Accept

# CsHealth Financial – Self Billing

**CsHealth** | CsHealth Financial MS

← Save Save & Close + New Deactivate Delete Refresh Check Access Assign Share

## Singleton Pharmacy Invoice - 01-Aug-2022 - Saved

Invoice **INV-001006** | 22/08/2022 21:08  
Invoice Number | Date Generated

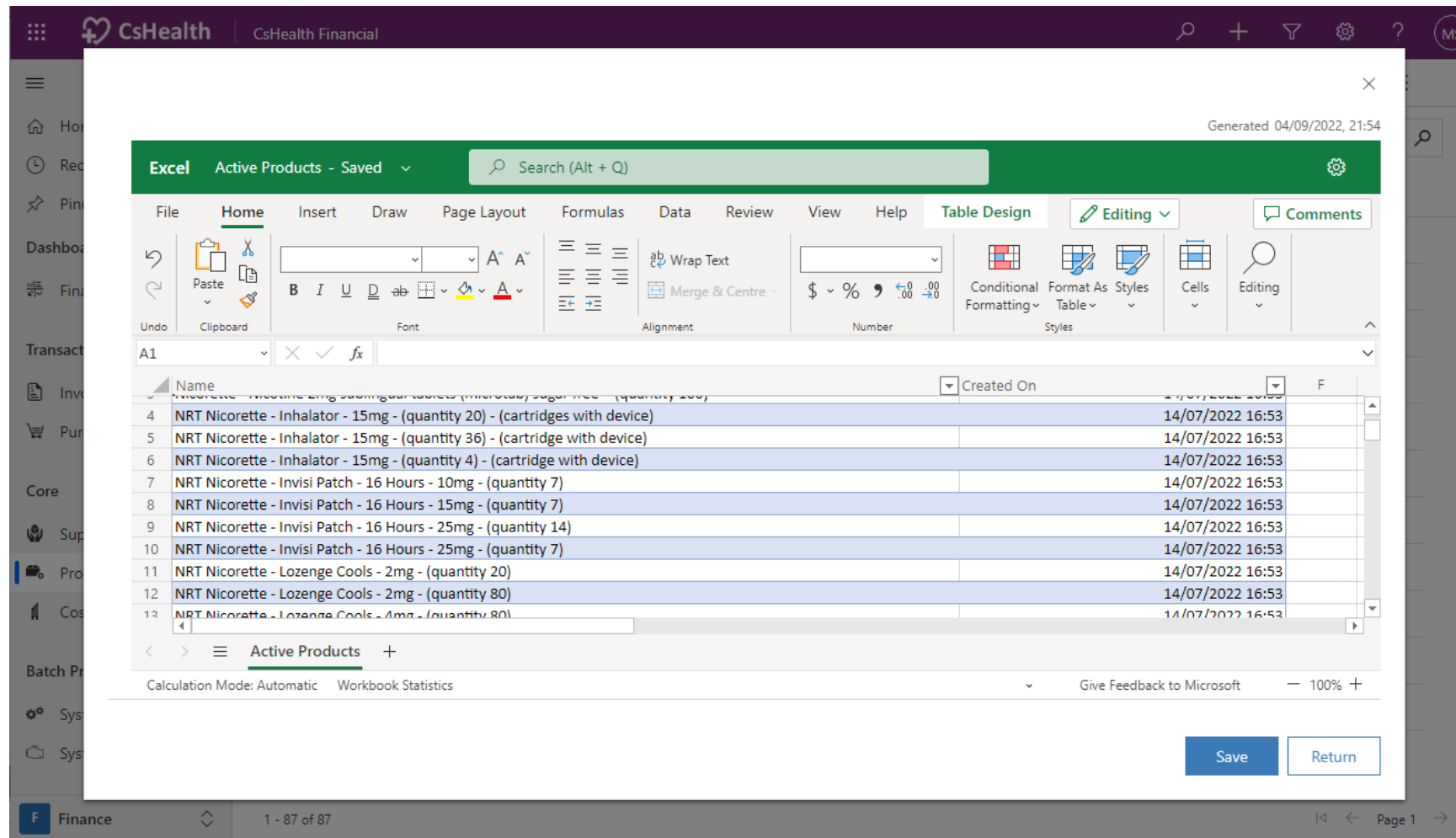
**General** Invoice Lines Related

Invoice Date	* 07/09/2022	Calendar
Invoice Period Start Date	* 01/08/2022	Calendar
Invoice Period End Date	* 31/08/2022	Calendar

Net Total	<b>£18.72</b>
VAT	<b>£3.74</b>
Invoice Total	<b>£22.46</b>
Status Reason	<b>Created</b>
Owner	* # System - CsBuildAgent

Timeline + Filter List

# CsHealth – Wide Range of Capabilities



- **Native integration with Office 365**
- **Intuitive Advanced Find**
- **Document Generation**
- **Role based access controls with granular security for healthcare**
- **Full REST API**

# Want to arrange a demonstration?

[cshealth@caresoftuk.com](mailto:cshealth@caresoftuk.com)