

Clinical Decision Support

Our market-leading solution for clinical decision support, previously called Odyssey, enables healthcare providers to deliver accurate triage, either face-to-face or by telephone, across a wide variety of demanding care settings, including ambulance services and NHS 111 providers.

We have over 25 years' experience in this sector, and working in partnership with our team of experienced clinical staff, we have strived to develop an ideal solution that works for you.

Flexible decision support

Our solution helps deliver appropriate outcomes for patients and the service, and can be used by clinically-qualified staff or for non-clinical users, with minimal training requirements. Users will only be allowed access to the appropriate areas of the solution to match their level of knowledge and expertise. This ensures that all users can feel confident when undertaking assessments that they are consistently acting in the patient's best interest.

Our clinical content can be integrated into our Clinical Patient Management solution, previously called Adastra, to enable you to deliver assessments in a fast, safe way.

Prioritisation of cases

We realise the importance of smart, safe clinical triage when providing urgent and out-of-hours care. Our solution combines an intuitive layout with rich clinical content and an easy-to-use interface. For 111 and out-of-hours providers, our embedded solution allows you to prioritise resources while dispatching ambulances only for the most serious and life-threatening cases.

Clinical Decision Support FirstCall can be used in the initial assessment of a patient's condition, ensuring that serious illness is ruled out and only appropriate presentations are treated, while Clinical Decision Support TeleAssess can be used in your clinical assessment service (CAS) or clinical hub (CHUB) to enhance the previous non-clinical triage further.

The clinical content engine within our solution delivers the most appropriate response that allows for outcomes that best meet the patient's needs.

Improved assessments

Our online and self-assessment tools allow patients who are looking for support or guidance to make their own informed decisions.

If your service provides telephone assessments, our solution has been proven to support consistent best practice by reducing call length, appointment length and improving continuity in triage across your service, while providing quality treatment advice.

Reliable clinical content

Our solution integrates with Clinical Patient Management, EMIS and SystmOne patient management systems, to ensure accurate, clinically sound patient triage across a variety of healthcare settings. The content undergoes thorough, continuous review by our clinical knowledge team. The National Institute for Health and Care Excellence (NICE) accredited the Clinical Decision Support (Odyssey) content development process as a mark of quality between 2013 and 2024 before closing its accreditation programme in July 2024.

Our solution features the following:

- Over 1200 presenting complaints
- Over 450 specific question sets
- Age and gender differentiation of questions and answers
- Provides high quality self-care advice
- Clinical and non-clinical language mirror-image versions
- Locally configured destination outcomes linked to clinical urgencies
- Quarterly content updates with the ability to feedback into the process
- Safety track record evidenced over 25+ years

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Our Clinical Decision Support solution fully integrates with Clinical Patient Management, our solution for patient management. This helps you to promote data flow between clinicians and healthcare services by ensuring that when a patient arrives at a service, their full medical record can be viewed instantly. For out-of-hours care providers, our solution allows clinicians to record the episode of care and transfer details to the in-hours GP, using a range of automatic and electronic GP notifications.

Case study

Clinical Decision Support TeleAssess is being used in out-of-hours services across England and abroad.

A case study by an independent peer group confirmed that Clinical Decision Support TeleAssess can save up to 126 seconds per pre-triaged appointment.

A further 17% of patients receiving an enhanced triage with Clinical Decision Support TeleAssess are offered self-care advice.

We are the third largest software provider in the UK. We support over 70,000 healthcare professionals and believe that our comprehensive, easy-to-use solution is the best way to ensure your patients are receiving the care and support they deserve.

Get in touch

Want to find out more?

Contact one of our team members today!

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